Communications Policy

The Rivers Edge Property Owners Association (REPOA) is committed to frequent and open communications with its membership. The primary tools for communicating with all property owners are email and the REPOA website – www.Riversedgepoa.com. Meetings such as periodic town hall meetings and the annual meeting will be used to facilitate dialogue among members.

In addition to electronic communications, hard copies will be sent to all property owners via the United States mail for all official business such as announcements of the annual and special meetings, proxies, assessment invoices, and changes to the Master Declaration. REPOA’s management company is solely responsible for producing and sending such material via US mail to all property owners under the guidance of the REPOA Board of Directors.

1. Website

1.1 Website Policy

The Communications Committee has the responsibility to maintain the REPOA website in conjunction with a commercial website provider which will provide backup and security services. The Communications Committee has authority for posting information under the procedures detailed later in this document.

The website has two sections: public and members only. The public section provides information about Rivers Edge intended to share and enhance the image of the community and is accessible to any one connecting to riversedgepoa.com. Nothing will be posted to this section regarding individual members or REPOA business. The members only section is exclusively for property owners and requires a user name and password. It includes financial and administrative information, News1, Calendar information and social activities as well as a Member Directory. Information related to the REPOA Board and committee activities is accessible as well.

The Member Directory contains property owner-supplied information including name, address, telephone number, and email address. REPOA members may modify or remove their specific information from the directory by using the Edit Info button next to their name. Property owners are responsible for ensuring that their information is correct. Property owners are encouraged to include a picture in the directory. This is often seen as welcoming by new residents. For the convenience of our members, the Member Directory is available for download and printing.

\[1\] Words or phrases noted in italics refer to specific tabs on the REPOA website.
1.2 Website Procedures

Who: Everyone associated with Rivers Edge (e.g., property owners, golf course staff, etc.) is encouraged to forward information for posting on the REPOA website. However, only designated members of the Communications Committee are authorized to implement posts. Committee chairs or designees are responsible for ensuring that the content of their respective pages is current and accurate.

What: Posts are welcome concerning news, announcements, and anything else that would be of interest to the Rivers Edge community. It is especially important to keep the Calendar up to date with scheduled activities from all the Rivers Edge social groups. Please follow-up these events by posting a brief write-up and photos if available. Information about news, events or activities in the community outside of Rivers Edge will be posted if they have general interest to Rivers Edge residents, for example, announcements from government officials.

What not: Posts are not allowed that:
- Contain solicitation of any type. Products and services, including real estate, cannot be advertised or offered for sale.
- Endorse or criticize a commercial business.
- Involve partisan politics, religion, or personal values. Petitions will neither be circulated nor announced. Public service announcements, community events outside of Rivers Edge, and charitable events may be posted at the discretion of the Communications Committee or REPOA Board of Directors.
- Include objectionable content.
- Infringe on the trademark, copyright, or other intellectual property rights of any person or entity.
- Contain questionable information, continue urban legends, rumors, or chain letters.

When: Send Calendar entries as soon as the times are set. The earlier the better. Calendar entries for events that are not held at regularly defined times and days of the week are posted well ahead of time in the Save the Date section. After any event or social activity, contributions to the News and Events tab are encouraged in a timely manner.

Where: Contributions by the Board or Committee chairs will be posted on the appropriate pages and Committee tabs. Other contributions will either be posted under the News and Events tab or the Calendar tab of the website. Pictures documenting a Rivers Edge social function will be posted in the Photo Gallery under the Members Only Photos tab.

How:
- For calendar entries, send proposed posts to Lisa Komarnycky – lisakomarnycky@gmail.com. To request a calendar posting for a private function at River Hall, please follow the policy outlined on the Social Committee page.
• For announcements of news and events send proposed posts to Rich Gannaway rich.gannaway@gmail.com.
• For pictures and information recognizing the success of a Rivers Edge social activity send material to Rich Gannaway rich.gannaway@gmail.com.

The decision of whether to post submitted material will be at the discretion of the Communications Committee. Such decisions will be coordinated with the REPOA Board of Directors as necessary and appropriate. All material submitted for posting is subject to editing. Routine editorial changes will not be returned to the submitter for review prior to posting.

2. Email

2.1 Email Policy

As noted, email is a major means of communicating information to property owners. An email may direct a member to the website for details and documents, or it may be a standalone message. Every property owner (member) is urged to provide a current email address for a distribution list to ensure timely communication. Failure to provide an email address to the Association may mean a property owner will not see useful and important information about the community the Property Owners’ Association. If a member updates an email address in the Member Directory, he/she should also notify the Communications Committee of the change to ensure that the email distribution list is current.

REPOA uses two types of email to distribute information to its members.

• **FLASH** is used to communicate news and information to all property owners. These email messages are labeled Rivers Edge POA on the sender line. Only Board members or Committee Chairs with Board liaison approval will send using the FLASH. These messages are limited to changes in policy and procedures, rules and regulations, updates from the REPOA Board, REPOA Board-related calendar announcements, and similar official business.

• **Rivers Edge Communications** is shown as the sender for email used to communicate news and information with respect to social and or local interests. These messages only are sent to those who have opted into this distribution list. Contact lisakomarnycky@gmail.com to be added if not currently on it as well as to request posting announcements within the REPOA email procedures.

Only members of the Communications Committee may send out Rivers Edge-wide email messages. For messages from the Board that are not related to official REPOA business, but rather contain information from outside sources or government officials, for example, the following disclaimer will be added:
Disclaimer: This message has been sent for informational purposes only. Its contents are thought to be of potential interest to REPOA members. It should not be taken to represent the opinions or policies of the Rivers Edge Property Owners Association or any of its officers.

2.1 Email Procedures

In general, the same procedures detailed above in contributions to the website apply to email distribution. As with posts to the website, email messages are intended for news, announcements, and other items of interest to Rivers Edge property owners. Email messages may not include:

- Solicitations of any type. Products and services, including real estate, cannot be advertised or offered for sale.
- Endorsements or criticisms of a commercial business.
- Partisan politics, religion, or personal values. Petitions will neither be circulated nor announced. Public service announcements, community events outside of Rivers Edge, and charitable events may be posted at the discretion of the Communications Committee or REPOA Board of Directors, including the disclaimer noted above as appropriate.
- Include objectionable content.
- Infringements on the trademark, copyright, or other intellectual property rights of any person or entity.
- Questionable information or continuation of urban legends, rumors, or chain letters.

For calendar and social announcements, send proposed messages to Lisa Komarnycky lisakomarnycky@gmail.com. For announcements of news and events send proposed posts to Rich Gannaway rich.gannaway@gmail.com. These messages will also be posted to the website as appropriate.

3. Privacy Policy and Disclaimers

The website, email services, and mailing lists are the property of REPOA and may not be used for purposes other than communicating REPOA business to the membership. User names and passwords to this website are provided by Rivers Edge to property owners as a benefit of membership. The user names and passwords are and always shall remain the sole and exclusive property of REPOA. Rivers Edge members agree to maintain their respective user names and passwords as private and confidential Information. Unauthorized use of user names, passwords, addresses or the website is prohibited.

REPOA members may not provide access to the online directory of property owners to any unauthorized party for any reason whatsoever whether in electronic or hard-copy form.
The REPOA Board will share website and REPOA member information with governmental authorities when legally required to do so, and may cooperate with these authorities investigating claims of illegal activity such as (but not limited to) illegal transfer or use of copyrighted material or postings or email containing threats to third parties.

The REPOA website provides links to other websites of interest to REPOA members. These other websites are owned, operated, and maintained by third parties. Persons or companies who operate such websites may use cookie technology. Cookies are files written to a user's hard disk and read by server programs to inform the website if the user has previously visited that site.

Please remember that no communication system, including the telephone, should be considered safe from intrusion. Website information and email should not be considered a secure means of communication. Information is only as secure as the platform of the commercial provider. Therefore, although the REPOA takes precautions to protect the REPOA website and email distribution system, one cannot guarantee the security of any data handled by a commercial provider.

The REPOA Board may make changes to this policy from time to time. Changes will be posted to the communications policy on the website. Be sure to check it periodically. Members may also be notified by email of significant changes.

Approved by the REPOA Board of Directors: 8/10/2017