

## COMMUNICATIONS REPORT, AGM 10/10/16

### **Who was involved?**

Una with a bit of help from Gianfranco. Committee members and other people outside the committee helped with gathering residents' names and contact details, and delivering some leaflets, at various times.

### **What did we set out to do?**

We wanted to find the best way to stay in touch and to let members know what was happening.

### **What did we do?**

- We collected as many residents' contact details as possible. Every single door was knocked on by someone representing the association. Calling to doors about Neighbourhood Watch also added to this information. All this data had to then be collected, made legible! And inputted into a spreadsheet. The email addresses had to be added to our Google Group, and the mobile numbers added to our text alert system.
- We registered a domain name, bought hosting space, and created a website, roebuckresidents.com, where all the Association news is posted on a regular basis. It also gives a bit of background about the residents' association, and has some useful links and contact information etc.
- We designed a logo for the Association.
- We set up a Google Group, where things of particular interest are emailed out to all the members. We try to keep the number of emails to a minimum.
- Occasionally we did some leaflet drops to members who don't have email.
- We designed, printed and put up posters in the local shops before any events or clean up days.
- We designed and printed a 4 page newsletter in the summer. These were available at the Summer on the Green event in June. There were also copies in Lynams, and they were also delivered to members who don't have email.
- We set up a text alert system. This involved gathering together all the residents' mobile numbers, researching the best way to do it, and then setting up and maintaining an account with an online bulk SMS provider.

### **What's the plan?**

- To continue on with the website and the Google Group as we believe they're both working well.
- To add to residents' information, and to correct it where necessary, as we get it.
- To continue with the Text Alert System. We said we would pilot it for a year, so that brings us up to April.
- We need to communicate better with the residents who don't have email. We know there are some of the more elderly residents who feel they aren't hearing the news. We don't even have contact details for some elderly residents, as they didn't open their doors when people called around at the start.
- So we need someone to take on this as a role. It would involve printing out emails, and posts from the website, and hand delivering these to the people affected on a semi regular

basis. There would only be about 30 or 40 houses to deliver to.

- We also need people to tell us if they know of neighbours who have not had any contact from the residents' association and would like to get updates like this.