



Longbrooke Homeowners' Association, Inc.

Communications Policy

This policy establishes guidelines for communications from residents and occupants of the Longbrooke Homeowners' Association (hereinafter "Association") regarding Association matters. The purpose is to ensure timely, respectful, accurate, and consistent dissemination of information to all Association members in compliance with applicable laws and regulations.

The Board of Trustees (hereinafter the "Board") reviewed the below policy during its November, 2024 Board Meeting. The Board then voted to approve and implement this policy, effective February 20, 2025.

1. Code of Conduct for Communications

Any communication regarding matters of the Association must be conducted in accordance with this policy.

The Board Members of the Association are in a volunteer capacity. Board members should not be contacted directly regarding Association matters, except as directed herein. Any communications to the Association must be directed in a courteous and respectful manner. Harassing, repeated communications on the same topics without waiting a reasonable time for a response, and communications including profanity, aggression, threats, yelling, or slurs will not be tolerated.

2. Methods of Communication

Association residents may contact the Association via the following:

- **Website**: The Association's website includes answers to many of the questions residents may have, including a list of FAQs, news, updates, and more. Visit www.longbrookeberea.com.
- **Email**: The contact page of the Website contains several email addresses for Association business. Please direct your communication to the appropriate respective Board member or Committee Member.
 - o **Accounting or Escrow Requests**: longbrooketreasurer@gmail.com
 - o **Complaints about Residents**: longbrookeHOAgrounds@gmail.com
 - o **Architectural Review Requests**: LongbrookeACC@gmail.com
 - o **Document Requests or General Inquiries**: Patricia2@aol.com or longbrookepresident@gmail.com



- Mail: You may mail document requests or general inquiries to:
 - Longbrooke HOA
PO Box 429
Berea, OH 44017
- Scheduled meetings open to all Association members: Members are encouraged to attend meetings which are open to the membership in order to ask questions and offer feedback. Issues may submitted to be added to the agenda at least ten (10) days in advance of any such meeting. Additionally, members may have the opportunity to present matters of concern which are not on the agenda, time allowing. Priority will be given to necessary matters of operation for the Association.

3. Non-emergency Communications

The hours for non-emergency communications via phone are between **9:00 AM and 5:00 PM EST**. Emails and other written communications may be sent at any time, as directed in this policy. The Board requests that you allow seven business days for non-emergency requests.

Examples of non-emergency communications include, but are not limited to, communications involving: requests for information from the Association, Grounds complaints, neighbor disputes, issues concerning trash, issues with landscaping and other issues pertaining current HOA issues.

4. Emergency Communications

In the event of any true emergency requiring police, ambulance, or other emergency services, residents are instructed to first call 911.

The Longbrooke Homeowners' Association is self-managed by a volunteer Board of Trustees elected by the community. Residents may contact the Association, strictly regarding matters of emergency, at any time as directed in this policy, via the methods of communications provided herein. For the purposes of this policy, an emergency is defined as a situation involving a substantial threat to life or property. False emergency communications, or non-emergency communications issued in violation of this policy may result in enforcement measures as provided herein.

Examples of circumstances which qualify as an emergency include: fire, flood, and fallen trees from HOA common area (onto structures or blocking necessary access for emergency vehicles).

5. Penalties



Violations of this policy may result in enforcement charges assessed to the owner of the property involved, levied in accordance with the Association's Declaration and applicable law.

- For the first offense: If any member, tenant, or guest violates any portion of this policy, that member shall be charged an enforcement assessment of \$25 per occurrence, per violation.
- For the second offense: If any member, tenant, or guest violates any portion of this policy for a second violation within 90 days of the date of the first violation, that member shall be assessed an enforcement assessment of \$50 per occurrence, per violation.
- For each additional offense: If any member, tenant, or guest violates any portion of this policy, for each additional violation that occurs within 120 days of the date of the second violation, that member shall be assessed an enforcement assessment of \$75 per occurrence, per violation.

6. Confidentiality

Board members and authorized spokespersons shall maintain the confidentiality of sensitive Association information, including communications. Personal information of Association members shall be protected and shall not be disclosed without consent, except as required by law.

7. Authorized Spokespersons

The following persons are authorized to speak on behalf of the Association:

- President of the Board
- Secretary of the Board
- Treasurer of the Board
- Member of the Board

No other person may speak on behalf of the Association unless specifically authorized in writing by the Board.

8. Subject to the Governing Documents

This policy remains shall be in addition to and not in lieu of any applicable terms set forth in the Association's Declaration, bylaws, or other operative governing documents.



A handwritten signature in black ink, appearing to read "Jacquie Gareau". The signature is fluid and cursive, with a large initial "J" and "G".

2/19/25

Jacqui Gareau, President
Board of Trustees
Longbrooke Homeowners' Association

Date