

# Governors Village

## Communication Committee Minutes

Date: Monday, July 16, 2018 at 6:00 PM - 7:30 PM

Title of Meeting: Third Quarter 2018

Members: Terry Landers, Susie Moffat, Ted Smith, Jeff SooHoo

POA Board Liaison: Kalyan Ghosh

### **Old Business:**

#### 1. Committee Reports:

##### 1.1 Website (governorsvillage.org) – Susie

WordPress.com Premium plan and custom domain on site "govvillage.org" will renew automatically in 30 days. Susie will transfer the renewal info to Jeff for this and for GoDaddy (governorsvillage.org) domain.

Susie and Jeff will review site pages for outdated materials. Financial reports are no longer received regularly. Will replace that section with text informing residents who to contact to see reports if they are interested (POA Treasurer, currently John Eberhard, or management company, currently Alina Cochran). Susie will write to committee chairs asking them to review and update pages related to their work and obtain updated membership lists.

##### 1.2 Welcome Program (governorsvillage.org/about/welcome/) – Terry

Ambassadors:

Village: Terry Landers

Park: Mary Anne Hutton

Forest: Ted Smith

Lake: <OPEN>

Townes: <OPEN>

In the second quarter of 2018, our community had 17 properties change ownership:

0 in the Village

4 in the Park

1 in the Forest

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2 in the Lake  
10 in the Townes

Cumulatively during the first 2 quarters of 2018, our community had 26 properties change ownership:

3 in the Village  
6 in the Park  
1 in the Forest  
2 in the Lake  
14 in the Townes

Welcome Packet currently contains 4 items:

Governors Village Welcome Letter  
2018 Pool Rules  
Summary Rules & Regulations  
ARB Request Form

Lake and Townes have lost welcome ambassadors recently, but Ted has recruited Anne Stewart to become new Lake representative on welcome committee. The Townes position remains unfilled.

## 1.3 Photography and event coverage – Ted

Ted photographed “Fill The Boot” event sponsored by the Social Committee. Will cover Pool Party when that takes place (as yet no date announced).

## 1.4 POA Board Liaison – Kalyan

Playground equipment in Park is scheduled to be completely replaced at expense of more than \$50,000, awaiting installers. New equipment will bring improved safety and ADA compliance to the playground.

## 2. Action Items/Updates:

### 2.1 Governors Village Neighborhood Grounds Communication

There is no Village representative for Grounds, but money has been allocated for this year in the budget. Ted plans to have a report of grounds activities

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available closer to the next POA Board meeting on July 26, 2018.

### 2.2 Official Community Wide Communication

Terry explained again there is a gap in the process by which Towne Properties communicates with residents.

Billings for property dues, ARB violations, POA board election information and announcements of annual meeting are distributed through US Postal Service.

Other notifications are emailed to residents who have self-registered and maintained emailed address in a special management company portal. These notices, for example, might include timely alerts about when and where pest control will be spraying chemicals, unscheduled pool closures, tree pruning or other maintenance, as well as road hazards (potholes, icy roads).

The gap occurs in that many residents are unaware of the existence of this portal and have not registered or have not kept contact information up to date.

Communication committee suggested last year Towne Properties always include portal instructions when contacting residents in any US Postal System mailings. This has not been adopted by the management company.

### **New Business:**

#### 3.1 Open Discussion - thoughts, ideas, etc.

Terry announced her resignation from the Communication Committee to pursue other projects. She has agreed to stay on as Village Ambassador and to maintain the welcome packet but no longer can absorb the work of covering for other neighborhoods. Until there is a volunteer ambassador for the Townes, the welcome package will not be provided to new homeowners.

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Terry has served since the committee was revived in 2010 and she has contributed generously of her talents and ideas. On behalf of the committee and the entire community, we offer our appreciation for her work.

### 3.2 ARB Request Form & Procedure Documents

The ARB Request Form already is included in the Welcome Packet distributed to new residents. Ted requested ARB procedures be added to the packet.