

Glastonbury Landowners, Inc.
Communications Committee Minutes
February 15, 2016
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The Communications Committee met on February 15th at 7:10 pm at the home of Dennis Riley.

Board Present: Dennis Riley (chair), Charlotte Mizzi, Charlene Murphy, Daniel Kehoe, Mark Seaver (by Skype). **Landowners Present:** Claudette Dirkers, Wendy Riley, Leo and Dorothy Keeler, Ia Williams, Deb DeGraaf and Debbie Blais.

1. Update on phone line at St. John's: Dennis reported he had called Eileen Story who would have the authorized person give Dennis a call. Deb DeGraaf suggested he call Connie Malcolm.

2. Update on email tracking: Dennis and Mark reported on the online spreadsheet created to track and assign incoming emails. It is still under development, but looks like it will do what is needed. It was also discussed the sending of a second response after the autoresponder to give more information of who is handling the email and potential timeline.

3. Conference calling equipment update: Dennis reported the GLA can purchase a refurbished Polycom conference phone with remote mics for about \$200 (versus \$700 new). Once we get confirmation we can put a phone line into St. Johns, he will ask the Board for authorization to purchase one.

4. Finalize committee goals:

- Get all contact information up-to-date. Deb noted that we don't have phone numbers and recent addresses for some of the accounts in arrears, which makes it hard to contact them.
- Possibly get a co-chair...like Mark Seaver
- Find a good conference calling service, realizing that calling into any conference call with a cell can be problematic.
- Get all the information on the website to be accurate
- Catch up on the back log of emails
- Finish up with the incomplete email registrations
- Set up the Board Listening meeting for April 2nd.

5. Old FreshDesk ticket system: Clean-up of the FreshDesk list of outstanding emails during the Admin Assistant training. Also columns for assigning emails to committee chairs and a column to designate response/no response will be added to the new tracking spreadsheet. It was also suggested put something in the newsletter explaining the limitations on the Boards' ability to answer letters.

6. Finalize additional dwelling unit notice letter the letter is being revised with input from landowners and committee members. Discussion was also held regarding the definition difference between "kitchen" and "dwelling unit."

The meeting adjourned at 8:55 pm.