

Q1: What is the purpose of the website?

A: As another channel for communication between residents and the Resident's Committee (SRC)

Q2 : What is the current set up for the website trial?

A: The web site is 'parked' on the resources of a set of sites used by the committee chair, and thus the trial is at no cost to SRC. The 'Somersetia' content is generated and managed by the SRC.

Q3: Why can't the website continue to be managed under these arrangements?

A: Because the other web sites where www.somersetia.com is 'parked' will soon be closed down. In addition, it is undesirable for a community service of this type to depend on the resources of an individual.

Q 4: What has been resident's response to the trial so far?

A: Generally, very positive – in particular about the provision of information about issues raised with the SRC and the outcomes. Respondents have suggested other content to be included.

Some residents expressed concerns relating to the content of SRC minutes and reports being accessible online. All such material has therefore been removed, while other options are explored.

Q 5: Can the site be maintained in a way that provides the benefits while addressing the privacy / security concerns ?

A: Yes, but there is cost for this level of service. Two managerial roles are required: administrator and editor, which can be held by one person, as is the case for the present trial.

Ideally the website administrator and editor would be separate roles in a future implementation. The administrator's role is a technical one requiring specialised knowledge and responsibility of design, operation, backup and security of the site.

An editor is required to upload, delete and edit content, tasks that could be undertaken by the SRC secretary or other SRC members.

Hosting the website i.e. storage of the contents and administrator level management, incurs a cost. There are many commercial organisations that offer this combination of services, at a cost estimated to range from \$800 to \$1200 pa.

A distinct advantage of paying for such commercial services is that they could and should include a facility to restrict access to Somerset residents alone, via mandatory membership registration.

Q 6: So, what next?

A: The trial of www.somersetia.com will continue until 23rd September following which a survey of resident opinions will be circulated.

The key survey questions will therefore relate to resident's support for continuing the website *in principle*, and their agreement to the worth of relevant expenditure to maintain the website *in practice*, when such funding is available to the SRC.

In the interim, residents are encouraged to express their opinions or give constructive comments in advance of the formal survey. This can be done by using the Feedback contact page on the website, or via email to srcindro@gmail.com, or in conversation with SRC members