### **Property Management & HOA EV Charging Policies Communications Template**

*When utilizing the template, pay close attention to the policies and procedures included to ensure they align with your property management plans and goals. This template was designed to be tailored to meet your specific property’s needs.*

**Subject Line: EV Driving Residents at [Property Name] - Important Information on EV Charging Policies**

**Communication Body:**

Dear [RESIDENT NAME],

As part of our commitment to sustainable living, we provide access to electric vehicle (EV) charging stations to our residents. Below you will find important information regarding our EV charging policies, fees, and enforcement procedures.

1. EV Charging Stations and Locations: EV charging stations available for use to our residents. Station location(s):
* [LOCATION 1]
* [LOCATION 2]
* [LOCATION 3]...
1. Registration and Access[IF APPLICABLE]**:** Residents must register their vehicle with the property management office to use the EV charging stations. Please follow these steps to register:
2. Fill out the EV Charging Registration Form [LINK/ FORM LOCATION].
3. Submit the completed form to the property management office or via email at [EMAIL ADDRESS].
4. Once registered, you will receive [AN ACCESS CARD/ CODE] for the charging stations.
5. Usage and Fees [INPUT BILLING POLICY]:
* Charging Fees: Chargers are available to the residents at the rate of [PRICE FOR CHARGING]. The fees will be billed through [MONTHLY RENT STATEMENT/ CREDIT CARD/ ONLINE ACCOUNT TO CHARGING SERVICE PROVIDER]
* Idle Fees: [DOLLAR AMOUNT PER HOUR] will be charged to EV owners who fail to remove their vehicle from a shared charger after charging is complete. Idles fees kick in after a [TIMEFRAME] grace period. Idle fees will be in effect from [START TIME] to [END TIME].
1. Parking Enforcement Policies: For fair usage and accessibility, the following parking enforcement policies are implemented:
* Vehicles parked in EV charging spots must be actively charging or will be subject to towing at the owner's expense.
* ICE (Internal Combustion Engine) vehicles parked in EV charging spots may be towed at the owner’s expense.
* These policies may be updated at any time and an updated copy will be sent out at that time.
1. Communication and Updates**:**
* Signage: Clear signage has been installed at each charging station to communicate expectations and enforcement policies.
* Email Communication: Residents will receive email notifications about any updates to pricing, policies, or if chargers are out of order.
* Text Notifications: For time-sensitive issues, such as ICE vehicles parked in EV charging spots, residents will receive text or email notifications.
1. Etiquette and Best Practices**:**
* Fair Usage: Please only occupy a charging spot while actively charging your vehicle. Move your car once charging is complete to allow other residents access.
* Safety: Ensure that charging cables are properly connected and stored after use. Report any issues with the charging stations to the property management office immediately.
* Respect: Be considerate of fellow residents by not unplugging other vehicles unless absolutely necessary and in accordance with community guidelines.
1. Support and Maintenance**:** Should you encounter any problems with the EV charging stations, please contact the property management office at [PHONE NUMBER] or [EMAIL ADDRESS]. Our team will address any concerns as quickly as possible to minimize inconvenience.
2. Input Selected Charging App and Details [IF APPLICABLE]: To make our EV charging stations accessible to the broader community, we have added them to the Charger application [INSERT EV CHARGER LOCATOR APP NAME].

We appreciate your cooperation and commitment to making [PROPERTY NAME] a greener and more sustainable community. If you have any questions or need further assistance, please do not hesitate to reach out.

Best regards,

[Your Name]
[Your Position]
[Property Management/HOA Contact Information]