

7 HOA email blunders to avoid

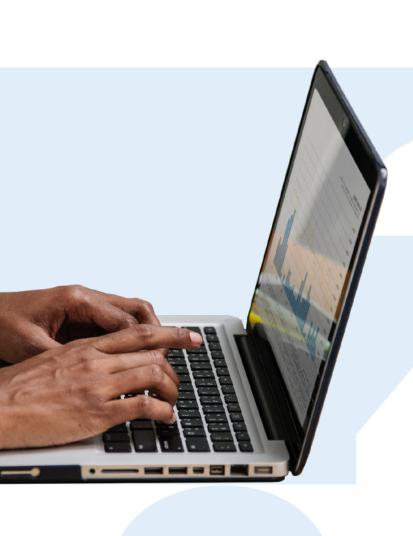
Email is the #1 communication choice of HOA boards. If used incorrectly, email can damage relationships with residents and expose you and your board to legal risks.

To help protect your association, avoid these 7 blunders:

Don't use a personal or business email address for board communications.

Establish dedicated email addresses for board members. Use your association's website domain (e.g. treasurer@your-hoa.com), or set up board accounts on a free service like Gmail (e.g., yourhoa-VP@gmail.com).





Avoid answering questions about association business that are sent to your personal email address.

Reply politely and ask that they redirect the question to your official board email address.

Never discuss legal matters or lawsuits in an email. Instead, consult your governing

documents and reach out to your association attorney for help.



from association members. If you can't answer the question

Don't delay responding to emails

immediately or need time to research, send an email acknowledging that you have received their email and have heard their feedback.

your association email, set up an auto-reply to let association members know who to contact in your place.

Out of office? If you

will be away from



communicating. Conversations can get heated, especially when they

are related to a person's

Never use divisive or

abusive words when

home. If you don't know how to respond, reach out to your association manager for guidance.

Not all business is appropriate to discuss via this channel. Keep personal communications separate from your board communications.

from association members. If you don't feel comfortable discussing an issue via email,

Avoid hiding information

best policy when it comes to communicating – whether

say that. Transparency is the

that's in person or via email. Email can be a helpful and convenient tool for your board if used in the right way. Your management company should help you develop a policy that will define how and when your board should be using email to communicate. To see

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We're here to help. Contact us today: https://bit.ly/Contact-Us-AZ

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