

THORNHILL COMMUNITY ASSOCIATION, INC.
C/o Brawley Management, LLC

10015 Park Cedar Drive, Suite 100 • Charlotte, N. C. 28210 • 704-364-2139 • Fax 704-364-5812

Communication Policy

To better serve the community and to allow for an effective and efficient response to homeowner queries, the Thornhill Community Association, Inc. (“Thornhill” or “Association”) will follow the communication methods outlined below. These policies are enacted in order that consistency is applied to all Members of the Association, reasonable expectation levels are identified and that fairness is ensured.

A. Communications Between the Directors of Thornhill

1. Electronic (“e-mail”) Communications:

- a) The use of e-mail as a tool allows Board members to share information effectively; however, Directors will not vote on motions via e-mail. Any action without formal meeting will be conducted in accordance with the Bylaws and written consents will be obtained.
- b) A reasonable time will be allowed for Directors to respond to internal Board e-mail messages received.
- c) Internal Board communications may not be shared with any Member who is not currently on the Board of Directors.

B. Communications between the Thornhill Board of Directors and the Thornhill Members

1. Electronic (“e-mail”) Communication to the Board of Director:

Individual Directors may voluntarily publish their personal or employer email addresses or include them in Thornhill related email distribution lists as a means of providing a convenient communications channel for Members. In view of this courtesy, the following will apply:

- a) Directors will not be held accountable to accept or respond to individual homeowner e-mails. Directors will have the discretion, however, to respond to e-mails as they deem appropriate. This is consistent with customary practices in other community associations.
- b) E-mail communications between Members and Directors are not required to be archived or otherwise retained in the Association’s records.
- c) In the event that a Member wishes to correspond in a formal way with the Board of Directors, they are encouraged to follow the procedures outlined in B(2) below.

2. Written Communication

- a) A Member may communicate with the Board of Directors by written letter mailed or transmitted via facsimile to the address of the management company.
- b) Written correspondence sent to the Board of Directors via the management company will be forwarded to the Association President or the Director names, if so addressed.
- c) The President will distribute copies of the written correspondence received from the management company to Directors for review at the next Board meeting. This review will be held during an open meeting unless the correspondence is determined to be sensitive in nature. In such a case, it may be determined that the review will take place in an executive session.

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- d) When reviewing written correspondence in an open meeting, the homeowner's name will not be mentioned and he/she will be referred to as "the member". Minutes of the meeting may reflect that the Board, "Responded to letter(s) from the Member(s) of the Association."
- e) The Board of Directors will decide whether a written response to the correspondence will be made at a Board meeting. A Director will be designated to respond to the Member on behalf of the Board. Copies of all written correspondence involved will be kept in the Member's "lot" file at the management company.

3. Communication in person

At regular intervals, a portion of the Board meeting will be available to Member(s) who wish to present or discuss issues of concern to them. The Board may place reasonable limitations on the number of persons allowed to speak on each side of an issue, and the Board may impose reasonable time restrictions on those who speak.

C. Communications to the Membership from the Directors

1. Electronic ("e-mail") Communication from the Board of Directors:

Directors, at their discretion, may send messages to the community via homeowners@list.thornhillnc.net related only to the Director's committee business relevant to their offices or regarding other official business of the community. With the exception of the Community Watch program, all proposed messages will be circulated to the Board prior to release to the community. Directors will state a reasonable deadline for Board comment.

The Community Watch program will send only those e-mails that have been circulated to or initiated by the Charlotte Mecklenburg Police Department prior to release to the community.

2. Written Communication

- a) The Board of Directors may from time to time communicate on topics of community interest via letter mailed to all Members.
- b) The *Thornhill Reporter* may be used by the Board of Directors or its officers to publish information on topics community interest.