

## COMMUNITY SURVEY RESULTS

Thank you to everyone who responded to the Community Survey announced in our June, 2015 newsletter. Responses closed at the end of August. A \$50 cash drawing was held at the October Board meeting for those who participated in the survey. The winner was 7751 Euclid.

The Board will respond to all items in the survey that had a write-in only section. Those responses will be placed, as answers are prepared, on the **NCA website**.

609 units in NCA. 75 Responses to survey  
50 electronic surveys. 25 paper surveys.  
3 anonymous, 16 single family, 56 townhome

1) What is your relationship to NCA?

	<b>Response (%)</b>	<b>Responses(#)</b>
Owner/Resident	82.67	62
Owner/Non-Resident	16.00	12
Non-owner/Resident	1.33	1
Answered Question	75	

3) Do you look at NCA's annual budget either in the newsletter or on the website?

	<b>Response (%)</b>	<b>Responses(#)</b>
Yes	89.33	67
No	10.67	8
Answered Question	75	

4) What is your general opinion on the quarterly assessments?

	<b>Response (%)</b>	<b>Responses</b>
Too high	15.28	11
Too low	1.39	1
Reasonable	83.33	60
Answered Question	72	

5) What type of assessment notice do you prefer?

	<b>Response (%)</b>	<b>Responses</b>
Coupon books distributed at beginning of year	4.17	3
Quarterly invoices	83.33	60
Annual notice of assessment only	12.50	9
Answered Question	72	

8) Summit Management handles the collection of assessments including invoices and late notices. Have you had a concern or question and spoke with someone in the last year at Summit?

	<b>Response (%)</b>	<b>Responses</b>
Yes	8.22	6
No	91.78	67
Answered Question	73	

9) If you spoke with someone at Summit in the last year, do you feel you received a satisfactory resolution/response?

	<b>Response (%)</b>	<b>Responses</b>
Yes	77.78	7
No	22.22	2
Answered Question	9	

11) How frequently do you use the amenities?

	<b>Response (%)</b>	<b>Responses</b>
Daily	14.67	11
Weekly	26.67	20
Monthly	17.33	13
Yearly	12.00	9
Not at all	29.33	22
Answered Question	75	

12) What amenities have you or someone in your home used in the last year?

	<b>Response (%)</b>	<b>Responses</b>
tot lots	10.79	15
Tennis courts	5.04	7
Walking paths	35.97	50
Basketball court	2.88	4
Pool	33.09	46
Not applicable	12.23	17
Answered Question	73	

13) Do you feel any of the NCA amenities are in need of maintenance? If yes, be specific in your response in the comment space at the end of this section

	<b>Response (%)</b>	<b>Responses</b>
Yes	34.43	21
No	65.57	40
Answered Question	61	

14) Would you like to see any amenities added? If yes, be specific in your response in comment space at the end of this section.

	<b>Response (%)</b>	<b>Responses</b>
Yes	13.79	8
No	86.21	50
Answered Question	58	

16) How often do you use the pool?

	<b>Response (%)</b>	<b>Responses</b>
At least once a week	37.84	28
Once a month	17.57	13
Once a summer	5.41	4
Rarely	10.81	8
Not at all	28.38	21
Answered Question	74	

17) If you have attended in the last two summers, do you think it is well maintained?

	<b>Response (%)</b>	<b>Responses</b>
Yes	96.15	50
No	3.85	2
Answered Question	52	

18) Is enough time allocated for obtaining pool passes?

	<b>Response (%)</b>	<b>Responses</b>
Yes	92.31	60
No	7.69	5
Answered Question	65	

19) Do you think the rules are reasonable?

	<b>Response (%)</b>	<b>Responses</b>
Yes	98.48	65
No	1.52	1
Answered Question	66	

20) Do you think the rules are enforced?

	<b>Response (%)</b>	<b>Responses</b>
Yes	92.73	51
No	7.27	4
Answered Question	55	

22) Do you consider the \$3 per guest fee reasonable?

	<b>Response (%)</b>	<b>Responses</b>
Yes	88.06	59
No	11.94	8
Answered Question	67	

24) Do you feel NCA's common grounds are well maintained?

	<b>Response (%)</b>	<b>Responses</b>
Strongly Agree	28.38	21
Agree	51.35	38
Neutral	10.81	8
Disagree	8.11	6
Strongly Disagree	1.35	1
Answered Question	74	

25) What areas of our common grounds do you feel need more attention?

	<b>Response (%)</b>	<b>Responses</b>
Gardens	11.63	5
Grass	18.60	8
Trees	69.77	30
Answered Question	43	

26) Is there a problem with animal feces in the common areas around your home?

	<b>Response (%)</b>	<b>Responses</b>
Yes	15.62	10
No	84.38	54
Answered Question	64	

27) Are you aware of how to get the County to enforce the pooper scooper law?

	<b>Response (%)</b>	<b>Responses</b>
Yes	26.87	18
No	73.13	49
Answered Question	67	

28) Do you feel the community addresses unhealthy tree concerns fairly and timely?

	<b>Response (%)</b>	<b>Responses</b>
Yes	74.19	46
No	25.81	16
Answered Question	62	

30) Do you think the signage in the community is sufficient?

	<b>Response (%)</b>	<b>Responses</b>
Yes	90.00	54
No	10.00	6
Answered Question	60	

31) Do you think the streets are well maintained?

	<b>Response (%)</b>	<b>Responses</b>
Yes	85.71	48
No	14.29	8
Answered Question 56		

32) Are you aware of the maintenance plan for street replacement over the next five years?

	<b>Response (%)</b>	<b>Responses</b>
Yes	37.10	23
No	62.90	39
Answered Question 62		

33) Has your car ever been towed?

	<b>Response (%)</b>	<b>Responses</b>
Yes	18.03	11
No	81.97	50
Answered Question 61		

34) Do you think the 30 day grace period for expired registrations and safety inspections is . . .

	<b>Response (%)</b>	<b>Responses</b>
Too long	7.81	5
Too short	6.25	4
Fair as is	68.75	44
Vehicles with expired tags should be allowed any time	17.19	11
Answered Question 64		

35) Do you think commercial vehicles should be continued to be prohibited from parking on private streets?

	<b>Response (%)</b>	<b>Responses</b>
Yes	95.31	61
No	4.69	3
Answered Question 64		

36) Is there a problem on your street with cars parking for a very long time in blank spaces?

	<b>Response (%)</b>	<b>Responses</b>
Yes	25.93	14
No	74.07	40
Answered Question 54		

37) Do you think the community should continue to limit the amount of time someone can park in a blank space?

	<b>Response (%)</b>	<b>Responses</b>
Yes	80.00	48
No	20.00	12
Answered Question 60		

38) Mark as many of the items below you think the Board should consider for parking on NCA streets.

	<b>Response (%)</b>	<b>Responses</b>
Removable hang tags	20.25	16
Window decals	12.66	10
Guest tags for blank spaces	18.99	15
No change	48.10	38
Answered Question 61		

39) Is there a problem with speeding on your street?

	<b>Response (%)</b>	<b>Responses</b>
Yes	36.67	22
No	63.33	38
Answered Question 60		

40) Is there a problem with kids playing in the street where you live?

	<b>Response (%)</b>	<b>Responses</b>
Yes	25.42	15
No	74.58	44
Answered Question 59		

42) Do you think annual architectural inspections should continue?

	<b>Response (%)</b>	<b>Responses</b>
Yes	90.00	63
No	10.00	7
Answered Question 70		

43) Would you participate as a member of the architectural inspection team for at least one year and for a street other than your own?

	<b>Response (%)</b>	<b>Responses</b>
Yes	29.85	20
No	70.15	47
Answered Question 67		

44) What is your general opinion on the Architectural Standards

	<b>Response (%)</b>	<b>Responses</b>
Too General	1.52	1
Too Specific	24.24	16
No change needed	74.24	49
Answered Question	70	

45) Have you received a notice of an architectural violation in the last three years?

	<b>Response (%)</b>	<b>Responses</b>
Yes	4.29	3
No	95.71	67
Answered Question	70	

46) If yes, how was that violation dealt with?

	<b>Response (%)</b>	<b>Responses</b>
I corrected the violation	100.00	3
I progressed to a hearing	0.00	0
I progressed to a charge	0.00	0
Answered Question	3	

47) Do you think the architectural violation process is reasonable?

	<b>Response (%)</b>	<b>Responses</b>
Yes	89.66	52
No	10.34	6
Answered Question	58	

49) Have you received notice of a rule violation in the last three years. (trash, tall grass, personal property on common grounds, etc.)?

	<b>Response (%)</b>	<b>Responses</b>
Yes	19.72	14
No	80.28	57
Answered Question	71	

50) How was that rule violation dealt with?

	<b>Response (%)</b>	<b>Responses</b>
I was assessed a charge fairly	5.88	1
I was assessed a charge unfairly	29.41	5
I was not assessed a charge	64.71	11
Answered Question	17	

51) What is your opinion on rule violation enforcement?

### **Response (%)Responses**

Must be imposed to maintain property values	66.18	45
Board is overzealous in enforcing violations	14.71	10
No opinion	19.12	13
Answered Question	68	

52) What process do you consider most effective on rules compliance?

	<b>Response (%)</b>	<b>Responses</b>
Door hanger	21.31	13
Warning letter only	31.15	19
Current process than can lead to a charge	47.54	29
Answered Question	61	

54) How often do you read the newsletter?

	<b>Response (%)</b>	<b>Responses</b>
Monthly	82.19	60
Occasionally	12.33	9
Not at all	5.48	4
Answered Question	73	

55) If you do read it, what part do you consider the most important?

	<b>Response (%)</b>	<b>Responses</b>
Calendar	11.94	8
Reminders	10.45	7
Ads	0.00	0
Minutes	64.18	43
Area events	0.00	0
Miscellaneous articles	1.49	1
Directory	8.96	6
None	2.99	2
Answered Question	67	

56) If you do read it, what to you consider the least important.

	<b>Response (%)</b>	<b>Responses</b>
Calendar	9.09	6
Reminders	0.00	0
Ads	40.91	27
Minutes	1.52	1
Area events	4.55	3
Miscellaneous articles	9.09	6
Directory	4.55	3
Not applicable	30.30	20
Answered Question	66	

57) What is your opinion on including the draft Board meeting minutes in the newsletter?

	Response (%)	Responses
Do not include	2.86	2
Include but summarize	34.29	24
Approved, not draft, minutes should be published even if two months after meeting is held	8.57	6
Continue without change	54.29	38
Answered Question	70	

58) Do you think the newsletter should be eliminated?

	Response (%)	Responses
Yes	1.37	1
No	72.60	53
Post on website only	26.03	19
Answered Question	73	

59) Are you aware NCA maintains a website with all rules, past newsletters, financial information and meeting minutes?

	Response (%)	Responses
Yes	83.33	60
No	16.67	12
Answered Question	72	

60) How often do you look at the NCA website

	Response (%)	Responses
Weekly or more often	1.49	1
Monthly	14.93	10
As needed	64.18	43
Rarely	19.40	13
Answered Question	67	

61) Are you aware you can get on an NCA email distribution list for getting important information and community reminders?

	Response (%)	Responses
Yes	50.70	36
No	49.30	35
Answered Question	71	

63) How often do you participate in community activities (i.e. egg hunt, holiday party, summer cook out, yard sale)?

	Response (%)	Responses
Most activities	1.39	1
Some activities	36.11	26

None 62.50 45  
Answered Question 72

64) What is your general opinion on the recreation activities?

	Response (%)	Responses
Should be offered to continue to promote neighborhood interaction	51.43	36
Offer more/varied activities	8.57	6
Should be discontinued to save money	8.57	6
No opinion	31.43	22
Answered Question	70	

66) What is your opinion on the current schedule (twice a week trash, once a week recycling)?

	Response (%)	Responses
Too frequent	0.00	0
Not frequent enough	1.39	1
No change is necessary	98.61	71
Answered Question	72	

67) What is your opinion on current curb pick up?

	Response (%)	Responses
Install dumpsters throughout community	4.29	3
Require residents use cans for all curb side pick up	14.29	10
Assign designated trash pick up spots on each street to consolidate into fewer pick up spots	11.43	8
No change is necessary	70.00	49
Answered Question	70	

68) What is your opinion on the current trash contractor?

	Response (%)	Responses
Excellent	39.71	27
Good	44.12	30
Neutral	11.76	8
Fair	4.41	3
Poor	0.00	0
Answered Question	68	

70) Do you think plowing is done at the appropriate snow depths?

	<b>Response (%)</b>	<b>Responses</b>
Yes	88.41	61
No	11.59	8

Answered Question 69

71) Do you think snow contractor shows up quick enough after a snow fall?

	<b>Response (%)</b>	<b>Responses</b>
Yes	88.41	61
No	11.59	8

Answered Question 69

72) Do you feel the contractor does a good job?

	<b>Response (%)</b>	<b>Responses</b>
Yes	83.33	55
No	16.67	11

Answered Question 66

74) Have you contacted the community office in the past year?

	<b>Response (%)</b>	<b>Responses</b>
Yes, through email	36.62	26
Yes, through telephone	15.49	11
Yes, through a visit	21.13	15
No	26.76	19

Answered Question 71

75) If yes, do you feel you received a satisfactory response?

	<b>Response (%)</b>	<b>Responses</b>
Yes	92.73	51
No	7.27	4

Answered Question 55

76) Do you think the office hours are sufficient during the year?

	<b>Response (%)</b>	<b>Responses</b>
Yes	90.62	58
No	9.38	6

Answered Question 64

77) Do you think the additional evening/weekend office hours devoted to pool pass pick up are sufficient?

	<b>Response (%)</b>	<b>Responses</b>
Yes	84.62	55
No	15.38	10

Answered Question 65

79) Do you know any members of the Board?

	<b>Response (%)</b>	<b>Responses</b>
Yes	34.29	24
No	65.71	46

Answered Question 70

80) Have you ever served on the Board?

	<b>Response (%)</b>	<b>Responses</b>
Yes	16.22	12
No	83.78	62

Answered Question 74

81) If no, why?

	<b>Response (%)</b>	<b>Responses</b>
No time	49.06	26
Do not feel I could effect change	13.21	7
Do not feel there is any change that is needed	5.66	3
No interest	32.08	17

Answered Question 53

82) What area of the community do you feel needs more Board focus

	<b>Response (%)</b>	<b>Responses</b>
Maintenance	28.81	17
Delinquent assessment collection	13.56	8
Improvements	25.42	15
Rules development	6.78	4
Rules enforcement	18.64	11
Other	6.78	4

Answered Question 59

83) What area of the community do you think the Board should focus LESS on?

	<b>Response (%)</b>	<b>Responses</b>
Maintenance	0.00	0
Delinquent assessment collection	4.65	2
Improvements	9.30	4
Rules development	51.16	22
Rules enforcement	16.28	7
Other	18.60	8

Answered Question 43

84) Do you feel comfortable bringing an issue/concern to the Board's attention?

	<b>Response (%)</b>	<b>Responses</b>
Yes, through email	64.62	42
Yes, by attending a meeting	24.62	16
No	10.77	7
Answered Question	65	

85) Have you contacted the Board in the last year?

	<b>Response (%)</b>	<b>Responses</b>
Once	11.59	8
Multiple times	8.70	6
No	79.71	55
Answered Question	69	

86) Have you been to a Board meeting in the last year?

	<b>Response (%)</b>	<b>Responses</b>
Once	14.49	10
Multiple times	7.25	5
No	78.26	54
Answered Question	69	

87) If you had a concern/issue that was brought to the Board's attention, did you feel you received a satisfactory resolution/response?

	<b>Response (%)</b>	<b>Responses</b>
Yes	60.00	15
No	40.00	10
Answered Question	25	

89) Have you volunteered at NCA in the last five years?

	<b>Response (%)</b>	<b>Responses</b>
Yes	29.58	21
No	70.42	50
Answered Question	71	

90) Are you interested in volunteering for NCA? If yes, please provide in what capacity you would like to volunteer (i.e. maintenance, activities, architectural inspections or committee lead).

	<b>Response (%)</b>	<b>Responses</b>
Yes	24.14	14
No	75.86	44
Answered Question	65	