

**HIGH LONESOME RANCH ESTATES  
PROPERTY OWNERS' ASSOCIATION (HLRPOA)  
COMMUNICATION POLICY**

High Lonesome Ranch Estates Property Owners' Association ("Association") is a nonprofit corporation and a planned community formed under the laws of Arizona. In an effort to meet the responsibilities under Arizona law, the Association and its Board of Directors (the "Board") hereby adopts the following Communication Policy (the "Policy") for Board Members and Committee members, if any.

The purpose of the Policy is to ensure communication between the HLRPOA board and membership follows a structured, professional approach to maintain transparency, reduce legal risks, ensure consistency, and prevent misunderstandings.

Communication to membership outside the approved official channels may be misinterpreted as official board positions or be improperly retained.

The manner and form of official communications shall follow the guidelines outlined below.

**1. Use of Dedicated, Official Email Addresses**

The use of official email addresses and disclaimer text on personal email reduces liability exposure and makes it clear when an email is official vs. personal.

- Board members should not use personal or work emails for **official** HOA-related correspondence with members.
- Communication to the membership from board members not through the **official** communications channel must be distinguished with a boilerplate statement indicating "not an official communication of the HLRPOA board."
- The Secretary grants access to communications channels to new board members and revokes access from leaving board members.
- Unassigned email accounts in the \*.hlrpoa.com domain should be set with auto-responder, decommissioned, or redirected to active accounts.
- All communications are retained per the record retention policy. To ensure compliance with the record retention policy, board members should not use personal or work emails for **official** HOA-related correspondence.

## 2. Centralize Outbound Communications to Members

- Approved channels for official communication to membership is via HLRPOA.com website, communication from the **official** association email ( [admin@hlrpoa.com](mailto:admin@hlrpoa.com) and [secretary@hlrpoa.com](mailto:secretary@hlrpoa.com) ), USPS mail from the Secretary, or official meetings of the board.
- Authorization to send emails **on behalf of the board** are the president, secretary and treasurer.
- The HLRPOA does not utilize social media or any other channels for official communications.
- During submission, review and approval of Architectural Review Requests, the Architectural Review Committee may communicate using [arc@hlrpoa.com](mailto:arc@hlrpoa.com) .
- Individual board members may not send mass emails directly to the membership list unless explicitly authorized.
- Board members should not use personal or work emails for **official** HOA-related correspondence with members.

## 3. Inbound Communication from Members

- Direct members to send inquiries to one central address (e.g., [admin@hlrpoa.com](mailto:admin@hlrpoa.com)). Upon receipt, an acknowledgement (e.g., acknowledge receipt via auto-reply). Substantive replies will occur upon board review.
- Inbound email communication to [secretary@hlrpoa.com](mailto:secretary@hlrpoa.com), [president@hlrpoa.com](mailto:president@hlrpoa.com) and [admin@hlrpoa.com](mailto:admin@hlrpoa.com) will be reviewed by the secretary and/or president and forwarded to other board members as deemed relevant and appropriate.
- If the board member receives the communication via personal channels (email, written, verbal, or other), the board member uses discretion to determine the nature of the communication and whether it relates to HLRPOA business or whether it is a personal matter. If the matter relates to HLRPOA business, the board member should encourage the member to communicate to [admin@hlrpoa.com](mailto:admin@hlrpoa.com) for consideration by the board. Alternatively, the board member may document the conversation or forward the communication to [admin@hlrpoa.com](mailto:admin@hlrpoa.com) on behalf of the member.

This Communication Policy is effective as of this \_15th\_\_ day of \_April\_\_\_\_\_, 2026.

Motion: The Board of Directors, acting on behalf of the High Lonesome Ranch Estates Property Owners' Association, adopts and implements immediately the Communication Policy.

Motion by:

Second by:

Votes in favor:

Votes against:

Motion passes? Yes or No:

Effective date: April 15, 2026

Secretary signature/confirmation:

Date:

DRAFT