



Spring Valley Lake Association
13325 Spring Valley Parkway
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Spring Valley Lake, CA 92395-5107

Communication Policy and Protocol

The Association is opening a 28-day public comment period to provide members with an opportunity to review and provide feedback on the Association Communication Policy. This comment period is intended to promote transparency and provide members with greater insight into the Association's communication practices.

Please review the attached documents and submit any comments to info@svla.com no later than 5PM on Wednesday, October 21, 2026.

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**RESOLUTION OF THE BOARD OF DIRECTORS OF SPRING VALLEY LAKE ASSOCIATION
ADOPTING COMMUNICATION POLICY AND PROTOCOL**

WHEREAS, the Spring Valley Lake Association (the “Association”) is a California nonprofit mutual benefit corporation organized pursuant to the Articles of Incorporation filed December 12, 1969, as amended, and governed by the Declaration of Restrictions (CC&Rs) recorded for Tract 8097 and subsequent tracts, the Bylaws (as amended), the Rules and Regulations (updated September 2025), and the Davis-Stirling Common Interest Development Act (Cal. Civ. Code §§ 4000 et seq.) (the “Act”); and

WHEREAS, the Board of Directors (the “Board”) is responsible for the management and control of the affairs of the Association pursuant to Article VI of the Bylaws and Civil Code section 4800 et seq.; and

WHEREAS, the Board has appointed a General Manager to serve as the chief administrative officer responsible for the day-to-day operations of the Association, including supervision of staff and coordination with vendors; and

WHEREAS, the Board desires to adopt a clear Communication Policy and Protocol to promote effective governance, maintain appropriate separation of roles, reduce the risk of liability, avoid conflicts of interest, ensure compliance with the open meeting requirements of Civil Code section 4930 et seq., protect the confidentiality of privileged or sensitive information, and enhance operational efficiency; and

WHEREAS, this policy is intended to support policy governance principles, under which the Board sets policy and provides general direction while delegating operational implementation to the General Manager; and

NOW, THEREFORE, BE IT RESOLVED as follows:

1. Purpose. This Communication Policy and Protocol establishes guidelines for interactions between Directors, Committee members, staff, vendors, members, residents, the press, and third parties to ensure clear channels of communication, minimize misunderstandings, reduce potential liability (including claims of ultra vires acts, interference with contracts, or defamation), and support efficient Association operations.

2. Directors’ Role and Limitations. Directors shall not direct, supervise, or give instructions to Association staff. All operational communications from Directors to staff shall be directed exclusively through the General Manager. Directors shall interface solely with the General Manager regarding Association business. This promotes the chain of command and prevents disruption of operations.

3. Committee Members' Role and Limitations. Committee members, including Committee chairs, shall not direct or supervise Association staff. Committee chairs shall interface with the General Manager regarding Committee matters. Individual Committee members shall route all communications through the Committee chair and/or General Manager. Committees operate in an advisory capacity unless the Board delegates specific authority.

4. Vendors and Third Parties. Neither Directors nor Committee members shall direct, interface with, or attempt to influence vendors under contract with the Association, or any other third parties performing services for the Association, except through the General Manager or as expressly authorized by Board resolution. Unauthorized contact may interfere with contractual relationships and expose the Association to liability.

5. Communications with Members and Residents. Directors and Committee members shall not address Association business, operations, disputes, or other matters directly or indirectly with individual members, residents, or homeowners. All inquiries, complaints, or communications regarding Association business must be referred to the General Manager. This ensures consistent, accurate responses and compliance with privacy and fair housing obligations under the Act and applicable law.

6. Social Media and Public Communications. Directors and Committee members shall not address or discuss Association business, directly or indirectly (including by "liking," sharing, or commenting), on social media platforms or other public forums. All official communications shall be issued through authorized Association channels. Personal opinions must be clearly distinguished and must not imply Board or Association endorsement.

7. Press and Third-Party Inquiries. All inquiries from the press, media, government agencies, or other third parties regarding Association business shall be directed to the General Manager. The General Manager shall consult with the Board President or legal counsel as appropriate before responding to significant inquiries.

8. General Manager's Responsibilities. The General Manager shall serve as the primary point of contact for the Board, Committees, staff, vendors, members, and third parties. The General Manager shall keep the Board informed of significant operational matters, provide regular updates at Board meetings, and seek Board direction when policy issues, major expenditures, or other matters requiring Board approval arise. The General Manager shall report any violations of this policy to the Board.

9. Training and Acknowledgment. All Directors and Committee members shall receive a copy of this policy upon appointment or election and shall acknowledge receipt and understanding in writing. The policy shall be reviewed annually or as needed.

10. Enforcement and Violations. Violations of this policy may result in censure, removal from committees, or other appropriate action by the Board consistent with the Bylaws and the Act. Persistent violations may constitute grounds for recall or other remedies available under law.

11. Effective Date. This Resolution shall take effect immediately upon adoption.

Adopted by the Board of Directors of the Spring Valley Lake Association on [Insert Date], at a duly noticed open meeting, by the following vote:

AYES: _____ NOES: _____ ABSENT: _____

ATTEST:

[Secretary]