

Seven Springs Owners Association Board/Agent Performance Survey

1st Quarter, 2003

The intent of this survey is three-fold: First, to measure the performance of the Seven Springs Owners Association Board and their Agent, Condominium Care. Second, to identify areas where performance is less than desirable. And third, to identify any changes that can be made to better align expectations with performance so that performance can be properly measured going forward.

Most of the survey questions were borrowed from a national poll commissioned by the Community Associations Institute in February 1999. (See <http://www.cairf.org/research/gallup-questions.html> for details.) The remaining questions were written by a small committee of Seven Springs' property owners.

Some definitions:

A **community or owners association** is a group of owners who combine to form an association. There are certain documents that bind everyone in the association. There are mandatory fees to operate and maintain the community association and communal property, such as a parking lots, swimming pool, or tennis courts. Your community association is called Seven Springs Owners Association. (Seven Springs Club is the name of the founding organization, or declarant, which no longer exists.)

An **agent** is a legal representative of the association. Condominium Care is Seven Springs' agent.

In this survey, we ask for your opinion about "your community". We are asking about your opinion of Seven Springs and use the phrase "your community" to emphasize each person's role in creating "your community" or "our community".

INSTRUCTIONS:

Please check one box for each question that most closely describes your opinion.

A. REGARDING OVERALL COMMUNITY SATISFACTION:

1. Overall, what is your opinion of your community?

- Extremely positive
- Very positive
- Somewhat positive - neutral
- Very negative
- Extremely negative

3. How watchful are your neighbors for the safety and security of others in the community?

- Extremely watchful
- Very watchful
- Somewhat watchful
- Not very watchful
- Do not watch out for neighbors at all

2. How safe do you feel in your community?

- Extremely safe
- Very safe
- Somewhat safe
- Not very safe
- Extremely unsafe

4. How do you see property values changing in your community?

- Increasingly rapidly
- Increasing slightly
- Remaining stable
- Decreasing slightly
- Decreasing rapidly

5. How important to you is each of the following factors related to your community?

A. Safe neighborhood

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

E. Price/cost

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

B. Strong sense of community

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

F. Architectural style

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

C. Schools

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

G. Good investment

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

D. Amenities (pool, tennis courts, etc.)

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

H. Location

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

B. REGARDING SPECIFIC COMMUNITY AMMENITIES:

6. How important to you are the following amenities offered by your community association?

A. Swimming pool

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

B. Clubhouse

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

6. (cont.) How important to you are the following amenities?

C. Controlled Parking

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

D. Tennis courts

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

7. How important to you are the following community sponsored activities?

A. Regular homeowner meetings

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

C. Neighborhood watch programs

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

B. Community-wide parties

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

D. Other social events

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

8. How important is it for your community association to have good relationships with the following community groups or organizations?

A. Local government agencies

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

C. Houses of worship

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

B. Area schools

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

D. Local businesses

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

8. (cont.) How important is it for your community association to have good relationships with the following community groups or organizations?

E. Neighboring civic groups

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

F. Youth organizations (scouting, Little League, etc.)

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

C. REGARDING COMMUNITY ASSOCIATION PERFORMANCE, GOVERNANCE AND PARTICIPATION:

9. How responsive is your community association to the needs of its residents?

- Extremely responsive
- Very responsive
- Somewhat responsive
- Not very responsive
- Not responsive at all

10. How well does your community association board keep residents informed about community issues and activities?

- Extremely well
- Very well
- Somewhat well
- Not very well
- Not well at all

11. Concerning the financial operations of your community association, how satisfied are you with the following?

A. The information you receive as to the financial status of your community association

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not satisfied at all

C. The appropriateness of the current rate of assessments, given your association's current status

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not satisfied at all

B. Your understanding of how assessment dollars are spent

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not satisfied at all

D. Knowing whom to contact if you need more detailed financial information

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not satisfied at all

E. Your understanding of your community association's long-term financial planning

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not satisfied at all

12. On average, how often do you attend association membership or community-wide meetings?

- Every meeting
- Most meetings
- Half the meetings
- Very few of the meetings
- None of the meetings

13. Do you serve on your community association board now or have you served on your community association board in the last five years?

- Yes
- No
- I am not an owner. Therefore, I cannot serve on the board.

14. Do you serve on any committees within your community association?

- Yes
- No

15. Did you vote in your last association election?

- Yes
- No
- I am not an owner. Therefore, I cannot vote in this election.

16. How often do you read your quarterly community newsletter?

- All the time
- Most of the time
- Some of the time
- Infrequently
- Never

17. How well did you understand the community's covenants, rules and regulations before you bought your home or moved into your home?

- Extremely good understanding
- Good understanding
- Fair understanding
- Poor understanding
- No understanding

18. How about now? How well do you understand your community's rules and restrictions?

- Extremely good understanding
- Good understanding
- Fair understanding
- Poor understanding
- No understanding

19. How appropriate are your community's rules and regulations for your community?

- Extremely appropriate
- Very appropriate
- Somewhat appropriate
- Somewhat inappropriate
- Not appropriate at all

20. How fairly are the rules enforced in your community by your community board or management?

- Extremely fair
- Very fair
- Somewhat fair
- Somewhat unfair
- Not fair at all

D. REGARDING AGENT PERFORMANCE AND MAINTENANCE:

21. How responsive is your community association's agent to the needs of residents?

- Extremely responsive
- Very responsive
- Somewhat responsive
- Not very responsive
- Not responsive at all

22. How well do you know who to call for various repairs and emergencies?

- Extremely well
- Very well
- Somewhat well
- Not very well
- Not well at all

