

Villas of Deer Valley

Website Information, Policy, and Administration

Introduction:

The Villas of Deer Valley (VDV) Community Website was established to give the homeowners in Deer Valley a source of information pertaining to all activities and events taking place in the immediate and surrounding community, as well as information on Board activity and the HOA governing documents and policies, etc. The website is hosted by HOA Express, for which we pay an annual fee. The HOA Board appoints a website Administrator to manage the tasks of website upkeep.

Website Structure and Content:

In addition to the welcoming **Home Page**, the website contains different sections as outlined below. The bottom of the **Home Page** contains a brief description of the most recent News and Upcoming Events.

To the right side of the **Home Page**, there are a series of “tabs” that lead the reader into various subsections of the website. These are:

1. **NEWS:** This tab section, which is updated often, contains current information about Deer Valley and the local community impacting the Villas of Deer Valley. You may also find older news items posted here.
2. **VILLAS OF DEER VALLEY CALENDAR:** As the name implies, this is a calendar representation showing upcoming events happening in the VDV.
3. **DIRECTORY AND CONTACT INFORMATION:** has five (5) sub-categories. They are:
 - VDV Complete HOA Member Directory – which is the pdf version of the VDV Directory that is updated and handed out each year at the annual meeting. It is also updated periodically by the website Administrator as members, phone numbers, or email addresses change.
 - HOA Website Registrants – is an automatically generated list of those members who have registered on the VDV HOA website and contains only the information that each registrant provided. For security reasons, this subsection cannot be maintained or updated by the Administrator.

NOTE: *Since the HOA Website Registrants listing is automatically generated based on member input, you might want to log back into your account on this site and check for accuracy and completeness of your registrant*

information. For example, if both members of a couple registered with one email address or phone number, the contact information for the other member may not be present. Also, this cannot be maintained by the website administrators - it must be maintained by the individual registrants [Please see the IMPORTANT NOTE at the end of this Section 3.]

- Board Members – lists contact information for the current Board members.
- Committee Member Contact Information – provides contact information for the current members of various Committees that exist within the HOA.
- Vendor Contacts – provides contact information for various vendors that have performed services for some of our members. This list is neither exhaustive nor a recommendation from the Board.

IMPORTANT NOTE REGARDING UPDATING AN EMAIL ADDRESS

Making sure the email address on a member profile is correct and up-to-date is important for ensuring the member is able to log into the website and receive any communications sent. If a member's email address needs to be updated, they can make this change at any time.

- **WHO:** For security purposes, website Administrators cannot update a member's email address. Therefore, the member will need to log in and follow the instructions below to update this information.

- **HOW:**

To Update Your Email Address on the HOA Website –

1. First, log into the website and click on your name in the upper-right-hand corner.
2. From the drop-down menu, select "Member settings."
3. Here, under the "General" tab, navigate to the "Email Address" field.
4. Delete the previous email address and add the new one you'd like to use.
5. Once finished, click on save.

NOTE: This "Member settings" tab is also where you might change your Password should you desire to; and under "Account settings" you may change or correct your physical address if needed.

Why an Administrator Cannot Update an Email Address on the Member's Profile

We're [big into security](#) and want to protect both members and admins from harm. A member's email address and password are used for logging into any community website powered by HOA Express where a person has registered. Allowing an admin to change this information would allow an unscrupulous admin to gain unauthorized access to a member's profile and account. This could be used to fraudulently access their own website under the other member's name or even access a different community's website, should that member be registered on multiple community websites.

Therefore, by eliminating the possibility of gaining unauthorized access, our system protects its members from harm; and administrators are protected from liability exposure presented by this possibility, and also from false claims of unauthorized access.

4. GOVERNANCE DOCUMENTS – RULES: contains the important and unchanging written documents to which the HOA adheres. There are four such documents:

- Deer Valley Rights and Restrictions – this document, dated 2006 for Plat 3 but also amending and restating the rules for Plats 1 and 2, binds the HOA members to certain rules and restrictions that come with buying a lot in this development.
- Deer Valley Code of Regulations – contains additional rules regarding the Board of Trustees and its constitution, Board and Annual meetings, and rules and restrictions that come with buying a lot in this development.
- Villas of Deer Valley Bylaws – dated May 2005, contains more detailed rules relating to Board members and meetings and elects the first Trustees.
- VDV HOA Mission Statement – as they do, states the intended goals of operation for the HOA

5. BOARD ADOPTED POLICIES: contains further important written policy documents adopted by the Board in an effort to maintain consistency in its decision-making. There are currently twelve such documents:

- VDV HOA Dues Payment Schedule
- Architectural Committee & Policy
- VDV Financial Policy
- VDV Common Area & Tree Policy
- VDV Lake and Pond Policy
- VDV Sidewalk Policy
- VDV Website Policy
- Snow & Ice Policy
- VDV Moving Sale Policy
- For Sale by Owner & Approved Signage
- Yard Signs
- VDVHOA Violation Letters

6. **BOARD COMMUNICATIONS & ANNUAL MEETING:** contains Annual Meeting Minutes and other correspondence from the Board to the Members arranged in reverse chronological order (most recent on the top).
7. **BOARD MEETING MINUTES & FINANCIALS:** contains Minutes and Financial Summaries for each quarter and grouped by year.
8. **LOCAL COMMUNITY & TIPS:** contains various helpful documents concerning the HOA members and the local Community at large.
9. **COMMUNITY PHOTOS:** contains uploaded photos from various HOA activities, such as driveway parties and the like.
10. **COMMUNITY MAPS:** contains various maps of each plat and the entire development.

Administrator's Tasks for Website upkeep:

The Administrator has the following tasks to perform.

1. Maintain the HOA membership accurately on the website. This includes:
 - a. Encouraging new VDV homeowners to register on the website.
 - b. Giving website access to all verified VDV homeowners and, when requested, assisting those who have trouble accessing information on the website.
 - c. Removing website access to former VDV homeowners who have left the HOA.
2. Updating and maintaining the website to ensure website content remains current. This requires working closely with the HOA Secretary and includes:
 - a. Updating the Directory to add new HOA members (and their contact information) and remove former HOA members (and their contact information).
 - b. Updating the Directory with any changes to current member's phone number(s) or email addresses. *Note: ANY updates to contact information should be shared amongst all HOA members who maintain mass emailing Contact Lists, including the Website Administrator, the Secretary, the*

Social Committee (or at least one member thereof) and certain Board officers as required.

- c. Encouraging HOA members to correct any errors or clarifications in their personal registration entries on the website (this cannot be done by the Administrator – see section 3, above).
- d. Posting and/or updating any new documents* issued by the Board or Social Committee, such as Annual and Board Meeting Minutes, new or updated Policies adopted by the Board, official newsletters, and other news or upcoming events.
- e. Posting to and/or updating the HOA Calendar with news and upcoming events* provided by the Social Committee.

**Note: Documents posted to the website should be in pdf format whenever possible.*

3. Work with the HOA Secretary to:
 - a. export an up-to-date contacts list for any new Secretary for purposes of sending mass emails to the entire membership.
 - b. periodically produce a hard copy of the updated directory for handing out to HOA members. The directory is currently compiled in Microsoft Publisher and Adobe pdf.
4. Advise the Board on website structure and content and recommend any changes or reconfigurations as needed.