



Oakland Hills Community Website Committee

Meeting Minutes May 25, 2016 6:30pm

Present: Jeff Lee, Linda Lohn, Bob Love, Joy McClendon, Babs Smith

Key: (AI) – Action Item

1. Welcome Linda

Linda Lohn has joined the Website Committee. She brings some great past experience with Website Development and Communications.

2. Status of Website Section Reviews

The committee members reviewed each non-static section of the Website to assure the site remains accurate and relevant.

Community Map: Joy will replace Linda Teare for review responsibility. (AI) Joy will check with Katie for an updated map as the one there is out of date.

What's Nearby: It was agreed to leave this as a Google function rather than try to maintain specific links that would need to be updated. We will continue with a yearly check to be sure it is functioning properly.

Documents: Linda Teare was removed from review responsibility. Linda reviewed the Community Handbook and indicated no updates were needed at this time. (AI) Bab's will look into adding the "insurance guidance" that was recently issued to residence.

About Us Page: Joy will replace Linda Teare for review responsibility. This page is out of date and it was agreed that the specific dues information should be removed since that is subject to changes. (AI) Joy will write a draft update, send it to the Website Committee and then the final version will be sent to the Board for approval.

Gallery Page: Page is OK for now. It was agreed that once all units are sold, it would be preferable to include community pictures (e.g., exterior, community parties) vs the interior shots that are there now.

Newsletters: Bob Love will be added for review responsibility given his role in helping to get the letter loaded on occasion. Babs maintains review responsibility since she develops the letter jointly with Larry. See below for suggested enhancements.

Events Calendar: Bob Love will replace Linda Teare for review responsibility.

Clubhouse Reservations: Linda Teare was removed from review responsibility. The reservations should be updated bi-weekly by Gardner (Trisha). You can see the last update date in the corner of the page. If it is more than 2 weeks past, please contact Trisha.

Resident Resources: Removed Linda Teare from review responsibility. This information is taken from the handbook and therefore will also now be reviewed annually.

Architectural Review Form: A small description should be added to the form indicating its purpose for clarification. This should come from the handbook description. (AI) Joy will send a draft to the committee.

Association Board & Condo Committees: Joy will replace Linda Teare for review responsibility. (AI) Joy will send a note to the Committee Chairs to please update their Policy & Procedures documents.

Association Documents: Board Meeting Minutes and Annual Meeting Minutes: Joy will replace Linda Teare for review responsibility.

Committee Meeting Minutes: Should now be labeled as “Static” as this refers to the historical minutes prior to the new structure. (AI) Jeff will relabel this with something to reflect these as “historical or pre-April 2015” and move to the bottom of the list.

Contact Gardner Management Form: (AI) Add a small line at the top that says “For Non-Service Requests.”

3. Annual Meeting Sign-in Sheet Update Expectations

Linda Teare had contacted Joy via email regarding resident confusion over directory updates. Babs and Bob clarified that there were two sign in sheets at the Annual meeting. People signed and indicated their unit # on one to confirm attendance. The second sheet had their profile information and was there for Gardner Management purposes only. Gardner maintains their own list and does not use our directory as their source of co-owner information. Co-owners were unaware that the updates to their profile were not going to be reflected in the online directory and are asking why these changes haven’t been made.

To help address any confusion, (AI) Joy will construct a draft email and send to the committee indicating something like “We understand there was confusion about information updates made at the annual meeting. These updates were for Gardner Management use only and will not be transferred to the Oakland Hills Directory. Oakland Hills Directory updates must be made by residents via the Website. This process assures that you control the information shared about you and also that you may update your information as soon as changes occur. Any resident who needs assistance with updating their information on the Website may contact Babs Smith or Bob Love at...”

4. Outstanding Issues

There continue to be email systems which cannot be used with Website distributions. Babs and Bob maintain a separate list of individuals who use these email systems and must remember to send them a personal copy of any email sent to the community via the Website. This problem appears to stem from the fact that MS based email systems see the server our Website resides on as a spam server and therefore reject our emails. The committee agreed that this is a problem that the developer should be addressing (probably by moving our Website to another

server) but we need to understand how the Board would like us to proceed. (AI) Joy will get in touch with the Board to ask how they would like us to proceed (i.e., how hard should we be pushing on the developer to correct this issue which has been ongoing for a while.)

5. Enhancement Requests

Newsletter: Linda suggested adding some special interest items to the newsletter such as special interest stories, resident profiles, humor, etc. (AI) Linda will work with Babs and Larry on any ideas for changes/additions.

Resident picture gallery: Linda suggested changing the existing pictures in the gallery to allow residents to submit other pictures of more general interest. The committee agreed this was a good idea, but would probably be best implemented once all units were sold so this will be revisited at a later meeting.

6. Other topics

In general, the committee agrees we should continue to find ways to engage residents and encourage use of the Website. One suggestion was to hold an information/training session before the 5:31 party to include demonstrations and opportunities to sit with a committee member and update your information together. (AI) Joy will contact Katie to see if we can have access to AVB's network for this one evening. (AI) Linda will look at developing a slide show/youtube showing how to use and update the website. (AI) Joy mentioned having a one-page flyer (not instructions) talking about the Website and why it is of value to residents. These could be available at the clubhouse and/or distributed door-to-door.

7. Next Meeting – June 30th 6:30pm Clubhouse

(AI) Joy will contact Trisha about clubhouse availability. If not available, we will meet again at Joy & Jeff's.