

MPSOA COMMUNICATION STANDARDS

Who to contact:

- All communications regarding MSPOA matters are to be directed by email to the MSPOA Secretary at mayanseasidepoa@mayanseaside.com
- Once received, the email will be forwarded to all board members.

What are our roles:

- **MSPOA Board of Directors:** Must adhere all governing documents, meet all legislative requirements and any and all other Government of Belize Acts. Be prudent with our expenditures in order to maintain the ability to meet all financial obligations as well as to retain the required reserves for any unforeseen circumstances.
- Abide by our mission statement and encourage and support community events.
- **Community members:** have the power and authority to participate in the annual general meeting (AGM) either in person or by proxy in order to vote on their MSPOA Board of Directors.
- Have the power and authority to amend the MSPOA By-laws at a regular or extraordinary meeting of the members, by a vote of seventy-five percent (75%) of the total members, except where a contrary intent appears in the Declaration or Articles of Association.

Where your personal information is stored:

- The MSPOA has developed a Community Directory which is published on the Mayan Seaside secure website. The information contained within has been authorized by community members for sharing within the Mayan Seaside community only. If your name, lot number and other personal information appears on this listing, expect that you could be contacted for community events or by existing or new community members reaching out to you. This directory may contain information for non-titled lot owners, at the discretion of the titled home owner, as long as sufficient authorization has been provided.
- The MSPOA board maintains an email directory for all community members who own titled property, both vacant as well as full and part time resident lot owners. This directory is utilized to send notifications of upcoming board meetings, requests for owner input and/or involvement, disruptions to MSPOA provided services (e.g. water system).
- Should a member choose not be included in either directories, please send your request to the MSPOA Secretary to remove your name from the appropriate distribution list. If an owner chooses not to be included in the board directory, they will be contacted by the board for lot specific instances and advise of the annual general meeting and other notifications as required by our governing documents.

When to expect a response:

- The board is comprised of unpaid volunteers so patience and respect of their personal schedules is requested.
- All emails will be responded to immediately by way of an automated confirmation of receipt. If one is not received, please try again. This confirmation confirms your email has been received and will be answered in due course. It should be noted that the confirmation will be sent immediately on a senders first email, though if the same sender sends additional emails to MSPOA within the next three days, this confirmation will not be sent. Only after day 4, will confirmations will resume, this is a function of Google Gmail.

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- The board may need some time to collect needed information before responding. Responses to your question will be provided as soon as possible on a best effort basis, but no later than 7 days.
- Non-urgent inquiries will be answered Monday 8:00 am through Friday 4:00 pm
- Matters of urgency (i.e. water system disruptions) will be responded to as soon as possible. If you do not hear back within ½ hour, please seek out any other board or facilities member for resolution. (refer to the MSPOA Community Directory on <https://www.mayanseaside.com>)

Why is this necessary:

- All community members have the right to be treated with dignity and respect at all times. This is a beautiful and serene community, lets ensure our actions and behaviors are in sync.

How this will be achieved:

Acceptable Communication

- Being respectful and polite in every interaction, verbal or written.
- Is it kind, is it truthful, is it necessary? Taking pause before communicating may avoid a regretful exchange.
- Being concise yet specific with any questions or requests will allow others to understand the context of your question and avoid miscommunications.
- Demonstrating a willingness to collaborate respectfully to resolve any issues is the best approach always.

Unacceptable Communication

Mayan Seaside will not tolerate abusive behavior and/or violence of any kind. The following apply to all board and community members:

- Written communication which is disrespectful, contains inappropriate language, demands, or abusive behavior will not be tolerated nor responded to.
- Written communication which contains non-constructive/abusive matters of opinion and feedback, demands or contains defamation of anyone's character will not be tolerated.
- Verbal or written communication or physical actions that imply threats of harm are not condoned. Such actions are out of the boards scope and authority, and is up to the community member to decide on any action (i.e. police report) they feel is appropriate to resolve the situation.

As a board, it is our heartfelt and sincere desire that this will never be necessary, however if it does, as unfortunate as that is, the following Unacceptable Written Communication Standards will be enforced.

Any emails distributed within the MSPOA community that are deemed questionable (as per unacceptable communication criteria) will be subject to review by all other board members. If a majority of board members determine that the content meets the criteria, the MSPOA Secretary will, as a courtesy, respond back to the sender advising them that their email does not comply with the MSPOA acceptable communication standards. This will serve as a warning. At that time the sender is encouraged to restate their correspondence and resend. Should a repeat offence occur, the board of directors reserve the right to block such email address with 5 days' notice to the member. The member will have the right to appeal this decision. If they choose to do so, they should respond with their notice of appeal within the 5 days, and describe the specific reasons for the appeal. This will then be reviewed by the board of directors at their next board meeting. A majority vote in favor of not blocking the member will be required. The member will be notified of the board's decision either way. Complete procedures can be found in the Unacceptable Written Communication Standards-BOD document.

"To create a culture of kindness and respect within our community and with nature, that builds a safe and sustainable environment."