

Eaglewood Homeowners Association

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Social Media Policy and Procedures

This document sets standards for internet social media including but not limited to Facebook, Twitter, blogs and any type of internet website posting or similar public communications.

- I. Posting rights and privileges: All posts will be limited to the Operations Manager, Administrative Assistant and other Board designees.
- II. Posts should be identifiable to author: This can be general or specific such as; "Operations" or "Administration".
- III. Appropriate areas for postings to Social Media:
 - a. Meetings and committee announcements
 - b. Public service and safety
 - c. Reminders of regulations
- IV. It is important that Eaglewood Association and its designees in Social Media remember that these forms of communication present the public face of Eaglewood to the world at large. The Association is charged to maintain values of the properties in Eaglewood. Posts must be carefully constructed with this in mind.
 - a. Posts will be positive and support the public appeal of the subdivision
 - b. Any replies will refrain from any personal attacks on content or character.
- V. A statement of online policies should be available at the office for inspection and, if possible, posted to the particular Social Media being used.
 - a. *Your comments are important to us, the Eaglewood Association as well as potential purchasers, Real Estate professional and the community.*
 - b. *Posted comments must be appropriate for all ages and be courteous and respectful of others. Posts must be related to matters, activities, programs, policies and operations relevant to Eaglewood.*
 - c. *Comments and posts as noted below will be removed:*
 - i. *Contains defamatory, vulgar, obscene, abusive, profane, threatening, hateful, intimidating or otherwise offensive language.*
 - ii. *Contains malicious or offensive comments based on gender, race, class, ethnicity, national origin, political affiliation, religion, sexual orientation, disability or other classifications.*
 - iii. *Contains advertisements unrelated to services for Eaglewood owners or residents .e.g. lawn services, snow removal & baby-sitting may be appropriate. Eaglewood reserves the right to decide which advertisers we will allow to appear in our Social Media.*
 - iv. *Contains matters which, in the opinion of the Association or designees, are unrelated to Eaglewood community, operations or general areas of responsibility.*