SCPLOA Communications Policy

Adopted August 2025

This policy details how the Swains Creek Pines Lot Owners Association® Board of Directors communicates publicly and with the overall Association membership, and within itself. This policy is created by, maintained by, and followed by the Board. It represents a promise, from the Board to the Association, for how the Board handles these communications.

Communications External to the Board

Generally speaking, the Board will conduct formal communications only via channels that the Board owns, fully controls, or contracts to be controlled on behalf of the Board. This means that third-party social media platforms such as Facebook will not be used for formal communications.

The Board will ensure that it owns, controls, or contracts to be controlled, at least one electronic communications channel to which all Association members may subscribe free of charge. For example, this may take the form of an email list or a text message list into which Association members may opt-in, or a website where Association notices can be posted.

- The Board **will** make every attempt to notify Association members of critical events happening within Swains Creek Pines and the surrounding areas and subdivisions. These events may include road closures, public works such as mag-chlor application, scheduled planned burns, and so forth. However, the Board can only make these notifications on a “best effort” basis, meaning the Board itself may not always be the first to know about an event, and therefore may not be able to notify the Association on a timely basis.

- The Board **will not** be responsible for emergency communications, such as notifications of forest fires or other emergencies. Association members should, on their own initiative, consider subscribing to the free Kane County Everbridge service (see https://www.kane.utah.gov/195/Emergency-Services).

- The Board **will** make the minutes and recordings of each monthly open Board meeting available to the Association, in compliance with state law.

- The Board **will,** provided volunteer resources are available, communicate a monthly summary (for example, in the form of a newsletter) listing news and events of interest to the Association in general. This may include upcoming fairs, scheduled public works, board meeting dates, and so forth.

- The Board **will** provide a general Q&A contact e-mail address, which all Association members may use to ask questions, either anonymously or otherwise. The Board **will** post such questions (or a reasonable summary, as appropriate and when this would not impair confidentiality) and their answers to the Association.

- The Board **will not** engage in Q&A about Association policies or other matters on social media platforms such as Facebook. However, the Board **may**, on social media platforms, post links to official Board-posted materials, such as links to recent open meeting minutes.

- The Board **will not** engage in debates or fact-corrections on social media platforms. Association members who need to obtain facts about Association policies, question Board decisions, or comment on upcoming matters, should present themselves at the next open meeting of the Board, or submit their questions to a general Q&A contact e-mail address as noted previously. However, the Board **may**, on social media platforms, post links to official Board-posted materials, such as links to recent open meeting minutes, as a way of providing correct facts.

- The Board **will not** address issues raised on social media platforms by Association members. The Board **may** remind posters of the correct channels to have their issues heard, including contacting the Board directly, addressing the Board at a scheduled meeting, and so on.

- The Board **may** use social media platforms to post reminders about upcoming events and other happenings within the Association, including notifying the public that events have been cancelled, postponed, or otherwise changed.

- In compliance with Association governing documents and Utah state law, the Board **will not**, in any venue or communications channel, communicate private or privileged information, even if another participant in that information chooses to do otherwise. For example, the Board will never publicly comment about a legal matter between the Board and an Association member, even if the involved Association member chooses to publicly comment.

- When referring to facts in state law or Association governing documents, Board communications **will,** to the degree possible, link to the referenced facts or make an appropriate citation of statute.

- In all cases, the Board **will,** when using formal communications channels, communicate professionally and as representatives of the entire Association membership. Communications by Board members outside formal communications channels are **not** communications of the Board, but rather communications of the private individual making the communication. Board members are not authorized to make formal communications

outside formal communications channels.

- The Board and its individual members **will not** and **may not** communicate approvals, denials, determinations, or other decisions verbally to Association members. All such communications will be made entirely and only in writing, and the Board's Secretary and Association Manager will retain records of such written notices in accordance with the law.

The Board reminds the Association in general that **many people on social media post incorrect information** about Association policies and matters, rely on outdated information, or make other statements which are inaccurate. Association members should avail themselves of the resources listed in this policy to obtain factual information when needed. Association members who rely on incorrect information outside formal communications channels do so at their own risk.

To assist in implementing this policy, the Board will establish a standing Communications Committee, whose member(s) will help coordinate communications and ensure that this policy is followed consistently.

Formal communications channels:

- Documents posted at SwainsCreekPines.com
- Documents posted at PayHOA.com (when logged in as a member of SCPLOA)
- Formal newsletters and other communications released by the Communications Committee as established and authorized by the Board.

Communications Within the Board and its Employees, Contractors, Vendors, etc.

- Communications will maintain a professional and respectful tone, even when addressing difficult issues. Personal attacks or inappropriate language are not acceptable .

- Communications should strive to be clear and concise, and distributed in a timely manner. Communications requiring quick or immediate action should be identified as such and be communicated promptly.

- Sensitive personal information and matters discussed either in executive sessions or in communications wholly between Board members, management company employees, or Association employees, will not be shared publicly. These confidential matters include, but are not limited to, past-due assessments, architectural committee requests, violations, and legal matters.

- Official communications should be in writing.

- Notices sent by vendors or contractors, such as the Association's management company, must be copied to the Board.

- Board members will not meet individually with members regarding violations. At least two Board members must be present for all meetings, and those Board members may not make any verbal approvals, promises, assurances, or determinations during that meeting. Members should be encouraged to request a formal hearing with the Board (or relevant Committee) versus ad-hoc meetings with a small number of individual Board members, and should be directed to submit questions, disputes, and other communications in writing to the Management Company. .