

LineOne Sites *for HOAs*

www.lineonesites.com

Attention homeowner associations and property managers.
How is the internet helping you provide *better service and lower costs*?

Have you realized that a website can help reduce your printing, mailing and administrative costs plus provide residents 24 x 7 access to your neighborhood information? Communicate effectively with your fellow residents by posting your newsletters, meeting minutes, official documents and forms on your neighborhood website.



Creativity is a very important element to our website designs. We do not create template driven, "cookie cutter" websites. Instead, each website is individually assembled based on your specifications ensuring they are flexible and useful for your residents. We accomplish this by assigning you a personal web designer for your website project.



Ongoing Support for your HOA website ensures you're never left to reinvent the wheel. You're assigned a personal web designer to help you set up your website and get it live quickly. They will provide you with insight and advice to make your website visitor focused and help you keep it updated with fresh and important content.



Functional Features puts the information your homeowners need at their fingertips. You choose which features to include on your website and how they are organized. You can even change your mind after go live without incurring any additional costs.

"All I can say is "WOW"! The process of setting up the website for our HOA was the easiest thing we have ever done. The format is already there for you. We just told them what options we wanted, sent photos and "poof" it was done. The turnaround time was amazing and the cost is minimal. We priced out several options and even looked at the possibility of creating our own. This is by far the best option."

- Charlene M.



Features & Pricing

We hope you'll find that we have a comprehensive solution to design, support and promote your website at an affordable price. Visit our website for in-depth descriptions for each feature.

Plans	Lite	Pro	Plus
Setup Fee	\$150	\$300	\$500
Annual Fee	\$350/yr	\$650/yr	\$1150/yr

Design			
Positive Visitor Experience	✓	✓	✓
Flexible Layouts	✓	✓	✓
Photos, Photos, Photos	✓	✓	✓
Personalized Website Design	✓		
Customizable Website Design		✓	
Unique Website Design			✓
Header Graphic Slideshow		✓	✓

Content Pages			
Home Page	✓	✓	✓
About Us	✓	✓	✓
Board & Committees	✓	✓	✓
Robust Contact Form	✓	✓	✓
Online Documents	✓	✓	✓
Additional Content Pages	25 Pages	50 Pages	100 Pages

Security			
Member Registration	✓	✓	✓
Import Members From a File	✓	✓	✓
Password Protected Pages	✓	✓	✓
Member Profiles	✓	✓	✓
Custom Member Profile Fields		✓	✓

Robust Features			
Adobe PDF Creator	✓	✓	✓
Classified Ads	✓	✓	✓
Email Publisher	✓	✓	✓
File Cabinet	✓	✓	✓
Image Resizer	✓	✓	✓
Member Directory	✓	✓	✓
Scheduled News Articles	✓	✓	✓
Spam Blocking at the Source	✓	✓	✓
Surveys	✓	✓	✓
Upcoming Events	✓	✓	✓
Custom Fill-in Forms		3	10

continued...

Business Directory		✓	✓
Find a Sitter		✓	✓
Frequently Asked Questions		✓	✓
Homes for Sale/Rent		✓	✓
Member Announcements		✓	✓
Message Board	\$25/yr	✓	✓
Pet Directory		✓	✓
Photo Album		✓	✓
Recipe Book		✓	✓
Reviews		✓	✓
Official Voting		✓	✓
Helpful Articles		✓	✓
Collect Payments Online		✓	✓
Language Translation		✓	✓
Board Member Only Features		✓	✓
Make Money From Sponsors		✓	✓
Rotating Ads		\$25/yr	\$25/yr
Monthly Calendar View	\$25/yr	\$25/yr	✓
Personalized Pages			✓

Administration

Control Your Content	✓	✓	✓
Administer Your Functionality	✓	✓	✓
Free Software Updates	✓	✓	✓
Ongoing Support	✓	✓	✓
Sub Administrators		✓	✓

Hosting

Full Managed Hosting	✓	✓	✓
Daily Backups	✓	✓	✓
Storage Space	250MB	500MB	2GB
Email Accounts	5	20	50
Visitor Statistics	✓	✓	✓
Search Engine Submission	✓	✓	✓
Primary Domain Name Registration		✓	✓
Premium Email 1000MB Storage*		\$20/yr	\$20/yr

Personalized Services

Concierge Service			✓
Flash Intro			✓
SEO Review			✓

Add-On Items

Additional 5 Email Accounts	\$50/yr	\$50/yr	\$50/yr
Domain Name Registration	\$15/yr	\$15/yr	\$15/yr
Additional 100MB Storage	\$60/yr	\$60/yr	\$60/yr

*Recommended for boards who want to archiving emails for future reference-includes search feature

Sample of Our Creative Designs

Keep in mind that each website is assembled specifically for each client. So, all of our designs can be customized to better fit your neighborhood or we can design you something unique.



Neighborhood Branded Printing Solutions

To help you advertise your new website to your residents we've developed custom-designed postcards and refrigerator magnets that are specially branded to match the look of your website. Also, if you are using a single password on your website this is a perfect way to notify and help residents remember the login.

Postcards, Refrigerator Magnets, Letterhead, Envelopes

- Professionally printed in full color
- Quality paper
- Designed to match your website
- You choose the text and layout



Common Questions

What makes you better than the competition?

Don't take our word for it. Compare for yourself based on the look of the website and the features you and your neighborhood need. Here are a few points to consider:

- No mass produced website template scripts. Our web designers assemble a creative design for you.
- No cluttered and useless pages on your website...we design clean and appealing websites with information that residents, realtors and prospective residents need and will use.
- No "one size fits all" website layouts...we easily tweak the website based on your desires, which creates a very flexible website.
- Not being left alone to reinvent the wheel. We'll always offer suggestions as to what to include on your website, how best to organize it and what to say based on our experience with our other homeowner association clients. This is not just during the development of your site. We share ideas as they come up even after you go live.
- Plus, full support for your website by a personable and creative person available by phone or email who also gets to know you and your specific needs.

What types of support do you provide?

We make sure you are supported from every direction.

- Our hands-on support is a phone call or email away.
- Browse our knowledgebase filled with step-by-step instructions.
- Helpful Tips are located throughout the Admin Panel to give you tips on best practices and to help you administer your website.

Do I need to know anything about websites to do this?

No. Our user friendly Admin Panel is designed to be a self-service portal for non-technical people. You'll be able to edit your text, upload documents and control your website's functionality through our familiar Microsoft Windows interface. If you're comfortable using programs such as Microsoft Word and checking email you'll find the Admin Panel very easy to use. You'll simply add your text in a box, click save and it's live on your website. No HTML or technical knowledge needed.

Are there any fees for support or questions?

No. Our support is included in the annual fee.

Why don't you charge different rates based on the number of users/homes?

We don't see a need to. From the website design and hosting perspective it doesn't cost us more money just because a neighborhood has more residents. So, it isn't right to charge more for the same service.

Are there any long-term contracts?

No, you may cancel at any time. Refunds are not issued for the months you have paid in advance.

How does the money-back guarantee work?

If within 30 days following your signup you are not satisfied for any reason you will be refunded the money you have paid minus a \$15 domain registration fee if applicable and any set up fees.

How does my HOA make money from the sponsors section?

Other companies pay you directly to advertise their services on your website. We create a special section on your website for these advertisements. We recommend \$40 per year for each company. It is also a good idea to include your sponsors in your newsletters.

Do I really get a personal web designer for my site?

Absolutely! Your web designer will find out about your neighborhood and your ideas to create a design that reflects your neighborhood's image. This extra touch means you can be proud of the end result because your HOA website was made specifically for you.

Will our website be driven by a template?

No. Template driven websites are pre-built websites that are mass produced and require all websites running on the template to have a uniform structure. These are also known as "cookie cutter" websites. Because many layout and design aspects of template driven websites must remain uniform, they restrict the ability to be customized beyond swapping out a header graphic, page content and navigation. The end result is often a very "flat" website.

Because our background is in designing custom websites, we take a more personal approach. Our website designs are custom coded for each client and they stand alone from our other clients' websites. This means we can completely customize every aspect of your design and layout to better fit your unique needs and preferences. Our clients have found that this flexibility gives their website its own personality and "WOW!" factor.

How much work do I have to do on the website?

Initially, your involvement will include: input on the look of the website, text for the pages and documents/photos you wish to incorporate into the website. We take care of the design, adding pages/features, hosting for the website, registering the domain name and providing support. You will be able to maintain your own content, documents and functionality through the Admin Panel.

How many people can have admin access to update the website?

Through the Admin Panel you can assign unlimited people admin access to help maintain your website and keep it up-to-date. We suggest limiting it to a core group based on the "too many cooks in the kitchen" philosophy.

How long does it take to create an HOA website?

Normally the design for your website is assembled within 1 - 2 days. This depends on how much you would like your design customized. After that, we stay on top of your change requests until you're happy with the layout. Once we present you with the initial design for the website, you can immediately start adding the text and documents you wish to include. Then, once you're happy with the website you'll be ready to announce it to your association.

How does our website get updated after go-live?

You will be able to maintain your own content, documents and features through the Admin Panel.

Am I able to send you photos to include in the design?

Absolutely! We'll use them to create custom graphics for your website. This is a great way to add a personal touch to your website for your residents and visitors from of your local community.

Can we create forms that are filled out and submitted online?

Yes. Online forms can be configured to match your current paper forms. Visitors fill them out online and the responses are automatically emailed to the person you indicate. Fields can also be required to ensure you receive the data you need.

Can I restrict access to certain pages or documents?

Yes. We've found some associations wish to hide their financials and other resident documents from public view. Therefore, we set up a username and password that residents can use to access these types of items. There are also multiple levels of security for each page. This is helpful if there is a page you only wish board members to access.

How does our association benefit from your printing services?

The key benefits are improved communication with your residents and value for your association's brand. If your website was recently launched, now is a perfect time to get the word out to your residents and build the excitement. The more your residents know about the features of your website, the more they will visit which in turn helps you benefit even more from your new website.

What is a domain name?

This is the same thing as a web address which is what you type in to pull up a website in your internet browser. (www.google.com).

Will our website be viewed on our domain name?

Yes. You may find with some providers that when you type in your domain name it is redirected back to their domain name for your website's hosting. So, instead of seeing your website on www.yourdomain.com you'll see www.theirwebsitename.com/yourname. Not only does this result in neighborhood branding issues, but this can also be confusing to visitors and more difficult for you to direct people to a specific page when your website isn't hosted on your own domain name.

What if I don't have a domain name?

We'll register one for you. Depending on the plan you choose, the price for this is already built into the annual hosting fee. So, you don't need to worry about maintaining your domain name at all. We will suggest an available domain name that matches the name of your community. Then you'll get to choose the domain name you feel is best.

Should we purchase our domain name(s) before we signup?

Not if you are going to have us maintain your domain name for you. It's much easier and quicker if you allow us to purchase your domain name(s). You can instead choose to purchase your domain name(s) on your own through another domain provider.

If I wish to leave, can I still use the domain name?

Yes. The domain name we register and maintain for you is always the property of your homeowners association. If you decide to leave, we will release your domain name to the registrar you indicate. This will enable you to still use the domain name to create a new website. We will not charge you a fee to transfer your domain name.

Where is my HOA website hosted?

We utilize the security and expertise of a datacenter in Dallas, Texas to host our web servers. A datacenter is a state-of-the-art facility designed to house and protect computer equipment. It's sort of like a Fort Knox for technical folks. Datacenters have their own power generators, security force, air/water supply and many levels of redundancy to help ensure websites are available to the internet. Support technicians monitor the web servers 24 hours a day to ensure they're operating at peak performance.

What is your hosting uptime guarantee?

We design and staff our hosting systems with one objective: To keep your website live 24 hours a day, 7 days a week. If we fail to maintain 99.9% availability of your website during any month, please contact us and request a credit of 5% off a month's prorated hosting fee.

Can I view statistics on how visitors are using the website?

Yes. You'll be given access to view graphical charts that show stats such as: how many visitors view the website each day/month, how many pages are viewed and which areas are most popular.

Do we also get our own email? If so, how do we access it?

Yes. You will receive email accounts that match your domain name. POP3 means you can use email software such as Microsoft Outlook to send and receive your email. We also include user friendly webmail which enables you to send and receive email via any computer with internet access...no software required. If you would prefer your email to be automatically forwarded to your regular email address, we will take care of that for you as well.

Can we have email groups?

Yes. Set up email groups such as board@yourwebaddress.com, which will automatically forward all incoming emails to each board member's email address.

Do you offer virus and spam protection?

Yes. Both virus and spam protection are already included on all email accounts. However, this is not a substitute for virus protection software you need to have installed on your own PC. Not all viruses come through email.