

Columbine Knolls South/Estates E-mail Policy

The purpose of this policy is to define how the Columbine Knolls South/Estates (CKS/E) Homeowners' Association (HOA) e-mail account shall be used and to make users aware of what the CKS/E Board deems as acceptable and unacceptable use of the e-mail account.

Purpose of the e-mail account

The purpose of establishing a CKS/E e-mail address is twofold:

1. To provide the homeowners in the CKS/E housing area another means of communicating with the CKS/E Board. This communication may contain information, a concern or a Covenant violation that a homeowner feels needs to be brought to the Board's attention and which is related to Association business or operations.
2. To provide the CKS/E Board a means of passing to the homeowners who have registered for the Neighborhood Watch Program (NWP) information received from the Jefferson County Sheriff's office dealing with the NWP.

The e-mail account shall not be used for the following:

1. Sending personal messages
2. Sending of chain letters, junk letters, obscene or offensive materials, or spam
3. Posting of commercial messages, including but not limited to, messages offering or seeking any kind of business relationships, soliciting contributions or soliciting membership or subscription to any resource not offered by the CKS/E HOA
4. Mass mailers to the homeowners, except for NWP information

Administration

General

The CKS/E Board shall establish and maintain an e-mail account with a free, web based e-mail system, such as gmail or hotmail. This e-mail account may be used by CKS/E homeowners to communicate with the CKS/E Board and by the CKS/E Board to respond to a homeowner and to pass on Neighborhood Watch information to homeowners who have registered with the NWP.

All Board members will have access to the e-mail account. Whenever a Board member leaves the Board, the password to the e-mail account will be changed and passed to all existing Board members. When new members join the Board, these members will be granted access to the e-mail account. For security purposes, after each HOA Board Annual Meeting and election of new/continuing members-at-large, the e-mail password will be changed and given to the newly elected sitting members-at-large.

The e-mail address shall be posted online on the CKS/E web page and in the monthly newsletter.

Communications from all CKS/E homeowners will be accepted and responded to as appropriate, independent of their standing within the CKS/E HOA. To verify that e-mails are received from

CKS/E homeowners, all e-mails need to have the name of the homeowner and property address in the e-mail.

When passing on Neighborhood Watch information, the homeowner's e-mail address shall be put into the bcc address. This is intended to protect homeowners e-mail address.

Responsibilities

Administrator – The Board shall have one Board member establish and maintain the e-mail account. These duties will include but not be limited to:

1. Updating homeowner contact information as it changes.
2. Updating the account password and forwarding the password to Board members when the Board membership changes.
3. Acknowledging receipt of all e-mails sent to the Board.
4. Reviewing all incoming e-mails and forwarding them to the appropriate Board member for action, copying the remaining Board members. At the same time the administrator shall inform the homeowner of the disposition of the e-mail.
5. The administrator may answer the following types of questions without the board reviewing the response.
 - a. Any type of information that is readily available on the CKS/E website (CKS/E online URL, meeting information, list of officers, etc.)
 - b. Notifying a homeowner that their received email is not the appropriate use of the CKS/E email
6. Establish and maintain templates of commonly used e-mail responses to be used for responses to homeowners.
7. Forwarding of all NWP information to registered homeowners.
8. Maintaining a document that describes how to do some of the functions with the e-mail account, such as updating contact information, forwarding NWP information, changing the e-mail account password.
9. Archiving historical e-mail messages that are sent to the administrator for a minimum of 7 years.

Assistant Administrator – One Board member shall perform the role of the administrator in the absence of the administrator.

Treasurer – Pass to the e-mail account administrator updates to homeowners contact information.

Board members – Respond to appropriate e-mails from homeowners passed to them by administrator using established policies and procedures. Except for those topics defined under “general generic questions”, all responses from any Board member needs to be reviewed by the entire sitting Board and the response wording voted on by the sitting Board at a meeting or via e-mail as provided in the Bylaws before the response is sent. Those that may require legal review must be sent to the CKS/E legal counsel before a final response is sent to any homeowner. The entire board must vote on sending the response to the attorney and the sending will be done by the sitting President and the ACC chair with the president taking the lead.

Homeowners – By using the CKS/E email system, the homeowner agrees to use it only for the intended and stated purposes in this policy and will adhere to the legal requirement herein.

Guidelines

It is the policy of the CKS/E HOA that the CKS/E HOA email address (and usage thereof) is the private and official address for electronic correspondence between CKS/E Board members and from the CKS/E Board members to the CKS/E HOA membership. To further this electronic relationship between Board and membership, all such electronic communications shall reflect a high standard of professionalism in terms of subject matter, content, grammatical usage, style and format.

Never send any message transmitting material you may have received from the internet or from any other uncertain source unless you are absolutely certain that the information is accurate and reliable; research and confirm before, not after posting. If any item in a message is inaccurate, the message, by definition, is inaccurate.

Security

Within the limits of the e-mail system the e-mail account will be password protected by a strong password consisting of a combination of letters, numbers and special characters.

When passing on Neighborhood Watch information, the homeowner's e-mail address shall be put into the bcc address.

Legal Requirements

The following rules are required by law and are to be strictly adhered to by all users of the CKS/E email:

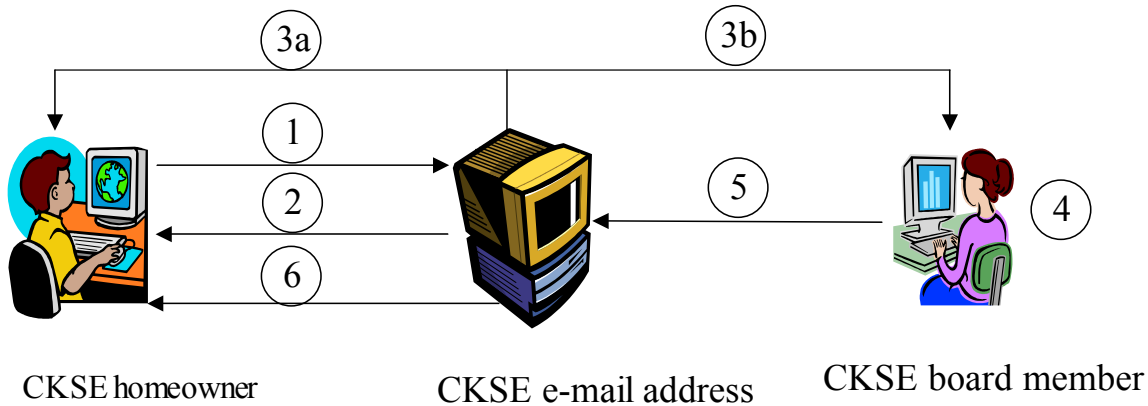
1. It is strictly prohibited to send or forward emails containing libellous, defamatory, offensive, racist or obscene remarks.
2. Do not send unsolicited email messages.
3. Do not forge or attempt to forge email messages.
4. Do not send email messages using another person's email account.
5. Do not copy a message or attachment belonging to another user without permission of the originator.
6. Do not disguise or attempt to disguise your identity when sending mail.

Declaration

By use of the CKS/E email system, a user understands and acknowledges receipt of the CKS/E email policy as posted on www.cksearchives.org and agrees to comply with the guidelines set out in this policy and understands that failure to do so may result in deactivation of their email privileges or legal action.

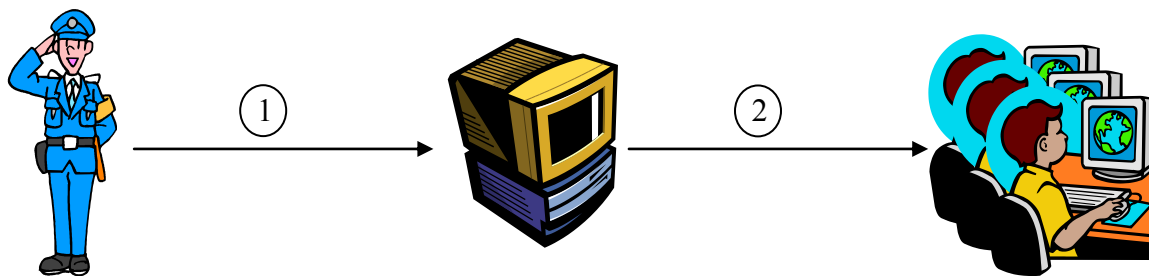
Message flow

The following defines the message flow for all messages received from CKS/E homeowners.



1. Homeowner send e-mail to CKSE e-mail address
2. CKSE sends automated response to sender that e-mail has been received
- 3a Administrator sends response to homeowner giving requested information or informing homeowner of the disposition of their e-mail
- 3b Administrator passes e-mail to appropriate board member for action
4. Board member takes action on homeowners e-mail
5. Board member passes information back to the administrator on actions taken
6. Administrator informs homeowner of actions taken by board member.

The following defines the message flow for all Neighborhood Watch messages received from the Jefferson County Sheriff's office.



Jefferson County Sheriff's Dept. CKS/E e-mail address CKS/E homeowners

1. Jefferson County sends Neighborhood Watch information to CKS/E e-mail address.
2. Administrator passes information to all registered homeowners.

System setup

The administrator shall insure the following actions happen automatically upon receipt of an e-mail.

1. An automatically generated e-mail will be sent to the sender acknowledging receipt of the message and that usually within 3 working days the homeowner will be informed of whom their e-mail has be sent to for disposition.
2. An automatically generated e-mail will be sent to the administrator informing the administrator of the receipt of an e-mail.

The administrator will maintain all contact information for all homeowners registered with the NWP within the e-mail account. This contact information will be maintained in one or more groups to facilitate the sending of NWP information. The only other contact information to be maintained is the contact information for the Board members.

E-mail templates

Template used for an automatic response to a homeowner:

“Thank you for your e-mail to the Columbine Knolls South/Estates HOA Board. You will receive an e-mail within 3 working days giving the status of your e-mail. Again thank you for your e-mail”.

This e-mail is automatically generated so please do not respond to this e-mail.

CKS/E HOA Board”

Template used to respond to an e-mail requesting information only answered by administrator. The response may need to be modified to fit specific situations.

“<homeowners name>

Thanks for your e-mail dated <date> reference <e-mail subject>. Here is the information you have requested <information requested>. The information you have requested can be found on the CKS/E website <specific web page>.

If the Board can be of further assistance please let us know.

CKS/E HOA Board”

Template to be use when passing an e-mail on to another Board member for action. This e-mail will be sent to the homeowner initiating the e-mail and the appropriate Board member to respond to the e-mail.

“<homeowners name>

Thanks for your e-mail dated <date> reference <e-mail subject>. Your e-mail has been passed to <Board member name and position> for action. They will be in contact with you about your e-mail.

CKS/E HOA Board”

Disclaimer

The following disclaimer shall be used on each outgoing email:

‘This email and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the CKS/E email Administrator. Please note that any views or opinions presented in this email are solely those of the author and may not necessarily represent those of the CKS/E Board. Finally, the recipient should check this email and any attachments for the presence of viruses. The CKS/E Board accepts no liability for any damage caused by any virus transmitted by this email.’