

## Email at LTCA (Jan 2023)

There are 2 distinct email distributions used within the estates.

1. **Email blasts** from the LTCA office. These are administrative communications from the staff in the LTCA office. Examples are billings, road or lake closures, meetings etc. These are sent to the registered owners with the association office. The office direct email is [ltadmin@ipmhoa.com](mailto:ltadmin@ipmhoa.com)
2. **Listserv (community email)**. This is again limited to owners plus their immediate family. Requests to join are verified by the LTCA office. The email addresses are not required to be the same as the administrative registration, often an LLC is the registered owner and personal email is used for the Listserv. Requests to join can be sent to [ltestatesmail@gmail.com](mailto:ltestatesmail@gmail.com) . After joining you may send emails to [lthehomeowners@mail-list.com](mailto:lthehomeowners@mail-list.com) . These are distributed to all members of the Listserv distribution list, who may choose to reply or reply all.

The searchable archive (emails since June 2022) is at

<https://archive.mail-list.com/lthehomeowners>

Signin ID is lthehomeowners

Password is available from LTCA office.

## Listserv guidelines

The requirement to join is that you be a LT Estates homeowner or resident with current LTCA property membership. The LTCA office verifies membership.

This mail list covers a wide variety of topics including lost dogs, bear sightings, how to find a roofer, plumber, computer issues, sales of household items, borrowing a high chair and just about anything you can dream up that will help in your everyday life at beautiful Lake Toxaway.

"Anything you can dream up that helps in everyday life" is apt. "Helps" is particularly apt.

What have been discouraged are activities such as commercial, venting, and political activity or Ad Hominem comments.

The biggest complaint received is the volume of emails; the second is comparison to chat rooms.

A few suggestions:

1. Consider doing a reply rather than reply all. Your email is going to be over 650 people, is the topic relevant to one or two or the whole list?
2. If you are overwhelmed with the volume of emails look at switching to "Digest", a daily summary. A link to manage your account is at the bottom of every email
3. If you do not like an email, pause for a while, maybe even overnight, before preparing a response. Reread before sending. Refer back to 1.

4. Look at the subject line. Are you changing to a different topic or service than is stated, if so change the subject before sending. That will help people to identify emails of interest, you will a better response, and will especially help the members receiving daily summaries or searching past emails.