

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

**Effective Date:** November 19, 2025

**Revision Date:** May 21, 2026

**Approved by:** Kory McLellan, President; Adrienne King, Vice President; Rich St.Pierre, Treasurer; Jay Schiestle, Secretary; Patrick Rorrer, Member-At-Large/Assistant Treasurer

**Administered by:** Property Management Company and Board of Directors

### **1. Purpose**

The purpose of this Email Communication Policy is to establish clear guidelines for the use of email by the Board of Directors and the Property Management Company 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
- \* Property Manager, Association management staff or contractors
- \* Homeowners and residents who communicate with the Board of Directors or Property Manager via email

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

- **Designated Email Addresses:** The Association shall maintain official email accounts for HOA communications through the contracted Property Management company or Board of Directors to ensure that all homeowner emails route through official channels for proper record keeping 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. The Property Management Company maintains official business e-mails for its employees.
- **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. Decisions taken by e-mail require unanimous approval and must be ratified at the next Board Meeting. If a decision is not unanimous, it must occur at a special meeting and/or the next Board meeting.
  - Care should be exercised when discussing sensitive or confidential topics (e.g., violations, delinquencies, legal matters).
- Tone and Professionalism
  - All emails should be courteous, factual, and free of inflammatory or defamatory language.
  - Board members represent the Association in written communication.

#### 5. Communication with Homeowners

- **Official Notices:** 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 Property Management Company or official HOA email accounts. 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 emergencies should be reported immediately to County officials or by dialing 9-1-1.
- **Mass e-mails / Newsletters:** Mass communications (e.g., newsletters, community updates) must be approved by the Board or management before distribution, in accordance with the Legacy Communications Policy.
- Simple responses to homeowners (question answered, feedback acknowledged, etc.) may be handled by the Property Manager or an individual Director.
- Responses to homeowner concerns will be drafted and approved by a majority of Directors before being sent.
- Violation, Enforcement and Delinquency communications are handled by the Property Manager.

#### 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 by the Board
- \* Personal business or non-HOA matters
- \* Sharing confidential Association information without authorization by the full Board of Directors

## **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. Related Policies**

This policy supersedes all prior Board motions governing e-mail communications unless those motions are incorporated in an approved policy or procedure.

This policy is related to the Legacy HOA Communications Policy.