

## **The Legacy at Jordan Lake Email Communication Policy**

**Effective Date:** November 19, 2025

**Approved by:** Kory McLellan, President; Frank Perez, Treasurer; Jennifer Cox, Secretary; Rich St. Pierre, Member-At-Large/Assistant Treasurer

**Administered by:** Property Management Company (i.e., CAS)

### **1. Purpose**

The purpose of this Email Communication Policy is to establish clear guidelines for the use of email by the Board of Directors, management, and homeowners of The Legacy at Jordan Lake Homeowners' Association. Email is an important tool for communication, but it must be used responsibly, respectfully, and in compliance with applicable laws and the Association's governing documents.

### **2. Scope**

This policy applies to:

- \* Members of the Board of Directors
- \* Association management staff or contractors
- \* Homeowners and residents who communicate with the HOA via email

### **3. Official HOA Email Use**

- **Designated Email Addresses:** The Association shall maintain an official email account for HOA communications through the contracted Property Management company to ensure that all homeowner emails route through one channel for proper recording and management.
- Board members and management shall use only official HOA email accounts for Association business. Board members and the property manager are provided with email addresses through the legacyatjordanlakenc.com domain to conduct Board business.
- **Use of Personal Email Accounts:** Personal email accounts should not be used for official HOA business to maintain recordkeeping integrity and protect privacy.

### **4. Board Communication**

- **Internal Board Emails**
  - Routine administrative matters may be discussed via email (e.g., scheduling meetings, sharing information).
  - Official votes or decisions may be taken by email but must follow state law and the governing documents. Non-unanimous votes over email require the call for a special meeting and/or holding til the next Board meeting. Unanimous votes over email require ratification at the next Board meeting. Sensitive or confidential topics

(e.g., violations, delinquencies, legal matters) should not be discussed via email unless through secure channels.

- **Tone and Professionalism**
  - All emails should be courteous, factual, and free of inflammatory or defamatory language.
  - Board members represent the Association at all times in written communication.
- Additional processes and procedures for Board communications are outlined in the operational processes and procedures documents as determined on 5-1-2023 and updated on 9-16-2025.

## **5. Communication with Homeowners**

- **Official Notices:** Certain notices (e.g., annual meeting announcements, violation notices) may be delivered electronically only if permitted by law and the homeowner has consented in writing. Otherwise, such notices will be delivered according to the governing documents and applicable state law.
- **Homeowner Inquiries:** Homeowners are encouraged to direct all HOA-related inquiries to the official HOA email account. Management or the designated Board representative will respond within a reasonable time, typically within 5–7 business days. If there is an emergency, please note as such in the subject line of the email and/or call the designated management phone number. All life-threatening incidents and/or damage to HOA property should be reported immediately to County officials or by dialing 9-1-1.
- **Mass Emails / Newsletters:** Mass communications (e.g., newsletters, community updates) must be approved by the Board or management before distribution. These emails will include an appropriate disclaimer and unsubscribe option if required by law.

## **6. Privacy and Records Retention**

- Emails containing HOA business are Association records and may be subject to inspection as allowed by law.
- Confidential or sensitive information (e.g., homeowner financial data, violation details) must be protected and shared only with authorized individuals.
- The Association will retain email correspondence in accordance with its records retention policy.

## **7. Prohibited Uses**

The following uses of HOA email are strictly prohibited:

- \* Harassment, threats, or discriminatory content
- \* Campaigning for HOA elections or other political activity unless authorized
- \* Personal business or non-HOA matters

\* Sharing confidential Association information without authorization

## **8. Enforcement**

Violations of this policy by Board members, management, or residents may result in disciplinary action as permitted by the governing documents and applicable law.

## **9. Policy Review**

This policy shall be reviewed periodically by the Board of Directors and updated as needed to reflect changes in technology, law, or best practices. Regarding the above policy/procedure per the motion carried on November 19, 2025, this policy is carried indefinitely until amended by current or future boards with a carried motion.