



COMMUNITY SURVEY

RESULTS SUMMARY REPORT

Falcon Ridge
a Highland Creek Community

March 2017

The Falcon Ridge Homeowners Association Board conducted a Community Survey to all homeowners in January 2017 by dropping the survey in all mailboxes as well as making the survey available on the Falcon Ride website. A reminder requesting participation was sent in February via a mailbox flyer. The following is a summary of those survey results.

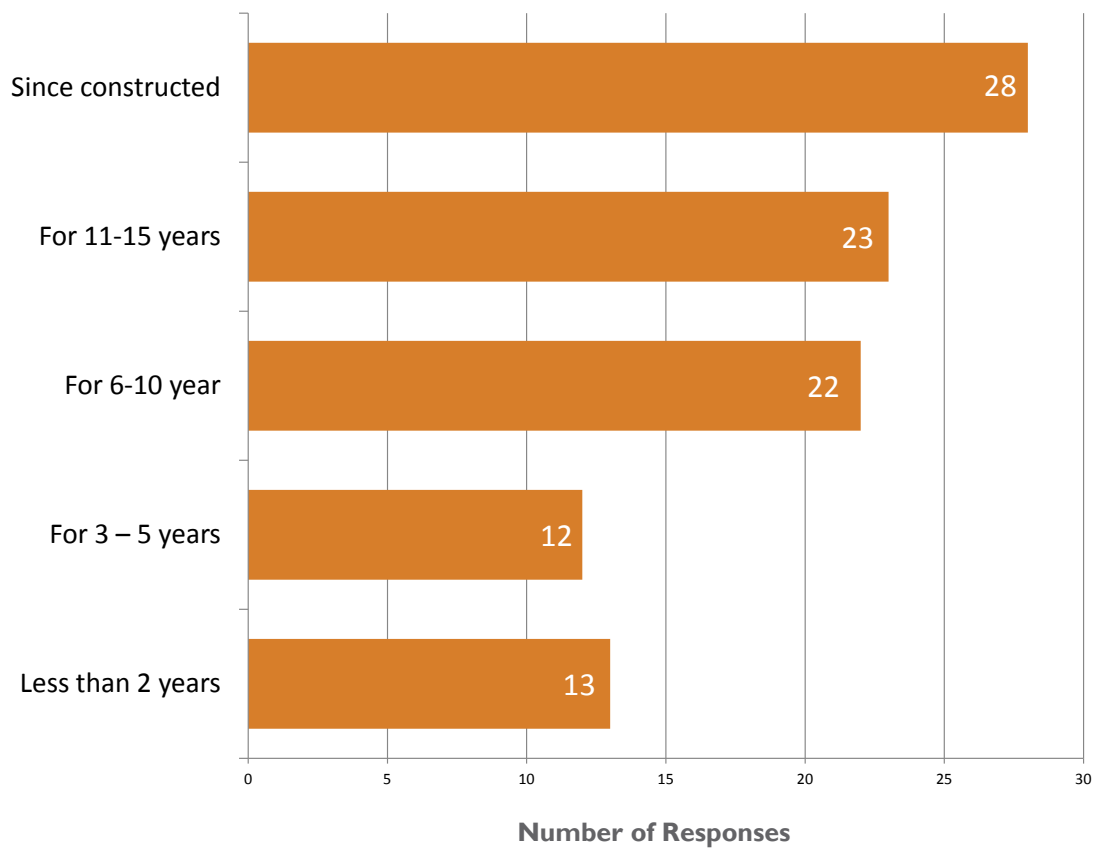
WHO WE HEARD FROM . . .

Of the 231 homeowners, 98 responded to the survey.

All 98 respondents own and live in their home (verses are renters or homeowners that rent).

Most respondents are long-term homeowners.

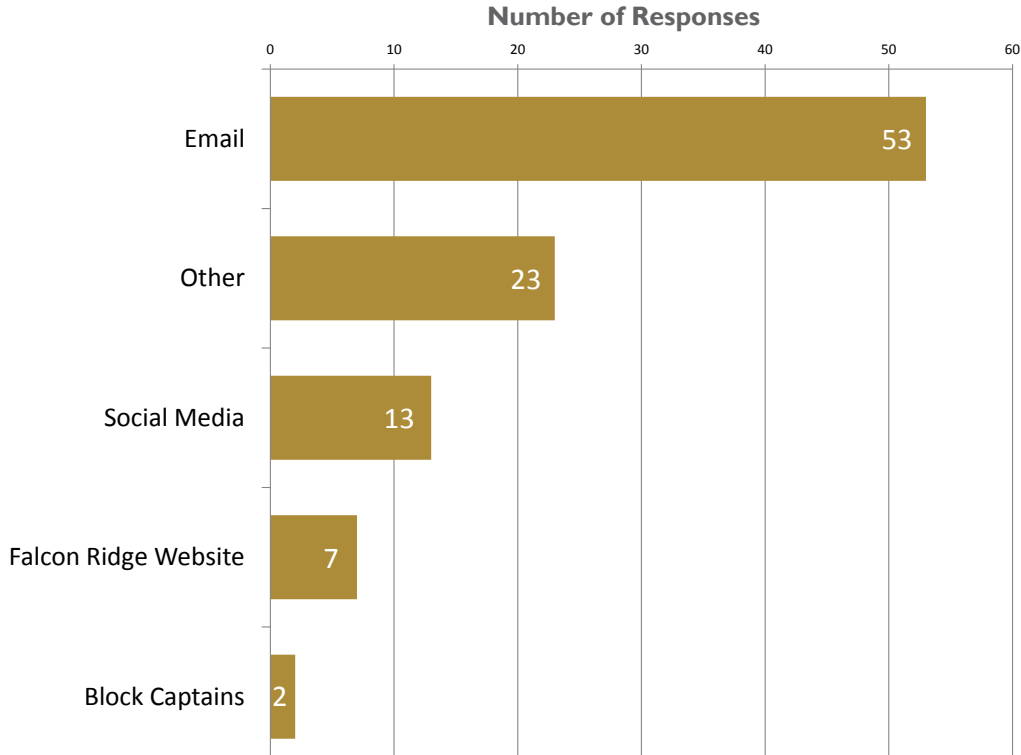
If answered 'Own and live in your home' to question 1, how long have you lived at Falcon Ridge? (98 responses)



WHAT WE HEARD . . .

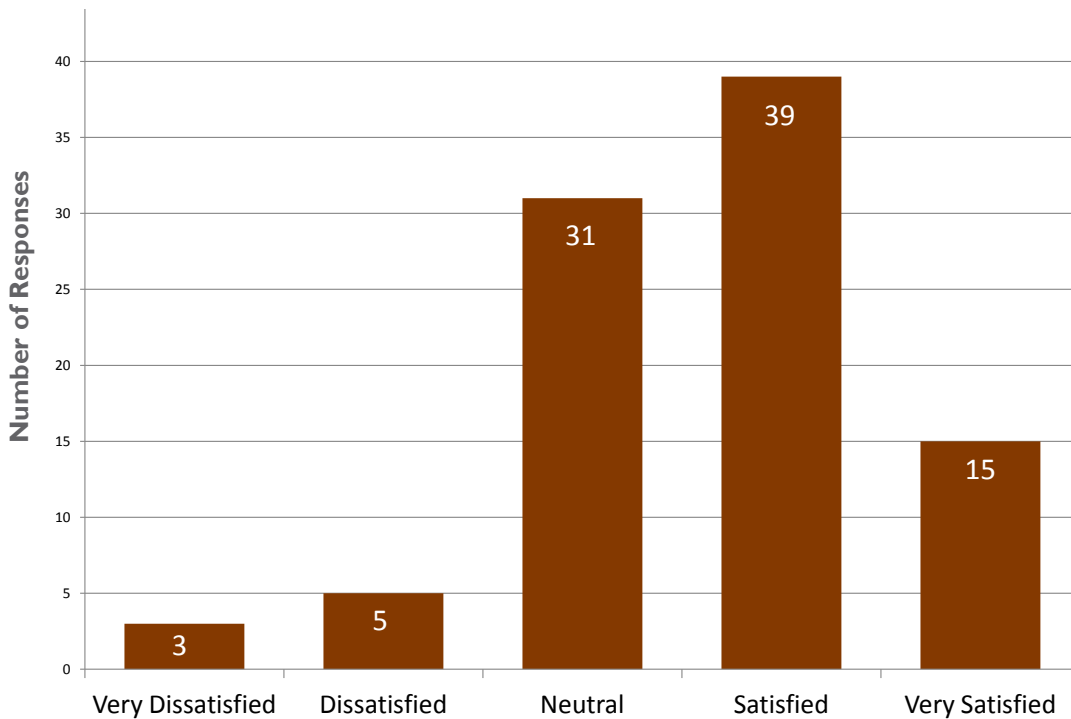
Most respondents prefer to learn and communicate via Email. Those that chose 'Other' typically cited the Newsletter or mailbox flyer.

What is your preferred way to learn and communicate about community happenings? (check only one) (98 responses)



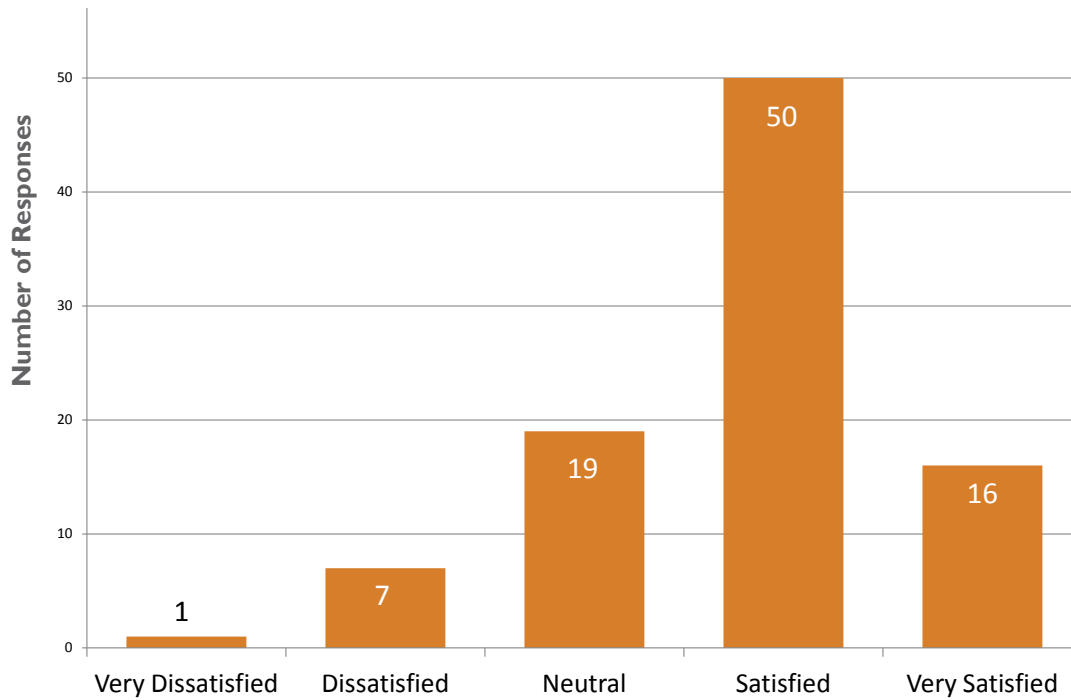
When asked to rate level of satisfaction with responsiveness of the Falcon Ridge HOA Board, the majority (58%) of respondents are either satisfied or very satisfied.

Please rate your level of satisfaction with responsiveness of the FR HOA Board. (93 responses)



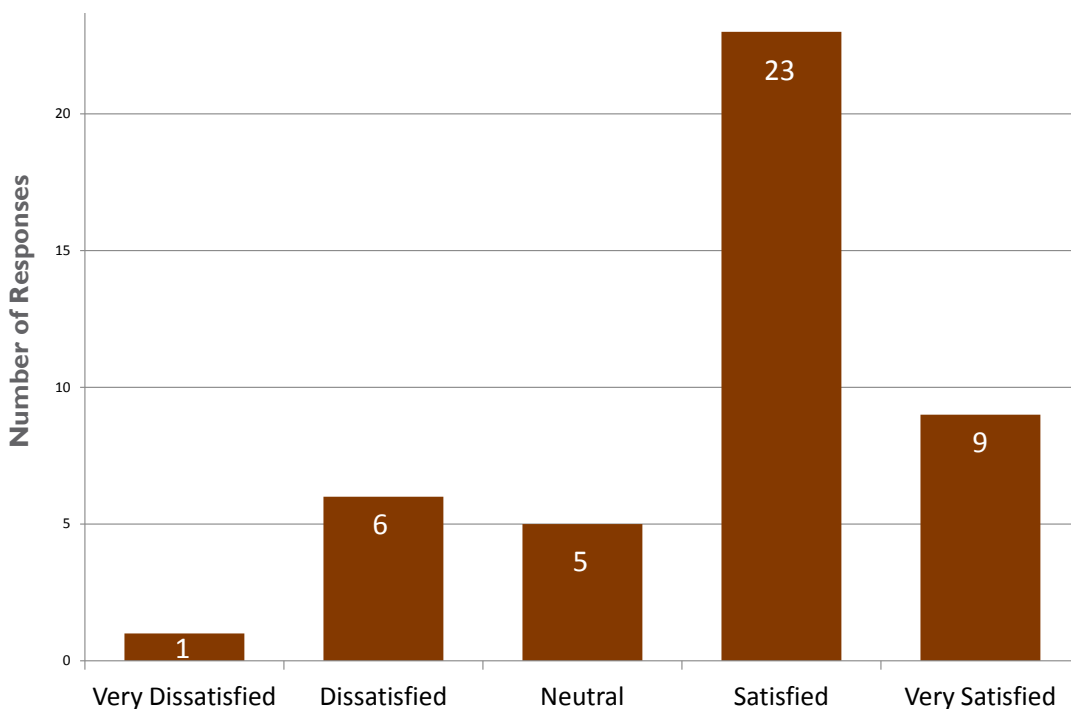
The majority of homeowners (71%) are satisfied or very satisfied with the general responsiveness of the HOA's management currently provided by Hawthorne Management Company, HMC.

Please rate your level of satisfaction with **general** responsiveness from HMC (93 responses)



When asked how many times in the past 12 months the respondent contact HMC, 52 responded that they have not contacted HMC in the past 12 months and 41 responded about quarterly or less. Of the 96 responses, only 3 had contacted HMC about monthly. Of the 44 respondents who had contacted HMC in the past 12 months, 72% were satisfied or very satisfied with HMC's responsiveness.

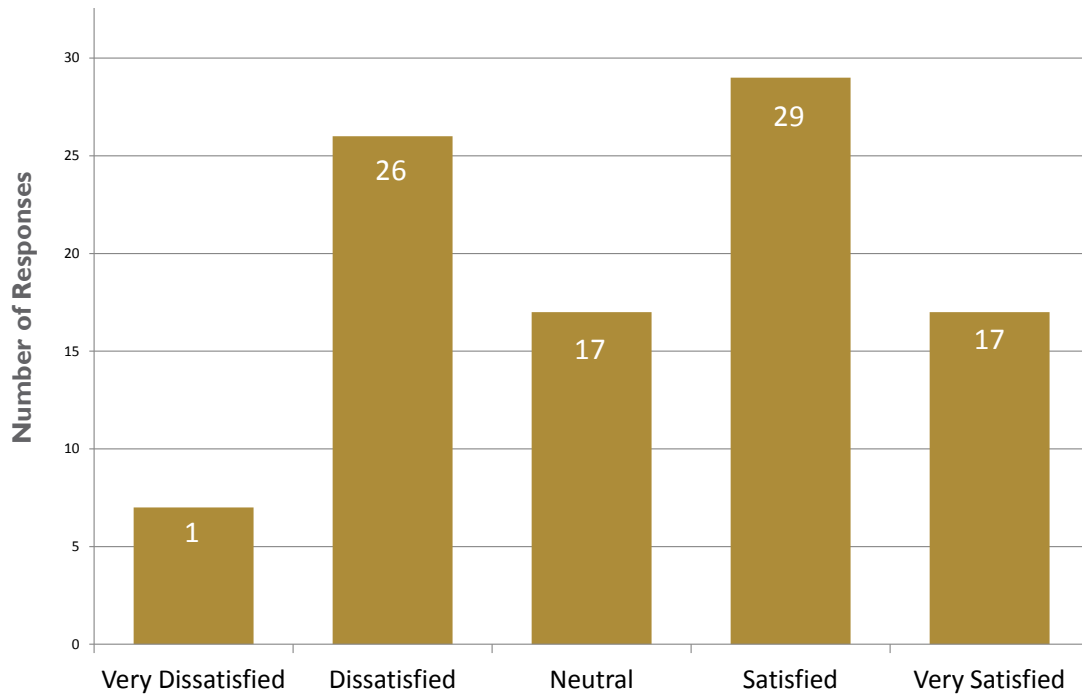
Please rate your level of satisfaction with responsiveness from HMC during this past 12 months. (44 responses)



WHAT WE HEARD . . .

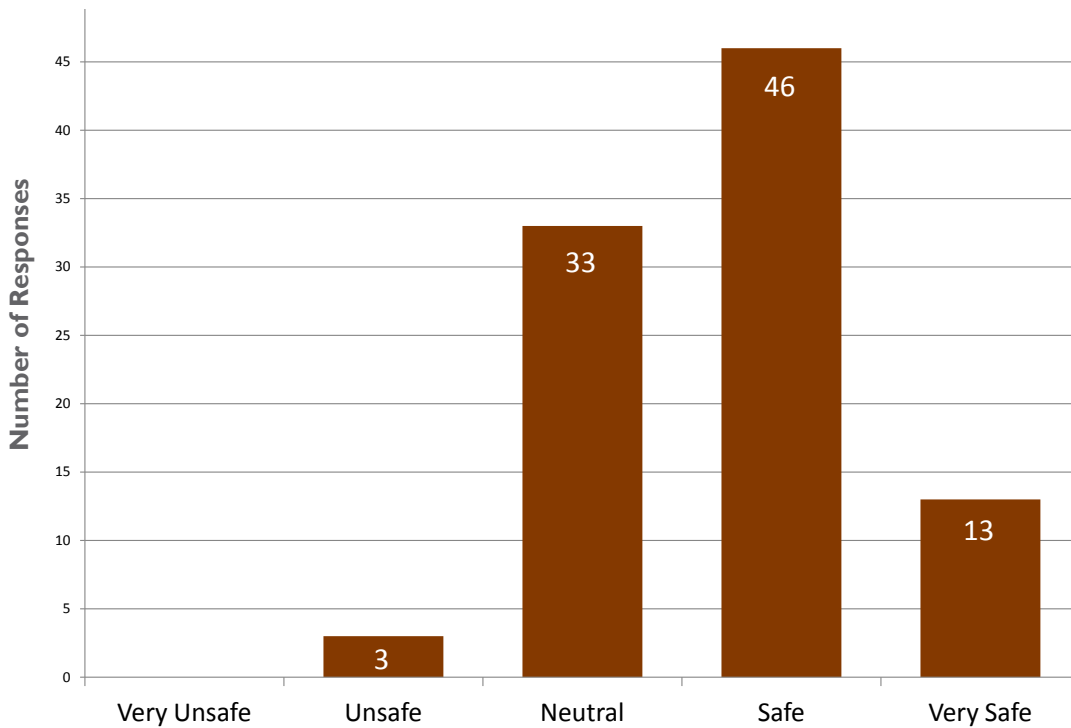
When asked to rate level of satisfaction with Ecoscape’s landscaping maintenance, 48% of respondents were satisfied or very satisfied with the level of maintenance.

Please rate your level of satisfaction with Ecoscape’s landscaping maintenance. (96 responses)



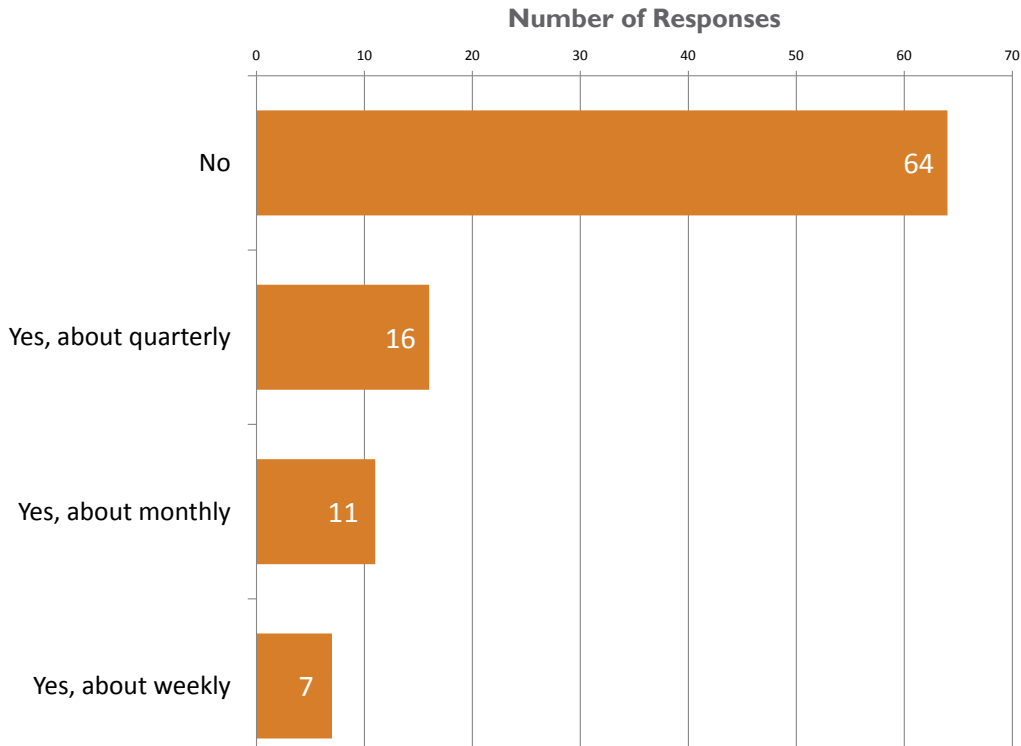
The majority (62%) of respondents generally feel safe or very safe in the Falcon Ridge community.

Please rate how you generally feel about safety at Falcon Ridge. (95 responses)



The majority of homeowners (65%) have not used the Clubhouse over the past 12 months. However, most agreed, (82%), that the \$50 rental fee is about right.

Have you used the Falcon Ridge clubhouse over the past 12 months? (98 responses)



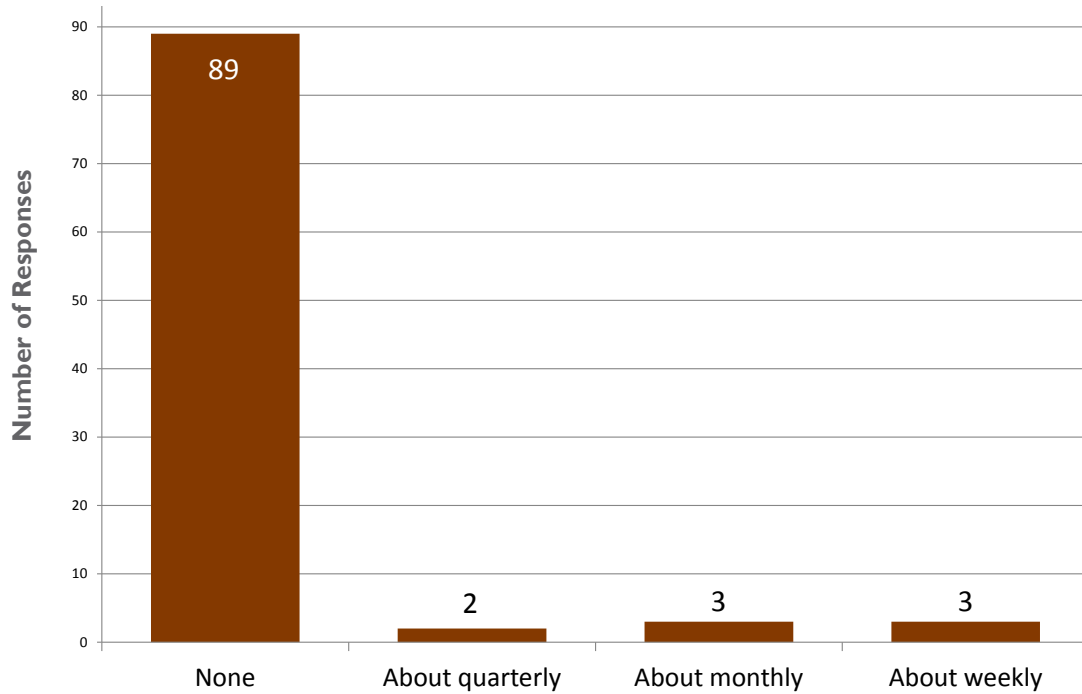
Respondents were asked for suggestions about how the Falcon Ridge clubhouse and the open space around the Clubhouse could be improved. This was an open-ended question allowing respondents to write in their ideas. Of the 42 responses, the most common response was to maintain and keep the clubhouse and open space generally as it is today. Some of the other ideas expressed included:

- 18 Keep as is
- 5 Pool
- 1 Basketball court
- 2 Pickleball court
- 4 Shuffle board or Bocce ball
- 1 Library
- 2 Volleyball or badmitton
- 1 Community Garden
- 2 NO Community Garden
- 1 Playground
- 1 Pavilion with picnic table

WHAT WE HEARD . . .

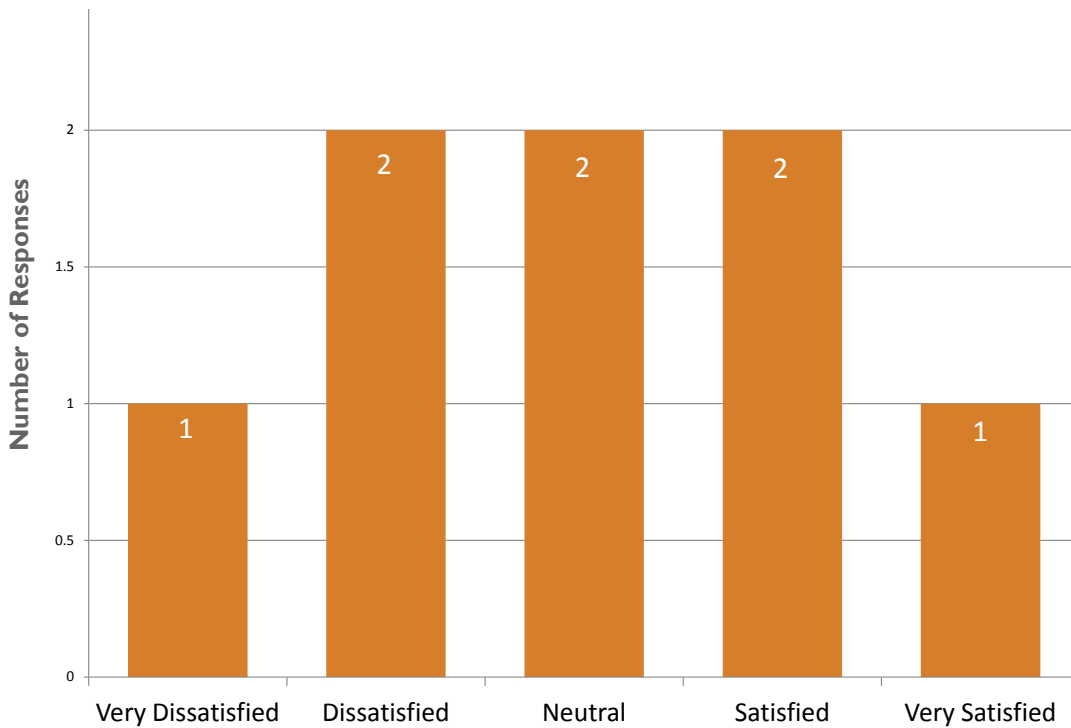
92% of respondents replied that they had not used the tennis courts over the past 12 months.

Have you used the Falcon Ridge tennis courts over the past 12 months? (check only one). (97 responses)



Of the 8 respondents that said they had used the tennis courts, their level of satisfaction with the maintenance varied widely.

Please rate your level of satisfaction with tennis court maintenance. (8 responses)

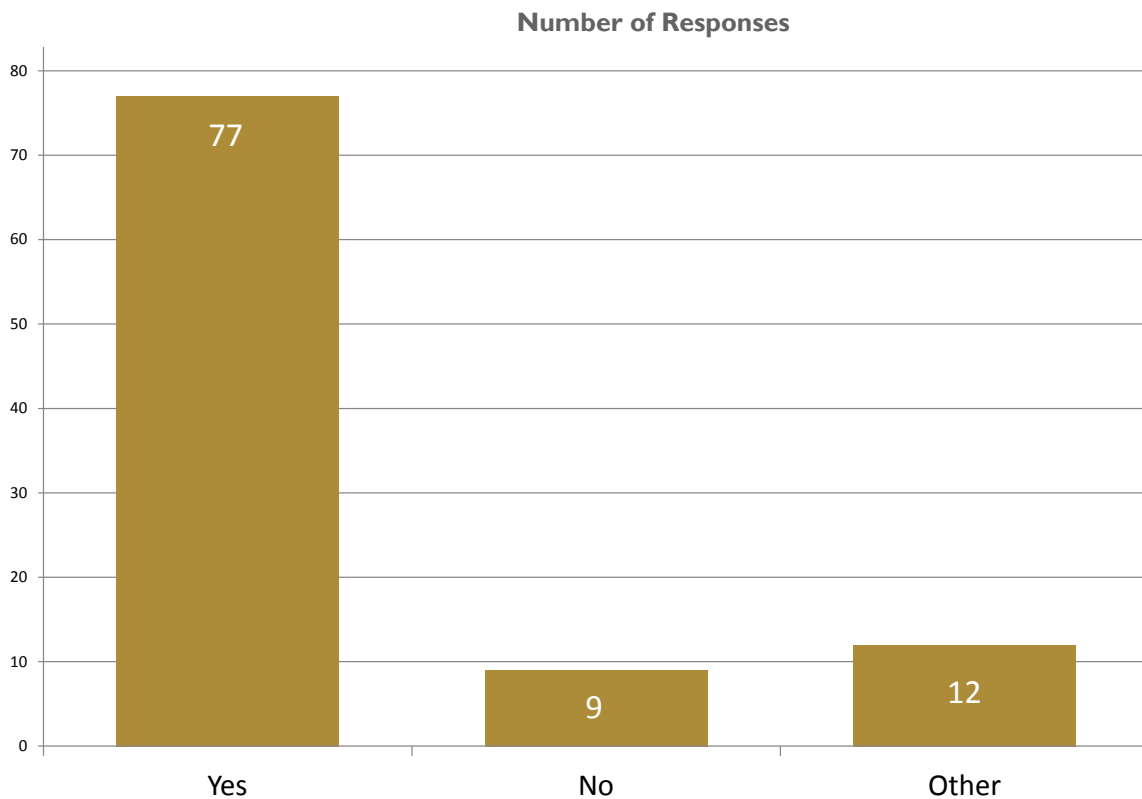


Respondents were asked for suggestions about how the Falcon Ridge tennis courts could be improved. This was an open-ended question allowing respondents to write in their ideas. Of the 25 responses, the most common response was to eliminate the tennis courts and some suggested alternative uses. Responses were categorized into four types as follows:

- 13 Eliminate tennis courts, option to convert to alternative use
- 9 Maintain this neighborhood amenity
- 3 Maintain ONLY if financial case to do so

Respondents were asked if the Falcon Ridge HOA should continue to hold social events and the majority, 79% of respondents, voiced that social events are important to the Falcon Ridge character.

Do you think the HOA should continue to have social events? (98 responses)



WHAT WE HEARD . . .

50 respondents took the opportunity to submit additional thoughts, ideas and comments to an open-ended question. These comments were reviewed and categorized into common themes and then tabulated to generate a word cloud, Table I. The more times a theme was mentioned, the larger the size the theme appears in the word cloud.

Please share any additional input and thoughts that you think are important to the future of the community. (50 responses)



Table 1 - Open-ended General Comment Themes

Theme	Number of Mentions
Improve Yard Maintenance	14
Maintain Property Values	11
Socials	10
Dying Bermuda	5
Enjoy Safe Neighborhood	4
Keep Out Renters	4
Enforce Rules!	4
Restore Community Spirit	4
Revitalize Neighborhood Watch	3
Bang For Our Buck (\$)	3
Maintain Clubhouse	2
Welcome Committee	2
Revitalize Homeowner Landscaping	2
Keep Up Good Work!	2
Pet Waste Disposal	1
More Town Hall Meetings	1
Develop Conservative Budget	1
Speed Bumps	1