

# talk. listen. respect.



## Community Association Civility Pledge

**A commitment to fostering a climate of open discussion and debate, mutual respect, and tolerance between all who live in, work in, and visit our community.**

**1. We expect each individual,** whether a resident, guest, board or committee member, community association manager, staff member, business partner, or contractor, to be accountable for his or her own actions and words.

**2. We believe all interactions in the community should be civil despite any differences of opinion on a particular issue.** We believe in finding common ground and engaging in civil discussion about community issues important to each of us.

**3. We vow to respect all points of view and will strive to provide a reasonable opportunity for all to express their views openly—without attacks and antagonization.** We agree to keep our discussions focused on the business issues at hand, as well as on the ideas and desired outcomes.

**4. We urge all residents to be engaged and informed.** Get to know your neighbors, your board members, and your community manager. Attend meetings, join a committee, or serve on the board. Understand the community's rules, regulations, and covenants, and the value they add. Ask questions, share your opinions, and vote.

**5. We also encourage all residents to review Community Associations Institute's (CAI) Rights and Responsibilities for Better Communities.** The principles laid out in the document can serve as important guideposts for all those involved in our community: residents, guests, board and committee members, community association managers, staff members, business partners, and contractors. Read more at [www.caionline.org/RightsandResponsibilities](http://www.caionline.org/RightsandResponsibilities).

**6. We believe these commitments to civility, as well as engaged and informed residents, are a vital part of our shared goal of being a vibrant, thriving community.**

*These commitments are guiding principles. They are not governing documents or legally enforceable and do not give rise to penalties if they are not followed.*

If you agree with these commitments to civility, please sign and return the document.

---

COMMUNITY ASSOCIATION NAME

---

ADOPTION DATE

*By the creation and adoption of the CAI Civility Pledge, the College of Community Association Lawyers (CCAL) recognizes the importance of civility in community association governance. Complete and email your civility pledge to [government@caionline.org](mailto:government@caionline.org). For questions, call (888) 224-4321.*



# talk. listen. respect.

## Community Association Commitment to Civility



### HOW CAN YOU MAKE IT HAPPEN? Adopting the Civility Pledge Starts with YOU!

1. Distribute the document throughout your community, announcing and publicizing where and when the adoption will be considered.
2. Explain why this is important to your community and the benefits it can create.
3. Review and discuss the merits of the principles at an open meeting of your board of directors.
4. Solicit input from homeowners.
5. Hold a board vote to adopt a resolution endorsing the Community Association Civility Pledge.
6. Share the news of adopting the Community Association Civility Pledge throughout your community regularly. Post on your website, social media, and on every community association meeting agenda.
7. Tell CAI that you've adopted the Community Association Civility Pledge so we can share the information on our website.
8. Once your community association board of directors has adopted the Community Association Civility Pledge, share the good news with CAI by completing and submitting the following information.

---

DATE OF ADOPTION

---

COMMUNITY ASSOCIATION NAME & WEBSITE

---

PRIMARY CONTACT NAME

---

PRIMARY CONTACT INFORMATION (ADDRESS, PHONE, & EMAIL ADDRESS)

**Complete and email to [government@caionline.org](mailto:government@caionline.org). Questions? Call (888) 224-4321, or submit an online form at [www.caionline.org/civilitypledge](http://www.caionline.org/civilitypledge).**