



CELEBRATING
55 YEARS

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CAI-New England's 2021 Civility Pledge

March 05, 2021 - Owners Developers & Managers

Boston, MA Community associations are comprised of people with different ideals, preferences, and values. The Community Association Civility Pledge created by CAI's College of Community Association Lawyers (CCAL) in recognition of the critical responsibility of a board leader to facilitate community conversation about important issues, provides a framework for effective communication.

How we talk about things matters. While we may be able to share our views with people who already agree with us, sharing our opinions while leaving room for someone else's viewpoint can be challenging. Community association boards are regularly faced with challenging and complex issues that can spark strong emotions. How can we seek to listen to those who hold different beliefs? How can we respectfully disagree?

Adopt the CAI Civility Pledge

Associations who adopt the pledge commit to the following principals to foster a climate of open discussion and debate, mutual respect, and tolerance between all who live in, work in, and visit the 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.

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.

CAI strives to promote harmony, community, responsible citizenship, and effective leadership with this initiative. In the process, we make life better for the millions of people living in community associations around the world.

To find out more about adopting the civility pledge visit www.caionline.org

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