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COMMUNICATION, CONTACT AND SOCIAL MEDIA POLICY

CANTRICE COURT CONDOMINIUM OWNERS' ASSOCIATION

a California nonprofit mutual benefit corporation

Adopted on July 28, 2026

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This policy is an Operating Rule as defined in the Davis-Stirling Common Interest Development Act and, to the extent it may conflict with any previous Operating Rules, supersede and prevail over such previous rules. All Operating Rules, whether characterized as rules, policies, procedures and otherwise, are subject to the provisions of the Declaration of Covenants, Conditions and Restrictions for Cantrice Court Condominiums (“CC&Rs”) currently in effect for this Association.

The purpose and effect of this policy is to (1) limit the Association’s liability from unsolicited or improper contact with directors and (2) to ensure the correct person receives communications for Association-related business from a Member.

ARTICLE 1: ASSOCIATION CONTACT POLICY

1.1 Who Can You Contact for Association Matters? Except (1) as otherwise permitted by law, or in the governing documents, (2) in the event of an emergency preventing compliance with this section, or (3) if the Association becomes self-managed, Members can only contact the Association’s manager or management company regarding all Association matters.

1.2 How Can You Contact the Association? Unless a different procedure is required by law or the governing documents, you can contact the Association by:

- a. *United States Mail.* Members may send letters or other documents through the United States Mail.
- b. *Electronic Mail.* Normally, Members can email the Association. But the Association may withdraw permission to email at any time, as to the membership as a whole or as to any Member who abuses the privilege. If the Association withdraws its permission, affected Members will receive written notice.
- c. *Through the Board.* Member may communicate with the Association through the Board during meetings or hearings as provided for in this policy.

1.3 No Obligation to Respond. The Association is not required to respond to requests, communications, complaints, and other inquiries that are submitted outside the parameters of this policy, that are made to an unauthorized person, in an unauthorized manner or at an unauthorized occasion.

ARTICLE 2: DIRECTOR CONTACT POLICY

2.1 Can I Contact Directors? Except as permitted in this policy, Member may not directly contact the Board or any individual Directors in their capacities as Directors regarding Association business.

2.2 Prohibited Contact. Specifically prohibited contact with Directors includes, without limitation:

- a. *Unsolicited Conversation*. Initiating or continuing an unsolicited conversation with a Director in person or by telephone regarding Association business.
- b. *Unsolicited Writing*. Sending an unsolicited mailing, email, text or instant message to a Director regarding Association business.
- c. *Following*. Following, stalking or otherwise harassing a Director, whether within the development or in a public place.
- d. *At Home*. Contacting a Director at home by any means whatsoever regarding Association business, unless expressly requested or consented to by the Director.
- e. *Excessive Communications*. Sending, leaving or making multiple emails, voice messages, text messages or phone calls (1) about the same issue(s) the same day or in any unreasonably short period of time after the initial contact or (2) after a final determination has been made on a particular issue.

2.3 Permissible Contact.

- a. *At Meetings*. Member may communicate directly with the Board and/or management only during their allotted period of an open forum at a Board meeting or membership meeting, or if recognized by the chairperson of any meeting officiated by the Board.
- b. *At Hearings*. Member may communicate when recognized by the chair at any disciplinary hearing, Internal Dispute Resolution or other hearing whether appearing as an accused, complaining party or witness. Member may communicate with mediators, arbitrators or judges according to their respective protocols.
- c. *Other Association Functions*. At any other Association function where and to the extent contact with a Director is authorized by law, by the Association's governing documents, or has been authorized by the Board (such as town hall meetings); or
- d. *Written Permission*. If the Member is given written permission by a Director to contact a particular Director for a specific item (or items) of Association business.

2.4 Exceptions. Nothing in this policy shall prohibit Member from contacting Member (whether Directors or not) through the use of the Association's Membership List for a proper purpose as permitted by Civil Code §§5220 and 5225, and Corporations Code §8330(c). However, if a Member requests that another Member discontinue communication with them regarding Association business, that Member should honor the request.

ARTICLE 3: OPEN BOARD MEETINGS AND THE OPEN MEETING ACT

3.1 Members Rights and Duties Regarding Board Meetings.

- a. California's community associations are not part of the public sector; they are private membership organizations. As a result, the general public does not have a right to attend board or membership meetings. The legal right to attend meetings as provided for in the Open Meeting Act is reserved for members only. (Civil Code §4925)
- b. "Member" means an owner of a separate interest. (Civil Code §4160)
- c. As provided in Civil Code §4160, membership in a California homeowners association is coupled with an ownership interest in a common interest development. This requirement is frequently mirrored in an association's governing documents. In other words, Members must be owners of real property (Unit) subject to the association's CC&Rs. In short, a person must be on title to be a Member. With very limited exceptions, tenants, guests, spouses (who are not on title), and relatives may not attend the Association's Board or membership meetings.
- d. Members may observe the conduct of the Board's business, but do not have a right to participate (Civil Code §4900, et. seq.).
- e. The Board will set aside time during open Board meetings for Members to address the Board on any subject during owner forum. No response from the Board is necessary during the open Board meeting.
- f. The Board can require that owner requests be in writing and/or require owners to step up to a microphone to address the Board (if one is being used).
- g. The right to address the Board does not give members the right to make slanderous, threatening or offensive statements. This behavior will not be tolerated.
- h. If a Member becomes disruptive during a meeting, he or she may be expelled from the meeting and/or fined. If the Member refuses to leave, additional monetary penalties or disciplinary action may be assessed.
- i. To promote free and open discussions at meetings, recording of meetings is prohibited.

3.2 Directors Rights and Duties Regarding Board Meetings.

- a. A Board meeting is defined, by Civil Code section 4090(a) as a "congregation, at the same time and place, of a sufficient number of directors to establish a quorum of the board, to hear, discuss, or deliberate upon any item of business that is within the authority of the board." A meeting is also defined, by Civil

Code section 4090(b) as a “teleconference, where a sufficient number of directors to establish a quorum of the board, in different locations, are connected by electronic means, through audio or video, or both.”

- b. The Board of Directors is prohibited from taking any action on any item of business outside of a Board meeting. “Item of business” means “any action within the authority of the board, except those actions that the board has validly delegated to any other person or persons, managing agent, officer of the association, or committee of the board comprising less than a majority of the directors.” (Civil Code section 4910(a).)
- c. The Board of Directors may not conduct a meeting via a series of electronic transmissions, including but not limited to email. (Civil Code section 4910(b)(1).)
- d. All items of business, except those items of business that are to be discussed in executive session pursuant to the Bylaws and Civil Code section 4935, are to be discussed and deliberated in a meeting open to the Members.
- e. The Board of Directors may only conduct a meeting via email in the event of an emergency, and only if all members of the Board, individually or collectively, consent in writing to that action, and if the written consent or consents are filed with the minutes of the meeting. Written consent to conduct an emergency meeting may be transmitted electronically.
- f. Board members are strongly discouraged from discussing or deliberating on any item of business via email, even if less than a quorum of the Board is participating in the discussion and/or deliberation.
- g. Management may contact the Board via email to schedule meetings and to distribute information. Responses from Directors to such emails should be limited.

ARTICLE 4: DIRECTOR CONDUCT

4.1 Generally.

- a. Directors should conduct all reviews of and dealings with contractors, vendors and members of the Association with honesty and fairness, safeguard information that belongs to the Association, and avoid acting unilaterally.
- b. Directors shall not in any way harass, disparage, defame, threaten, or otherwise attempt to intimidate any other Board member, other Association Member, Association employee or vendor. No improper conduct, obscenities, verbal or physical threats by directors will be tolerated. These include profanity, harassment, threats, personal attacks, insults, threats, offensive or abusive language.

- c. Directors shall not speak on behalf of the Board or the Association without prior authorization from the Board as a collective body. Directors shall not undertake independent projects or investigations, assign to or request from management staff any work, or initiate any project relating to the Association unless the Board has given its prior explicit authorization for any such acts.

4.2 Director Participation in Web-Based Social Media.

- a. Directors are individuals who have the right to free speech under the U.S. and California constitutions, and individual Directors may have personal views on Association issues that may or may not be consistent with the Board's official position. However, when individual Board members use Web-based social media, they are expressly prohibited from representing that they are speaking in their capacity as a Director or on behalf of the Association or the Board of Directors.
- b. Individual Board members who choose to use Web-based social media to express their views on matters relating to the Association shall include a clear statement that they are expressing their own personal views and are not speaking in their capacity as a Director and/or on behalf of the Association or the Board of Directors.
- c. Any views expressed by individual Board members when using Web-based social media are the individual Board member's personal views and not those of the Association or the Board of Directors.

ARTICLE 5: RESIDENT COMMUNICATION RIGHTS

5.1 Canvassing and Petitioning.

- a. Canvassing and petitioning residents by telephone and/or personal visits to private residences in the development for activities described in Civil Code §4515 is limited to the hours of 9:00 a.m. until 6:30 p.m. However, any member or resident who declines to be contacted regarding any activities, including those identified in Civil Code §4515, must not be contacted by telephone or personal visits thereafter.
- b. Nothing in this section shall be deemed to permit a Member or resident to contact another Member or resident in a manner that constitutes (1) a breach of the Member's or resident's quiet enjoyment, or (2) a nuisance.

5.2 Distributing and Circulating. Reasonable distributing and circulating of information permitted by Civil Code §4515 is permitted and restricted as follows:

- a. Members or residents may distribute or circulate printed information on the subjects permitted by Civil Code §4515 to other members or residents by (1) mail, (2) placing printed materials under front doors, front door mats, door hangers, and/or behind screen doors, and (3) handing out printed material in

the common area to members and residents willing to accept such materials. The distribution and circulation of such materials in the common area may be conducted only between the hours of 9:00 a.m. and 6:30 p.m.

- b. Members and residents may not cause any printed information to be placed upon or affixed to (1) resident's vehicles, (2) common area walls, doors (other than door hangers), windows or other surfaces, (3) mail boxes or mail box structures, (4) or in any portion of the common area not expressly permitted in these rules without prior authorization from the Board or management.
- c. Members and residents distributing and circulating unsolicited printed materials, such as those left at front doors or in other permissible locations in the development, are responsible to collect and discard any such materials that remain uncollected after twenty-four (24) hours of distribution or circulation.