

**TO: BOARD OF DIRECTORS**  
**FROM: ARCHITECTURAL CONCEPT COMMITTEE**  
**SUBJECT: RESULTS OF HOMEOWNER SURVEY**  
**DATE: JANUARY 25, 2022**

## **RECOMMENDATION**

Based on input received from the homeowner survey, the Architectural Concept Committee recommends that the Board of Directors implement all components of the project presented to homeowners in November in the following manner.

1. Follow the recommendation of the Finance Committee (also presented at this Board meeting) for funding the preparation of final architectural plans with sufficient detail for bidding, Capital Improvement Assessment, and permit applications.
2. Prepare final plans in substantial conformance with the design concepts presented to homeowners in November.
3. If homeowners approve a Capital Improvement Assessment, implement all project components at one time.

## **INTRODUCTION**

The Association mailed a survey to all homeowners on December 10, 2021, asking for input on the design concepts presented at homeowner meetings in November. Completed surveys were returned by 190 homeowners, giving us a 59% response rate. The tabulation of survey results, including all comments provided by homeowners, is attached to this memorandum. All completed surveys are available in the Management Office.

Following is a summary and analysis of results for each question in the survey. Please note that not all homeowners provided responses to all questions in the survey, so total responses may not equal 190. In addition, homeowners offered comments as part of their responses to the agree/disagree and rating questions, as well as to the open-ended questions. The tabulation report shows all comments in the sections where they were given, and includes all the comments, regardless of where they were given, in the counts shown for Design "Likes," Design "Changes" and Additional Comments.

### **A. Need for Improvements**

With regard to the main swimming pool, 153 homeowners (82% of those responding to this question) agree that the Association should make improvements, and 33

homeowners (18%) disagree. A majority of homeowners also agree that the Association should make improvements to the main entry and clubhouse exterior, although support for these improvements is not as strong as for the pool; 111 homeowners (60%) agree and 74 homeowners (40%) disagree.

**B. Design Concepts, Ratings**

Homeowners were asked to rate the proposed design concepts on a scale of 1 to 5, with 1 being the least desirable and 5 being the most desirable. The ratings are shown below.

<u>Rating</u>	<u># of Responses</u>
0	2
1	29
2	19
3	24
4	52
5	53

Ratings of 4 or 5 were given by 58% of those responding, and the average rating of the design concepts is 3.4. A number of homeowners provided comments to qualify their ratings in this section, most often to provide different ratings for different project components or to give a rating of “#.5.” This may affect the accuracy of the average rating.

**B. Design Concepts, “Likes”**

Homeowners noted 30 different aspects of the design concepts that they liked, with the frequency of comments ranging from 1 to 30. The quality liked by most homeowners is the modern/updated look of the design concepts, and it was noted by 30 homeowners. Other well-liked aspects are shown below.

<u>Aspect</u>	<u># of Responses</u>
Streamlined/clean entry	24
Pool restrooms	20
Pool enlargement/improvements	16
Lap lanes	12
New parking	11

Eight homeowners like everything about the design concepts, and five like not much or nothing.

## **B. Design Concepts, “Changes”**

There is a broader range of opinion on what should be changed in the design. Homeowners noted 69 different things that they would change, with the frequency of comments ranging from 1 to 16. The change that was repeated the most, 16 times, is that the cupola is not necessary or not a good choice. Other changes desired by 10 or more homeowners are shown in the following table. Two homeowners said that everything in the design should be changed.

<u>Change</u>	<u># of Responses</u>
Make pool rectangular/larger	14
Save existing trees	13
Do less with entry & gatehouse	12
No/fewer lap lanes	10

## **C. Capital Improvement Assessment**

We asked homeowners if they would support a Capital Improvement Assessment for improvements to the main swimming pool, main entry and clubhouse. The number of homeowners who support an assessment is 127, or 64% of those responding to this question. The number who do not support an assessment is 72, or 36%. Again, many homeowners provided comments to clarify or qualify their support or lack thereof. Twelve homeowners said that they support an assessment for the pool only, 3 would support an assessment for the entry, and 1 would support an assessment for the clubhouse. Six homeowners said they would support an assessment for a different or better plan. Others would support an assessment if certain changes were made, e.g., lengthening lap lanes in the pool or eliminating gate attendants.

## **D. Additional Comments**

In this section, homeowners made 77 different comments on things like the need/lack of need for the project, quality of the design concepts, ideas for final design of the project, additions to and deletions from the project, and financial issues. In the tabulation report, we tried to consolidate similar comments and group comments by topical area; but with many different nuances in comments, it remains a long list.

The comment made the most (15 times) in this section is to improve the clubhouse interior. Thirteen homeowners said the cost should be reduced, and eight said the cost estimate is too low/the assessment should be higher than \$12,000. Seven homeowners

said assessment payments should be spread over time, and five said the project should be done in increments.

## **Overall Impressions**

Looking at comments made in all sections of the survey and combining comments into major categories, some common themes are apparent.

### **Design Suggestions**

We received 63 comments liking some aspect of the pool design, including size, shape, lap lanes, restrooms, shade and added parking. We also received 127 comments expressing the desire to make changes to the same aspects of the pool design.

Design features of the main entry, such as its clean look, sidewalks, safety and gatehouse, are liked by 49 homeowners.

Thirty-seven comments ask for changes to suggested colors and materials, while 6 homeowners liked the colors and materials.

Sixteen homeowners have some kind of concern with the proposed cupola on the clubhouse.

### **Financial Issues**

Thirty homeowners made comments expressing some kind of issue with an assessment, e.g., there shouldn't be an assessment at all, there should be an assessment only for the pool, there shouldn't be an assessment for cosmetic improvements when the Association has other needs, there shouldn't be an assessment until reserves are fully funded, and concern about ability to pay an assessment. There are also four comments specific to the inadequacy of Association reserves.

## **Support for Project**

Support for improvements to the main swimming pool is very strong, with 82% of respondents agreeing that the Association should make these improvements. With 153 homeowners agreeing that the pool should be improved, it appears likely that the minimum number of votes needed for a capital improvement assessment (83) could be achieved for pool improvements.

A majority of respondents also support improvements to the main entry and clubhouse, although support for these project components is lower than for the pool, 60%. The number of homeowners supporting these improvements (111) is also higher than the minimum number of votes needed for a capital improvement assessment, but there is less of a "cushion" for these improvements. Of the 127 homeowners who said they would support an assessment, 12 said they would support an assessment only for the pool. The

remaining 115 homeowners is slightly higher than the number (111) who support improvements to the main entry and clubhouse

### **Board Consideration of Next Steps**

As the Board considers what steps to take next, it may be helpful to consider the estimated cost of final design. Our design consultants advised that fees for preparation of final architectural plans would likely be 15% of construction costs. For the pool, this would be approximately \$175,000, and for all project components it would be approximately \$493,000. These costs are included in the cost estimates that were presented to homeowners in November.

From the number of comments with ideas for changes to the design, it is clear that homeowners are very interested in and concerned about what their community will look like in the future. There were also comments about the need for more engagement with homeowners during the design process. If the Board decides to proceed with preparation of final architectural plans, the Committee recommends that the process include some design workshops with homeowners and that one or more homeowners with design experience be added to the Committee.

Finally, there was a significant number of comments regarding construction cost estimates, construction management, and maintenance costs for new improvements. To ensure that these issues are addressed appropriately as final architectural plans are prepared, the Committee also recommends that one or more homeowners with construction experience be added to the membership.