



## Harborview at Cheswicke Social Media Policy

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### 1 PURPOSE

- 1.1 The Harborview Homeowners Association wants to promote a friendly, informative, and enjoyable online experience for the members of its community. With that goal in mind Board of Directors have developed a Social Media Committee to promote, enhance, and moderate online experiences.

### 2 SCOPE

- 2.1 This terms of use Policy and Procedure will apply to all HOA Members, Homeowners, Committee(s), Directors, or Online Members of any Public or Private group(s), Pages, Profiles, or other Online presence endorsed by the HOA.

### 3 POLICY STATEMENT

- 3.1 The Harborview Homeowners Association is endorsing specific online pages and groups listed below. These pages will be the only official HOA endorsed pages. All online communications from your HOA will be posted on those pages and/or groups. These pages rules and prohibited items intended to keep out community friendly and safe. The Harborview Social Media Committee will act as the moderators of these pages utilizing the policy and procedure here. All members of "homeowners" [group](#) will need verification. Non-homeowners of the community may join the "neighbors" [page](#) and [group](#).
- 3.2 Topics covered in this policy statement, Verification Process, Code of Conduct, Post for Administration, Prohibited Content.

## Verification

- 3.3 You must be a registered homeowner with the Harborview Homeowners Association, or someone living with a registered homeowner in order to be considered for approval to access the "[Harborview HOA](#)" Homeowners Group. This closed group/page is not open to the public and non-members will be removed. Please allow suitable time for verification before your request to join is approved. If you have any questions, or you feel you should be allowed to join, or were removed by mistake, please email us at [HarborviewHOABoard@gmail.com](mailto:HarborviewHOABoard@gmail.com)
- 3.4 If you are not a homeowner, you can follow the "[Harborview Neighbors](#)" Page & the "[Harborview Neighbors](#)" Group on that page.

## Code of Conduct

- 3.5 The Harborview Social Media Committee appointed by The Harborview Homeowners Association reserves the right to remove or block any posts that does not adhere to this policy. We also reserve the right to remove or block anyone who violates these guidelines from posting on our page at any time without prior notice. By joining our page(s) and/or group(s) you automatically agree to these rules, policies and procedures. After three violations the member will be permanently blocked from the group and/or page. Severe violations may be immediately blocked and moved into review.

## Post for Administration

- 3.6 Post or Messages directed to the Homeowner's Association (HOA), the HOA Board of Directors, or it's Project Management Company (PMC) Synergy Real Estate Group Inc, or HOA Committees are NOT Monitored.  
This is a community forum for community discussions. If you have a specific question, comment or issue relating to the PMC, HOA, or Directors, and you feel that it requires immediate attention, please contact the PMC Office 615-425-2168 or email [office@sregtn.com](mailto:office@sregtn.com) or email [HarborviewHOABoard@Gmail.com](mailto:HarborviewHOABoard@Gmail.com)  
If your situation does not require immediate attention, please submit a ticket in the [Homeowners Portal](#).

## Prohibited Content

- 3.7 Post Profane, defamatory, offensive, or violent language or content;
- 3.8 Personal attacks on individuals or specific groups;
- 3.9 "Trolling" - or posting deliberately disruptive comments meant to harass, threaten, or abuse an individual or business;
- 3.10 Spam, link or click baiting, or files containing viruses that could damage the operation of other people's computers or mobile devices;
- 3.11 Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation, or any other form of discrimination, in the sole discretion of the Harborview Social Media Committee;
- 3.12 Sexual content or links to sexual content;
- 3.13 Conduct or encouragement of illegal, harmful, or offensive activity;
- 3.14 "Doxing" - the act of revealing identifying information about someone online, such as revealing their name, home address, workplace, phone, financial, and other personal information about the individual or the individual's behavior and is subsequently circulated to the public without the victim's permission – is strictly prohibited;
- 3.15 Acknowledgement of intent to stalk an individual or business, or collect private information without disclosure;
- 3.16 Content for the purposes of promoting or advertising a person, product, service, or brand;
- 3.17 Content that relates to confidential or proprietary business information;
- 3.18 Content that violates a legal ownership interest or proprietary business information of any other party, which includes violation of copyright or intellectual property rights;

- 3.19 Content determined to be inappropriate, in poor taste, or otherwise contrary to the purposes of this forum, in the sole discretion of the Harborview Social Media Committee;
- 3.20 By joining this Facebook Group, you are also agreeing to Facebook's Official Terms of Service at [www.facebook.com/terms.php](http://www.facebook.com/terms.php)

## 4 PROCEDURE

- 4.1 When prohibited content and/or rule violations are reported to the Social Media Committee (SMC), they will follow the Prohibited Content Review procedure outlined below.
- 4.2 When prohibited content and/or rule violations are reported to our Property Management Company (PMC), Synergy Real Estate Group, or the HOA Board of Directors, they will notify the Social Media Committee (SMC) to proceed with prohibited content review.

### Prohibited Content Review

- 4.3 The Harborview Homeowners Association has developed a process for Community Moderators to follow once notified that prohibited content has been posted. That Process will be as follows:
- The Social Media Committee will review the content together. This process will start with the pausing the social media stream where applicable. Facebook Groups will be "paused" and content from all members will freeze until review is complete.
  - They will decide if the content does violate the Prohibited Content and/or Rules.
    - If no, no further action is required.
    - If yes, the committee will remove the content and record the violation.
    - In severe cases, an immediate block may be implemented until review.

## 5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the [glossary of legal terms](#).

### Terms and definitions

**HOA, or Homeowners Association**, is a self-governing organization in "common-interest" communities where homeowners collectively pay fees to maintain the units or neighborhood.

**Directors, or HOA Board of Directors** are [volunteers](#) responsible for the general well-being and smooth running of the community. One of the board's primary responsibilities is to protect, preserve, and enhance the value of the physical property governed by the community association.

**PMC, or Property Management Company** (Synergy) is a vendor, hired by the HOA board. They act as agents of the HOA corporation. While the HOA established the rules for the community, the management company implements the rules.

**ARC, or Architectural Review Committee**, are [volunteers](#) responsible for the for reviewing proposed exterior home changes to ensure they follow the architectural guidelines that are set in the associations governing documents. This maintains the esthetics of the community.

**SMC, Or Social Media Committee**, are [volunteers](#) responsible for the for reviewing prohibited content from social media platforms for removal as outline in the Harborview Social Media Policy.

## 6 RELATED DOCUMENTS

- [Property Owner Information Sheet](#)
- [Harborview at Cheswicke Pool Rules](#)
- [Harborview at Cheswicke Clubhouse Rental Policy](#)
- [Harborview - Leasing Amendment](#)
- [Harborview By Laws](#)
- [Harborview DCC&Rs](#)
- [Harborview Rules & Regulations](#)
- [Instructions for ARC Form](#)
- [HRB Community Event Sponsorship Application Form](#)
- [HRB Community Event Policy](#)

## 7 FEEDBACK

7.1 HOA Members may provide feedback about this document by emailing our PMC.

## 8 APPROVAL AND REVIEW DETAILS

| Approval and Review                      | Details   |
|--|---|
| Approval Authority                       | Harborview Board of Directors                                     |
| Advisory Committee to Approval Authority | Harborview Property Management Company, Synergy Real Estate Group |
| Administrator                            | Harborview Social Media Committee                                 |
| Next Review Date                         | [01/04/2024 – Board of Directors annual review for updates]       |

| Approval and Amendment History       | Details                                  |
|--------------------------------------|--|
| Original Approval Authority and Date | Harborview Board of Directors 12/13/2022 |
| Amendment Authority and Date         |  |
| Notes                                |  |