

1. Purpose

To establish clear, consistent, and respectful communication between the Association Board, property management, unit owners and residents. It aims to:

- Promote efficiency and respect in all communications.
- Protect the privacy and time of volunteer Board members.
- Prevent misunderstandings or conflicts arising from informal or unauthorized communications.
- Ensure proper documentation and handling of Association-related matters.

2. Approved Communication Channels (Owners to ESCA)

These Communication channels allow for proper tracking, response, and inclusion in ESCA records.

1. Email: eastfieldslopes@gmail.com (preferred method for non-urgent matters)
2. Phone: 813-675-7679 (preferred hours: Mon-Fri, 9 AM-5 PM), unless urgent
3. Mail: 805 E. Bloomingdale Ave, Ste 772, Brandon, FL 33511

2.A. Communication Etiquette Standards (applies to all communication)

- Be clear, concise and include relevant details, (e.g. dates, and documentation.
- Remain respectful, professional, and constructive.
- Avoid abuse, harassing, threatening, or disrespectful language or demeanor.
- Refrain from personal attacks, insults, or inflammatory remarks.
- Do not send repetitive communications on the same issue after a response has been provided.
- Do not contact Board members directly via personal phone, email, text, social media, or in person regarding Association business outside of ESCA events. This ensures fairness, consistency, and proper documentation.

3. Additional Guidelines

- Anonymous communication may not receive a response.
- Repeated communication on the same issue or Repeated failure to adhere to this policy could be considered harassment
- Confidentiality: The Board will treat confidential communications with discretion, but certain matters may require discussion with property management, legal counsel, or other relevant parties. Avoid including sensitive personal information unless necessary.

4. Enforcement Failure to comply with this policy may result in:

- Non-response to communication.
- Written Warnings
- Fines, as permitted by the Association's Governing Documents and Florida Law.
- Referral to the Association's legal counsel or appropriate authorities.
- Additional actions as outlined in the Association's enforcement policies.

5. Response Procedures

The Board, property management, or a designated representative will respond within 10 business days or less, depending on the complexity of the matter. Additional time may be required for issues needing investigation, legal review, or Board deliberation.

6. Emergency Communications

For emergencies like threats to life, safety, or property, immediately contact emergency services (911).

7. Communication Channels (ESCA to owners/residents)

1. Community Website/Portal: Posting Documents, Meeting Notices
2. Pool Building Bulletin Board: Notices
3. Postal Mail: When required
4. Alerts: May be distributed via email, text (if opted-in) or occasionally, door to door resident posting.
5. Meetings: Annual Meeting and Board Meetings are open to owners as outlined in the bylaws.

7.A. Social Media and Informal Communication:

- Community social media groups are not official communication and are provided as a courtesy.
- Board members and residents are expected to refrain from posting confidential or defamatory content online.