



**BRRAG**

**Belmont Resident and Ratepayer Action Group Inc.**

*"To provide an effective voice for the people of Belmont"*

1 November 2020

CEO  
City of Belmont  
Belmont WA 6104

Dear Mr Christie

Recently the City of Belmont spent \$284 077.14 excluding GST on a new website. This is a large sum of money and for this considerable amount of money, the expectation is that this new website should be of a better standard than it currently is. The previous website functioned far better than this one and one would have to question could this money have been used more wisely.

I have previously written to Jim Olynx regarding Agenda Briefing links not working on the website. The response I got regarding the links not working, was that it was the service provider's fault. Having built several websites, links should all be checked prior to uploading the working website file. It is apparent this was not the case with the website contractors. They do not break once uploaded, however they do become missing if a page is shifted and a re-direction is not put in place.

In addition to this the reports were all lumped together as one report for all documents in item 12. This means you have to scroll through masses of pages to get to the relevant document you are looking for. Apparently going back to the format of one document for each agenda item, will only come into place after the September or October 2020 meetings. Any reference to past meetings will be all thrown together. Another cost saving perhaps?

Now tonight I have tried to access the minutes for September, October and November 2019. Nothing could be found. I have attached screen captures of my searches. I believe some months from last year are available but it seems to be a shambles. A bit like a lucky dip really. You may strike lucky or you may not.

Quite frankly this is not satisfactory given the amount of ratepayers money used for this. At least on the previous website you could find meeting documents like minutes. The way they are displayed on the new website is dreadful. Previously they were put up by way of Agenda or OCM and then there were all the documents together month by month. There is nothing to be found by the time you get to page 11 of the meeting list.

**As the minutes I am requesting are recent, please have copies or links for all OCM's for 2019 provided to me no later than lunchtime tomorrow (Monday 2 November 2020). It will save me having to come back to you if I cant find what I am looking for.** Whilst it may be reasonable to have to wait for old documents which may well be archived, it is not reasonable to wait for something this recent. I would not have to be asking at all if they were available on the website as they should be. I will let you know if I need 2018 and it is not there.

Perhaps you could get one of your staff to go through this website and see what is missing particularly in terms of agenda's and minutes.. It is a job that should have been done by the people that constructed the website but clearly that has not happened.

Has this website been paid for? Is there any warranty for things not working or are the ratepayers just going to keep on paying? I hope I am not going to have to be constantly advising of different things not working.

Please be advised this letter and any response will be made available to the Residents of Belmont on the BRRAG website for transparency.

Kindest regards

Lisa Hollands  
President BRRAG