

The Legacy at Jordan Lake HOA Communications Policy

Effective Date: May 21, 2026

Revision Date: N/A

Revision Approved by: Board of Directors

Administered by: Property Management Company and Board of Directors

1. Purpose

The purpose of this policy is to establish consistent, transparent, and effective communication between the Legacy at Jordan Lake Homeowners Association Board of Directors, Committee Volunteers, the Property Management Company, and community homeowners and residents. This policy defines procedures and responsibilities for distributing official communications, including routine updates, governance matters, and emergency notifications.

2. Scope

This policy applies to official communications issued by or on behalf of the HOA Board of Directors, the Property Management Company (PMC), and HOA committees acting under Board authority. It governs communications directed toward homeowners, residents, and tenants.

3. Communication Roles and Responsibilities

Board of Directors:

- Establish communication policy
- Approve major announcements and policy communications
- Communicate governance decisions and financial matters

Property Management Company:

- Distribute operational updates and notices
- Send legally required meeting notices
- Maintain homeowner contact information
- Maintain communication records

HOA Committees:

Committees authorized by the Board may assist with newsletters, homeowner engagement, and community event communications. Committee communications must be coordinated with the Board or PMC prior to distribution.

4. Official Communication Channels

The HOA may communicate through the following channels: email distribution, social media (i.e. Facebook), community website, postal mail, and physical posting at community facilities.

5. Board Member Communication Guidelines

Individual Board members may respond to homeowners, keeping in mind that their response may be perceived as coming from the Board. Conversation should be limited to publicly available information. Board members should advise the full Board of any communications and should avoid representing personal opinions as official HOA positions. Board members should not make commitments or promises on behalf of the Association outside official Board actions.

6. Emergency Communications

In the event of emergencies affecting the community such as severe weather, safety hazards, or infrastructure failures, the HOA may issue emergency communications via email, social media, website postings, or physical notices. Emergency messages should include a description of the issue, recommended actions for residents, and updates when available.

7. Communications Authority Matrix

The following matrix identifies who is authorized to distribute various communications.

Communication Type	Primary Authority	Approval Required
Routine Community Updates	Property Management Company	Board Approval
Board Meeting Notices	Property Management Company	Board Secretary / President
Board Meeting Minutes	Board Secretary	Board Approval
Committee Announcements	Board Committees	Board Liaison
Major Project Updates	PMC	Board President or Board Vote
Policy Announcements	PMC	Board Approval
Emergency Notifications	PMC or Board President	Post-notification report to Board
Legal or Compliance Notices	PMC	Board and Legal Counsel if required

8. Records and Retention

The Property Management Company will maintain records of official communications distributed to homeowners including notices, announcements, and emergency communications.

9. Enforcement

Unauthorized individuals may not represent themselves as speaking on behalf of the HOA or Board. Misrepresentation of official HOA communications may result in corrective action consistent with the Association's governing documents.

10. Review and Updates

This policy will be reviewed periodically by the HOA Board and the Property Management Company to ensure effectiveness and alignment with community needs.

11. Related policies

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

This policy is related to the Legacy e-mail Policy.