



Family Run. Service Oriented.

3/1/2024

TO: All Community Boards/Members/Residents in MacPherson's Managed Communities

FROM: Kyle P. Moore – Owner/President of MacPherson's Real Estate Services

RE: Anti-Harassment and Bullying Policy – effective immediately – PLEASE READ THOROUGHLY

Dear Community Members and Residents,

I recently returned from vacation to several reports of bullying and harassing behavior by Community members toward my Community Managers and staff. This is unacceptable behavior on the part of our clients. We, as employers, have an obligation to create a safe and healthy work environment for our employees. This behavior by community members is inhibiting our ability to do this.

Bullying behaviors are considered any form of name calling, degrading behavior or threats, and intimidation tactics to obtain something. Harassing behaviors are similar and include using abusive language, aggressive language, and interference with work performance such as spamming emails or repeated phone calls in a short period of time.

Some of this behavior stems from a lack of understanding of the responsibilities of the Community Manager and the Community Management Company. Community Managers are not Property Managers. Property Managers work in communities that are owned by investors and leased to tenants. The obligations between landlords and tenants are very different than the obligations of Board's to Owners in a Community.

Community Managers work at the direction of the volunteer Boards of Directors to assist them in providing for maintenance, governance, and financial management of their communities. We have a contractual relationship with the Association through the Board of Directors. Community Managers do not have any direct obligation to Community Members to manage their individual properties.

The next page will outline our new company policy on Bullying and Harassment by our clients. Please take the time to read and understand how it will affect you.

Sincerely,

*Kyle P. Moore*

Kyle P. Moore  
President/Owner

MacPherson's Real Estate Services  
Community Management Division  
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**CLIENT ANTI-BULLYING AND HARASSEMENT POLICY**  
**EFFECTIVE 2/26/2024**

MacPherson's Community Management is a professional community management company that is contracted to perform services for the communities that we manage. As such, we expect that communication with our employees is conducted in a professional, kind, and courteous manner.

Emotional outbursts, swearing, intimidating tactics such as verbal threats, disrespect, name calling will not be tolerated. Repeated spamming of emails and excessive phone calls is also considered harassment and will not be tolerated.

Failure to keep communications at a professional, kind, and courteous level will result in the following policies being enforced. Please govern yourself accordingly.

Effective immediately, we have a zero-tolerance policy on Client Bullying and Harassment. Our Community Managers are empowered to take steps necessary to protect themselves from bullying and harassing behaviors. These steps include but are not limited to:

1. Immediate termination of any conversation that becomes unprofessional or unkind. This includes raising your voice, talking over the other person, threatening, or swearing at them if over the phone or using demanding, disrespectful, or abusive language in emails. If it is over the phone, the employee will state they are terminating the call and why. If over the email, an email response will be sent stating that they are no longer engaging with them over email and why.
  - a. The situation will be immediately reported to their supervisor for discussion with the Board of Directors of the Community. The Board will be expected to address this with the person(s) engaging in bullying and harassing behaviors.
2. Should harassment or bullying behavior continue, all documentation will be provided to the Company attorney for a cease and desist letter, the charge of which will be passed along to the Association and may be assessed to the owner's account.
3. Should the above actions not put an end to the bullying/and or harassment, we will not hesitate to enact the termination clause in our contract.
4. Depending on the nature and severity of the harassment and bullying, law enforcement may be contacted.