

COMMUNICATIONS COMMITTEE MEETING MINUTES

Thursday, March 6, 2025 4:00 PM BILLIARD ROOM

Present: Ruth Chillemi, Setta Jacobs, Lucy Hornstein, Donna Smith, Pat McCann, James Young
Todd Welsh, Doug Loutzenhiser, Rich Houghton (Zoom)

New Business: Discuss and make recommendations to CAB for an on-line list of vendors recommended by RAP residents.

Objectives:

Reduce Rapflyer volume required to support the present method of Requesting Recommendations via Rapflyers and having residents respond directly to [REQUESTER] by volunteer [RECOMMENDER (s)].

Maintain digital memory of residents who have responded to requests for specific services.

Proposed Solution:

Use Google Docs to maintain the list of [RECOMMENDER (s)], NOT VENDORS with a link on the my-rap.net community website headed with the legal disclaimer:

“The Homeowners Association (HOA) does not endorse, guarantee, or assume any responsibility for the quality of services provided by the vendors recommended by residents. The HOA shall not be liable for any actions taken by vendors recommended or any issues arising from their services. This list is provided as-is without any warranties, expressed or implied”.

The Google Doc list would be maintained by the resident who initiated this request along with any other resident who wishes to volunteer their recommendation.

Recommenders would have to **consent** to having their contact information published on-line through a password protected webpage with a link to the VENDOR RECOMMENDERS GOOGLE DOCUMENT.

An example of the Google Doc page for Driveway sealing would look like:

<https://docs.google.com/document/d/1vZJqUCNSRSYQH8QpbhySkzqN-c6QEvaF2yVg5Tj-NA/edit?usp=sharing>

Old Business:

On going problems with resident, DeSimone's, email address for Rapflyer receipt.

Email Comments/Votes:

From Bill McDowell 2/28/25

Todd . . . we'll be away. If you ask for a vote on the proposal, I vote no. I believe the current method works well and any "Approved Vendors List" subjects us to litigation regardless of the legal disclaimers. In fact, Dianne Biddy told us the legacy vendor book was removed after a resident hinted at a lawsuit against RAP for a botched home improvement. As an alternative, let's ask Bruce and other residents to create their list and email it directly to those interested or host it on a web site not associated with RAP.

From Charlie Jones 2-28-25

I'm away till April. This sounds like a lot of work initially. Before approving I would see if we can get volunteers to do this.

I think Bill makes a good argument as years ago it had problems. The way we currently handle it has worked very well. Unfortunately, I'm away and unable to attend but **I would vote no.**

From Todd Welsh 3-10-25

While I agree personally that a published list of recommended vendors would be useful to the community, the communication committee members rejected publishing a list of actual vendors on our website because of legal and maintenance issues.

Ruth's tally (see appendix) of Who submitted requests for What services made it clear to me that the compromise we arrived at – that is publishing a list of recommenders is untenable and does not serve the purpose intended by Bruce Mitchell who wanted to publish a list of actual vendors – not just the people who responded to these service requests.

This led us to my suggestion that we publish a "digital" memory of those who have RESPONDED to various service categories, but in retrospect, publishing a list of RESPONDERS under each category is untenable because:

- We have no idea WHO responded to the list of requesters that Ruth researched.
- Even if we did know who responded to specific requests, I doubt those same people would be willing to have their contact information made public as they were able to decide if they wished to respond at that time to a particular resident.

May I suggest an alternative solution: That is to allow Bruce Mitchell to create and maintain a list of vendors and direct residents to contact HIM directly to gain access to this list. So when a Rapflyer request is received, Ruth or Setta could simply reply to the requester with a default reply (containing the legal disclaimer) suggesting the requester contact Bruce Mitchell rather than putting out the actual request, which would save the copying and pasting of the request to a Rapflyer.

Although we agreed that the Rapflyer method of requesting recommendations would remain the same, neither solution, that is publishing the request or referring the requester to contact Bruce Mitchell would address one of the objectives of reducing the amount of Rapflyers.

While I believe there may be a solution that would satisfy all parties, I do not wish to beat this topic to death out of respect for everyone's time.

From Doug Loutzenhiser March 10, 2025

Thank you and the rest of the Communication Committee for considering the creation and management of a Vendors List for RAP. As I understand it, after careful consideration, the Communication Committee is not interested in taking on the responsibility to create and manage a community Vendor List. The Committee feels that the current procedure for privately sharing vendor information between residents is adequate and fits the need. Does this pretty much capture the Communications Committee position?

While I appreciate your alternate suggestion that Bruce Mitchell himself create and maintain a Vendor List and direct residents to contact him for access to the list, the Board does not want a single individual responsible for such an activity within the jurisdiction of the RAP HOA. This needs to be carefully administered and managed within the purview of a RAP Committee.

Again, thank you and the Committee for your service to the community. The Board appreciates it very much.

Best regards,
Doug Loutzenhiser

Final Email to the Board and copied to the committee from Todd Welsh on 3-11-25

"After careful consideration, the Communication Committee is not interested in taking on the responsibility to create and manage a community Vendor List. The Committee feels that the current procedure for privately sharing vendor information between residents is adequate and fits the need."

I believe this statement captures the essence of our decision and is being sent to the board now.

Todd Welsh
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APPENDIX

This is a tally from rapnews@gmail.com requests for recommendations from June 2024 until present Compiled by Ruth Chillemi			
Category	Service	Times	
House	Awnings	2	
House	Blinds Repair	1	
House	Carpet / Flooring	4	
House	Contractor Insulation	1	
House	Contractor Bath & Basement	2	
House	Decorating	2	
House	Electrician	6	
House	Elevator	1	
House	Gas Fireplace Service	2	
House	Grout - cleaning / repair	2	
House	Handyman	4	
House	House "Watcher"	1	
House	House Cleaner	5	
House	Install Railing	1	
House	Painter / Wall Paper Removal	3	
House	Plumber	2	
House	Power Washer	1	
House	Radon Service	1	
House	Refrigerator Repair	1	
House	Roofing	1	
House	Sound System Tech	1	
House	Sprinklers	1	
House	Storm Doors	1	
House	Vent / Duct Cleaner	3	
House	Window Washing	1	
Legal	Estate Attorney	2	
Legal	Notary	2	
Medical	Acupuncturist	1	
Medical	Audiologist	1	
Medical	Chiropractor	1	
Medical	Dentist	1	
Medical	Gastroenterologist	1	
Medical	Hearing Aids	1	
Medical	Internist	1	
Medical	Nephrologist	1	

Medical	Neurologist	1	
Medical	Oral Surgeon	1	
Medical	Orthopedist	1	
Medical	PT	1	
Other	Airport Shuttle	1	
Other	Auto Detailing	1	
Other	Hair Salon	1	
Other	Pet Care	1	
Other	Tailor	1	