

DAILY DIARY SECTION-4: REASONS FOR ‘DAILY DIARY’
SIMPLE/WEBSITE-HOSTED/EVENT-DRIVEN/SORTED BY DESCENDING DATE-TIME

A RECENT ‘COMMUNITY-COMMUNICATIONS SURVEY’ WAS PERFORMED AS TO HOW INDIVIDUAL OWNERS WISH TO RECEIVE BOARD COMMUNICATIONS AND COMMUNITY INFORMATION. THE RESULTING TALLIES ARE SHOWN AT THE RIGHT IN THE TABLE BELOW: NOTE THE DISPARITY BETWEEN 51 ‘INDIVIDUALS’ (WHO RESPONDED) AND 86 ‘DELIVERIES’ MEANS THAT A NUMBER OF OWNERS REQUESTED MULTIPLE SIMULTANEOUS DELIVERIES.

LOS PRADOS 2022 OWNER CONTACT SURVEY - V1.06					
UNIT	OWNER NAME	DOOR HANG	US MAIL ADDRESS	EMAIL ADDRESS	TEXT MESSAGE

Door	US Mail	Email	Text	# Deliveries	# Individuals
15	15	37	19	86	51

- ☛ HOWEVER, INSTEAD OF THE SURVEY SERVING ITS ORIGINAL PURPOSE OF DETAILING HOW INFORMATION IS TO BE DISTRIBUTED TO EACH OWNER, IT WOUND UP SERVING AS ‘AN AHA MOMENT’ IN THAT THE ‘DISTRIBUTION LIST’ CONCEPT ITSELF IS DEEPLY-FLAWED.
- ☛ THIS DOCUMENT WILL PROVE THAT FOR LOS PRADOS, THERE’S ONLY ONE FOOLPROOF VEHICLE FOR DISSEMINATING INFORMATION ... *“IF THE MOUNTAIN WON’T GO TO MOHAMMED, THEN MOHAMMED MUST COME TO THE MOUNTAIN”*.

PLEASE READ ON FOR UNDERSTANDING ...

IDENTIFIED PROBLEMS WITH DISTRIBUTION LISTS

1. SUSTAINABILITY:

FOR ANY INFORMATION DELIVERY SYSTEM TO FUNCTION AT LEAST VERY WELL OVER TIME, IT MUST BE SIMPLE, PREDICTABLE AND SUSTAINABLE. BEFORE DESIGN & IMPLEMENTATION, THE BOARD STEPPED BACK AND ASKED ITSELF THESE QUESTIONS;

- **FIRST ON THE HIT PARADE ...** HOW WILL THE SECURITY OF OWNER CONTACT INFORMATION BE ABSOLUTELY GUARANTEED?
- WHO WILL MAINTAIN THE 4 COMMUNICATION MODES LISTED ABOVE ... ONE OR MORE BOARD MEMBERS, COMMUNICATION WORKGROUP MEMBERS, MEMBERS OF ALL WORKGROUPS, A PAID PERSON, MANAGEMENT COMPANY PERSONNEL, COMMUNITY VOLUNTEERS, ETC., A COMBINATION OF SOME OF THE ABOVE?
- WHO WILL TRAIN NEW PEOPLE RESPONSIBLE FOR THE ADDITIONS, CHANGES & DELETIONS?
- WHAT IF DOOR-HANGER PERSONNEL ARE UNAVAILABLE (SICKNESS, VACATION, INCLEMENT WEATHER, ETC.), WHO WILL PICK UP THE SLACK?

2. CONTACT SECURITY.

A NON-TRIVIAL NUMBER OF OWNERS ARE SENSITIVE TO HAVE THE PRIVACY OF THEIR CONTACT INFO BE KEPT TRULY PRIVATE (AND UNDERSTANDABLY SO). ONCE SUCH INFORMATION IS PROVIDED, THERE'S NO GUARANTEE THAT WITH THE PASSAGE OF TIME, SUCH INFORMATION WILL BE DISSEMINATED BY ACCIDENT OR OTHERWISE. JUST AS OFTEN HAPPENS ON THE INTERNET.

“Everyone Wants Your Email Address. Think Twice Before Sharing It.”

[HTTPS://WWW.NYTIMES.COM/2023/01/25/TECHNOLOGY/PERSONALTECH/EMAIL-ADDRESS-DIGITAL-TRACKING.HTML](https://www.nytimes.com/2023/01/25/technology/personaltech/email-address-digital-tracking.html)

3. DELIVERY COST.

AS OF NOW, 15 OWNERS HAVE CHOSEN ‘U.S. MAIL’ AND 15 OWNERS HAVE CHOSEN ‘DOOR HANGER’ AS THE MODES OF COMMUNICATION.

A. HAND-DELIVERY.

THERE IS AN OBVIOUS COST TO STAFF-DELIVERY OF INFORMATION, WHETHER IT BE TO ALL 104-UNITS OR ONLY TO A SELECT SUB-GROUP BECAUSE IN THE LATTER CASE, THE DELIVERER MUST WALK AROUND WITH A SHEET AND DELIVER SELECTIVELY ... WHICH CAN BE TIME-CONSUMING, AS WELL AS ERROR-PRONE.

B. U.S. MAIL.

THERE IS AN OBVIOUS COST AND TRACKING EFFORT. BEYOND THAT, U.S. MAIL CANNOT BE USED FOR TIME-SENSITIVE INFORMATION ... THE INFO MAY BE STALE BY THE TIME IT GETS TO THE RECIPIENT.

4. EMAIL AND TEXTING COSTS.

FREE SOURCES FOR EMAILS HAVE A COST IN THAT THERE ARE LIMITS AS TO HOW MANY EMAILS CAN BE SENT. FOR EXAMPLE, A GOOGLE SEARCH REVEALED, “WITH GMAIL, IT'S GOOD TO SEND NO MORE THAN 20 MESSAGES AN HOUR FROM A FREE GMAIL ACCOUNT.” WHICH INTRODUCES ‘DELIVERY-UNPREDICTABILITY’.

EMAIL AND TEXTING SERVICES HAVE COSTS, BOTH FOR THE BASIC SERVICE AND TRANSACTIONS-SENT ABOVE A THRESHOLD.

THINGS ARE MORE COMPLICATED IN THE CASE OF TEXTS. SERVICES, SUCH AS ‘CONSTANT CONTACT’ (AND ANY THAT WE HAVE BEEN INVESTIGATED) CANNOT JUST SEND MASS TEXTS JUST BECAUSE THEY ARE GIVEN A LIST TO DO SO. THEY NEED LEGAL PERMISSION, WHICH WE CAN PROVIDE. BUT IT'S BACK TO ‘LIST MAINTENANCE’ AND ‘MESSAGE COORDINATION’. MOREOVER, EVEN IF SOMEONE REQUESTS TEXT-ONLY, THEY MUST STILL PROVIDE THEIR EMAIL ADDRESS FOR A UNIQUE KEY TO THE SYSTEM ... WHICH DEFEATS THE PURPOSE OF THE KEEPING ONE'S EMAIL PRIVATE. ANOTHER REALITY IS THAT SOME OWNERS WANT THEIR INFORMATION SENT TO 2 DIFFERENT EMAILS. THAT ISN'T POSSIBLE WITH THE SYSTEMS THAT WERE EVALUATED BECAUSE AN EMAIL ADDRESS IS A UNIQUE KEY FOR A PERSON, AND ONE PERSON CAN'T LOGICALLY HAVE 2 UNIQUE KEYS.

5. ARCHIVAL RECORD.

SENDING ANYTHING BY WHATEVER MEANS PROVIDES NO ABSOLUTE RECORD OF WHAT HAS BEEN SENT. FOR EXAMPLE, LET'S SAY THAT A TEXT IS SENT AND FOR WHATEVER REASON, THE TEXT IS NOT ACTED-UPON BY THE RECIPIENT ... MAYBE TO THEIR DETRIMENT. ONE MIGHT SAY, "WELL THAT'S TOO BAD, IT WAS UP TO THEM TO REACT." BUT WHAT IF IT WAS IN THE CONTEXT OF SOMEONE HAVING CHANGED THEIR CONTACT NUMBER AND NOT CONTACTED AN ADMINISTRATOR. OR WHAT IF THEY DID CONTACT THE ADMINISTRATOR BUT THE CHANGE WASN'T PERFORMED IN TIME. ULTIMATELY, THE BOARD IS PUT IN THE POSITION OF NOT HAVING COMMUNICATED PERHAPS SOMETHING CRITICAL TO THAT PERSON. EVEN WHEN THE BOARD IS NOT AT FAULT, THE BOARD IS LEFT WITH THE FACT THAT THE INFORMATION HASN'T REACHED THAT PERSON.

6. MANAGEMENT COMPANY.

OUR MANAGEMENT COMPANY HAS NO CAPABILITY TO SEND EMAILS AND TEXTS. AND EVEN IF THEY DID, IT'S NO PANACEA, BECAUSE A SINGLE SUPPORT PERSON SUPPORTS MULTIPLE MANAGERS THAT HAVE THEIR OWN URGENCIES. FURTHER, MANAGEMENT COMPANIES HAVE THEIR OWN DAYS-OFF ... THEY ARE NOT 24/7 INSTITUTIONS. THEREFORE, IN THIS REALM, WE MUST MANAGE OUR OWN ACCOUNT

BUT THAT'S NOT THE END OF THE PROBLEMS

2 NEW REQUESTED COMMUNICATION TYPES: 'MONTHLY NEWSLETTER' AND 'PROJECTS BEING PERFORMED & CONTEMPLATED'

A CAREFUL ANALYSIS SHOWS THAT A 'MONTHLY NEWSLETTER', WITH RARE EXCEPTIONS, IS REALLY A SUMMARY OF THE 'PROJECTS BEING PERFORMED AND CONTEMPLATED' (EXCEPT FOR ITEMS SUCH AS "CRIME EVENT REPORTING"). FOR EXAMPLE, IN EARLY JANUARY, A NEW SPA HEATER HAD TO BE INSTALLED TO REPLACE THE OLD 2008 ONE – THAT'S NEWSWORTHY BECAUSE ITEMS LIKE THAT DIRECTLY AFFECT OUR FEES (ALTHOUGH IN THIS CASE, WE WERE ABLE TO PAY FOR IT FROM POOLED RESERVES).

ESPECIALLY WITH THE DRAMATIC RISE IN THE MONTHLY FEE (PRIMARILY DUE TO INSURANCE), INDIVIDUALS OWNERS HAVE GIVEN SUGGESTIONS ON MANPOWER-USAGE AND PROJECT PRIORITIES. ALTHOUGH THE BOARD POSTS AT THE CABANA THE MORE THAN 50 TASKS THAT OUR STAFF PERFORMS DAILY, WEEKLY, BI-WEEKLY, MONTHLY, SEMI-ANNUALLY AND ANNUALLY THEY REMAIN AS A SORT OF ABSTRACTION BECAUSE THEY'RE NOT TIED TO A SPECIFIC DATE/TIME AS THEY OCCUR.

AND WHAT ABOUT THE SUBSTANTIAL PORTION OF THE STAFF'S 'ACTIVITIES OF URGENCY' – MAIN LINE LEAKS, SPRINKLER-BLOWOUTS, PROPERTY LIGHTING FAILURES TO NAME JUST A FEW. THE POINT IS THAT ANYONE QUESTIONING OUR STAFF'S EFFICIENCY MUST BE ABLE TO SEE THE MANY TASKS THAT ARE BEING PERFORMED.

THE SIMPLE SOLUTION THAT'S BEEN HIDING IN PLAIN SIGHT

TO THE BEST OF ITS ABILITY, ANY BOARD HAS THE ONGOING RESPONSIBILITY TO MAKE CERTAIN THAT EVERYONE IS INFORMED AS TO "WHAT'S GOING ON". AND IT DOESN'T APPLY TO ONLY THOSE WHO HAVE FILLED OUT A SURVEY SHEET, BUT TO THOSE WHO WILL NEVER FILL OUT A SURVEY SHEET BECAUSE OF PRIVACY OR OTHER CONCERNS.

WITH ALL THE DATA AND DELIBERATIONS COMPLETED, THE BOARD HAS CONCLUDED THAT ONLY ONE VERY SIMPLE SOLUTION EXISTS – ONE THAT'S BEEN HIDING IN PLAIN SIGHT. A SOLUTION THAT'S COST-FREE, SOLVES ALL OF THE IDENTIFIED PROBLEMS AND IS ABLE TO SEAMLESSLY HANDLE NEW COMMUNICATION VENUES SUCH AS THE 'MONTHLY NEWSLETTER' AND 'PROJECTS BEING PERFORMED & CONTEMPLATED'.

"IF THE MOUNTAIN WON'T GO TO MOHAMMED, THEN MOHAMMED MUST COME TO THE MOUNTAIN".

MEANING THAT IF THE INFORMATION CAN'T RELIABLY GO TO AN INDIVIDUAL BECAUSE A STANDARD SYSTEM FOR DOING IS INTRINSICALLY NOT ABSOLUTE AND OBSERVABLY UNSUSTAINABLE IN THE LONG TERM DUE TO THE PRIOR-LISTED PROBLEMS, THEN AN INDIVIDUAL MUST DO THEIR PART AND COME TO THE INFORMATION.

FURTHER, IF AN ELECTED GROUP OF PERSONS (NAMELY THE BOARD) IS THE SINGLE SOURCE OF COMMUNICATION-RESPONSIBILITY, THEN WHAT BETTER CONTROL COULD AN ASSOCIATION ASK-FOR. EVEN A BOARD WON'T HAVE YOUR PERSONAL CONTACT INFORMATION UNLESS YOU OFFER IT IN OTHER CONTEXTS.

HOW THE 'COMMUNITY-COMMUNICATIONS DAILY DIARY' WORKS

LOS PRADOS HAS HAD A WEBSITE FOR MANY YEARS (LOSPRADOS.NET). WE'RE CURRENTLY TRYING TO LEVERAGE OUR WEBSITE FOR ALL THE VALUE IT CAN PROVIDE. ONE VALUABLE ASPECT IS THE ABILITY TO ACCESS A SECTION WITHOUT EVEN HAVING TO SIGN-IN. FOR US, THAT SECTION IS 'PUBLIC DOCUMENTS'. AS YOU SAW ALREADY, THIS EXPLANATORY DOCUMENT & THE 'DAILY DIARY' RESIDE IN 'PUBLIC DOCUMENTS', WHERE THE DAILY DIARY DESCRIBES EACH EVENT ALONG WITH ONE OR MORE THUMBNAIL PHOTOS AS APPROPRIATE.

SO, WHEN YOU'RE WONDERING WHAT THE STAFF IS DOING – YOU'LL KNOW WHAT THE BOARD KNOWS. FOR EXAMPLE, WHEN A 3" SPRINKLER LINE (THAT FEEDS A MAJOR SECTION OF THE PROPERTY) THAT WOULD HAVE COST BEAUCOUP DOLLARS HAD AN OUTSIDE CONTRACTOR BEEN CALLED-IN (IF WE COULD HAVE FOUND ONE ON A TIMELY AND COST-EFFECTIVE BASIS), YOU'LL SEE THE EVIDENCE OF THE REPAIR ... WITH A SUCCINCT EXPLANATORY DESCRIPTION. IT'S SOMETHING THAT ONE WOULD ENTER INTO A DIARY IF ONE WAS BEING HELD ACCOUNTABLE FOR STAFF-THROUGHPUT.

☛ **WE DO KNOW THAT WHEN A FUTURE BOARD TAKES OFFICE, THEY WILL HAVE TO ESTABLISH ONE OR MORE BOARD ADMINISTRATORS TO INSTALL THE 'FINANCIALS', THE 'MEETING MINUTES', 'STUDIES' AND THE LIKE. MEANING THAT BY JOB DESCRIPTION, THEY WILL BE ALREADY TRAINED TO RELIABLY ADD 'NOTIFICATIONS' TO THE WEBSITE. MEANING WE WILL HAVE A PREDICTABLE MEANS OF ADMINISTRATING THE 'DIARY SYSTEM'!**

HOW THE WEBSITE WILL BE USED

- SOME WILL CHECK THE WEBSITE EVERY DAY FOR “NEWS” ... LIKE BRUSHING ONE’S TEETH. OTHERS WILL DEVELOP THEIR OWN PATTERN.
- BECAUSE THE DIARY PERMANENTLY RESIDES ON THE WEBSITE, EVERYONE WILL HAVE ACCESS TO AN IMPLICIT ARCHIVAL RECORD OF ALL INFORMATION.
- BECAUSE OF THEIR NATURE, SOME NOTICES WILL ALWAYS BE HAND-DELIVERED ... SUCH AS TO A BUILDING’S 8 OWNERS WHEN THE WATER IS BEING TURNED OFF. OR TO A BUILDING’S 8 OWNERS REGARDING THE COMMENCEMENT OF REROOFING. OR TO A FINITE NUMBER OF PARKERS EXPLAINING WHY THEIR CARS MUST BE MOVED DUE TO THIS OR THAT UPCOMING ACTIVITY.
- THE HAND-DELIVERED NOTICE ANNOUNCING THE TRANSITION TO THE DIGITAL ‘DAILY DIARY’ WILL ASK ONLY OWNERS WITHOUT ANY DIGITAL ACCESS TO CONTACT THE MANAGEMENT COMPANY TO INFORM THEM SO THAT SPECIAL ARRANGEMENTS CAN BE MADE TO CONVEY INFORMATION TO THEM.
- DEPENDING ON THE NATURE OF THE EVENT BEING REPORTED, AN ALERT MAY BE PLACED ON THE BULLETIN BOARD DIRECTING RESIDENTS TO GO TO THE WEBSITE FOR THE DETAIL. OF COURSE, THE ADDITIONAL BULLETIN BOARD NUDGE WON’T BE RELEVANT TO ‘OUT-OF-TOWN-OWNERS’ WHO SHOULD THEREFORE GET IN THE HABIT OF FREQUENTLY-CHECKING THE WEBSITE TO STAY FULLY-INFORMED.
- **FINALLY, WHO WILL CONTRIBUTE TO INFORMATION-CONTENT?**
ANYONE WHO RAISES AN ISSUE OR POINTS OUT A PROPERTY DEFICIENCY.

CLOSING NOTES:

- AS AN OWNER OR RESIDENT, IF YOU HAVE AN ‘EVENT’ TO REPORT OR ANY SUGGESTIONS ON HOW TO IMPROVE TO THE ‘DAILY DIARY SYSTEM’, PLEASE INFORM THE MANAGEMENT COMPANY OR A BOARD MEMBER. AND REMEMBER THAT AN “EVENT” CAN BE ANYTHING THAT IS A KERNEL OF INFORMATION THAT CAN BE HELPFUL TO THE COMMUNITY.
- THE ‘DAILY DIARY SYSTEM’ IS DESIGNED TO BE:
 - A. THE SINGLE SOURCE OF ASSOCIATION INFORMATION CONVEYANCE.
 - B. SUBJECT TO IMPROVEMENT OUT INTO THE FUTURE AS ANY DEFICIENCIES MAY ARISE OR ANY IMPROVEMENTS ARE DEFINED.
- NOTE THAT ANY PAGES WITH WHITE-SPACE GAPS AT THE PAGE-BOTTOM ARE THERE ONLY BECAUSE AN EVENT’S POSTING MUST REMAIN UNBROKEN (CONTAINED ON A SINGLE PAGE). MEANING, IF AN EVENT “WON’T FIT” INTO THE A PREVIOUS EVENT’S WHITE SPACE, THE SOFTWARE INTRODUCES A PAGE-BREAK, THEREBY CREATING WHITE SPACE.
- ANOTHER OLD ADAGE THAT APPLIES TO THIS TOPIC ... “90% OF SUCCESS IN LIFE IS JUST SHOWING-UP”. IF OWNERS “JUST SHOW-UP TO THE WEBSITE”, THEY’LL KNOW WHAT THE BOARD PLUS ANY CONTRIBUTING OWNERS KNOW!

THANK YOU FROM THE LOS PRADOS BOARD OF DIRECTORS