

Co-op Coalition Survey Report: E Bulletin Boards (1-2021)

12 co-ops responded.

Sent: Mon, Jan 4, 2021 10:47 am

Subject: CO-OP SURVEY - ELECTRONIC BULLETIN BOARD POLICY (REP) (DUE 1/15)

This is the second of two surveys to begin 2021

A coalition member wants to know about your Co-op's Electronic Bulletin Board Policy. Please reply by 1/15/2021.

Thanks in advance for helping another coalition member. The questions follow:

-
1. How do HOAs facilitate open discussions (how do they encourage broad and timely participation and feedback)
 2. What guidelines if any do they use (especially to moderate extreme, personally insulting, or near-libelous postings)
 3. What enforcement procedures do they have, if any (such as pre-screening, a system for removal, or consequences) when many other owners object)?

DC Cooperative Housing Coalition
www.CoopsDC.org

100 years of co-ops in DC!

View our video-- 100 years in 15-minutes: <https://youtu.be/W1wcBu3F8vY>

Serving the District's cooperative housing community since 1984

You are receiving this email blind-copied to protect your privacy.

| | |
|-----|--|
| >40 | We do not have a message board. |
| >40 | To respond to this query, we don't use an electronic bulletin board. We are small (21 units) and use regular e-mail for communications with and between residents and shareholders. It has worked well for us. We have not had any problems with abuse, probably because everyone knows each other. As a result, we have not had the need to create any guidelines. |
| >40 | Because we are a very small coop (27 units), we just use a resident group email chain for the Board to send out notices. Residents often use the same chain to communicate to each other (for example when someone has furniture they'd like to sell or give away). We encourage residents to just contact the Board if they have questions and concerns; however once in a while a resident will use the group email chain to air out their frustrations. Much as we wish people did not do this, we so far think it's better to err on the side of allowing open communication so we have not done anything to limit the use of the email chain. |
| >40 | 1. How do HOAs facilitate open discussions (how do they encourage broad and timely participation and feedback) We use a google groups list serve. We seek input on various issues by using |

it. We don't require members of the coop to participate but almost all of them do. Also, we encourage spouses, partners, roommates, and our one reter . to participate and most of them do.

2. What guidelines if any do they use (especially to moderate extreme, personally insulting, or near-libelous postings)

This year we established a very specific set of policies for using it. I've attached that below. We had one member who was regularly insulting other members. We asked him if he could abide by the policies, he said he couldn't, so he has been deleted from the list.

3. What enforcement procedures do they have, if any (such as pre-screening, a system for removal, or consequences) when many other owners object)?

Yes, the board will give one warning for bad behavior. If they can't agree to abide by the rules, or if they violate again we just simply take them off.

#####Here is our policy#####

LISTSERV POLICIES & PROCEDURES

In order to keep its listserv valuable and useful for all residents, the Board has established certain policies and procedures.

They are as follows:

A. PURPOSE

- The Netherlands listserv is intended to serve as a means to communicate events, news, and items of interest to residents. It is also used from time to time as a means to gather our membership's opinions.

B. POLICIES

- Please respect other subscribers of the listserv. Please use this listserv to communicate event information, news and items of interest to all members. This list serve is not moderated and comments made are not reviewed before posted to all members. Subscribers are expected to exercise both common sense and courtesy in the messages they transmit over the listserv. Please do not use the listserv to defame or disparage a member or any other person. Defamatory, harassing, sexist, racist, obscene, and other offensive communications are not acceptable. If you disagree with someone else's ideas, please communicate with the other person directly. If you do contact them directly, however, defamatory, harassing, sexist, racist, obscene, and other offensive communications directed at them will still be considered in violation of these policies and procedures if flagged by the recipient.
- Do not misrepresent yourself, or in any other way conceal your identity or post anonymous messages on the listserv.

| | |
|-----------------|--|
| | <ul style="list-style-type: none"> ▪ The Board reserves the right to modify or change the rules to maintain the best interests of residents. <p>C. MONITORING & ENFORCEMENT</p> <ul style="list-style-type: none"> ▪ The listserv must be used consistent with these policies and procedures. The Board reserves the right to remove members from the listserv for violating this agreement. ▪ Prior to removal from the listserv, anyone who violates these policies and procedures will be given a warning. ▪ Residents who have been removed from the listserv may request to be added back and the Board will consider that request. Members who are added back must adhere to the listserv policies and procedures and will not be given a warning prior to being removed again. |
| >40 | We don't have an electronic bulletin board, but we're a bit on the smaller side, so maybe this is less of an issue for buildings of our size. We have a website for finding building-related documents (bylaws, house rules, amendments, etc.), and we encourage owners to attend Board Meetings or discuss any issues with the Board. |
| Avondale >40 | Our system is far from ideal. We have a passworded gmail account that the Board uses to communicate with residents (meeting announcements and minutes, plus any other needed information) and the residents are able to 'reply all' to communicate with the group. It has been suggested that we offer a bulletin board or discussion group; we have yet to find a volunteer willing to set up and monitor the service. |
| >60 | <p>1. Our Co-op's main way of board communication has been via email. It's been challenging to get prompt, consistent feedback from all board members. However if it's a pressing issue, many BOD will respond. The BOD sends out a monthly email newsletter to all membership. Recently the Board's secretary set-up a Facebook page open for all co-op members to join and post thoughts/concerns/questions.</p> <p>2. Since the Facebook page is new, and we're working on getting more member participation, we haven't set-up any guidelines yet.</p> <p>3. We don't have any enforcement procedures at this time, but we we may look into this.</p> |
| >60 | We don't have an electronic bulletin board per se. The board has an e-mail address to which members can send queries or raise issues. |
| >60 | We have a GoogleGroups page that you can opt in to. We don't have many formal rules for policing content or do any moderating - occasionally someone will post something (say, political content) that folks find objectionable and the naysayers will express their discontent on the listserv; that seems to be enough to take care of any issues. In any event, all posts are visible to all always - it's a pretty open, libertarian model. Mostly, in the four years we've had this, the content is around: 1) security/stolen packages; 2) stuff for sale; 3) requests for info or to borrow stuff; 4) suggestions for the board. Items may bubble up, then, to our monthly meeting agenda for general discussion/next steps. My opinion is that it's worked out pretty well and wouldn't change it - the lack of admin overhead is worth the very-occasional drama. |

| | |
|-------|--|
| 100+ | We do not use an electronic bulleting board. |
| 100+ | We don't have one for many of the reasons listed in #2. |
| T100+ | <p>1. How do HOAs facilitate open discussions (how do they encourage broad and timely participation and feedback) <i>When we want feedback from residents we normally put information either in our weekly or monthly bulletin or setup a survey on Building Link.</i></p> <p>2. What guidelines if any do they use (especially to moderate extreme, personally insulting, or near-libelous postings) <i>We have a posting policy for our list serve.</i></p> <ol style="list-style-type: none"> 1. Content that harasses any person in violation of the Fair Housing Act or the D.C. Human Rights act; or 2. Content that is sexually explicit or obscene; or 3. Speaks disparagingly about an employee, or group of employees, by name <p>3. What enforcement procedures do they have, if any (such as pre-screening, a system for removal, or consequences) when many other owners object)? <i>All postings have to be approved by Management.</i></p> |