

ISLAND SHORES BOARD OF DIRECTORS E-MAIL GUIDELINES FOR USAGE

E-Mail: bod@islandshoresstates.org

The Island Shores Board of Directors has agreed, at the request of several owners, to establish an e-mail address that will go directly to the Board and not to the property manager. We have developed some guidelines regarding usage of this e-mail that need to be adhered to. The Board is open to receiving concerns from the community but please understand that the Board is a group of volunteers donating their time to the community and will not be responding to any e-mail immediately upon receipt. If the Board finds this e-mail address is not being utilized appropriately, the Board reserves the right to discontinue its usage and deactivate the account. The Board president will be the responding Board member after input regarding the issue from all Board members - no unilateral decision will be made by any Board member. All decisions made by the Board regarding requests from e-mail will be voted on at the next monthly Board meeting unless of a sensitive nature. If the e-mail request is something that should be addressed by the property manager, the Board response will state as such.

The Island Shores Board of Directors has established the following policy:

Reasons to use the property manager e-mail to include but not limited to:

1. Day-to-day issues such as a maintenance problem at your unit or maintenance request, an issue with a neighbor or any of the daily concerns you contact the property manager for currently.
2. Help with a form.
3. Explanation of a fine imposed.
4. Help with GN Connect.
5. A suggestion regarding something related to the community.
6. Other issues not specified above but fall within the scope of the property manager's duties and responsibilities.

Reasons to use the Board e-mail: Disagree with a fine imposed or another issue that you would like to discuss with the Board by being placed on the next Board meeting agenda. Please understand the Board will want to hear both sides of this type of concern.