

Communication with Service Providers

The Board of Directors for Southern Gates Townhomes Homeowners Association, Inc.'s (the "HOA") unanimously adopted this policy, consistent with the HOA's Bylaws, on February 4, 2026 to ensure respectful and effective communication between its members and service providers hired to perform work for the HOA.

- 1) The HOA's Board of Directors, elected by its members, shall hire and supervise the performance of its service providers.
- 2) HOA members shall refrain from a) directing a service provider's work, b) communicating directly with service providers, and 3) making individual requests of service providers.
- 3) All opinions, requests and complaints regarding a service provider must be communicated directly to the HOA Board of Directors, not the service provider.
- 4) HOA members shall submit all requests for individual services on their lot to lambethmanagement.com website.

Non-Compliance

- 1) Upon violation of this policy, the member will be given notice of a hearing (and opportunity to be heard) with the Board of Directors (or its appointees) to discuss and amicably address his/her concerns and the violation and determine if the member will be fined or if planned community privileges or services will be suspended.
- 2) Please note, the NC Planned Community Act authorizes the HOA to impose a fine not to exceed one hundred dollars (\$100.00) for violation of this policy. Such fines shall be assessments secured by liens under N.C.G.S. 47F-3-116.