

Wildview Ridge Homeowners Association 2006 Homeowner Survey

1. Overall, how satisfied are you with the maintenance of the neighborhood in the following areas?

	<u>Very Unsatisfied</u>	<u>Unsatisfied</u>	<u>Satisfied</u>	<u>Very Satisfied</u>
Front Fencing	1	3	19	4
Gate	3	10	11	3
Mailbox area	1	3	19	4
Development Street conditions	0	0	23	5
Homeowner Ditch conditions	3	4	17	2
Homeowner Yard conditions	1	7	16	2
Front Entrance Landscape Appearance	0	2	16	9
Front Entrance Lighting	2	7	15	2



Comments:

- Ditch needs attention and looks tacky*
- Better lighting needed at front entrance
- Keep weeds back during summer along front fence
- We do not need a gate
- Front entry could be better lit
- Fence - broken in areas and blackberries growing over
- Ditch conditions - Clean out weeds.
- Homeowner yard conditions - landscape in areas not done yet
- Front entrance lighting not bright enough
- Gate inconsistent with openers
- Front entrance lighting - it is very dark even with current lights. Is there a possibility to install a light on large telephone pole across from entrance?
- While I am basically satisfied, I would like to see more illumination, especially to assist during foggy conditions
- Homeowner yard conditions very unsatisfactory refers to those which are not landscaped completely and those that do not have RV's, Trailers, or large equipment screened from neighbors view

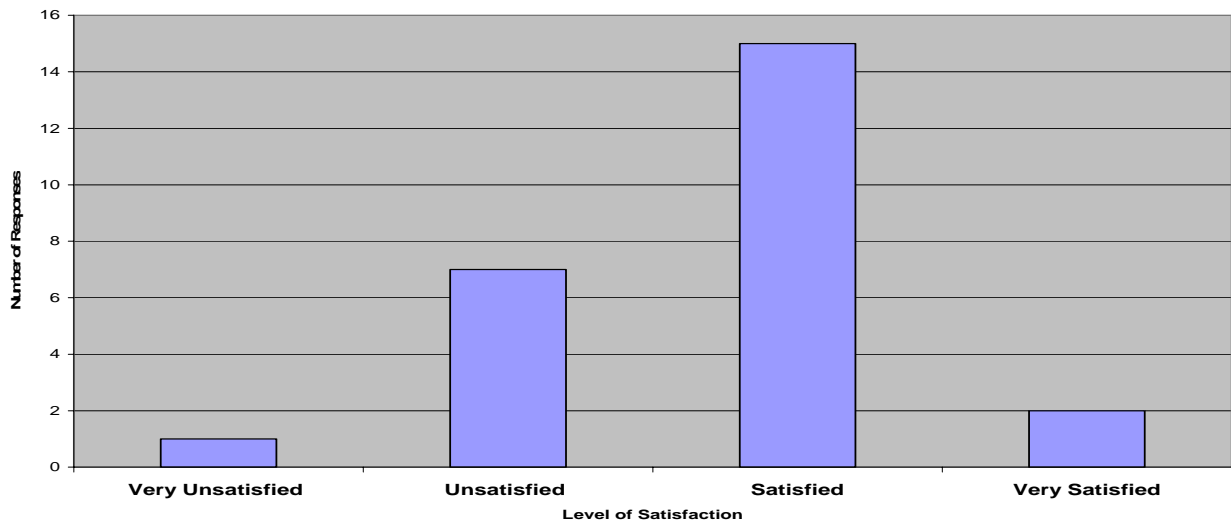
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- Everything is well kept
- We wanted a gated community to enhance neighborhood security there have been excessive periods of inoperative gate. During the most recent, there was a car break-in problem.
- The mailbox location is terrible. Every time someone stops to get mail everyone else goes around them, that triggers the gate to open excessively, unnecessary gate operation increasing wear and tear. High maintenance cost.
- In rating homeowner ditches & yards conditions - depends greatly on if a yard has been developed to start, and if the yard and ditch are being maintained. Overall - would like to see the ditches redesigned to be covered. Gate needs that same attention.
- I am unsatisfied with the long weeds that grow along the fence and in among the rocks on our foot paths. They need to weed wack more often and use a little round up in those rocks.
- Perhaps we could investigate motion sensor lights at gate or permanent lighting as it's very dark at night.
- Uneven hedges in front

2. Overall, how satisfied are you with the communication to homeowners when there is a problem going on in our neighborhood (car break-ins, gate problems, etc)?

	Number of Responses			
	<u>Very Unsatisfied</u>	<u>Unsatisfied</u>	<u>Satisfied</u>	<u>Very Satisfied</u>
Communications	1	7	15	2

Question 2



2A. Do you have any suggestions on how communication could be better (email, bulletin board, etc.)?

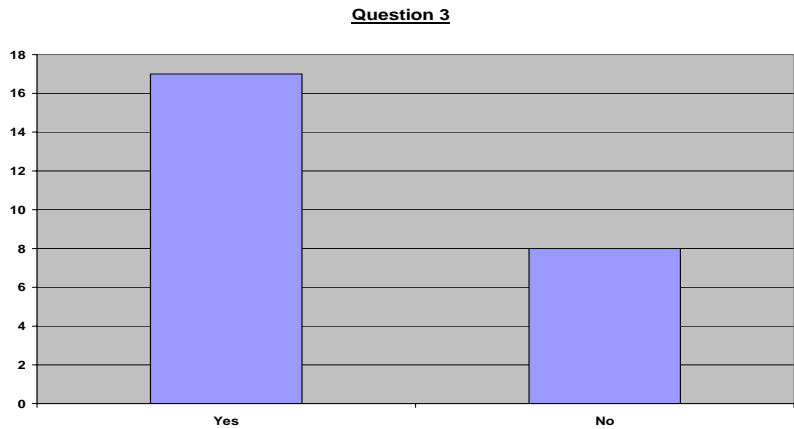
- More prompt notice needed, email would be good
- Using bulletin board is fastest way to reach everyone
- Getting better
- All above, maybe phone tree
- New email system is great
- Use email
- Continue to post bulletin board announcements calling attention to neighborhood problems
- Email and webpage to report items to board
- Email would be good
- Email is the best
- Would suggest email notice on serious problems (e.g. auto break-in)

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- Email would be great. Need to get everyone's email addresses out
- Communication via the mailbox bulletin board is fine if the information is posted and addressed to homeowners email to all members
- Maybe we could post an 'alert' poster on the bulletin board so when we drive by we can know that there is a message of great importance to look at.
- Memo left at door or sent in the mail or notice by mailbox to check website

3. Would you like the Home Owners Association to enforce the covenants more aggressively? If so please list in what areas?

	<u>Number of Responses</u>
Yes	17
No	8



Comments:

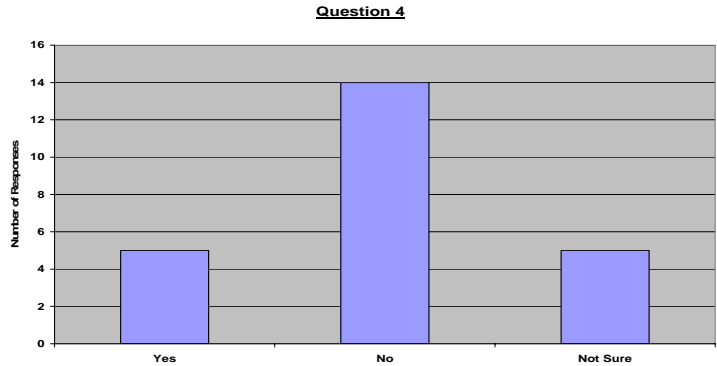
- Barking dogs
- No RV parking without being behind fence
- Unfinished Yards and untidy ditches
- Absolutely No
- Landscaping, ditch maintenance; motorhomes/boat etc. should be screened, dogs barking should be addressed when there have been numerous complaints
- No However, under age driving of off road vehicles at high rate of speed during day is an issue
- Front yard landscape and street side of homes. Boats, trailers, and watercraft should be hidden from view.
- Animal control: Lot owners are supposed to keep their dogs confined to their own lots. That is not happening.
- Landscaping, noise/motorcycles, safety
- See comments under question # 1
- RV's behind gates - landscaping getting finished, dogs somewhat contained
- Possibly extended parking on the street
- Vehicles/trailers, etc. parked out front landscaping unfinished, quality in some yard in up keep
- Put the fine structure in place and enforce
- Overall we are very unhappy with CCR enforcement. The CCR's are very specific on such things as 1) commercial business activity, 2) trailer parking 3) control of pets 4) off-road vehicles. These are continually violated, no enforcement action is apparent.
- Trailers and campers, they should be behind of some sort of fence or something, most have done it. But there are still a few that don't.
- I would also like to see article 12 section 7, animals aggressively enforced. (dogs roaming and constant barking)
- Article 9, section 1 exterior maintenance by owner. Would like to see less heavy equipment (large trucks) and toys left in front of the home. This also would include article 12, section 1
- Noise ordinance should be enforced

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- Landscaping - we all had to comply when Novastar was around. I would have liked to be more choosy if we were not under the gun years w/o complying is ridiculous!
- View obstructions
- We moved into the neighborhood in Dec - we were getting letters about our front yard in Feb stating we would be fined if it was not installed within 90 days. Are some lots given a few months and others years?

4. Are there covenants you don't agree with?

	<u>Number of Responses</u>
Yes	5
No	14
Not Sure	5

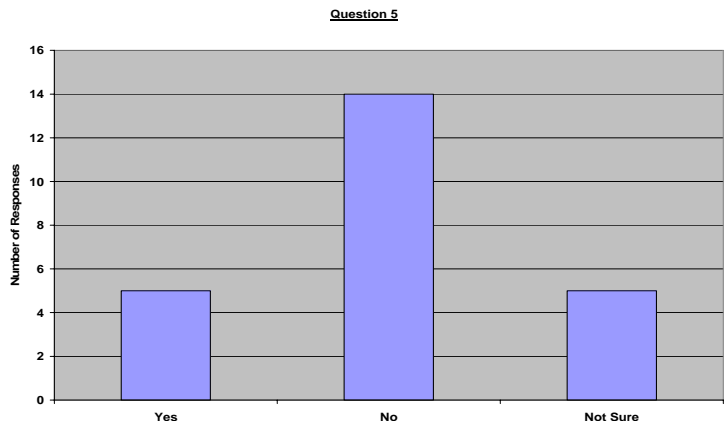


4A. If so, which ones?

- Alternate fencing options. Wood fences do not hold up well and after a couple of years look terrible. Perhaps vinyl
- Barking dogs - maybe if we had some barking dogs we would not be having our vehicles broken into.
- Refer to question #3
- RV parking prohibitions
- I think kids should be able to have treehouses and not have to paint them or build them to the specs as our homes

5. Should we update or revise any current covenants?

	<u>Number of Responses</u>
Yes	6
No	14
Not Sure	4



5A. If so, which ones?

- Ones to refer to annoyances and loud noises. They probably should all be reviewed and updated periodically
- Just enforce the ones we have
- But enforcement is a real issue! Since it has appeared to be lax in some cases, Others in neighborhood resent it when a violation is called to their attention. This, in my opinion, has caused a lot of animosity in the neighborhood.
- Enforce the ones we have

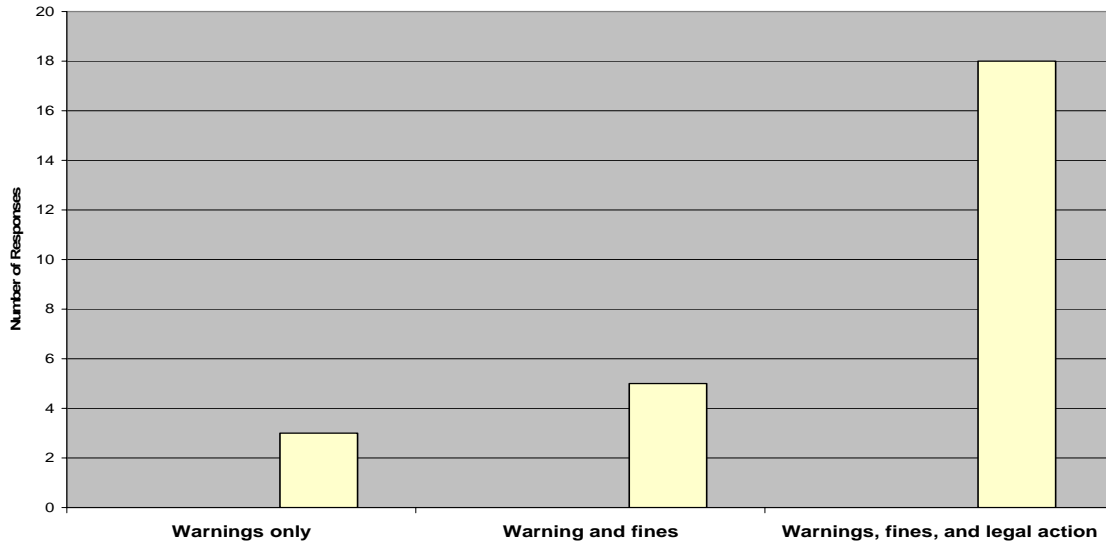
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- Just enforcement of them with some teeth
- No changes needed or desired - just enforce what exists
- Refer to question #3 comments
- Article 17 - why is section 8 not applicable?
- If there is to be more enforcement than a crabby lady at JC Higgins - then all CCR&R's need to be addressed - not just those few that someone feels are suddenly important

6. Knowing that the purpose of the covenants is to protect the integrity of the development and thus the value of our homes, which best reflects how you believe we should deal with the covenants.

	<u>Number of Responses</u>
Limit enforcement to warnings only	3
Limit enforcement to warning and fines	5
Enforce by use of warnings, fines, and legal action	18

Question 6



Comments

- With fines if not corrected after 6 months - and only if truly needed
- 3rd choice if absolutely necessary
- I believe that the home should have a lien placed on it if work is completed by HOA
- Only after repeated attempts to correct are ignored
- This is my most important issue to see enforced
- Legal action if other means do not remedy covenant infractions
- Do something!!!
- Homes are investment. We all need to protect our investments.
- 3rd option would be effective; however, precedent already set for no legal action to be taken

7. As our development ages, maintenance of our roads, wells, fences, gates, etc will need to be replaced or significantly repaired at a cost greater than our current dues will cover. Please indicate below by selecting the option that best fits how you would suggest we plan for these future expenses.

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	<u>Number of Responses</u>
Raise dues to cover anticipated future costs and reserve	1
Maintain current dues level and place a special assessment fee on each property owner to cover the cost.	5
Raise our dues slowly over time and if we still don't have enough money in the reserve at the time of expense place a special assessment fee on each property owner.	18

Comments

- Depends on what maintenance needs done
- We just raise dues did we not? My corner has not seen any money in 6 years from the association. I would be more inclined to say no more money. Asking for more up front in event of problems that may or may not happen is a waste.
- None of the above, our dues are enough. When there is a major cost we can have a special session and evaluate our options at that time. If necessary we can place a special assessment at that time.

8. One of the most costly items for repairs over the years has been our gate. The design has been one of the main reasons for so many repairs. Please indicate which option you would support regarding our gate.

	<u>Number of Responses</u>
We need our gate so please continue repairing it, as needed (10 yr. expected life, \$6,000)	11
The gate is not necessary so please remove it	4
Replace the gate at homeowners expense so it will have fewer repairs and work more consistently (approx \$700 per home owner to replace).	7

Comments:

- Has there been a serious effort towards obtaining two to three on video camera set-up
- Option 3, So long as dues increase are adjusted downwards to acknowledge the projected savings in otherwise budgeted repairs of existing gate
- Why can't the existing gate operate correctly. If we replace it the new one will probably break too! The gate is a very valuable amenity towards home values, I can't believe you would consider dismantling it.
- Abstained. While the gate is an advantage to have as security purposes (and some may say for status reasons also) I located to WVR because of mountain view, not because it was to become a gate community. If majority of lot owners voted to remove gate I could easily live with that decision. I could also accept the decision to keep the gate
- Would want to see the options and cost
- If the new gate would really cost \$28,000 we should repair it up to 10 years, then remove it
- If we have a gate it should work and not need repairing at the levels we pay now. \$30,000 is a lot for a new gate, we could keep repairing the gate for 50 years according to these figures and net out the same. Are the numbers accurate?
- Just keep it working!!!
- Would like to see a plan for replacing the gate and several bids.
- How much does it cost to repair the gate each time? Is there another design that would be more dependable?
- Isn't the gate already 10 years old? I feel it is necessary especially as the home set built in the pastures around us. More information on maintenance and replacement is needed

9. Have you been getting Home Owner Association (HOA) meeting minutes in the mail?

	<u>Number of Responses</u>
Yes	20
No	4

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Comments:

- Got it last month
- Sometimes
- Only 4 last year

10. Have you visited the Wildview Ridge website? www.wilviewridge.com or now new www.wildviewridge.org website?

	<u>Number of Responses</u>
Yes	16
No	10

10A. Any Suggestions?

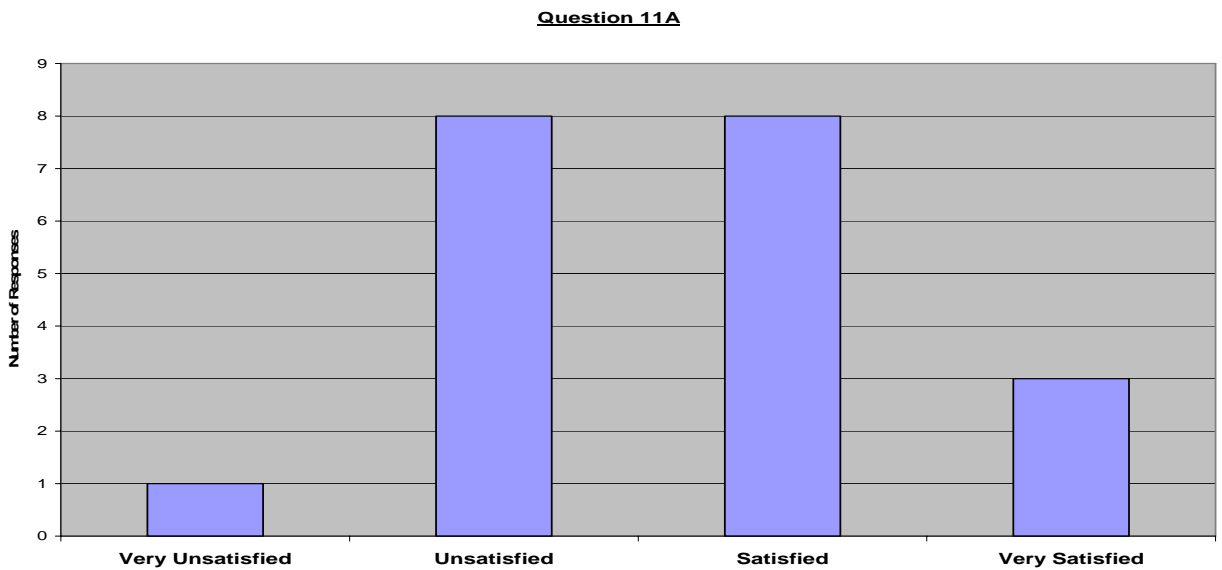
- Great Website!
- Nice Website!
- Job Well done!
- Very Nice! Thanks!
- Looks Great!
- Can't seem to login as member
- Unable to access member page. No instructions to obtain password

11. Have you had interactions with our management company JC Higgins?

	<u>Number of Responses</u>
Yes	22
No	5

11A. If yes, how satisfied were you with their response?

	<u>Very Unsatisfied</u>	<u>Unsatisfied</u>	<u>Satisfied</u>	<u>Very Satisfied</u>
Management Co. Response	1	8	8	3



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Comments:

- One inquiry couple years ago, no response after two attempts. (the matter was subsequently addressed by HOA)
- I think we should look into doing away with the mgmt. Company for a few years with savings going into a reserve account for roads, gate, wells, etc.
- The company provides a valuable service and is probably worth every penny of the stipend it receives.
- Being on the board - I have found them very helpful
- They seem to only ask us what we ultimately want to do with problems instead of enforcing through fines. If a system is setup then they can follow the system. I don't see spending 5,000 for them to just ask us how to handle things. Setup a system and let them handle it.
- They never got back to me (years ago)
- Contact was not too knowledgeable at time!
- I was called and warned about a violation and as I complained about other things - she informed me I would be getting a fine for violating CCR's.

12. If you have a problem with one of the following areas do you know whom to call?

	Number of Responses				
	Fence	Mailboxes	Water	Gate	Lights
Yes	8	8	11	12	9
No	8	8	7	7	6
Not Sure	8	8	7	6	9

Comments:

- I would probably call a board member
- Suggestion: Provide contact information addressing these 5 items to all lot owners. That should remove the uncertainty
- Tony says "Call Tiana" ;)
- This would be good info for the webpage
- I call my wife. I have not idea who she calls. Probably Frank
- Not sure - but it would be fairly easy to find out.
- No, but I could look it up if needed

13. Would you like to see more social activities planned for our development?

	<u>Number of Responses</u>
Yes	10
No	4
Not Sure	12

	<u># Responses</u>		<u># Responses</u>
Womens Activities	4	Kids Activities	4
Mens Activities	4	Activities, which involve everyone	10

Comments:

- Ice cream social :, men's basketball, bunko, scrapbook night (crafts), kids klub (kid planned activities)
- Joint men and women's activities
- Chili kick-off is great, Easter egg hunt is awesome
- Annual or summer block party or BBQ would be fun

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14. Do you have any other comments or concerns?

- Water supplies in summer continues to be a concern. Also, water tastes a little fishy at times
 - Lack of results from violations given. Have you considered escalating fines for violations not corrected? It seems violation notices, pride, or neighbor opinion has not been effective
 - Would like to see a way to get more homeowners involved in meetings, etc. (would feel like less like "victims" when CCRs enforced)
 - It is very disturbing to see how little concern some home owners have for their property. The ditches in front of some homes need clean-up, weeds pulled, grass cut etc. The streets need to be swept more often.
 - Years ago we were asked to fill out a similar survey - mainly questioning motorbikes, yards and dogs in neighborhood. Those few who answered informed the board that motorbike riding in yards was fine and didn't seem to bother anyone. The board has since disregarded those wishes and created laws to suit the few (Are we no long a democracy?).
 - How about a compromise and allow us to ride in our own-fenced, private yard on the weekends? Our neighbors can tell us if they are having an outdoor party and we would be happy to adjust riding time to before or after their guests
 - When we first moved in people complained about the kids on bicycles riding on the streets and being in the way of cars. This shouldn't be much of an issue if people stayed in the speed limit 15 mph. Yet people come flying around the corners - even when the kids are standing at the corner waiting for the bus. My kids are no safer waiting for the bus inside the gate. I had a close call just walking my dog. And I am tired of yelling at the offender to slow down. I'd like to leave the board with this thought. You won't let the kids ride bikes in their backyard and it's getting more dangerous for them to ride their bicycles in the only place left.
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Note: most comments are provided verbatim. A few have been reworded to protect the anonymity of the responder or to decrease the probability of identifying specific comments or homeowners.