



Best Practices for HOA BOARD EMAILS

How many emails do you send during an average day? Between professional and personal communications, most of us spend much of our day using electronic mail. But many people make critical mistakes with email, especially when it comes to mixing personal and professional business in the same email accounts. Here are some ways to help your board communicate professionally and safely.

1 DO establish dedicated email addresses for your board members.

If your HOA has a website domain, use that. If not, you can use a free email resource like Gmail or Hotmail and set up addresses such as “YourAssociation_Pres@” and “YourAssociation_Treasurer@” to use for official and appropriate board communications.



2 DO NOT allow any board members to use a personal or (even worse!) business email address for board communications.

If someone sends an email to your personal email address about HOA business, **DO** respond and ask them to redirect the question to your official board email address.

3 DO NOT address an issue sent to your personal email by replying from that address with any information other than your board email information.

4 DO NOT discuss legal matters such as lawsuits in any email.



If the board has been discussing an issue in emails and that issue becomes a legal matter, **DO** tell everyone to stop emailing about it immediately.

5 DO respond to emails in a timely fashion. Residents want to know that their concerns are acknowledged. When you are unable to access your email for an extended period, DO set an auto-reply letting people know how long you will be away and who they should contact in the meantime.

6 DO keep in mind that transparency is the best policy when it comes to communication.

7 If you wouldn't say it in person, DO NOT say it in email.

DO make sure that all communication to and from board email addresses is both official and appropriate for email. Some issues should only be discussed at or during an official meeting. Consult your governing documents and association attorney for more information.