

Willow Wood Village

Code of Conduct for Homeowners/HOA Members

Approved by the Board of Directors on June 19, 2023

A Code of Conduct can provide guidance to homeowners regarding their responsibilities and obligations as members of the community.

When homeowners are engaged in their community, having a Code of Conduct can make them stop and think about their behavior while making it a better place for all to enjoy.

1) Be engaged:

- Make sure your board and management company always have current contact information for you and your tenants if you're renting out your unit
- Attend as many meetings as you can
- Don't wait to be asked to participate in your community - ask what you can do to help
- When asked—whether it's to vote, to respond to a request for information from your board, or to volunteer for a committee or the board—do it willingly
- Your HOA can benefit from the wisdom of diverse voices and opinions when homeowners are engaged in their community

2) Read your governing documents:

- Read your Declaration of Covenants, Conditions, and Restrictions (CC&Rs), bylaws, rules, meeting minutes, and any other correspondence you receive from your board or association manager
- These documents form the framework that everyone in the association must live by and follow

3) Always comply with your governing documents:

- First, concentrate on your own property to make sure it's attractive and well maintained - even when you disagree with them, follow the rules
- Rules are there so that *everyone* can enjoy the community. If you're following the rules yourself, you can reasonably expect the board to enforce rules against your neighbors.
- If you're not sure whether something you'd like to do is permissible, ask a board member or your manager before you take action.

4) Pay your assessments, and pay them on time:

- You are a member of a not-for-profit business that has fiscal obligations - delinquent revenue to the association directly affects the community's monthly operations and may limit the board in its attempt to maintain and enhance the community
- All the benefits you get from your association—whether it's the recreational amenities or the grounds that surround your home - come to you because the association pays the money to provide them. If you and other homeowners don't pay assessments, service suffers and everybody loses.

5) Don't try to benefit personally from your association:

- Make sure the board knows if a company that is bidding on an association contract is related to you in any way

- Don't attempt to improperly influence any such vote or accept anything of value in exchange for recommending a vendor to the board

6) Support your board of directors:

- For a community to be successful, everyone needs a "we" mentality
- Remember that the board may, from time to time, make decisions that inconvenience a few homeowners, however they're made based on the long-term good of the entire community
- If you disagree on an issue, more often than not, a friendly and polite face-to-face conversation with a board member will give both of you the opportunity to explain your side, which you may not have been able to do before because of the time constraints of a board meeting or because you weren't able to attend prior meetings

7) Always exhibit professional behavior:

- Strive for the highest standards of decorum in all communications
- Many problems don't happen when there's open dialogue within a community
- Follow whatever communication protocols have been set up – contact the association manager rather than the board for issues that have been identified for such communication
- If you're having a run-of-the-mill dispute with a neighbor, don't ask the board or property manager to take sides
- Never make personal attacks on your board or fellow homeowners
- Don't harass board members or other residents, and refrain from defaming anyone in the community, including your board and manager. Even when you disagree, there's no need to be disagreeable.

Expected behavior:

- Treat every person – other homeowners, board members, the association manager, contractors and members of the public—with dignity, understanding, respect and decency
- Be considerate, respectful and neighborly
- Strive for open dialogue between association members and the board
- Refrain from any demeaning, discriminatory speech or harassing behavior
- Don't harass association members or residents, and refrain from defaming anyone in the community, including board members, your association manager and attorney

Unacceptable behavior:

- Unacceptable behaviors include: intimidating, harassing, abusive, discriminatory, derogatory or demeaning conduct by any homeowner or site visitor
- The use of indecent, abusive or insulting words or expressions toward any other homeowner, board member, contractor or member of the public
- Harassment includes: offensive verbal comments related to a person's race, religion, gender, color, national origin, age sexual orientation, marital status or disability as well as any form of intimidation

8) Always exhibit professional behavior with Social Media:

- The responsibility for creating and maintaining a respectful community and for being civil and respectful extends to social media platforms
- Once posted on social media, including the HOA platform TownSq, any material or comment is accessible to anyone with an internet connection

- HOA members should act with discretion and be judicious in what material they post on social media
- Care should be exercised in debates or comments on contentious matters, as feelings and emotions can become inflamed very quickly
- No member shall use social media to publish anything that is dishonest, untrue, unsubstantiated, offensive, disrespectful, constitutes harassment or is defamatory or misleading in any way

Unacceptable behavior – HOA members must refrain from posting content that falls under any of the following:

- Profane, offensive, defamatory or violent in any way
- Personal attacks of specific groups or individuals
- Deliberately disorderly comments meant to abuse, harass, threaten, or intimidate (i.e. trolling)
- Spam, click-baits, links to files that contain viruses
- Content related to confidential association business (such as vendor negotiations or contracts)
- Content that fosters, advocates, or perpetuates discrimination based on a person's race, religion, gender, color, national origin, age, sexual orientation, marital status, or disability
- Discriminatory conduct, including unlawful conduct engaged in because of a protected characteristic (race, religion, gender, color, national origin, age, sexual orientation, marital status or disability)
- Sexual content or links to sexual content
- Content that encourages or conducts any activity that is offensive, harmful, or illegal in any way
- Content related to confidential or proprietary business information
- Personal information
- Copyrighted or trademarked content (such as images)
- Images of children without parental consent
- Content that promotes or advertises a product/service, brand, or individual
- Community gossip, rants or criticism
- Political bias

9) Extend common courtesy toward your neighbors:

- Little things can make everyone's life easier - be considerate about things like noise levels, parking and recycling rules

10) Get to know everybody:

- Be on a first-name basis with your board members, your manager, and your neighbors so that you feel comfortable calling to report problems, ask questions, and offer to help
- The more that people within the association respect each other, the better the experience will be for everyone.

11) Keep things in perspective:

- Offer to help plan social events in order to get to know neighbors and have fun