

## **Loftridge HOA Listserv Acceptable Usage Policy**

Version 1.0

November 19, 2015

---

WHEREAS, the Virginia Property Owners Association Act (“POAA”) Section 55-510.2 requires the Board of Directors to establish a reasonable, effective, and free method for lot owners to communicate amongst themselves and with the board regarding any matter concerning the HOA

NOW, THEREFORE, BE IT RESOLVED that the HOA shall offer a listserv for use by members, which shall be governed by the following guidelines.

By subscribing to the Loftridge Homeowners Association (“HOA”) listserv, users agree to the terms and conditions contained in these guidelines. These guidelines may be modified from time to time and such modifications shall be effective upon their posting to the HOA’s website. Revisions to these guidelines will be noted in the version number and date listed above.

### **LOFTRIDGE HOA ACCEPTS NO RESPONSIBILITY FOR THE OPINIONS AND/OR INFORMATION POSTED ON OR THROUGH THE LISTSERV.**

#### **Netiquette for Listserv Users**

Electronic mailing lists ("listservs") are intended to be a convenient and efficient way for members to communicate about homeowner’s issues. They enable their members to instantly transmit or receive information and opinions on matters of common interest. When a message or a reply is sent to a mail list, the list server immediately distributes it to all subscribers. This is a highly interactive form of communication.

The following guidelines are intended to make our use of the listserv as valuable and productive as possible, for all subscribers.

1. Identify yourself. Please sign your message with your full name. Among other things, this gives your neighbors the opportunity to consult directly with you on questions or issues that may have come up in discussion.
2. Provide a useful subject line. Posting a subject line that reflects your message's contents affords your neighbors the ability to prioritize their reading. This is a significant consideration particularly when the list of subscribers is large and there is a high volume of transmissions. Please also modify the subject line as the subject evolves.
3. Be germane. Messages posted to the listserv must relate to the issues and business of the community. Tailor your message to the issue being addressed, since that will tend to produce the most focused and valuable responses from your fellow residents. If another person posts a comment or question that is off the subject, do NOT reply to the list and keep the off-subject conversation going publicly.
4. Be polite. We are all volunteers, and humans. Don't post something to a listserv that you wouldn't say to a friend. Do not forward a personal email to the listserv without the express permission of the original email's author.
5. Be brief. Please keep your messages as short and to the point as is consistent with conveying the substance of your thoughts.

6. Ask questions. Offer answers. Share your knowledge.

7. Know your audience. It is important to recognize that your audience may have varying degrees of knowledge and experience.

8. Be extremely judicious in your use of the "reply to all" button. If you are replying with a message that just says "thanks for the information," a request to receive a copy of what someone has offered to share, or simply to agree with someone (such as "me, too"), do not reply to the entire group. Instead, send your response directly to the e-mail address of the person who posted the message. When at all possible, be sure to avoid replies that include prior correspondence, since this tends to slow down the discussion process. Do not post an entire e-mail only to add a short response.

9. Avoid attachments, if possible. Attachments can be very useful, but frequently they are incompatible with your audience's software. Therefore, when at all possible, avoid using them. It's preferable to reference the source of a document and provide instructions on how to obtain a copy. If you must post a long message, warn the readers with a statement at the top of the mail message.

10. Remember that all listserv exchanges are public domain.

### **The Rules**

By using the Loftridge HOA listserv, you agree to not engage in any of the following activities:

A. upload, post, email, transmit, or otherwise make available any content that is unlawful, harmful, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, libelous, pornographic, invasive of another's privacy, hateful, or racially, ethnically, or otherwise objectionable;

B. impersonate any person or entity;

C. upload, post, email, transmit or otherwise make available any content that infringes any patent, trademark, trade secret, copyright or other proprietary rights of any party;

D. upload, post, email, transmit, or otherwise make available any unsolicited or unauthorized advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes," or any other form of solicitation;

E. upload, post, email, transmit, or otherwise make available any material that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment;

F. forge headers or otherwise manipulate identifiers in order to disguise the origin of any content transmitted through the listserv;

Failure to adhere to these rules by a member of the HOA may result in a Board vote to restrict or deny listserv privileges.