

**MEMO****EMAIL ETIQUETTE FOR STRATA OWNERS/RESIDENTS**

Dear owner: In this day and age it is very easy to just press 'respond all', or send an email with a question, idea, or request that you can find the answer to on our website. In our industry, and for any professional in general, the challenge of dealing with the amount of incoming emails is a constant stress which can reduce efficiency for regular maintenance work and Strata Council business.

Our business is based on our ability to provide guidance, prepare correspondence for Council, coordinate maintenance issues and provide financial administration services. We would like to work together to ensure your communication is being acknowledged and addressed promptly, while continuing to ensure all the other strata business is being handled with care. We have invested a great deal of time and resources to provide and ensure information is readily accessible to owners and we kindly ask for your cooperation and assistance.

The following is a list of ideas that we ask you to consider prior to sending us an email:

**FIRM'S WEBSITE** – Your Strata has a website which is an excellent resource and provides lots of information that you can reference at anytime.

- **Council Minutes:** Provide information regarding up to date decisions and actions of Council.
- **Notices of AGM's and Post AGM packages:** These have copies of documents that you will require for binding your homeowners policy, such as – Insurance cover pages, Earthquake deductible spreadsheets, Homeowner maintenance info sheets, approved resolutions and strata council information and contacts.
- **Depreciation Reports:** Review these to reference capital upgrade projections, and funding models which are referenced on your Contingency line in your budget worksheet notes.
- **Memos:** Find copies of recently provided Memos.
- **Building inspection Documents:** Strata building envelope and inspection documents are often downloaded for reference.
- **Strata Bylaws and Rules and any updates.**
- **Form K's** (for tenants) and owner information forms.

If you are not signed up, please ask for the webpage information sheet (this is often attached to Council Minutes).

**WHEN CREATING YOUR EMAILS -**

- **DON'T RESEND AN EMAIL MULTIPLE TIMES:** Be patient, we did receive it and we will respond as soon as we can. Remember, unless it is a critical issue, we might be out at a property or at a meeting, and we will respond at our earliest opportunity. A response within 48 hours is a reasonable time frame.
- **EMAILS BETWEEN COUNCIL MEMBERS:** Please do not copy the manager on internal emails between Council members, unless the manager is being asked to provide information or being provided with a decision of Council.
- **SUBJECT LINES:** If you need to send us an email it should have a clear subject line related to the topic you are discussing. **Include your strata name/address and your unit number.** This helps us to know who you are much quicker and to respond efficiently.
- **BE VERY CLEAR AND SPECIFIC:** Make sure that the content of your email is understandable, to reduce questions. Take time to review before sending and keep the email short and to the point.

- **STICK TO FACTS AND AVOID ARGUMENTATIVE AND 'FEELING' WORDS:** Avoid controversial or 'feeling' words, as emails are a form of strata corporation communication that can be used in court.
- **HAVE A DETAILED SIGNATURE LINE:** Make sure that your current contact information is included in the email so we can contact you another way.
- **REFRAIN FROM SENDING POLITE RESPONSE EMAILS:** We all like being polite, but we don't need to receive those short response emails that state 'Got that', 'Received', 'Your welcome', 'Thank you', 'Any time'. If you were expecting an email and you did not get it, then please email us to let us know.

**EMERGENCY ISSUES:** If you have an emergency or a perceived emergency, please call rather than emailing in order to have immediate assistance. Call our office during daytime hours and let the receptionist know so that, if your manager is not available, you will receive immediate assistance. After hours we always have our maintenance staff ready to assist – call our office number @ **250 544-2300** and call the pager number provided.

We greatly appreciate your assistance in helping to reduce our emails so that we can continue to provide our clients with professional and prompt service.

**FIRM MANAGEMENT CORPORATION**