

**Lake Swannanoa Homeowners Association
Communications and Records Policy
Issued January 2024**

The Board of Directors (“the “Board”) recognizes their responsibility to provide LSHA members with clear, consistent, and timely information about the Board’s actions and decisions and about other matters affecting the lake and the LSHA community. This Policy outlines the various methods that the Board may use to communicate with the LSHA membership, as well as methods by which members may access LSHA records.

Board communications to the LSHA Membership

As described below, the Board shall use email and the LSHA website as the primary methods for communicating with LSHA members.

Email

The Board of Directors considers email to be the most efficient and effective method for communicating information to the LSHA community. Pursuant to this Policy:

- A. The Board of Directors shall maintain an active email account at [<lakeswannanoa@gmail.com>](mailto:lakeswannanoa@gmail.com).
- B. The Board of Directors shall maintain an up-to-date directory of LSHA member email addresses (“LSHA email directory”). Email addresses provided by members to the Board will be treated and maintained as private and not shared with the general membership, or with individuals or entities outside the LSHA community, unless members provide prior authorization.
- C. Email notice of meetings and elections will be provided to all members who have agreed to accept notice electronically.
- D. Only the Board of Directors shall be authorized to send out mass emails to the membership using the LSHA email directory. However, any LSHA member in good standing may request that the Board of Directors post a communication on their behalf, discretion of which will be vested with the Board of Directors.
- E. The content of the Board’s messages to the LSHA email directory may include but are not limited to: announcements about Board meetings, membership meetings, and LSHA activities; reminders about the LSHA Bylaws and LSHA Rules & Regulations; and other information that the Board deems to be generally pertinent or useful to the membership.
- F. The content of messages from the Board of Directors and/or member requests shall NOT include: political and/or candidate announcements of support/opposition, commercially vested interest announcements, other personal opinions/discussions, and other content that the Board of Director may determine does not benefit the membership generally.
- G. Neither the Board of Directors nor the membership shall use the LSHA email directory to discuss specific homeowner complaints. Such items should be sent directly to the Board of Directors for inclusion as an agenda item at a future board meeting.

H. All email communications between the Board of Directors and LSHA members shall be done in a professional and civil manner.

Website

Pursuant to this Policy, the Board of Directors shall use the LSHA website (<http://www.lsha.us>) as the primary repository for key LSHA records, including but not limited to:

- By-Laws
- Rules & Regulations
- Policies
- Posting of Board meeting schedule and any changes or cancellations
- Board Minutes
- Financial Information
- Calendar of membership meetings and social activities

Certain files on the website shall be accessible only by a password, which shall be provided to all LSHA members in good standing.

Other communication channels

The Board of Directors shall also share information about meetings and activities via other communication channels including the outdoor message board at the intersection of Berkshire Valley and Manor Drive and/or the Facebook Group.

Communications to the Board

As described below, the primary channels for communicating with the Board are during the public comment period at Board meetings and via the Board's email account.

Public Comment

Members are welcomed and encouraged to attend the public portion of Board meetings. Board meetings occur on a monthly basis and the dates are posted in advance on the LSHA website. Members in attendance will be invited to share their views, concerns, and questions during the public comments period at the end of the meetings. The Board may exercise its discretion to limit the time for comments as necessary, to be applied uniformly. Board members will take notes of any concerns or questions that are raised during the public comments period and will provide responses as deemed necessary by the Board, at a later date, but no later than the next Board meeting. Members shall not engage in comments or behavior that is harassing, abusive or offensive, and may be suspended from the meeting at the discretion of the Board.

Email

Members can also communicate directly with the Board via the Board's email account: [<lakeswannanoa@gmail.com>](mailto:lakeswannanoa@gmail.com). Any concerns or questions that are submitted fifteen (15) days prior to the next Board Meeting will be answered in writing no later than five days after the meeting. If necessary, the concern or question will be added to the agenda to be discussed by the Board during the meeting.

Member requests for LSHA records

As noted above, the Board shall maintain copies of key LSHA records on the LSHA website. If a member is unable to access the website, or seeks to inspect and or obtain a copy of a LSHA record that is not available on the website, they shall submit their request to the Board's email (<lakeswannanoa@gmail.com>) with at least fifteen (15) days' notice prior to the date which the member desires to inspect and/or obtain a copy of the relevant record.

Requests for records should be as specific as possible, including the year(s) for which the documents are requested. The Board will respond to each submitted written request to inspect and/or copy documents within a reasonable amount of time, taking into consideration the size of the request, the time frame of the documents requested, whether the documents have been archived off-site, the number of other pending requests, the general workload of the Board, and other relevant circumstances. Members should be aware that current records may be in use by the Association's accountant for tax preparation purposes and may be unavailable for a period of time each year.

If requested documents are available electronically, the Board will share those documents with the member via email, subject to the Board's right to redactions, as described below.

If there are only physical copies of the requested documents available, the documents will be made available to the requesting member at a mutually convenient time during regular business hours (9:00 a.m. to 5:00 p.m.). Depending upon the documents requested and the volume of the request, the inspection will take place at a location to be determined by the Board. The requesting member has the right to be accompanied during the inspection by any two individuals chosen by the member.

All members requesting to inspect documents will be required to sign an acknowledgment form listing the records to which access was granted and that the information in the documents will not be used for an improper purpose, including, but not limited to, harassing other members and/or Board members, commercial purposes, and the like.

If the frequency, redundancy, or number of a particular member's requests is such that it imposes an undue burden upon the Board to produce the requested documents in a timely fashion, the Board or its representative may impose necessary and reasonable constraints and/or conditions upon the availability of such documents for inspection and copying.

The Board has the right to redact from any documents or refuse to produce the following:

1. Information, the disclosure of which would constitute an invasion of an individual's right to privacy (including social security numbers and unlisted telephone numbers);
2. Any document or portion of a document that is relevant to a pending or anticipated litigation or contract negotiation;
3. Any document or portion of a document falling within the attorney-client privilege and/or work product doctrine; and/or

4. Any document or portion of a document that, in the Board's exercise of its business judgment, must be kept confidential to avoid an unwarranted invasion of privacy or to maintain the welfare of the Association.

If documents are to be redacted, the Board's response to a written request to inspect may be delayed.