

*Please bring written comments to the
Devon office by Friday, 6/12/15.*

KISSS Committee

(Keep It Short, Sweet and Simple)

5/5/15

Thank you.

Presented to owners and council 5/27/15

Committee objective: to establish professional guidelines for email communications between owners and Devon business office.

Devon email should be used to facilitate the management of the maintenance of the building only.

This guideline is for residents who prefer to use email communication,. Others are welcome to continue to use telephones and/or personal visits.

Emails should be limited to 1 (one) topic only and should include the following information:

- a. Date
- b. Subject box: Maintenance Request, Unit #
- c. Content box: Concise description of request/message
- d. Content box: When Devon maintenance may enter unit to perform work (if needed)
- e. Content box: Best way for the office to contact owner

All emergency communications should continue to be called in immediately or brought to the office.

Complaints: to be delivered by hand written or typed message to Devon office. **NOT to be sent by email.**

Jokes, attachments, mass mailings, chain letters, links to extraneous sites, photos, etc. may not be emailed to the Devon office.

The committee recommends that once each year, owners should be asked to provide the office with an emergency contact name and number. When doing so, owners could also be asked if they would like to receive notices from the building by email, or hard copy delivered to their mailbox. (We need to define renters' participation).

Any mailings sent by the office to one or more owners should be addressed in the BCC box in order to protect owners' privacy.

Email is a public forum and it is not, necessarily private.

Attending:

Ed David
Donna Hanbidge
Cindy Monaco
Lynn Newsome
Joan Taylor