

Governors Village Communication Committee

Third Quarter 2017 Meeting Minutes

July 18, 2017 -6:00 - 7:30 PM

Flair

Members present: Terry Landers, Jennifer Allen, Susie Moffat, Ted Smith. Kalyan Ghosh

Meeting called to order by Terry Landers at 6:35 pm

1. Committee Reports

1.1. Website (governorsvillage.org) – Susie

Wordpress premium will renew for \$99 on August 7. [The domain governorsvillage.org, mapped to the site "govvillage.wordpress.com" will renew August 25. Domain and private registration renew through GoDaddy in Sept.]

Discussed confusion new residents (and longtime residents as well) face trying to understand why there is a Talis website, community website (supported by communication committee) and also a listserve.

Webmaster needs backup support—someone who could publish articles.

Suggestions for finding assistance:

- recruit university students (however need someone with knowledge or interest in learning about the community to help write articles, report on community activities, not really build or redesign the website).
- write up more positive, precisely crafted calls for volunteers for specific tasks
- offer Wordpress training in exchange

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

Mary Anne Hutton has agreed to take Linda Kreiter's place as Welcome Ambassador in the Park.

Valerie Meicher has agreed to take Kim Summerville's place as Welcome Ambassador in the Townes.

Ambassadors:

Village: Terry Landers

Park: Mary Anne Hutton

Forest: Ted Smith

Lake: Karen Howard

Townes: Valerie Meicher

In the second quarter of 2017, our community had 17 properties change ownership:

- 5 in the Village

Governors Village Communication Committee

Third Quarter 2017 Meeting Minutes

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Flair

- 3 in the Park
- 1 in the Forest
- 0 in the Lake
- 8 in the Townes

Cumulatively during the first half of 2017, our community had 25 properties change ownership:

- 9 in the Village
- 3 in the Park
- 2 in the Forest
- 0 in the Lake
- 11 in the Townes

Welcome Packet currently contains 5 items:

- Governors Village Welcome Letter
- Pool Rules
- Summary Rules & Regulations
- Talis Welcome Letter, pending discussion
- Talis Homeowner Information Sheet, pending discussion

1.3. Photography and event coverage – Ted

Ted captured highlights of the June 3 Firemen's Breakfast / 5K Run-Walk. No announced date yet for annual pool party (social committee meeting schedule for July 18).

1.4. POA Board Liaison – Kalyan

Signage is planned to denote herbicide-free, playground area.

Personnel changes at Talis. Danielle is now Association Manger. Stephanie Snyder will be our Community Service Administrator.

2. Action Items/Updates

2.1. Welcome Package vis-a vis Talis.

2.1.1. Some homeowners are not receiving email communications from Talis and are not even aware that they are missing something.

When Talis communicates to the entire community via email, it is by using the email addresses in the Talis portal. It is up to each homeowner to setup and maintain their portal at the Talis website.

Governors Village Communication Committee

Third Quarter 2017 Meeting Minutes

July 18, 2017 -6:00 - 7:30 PM

Flair

We have a proposal to insure that homeowners are not only alerted to the fact that they need to setup their portal when they move to Governors Village, but that they are also reminded to update it when their email address changes.

Kalyan will work with Talis to implement our proposal.

2.1.2. Inconsistent and out of date materials are being distributed to new homeowners.

From the beginning of the Welcome Program we have included two items constructed by and maintained by Talis [the Talis Welcome Letter and the Homeowner Information Sheet to be filled in and sent to Talis].

It has come to our attention that we do not always have the latest or most complete version of this material. In order to simplify the process and make sure that our homeowners have the latest complete information, we are going to REMOVE the Talis Welcome Letter and the Talis Homeowner's Information Sheet from our Welcome Packet.

Talis should have the responsibility to send these two items to every new homeowner, via the US Mail.

Kalyan will work with Talis to implement this change.

2.2. Welcome Package contents

2.2.1. Omit Talis Welcome Letter and the Talis Homeowner's Information Sheet

2.2.2. Per ARB request: Include Rules and Regulations With Respect to Dogs and the ARB homeowner form: Architectural Application For Alteration and Additions.

2.3. Follow up about reaching out to Townes of Governors Village Home Owners/ Residents

2.4. Governors Living Magazine

3. New Business

No new business.

Next meeting: October 16, 2017