

## **SEACOAST GARDENS II COMMUNICATION PROTOCOL POLICY**

Generally the Board of Directors (“BOD”) is charged with the preservation, promotion and protection of the property values. To accomplish these objectives the BOD is engaged in the overall operation of the Association and all that it entails. This includes the performance of general day-to-day operations, the identification of new issues and implementation of solutions, the timely and consistent application of adopted policies, and the collection and accurate reporting of financial matters.

Because few, if any, Board Members have the time or expertise to execute the foregoing competently, these tasks are performed at the direction of the BOD by a third party Property Management Company (“PMC”) with specific expertise regarding such matters. The PMC of Seacoast Gardens II is on-site and consists of a property manager (“CAM”) and a full-time support staff person (“SP”) to carry out these tasks (collectively “PMC Personnel”).

In order to be successful, a fairly close and solid working relationship must be forged and maintained between the PMC, the PMC Personnel, and the BOD. Since the overall task is large, and the PMC Personnel’s time is limited, efficient use of the limited time is paramount. Thus, a vital component to accomplish the objectives is an effective, traceable and observable, and thereby accountable, communication system between the PMC, the PMC Personnel, and BOD.

In addition, the foregoing tasks and objectives are ever on-going and in most cases, time sensitive for completion. Each requires time and focus to be done correctly and constant or prolonged interruptions for off-task or impromptu discussions are in the long-term detrimental to performance.

However, it is often the case when an Owner or BOD Member has astutely identified an issue or problem, many times with a good solution which will be most beneficial to the BOD’s objectives. In such cases, an effective, written and accountable method of getting such observation and proposed solution into the proper queue for timely action is imperative.

For these reasons, the BOD hereby adopts this policy.

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### **A. Instructions and Directives.**

1. All requests, instructions and directives regarding any action, implementation, or undertaking that will take longer than forty-eight (48) hours to complete, in the the CAM’s sole opinion, shall be initiated and implemented pursuant to the Action Item List Policy currently in effect.

2. All requests, instructions and directives regarding any action that will take less than 48 hours to complete shall be in writing via email to directly to the CAM. The CAM shall have sole discretion regarding time for estimating the time for completion. PMC Personnel shall not be required to execute any verbal instructions except in an emergency situation which shall include, but not be limited to: reacting to verbal reports or requests regarding rule enforcement (pool area, trespassing, wristbands, parking), bodily injury, water intrusion and HVAC outages (including timely roof access) or clogged condensate lines.

3. All such written instructions or directions to CAM shall have an open copy tag to both the appropriate Committee Chair, if any, the BOD President and Vice President included at the time of request. Failure to copy these individuals shall automatically invalidate the request.

4. If the request is not made by the Committee Chair, the Committee Chair or the BOD President or Vice President shall have the right to override any such request in writing to CAM and such override shall include an open copy tag to all parties. If the request is made by the appropriate Committee Chair, then only the BOD President or Vice President may override the request. All unexecuted rights to override shall expire 24 hours after the request is sent. In cases where there are conflicting requests and overrides – the matter shall be taken up by the BOD at the next meeting and decided by a simple majority vote of the BOD.

5. All replies or ensuing communications by CAM or SP in response to any written request shall be in writing and shall have an open copy tag to the appropriate Committee Chair, the BOD President and the BOD Vice President.

## **B. Office Entry.**

### **1. During Working Hours.**

During the normal working hours, other than PMC personnel, no person, Board Member or otherwise, shall enter the Property Management Office (“Office”) for the purpose of any impromptu projects or activities beyond the simple day-to-day common requests, including, but not limited to: parking passes, owner lock outs, vendor check-ins, picking up or returning forms, except as otherwise specifically requested in writing by PMC, or in cases of emergency such as those outlined in Paragraph (A)(2) above.

### **2. During Non-Working Hours.**

No person shall be permitted to enter the Property Management’s office during the off-hours, except in an emergency situation such as those described in Paragraph (A) (2) above, unless the CAM or SP has given specific written permission otherwise.

### **C. Meetings.**

1. In Person Meetings (“Meetings”), for the purposes of this Policy, shall be defined as any gathering of two or more people from both PMC Personnel and BOD will be present and in which any Seacoast Gardens II or III Association, or Association-related, or property, or property-related items or topics are, or will be, discussed in any form.

2. Requests for Meetings between any PMC Personnel and any BOD member(s) shall be in writing and held on-site, unless agreed to otherwise by both parties in writing. All requests for meetings shall include a copy to the President and Vice President of the Association. Failure to copy these individuals shall automatically invalidate the request.

3. Only an officer of BOD may meet with PMC personnel on a one-to-one basis, subject to all of the foregoing requirements in Paragraph (C)(2) above. All other meetings between PMC personnel and BOD member(s) shall consist of at least three (3) persons. The third person shall not be related to either the PMC person or the BOD member.

### **D. Phone Communications.**

It is recognized that clarifications regarding instructions, directives or other material many times are most efficiently addressed with a short telephone call.

As such, telephone calls between any PMC Personnel and any BOD member shall be kept short and on-task for the specific purpose(s) of addressing immediate instructions, directives, issues or policies.

### **E. Conduct, Critiques, Criticism and Corrective Actions.**

1. Conduct. It is expected that the PMC Personnel and all BOD Members will conduct themselves in accordance with this policy, as well as all other written and adopted Board policies.

It should be recognized that all parties – both the PMC and the BOD - are working towards the same goals and objectives – to preserve, protect and promote the property values at Seacoast Gardens II. It is understood that tensions and frustrations, on both sides of any issue, be it between BOD Members or between PMC and the BOD may rise in the course of discussion and vetting and implementation and operation.

**Regardless of such tensions and frustrations, it is expected and demanded that all parties interact with one another in a respectful and adult-like manner. This requirement shall be considered absolute and failure to adhere to it shall be automatic grounds for the matter to be submitted to the Dispute Resolution Committee for possible removal as Committee Chair or Officer and the initiation of a recall in the case of any BOD member (in accordance with the Association Bylaws) and possible termination of employment in the case of any PMC Personnel. In the case of any PMC Personnel, such PMC Personnel shall be barred from Seacoast Gardens II property pending the findings of the Dispute Resolution Committee.**

## 2. Critiques and Criticism.

Any critiques or criticisms of any BOD Member shall be first brought to the attention of the President of BOD, unless the President is the subject, in which case it shall be first brought to the Vice-President.

Any critiques or criticisms of any BOD Member shall be first made by the President or Vice President on behalf of the BOD at-large.

Escalation of any critiques or criticisms shall be handled pursuant to the Dispute Resolution Policy currently in effect.

## 3. Corrective Actions.

Minor corrective actions shall be implemented by the BOD President or Vice President. These may include, but not be limited to: minor reprimands, requests for minor changes, and a general discussion.

Major corrective actions shall be by a majority BOD vote. These may include, but not be limited to: official written reprimands and termination.

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