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HOA Website Planning Template

Activities

Define Your HOA Website Goals

- What are the primary objectives of the website? (e.g., communication, documents, payments)
- Who will be the primary users? (Residents, board members, property managers, vendors)
- What problems are you trying to solve with this website?



Determine Essential Features

- Resident Communication (News updates, alerts, announcements)
- Online Payments (Dues collection, financial tracking)
- Document Storage (Bylaws, meeting minutes, financial reports)
- Event Calendar (Meetings, social events, community maintenance schedules)
- Secure Resident Login (Restricted access for sensitive information)
- Forum or Discussion Board (For resident engagement and Q&A)
- Maintenance Request System (Residents submit and track work orders)
- Board & Contact Directory (Key contacts, vendor info, emergency numbers)



Plan Website Navigation

- Homepage: Clear and engaging with quick links to key features
- About Page: HOA mission, board members, governing structure
- News & Announcements: Updates, newsletters, upcoming meetings
- Documents & Forms: CC&Rs, policies, financial reports, meeting minutes
- Payments: Link to online dues payment system
- Community Events: Calendar with upcoming meetings and events
- Contact Page: Contact form, emergency contacts, and board member directory



Notes



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Security & Compliance Considerations



- Will the website have role-based access for residents vs. board members?
- Is SSL encryption enabled for security?
- Does the website comply with state HOA laws (e.g., Florida's condo website laws, Texas POA requirements)?
- Are backups scheduled regularly?

Maintenance & Updates



- Who will be responsible for updating the website? (Board member, property manager, external web admin)
- How often will content (news, documents, payments) be updated?
- What is the process for resident feedback & improvement suggestions?

Notes

