

WEDGEFIELD PLANTATION ASSOCIATION POLICY MANUAL - Change Request

Included within are recommended Addendums to **Section IV** or a for a new stand alone policy

Social and Digital Media Policy: Error! Bookmark not defined.

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WEDGEFIELD PLANTATION ASSOCIATION POLICY MANUAL

Social and Digital Media Policy:

1 Purpose & Scope:

This policy governs the use of the official Wedgefield Plantation Association (WPA) Homeowners Website, Official WPA Facebook Bulletin Board and Electronic Message Center and sets the expectations for Board Members, and Committee Members on all social media platforms (personal and professional).

The goal of our official social media presence and electronic messaging systems are to foster a well-informed, welcoming community, facilitate constructive communication, and share important neighborhood announcements.

2 WPA Official Homeowners Website Policy

2.1 Purpose & Scope

The official WPA Homeowners Website serves as the centralized digital repository and portal for the community. The site provides verified homeowners with secure access to official association documentation, administrative services, financial portals, and community information.

2.2 Digital Repository & Available Content

The website maintains accurate and updated resources organized into general public information and restricted member-only sections:

- 2.2.1 Governing Documents & Policies: Covenants, Conditions, and Restrictions (CC&Rs), Association Bylaws, and official Board-approved policies.
- 2.2.2 Architectural Review & Governance: Architectural Review Committee (ARC) guidelines, submission procedures, standards, and official board and meeting minutes.
- 2.2.3 Community Resources & Directories: Secure member directory, local community information, area attractions, and the official community calendar of events.

2.3 Account Registration & Access Control

Access to restricted areas of the website, including financial portals and the member directory, is exclusive to verified WPA homeowners.

- 2.3.1 Credential Requests: Homeowners must request user account credentials by contacting the WPA Office Administrator via email at hoawedge@gmail.com.

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- 2.3.2 Account Verification: Credentials will be issued following confirmation of property ownership.
- 2.3.3 Security & Non-Transferability: Logins are non-transferable. Members are responsible for maintaining the confidentiality of their credentials and must notify the WPA Office Administrator immediately of any unauthorized access.

2.4 Online Member Portal Services

Upon logging into the member-restricted section of the portal, homeowners have access to self-service administrative and payment features.

2.5 Website Management & Oversight Authority

- 2.5.1 Operational Management: The WPA Communications Committee is responsible for routine content updates, technical maintenance, calendar management, and general upkeep of the website.
- 2.5.2 Administrative Approval: Access to backend website management tools is strictly controlled. All designated Website Administrators must be formally nominated by the Communications Committee and approved by the WPA Board of Directors prior to receiving administrative privileges.
- 2.5.3 Content Integrity: Material published on the website must align with official WPA communications standards. Substantive policy changes or official announcements must receive Board clearance before publication.

3 Official WPA Facebook Bulletin Board Guidelines

3.1 WPA Facebook Bulletin Board Membership Policy

- 3.1.1 Eligibility & Scope: Membership in the WPA Facebook Bulletin Board is strictly limited to verified homeowners. This forum is established as a private digital community space intended solely for official WPA communication, announcements, and neighborhood matters. You must be a registered homeowner of the WPA to join and access this closed group. Non-members will be removed.
- 3.1.2 Homeowner Verification: To maintain the security and integrity of the forum, initial approval and annual confirmation of WPA membership are required for all members of the WPA Facebook Bulletin Board. The WPA reserves the right to request proof of residency (e.g., deed or property tax documentation) at the time of application and during annual audit cycles. Failure to provide satisfactory confirmation during the annual review will result in immediate removal from the group.

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- 3.1.3 Administrative Authority: Group membership is a privilege, not a right. Page Administrators maintain full oversight authority and reserve the right to deny access to prospective members or revoke membership from current members at any time, with or without prior notice.
- 3.1.4 Policy Agreement & Adherence: By submitting a request to join or maintaining membership on the WPA Facebook Bulletin Board, members acknowledge, agree to, and accept full responsibility for complying with all guidelines set forth in this Social and Digital Media Policy. Non-compliance with these guidelines or engagement in disruptive behavior may result in post removal, formal warnings, or permanent expulsion from the forum.

3.2 Permitted & Encouraged Content

The official WPA Facebook Bulletin Board is intended strictly for general community interest and operational updates. Permitted content includes:

- 3.2.1 Community Announcements: Reminders about upcoming Wedgefield Plantation Association meetings, community events, holiday schedules, and social gatherings.
- 3.2.2 Maintenance & Operational Updates: Notices regarding amenity openings/closings, landscaping schedules, road repairs, utilities maintenance, or special projects.
- 3.2.3 General Neighborhood Information: Lost and found pets, local community news, safety tips, and neighborhood photos.
- 3.2.4 Emergency Notices: Immediate updates regarding severe weather, utility outages, or urgent safety concerns.

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3.3 Strictly Prohibited Content

To maintain a safe and productive environment, the following types of content are strictly prohibited:

- 3.3.1 Confidential & Private Information: Posting personal details of residents, account statuses or confidential Board business.
- 3.3.2 Violations & Enforcement Discussions: Discussions regarding individual architectural reviews, rule violations, fines, or delinquent dues.
- 3.3.3 Personal Grievances & Disputes: Complaints regarding specific neighbors, Board members, or vendors. (These must be handled through official Wedgefield Plantation Association communication channels).
- 3.3.4 Defamatory, Abusive, or Harassing Language: Personal attacks, hate speech, threats, profanity, or discriminatory remarks.
- 3.3.5 Commercial Promotion & Spam: Unsolicited business promotions, real estate listings, political campaign materials, or spam.
- 3.3.6 Member Discussions: This channel serves exclusively as a one-way broadcast forum to deliver official news, announcements, and updates. To ensure we provide accurate information efficiently, our social media platforms operate as informational feed and comments on posts are turned off. While we do not host public discussions on these platforms, we value your feedback.

4 Official Wedgefield Plantation Association Electric Message Center Usage and Content Guidelines

4.1 Purpose & Scope:

The WPA Electronic Message center is located near the gate house as you exit the neighborhood. It is intended to exclusively communicate official association business, critical community alerts, and WPA-sponsored events. To ensure messages remain clear, relevant, and focused on community-wide matters, access to and content on the display are strictly governed by this policy.

4.2 Approved Content

Messages displayed should not exceed five (5) per day. Permitted content does not require pre-approval and is solely reserved for:

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- 4.2.1 Official WPA board meeting dates, times, and locations.
- 4.2.2 WPA-sponsored community events and sanctioned activities.
- 4.2.3 Neighborhood safety alerts, maintenance notices, and emergency communications.
- 4.2.4 Official association administrative reminders (e.g., dues deadlines, annual elections).

4.3 Prohibited Content

To maintain professional standards and reserve display capacity for essential information, the following content is strictly prohibited:

- 4.3.1 **Personal Events & Milestones:** Requests regarding personal celebrations or life events—including but not limited to birthdays, anniversaries, birth announcements, graduations, or notices of death/memorials—will not be displayed.
- 4.3.2 **Unofficial Announcements:** Messages, events, or notices from individual residents, private groups, or external organizations that are not officially sponsored or pre-approved by the WPA Board.
- 4.3.3 **Commercial & Political Messaging:** Advertising for personal businesses, garage sales, real estate listings, or political endorsements/campaign material.

4.4 Administration & Approval Authority

The WPA Board of Directors or designated Sign Administrator retains sole discretion over all content displayed on the digital sign. All proposed announcements must be submitted to the Board for official approval prior to scheduling. The Board or designated Sign Administrator reserves the right to edit message formatting for space and clarity or decline any submission that does not align with this policy.

4.5 Message Submission & Approval Process

- 4.5.1 **Submission Lead Time:** All announcement requests must be submitted at least seven (7) business days prior to the requested display start date. Unscheduled or emergency notices are limited solely to urgent community alerts issued directly by the Board.
- 4.5.2 **Submission Method:** Requests must be submitted through the official WPA Electronic Message Center Announcement Request Form (Appendix IV-4) or sent via email to hoawedge@gmail.com. Direct verbal requests will not be processed.
- 4.5.3 **Required Details:** Each submission must include:
 - Name of the WPA committee, board member, or sanctioned group requesting the post.
 - Start date and end date for the display period.

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- Proposed message text (maximum of 15 words / 75 characters).
- 4.5.4 Display Limits & Duration: Approved announcements will run for a maximum of seven (7) consecutive days leading up to the event or deadline to prevent screen clutter and ensure equal visibility for all official notices. Exceptions to this duration limit may be granted for high-priority WPA announcements requiring extended exposure.
- 4.5.5 Formatting Edits: The Sign Administrator reserves the right to adjust message layout, text length, and display durations to ensure proper formatting and readability on the screen.

5 Moderation & Administration

- 5.1.1 The WPA Facebook Bulletin Board & Electronic Messaging Center will be moderated by up to three (3) Board-designated Administrators and must hold the following positions to qualify as the Administrator.

WPA Secretary

WPA Office Administrator

Communication Committee Chairperson

- 5.1.2 Administrators reserve the right to decline or approve and repost member requested content in accordance with the guidelines set forth herein.
- 5.1.3 To maintain accurate and streamlined communication, Administrators will ensure the comment feature is disabled on all posts.
- 5.1.4 The Board reserves the right to remove any post that violates these guidelines without prior notice.
- 5.1.5 Repeated violations by an administrator may result in temporary or permanent revocation of posting privileges or removal from the group.
- 5.1.6 The Board reserves the right to remove administrative rights if anyone violates these guidelines without prior notice.

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6 WPA Board Member & Committee Member Social Media Code of Conduct

WPA Board and Committee members are held to a higher standard due to their fiduciary duty and legal responsibilities to Wedgefield Plantation Association. This section applies to all social media platforms, including personal profiles, local group pages, and the official Wedgefield Plantation Association Bulletin Board.

6.1 Fiduciary Duty & Confidentiality

6.1.1 Absolute Confidentiality: Board members must never discuss executive session matters, ongoing legal disputes, vendor negotiations, resident financial accounts, or private personnel matters on social media.

6.1.1.1 Sharing confidential information with external individuals or entities to facilitate social media posts is strictly forbidden and constitutes a material breach of both the Code of Ethics and the Confidentiality Agreement.

6.1.2 No Unilateral Commitments: Board members must not promise actions, approve requests, or issue official Wedgefield Plantation Association rulings on social media. Official decisions only occur during formal Board meetings with a quorum.

6.2 Representation & Disclaimers

6.2.1 Official Capacity: Unless explicitly authorized by a majority vote of the Board to serve as an official spokesperson, Board members post as individual residents.

6.2.2 Mandatory Disclaimer: If a Board member participates in neighborhood discussions regarding Wedgefield Plantation Association matters on personal or third-party social media sites, they must state:

"The views expressed here are my own personal opinions and do not represent the official stance of the Wedgefield Plantation Association Board of Directors."

6.3 Professionalism & Decorum

WPA Board and Committee members must remain professional, respectful, and polite in all online interactions including personal social media accounts. WPA Board and Committee members must refrain from engaging in public disputes, debates, or arguments regarding Wedgefield Plantation Association business and members on public forums.

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6.4 Consequences for Misuse, Misbehavior, or Unethical Conduct

Violations of this policy by board members or committee members undermine community trust and may carry legal or administrative consequences. Execution of Appendix IV-1 (Code of Conduct) and Appendix IV-3 (Confidentiality Agreement) constitutes formal agreement to adhere to all terms and conditions set forth in the Social and Digital Media Policy. Failure to maintain confidentiality, breach of fiduciary obligations, or engagement in improper online conduct by a board or committee member may result in the following disciplinary actions:

- 6.4.1 Formal Censure: The Board may issue a formal public censure during a open Board meeting, documenting the violation in the official meeting minutes.
- 6.4.2 Removal of Administrator Privileges: Immediate revocation of any administrative or moderation access to official WPA Facebook Bulletin Board.
- 6.4.3 Removal from Committees: The Board may vote to remove the individual from standing committees.
- 6.4.4 Legal Action: If confidential information is disclosed, resulting in liability or financial damage to the WPA the Board may pursue legal remedies, and the member's actions may compromise their protection under the Wedgefield Plantation Association Board of Directors & Officers (D&O) liability insurance.
- 6.4.5 Severe or Persistent Offenses: Permanent ban from the official Wedgefield Plantation Facebook Bulletin Board. If the behavior constitutes harassment or legal threats, it may be escalated to legal counsel.
- 6.4.6 Fines: Wedgefield Plantation Association Board may vote to issue fines for severe or repeated breaches of code of conduct and inappropriate conduct online as follows:

First Offense:	Warning from the WPA Board explaining the rule violation.
Second Offense:	\$50.00 fine
Third Offense:	\$100.00 fine
Fourth and subsequent offenses:	\$500.00 fine

7 Official Communication Channels

Social media is intended for general community engagement and informality. Social media is not an official channel to conduct formal Wedgefield Plantation Association business.

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For official requests, formal complaints, architectural reviews, policies, Bylaws, Covenants, Conditions, and Restrictions, or account inquiries, residents must submit communications via:

Property Management Email: Wedgefield Plantation Associationwedge@gmail.com

Homeowner Portal: <https://wedgefield Wedgefield Plantation Association.com/>

Mailing Address: 1956 Wedgefield Rd, Georgetown, SC 29440

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SECTION IV

APPENDIX IV-4

WPA Electronic Message Center Announcement Request Form

Applicant Information

Sponsoring WPA Committee / Board Contact: _____

Primary Contact Name: _____

Contact Email Address: _____ Contact Phone Number _____

Display Details

Requested Start Date: [/ /] Requested End Date: [/ /] (Max 7 consecutive days)

Category of Announcement (Select one):

☐ Official WPA Board Meeting ☐ WPA-Sponsored Community Event ☐ Safety / Maintenance Alert ☐ Administrative Reminder (e.g., Dues, Elections) ☐ Other (Please Explain) _____

Proposed Message (Maximum [75] characters / [15] words):

Picture or Digital Image (provided via Email) ☐ Yes ☐ No ☐ N/A

WPA Internal Only:

Before approving, Sign Administrator should confirm that the request meets all policy criteria:

☐ Lead Time Verified: Form is submitted at least 7 business days prior to display start date.

☐ Official Capacity: Announcement is sponsored by an official WPA Board member, committee, or sanctioned neighborhood group.

☐ Content Compliance: Message contains no personal milestones (birthdays, anniversaries, birth/death announcements), commercial advertising, political messaging, or personal notices.

☐ Length Compliant: Message text fits within limits for clear readability by passing vehicles.

☐ Contact Info: Valid contact details are provided in case edits are required

Sign Administrator Signature _____ Date: _____