

**LOFT RIDGE HOMEOWNERS ASSOCIATION, INC.**

**POLICY RESOLUTION NO. 46**

**COMMUNICATIONS BETWEEN ASSOCIATION AND OWNERS/RESIDENTS**

**WHEREAS**, Loft Ridge Homeowners Association, Inc. (the "Association") is a property owners' association organized and operating pursuant to the Virginia Property Owners' Association Act ("Act") and the Declaration of Covenants, Conditions and Restrictions ("Declaration");

**WHEREAS**, Article VII, Section 1(a) of the Bylaws and Section 55.1-1819 of the Virginia Property Owners' Association Act ("Act") provide that the Association's Board of Directors ("Board") has the authority to adopt Rules and Regulations regarding the use of the common area and facilities, and regarding other areas of Association responsibility;

**WHEREAS**, Article VI, Section 4 of the Declaration prohibits and owner from taking any action or permitting any action that will substantially interfere with the rights or reasonable comfort or convenience of other owners;

**WHEREAS**, Article X, Section 1 of the Declaration and Section 55.1-1828 requires all owners to comply with the Association's Declaration, Bylaws, and duly adopted rules and regulations;

**WHEREAS**, the Board and the Association's management agent ("Managing Agent") are committed (and encourage all Owners and residents to be committed) to fostering a climate of respectful discussion and tolerance among all who live and work in our community;

**WHEREAS**, until such time as the Association's Board of Directors will designate otherwise, the Association will be using the TownSQ information sharing platform for official communications, and as a reasonable, effective, and free method, appropriate to the size and nature of the Association, for Members to communicate among themselves and with the Board of Directors regarding any matter concerning the Association, in accordance with Section 55.1-1819 of the Act;

**WHEREAS**, the Board has determined that it is in the best interests of the Association to establish standards of conduct when communicating regarding Association matters.

**NOW, THEREFORE, BE IT RESOLVED THAT** the Board hereby adopts as part of the Association's Rules and Regulations the following Communications Policy, which supplements any other provisions of the Rules and Regulations pertaining to communications between the Association and Members:

- I. **Introduction.** This Communications Policy sets forth the general requirements and expectations for how Members and Residents within the Loft Ridge Homeowners Association, Inc. (collectively, "Community Members") are to conduct themselves when communicating with the Association's officers, directors, committee members and Managing Agent about matters related to the Association (including, for instance, matters pertaining to Members' Lots, violations of the governing documents, use of the Community Facilities, meeting attendance, record requests, and other areas of Association

responsibility). However, this Communications Policy does not address every type of conduct or situation that may be encountered, and is not a substitute for the exercise of good judgment, common courtesy, neighborliness or common sense.

**II. Communications with Board Members** – Members submitting questions, concerns or other communications relating to Association matters to the Board or Management, must submit them through TownSQ, or such other designated platform, and not submitted to individual Board Member emails. Members may also send questions, concerns, or other communications to Management via email.

**III. No Offensive or Threatening Conduct – General Rule**. Members, residents, and Directors will not engage in conduct (whether physical, verbal or through written communications) that is offensive, abusive, harassing or physically threatening.

**IV. Specific Standards for Communications**.

- A. Members will not use or display vulgar, obscene, profane or offensive language, content or gestures.
- B. Members will not engage in personal attacks against others, such as comments or actions that harass, defame or physically threaten another.
- C. Members will refrain from making intimidating, inappropriate comments that reasonably appears to be intended to harass or instill fear in another.
- D. Members will not send repeated emails, letters or other communications in a manner or with such frequency that it reasonably appears to be intended to harass or intimidate.
- E. Members will not interfere with the ability of the Managing Agent (including the onsite management staff) or the Association's contractors to perform their responsibilities.
- F. All comments and questions submitted through the communications platform must be relevant to the subject matter of the post and respectful to the poster.

**V. Content**.

- A. The Association generally does not, and will not be obligated in any way to, pre-screen, monitor, or edit any Content posted by users of the Association's communications platform. However, the Association reserves the right to remove any Content that, in its sole discretion, does not comply with this Policy or is otherwise harmful, objectionable, or inaccurate. The Association will in no event be liable for any failure or delay in removing any such Content.

B. **Prohibited Content.** Users must not post on the Association's communications platform anything (including posts, comments, documents, links, etc.) that contains or includes, in whole or in part, any of the following:

1. Content that clearly does not involve matters concerning the Association or directly impacting owners within the Association;
2. Vulgar or obscene language or content;
3. Personal attacks of any kind (such as comments that harass, threaten or defame an individual);
4. Content that constitutes or encourages conduct that would give rise to civil liability or violate law;
5. Content that violates, plagiarizes, or infringes on the rights of third parties including, but not limited to, copyright rights, trademarks, rights of privacy or publicity, or any other proprietary right;
6. Content that contains a virus or other harmful component that is designed to interrupt, destroy, or limit the functionality of any computer software or hardware, or telecommunications equipment, or that is designed to obtain unauthorized access to any information;
7. Content for which the user does not have all necessary rights and licenses to transmit under any law or under any contractual or fiduciary relationship; or
8. Content that constitutes or contains false or misleading indications of origin or statements of fact;
9. Content that promotes, fosters or perpetuates discrimination on the basis of: Race; Color; Religion; National origin; Sex; Elderliness; Familial status; Disability; Source of funds; Sexual orientation; Gender identity, or; Veteran status; or
10. Links to other websites or content that appears to violate this Policy;
11. In addition to the prohibited content above, no Owner of the Association shall post content that creates an oppressive environment to the detriment of the use of the Association's communications platform

C. **Removal of Content.** The Association reserves the right to remove any content posted on the Association's communications platform that is deemed to be in violation of this Policy. However, the failure to remove noncompliant content shall in no way be deemed to be the Association's acceptance of, agreement with, endorsement of, or responsibility for such content.

VI. **Remedies.** If any person persistently or repeatedly violates this Policy, the Board of Directors may suspend such person's ability to post content on the Association's communications platform. In addition, the Association may authorize other appropriate legal action, including letters from Association counsel or filing of a lawsuit.

VII. **Severability.** In the event that any part or provision of this Resolution shall be adjudged unlawful or unenforceable under Virginia law, the remainder of this Resolution shall nonetheless survive and remain in full force and effect.

### **EFFECTIVE DATE OF COMMUNICATIONS POLICY**

The effective date of this Communications Policy will be May 7, 2024.

**LOFT RIDGE HOMEOWNERS ASSOCIATION, INC.**

**RESOLUTION ACTION RECORD**

Resolution Type: Policy No. 46

Pertaining to: COMMUNICATIONS POLICY

Was duly adopted at a meeting of the Board of Directors held May 7, 2024.

Motion by: Abbie Boyle                      Seconded by: Michelle Acevedo

VOTE:	YES	NO	ABSTAIN	ABSENT
Abbie Boyle <small>DocuSigned by: Abbie Boyle 1EF5705102D7434...</small>	X	_____	_____	_____
Michelle Acevedo <small>DocuSigned by: Michelle Acevedo 37969A0BBD184A3...</small>	X	_____	_____	_____
Trish Skinner <small>DocuSigned by: Trish Skinner BDB5E3A96996478...</small>	X	_____	_____	_____
Eric Naide <small>DocuSigned by: Eric Naide AD8A04BE86524F1...</small>	X	_____	_____	_____
Carie Rothenbacher <small>DocuSigned by: Carie Rothenbacher F3FE21A0467743F...</small>	X	_____	_____	_____

ATTEST: 5/10/2024  
DocuSigned by:  
Eric Naide \_\_\_\_\_  
 Secretary – Eric Naide Date

Policy's Effective Date: May 7, 2024.

**CERTIFICATE OF PUBLISHING**

I hereby certify that on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, a copy of the above-referenced Policy was published to Owners by first-class mail (or by email to those Owners who have provided email addresses to the Association for communication purposes).

\_\_\_\_\_  
 Managing Agent