



# **Evergreen Property Owner's Survey Results**

Committee For Positive Change

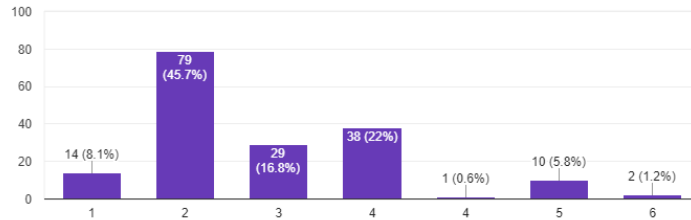
August 20, 2018



# Responder Demographics

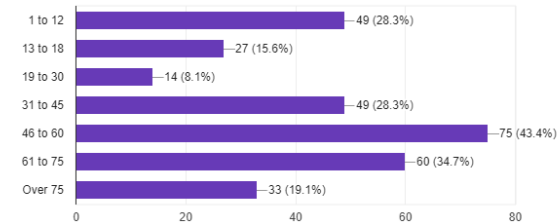
1. How many individuals reside at this address

173 responses



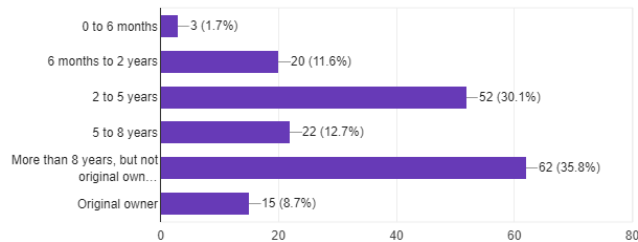
2. What are the age groups of the people in your household? Check all that apply.

173 responses



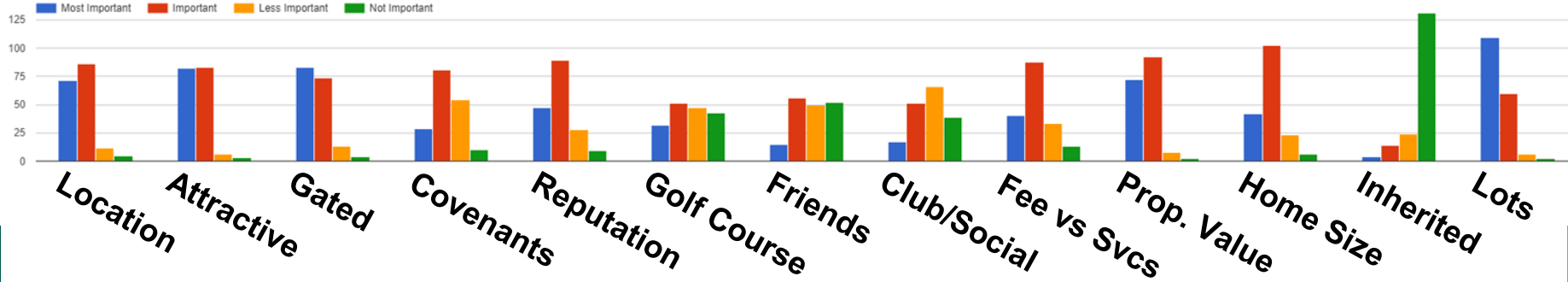
3. How long have you lived in the neighborhood?

173 responses



- ❖ **296 Surveys Distributed**
- ❖ **173 Responses**
- ❖ **2 - 4 Resident Households 85%**
- ❖ **All Age Groups Represented**
- ❖ **All Periods of Residency Represented**

# Why Respondents Chose Evergreen

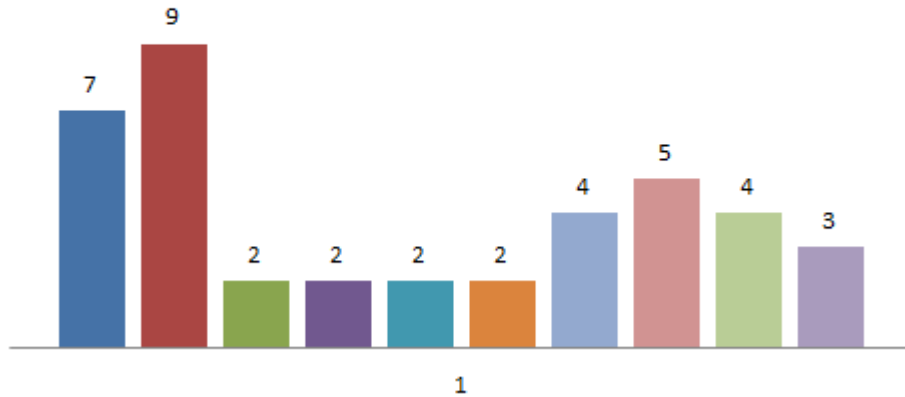


## “Selection Reasons” Stack Rank

	MI	MI+I
1. Lot Size	(109)	(169)
2. Real Estate Attractiveness	(82)	(165)
3. Property Values	(72)	(164)
4. Secure / Gated Community	(83)	(157)
5. Location	(71)	(157)
6. Size of Homes	(42)	(144)
7. Reputation of Community	(47)	(136)
8. POA Fees vs Services	(40)	(128)
9. Protective Covenants	(29)	(110)
10. Golf Course	(32)	(83)

# Why Respondents Chose Evergreen

**Other Reasons For Selecting Evergreen**

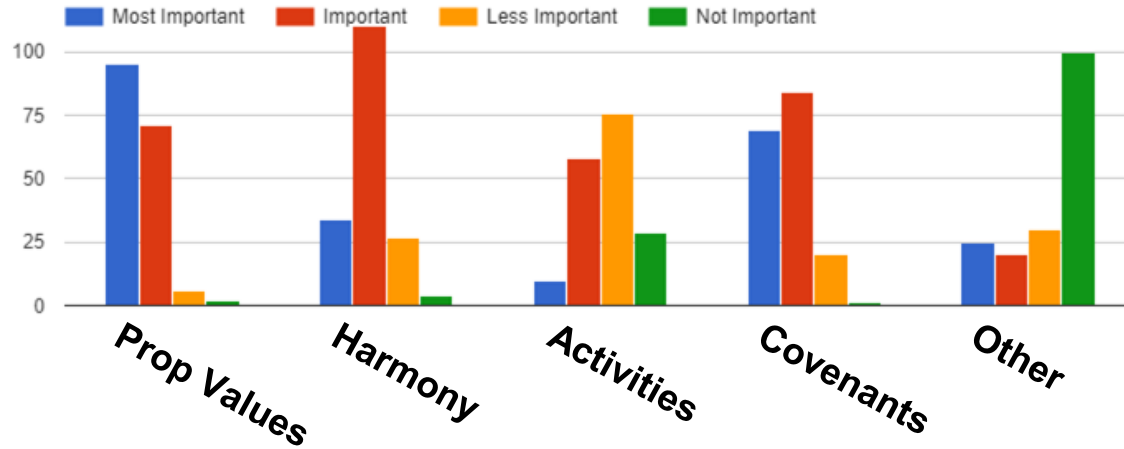


**“Other Reasons” Top 10 \***

1. Schools (9)
2. Unique Home Designs (7)
3. Quiet / Privacy (5)
4. Family (4)
5. Location (4)
6. Beautiful Environment (3)
7. Best Value (2)
8. Build New (2)
9. Well (2)
10. Septic (2)

**\*48 Responses**

# Property Owners Assoc. Purpose



## “POA Purpose” Stack Rank

	MI	MI+I
1. Preserve Property Value	(95)	(176)
2. Enforce Covenants	(69)	(153)
3. Promote Harmony	(34)	(144)
4. Social Activities	(10)	(68)
5. Other	(25)	(45)

## “Other Purpose” Stack Rank \*

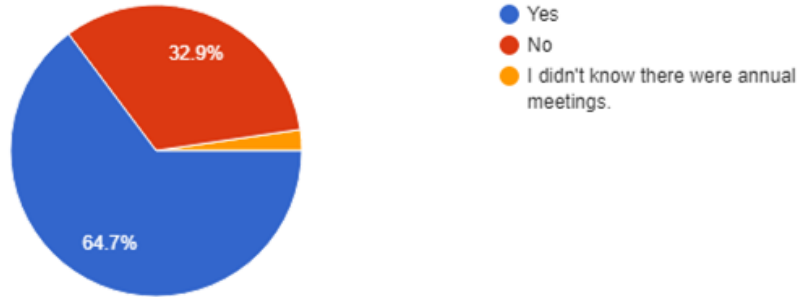
1. Maintenance & Property Value	(11)
2. Communications	(8)
3. Safety & Security	(6)
4. Enforce Covenant	(5)
5. Update Covenants	(4)

\*52 Responses

# Annual Meeting Attendance

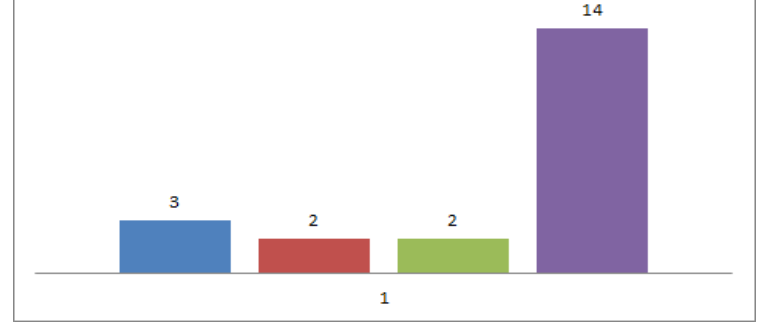
6. Have you ever been to a POA annual meeting

173 responses



❖ 32.9% Have Not Attended An Annual Meeting

## Reasons For Not Attending



## Reasons For Not Attending \*

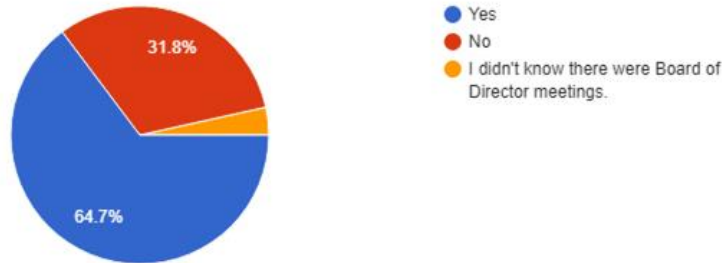
1. Time of Meeting (14)
2. Dislike Debates (3)
3. Not in Area (2)
4. Family Responsibilities (2)

\*51 Responses

# BOD Meeting Attendance

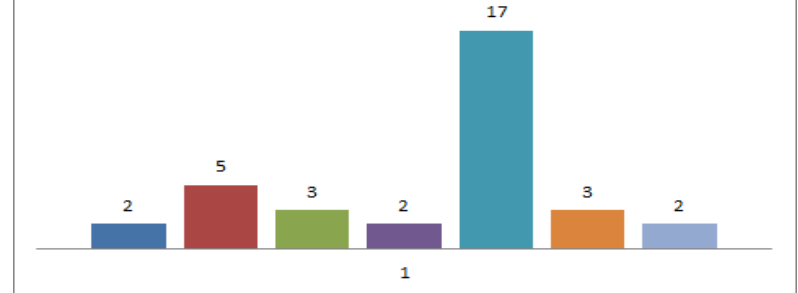
7. Have you ever been to a monthly POA Board of Directors meeting?

173 responses



❖ **31.8% Have Not Attended A BOD Meeting**

## Reasons For Not Attending



## Reasons For Not Attending \*

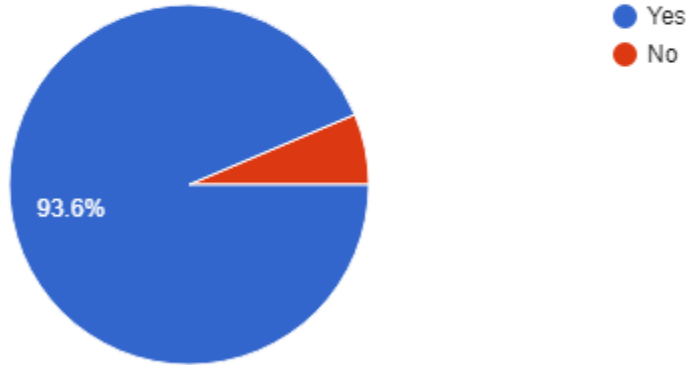
1. Time of Meeting (17)
2. Not Interested (5)
3. Not Available (3)
4. Family Responsibilities (3)
5. No Time (2)
6. Not on BOD (2)
7. Vacation Home (2)

\*40 Responses

# Knowledge of Covenants

8. Do you know about the Evergreen Covenants (Rules & Regulations) and what they contain

173 responses



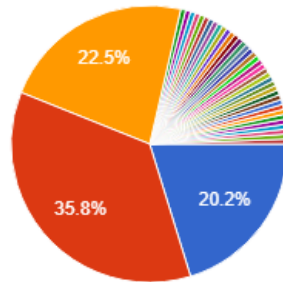
❖ **93.6% Know About Covenants (Rules & Regulations)**



# Covenant Enforcement

9. What are your thoughts on the current level of Protective Covenant enforcement?

173 responses

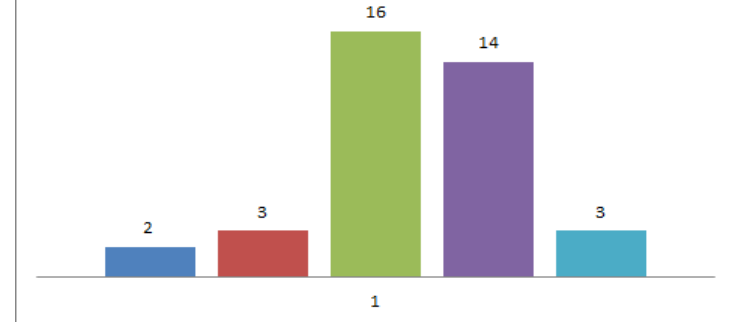


- Too Little
- Just Right
- Too Much
- dont know what is being done never...
- need to update to modern standard...
- Inconsistent
- need some changes allow non com...
- I think there are somethings that sh...

▲ 1/5 ▼

- ❖ **36% Just Right**
- ❖ **42% Too Little or Too Much**
- ❖ **22% Have Other Opinions**

## Other Thoughts On Enforcement



## Other Thoughts On Enforcement \*

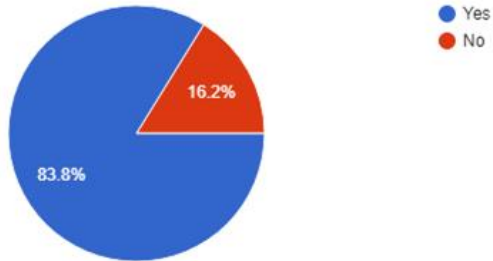
- 1. Selectively Enforced (16)**
- 2. Need Updated (14)**
- 3. No Opinion / Don't Know (2)**
- 4. Not Aware of Enforcement (2)**
- 5. What Is This? (2)**

**\*40 Responses**

# POA Fees

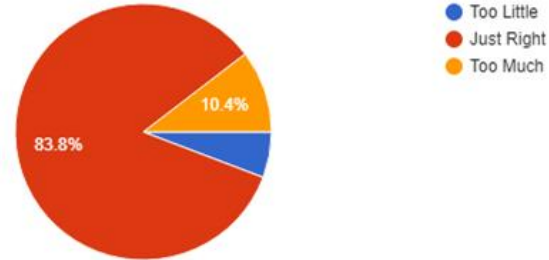
10. Do you know what services are provided for your POA fees?

173 responses



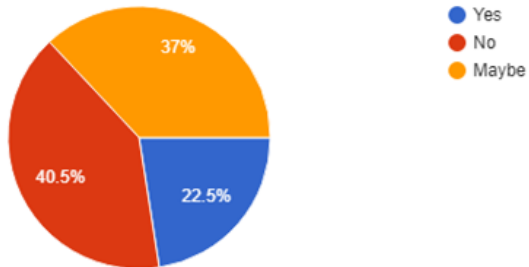
11. What are your thoughts on the current amount of POA fees?

173 responses



12. Would you be willing to pay more for more services?

173 responses



- ❖ **83.9%** Know What Is Included In Fees
- ❖ **83.8%** Think POA Fees Are Just Right
- ❖ **22.5%** Would Be Willing To Pay More
- ❖ **37%%** Would Consider Paying More
- ❖ **59.5%** May Be Willing to Pay More

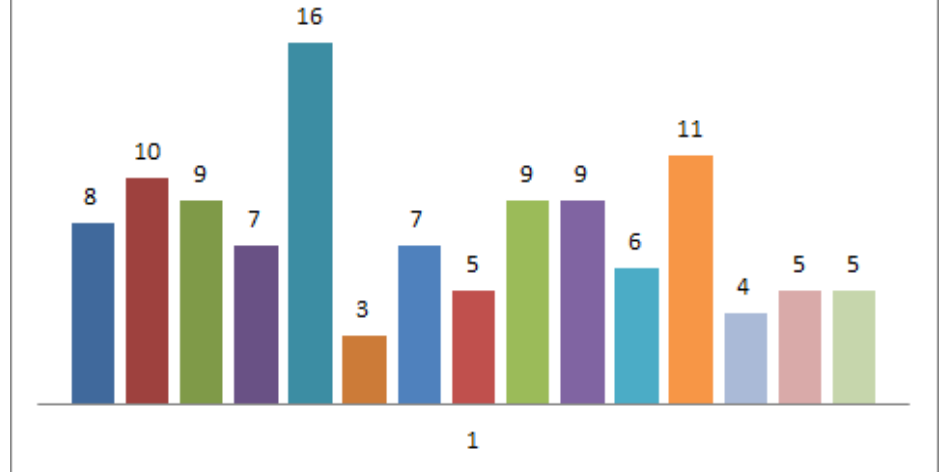
# POA Fees Cont'd

## Service Suggestions \*

1. City Water (16)
2. Community Activities (11)
3. Landscaping / Beautification (10)
4. Lights (9)
5. Community Property (9)
6. Depends on Offering (9)
7. Enhanced Security (8)
8. Drainage (7)
9. Sidewalks (7)
10. Sewers (6)
11. Golfing (5)
12. Community Pool (5)
13. Internet Bundle (5)
14. Fitness Center (4)
15. Lawn Service (3)

\*102 Responses

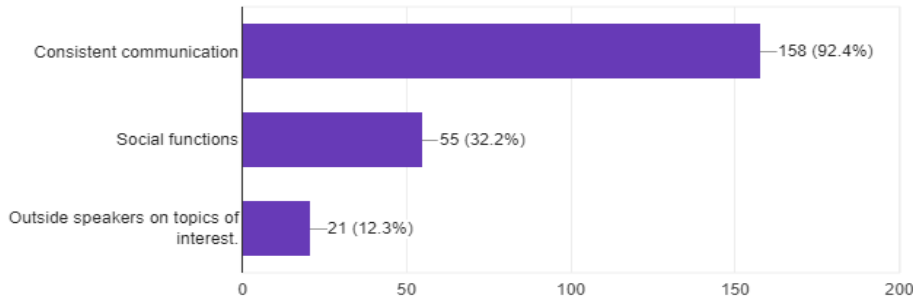
### Additional Service Suggestions



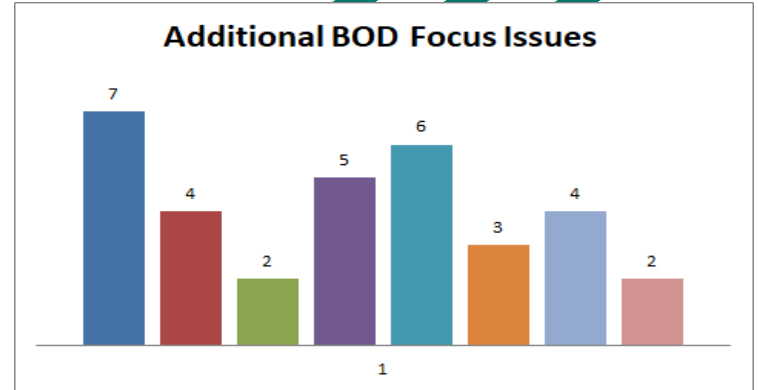
# BOD Focus

13. In which issues would you like to see the POA become more actively involved? Check all that apply.

171 responses



- ❖ **92.4% Consistent Communications**
- ❖ **32.2% Social functions**
- ❖ **12.3% Topic Speakers**



**Additional BOD Focus Issues \***

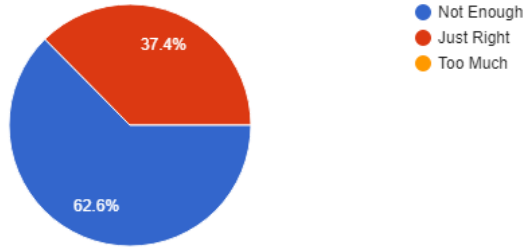
1. **City Water (7)**
2. **Enhance Community Property (6)**
3. **Bylaw Update (5)**
4. **Golf Club Relationship (4)**
5. **Street Lights (4)**
6. **Enforce Covenants (4)**
7. **Street Lights (2)**
8. **Drainage (2)**

**\*46 Responses**

# Communications

1.) What is your opinion on the current level of communication by the POA Board of Directors

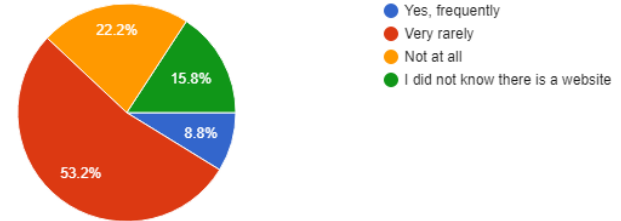
171 responses



❖ **62.6% Not Enough Communication**

2.) Do you use the Evergreen POA Website, <https://evergreenpoa.com/> for information?

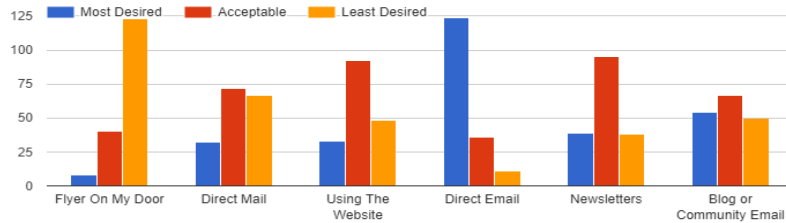
171 responses



- ❖ **8.8% Use Frequently**
- ❖ **53.2% Very Rarely Use**
- ❖ **22.2% Never Use**
- ❖ **15.8% Didn't Know We Had One**

# Preferred Communications

3.) How would you like to receive information from the POA in the future?  
 (Please rank: Most Desired to Least Desired)



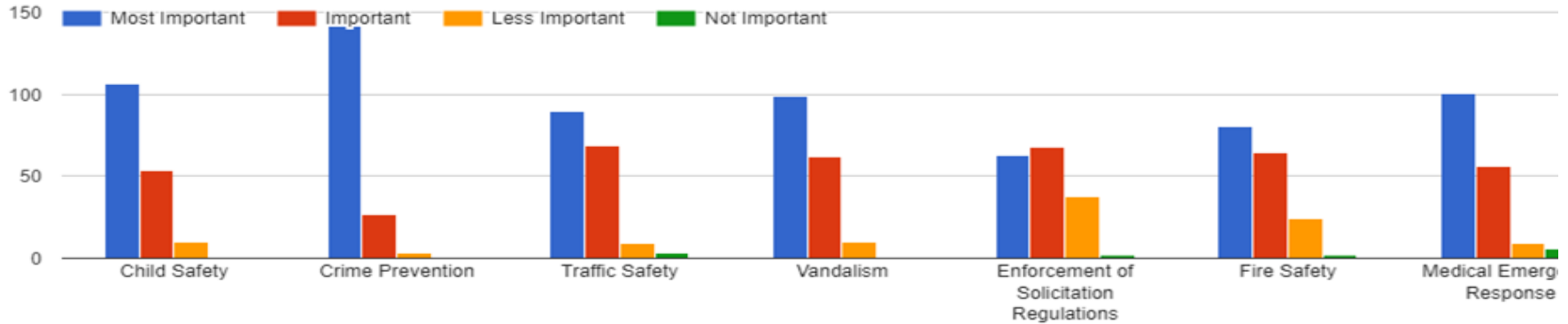
## “Communication Methods” Stack Rank

	MD	MD+A
1. Direct Email	(124)	(160)
2. Newsletter	(39)	(134)
3. Website*	(33)	(125)
4. Blog / Community Email	(54)	(121)
5. Mail	(32)	(104)
6. Flyer On My Door	(8)	(48)

## Other Communication Suggestions\*

1. Social Media (3)
  2. Text Alert Notifications (2)
  3. Clubhouse Posting (1)
  4. Gatehouse Marquee (1)
- \*16 Responses

# Safety Priorities



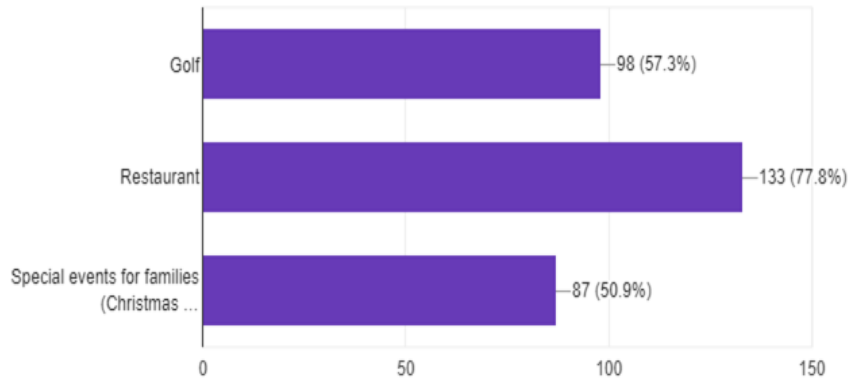
## “Safety Priorities” Stack Rank

	MI	MI+I
1. Crime Prevention	(142)	(169)
2. Child Safety	(107)	(161)
3. Vandalism	(99)	(161)
4. Traffic Safety	(90)	(159)
5. Medical Emergency Response	(101)	(157)
6. Fire Safety	(81)	(146)
7. Solicitation Regulations	(63)	(131)

# Community Activities

1. Which of the events/activities/services available in the Evergreen community have you or a member of your household participated in? (Mark all that apply)

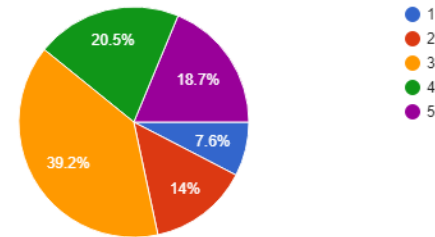
171 responses



- ❖ **57.3% Have Golfed**
- ❖ **77.8% Have Dined At Clubhouse**
- ❖ **50.9% Attended Family Events**

2. On a scale of 1-5, how satisfied are you with current events & activities in the Evergreen Community? (1= Dissatisfied, 5 = Satisfied)

171 responses



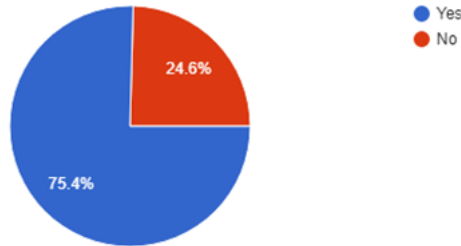
- ❖ **39.2 % A Level of Satisfaction**
- ❖ **39.2% Neutral**
- ❖ **21.6% A Level of Dissatisfaction**



# Community Activities Cont'd

3. Would you participate in additional community activities?

171 responses



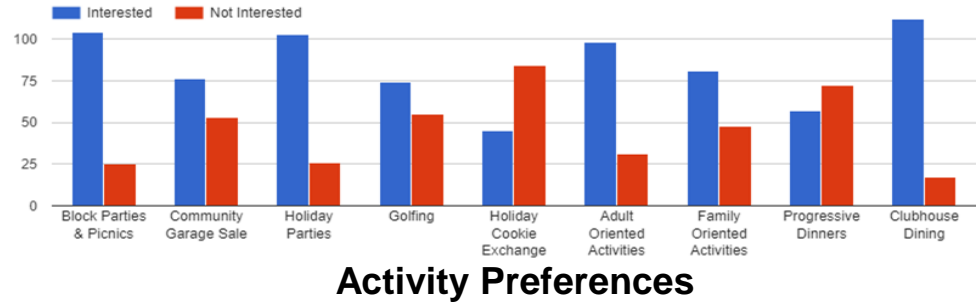
❖ **75.4 % Would Participate In Activities**

## “Other” Activity Suggestions \*

1. **Dance Classes (2)**
2. **Yoga Classes (2)**
3. **Neighborhood Golf Challenge (2)**
4. **Community Fundraiser (2)**
5. **Wine Tasting, Dances (1)**
6. **Adult Ed, Painting (1)**
7. **Travel Groups, Movies O/S (1)**

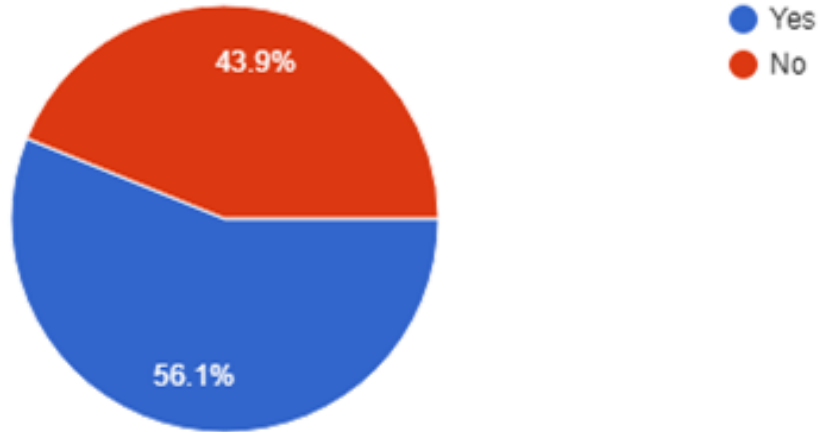
**\*19 Responses**

4. What kinds of community activities would you enjoy participating in?



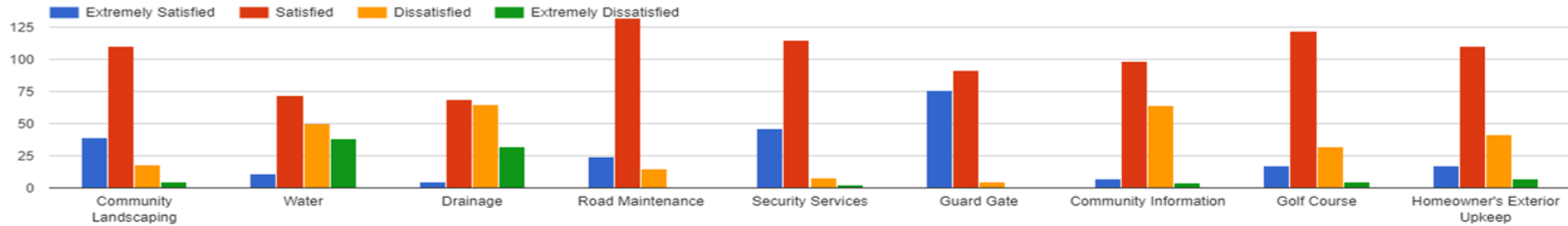
1. **Clubhouse Dining (112)**
2. **Block Parties (104)**
3. **Holiday Parties (103)**
4. **Adult Activities (98)**
5. **Family Activities (81)**
6. **Garage Sale (76)**
7. **Golf (74)**
8. **Progressive Dinners (57)**
9. **Holiday Cookie Exchange (45)**

# Community Property



- ❖ **56% of Respondents Would Be In Favor Of Obtaining Property For Community Activities**

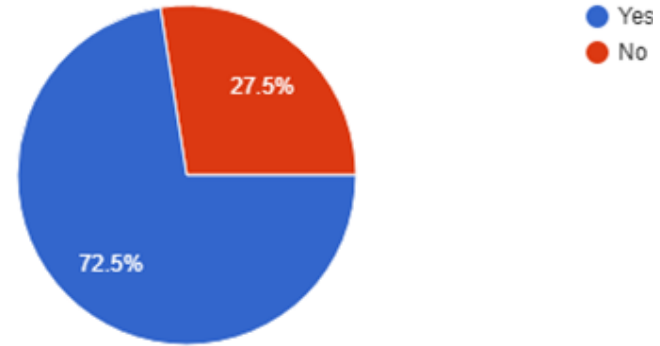
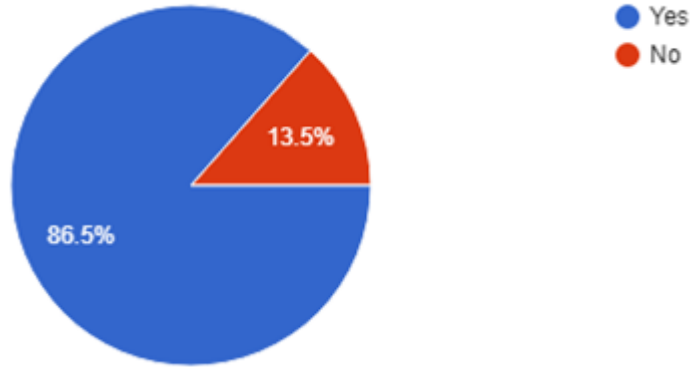
# Neighborhood Satisfaction



## Satisfaction

	EX	EX+S
1. Guard Gate	(76)	(167)
2. Security Services	(46)	(161)
3. Road Maintenance	(24)	(156)
4. Landscaping	(39)	(149)
5. Golf Course	(17)	(139)
6. Home Exterior Maint.	(17)	(127)
7. Community Information	(7)	(105)
8. Water	(11)	(83)
9. Drainage	(5)	(74)

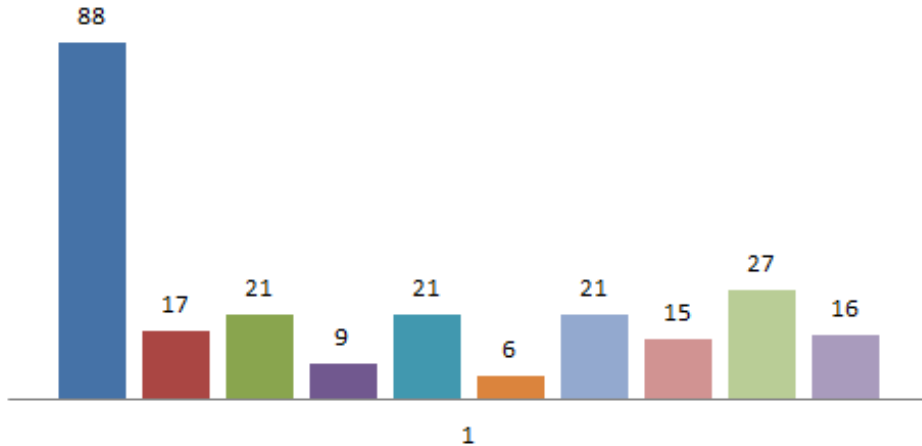
# Golf Course & Clubhouse Value



- ❖ **86.5% of Respondents Believe Golf Course Enhances Their Property Value**
- ❖ **72.5% of Respondents Believe The Clubhouse Enhances their Property Value**

# What Is Liked / Valued About Evergreen

## What Is Liked / Valued



## “Liked / Valued” Stack Rank

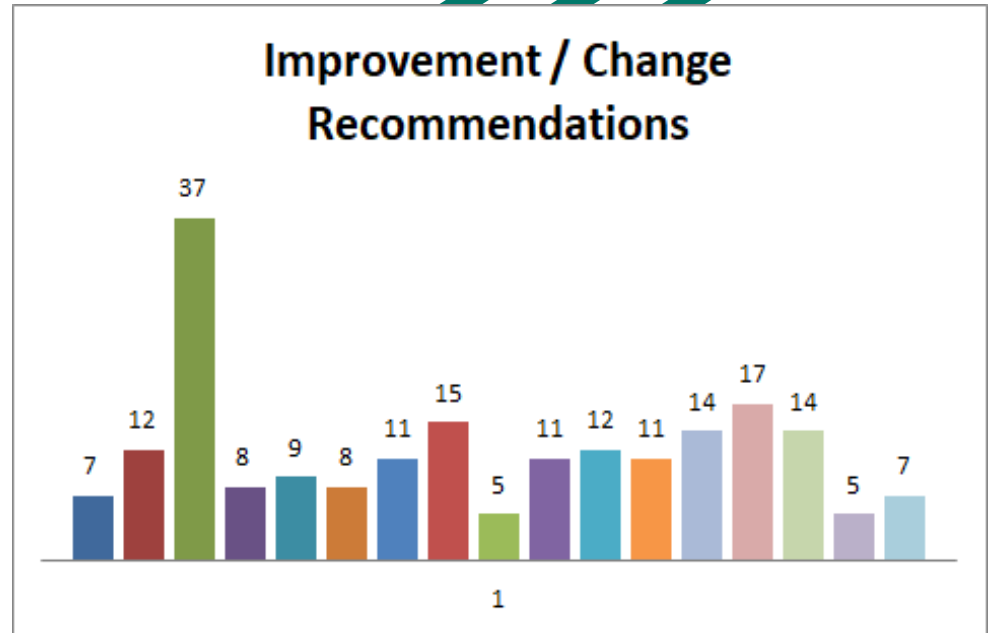
1. Lot Size (88)
2. Secure / Gated Community (27)
3. Golf Course (21)
4. Privacy (21)
5. Peace & Quiet (21)
6. Neighbors (17)
7. Custom Homes (16)
8. Beauty of Community (15)
9. Location (9)
10. Clubhouse (6)

# What To Improve

## “Improvements” Stack Rank

1. Public Water (37)
2. Sidewalks (17)
3. Public Sewer (15)
4. Street Lights (14)
5. Enforce Current Bylaws (14)
6. Golf Club Memberships (12)
7. More Social/Club Events (12)
8. Club Restaurant (11)
9. Drainage (11)
10. Allow P/U Trucks (11)
11. Landscape Beautification (9)
12. POA Owned Property (8)
13. Community Engagement (8)
14. No Changes (7)
15. Bylaw Update (7)
16. Stop Season Decorations (5)
17. Enhance Security (5)
18. Playground (5)

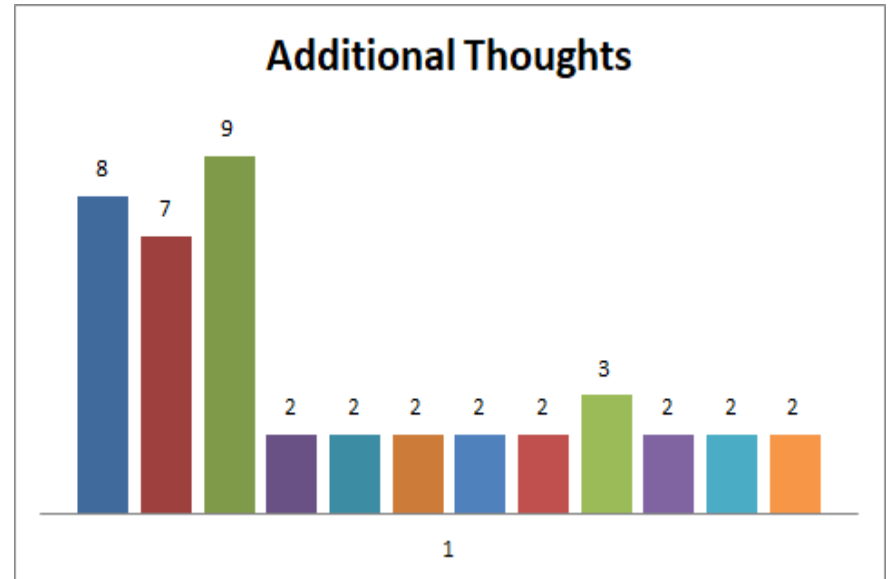
## Improvement / Change Recommendations



# Additional Thoughts

## “Additional Thoughts” Stack Rank

1. Love Evergreen (9)
2. Thank you! (8)
3. Save the Club (7)
4. POA Owned Property (3)
5. Good Security (2)
6. Golf Course Maintenance (2)
7. Allow Pick Up Trucks (2)
8. Need Positive Change (2)
9. Update Bylaws (2)
10. Speed Limit Enforcement (2)
11. Stop Season Decorations (2)
12. Improve Clubhouse Food (2)



# Summary

## Recurring Themes

- ❖ City Water & Sewage
- ❖ Permit Pick Up Trucks To Be Parked In Driveways
- ❖ Enforce Covenants Equitably
- ❖ Improve Drainage
- ❖ Improve Landscaping & Maintenance
- ❖ POA Owned Property for Social Activities
- ❖ Eliminate Non-Holiday Flag Pole Decorations
- ❖ Improve Clubhouse Food Quality
- ❖ Update Bylaws
- ❖ BOD Should Poll Residents Before Making/Changing Rules



# Summary

## Clear Messages

- ❖ Residents Value Lot Size, Property Values & Privacy
- ❖ Maintain Property Values & Enforce Covenants is Purpose of POA
- ❖ More BOD Communication on a Consistent Basis
- ❖ Direct Email is Preferred Communication Method
- ❖ Crime Prevention is a Safety Priority
- ❖ Most residents would participate in additional Social Activities
- ❖ Golf Course & Clubhouse Enhance Property Values
- ❖ Guard Gate Service is Satisfactory