Nirvana Residents GG Group

Email Policy

# Purpose of the GG group: (Allowed list)

1) Sharing thoughts, opinions, facts, information by residents for the benefit of other residents

2) Requests for help/support/recommendations from others residents

3) General feedback/questions on governance

4) Marketing, after approval/payment to the NRWA

# What it’s not supposed to be for: (Not expected list)

1) Specific ACTION requests - these should be directed to the NRWA office/helpline, NRWA official email.

2) Specific requests for data/information/feedback on governance - should be directed to Collegium, GBM; and also by participating actively in these forums

3) Sending repetitive emails on a single topic of single day, or generally sending a number of emails on a day - think before clicking “send”, and write all your thoughts once on a topic – don’t attempt to carry on a conversation using email

# What is disallowed

1) Threats, name calling, accusations (personal/general)

2) Any acts/emails/pictures involving moral turpitude

3) Activities of a political nature – we respect everyone has a view – but keep them personal

4) Unusually high number of emails by a resident, essentially spamming and flooding the resident’s inboxes

5) Commercial Mails – These are explicitly disallowed but we continue to see these sliding in from back door. Any offering that requires a fee to be paid/advertises or promotes services/goods – has to be sent through Marketing ID via RWA Office.

Administration of the Email group

1) "Disallowed list" would automatically get an action initiated, depending upon severity of the problem

2) "Not expected list" would get a warning, and repeat of the same may get an action

**Actions:**  
Level1: Barring from group for 1 week

Level2: Barring from group for 1 to 3months

Level3: Barring from group for 6 months

Level4: Barring from group for 1 year

# General E-mail Etiquettes/Guidelines

1. *Always make the change in Subject – when starting a new conversation.*
2. *Attack the issue – not the person.*
3. ***Email is very efficient tool*** *for bringing different perspectives together.*
4. ***Email is very bad tool*** *to**resolve disagreements -   
   please talk/meet face to face before writing mails on GG to resolve personal conflicts.*
5. *Avoid writing an email when you are upset or frustrated (it is best to sleep on it and respond the following day)*
6. *Emails are permanent and you never know where they go and who will view them – hence do not make lose comments or venture into areas which are against the law of the land just because you are inconvenienced.*
7. *If you must send an email response ASAP, have someone re-read it to make sure your response is appropriate and “safe” – or else save the Draft and decide next day if you still want to send it?*
8. *Avoid attaching unnecessary files – large attachments clog the net/bandwidth for all.*
9. *Be careful with your TONE –* 
   1. ***ALL CAPS*** *are considered rude – this is equivalent in shouting in digital world.*
   2. ***RED COLOUR FONT*** *is considered as angry mails by many readers.*
10. *Remember you are judged by your writing skills.*
11. *Don’t forget to say PLEASE and THANK YOU – we are a civil society let’s keep it that way on mail as well.*
12. *Guideline - Your email should not be longer than 1 screen (if you need to scroll down it is way too long.*
13. *Don’t broadcast email messages unnecessarily – does the issue concern everyone or does it need to be taken up with specific stakeholders.*
14. *Your* ***SENT*** *email cannot be* ***UNSENT***
15. *DO NOT ASSUME PRIVACY.*