



INFO DOCUMENT BE – LAP ASSOCIATION COMMUNICATIONS POLICY

As part of the Association’s ongoing efforts to streamline communications and ensure efficient correspondence between the Management Company, Community LAP Board Members and Owners, a communications policy is now in place. This policy aims to centralize all official communications through designated postal mail and email addresses, along with other forms of official Association communications’ paths. This helps ensure Owners know how best to communicate with the Association and its representatives as well as define how Board Members and the Management Company communicates with Owners.

Designated Email Addresses and Phone Numbers – owners only

All official communications between the Management Company, the Board, the Community Manager, and Owners must be directed to one or more of the following designated addresses. They are in the order of priority for Owner communications with the Management Company and the LAP Association. Always use the **First** one for nearly all your communications to be ensured of the quickest response to your inquiry!

Police, Fire, Health Emergency Call: 911

Emergency Home Owner Service Call Management Company: 614-224-0353

First – Reach out to the Management Company for placing work orders, service requests, filing complaints, and general questions about the Lakes at Polaris.

Second - Backup Email address: use email address(es) listed on Page 2 for general communications.

Third - Community Manager: reach out to our Management Company representative for general communications. See Page 2 – Use this one only if the First and Second options are unable to assist you.

Fourth - Board of Directors: board@lakesatpolaris.com to reach all LAP Board Members

Fifth – USPS postal mail for non-urgent matters (see Page 2 for mailing address).

The preceding addresses serve as the primary point of contact for all matters related to the LAP Condominium Association and Owners.

Scope of Communications:

The designated addresses are to be used exclusively for official communications about LAP matters to and from Owners. This includes, but is not limited to, repairs, concerns, announcements, meeting notices, newsletters, architectural review requests, and general inquiries. However, an alternate postal mail address is listed in item 10 below for Owners without email.

Communications with and between LAP Board Members

Communications between the Management Company, Management Company, Board Members, and Owners must be handled using the Board Member’s official Lakes at Polaris email addresses only. Keep in mind Board Members are part time volunteers and have no specific requirements to respond to any emails in any given time frame. There should be no expectation by an Owner for a Board Member to respond to an email in less than one to three days, if at all, since the Board Member may just forward the email to the Management Company. The Board can only make decisions by majority vote, and cannot individually resolve any issue. all normal Owner communications should use the Management Company communications paths in item one (1). No direct Association communication between Owners and Board Members is permitted using Board Member’s postal addresses (home addresses or personal emails). Board Member LAP email addresses are added and removed as Owners join and leave the Board of Directors. Official Board Member email addresses take the form:

Email: FirstnameinitialGivenameinitial@lakesatpolaris.com

Example: xy@lakesatpolaris.com

Management Company’s Responses to Owner emails

The Management Company commits to responding to emails received at the designated email/postal mail address(s) within a reasonable time frame. Response times may vary depending on where the inquiry was sent, and



the nature or urgency of the message. Be assured all mail and phone calls will be handled as needed, and addressed in a timely manner during business hours. (Emergency situations, anytime) Be aware that holidays, vacations, sick leave, meetings, and other commitments of the Management Company may delay a response. Owners should follow up as deemed appropriate on mail correspondence. For example, an Owner may send in a notification that a street light is out. The Management Company will most likely not acknowledge they have sent a request for repair to the electric company back to the Owner, since a response to the Owner is not required. Owners need to be specific in their communications if they request/require a response. Do not assume one will be sent.

Owner email addresses

Owners are encouraged to provide the LAP Association with a monitored email address to expedite communications and reduce postal costs. However, each Owner may opt out of receiving LAP Association emails by using the email “opt out form”. If Owners opt out, they should routinely check news updates at the LAP official web site. Since routine updates, informational messages, etc. will only be sent by email and posted on the web site.

Official LAP communications

These communications are usually sent by postal mail and may also be sent via email. It is always in the best interests of each Owner to provide a monitored email address to allow fast, timely, information transfer to Owners. All correspondence from your Association should be read. It is very annoying and time consuming for Owners to ask about something that has been mailed to them, emailed to them, and/or is available on the LAP website, or in the *Handbook*. Simply because they did not read the notice. This kind of activity adds to the cost to every home owner.

Communications of legal matters

Communications of this nature will usually be sent via postal mail - first class, certified, return receipt, signature required, etc. as appropriate. An informative email may also be sent.

General information email

From time to time the Association and/or the Management Company may send emails containing non-policy, non-critical information via email to owners with email addresses on file without a corresponding postal mailing to all owners to better manage costs. The same information will always be posted on the LAP web site for Owners without email addresses on file to view.

Confidentiality and Privacy

Owners are reminded to exercise discretion when sending emails to the designated address(s), especially when sharing sensitive or confidential information. The Management Company and Association board will handle all communications with the utmost confidentiality and respect for privacy. Owners, do not ask Board Members or the Management Company for another Owners email addresses, phone numbers, names, etc. Even though this information may be available publicly it is not appropriate for the Management Company or the Association to give out this information.

Communication paths available for Owners

There are a variety of ways (at least 12) to discuss concerns with the Association Board and Management Company. Here is how to bring concerns or to request additional information to the Members of the Associations Board of Directors;

- a. **Monthly Board Meetings** – request a few minutes at the next board meeting
- b. **Association Mail Address** – use the local LAP mail address % [Management Company]
- c. **Email addresses of Board member** – are posted at the mailboxes, and on the web
- d. **Email address of Community Manager** – is posted at the mailboxes & the web
- e. **Through the Management Company** – who will bring concerns up at the monthly Board Meetings
- f. **At The Annual Meeting** – there is an open forum session while votes are counted
- g. **At the Board’s email address:** to reach Board Members - board@lakesatpolaris.com



- h. **Management Company Office** general email address: See page 2.
- i. **Join the Board of Directors** – influence decisions - 2 open positions per year
- j. **Ask a Board Member** – in person, can only answer general questions
- k. **As a last resort** – write up a petition on the concern and gather a minimum of 23 owner signatures and submit to the Board President asking to call a Special Owner Meeting. These meetings are costly and time consuming so every effort to resolve concerns using the other methods suggested is highly recommended. Please note that this is the only path for Owners to request a Special Owner Meeting per the Bylaws. The President or Board of Directors are able to call a Special Owner Meeting for proposed Declaration and Bylaw changes or rules and regulations changes where the Board of Directors wishes to have Owner input before enacting. However, the Board President cannot call a Special Owner Meeting because an Owner has a ‘concern’ to address. (See: Bylaws, Article IV, Section 3 for process)

Prohibited - Inappropriate communication

All forms of rude, menacing, threatening, profanity, disrespectful, intimidating, hateful, and screaming or yelling communications via phone, email, mail, or personal face-to-face is prohibited. Professional decorum is expected at all times. Owners, Management Company, and Board Members are prohibited to communicate in the manners mentioned. Respect for Owners, the Management Company, and Board Members is required at all times. Repeated phone calls to the Management Company in a disrespectful manner will not be tolerated or answered. Civil communications are expected at all times in all forms of Association communications. Threatening or intimidating phone calls will be terminated immediately. Harassing phone calls to the Management Company, Board Members, or Management Company are grounds for infraction assessments.

Tenant communications to the Board or Management Company are prohibited per the Association’s Bylaws. Tenants must communicate any concerns, questions, etc. through the Unit Owner. The Management Company will decline any calls from Tenants.

This paragraph provides formal notice to Owners that voice recordings of phone calls may take place and will be stored with the Owner’s account. No additional notice is required.

Any type of communication between the Management Company and Owners may be retained for five (5) years.

Anti-harassment Policy

The following Anti-Harassment Policy is hereby adopted as part of the Association’s Rules, and governs behavior as follows:

The Association will not tolerate harassment of any Owner, Occupant, employee, agent, manager, contractor, or other party for any reason, to the extent protected by Federal, State, or local laws, including but not limited to abusive comments or conduct predicated upon race, color, creed, religion, ancestry, sexual orientation, national origin, citizenship, age, sex, disability, pregnancy, genetic information, military status, or veteran status. All harassment that adversely affects any other Occupant’s living conditions, including Board members’ living conditions, is prohibited. All harassment that adversely affects an employee’s working conditions is prohibited. Harassment can take many forms, including words, signs, jokes, pranks, intimidation, physical contact, violence, or inundating a person’s telephone or email with excessive and unnecessary communications. The Association also prohibits threatening to cause physical harm or property damage to any Owner, Occupant, employee, agent, contractor, or other party for any reason. The Association also prohibits causing harm to another individual or property. Aggressive or threatening actions and words are prohibited to be directed at any Owner, Occupant, employee, agent, manager, contractor, or other party for any reason.

If an Owner, Occupant, employee, or other person feels that they have been subjected to conduct that violates this policy, the person should immediately report the matter to the Board. This complaint will go straight to the Board. If a Board member is the person performing the prohibited harassment or being harassed, then contact a different Board member in writing that you feel comfortable reporting the harassment to. Once the matter has been reported



it will be promptly investigated and any necessary corrective action will be taken where appropriate, including use of all enforcement mechanisms provided to the Association under the governing documents. All complaints of unlawful harassment will be handled in as discreet and confidential a manner as is possible under the circumstances.

CONTRACTOR COMMUNICATIONS

Owners and Occupants who do not serve on the Board are prohibited from communicating with, giving work instructions to, harassing, or otherwise interfering with any contractor hired by the Association whether the contractor is on Property or not. This requirement is not intended to reduce service. This requirement ensures the contractor is performing the work according to the agreement executed by the Board, and helps the Association maintain a good reputation with the trade's community. Any Owner or Occupant violating this policy will be assessed all damages incurred by the Association, including, but not limited to correcting work performed not in compliance with the agreement, retaining a new contractor, and the cost to have the contractor return to the Property.

Feedback and Suggestions

The Association's Board values your feedback and suggestions regarding policies. If an Owner has any comments, policy solutions, or concerns, please don't hesitate to reach out to the Board of Directors via the designated communication channels. Be sure to check the Declaration, Bylaws, and Rules and Regulations before sending.

By implementing this communications policy, your Board aims to enhance transparency, efficiency, and accountability within our community. We appreciate your cooperation and adherence to this policy as we work together to maintain the quality and harmony of our neighborhood.

Sincerely,

Lakes at Polaris Condominium Association

Board of Directors

We are all Owners

