



Sample AI Policy for Community Management Companies

Here's a complete example you can adapt for your company:

[Company Name] Artificial Intelligence (AI) Usage Policy

Effective Date: [Date]

Purpose: This policy guides the responsible use of AI tools to enhance our service quality while protecting resident privacy and company data.

Approved AI Tools:

- ChatGPT Business (for general writing assistance)
- Claude Pro (for document analysis and communication drafting)
- Otter.ai (for meeting transcription)
- [Platform-specific AI tools like Scout, HOAi, etc.]
- *Additional tools may be used with supervisor discussion*

Encouraged Uses:

- Drafting routine communications (newsletters, maintenance notices)
- Creating training materials and documentation
- Generating community marketing content
- Analyzing industry trends and best practices
- Assisting with scheduling and administrative tasks
- Exploring new AI capabilities that could benefit operations

Prohibited Uses:

- Processing resident personal information (names, addresses, financial data)
- Inputting proprietary contracts or sensitive legal documents
- Sharing confidential board discussions or private resident matters
- Creating content that could be discriminatory or biased



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Required Safeguards:

- **Human Review:** All AI-generated content, shared information and tools must be reviewed by appropriate team members before use
- **External Communications:** Any AI-assisted communication to residents or boards requires supervisor approval
- **Data Protection:** Never input confidential, proprietary, or personal information into AI tools
- **Transparency:** When AI significantly contributes to client deliverables, acknowledge its use

Reporting: Questions or concerns should be directed to [Manager/IT Contact]. Report any suspected misuse immediately.

Training: All team members will receive AI usage training within 30 days of policy implementation.

By signing below, I acknowledge that I have read and understand this policy.

Employee Signature: _____ **Date:** _____