

Inverness Listserv Guidelines **Last Modified: May 7, 2012**

Welcome! The following is an overview of the Inverness Association, listserv. Thank you for your interest and participation!

Purpose

Inverness is a common ownership community. As such, all owners and residents share a common interest in maintaining a high quality of living in the community. To facilitate communication around that common interest, Inverness has implemented a free electronic form of information delivery that distributes messages to a large number of recipients simultaneously, and stores them in a location where they can be seen by all recipients whenever they choose to access them. Basically, you send one e-mail to the group, and after it has been approved by the volunteer listserv moderator, everyone who signed up for message delivery will receive it. When someone replies, everyone also receives the reply.

The purpose of this listserv – which goes by the name **Inverness-HOA** – is to share general information from the association's management company, increase communication among residents, and facilitate increased participation of owners and residents in maintaining and improving the quality of living in the Inverness community. E-mail addresses will not be sold or shared with other parties, including Vanguard Management.

The listserv is a **voluntary, informal communication mechanism** and does not replace existing channels for official communications. In addition, information shared via this listserv cannot supersede, change, or modify any official communication.

Concerns that residents have should still be brought to the attention of the Inverness Board of Directors, either during a monthly board meeting or by notifying the management company, Vanguard Management.

Contacts

The Inverness Board of Directors usually meets the first Monday of each month (excepts September) at 7:30 p.m. in Emeritus at Potomac, 11215 Seven Locks Road, Potomac Maryland. See complete schedule under: <http://www.invernessassociation.net/index.php>

Vanguard Management can be reached at (301) 540-8600 ext. 3319 or via e-mail at Sandi@vanguardmgt.com. The mailing address is Vanguard Management, PO Box 39, Germantown, MD 20875.

Guidelines

Thank you for considering becoming a part of the Inverness listserv. **When joining this e-mail group, you agree to follow the guidelines for its established purpose, adhering to etiquette so that all users may enjoy the benefits of this communication platform.**

All Inverness owners and residents are welcome to use this communication method. When signing up for the listserv, please include your full name and Inverness address (house number and street).

This is a moderated listserv and all messages will be approved by a volunteer moderator before they are posted. When submitting posts for the listserv, please make sure you are using it for a permitted use, and abide by the following DOs and DON'Ts. We appreciate your help in making this a positive experience for everyone.

Inverness listserv DOs:

- Keep it clean. Leave profanity out of your postings.
- Keep it relevant. This is about Inverness. Most everyone who is participating will have other sources for daily jokes, thoughts of the day or the latest headlines.
- State concisely and clearly the topic of your comments in the subject line. This allows members to respond more appropriately to your posting and makes it easier for members to search the archives by subject.
- Include only the relevant portions of the original message in your reply. Delete any header information, and put your response before the original posting.
- Be courteous and keep it impersonal.
- Whether you agree or disagree, please do so courteously. After all, you are communicating with neighbors who share a common goal of making the Inverness community better.
- Focus on issues rather than personalities when responding to others' views on a topic.
- Use caution when discussing products or companies. Information posted on the listserv is available for all to see, and comments are subject to libel, slander, and antitrust laws.
- Think twice before attempting to be humorous -- be mindful that others may not share your sense of humor, and that what you say can be misunderstood.
- Keep in mind that information can be more powerful than emotion. If you feel strongly about something, share the facts. Inform other readers, and let them make their own decisions about how to react.
- Disclose any non-obvious conflict of interest when you post about something you are connected to or could profit from.

Inverness listserv DON'Ts:

- Don't challenge or speculate about other individuals or businesses.
- Don't start rumors or perpetuate them.
- Don't use innuendo – state your position clearly, even if it might invite an opposing view.
- Don't imply or state something if you are not sure it is true.
- Don't use the listserv to promote your business. This includes posting:
 - Business marketing materials
 - Endorsements
 - Solicitations
 - Promotional messages
- Don't make political endorsements or political campaign postings.
- Don't send jokes or e-mail forwards.
- Don't initiate or engage in personal attacks – they will not be tolerated. A personal attack includes, but is not limited to, name-calling or disparaging someone's character, physical appearance, occupation, sexual orientation, gender, race, creed, or sports affiliation.

Examples of permitted uses:

- Homeowners/residents looking for contractor references (e.g., plumber, electrician, carpenter), for use at Inverness.
- Homeowners/residents providing contractor references (e.g., plumber, electrician, carpenter), based on personal experience.
- Posting notices of neighborhood school events and school fundraisers (but no door-to-door soliciting may be promoted or undertaken in connection with either).
- Expressing concerns about Inverness neighborhood and community issues.
- Announcing small items to give away or sell on a non-regular basis.

Examples of uses NOT permitted:

- Advertising, marketing or promoting business services or products.
- Soliciting clients or business opportunities, such as realtors seeking homes for rent or sale, or realtors seeking clients or offering homes for sale or rent or seeking homes to sell or rent.
- Advertising of services for home maintenance, web services.
- Posting political endorsements or campaign materials.

Rules

- All participants on the Inverness listserv must follow its guidelines.
- All defamatory, abusive, profane, threatening, offensive or illegal materials are strictly prohibited.
- Any listserv participant who feels that it is being used inappropriately should send an e-mail to inverness.owner@gmail.com detailing the complaint. Technical questions about this listserv or these rules should also be directed to inverness.owner@gmail.com.
- Inverness listserv reserves the right to suspend listserv membership for anyone who repeatedly violates one or more of the established rules. Inverness, through its Board of Directors, reserves the right to modify the listserv guidelines at its discretion from time to time.
- While there is a volunteer moderator, the listserv is neither operated nor moderated by the Inverness Board of Directors or Vanguard Management. It is not an official site for Inverness. Neither the board nor the management company is responsible for any of the postings, except when explicitly disclosed as a copy of an official communication.
- No one using the listserv may claim information obtained through it as official if it conflicts with information delivered through established communication channels.

Moderators

- Volunteer moderators are responsible for approving membership requests, moderating listserv posts, and handling listserv abuse.
- Volunteer moderators are not authorized to respond to e-mails on behalf of the Inverness Board of Directors, Inverness Association, Inc., or Vanguard Management.
- Volunteer moderators may not use the listserv to gather e-mail addresses for personal use or to build a coalition of homeowners to influence any outcomes of official business that comes before the board at an open meeting.
- To protect the privacy of individual listserv participants, volunteer moderators may not contact listserv members for purposes other than listserv membership and listserv abuse.
- Repeated violation of these terms by volunteer moderators may result in a fine.

Subscribe/Unsubscribe:

This listserv is for Inverness owner and resident use only. E-mail addresses are provided for listserv use only and will not be sold or shared with other parties, including Vanguard Management.

- To subscribe, e-mail: inverness.owner@gmail.com and include your full name and your Inverness home address
- To unsubscribe, e-mail: inverness-hoa+unsubscribe@googlegroups.com
- To visit group website: <http://groups.google.com/group/inverness-hoa?hl=en>
- To post a message (members only) e-mail: inverness-hoa@googlegroups.com

Tips for set-up and personal security

There are several ways to receive messages on the listserv. You can receive individual e-mails or daily digests of e-mails, or you can visit the group website to view messages, photos and documents. The url is: <http://groups.google.com/group/inverness-hoa?hl=en> sign in using your email and password that is associated with the group.

To change how you receive e-mails, go to the group website and click on "Edit My Membership". It is located at the right side bar. You can change the options how you wish to read the group messages, and what nickname the people in this group will see. Save these settings by clicking on the "Save this Setting" button.

If you wish to unsubscribe, press the "Unsubscribe" button.

Disclaimer

Inverness Association is not responsible for the opinions and information posted on this site by others. In no event shall Inverness Association be liable for any special, indirect or consequential damages or any damages whatsoever resulting from, arising out of or in connection with the use of any information posted on this site.

Neither Inverness Association, through its Board of Directors, nor Vanguard Management actively monitors the site for inappropriate postings. Neither Inverness nor Vanguard Management on its own undertakes editorial control of postings. Nevertheless, Inverness Association reserves the right to take any action it deems fitting in the event it becomes aware of any inappropriate posting.

Inverness Association, through its Board of Directors, reserves the right to terminate access to any user who does not abide by the guidelines and rules herein disclosed.

Participation

Your participation in reading, replying to, and posting communications for maintaining and improving Inverness living is encouraged.

Thank you for your involvement in the Inverness community!