

# HILLSBOROUGH VILLAS HOMEOWNERS ASSOCIATION

## Community Code of Conduct Standards

December 9, 2025

The Hillsborough Villas Community Code of Conduct has been developed in alignment with the Community Associations Institute (CAI) best-practice standards. CAI is a nationally recognized authority dedicated to improving community association governance, promoting ethical leadership, and supporting effective, professional community management.

These CAI standards emphasize civility, respect, transparency, accountability, and constructive homeowner participation, all of which form the foundation of our Code of Conduct. By adopting principles guided by CAI, the Association reinforces its commitment to a safe, well-managed, and harmonious community environment where residents, Board members, and management personnel engage in a manner that fosters collaboration and mutual respect.

A CAI-aligned Code of Conduct establishes clear expectations for behavior, communication, and decision-making within a community association. It is intended to promote professionalism, mutual respect, transparency, constructive participation, and adherence to legal and ethical standards.

The goal is to ensure clarity, fairness, and consistency in how we interact as a community.

### Hillsborough Villas Code of Conduct Principles

- 1. Respectful Communication:** Members agree to interact with neighbors, Board members, and management in a courteous, civil, and professional manner.
- 2. Prohibition of Harassment or Hostile Behavior:** CAI standards strictly prohibit intimidation, threats, verbal abuse, or conduct that disrupts the operations of the Association.
- 3. Integrity and Honesty in Participation:** Members must not knowingly provide false, misleading, or inflammatory information and should contribute to Association matters constructively.
- 4. Compliance with Laws and Governing Documents:** All members are expected to follow federal, state, and local laws, as well as CC&Rs, Bylaws, policies, and procedures.
- 5. Respect for Volunteer Leadership and Management Personnel:** CAI emphasizes the importance of supporting Board members and managers who serve the community, and refraining from personal attacks or disruptive behavior.
- 6. Confidentiality Where Required:** Members should protect sensitive information, particularly regarding executive session topics and private homeowner matters.
- 7. Proper Conduct at Meetings:** CAI encourages fair, orderly participation and prohibits interrupting, dominating, or derailing business discussions.
- 8. Constructive Problem-Solving:** Concerns should be raised through proper channels, using established processes rather than hostile or disruptive means.

Your Board is united in reinforcing standards that safeguard our community's well-being and protect the volunteer and professional partnerships essential to our success. The Board's actions reflect our dedication to strong leadership, accountability, and a positive future for Hillsborough Villas HOA.

Thank you for your continued confidence and collaboration as we work to ensure a safe, respectful, and thriving community for all who call this neighborhood home.

Warm Regards,

Hillsborough Villas HOA Board