Voice of the Resident Opinion and Attitude Study

Year 2

HOA Board Report

In conjunction with

Interactive Focus

March, 2018

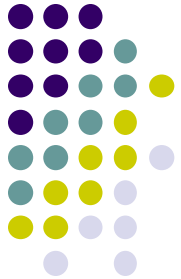
Table of Contents

- Background/Perspective……..3
- Wave II Research: Good News……..4
- Wave II Research: Concerns……..7
- Response Rate……..11
- Quantitative Results……..12
- Resident Verbatim Comments……61
- Respondent Demographics……155

By continuing to survey residents, the Sugarland Run HOA board is able to track performance, measure progress in managing overall resident satisfaction, and establish investment priorities.

The 2017 data demonstrate important progress has been made, and illuminate some areas that merit attention.

Wave II Research: Good News

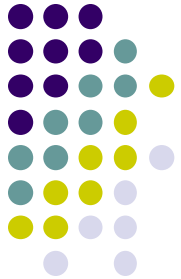


- The largest single group of respondents were aged 38 or younger. And, this age group was also larger than it was in the 2016 study. More engagement among young residents demonstrates community vitality
- Overall satisfaction with the performance of the HOA board improved Vs the Wave I survey, and the per cent who say they are "Very Satisfied" nearly tripled
  - In terms of transparency, residents overwhelmingly [81%] say they are aware of where and when Board meetings are taking place
  - There was a 2 pt increase in the per cent of respondents agreeing that they feel informed about the issues affecting the community, with nearly 70% saying they do.
- Based on 2017 verbatims residents are similar to the 2016 study in identifying these three tasks of the HOA board should focus on:
  - Maintain the community grounds and amenities
  - Maintain the community website
  - Maintain the newsletter

Wave II Research: Good News

- Ratings of the management company on all three performance measures [responsiveness, accuracy, and courtesy] improved
  - The number of respondents saying they contacted the Association office in the prior 12 months dropped significantly
  - Gains were especially noticeable in accuracy of information provided, and friendly/courteous treatment
- The newsletter continues to rank as the number one communications channel, with a large majority of residents saying they read it every month and nearly 60% saying the content is useful
  - The community Facebook page has quickly become a very important channel of information
- Overall satisfaction with Sugarland Run social events increased significantly. Despite competing local attractions, a signficant increase among residents interested in events for singles and couples.

Wave II Research: Good News



- An increase among residents using the community amenities – a significant increase in the use of playgrounds, and slight increase in sports courts.
- Although Meeting Room usage is very low, there was a big increase in positive ratings on the rental policy, reservation process, and sign in process.
- Opinions of the swimming pool improved significantly, and on the measures of cleanliness and amenities /events, the number saying they were “Very satisfied”, increased by 50% and 100% respectively
- Most residents say they are aware of the need for ARC approval and of the process for submitting modifications.

Wave II Research: Concerns

- The larger presence – and more active role – of younger residents could be influencing the use of, and interest in, different communication channels
  - The dramatic growth in the use of the SRHOA Facebook page, and use of e-newsletter are emblematic of this
  - Their greater interest, participation and involvement suggests greater HOA use of digital communications
- The website seems to be playing an archival role – a repository of "when/as needed information" rather than an interactive communication channel. It is not performing interactively
  - Considerable negative comments about design and functionality
- While most residents say they feel informed, those who don't continues to say it's because they don't know where to find HOA information

Wave II Research: Concerns

- Although the quantitative data point to improved Property Management staff performance, the verbatim comments suggest there is a continuing problem with issue resolution – follow up on issues after they are reported or assigned
- While ratings of the swimming pool improved significantly on all measures, there was a noticeable drop in opinions on the playgrounds, trails, and a slight decline on ratings of overall grounds:
  - Trails ratings were significantly down vs 2016 on measures of maintenance and condition; slightly down on attractiveness
  - Playgrounds are showing a downward drift from satisfied to neutral suggesting overall decay in positive attitudes. Not negative, yet, but declining
  - Ratings for the overall appearance of common grounds, declined slightly-not as significantly as for the trails; it appears the influence of communities surrounding Sugarland Run may be having an impact

Wave II Research: Concerns

- While most residents say they are aware of the need for ARC approval and of the process for submitting *modifications*, verbatim comments suggest there are negative attitudes surrounding *compliance*.

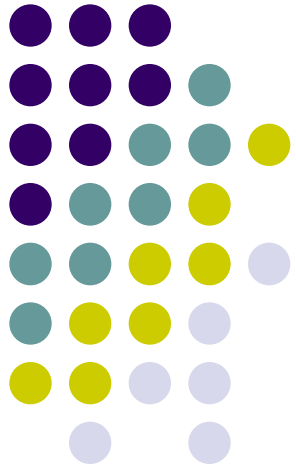
Wave II Research: assessment

- Important strides have been made from the benchmark 2016 study to the Wave II survey.
- We are all media omnivores, and residents are no exception,. They use the HOA newsletter, Facebook page, and website in varying degrees for varying reasons. The board should define a role for each channel and design content accordingly [especially as the website is by accident or design an archival Vs interaction channel]
- The trails of Sugarland Run appear to be a key strength for residents, but they come in for criticism as opinions about their condition and maintenance mount.
- The data suggest action should be taken on improving the physical condition of the amenities
- And, while most residents say they would not want to serve on the Board, the majority give the current board high marks.

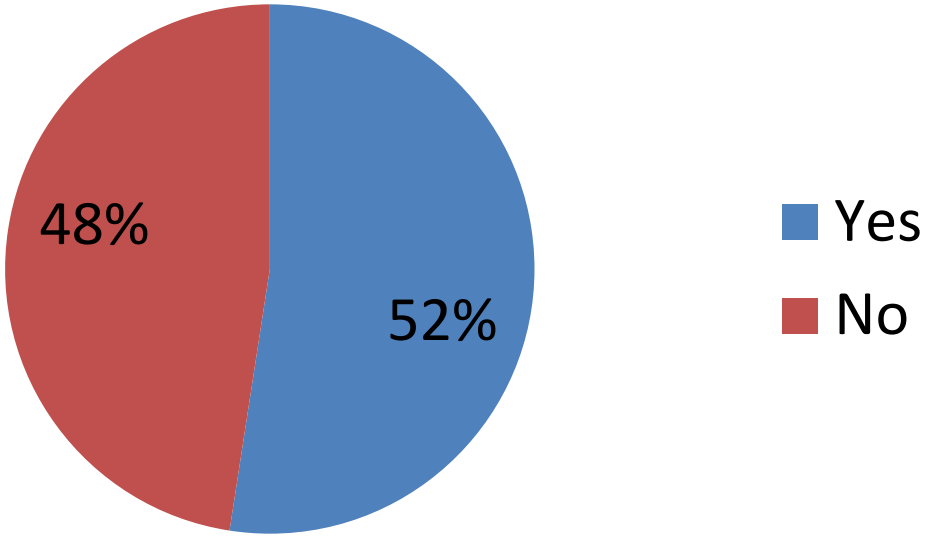
Response Rate

- In 2017 the total number of respondents- 188 [Vs 205 in 2016]
- Average time to complete survey was 14 minutes and 03 seconds [Vs. 15 minutes.23 seconds in 2016]
- The field dates were October 16, 2017- February 2, 2018 [Vs May 13, 2016 – August 20, 2016]

Quantitative Results



Have you contacted the association office in the past 12 months?



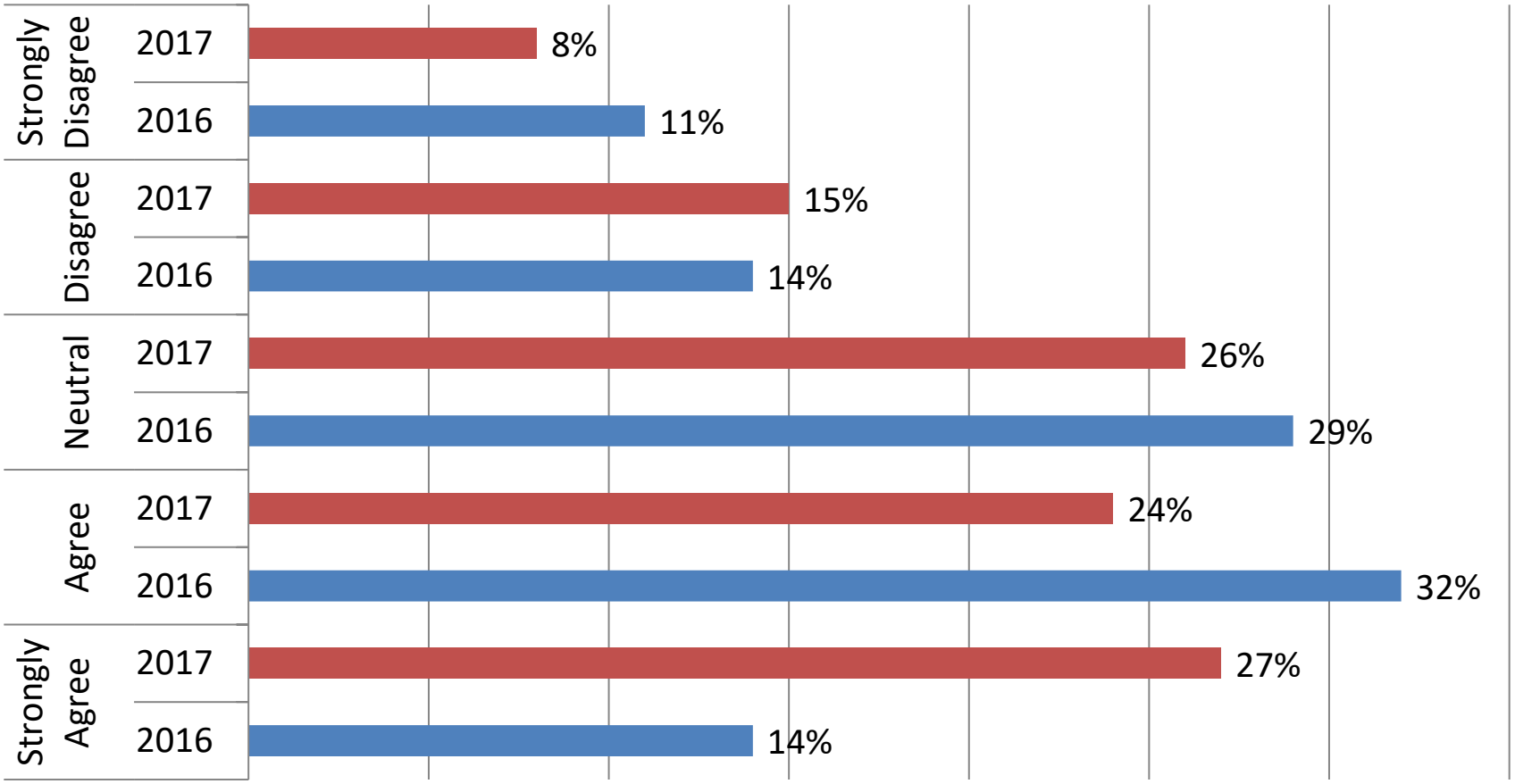
Contact the association office

	2017	2016
Yes	52%	63%
No	48%	37%

Please rate your agreement with each of the following statements

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
"My telephone calls and/or emails are returned in one business day."	27.06%	23.53%	25.88%	15.29%	8.24%
I am provided accurate information regarding community standards and processes."	28.74%	43.68%	12.64%	10.34%	4.60%
"I am assisted in a friendly and courteous manner".	35.23%	31.82%	20.45%	6.82%	5.68%

My telephone calls and/or emails are returned in one business day



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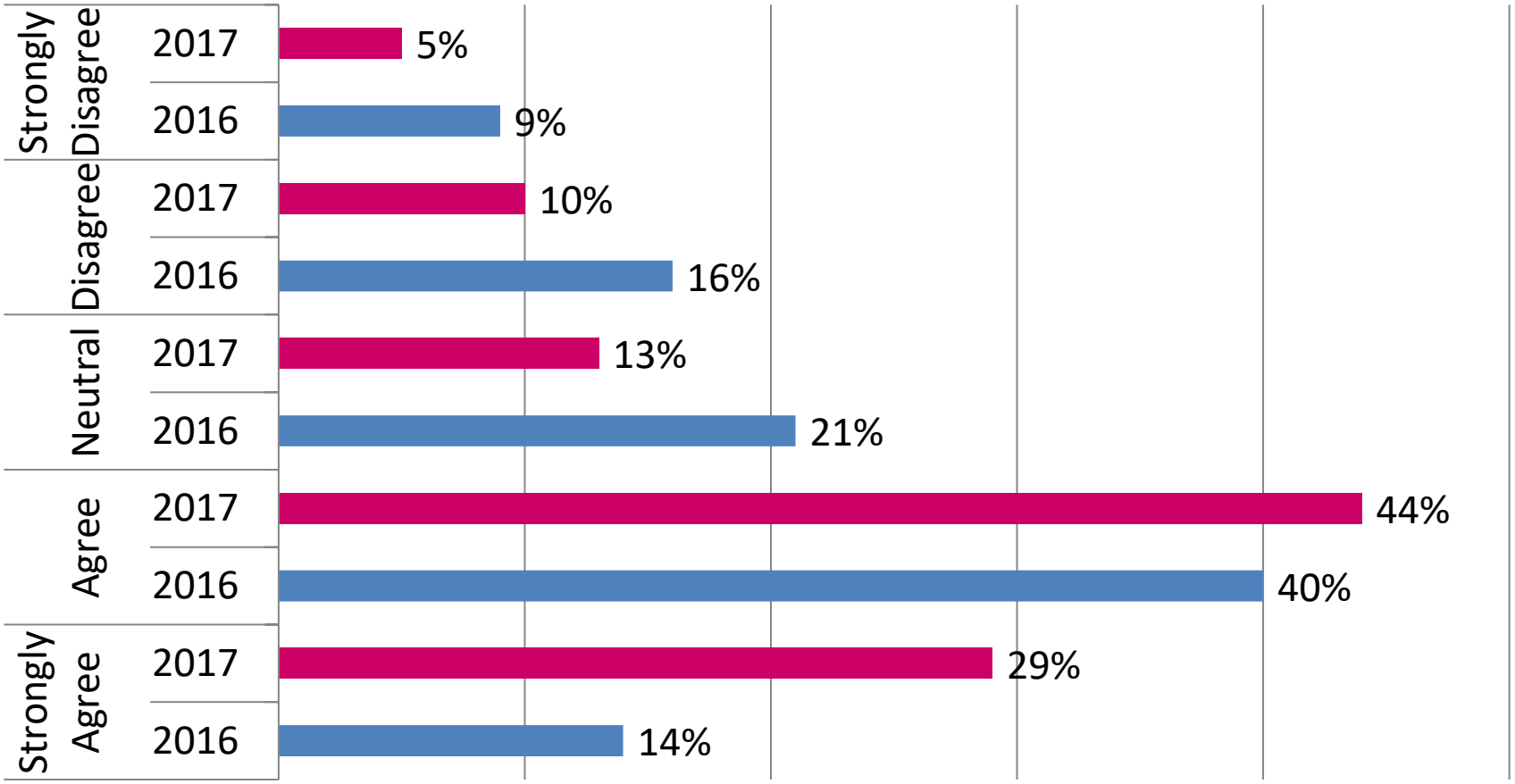
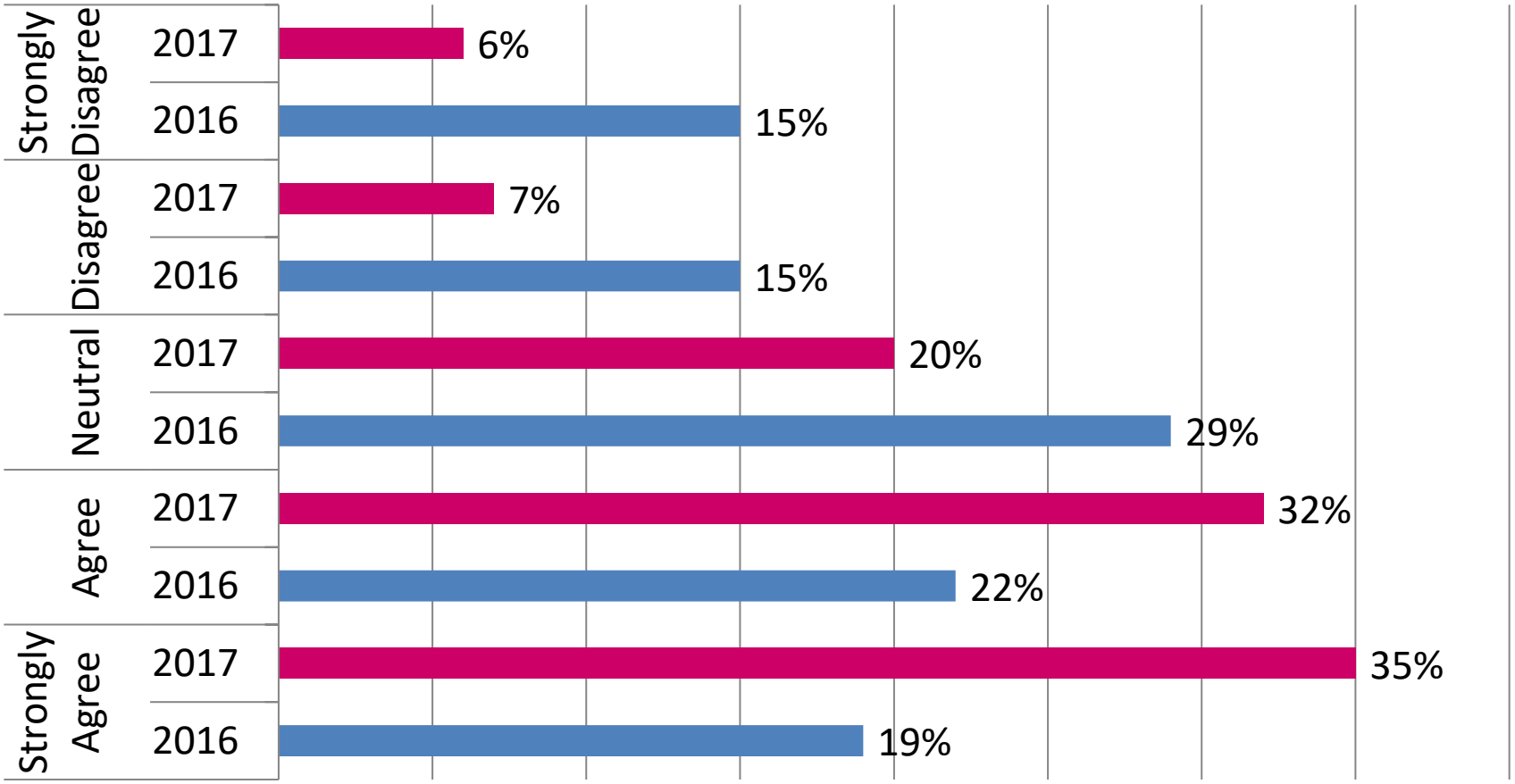
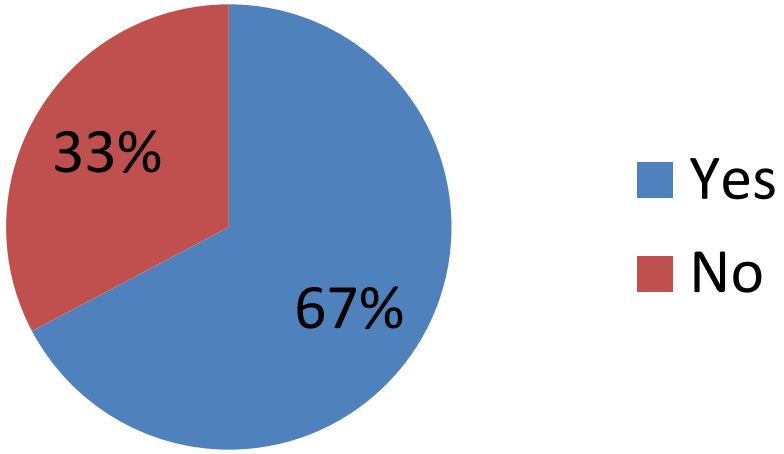


“I am assisted in a friendly and courteous manner”.

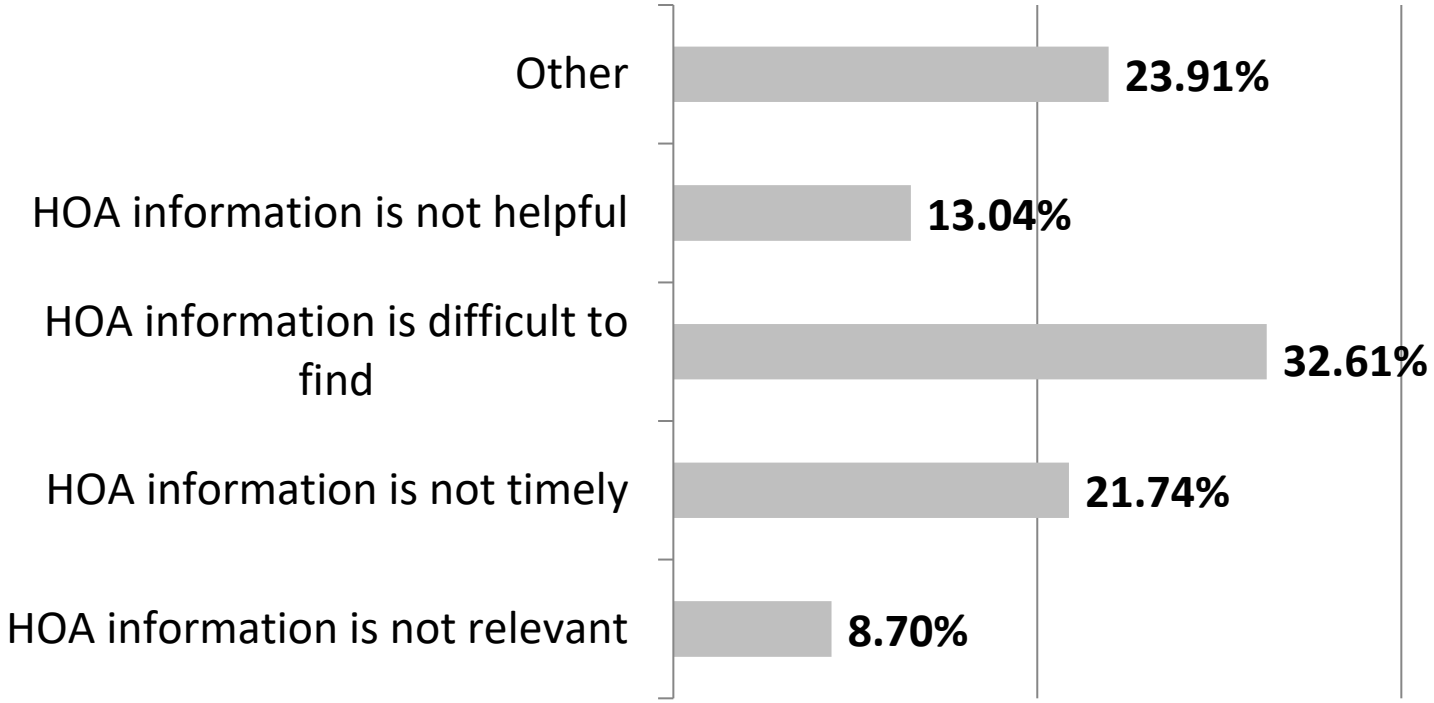


Do you feel informed about issues that affect Sugarland Run HOA?

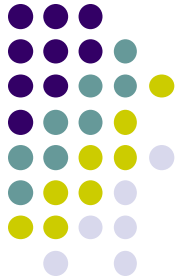


2016 Data: Yes 65% No 35%

Why people do not feel informed:



Other reasons for not feeling informed:

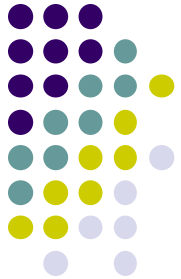


- HOA board makes decisions without asking for community input.
- Usually find out afterwards
- There is not enough communication from the HOA
- actually, all of the above. I received the Nov. newsletter on Nov. 9 - after the Nov. 8 annual mtg.
- I'm not entirely sure what's relevant?
- I have to seek it out and can easily miss things.
- New to area and don't seem to be receiving information.
- The majority of HOA info is not relevant, the average person generally is only concerned with what makes their fees go up and down
- All of above, except relevant
- The newsletter no longer has meeting minutes or anything really useful in it.
- HOA info is not timely and doesnt provide all the info

Please rate the following on how likely you are to use each as a source of information about Sugarland Run

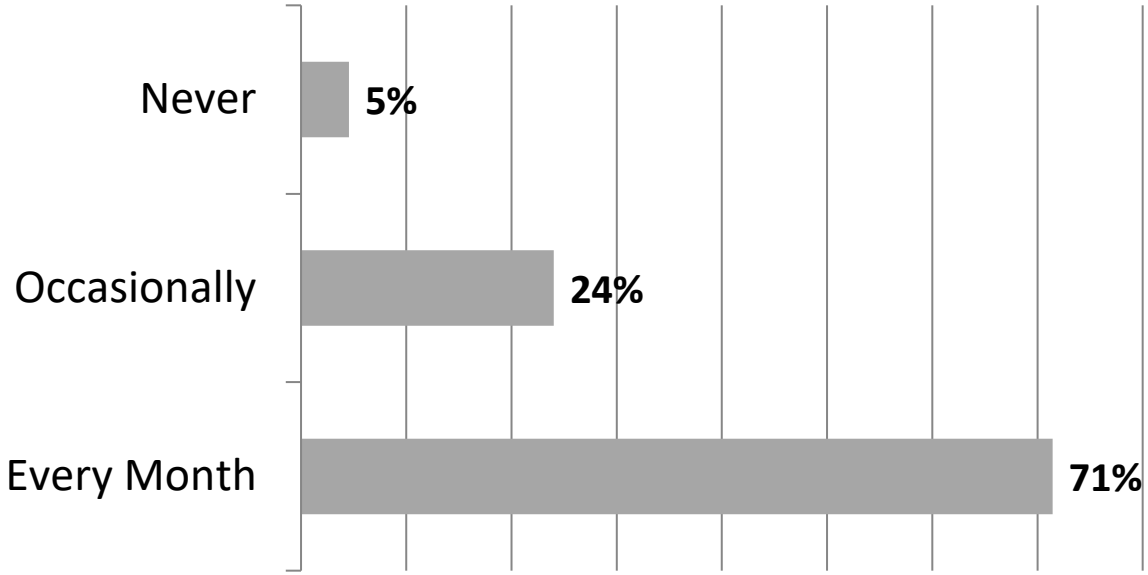
	Very Likely	Likely	Neutral	Unlikely	Very Unlikely
Monthly HOA Newsletter	49.68%	30.97%	7.74%	6.45%	5.16%
Website: www.srhoa.com	20.00%	27.63%	19.74%	17.76%	14.47%
Official HOA Facebook Page	33.55%	30.07%	9.80%	11.11%	15.03%
Word of Mouth	15.48%	28.38%	22.30%	18.92%	14.19%

Other, please specify:

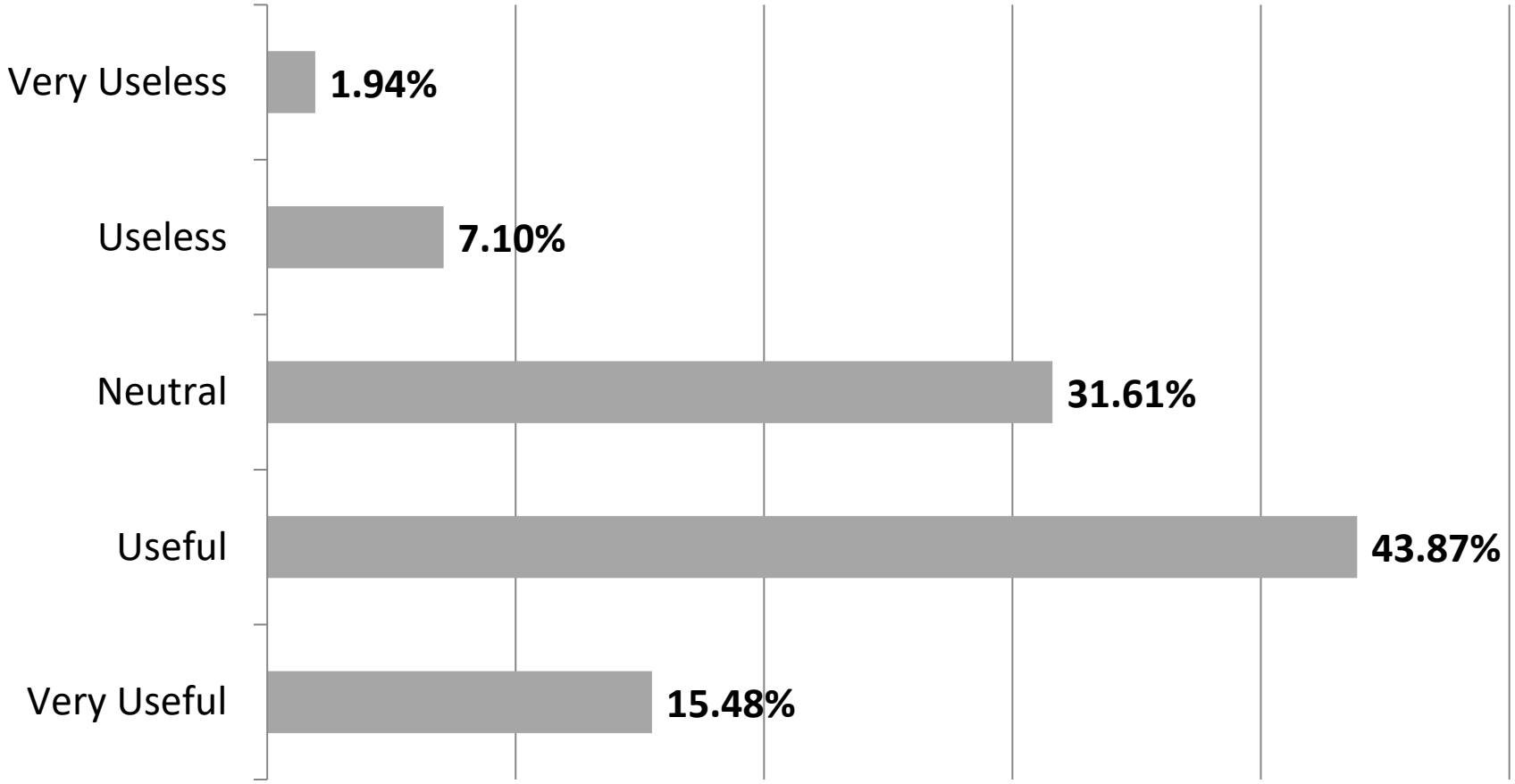


- facebook updates and events are very helpful!
- Sugarland Run Homeowners Facebook Page
- The monthly newsletter seems like an unnecessary expense, as most of the information is the same each month. Maybe better to have it online or by email to save the money on paper?
- Neighbors
- Newsletter is late and minutes are often months late or non-existent. Kevin McKernin's page is the most useful thing in there.
- Email
- facebook for the win
- I had not gone to the websites in the past and will sign on in the future
- SR homeowner group on Facebook is my most used source of information
- Sugarland Run Facebook Page (not associated with HOA)
- Unofficial FB page for residents

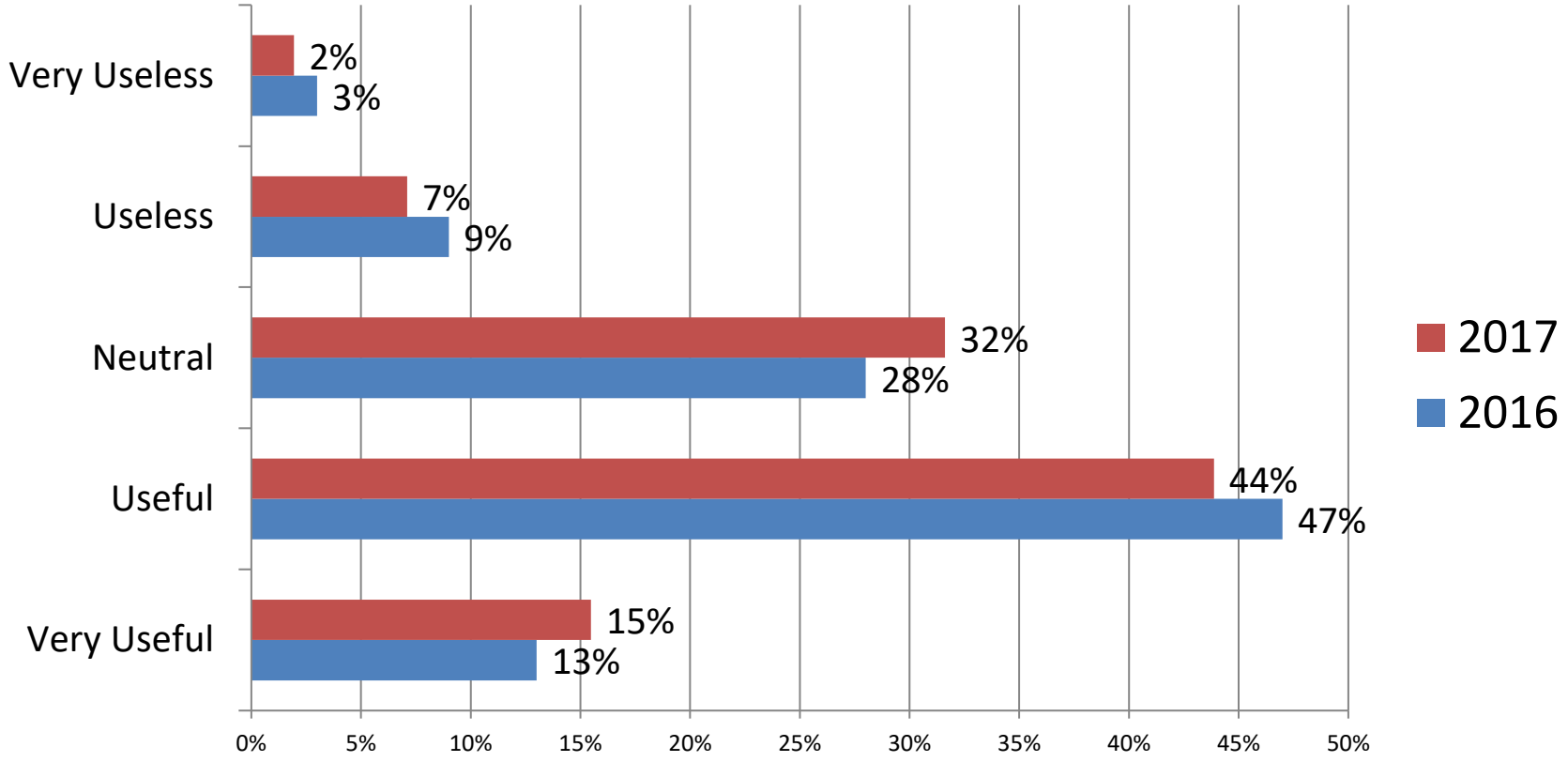
How often do you read the monthly newsletter?



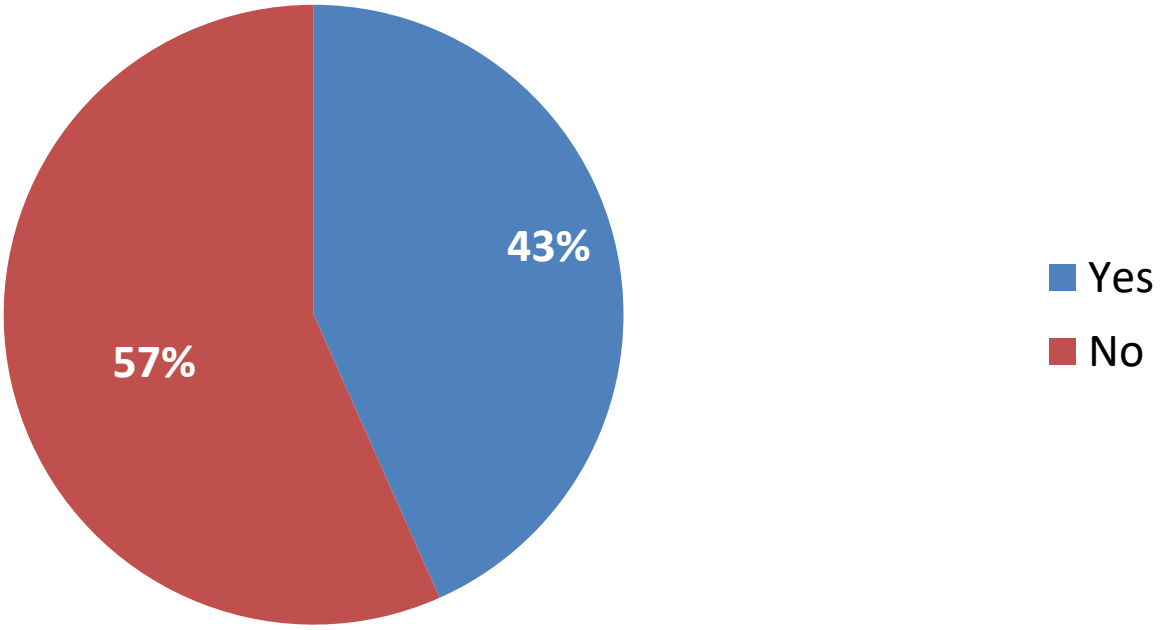
How useful is the information in the monthly newsletter?



Newsletter Comparison

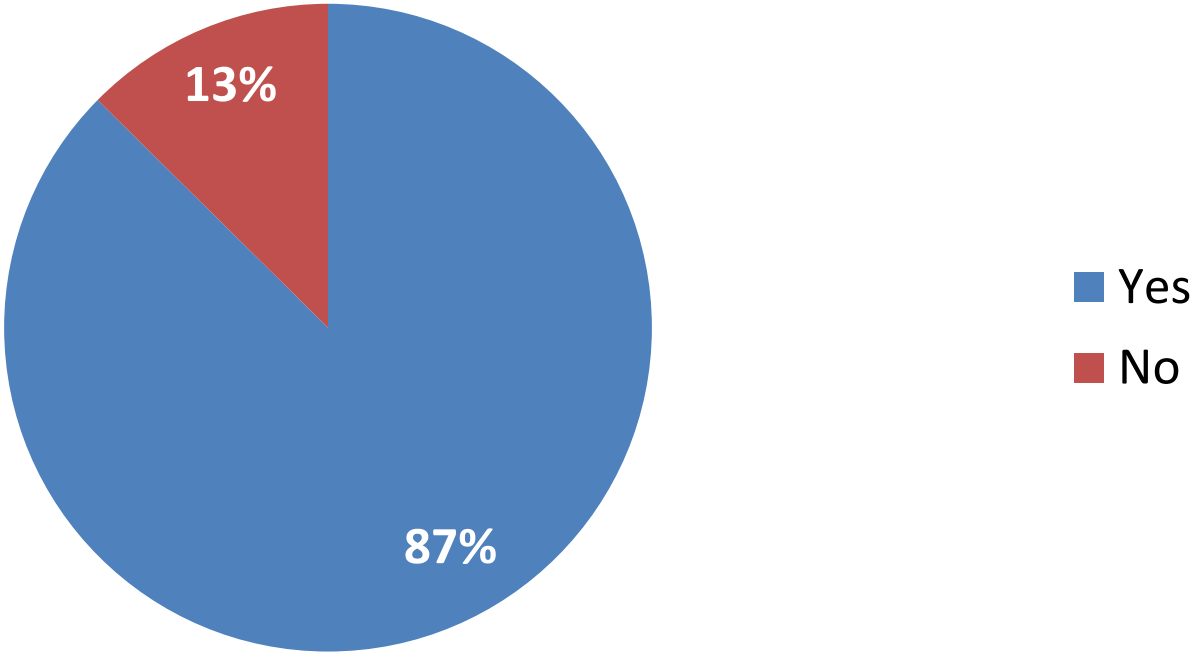


Have you visited the Sugarland Run website [www.srhoa.com] in the past 3 months?



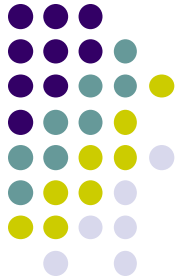
2016 Data :Yes 51% No 49%

Are you satisfied with the quality of community social events that are held in Sugarland Run?



2016 Data: Yes 73% No 27%

How important are the following types of community social events that are held in Sugarland Run?

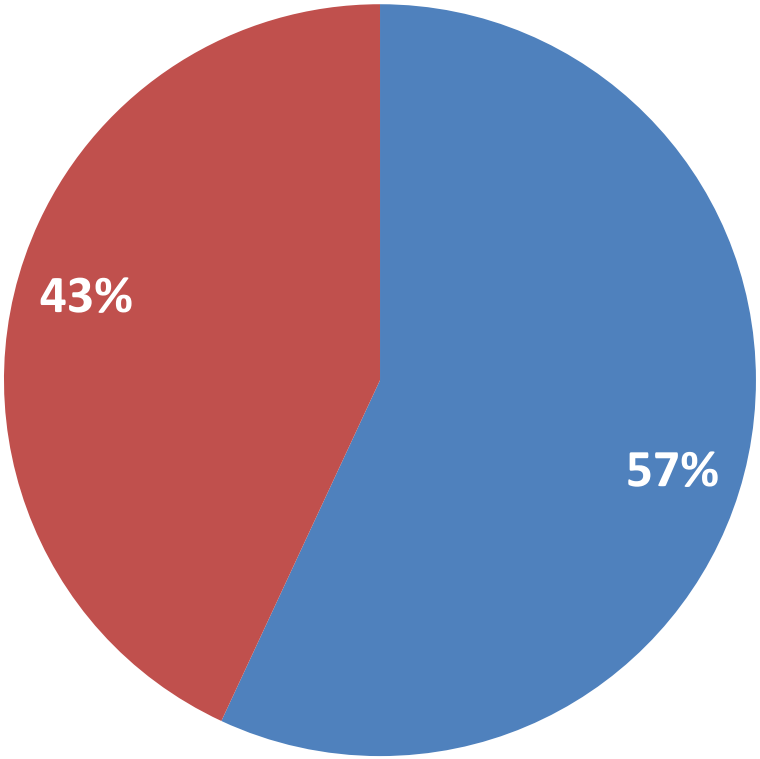


	Very Important	Important	Neutral	Unimportant	Very Unimportant
Events for Families	36.09%	31.58%	21.80%	3.01%	7.52%
Events for Seniors	13.60%	27.20%	41.60%	8.00%	9.60%
Events for Singles	9.45%	22.04%	51.18%	8.66%	8.66%
Events for Children	37.88%	29.54%	21.21%	4.55%	6.82%
Events for Couples	16.92%	31.53%	35.38%	6.92%	9.23%

How important are the following types of community social events that are held in Sugarland Run?

	Very Important		Important		Neutral		Unimportant		Very Unimportant	
	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016
Events for Families	36.09%	29.95%	31.58%	35.27%	21.80%	21.26%	3.01%	8.21%	7.52%	5.31%
Events for Seniors	13.60%	11.11%	27.20%	23.67%	41.60%	44.44%	8.00%	12.08%	9.60%	8.70%
Events for Singles	9.45%	7.25%	22.04%	14.98%	51.18%	53.62%	8.66%	14.49%	8.66%	9.66%
Events for Children	37.88%	29.95%	29.54%	30.91%	21.21%	25.12%	4.55%	8.21%	6.82%	5.80%
Events for Couples	16.92%	14.01%	31.53%	23.19%	35.38%	42.03%	6.92%	14.01%	9.23%	6.76%

Have you visited the swimming pool in the past 12 months?



2016 Data: Yes 54% No 46%

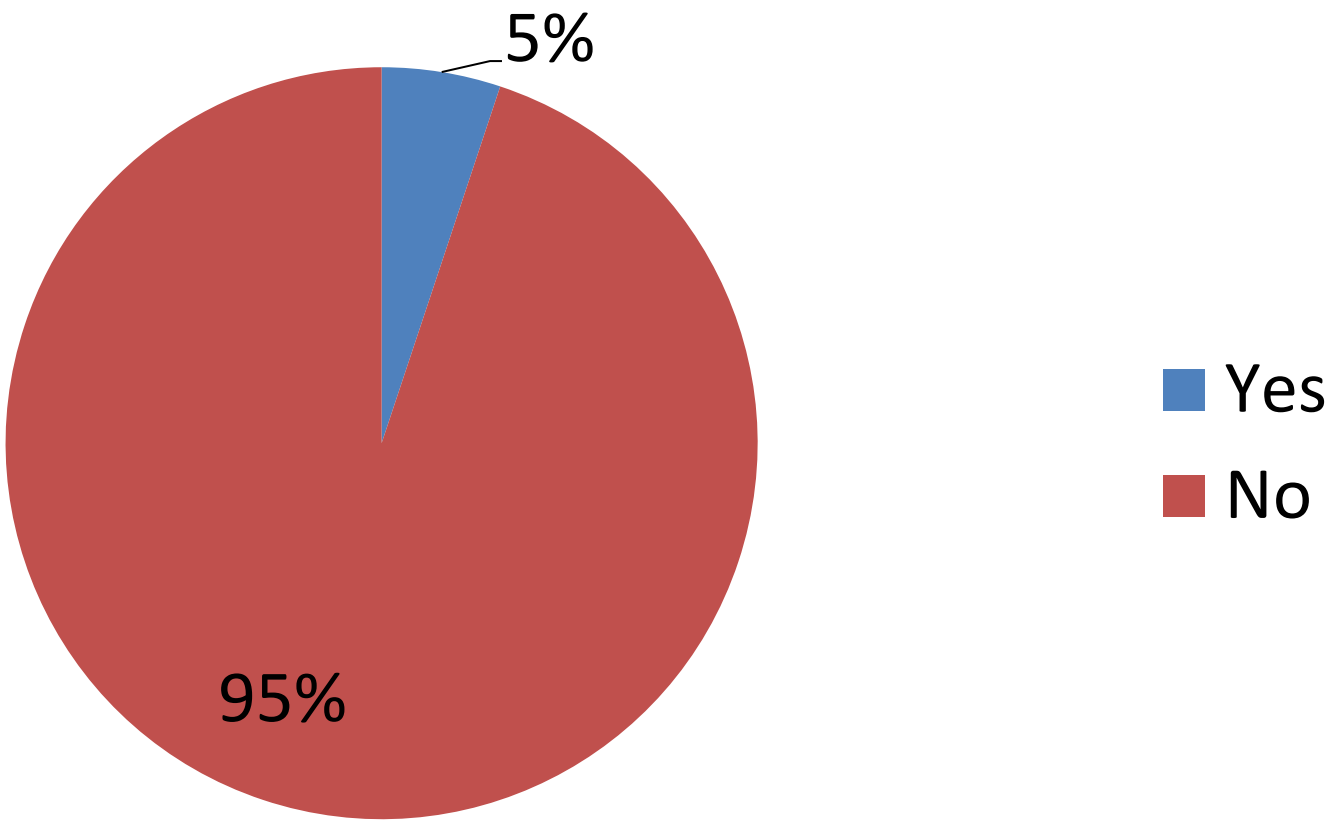
Visited Pool: Overall satisfaction with the following attributes:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cleanliness	27.85%	56.96%	5.06%	10.13%	0.00%
Amenities & Events	24.68%	49.35%	15.58%	10.39%	0.00%
Pool Hours	20.51%	50.00%	8.97%	19.23%	1.28%
Resident Pass Policy	21.52%	51.90%	11.39%	11.39%	3.80%
Guest Pass Policy	14.29%	46.75%	18.18%	15.58%	5.19%
Professionalism and courtesy of life guards and pool staff	17.72%	48.10%	18.99%	8.86%	6.33%

Visited Pool: Overall satisfaction with the following attributes:

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016
Cleanliness	27.85%	18.75%	56.96%	48.21%	5.06%	11.61%	10.13%	15.18%	0.00%	6.25%
Amenities & Events	24.68%	12.73%	49.35%	41.82%	15.58%	32.73%	10.39%	10.00%	0.00%	2.73%
Pool Hours	20.51%	17.27%	50.00%	50.00%	8.97%	15.45%	19.23%	12.73%	1.28%	4.55%
Resident Pass Policy	21.52%	14.41%	51.90%	49.55%	11.39%	10.81%	11.39%	16.22%	3.80%	9.01%
Guest Pass Policy	14.29%	n/a	46.75%	n/a	18.18%	n/a	15.58%	n/a	5.19%	n/a
Professionalism and courtesy of life guards and pool staff	17.72%	10.91%	48.10%	31.82%	18.99%	29.09%	8.86%	18.18%	6.33%	10.00%

Have you reserved the Community Center or Meeting Room in the past 12 months?



Data 2016 identical

Meeting Center Attributes

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cleanliness	28.57%	71.43%	0.00%	0.00%	0.00%
Furnishings/amenities	28.57%	57.14%	14.29%	0.00%	0.00%
Availability/access	28.57%	57.14%	14.29%	0.00%	0.00%
Rental Policy	28.57%	57.14%	14.29%	0.00%	0.00%
Reservation Process	28.57%	57.14%	14.29%	0.00%	0.00%
Sign in/Sign out process	28.57%	57.14%	14.29%	0.00%	0.00%

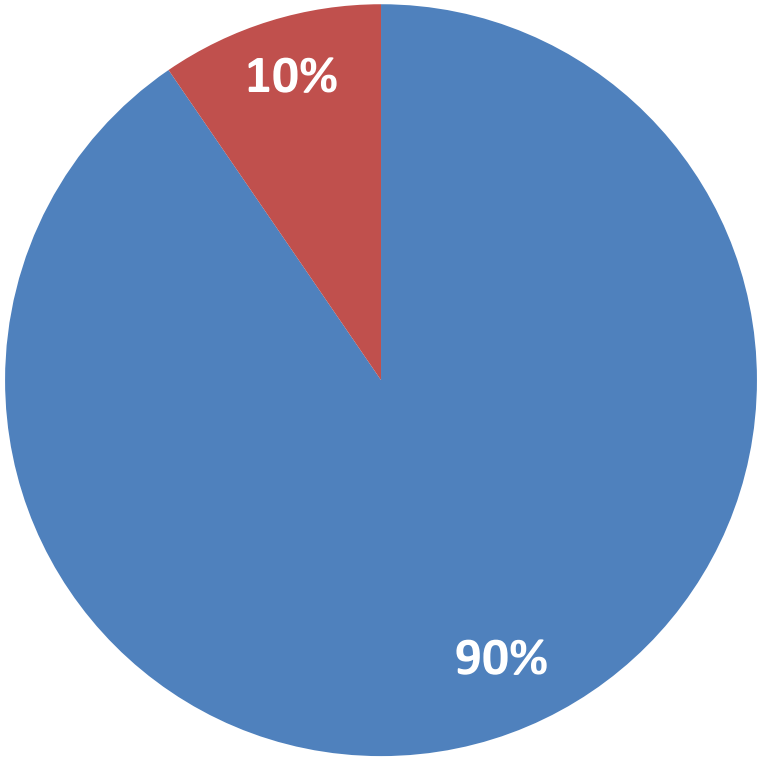
Meeting Center Attributes

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016
Cleanliness	28.57%	36.36%	71.43%	36.36%	0.00%	9.09%	0.00%	18.18%	0.00%	0.00%
Furnishings /amenities	28.57%	27.27%	57.14%	54.55%	14.29%	9.09%	0.00%	9.09%	0.00%	0.00%
Availability/ access	28.57%	27.27%	57.14%	54.55%	14.29%	9.09%	0.00%	9.09%	0.00%	0.00%
Rental Policy	28.57%	9.09%	57.14%	45.45%	14.29%	36.36%	0.00%	9.09%	0.00%	0.00%
Reservation Process	28.57%	18.18%	57.14%	45.45%	14.29%	27.27%	0.00%	9.09%	0.00%	0.00%
Sign in/Sign out process	28.57%	9.09%	57.14%	45.45%	14.29%	18.18%	0.00%	27.27%	0.00%	0.00%

Meeting Center Comments

- That guy that checked us out was a little intimidating, but was OK.

Have you used the trails located in Sugarland Run?



2016 Data: Yes 88% No 12%

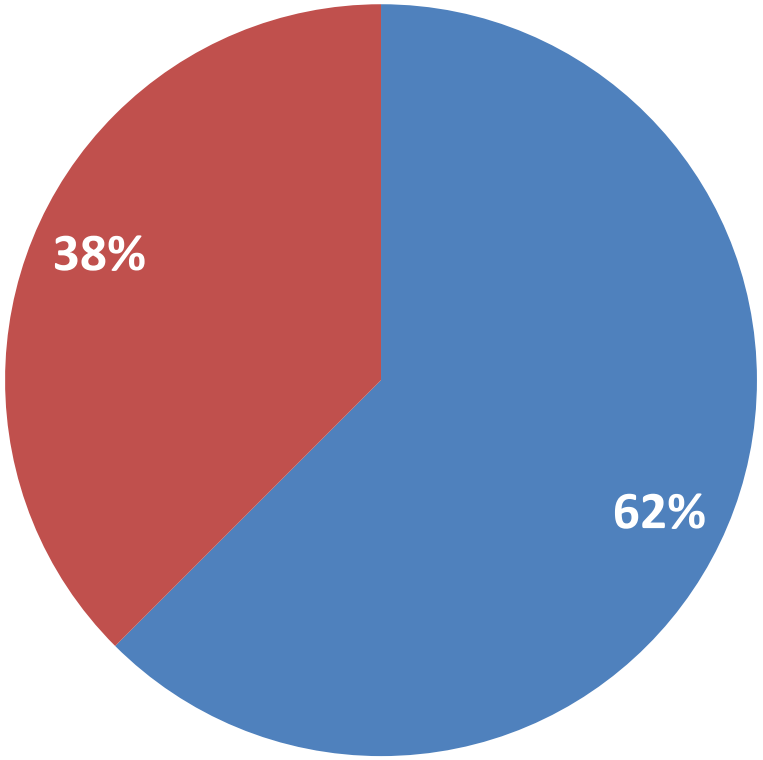
Overall Satisfaction with Trails

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Maintenance and Condition	7.32%	39.84%	15.45%	29.27%	8.13%
Availability and access	34.96%	47.97%	11.38%	4.88%	0.81%
Attractiveness	11.48%	45.90%	22.13%	13.93%	6.56%

Overall Satisfaction with Trails

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016
Maintenance and Condition	7.32%	11.54%	39.84%	43.96%	15.45%	14.29%	29.27%	22.53%	8.13%	7.69%
Availability and access	34.96%	30.77%	47.97%	52.75%	11.38%	12.09%	4.88%	2.75%	0.81%	1.65%
Attractiveness	11.48%	13.74%	45.90%	50.55%	22.13%	18.13%	13.93%	13.19%	6.56%	4.40%

Have you used the playgrounds located in Sugarland Run?



2016 Data: Yes 52% No 48%

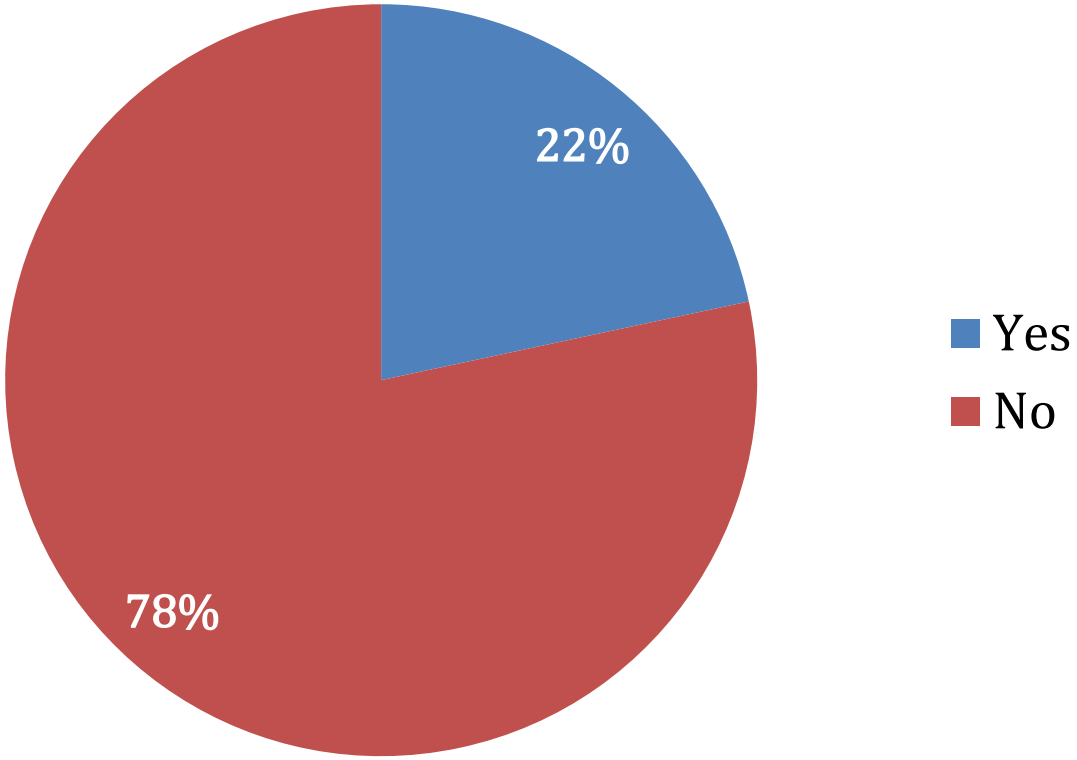
Overall Satisfaction Playgrounds

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Maintenance and Condition	18.07%	48.19%	19.28%	10.84%	3.61%
Availability and access	27.71%	65.06%	4.82%	1.20%	1.20%
Attractiveness	20.48%	54.22%	13.25%	10.84%	1.20%

Overall Satisfaction Playgrounds

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016
Maintenance and Condition	18.07%	18.69%	48.19%	58.88%	19.28%	6.54%	10.84%	12.15%	3.61%	3.74%
Availability and access	27.71%	30.84%	65.06%	55.14%	4.82%	6.54%	1.20%	3.74%	1.20%	3.74%
Attractiveness	20.48%	19.81%	54.22%	53.77%	13.25%	14.15%	10.84%	8.49%	1.20%	3.77%

Have you utilized the sports field/courts located in Sugarland Run?



2016 Data: Yes 16% No 84%

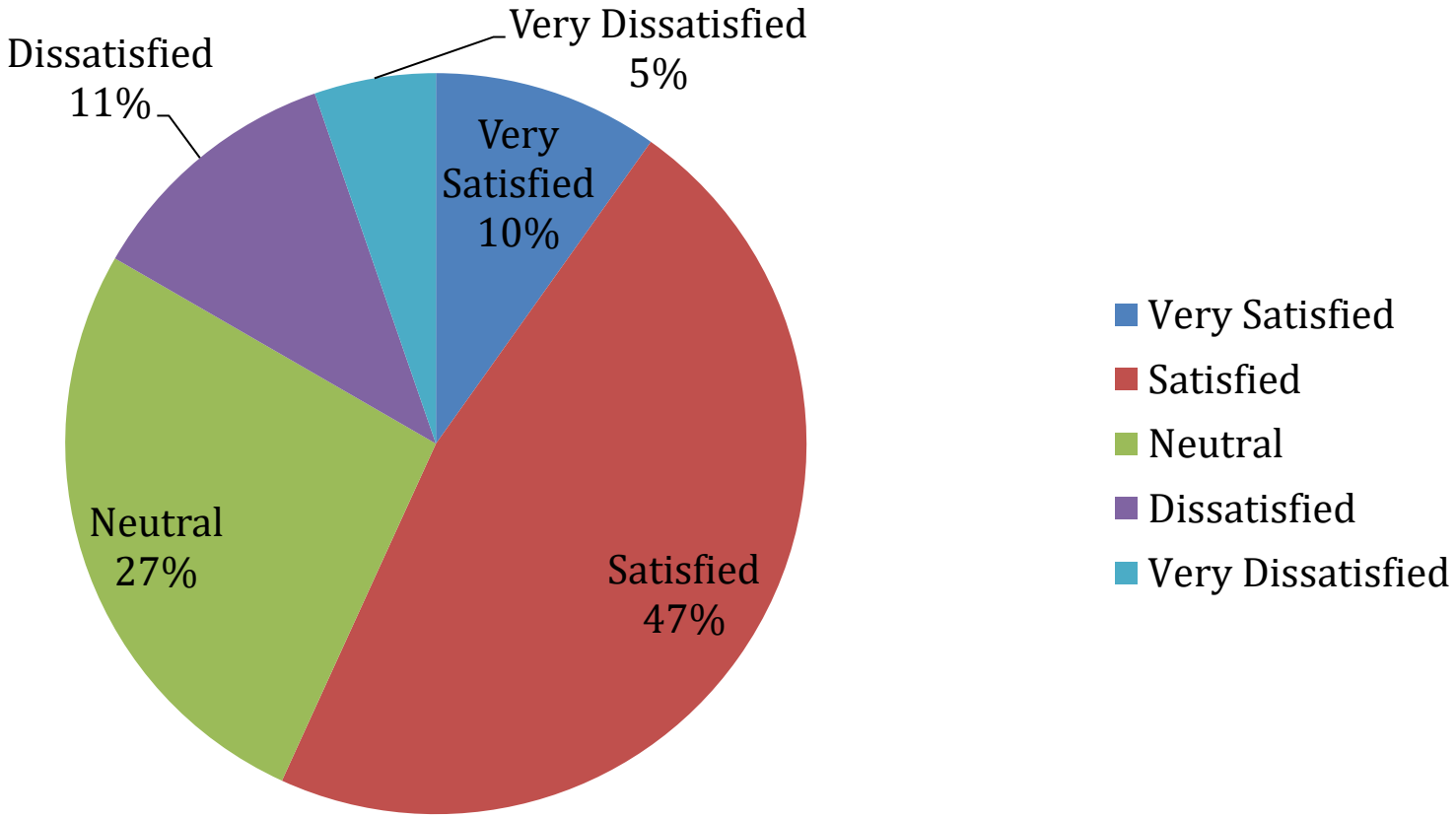
Satisfaction with Sports Fields

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Maintenance and Condition	25.00%	50.00%	17.68%	3.57%	3.57%
Availability and access	32.14%	28.57%	32.14%	7.14%	0.00%
Attractiveness	28.57%	35.71%	25.00%	7.14%	3.57%

Satisfaction with Sports Fields

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016
Maintenance and Condition	25.00%	21.88%	50.00%	59.38%	17.86%	18.75%	3.57%	0.00%	3.57%	0.00%
Availability and access	32.14%	25.00%	28.57%	53.13%	32.14%	18.75%	7.14%	0.00%	0.00%	3.13%
Attractiveness	28.57%	18.75%	35.71%	62.50%	25.00%	15.63%	7.14%	3.13%	3.57%	0.00%

Please rate how satisfied are you overall with the appearance of the common grounds/landscaping:



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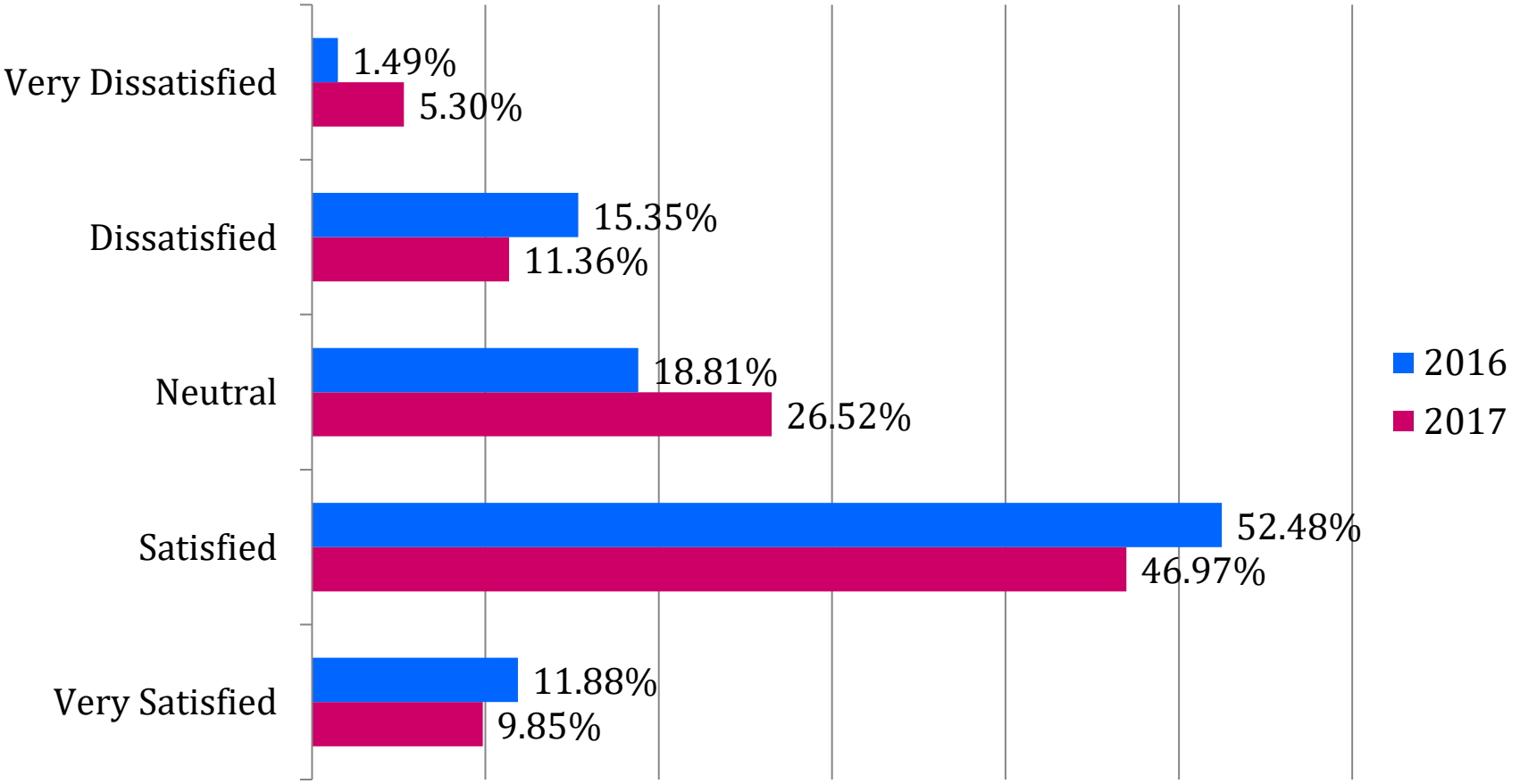
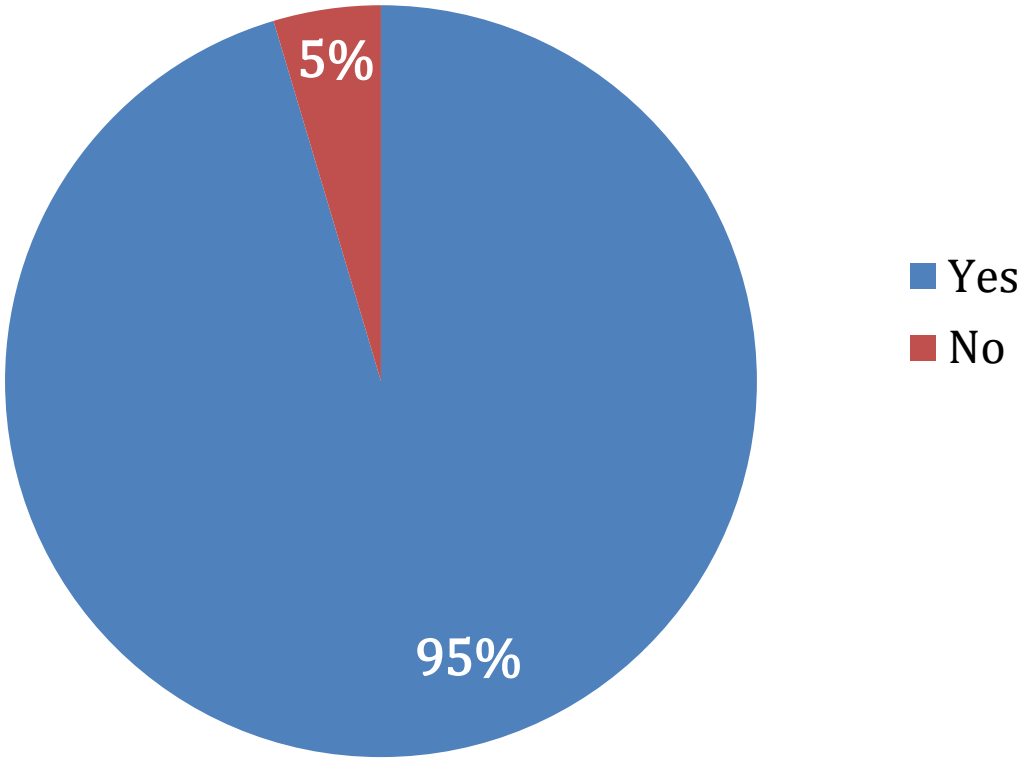
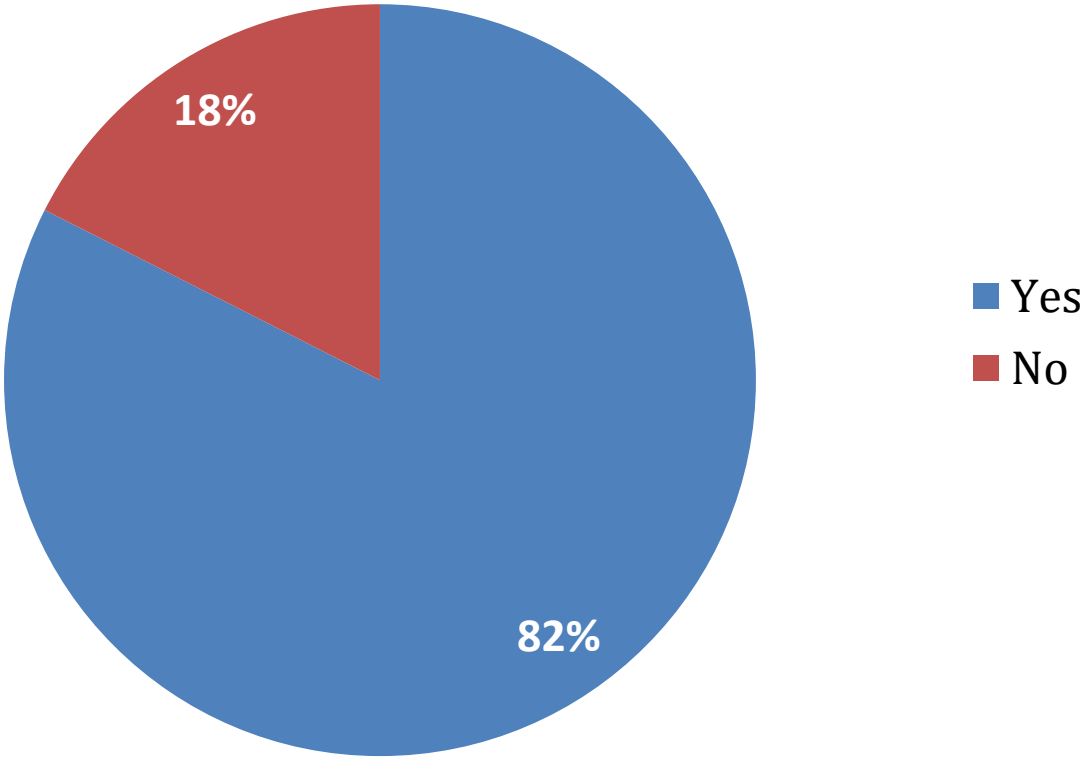


Did you know that the Architectural Review Committee is required to approve exterior modifications to the homes and yards in Sugarland Run?



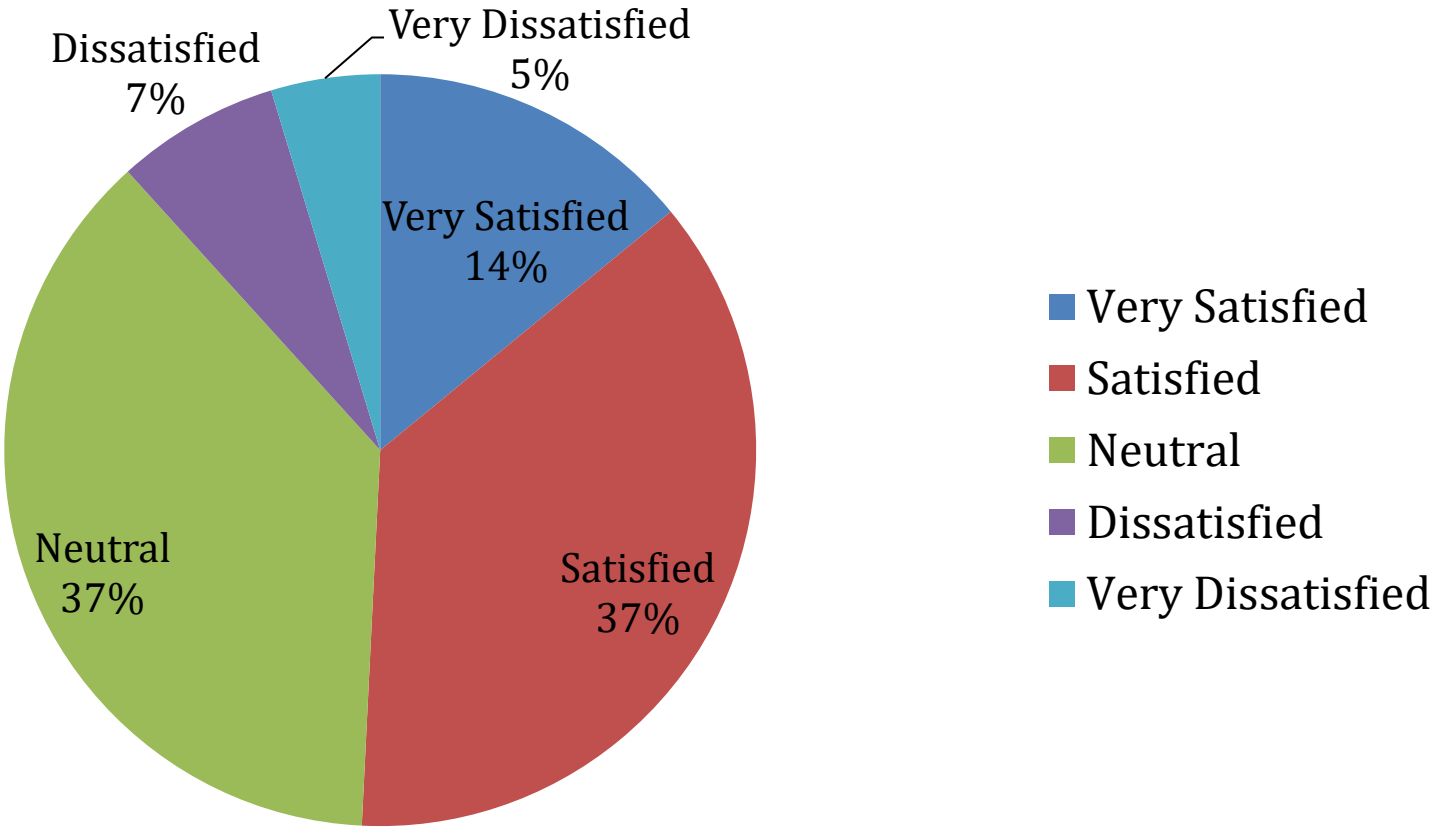
2016 Data Yes 94% No 6%

Are you aware of how to submit requests for approval of exterior modifications and architectural changes?



2016 Data: Yes 86% No14%

How satisfied are you, overall, with the performance of the HOA Board of Directors?



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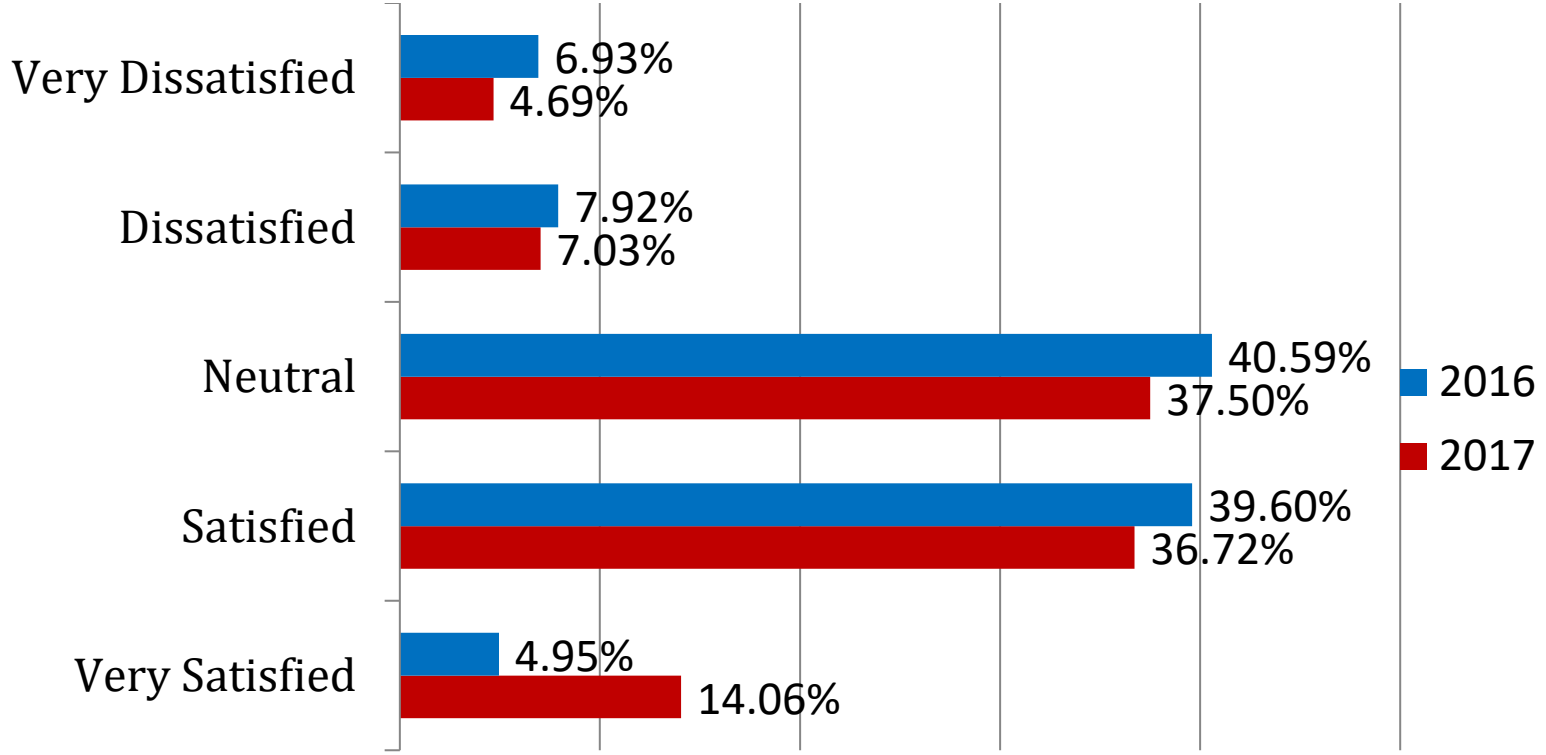
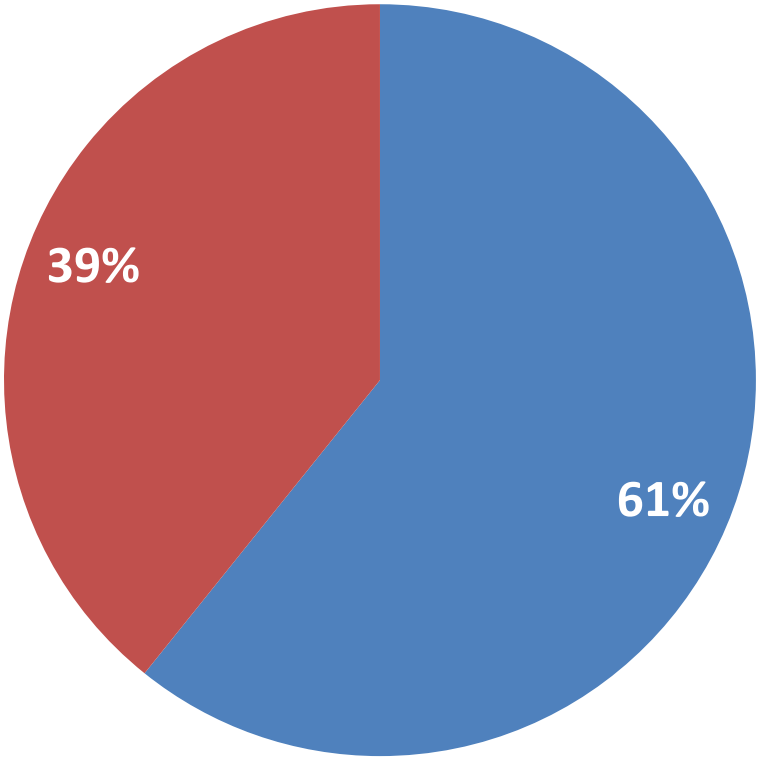
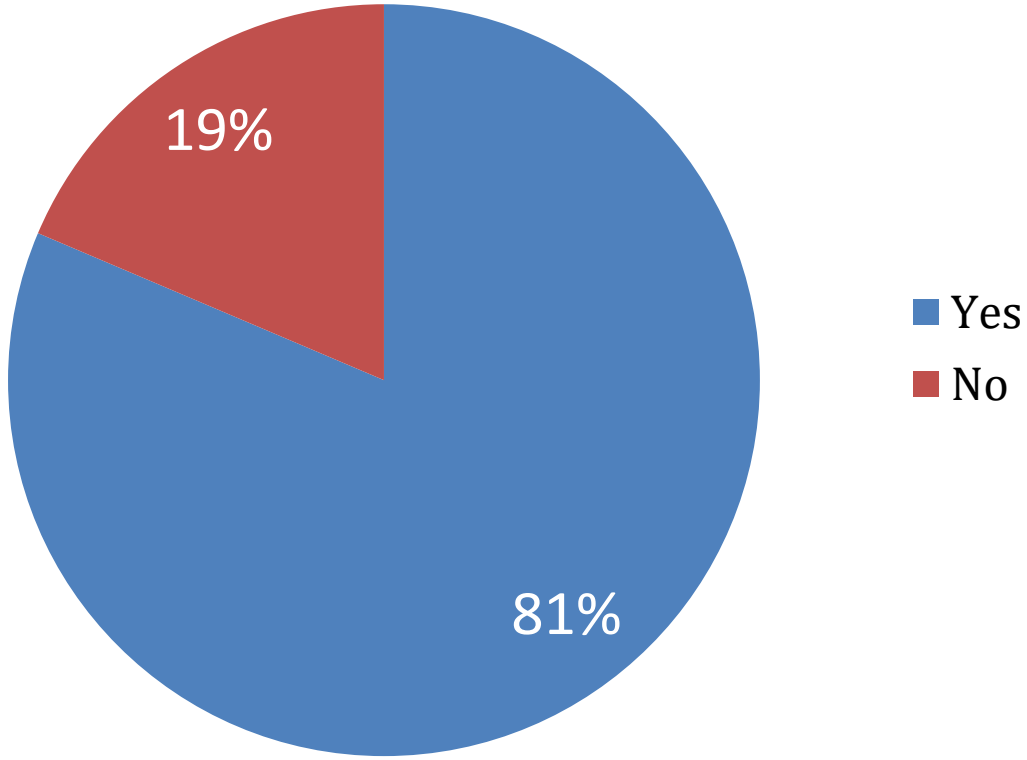


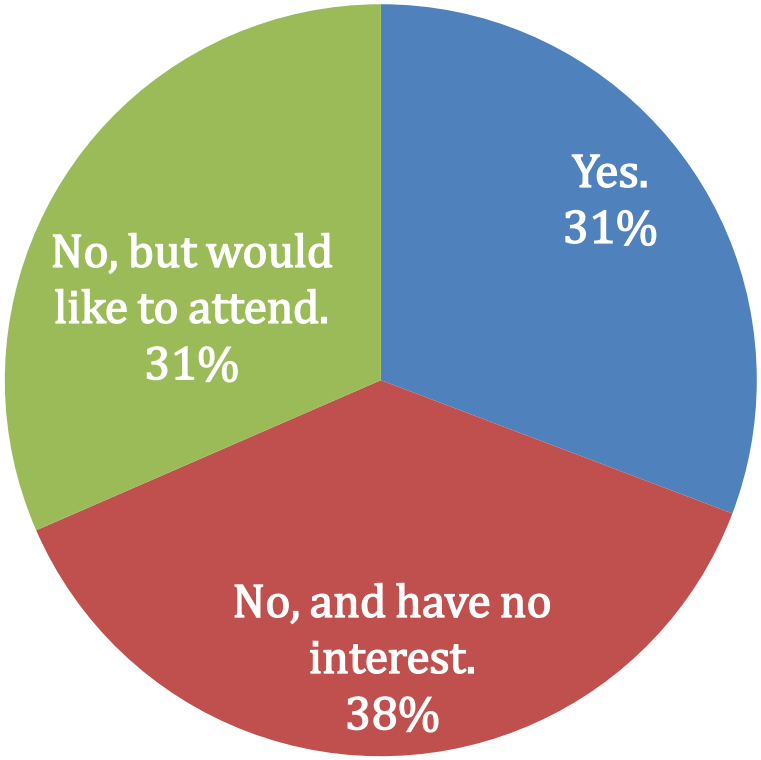
Do you know the process for joining the Board of Directors?



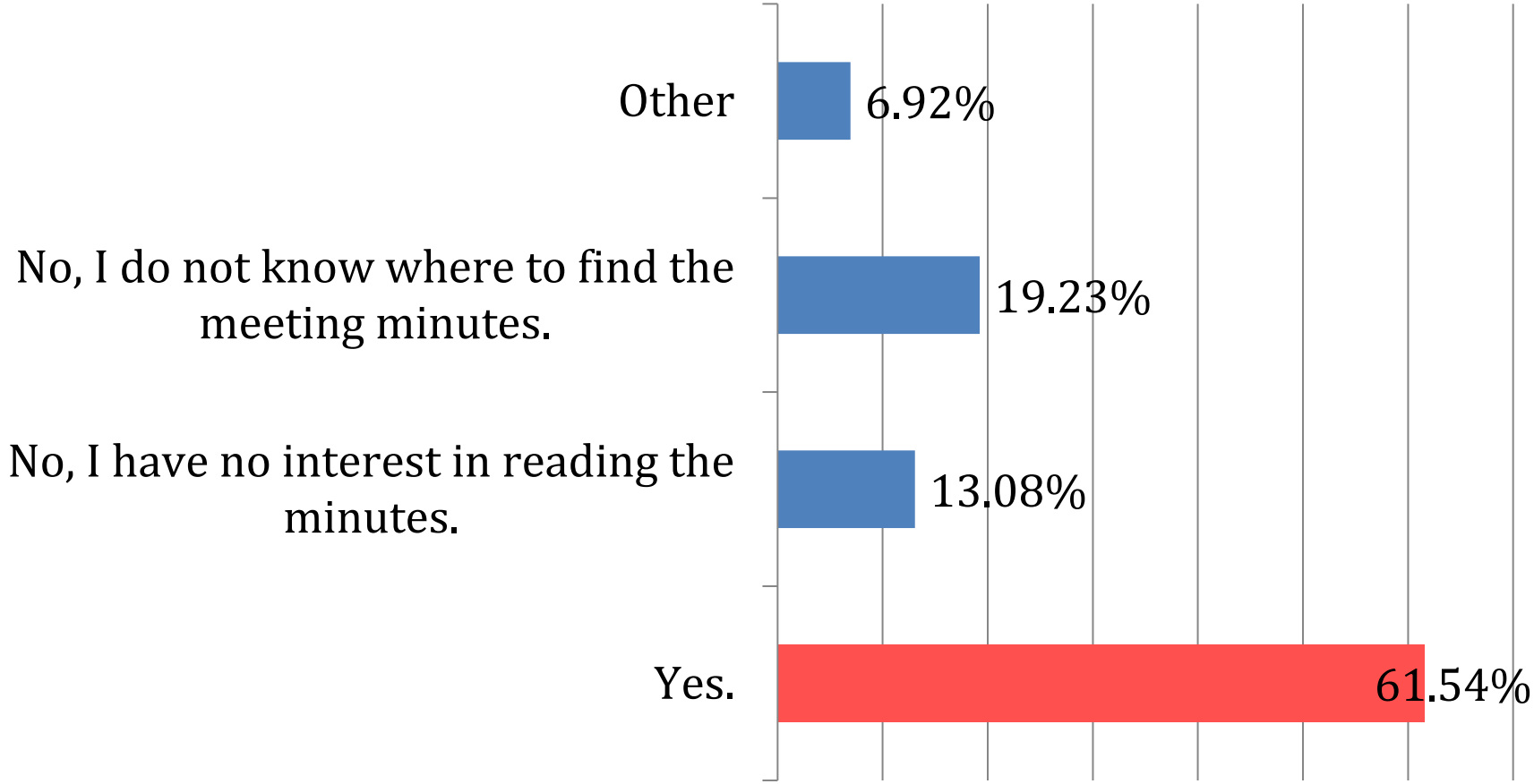
Are you aware of when and where the meetings take place?



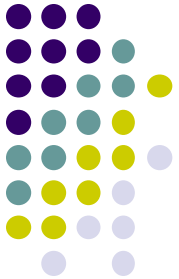
Have you ever attended a meeting of the Board of Directors?



Do you read the meeting minutes?

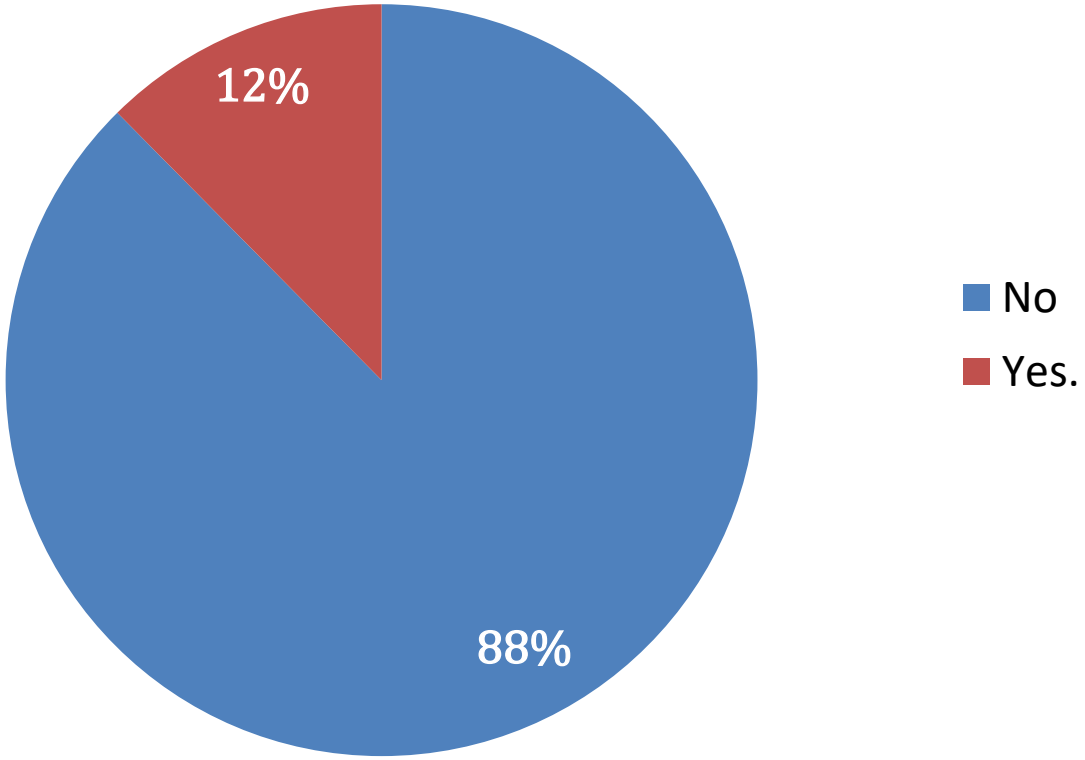


Other reasons for not reading the minutes

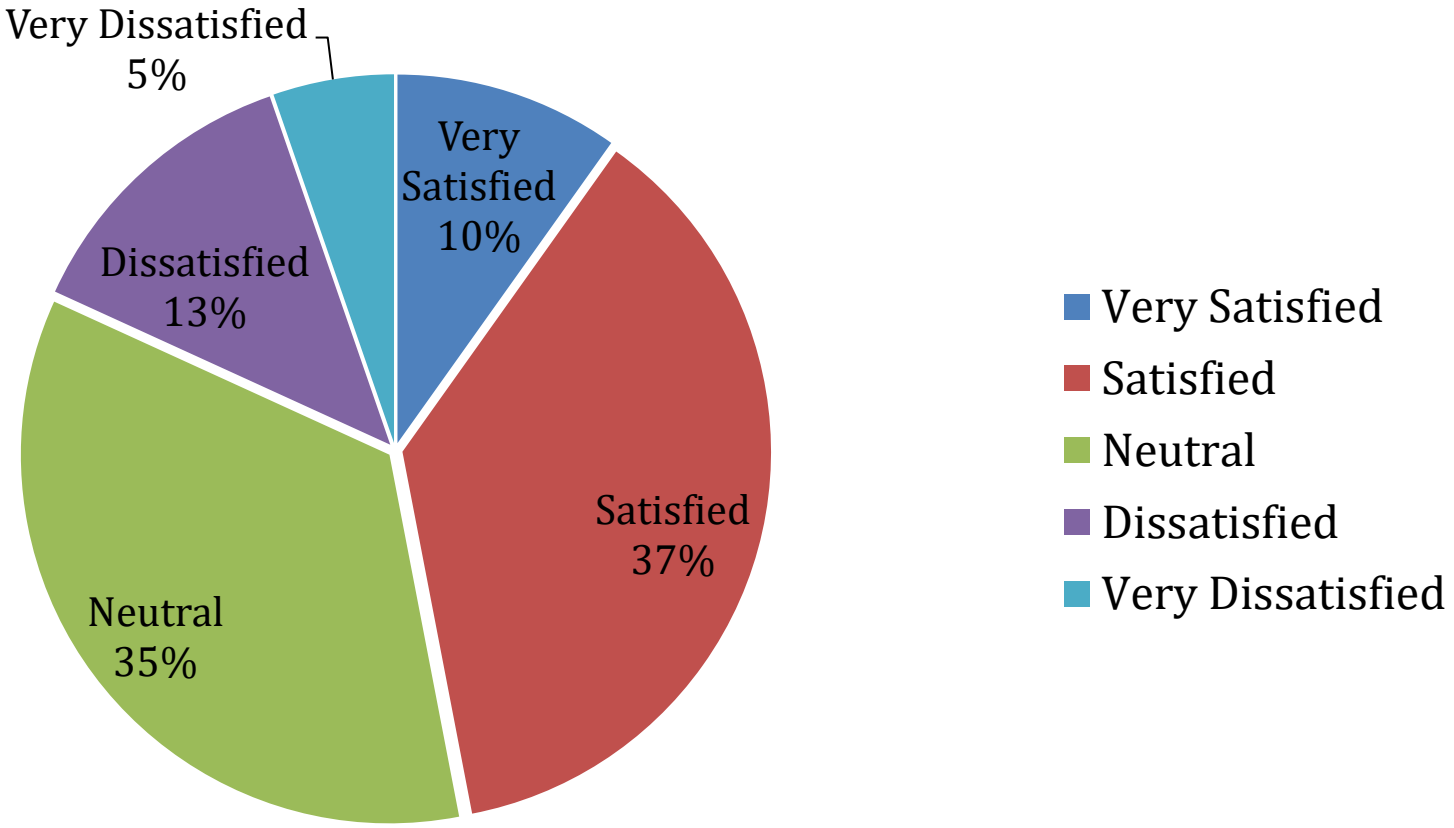


- occasionally I see them in the newsletter
- Sometimes, not often
- They tend to contain very limited information from what i've seen.
- A few times
- Not regularly.
- No clue what this even is
- Why aren't they timely? Like to see upcoming projects (e.g. garage) far in advance so we can weigh in. How about stats for community center use?
- I would like to but they seem to have disappeared
- yes, but I can't find the minutes any more

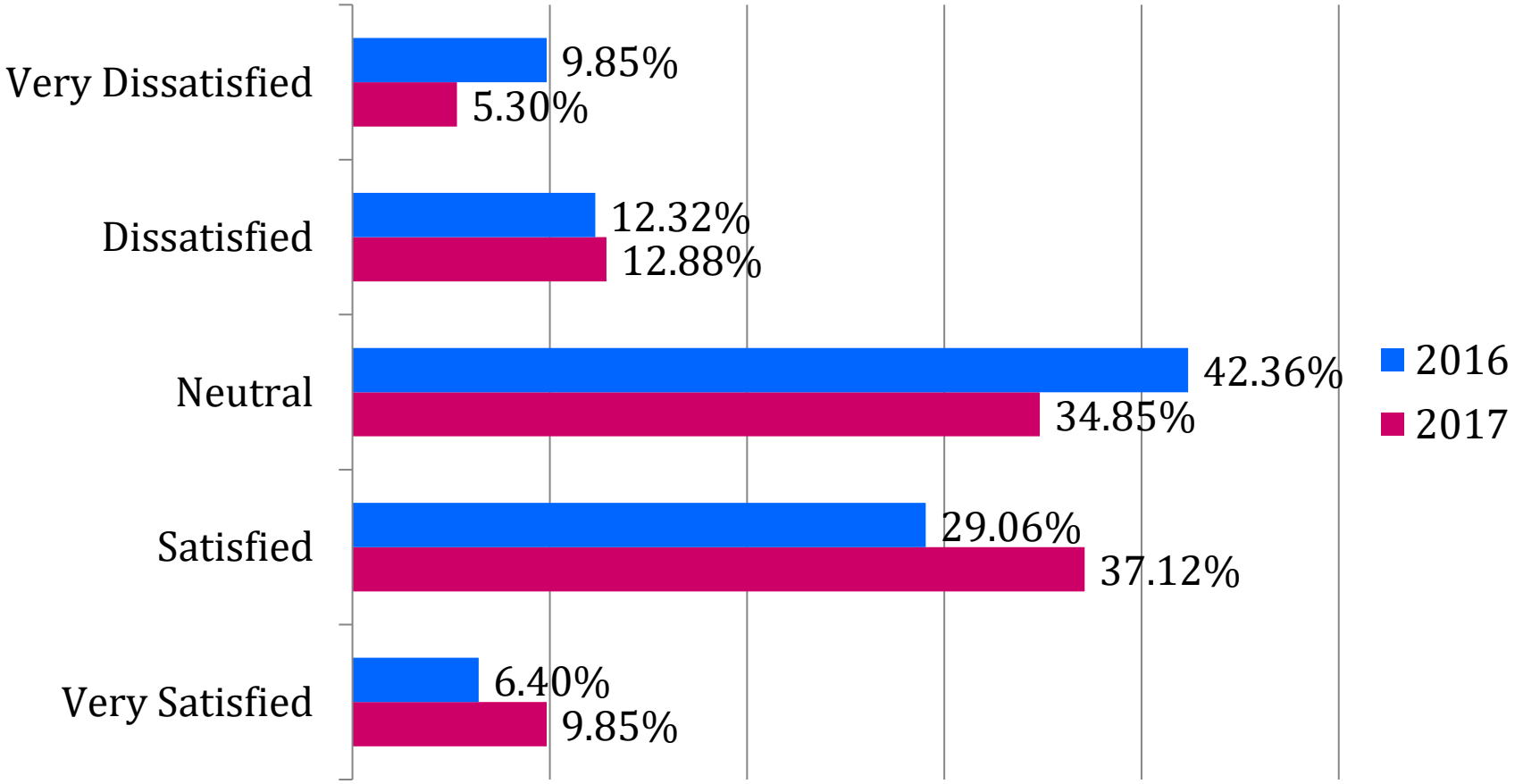
Are you interested in joining the Board of Directors?



How satisfied are you, overall, with the performance of the Property Management Staff?



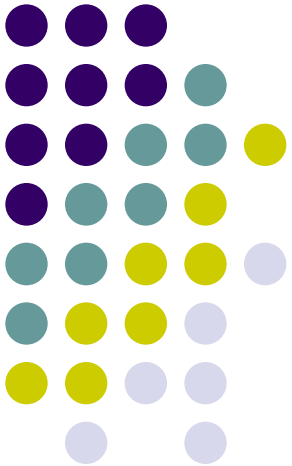
How satisfied are you, overall, with the performance of the Property Management Staff?



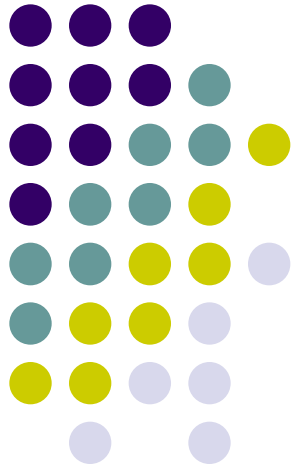
Resident Verbatim Comments

Year 2

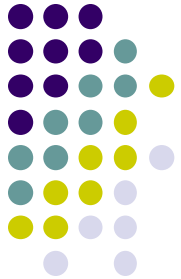
Note: resident comments are reported as received with no changes in spelling, grammar, or punctuation.



Comments about Property Management

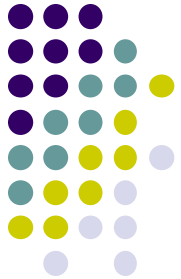


Property Management Staff



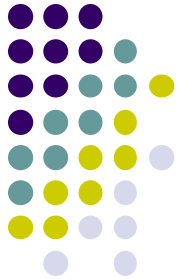
- I don't think I've ever seen one of them smile when I drop my dues off; it feels like you are a HUGE bother to ask for your pool pass,
- I like Gabby, she's nice.
- I feel as though they only do inspections once or twice a year. Some of the houses (and fences) in the neighborhood are falling into disrepair.
- But having a e-service to accept HOA fees without charge is so adequated.

Property Management Staff



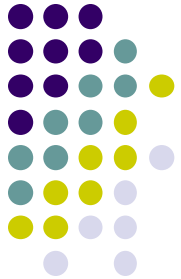
- I've had some great interactions and a couple of interactions that left me wondering. Overall positive.
- They always seem to have a "holier than thou" attitude.
- They don't answer the phone, and aren't helpful when you play phone/email tag. Why do they bring their kids to the office? Why did we reconfigure?
- The property management we hire does a slow job.
- They are getting better,
- Tear down the old Sugarland fence and put up an attractive fence like the fence off of Augusta Drive.

Property Management Staff



- The last few years, they seem nicer.
- Townhome areas look unappealing. HOA not doing anything with letting homeowners maintain the exteriors
- They work for me. I pay their salaries. And they don't treat me with effective, open, timely communication.
- They fail to followup on problems that are reported - ARC guidelines are enforced hapazardly. What are we paying these people for???
- Please respond back with emails in a reasonable time
- Over two months ago I notified the office that a street light was out. It has yet to be repaired.
- would like street light fixed finally

Property Management Staff

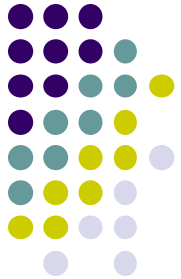


- I would like more policing and enforcement of voilations. Also, monitor sanitation company. They make a mess! Dont pick up trash that falls out of trk
- They are not warm or friendly. Borderline rude
- I would like more policing and enforcement of voilations. Also, monitor sanitation company. They make a mess! Dont pick up trash that falls out of trk
- There's been a markedly positive change since we've lived here!
- The area along Meadowland where the trees were planted is a mowing disaster. The last thing we needed was more trees, & now kids can't sled.

General Property Management Comments

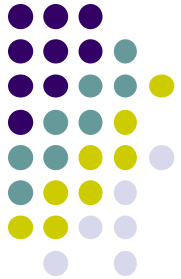
- Everybody in the office is friendly and helpful
- I tried to get paint colors approved last October and a year later, still haven't heard back.
- Information was accurate but not full. It should be delivered assuming that the customer does not know any details. I could have resolved my issue in one trip instead of 3.
- In March and July/August... we called the HOA community center and a lady answered the phone, she seems uninformed and uninterested in anything we say. So I just emails instead.
- apparently we do not have all the color samples in the office - the office staff said "send it in and the ARC will tell you if it's approved"
- Several months ago I sent an email to the on listed on the SRHOA webstie and never heard recieved a response. Thus, after waiting a week, I had to call to resolve my issue.
- Street lights and trash are two things we need to get under control as a community.
- This is IF the HOA manager is even present!

General Property Management Comments



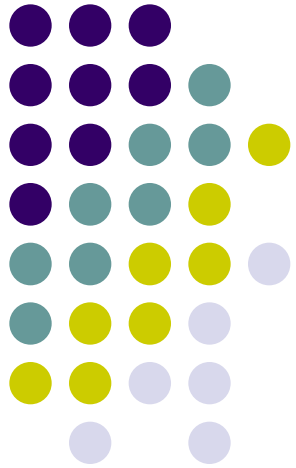
- people at the office are SO RUDE! Short, snappy, and not willing to help
- The person who answered my last call did not sound friendly at all. She actually made me feel like I didn't know what I was talking about (which was why I was calling in the first place).
- Manager never got back to me....I was disappointed after speaking with her in person at office window.
- I have raised several issues with the property manager but never a response.
- Nothing happens when you contact the HOA about problems in the neighborhood.
- A more prompt response would be helpful, also prompt action from requests would also be helpful
- Trees that were on property decades ago along the trails should be taken care of by the HOA
- my follow up email was ignored

General Property Management Comments

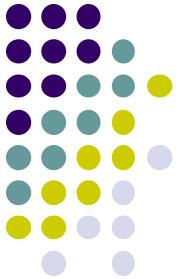


- Contacted about parking issues. Had contact initially but haven't heard anything in months.
- I may not get the answer I want to hear, but I get an answer and everyone seems to make an effort.
- My calls are always answered, but not emails.
- Went in person to office - did not call
- My calls are always answered, but not emails.
- Told it will be taken care of and months and months later it might be.
- Raised a safety issue and nothing was done and it remained for three weeks. i was told HOA was aware of the problem.

Comments about the Newsletter

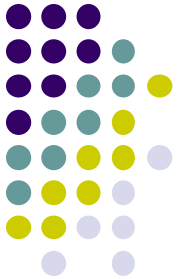


Newsletter Comments:



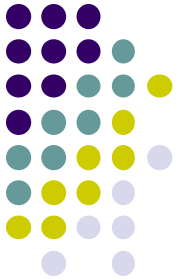
- great job on the newsletter!
- Email newsletter would be fine with me!
- I like Mr. Mckernin's monthly article, he is the most helpful and informative
- Did not receive one for several months, new, pared down version is a waste of paper and money.
- Newsletter used to have more details...
- Enjoy updates and garden info. There is alot of repeated data, which can be good or bad.
- seriously? recipes and gardening tips? and we're PAYING for this? stick to business
- The overview of the financial gives everyone a rough idea of where money is spent

Newsletter Comments:



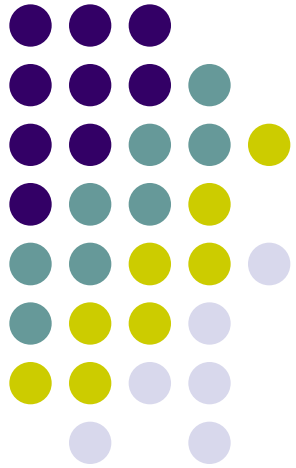
- See other comments - No BOD minutes. The 'tone' needs to be more positive. Instead of shrieking at us that THE HOA DOES NOT PLOW THE STREETS, and DO NOT PUT LEAVES IN COMMON AREAS, provide VDOT number, and perhaps plan a leaf pickup.
- We used to include local resources for pet sitting, babysitting, etc. Any way to bring that back?
- I don't recall receiving one
- It seems designed to be an ad space for board members and those close to them. The newsletter is also antiquated. You should be building the social presence more
- Where are the meeting minutes?
- I appreciate the re-cap of the meetings by Kevin McKernin
- used to be more in the newsletter seems they are cutting back on it

Newsletter Comments:

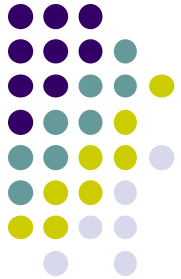


- I read it online. I'd prefer not to receive a paper copy.
- More useful around summer for pool info
- Would love to have an option to opt out of the physical newsletter and read online only.
- Would prefer an online only newsletter to reduce cost and use of paper.
- I would like crime report included
- I have yet to receive a monthly newsletter, but I am unaware of how long it would take to be sent as I've only been living in the community for six weeks.
- Not informed about any of he minutes or strategic project agenda. No clue where my money is going
- The mailed newsletter i received after events, making the calendar less helpful.

Comments about Newsletter Content

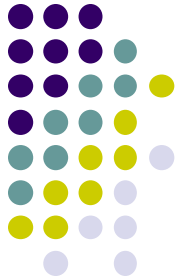


Newsletter Content Suggestions



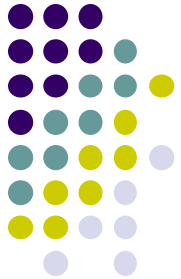
- How we can avoid picking on residence for dumb things and threatening fines for them
- current format is great.
- Seems ok as is.
- It's good.
- Resident announcements
- Upcoming events
- Events, Meeting Dates/Times, Volunteer Opportunities, Kids Events
- I would prefer to see a regularly updated electronic resource.
- nothing more
- It;s okay, it is just easier to read and "talk" on the facebook page so I don't quite need the newsletter
- Important highlights of meetings

Newsletter Content Suggestions



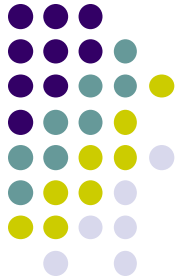
- more HOA business info and FAQs like how often property inspections are held, etc. People who live on the main road in the neighborhood believe their properties are inspected way more often than side roads
- Not sure. I think it would be better to save the money on all that paper and post pictures about events and give information via the webpage or email newsletter.
- Events before they happen. I do not want to receive a newsletter that has events that have already happened.
- Home sales, activities, happenings...
- Community activities. Community budget. Community expense needs.
- Projects, events, happenings in the community
- More of the same
- Crime incidents
- Positive stories about residents. Importance of keeping yards in good shape; handyhomeowner how tos; what it will take to get one trash company for neighborhood....maybe cost estimates may help?

Newsletter Content Suggestions



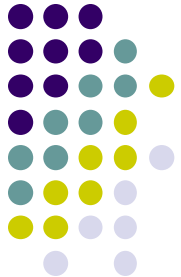
- Bring back the old format so we can seek babysitters, lawn mowers, and such to help these kids earn money.
- Community events
- I am happy with the newsletter as is.
- more detailed board minutes and pending future actions for review
- much more about operation of the HOA - we don't need recipes and gardening tips. How about utilization numbers for the new clubhouse? We all paid through the nose for that, and apparently, it's underused.
- Cleanliness
- Explanation as to why board goes into closed session when they're elected by us, why is the pool shut down to residents who PAY for operation and open to others that don't during swim seasons, why is view of lake blocked now with OUR $ on trees
- Board Minutes! Upcoming plans for comments - those 'handicapped' ramps on a 10 degree path slope are a waste of money.
- upcoming events, status updates on projects in the community

Newsletter Content Suggestions



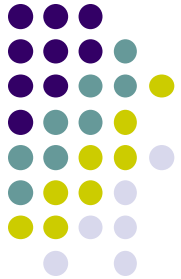
- Local resources for lawn mowing, pet sitting, etc
- maybe things like trends in paint colors, improvements, etc. any streamlining of policies/procedures.
- upcoming activities and events; helpful information for homeowners/residents
- More details on safety tips. Parking
- Upcoming events, areas of concern, crime and area issues updates, neighborhood community builders, meeting dates and times with discussion items
- Possible improvements in the community
- Monthly or quarterly update on the projects that are dues go to.
- Anything that could affect the hoa fees
- Gyms?
- crime reports

Newsletter Content Suggestions



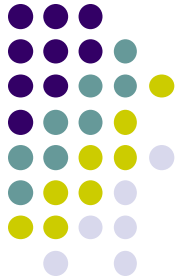
- Local events that surround our neighborhood. It still brings neighbors together and a lot of these events we don't have in SLR
- News letter seems obsolete. Social media is the way to go
- Expanded minutes, upcoming agendas
- Op Ed from residents of limited size
- Successes of community residents in jobs, community and legislative affairs, family news etc.
- The updates needed in the community. A forest renewal plan. Updates on the burned out new issue lights. The next area to be updated for lighting.
- home sales & prices they sold at
- How about posting a list of properties which are in violation of ARC guidlines.
- Community crime, awareness, more news regarding new staff added to office, a link where we can issue requests/communication for work needed if we do not have time to attend to a meeting
- what services can the elderly receive in getting rid of dangerous trees, is there a company that works in our complex
- decisions made by the board

Newsletter Content Suggestions



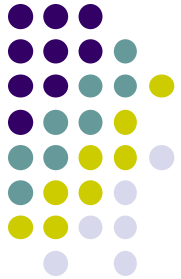
- Gyms?
- crime reports
- I like the current content.
- Updates on maintenance/repair in the community. Crime report would be nice.
- local events, traffic/school info, hoa events
- What is going to be voted on. What the procedures are. Surveys on issues that residences are added by. Streets, snow clean up, dog park
- List of people you can hire as babysitters and people to shovel snow like you used to have. Seems like I hear about stuff from Sugarland Facebook page much sooner than newsletters
- Funded projects, ongoing improvement information and ideas or projects being did used or looking for funding

Newsletter Content Suggestions



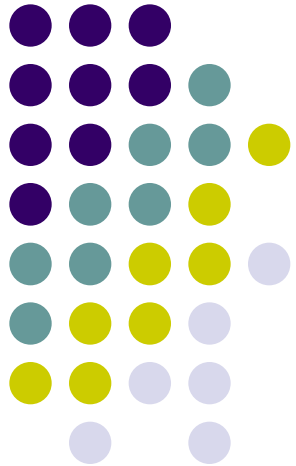
- Updates on maintenance/repair in the community. Crime report would be nice.
- A how to report things that need to be done and expected time schedule to get accomplished
- Other local events outside of Sugarland.; Information that has not passed before I receive the newsletter.
- Trash collection holiday schedules (so that trash won't be out on a holiday non-collection day
- The full text of meeting minutes, including voting details.
- neighborhood infrastructure maintenance schedules (paths, playgrounds, street lamps, etc)

Newsletter Content Suggestions

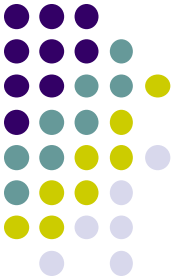


- Project tracker. Where money is going. Safety concerns and solutions
- Upcoming events, where the money is being spent, what's going on
- Upcoming neighborhood events
- Would love to know of neighborhood public events, eg, Dominion High musicals, elementary school public fundraisers/events.
- Community news, warnings, future plans, requests for services and growth opportunities.
- Information about upcoming projects.
- Community events, meeting minutes, pool info, etc

Comments about the Website content and site usage

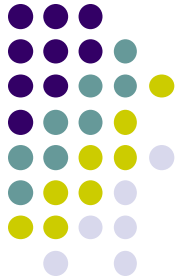


What were you looking for on the website?



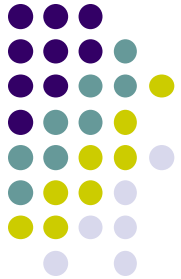
- almost never
- ARC guidelines
- ARC rules and procedures
- basic information
- By laws
- How to pay my bill
- just brozing
- no ARC Colors, upcoming project plans
- No, the page doesn't load. Based on prior visits, the page is poorly constructed and difficult to find info.
- Number
- Paying hoa bills, yes
- would prefer if there was a bit more information. I would love to see a page with the floor plans for all the original models. And maybe a more detailed (easier to use) map of the walking trails.
- yes, information about fall community activites
- Yes. How to pay HOA fees electronically. The service fee is too much to do it.
- Yes (21)
- No (5)

Website Content Suggestions



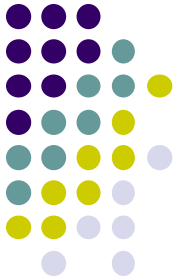
- Maybe a community only forum or message board. Somewhere we can easily access the homeowner directory and digital versions of the newsletter. And more detailed information about the neighborhood.
- I haven't been to the website, but if it's not already there...links to Facebook and community events
- Easier to read trail maps, nfo for new residents in one document.
- More information about which streets are getting new streetlights, a schedule of maintenance, when are the inspections happening.
- Digital copy of the newsletter would be nice
- more information on neighborhood resources and how to utilize them.
- Online dues payments, up-to-date information and policies.
- nothing
- The website doesn't always load to find information.

Website Content Suggestions



- None
- right now the website doesn't even come up
- More pdf writable files to make approval process for paint, etc.
- An updated, more user-friendly website would be helpful. My husband is a graphic designer and does this as his career if you need help! Jason and Katie VanDorsten. 703-919-1394.
- Obtaining pool passes and test passes electronically.
- Layouts of the different floor plans
- Free electronic HOA fee payment.
- info such as history /name of the houses , links who to contact if you need house plans, loudoun gas etc , urgent contact of HOA
- Notifications
- Current information is good

Website Content Suggestions

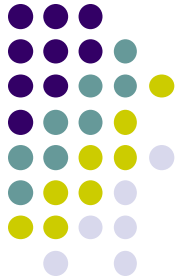


- I dont
- FAQ section,
- Just tried to open it and it won't. Maybe that.
- Better trail map
- More information on the HOA Board initiatives and projects being worked on.
- online submissions (feeback, arc requests, etc)
- Nothing
- Your aerial photo of lake is outdated. Your spending of money to plant massive trees now has view blocked, had increased drug activity and skunks and fox activity around the lake. Which is no longer nice to look at its all overgrown

Website Content Suggestions

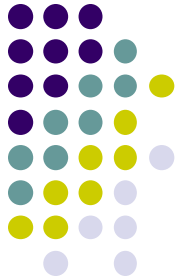
- Board Minutes! This is November - the latest board minutes are from February! Upcoming projects - that new garage seemed a surprising decision, and not well advertised. Very unclear why we are spending money on it.
- Office phone number.
- agenda or discussion topics for board meetings prior to the meeting
- Subscribe to email (if it's not already there)
- information on what is happening in the schools
- Newsletters posted online
- the ability to talk to other people in the neighborhood, a usable interface...
- No
- Ability to sign up for newsletter via email
- place to file compliants

Website Content Suggestions



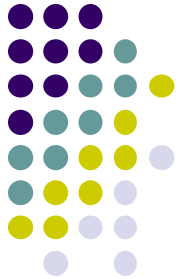
- Paint samples if they aren't already there
- Well, since we don't look at it, I can't realky give an answer
- Never seen it
- HOA Board minutes
- Unable to respond, have not visited it.
- The Sugarland Run Live group. Why is it not publicized? The August corridor traffice study. Never mentioned.
- can't think of anything
- The ARC guildines would be nice to have. Also, a way to post problems you see in the neighborhood
- no suggestions
- crime reports

Website Content Suggestions



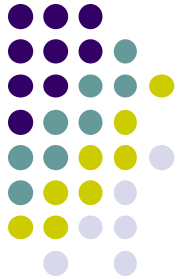
- information on community amenities (tot lot locations), a community communications page would be helpful
- It should be offered in other languages especially in Spanish.
- a link to the nextdoor group for the forum
- Information should be more up to date
- Updated content
- First time at new eebsite.... looks much better. I'll probably go there more.
- It should be offered in other languages especially in Spanish.
- Schedules for such things as common area clean up and tree trimming

Website Content Suggestions



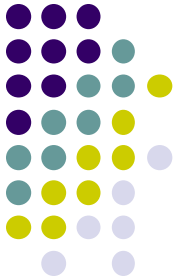
- I would like more info on the number of homes in the neighborhood. I would also like a map of all of the trails
- a way to renew your swimming pass, guest pass online.; SurveyAnswerTextNull
- More information about how decisions are made.
- A landing page for resources for the community: painters, babysitters, immediately approved colors for houses etc; easy pay for hoa fees; security notices; ways to get involved; projects we have outlined for the year: agenda items; transparency
- Keep current, have current events, meetings news
- More non kid activities for the neighbors who don't have kids can interact more with their neighbors

Website Content Suggestions



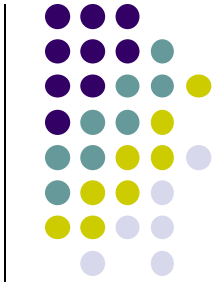
- Updated calendar, and perhaps links to the unofficial but oft-used Facebook and Next Door groups for neighbors not in the know.
- Free dues payment option
- Something similar to Sheriff's list of recent "incidents" - where trees are trimmed, when lights went out and being fixed etc.
- There needs to be a digital HOA handbook. Html and or searchable pdf

Reason for not visiting the website:



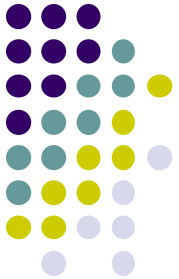
- no need to
- We don't need an HOA
- No need
- I haven't needed anything.
- Have not needed to
- It’s never comes in my view
- not needed
- I gain most information about the community through the facebook page. I do not look at the website unless I'm looking for particular information.
- I do not need to
- nothing relevant there

Reason for not visiting the website:



- No need
- No need to
- Does not have very relevant or useful information.
- Haven't needed to.
- Haven't thought to
- Not on my to do list
- I didn’t need it
- No need
- Didn’t even know we had one!
- It is hard to find information.

Reason for not visiting the website:



- I never think of it
- haven't needed any of the information housed there.
- No need
- I don't think about it
- Haven't needed to
- Too many websites to keep track of, use Facebook more often.
- I have not had occasion to. Similarly, I did not have the impression that the website had important/current information. I thought it was simply a repository for the bylaws and stuff like that.
- The interface is terrible. It feels like it has been implemented by a retired person who learned the internet through Netscape
- No need
- Don’t have the need

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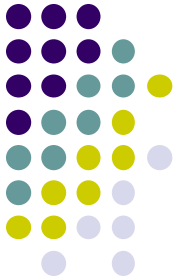
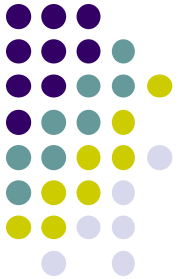


- It’s not really discussed in neighborhood forums or the newsletter so we didn’t really think to check it out
- Read newsletter and I am also on the sugarland run facebook
- Never really look for it.
- I didnt know about it
- Busy with other things.
- Did not know it was relevant until this sutrvey. NOt much about iot in the SR monthly News.
- The last time I was on, I couldn't find the information I was looking for.
- No issues to pursue or learn of.
- Did not need anything specific.
- not interested
- i dont have a computer I still live in the dark ages, i am sure it is pretty good

Reason for not visiting the website:



- no need
- Didn’t know the address
- Not current, easier to find information elsewhere
- No relevant information last time I was there.
- Relied on the newletter
- Haven't needed to and last time I looked at it I couldn't find what I wanted
- no need
- Facebook is a more efficient way to communicate. That way you can push information to homeowners and they don’t have to wonder where to find it.
- Waste of time.
- Useless and dated; poor branding not intetefgrated with social media. Geared turfs the 50+ market. Also doesn’t support a delve service platform/layout

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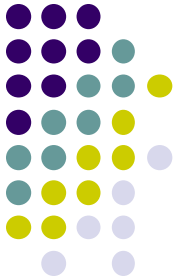
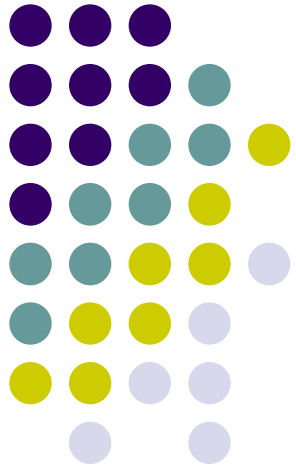


- Haven’t needed or thought about it
- I haven’t had a need to
- Have not needed to
- No need
- Was not aware
- no reason to
- No compelling need to.
- I have not had a need to
- I didn't know it existed.
- Didn't need info

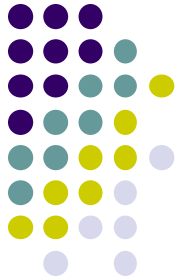
Comments about Social Events



Social Events Comments

- would love to see more community planned events, but I'm being a bit hypocritical since I haven't been able to attend any since we moved in in December. I plan to begin attending events and being more active in 2018.
- My sister, who lives with us would like to see some single events.
- The activities committee works hard for this. I am unaware how much support these volunteers get from the HOA, if any.
- Spend more time on approving forms
- Due to our schedules, we cannot attend often, but I think the offerings are nice.
- Everything for adults involves alcohol with stupid pictures on Facebook.
- The CAC does a great job
- Effort is there, but need “cooler” “up to date” stuff to happen

Social Events Comments



- Sugarland Run was started when there was nothing out here. Now, there is an abundance of other facilities (Claude Moore Sportsplex), social events and programs. Do we really even need the HOA/CAC at all? Just a thought.
- More cleanup groups and cleanup drivea
- N/A -it seems that the Loudoun community has grown up around us - there are plenty of recreational and social activities locally now. We are not the isolated 'island' we used to be when the community was built. We should adjust accordingly.
- The parties are ALL THE SAME and run by that crazy woman!
- I am pleasantly surprised with the community events for both children and adults. I look forward to meeting more people in the area this way.
- go CAC!
- Neutral

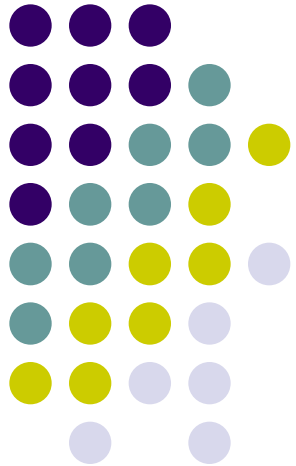
Social Events Comments

- I see their are adult gatherings throughout the year, but other than the pool party , the turn out doesn't seem very interesting. We would love to get to know more people within our community but the events are a little bleak. This survey limits text
- Not a lot of family fun events
- not at this time
- do not participate
- I do not participate in any events

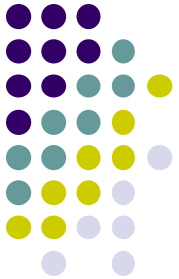
Social Events Comments

- Adult parties are only drinking parties. I would like events that bring people together in a different way, social groups, book clubs, things taught, etc.
- Waste of money because of low attendance. Hate the adult pool parties centering around drinking games.
- Love the Santa breakfast, egg hunt, and adult trivia night! Haven't made it to art nights yet, but have heard excellent things. It'd be helpful to have recurring times so people could plan ahead, eg, every First Friday is X, the 3rd Thursday is y, et
- Loved the CSA group & concerts

Comments about the Pool

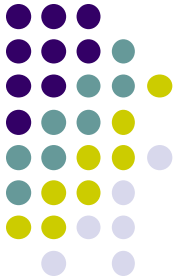


Pool Comments



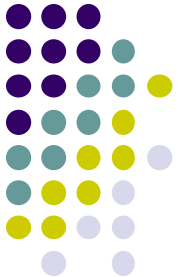
- I live a five minute walk from the pool and can hear every word spoken over the loudspeaker early mornings during swim meets and practices.
- It would be awesome of the pool opened at 10 :) I also think the guards were not prepared to deal with rules being broken.
- I have a young child that I homeschool and would love to have the pool open at 10 AM even on school days. I also would like the lifeguards to enforce
- Nice to see the new chairs this year.
- We have problems with the lifeguards every single year. They seems untrained and unprofessional. They don’t seem to care neither safety or cleanlines,
- this pool really needs an update
- Many could not communicate in English and many were not paying attention while in the chairs.
- Having to proof that my 6 year old daughter actually resides in the home I own in order to get her a pool pass it's ridiculous.

Pool Comments



- Young kids who don’t know what the are talking about or don’t seem to care. Or staff who speak limited English and can’t understand
- The pool hours should be open consistently throughout the entire pool season. Same time everyday. Better notification on when the pool is closed
- Pool staff needs to be constant on enforcing pool rules.
- Pool should open at 10 am
- bathrooms were sometimes not clean and not stocked with supplies (TP)
- earlier start time
- Allowing only 3 guests at a time is too few! You can't even invited another family with 2 kids to come join you!
- love that kids aren't thrown out of the pool regularly
- pool hours should not revolve around k-12 school schedules. I pay for the pool, not children. I don't follow school hours.
- more drinks & snacks for purchase would be nice
- I would like to see pool open at least an hour earlier

Pool Comments



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- Include neighboring HOAs at a reasonable fee. We have low attendance. Additional HOA's will bring income and better use of the pool.
- I would like to see the pool open earlier prior to 11::00am. The pool hours should not correspond with the the local school schedule. Once opened po
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Pool Comments

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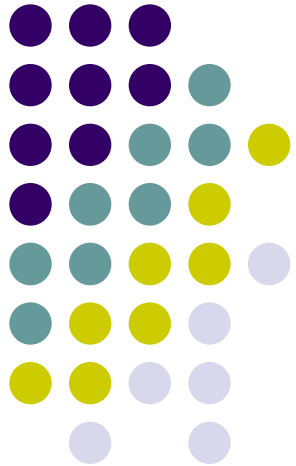
Pool Comments

- It is very difficult to get to the HOA office to sort out pass issues when both adults work & HOA hours limited. Lifeguards not always professional.
- New chairs please. Pool seemed to be closed a lot. Extended hours would be appreciated. Guest passes should have more visits. More covered areas.
- Wish the pool was open later in the year. Even if it is shortened hours. It's still soo hot that time of the year.; SurveyAnswerTextNull
- Can't take my grandkids because the number of guests are limited and I have more grandchildren then are allowed.
- Guests should be allowed to bring your children if they they have a pass. Aka-grandparents:babysitter
- Would love to see a real snack bar vs vending. Might give some of our teen residents a good first job!
- I love the guest pass, but last year the pool guest pass reader had so many issues.

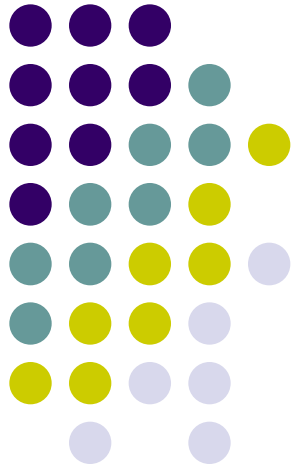
Comments about the Meeting Center



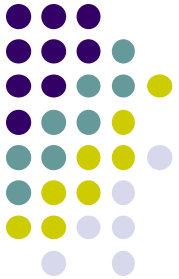
Meeting Center Comments

- That guy that checked us out was a little intimidating, but was OK.

Comments about the Trails



Comments about Trails



- nice trails but what's up with the cable wires running across the trails; broken cable boxes with guts hanging out and all the junk outside of TH fen.
- They are not well maintained
- It's a bit frustrating that the trail ends don't match up and there aren't sidewalks to get you from one end to another. I'd also love a better map.
- We love the trails, but the pavement is cracked and bumpy in so many spots due to roots and such growing underneath...we trip a lot
- I would love to see the trails connect to other trails. We often have to cross the street and walk a little ways before we can catch another trail. I
- Some of the trails leading to the river have remained covered in brush most of the year, there was no way to access without fighting through long gras
- Access to dog stations is limited in some areas and abundant in others. It would be nice to get some over by Victoria/Biscayne,
- There are plaes taht need work, but there always is.
- I feel as though half of the neighborhood has more of the dog poop stations than the other. They can be hard to find, and are not emptied often.
- we are afraid to use the trails anymore due to A LOT of dogs unleashed

Comments about Trails

- Neighbors down the road have an unleashed dog that chased us. More signs needed to leash dogs.
- Only issue is with all the cable or electrical boxes that are broken and wires hanging out. Dangerous!
- So many trails; it's hard to maintain... but some areas not as stroller friendly as they could be.
- Lots of open cable boxes. Invasive English ivy everywhere killing trees!
- I love the shady trails. I couldn't wear enough mosquito repellant to use them this summer. The thorny bushes keep blowntrash from being picked up
- ALL PATHS NEED TO BE UPDATED!!! It's so hard simply pushing a stroller on all the broken paths that tree roots have destroyed...PLEASE UPDATE PATHS SO
- There is a lot of brush on particularly spots along the trail, sometimes even on the trail. The no-mow spots are merely a breeding ground for critters
- Not well maintained; too much poison ivy and unsafe trails, and why are we putting in handicapped ramps on a 12% grade trail? Ridiculous waste of $$

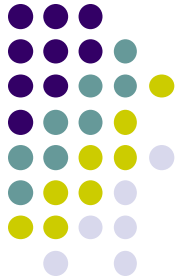
Comments about Trails

- Lot trail paths need to be fixed, and all the boxes (telephone, cable wires) need to be cleaned up
- Repairs are needed to trails, overgrowth needs trimmed, lighting for safety to deter drug deals we have walked up on. Lighting in Greenfield Ct GREAT
- Areas around the creek (Sugarland Run) need to be shored up! And on all paths, way too much poison ivy. New 'natural areas' are not well-placed.
- It would be helpful if trail intersections had sign posts to inform what street was nearby or in which direction the trail headed.
- This is the main reason I stay in this community, thank you for making them a priority :)
- the trails are very scary to me. they can be very isolated and there are a lot of places for people to hide. i wish we had sidewalks in front
- How can the HOA expect the residents to uphold the ARC/Upkeep guidelines when the trails are down right jungle like!

Comments about Trails

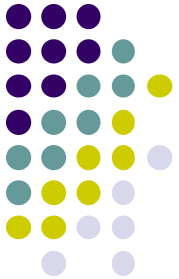
- Poison ivy and trash is plentiful, off-leash dog walking is a huge problem.
- Too many large healthy trees are being cut down.
- Need to put back the doggie bag stations and trash cans
- they need to be trimmed more..... and wires are poking out of boxes
- We need more trash cans around the lake also newer cans for poop stations
- Wires on path, opsn electrical boxes
- Poop is an issue at times. The owners are responsible.
- The trails are too narrow. They are not maintained - there are uneven (broken or upheaved) places that are very dangerous. Path not level.
- Needs to be more clean, residents should be encouraged to clean up after themselves or fine them for littering
- I would like to know why have the cable boxes not been removed.

Comments about Trails



- I find most of the trails are a bit rundown. Lots of townhome backyards/fences are unkempt. Too much trash and feces along paths.
- Several times during the past year we attempted to walk on the trail and the brush was so thick we couldn't access it at all. Also issues with trash
- Most of the trails r not maintained and not safe to walk on. Kids supposed to use it to get to school. More lights needed
- Many repairs needed along the creek. Dangerous cliffs need rails. Huge Trees are going to fall
- Garbage and broken glass sits for months, we end up cleaning the bike path behind our home ourselves.
- I find most of the trails are a bit rundown. Lots of townhome backyards/fences are unkempt. Too much trash and feces along paths.

Comments about Trails

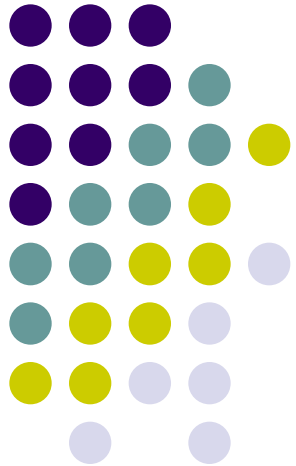


- Some of the entrances are in serious need of repair. One path on Avondale is buckling from tree roots and is a serious trip hazard. Repair further up
- The markers showing which streets are located near the trail seem to be missing. The dog poop stations are lacking
- Fix cracking asphalt. Fix electical boxes along paths.
- When you walk the paths you see how little the HOA cares about getting residents to keep there yards clean.
- The trails are the best thing about sugarland run!

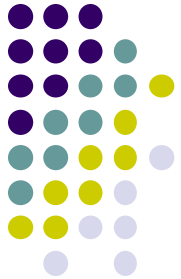
Comments about Trails

- I don’t use them anymore because of too many off lease dogs
- Better maps - paper and/or google maps (I know that are better than several years ago ;))
- During the fall and winter months, the trails can become hazardous due to the high edge. Also, recently, the dog poop stations have not been maintaine
- The trails themselves are in good shape, but there are often safety concerns along them (exposed electrical boxes, exposed sewer grates, etc)

Comments about the Playground

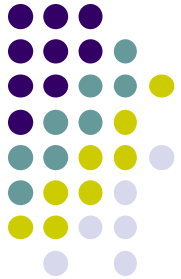


Comments about Playground



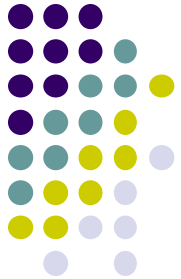
- We have a tot lot behind our house that my son uses and I would love to see updated equipment on it. It also needs new mulch and is often very weedy. When we have walked two other playgrounds, they are often in need of mulch and weeding.
- Some of the mulched floors need work - weeds. Often trash around - we are constantly picking it up. Even found a razorblade next to one playground a couple of weeks ago.
- Racing cars on greenfield ct
- nothing new at that playground
- So glad we have these for the kids!

Comments about Playground



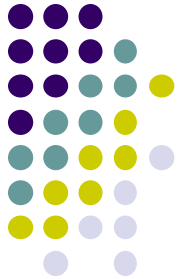
- The playground is rusty lookin. The mulch is full of dirt and plastic wrappers, maybe put a “don’t litter sign”
- The mulch should be add every year, and lot grass and weeds need be removed, grass should also be cut more often at common grounds, and the trees they put ion hills that kids sled ride not good idea
- Lighting at night to deter loitering & bad behavior at night would be great

Comments about Playground



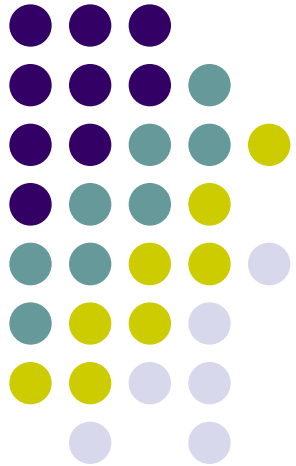
- The one behind penny lane is super old and needs to be replaced or removed
- I was pleased to hear an update is in the works.
- The main playground is very nice. The playground near our house was removed several years ago and never replaced.
- have used only the main PG near the offices.
- Good to see the kids using them.

Comments about Playground

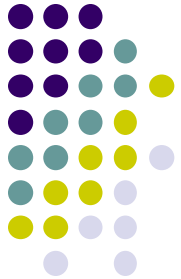


- Some playground equipment needs repairing.
- many times there is lots of trash around and trash cans are overflowing. past few months particularly, there are bottles everywhere, trash and dog bins are totally full and poop bags strewn around.
- Curse words written on slides. Trash all over
- It depends on which one. The tot lots closest to my house (Carousel Ct) are in poor condition and look unattractive. The main one by the office and the school playgrounds are awesome.
- The main one is nice but the others are unsafe and not attractive
- My child would love to see higher swings and more features (zip-track, Rockwall) for older kids
- You can tell when it's been a while since they were cleaned.
- My family loves the one near the pool, and I think it is in great shape. Don't replace it!

Comments about the Sports Field

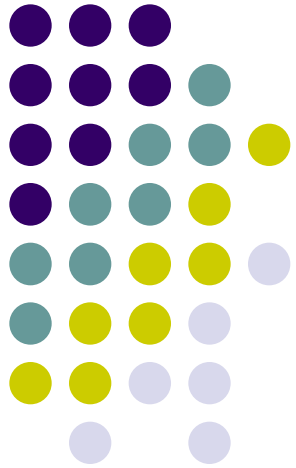


Comments about Sports Field

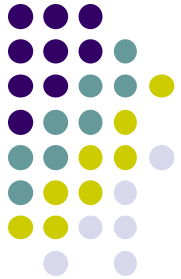


- I have tried to get a key to the tennis court now three times and have been unable to do so. I would love to see more keys available, and a little change kept in the office for people to pay with cash.
- need more options (e.g. Volleyball, etc)
- The tennis courts are much better!

Comments about Landscaping



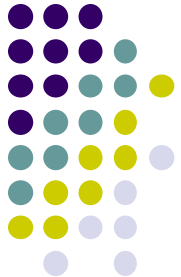
Comments about Landscaping



- Old Common ground trees are the only problem I've seen. One dropped a huge branch on my car and smashed the windshield and dented it. But the tree is still standing and leaning towards my house. I emailed HOA but got no response.
- I would love to see more poison ivy checks.
- Areas behind the townhouses can be a real mess - people dumping trash out onto the grass and wooded areas. Often massive amounts of trash there. Trash issues elsewhere too but townhouses are the worst. Lake is always full of trash.
- some dead brush/trees need to be removed
- I think that the walking paths need to be better maintained. Some of them are very uneven and are dangerous when you can't see how broken the pavement is under the leaves, snow, etc.
- The common grounds look very nice. I have loved the new sign at entrance and the landscaping. Looks very welcoming!

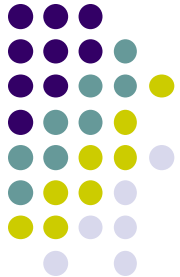
- Area outside our TH gets trashy; trashcans left out; trash in bushes that are overgrown.

Comments about Landscaping



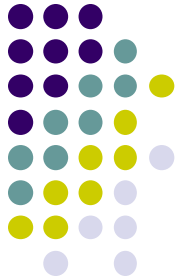
- We should work to re-store our vegetation to native plants! Representing Loudoun county as the second oldest community should be shown with pride as virginians. If Reston can do it, we can!
- Lake area needs more frequent attention perhaps. The run area is nice to walk through, except for trash. If landscape company could move downed trees to accessible areas or bring the chipper through at a reasonable cost may be time.
- Lots of overhanging branches when walking on trails.
- There some areas that should be improve.
- main road Sugarland Run drive street lights are atrocious and must be replaced asap!!
- The no-mow areas do not make sense, particularly with new trees. They are a safe haven for bugs, snakes, etc.
- The trees planted seem incongruous, and a home for ticks/snakes. This seems more suited to Ashburn, which has no mature trees, than SR, which does. "native landscape" areas look terrible - just overgrown grass with a few spindly trees.
- Sloppy

Comments about Landscaping



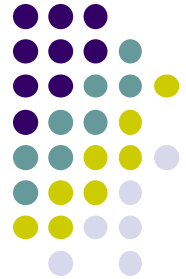
- They should be moved more, and the trees on big hills kids sleep ride and play should not have been put In those locations,
- Much is overgrown the additional trees around the lake now make it look trashy crowded & overgrown
- see previous comment regarding poison ivy (needs much more control), and natural area placement.
- The area around the main entrance Sugarland sign needs better landscaping and maintenance.
- Would like to see more use of native plants, more natural areas; community garden areas
- Grass next to basketball court is too long. No one can play soccer on it anymore. Even after they cut it, it is very long. The landscaping around the entry sign is not maintained. The lake is a mess. Invasive plant species grow all around the pond.
- Needs improvement electrical box's that are open and also so lights that are out

Comments about Landscaping



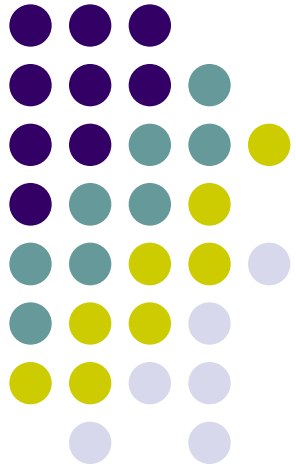
- Street cleaning and edging would help.
- The tunnels under the road to the school have lots of trash in them.
- Dead trees in common area, trash that is left there
- Sometimes the pond can get pretty nasty
- There is still a lot of pet waste and trash
- My home backs onto wooded area which I have noted has not had anyone trimming trees etc. for many years.
- There is still graffiti of “fuck the police” on the fence leading into a trail. Hoa doesn’t enforce signs that are up in the area.
- Put what will happen when more of our beloved trees die off and nothing is in place to replace them.
- There is common ground behind my house which was mowed for years when we moved in - for the last few years it's been completely neglected.
- more cleanliness is needed for the overall community area, more greens in the grass area, clean up the willow lake, get rid of the trash, trim off the excess tree limbs and dead bushes surrounding

Comments about Landscaping

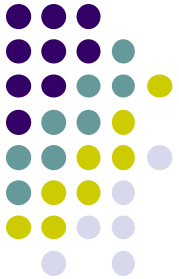


- Along trails, some brush and tree rubbish needs to be removed.
- many trash cans are rusted through so bags flap and tear, they are not getting emptied consistently. a ton of trash throughout the paths particularly bad in the townhouse areas and it blows into the woods. some areas used as dumping grounds.
- We requested that trees be taken down and cut back in common area. It was partially done leaving other tree limbs and overgrowth still needing to be done.
- lot of overgrown trees and brush, often encroaching on roadways and trails
- Would love to explore feasibility of a community garden or fruit trees in grassy common areas. Would be attractive, educational to the two elementary schools, and a great way to mingle with neighbors!

Comments about the HOA Board

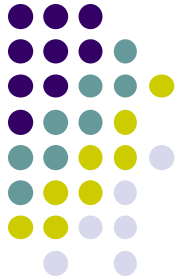


Comments about the HOA Board



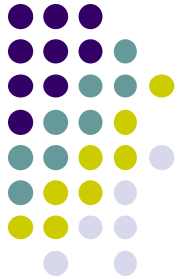
- I have no complaints
- I think outside home conditions should be talked about. Doesn't cost anything to trim bushes and sweep leaves or needles from driveway. I think an ARC thing, but maybe something BOD can take a communications stab at.
- I know that they work hard and need our support to get more done.
- definitely has gotten better in recent years but could be even more open, in particular online presence at meetings
- The President seems like a nice person who cares about the community
- Should be representing homeowners not likes and wants of board members. Grow with times or we will never make top place to live again

Comments about the HOA Board



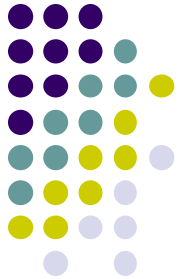
- We need more fiscal responsibility -when the 5% dues rate increase was written, the going interest rate was around 16%. Dues increases should be tied to cost of living index increases (perhaps Social Security), and we should live within that budget.
- Thanks for your service!
- The Arc needs to follow the covenants closely and get stricter with all homeowners here.
- Money seems to be going to other unimportant issues and not to those that need immediate action such as street lights

Comments about the HOA Board



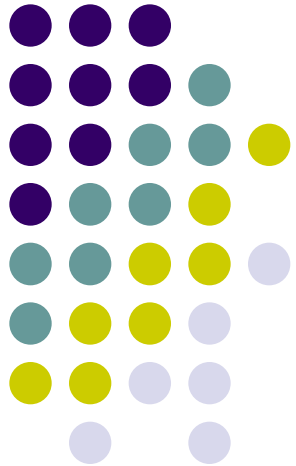
- Secretive, arbitrary
- I appreciate the time that each board member devotes to the HOA and their efforts in behalf of each homeowner.
- The long term vibrant life of our community is affected by the BOD and the poor property managment team.
- Very dissatisified with the yearly increase in dues! Very upset about the way the board is spending money. Stop spending on pool, office equipment, raises for office staff, garage that's not needed. Spend money where it's needed - STREET LIGHTS! Path Maintenance.
- We need stronger enforcement for visitor parking spots, cars sit on visitor parking spots for years without warning, mailboxes appearances look 100 years old, need new painting, dirt area needs grass for a prettier look and appearance

Comments about the HOA Board

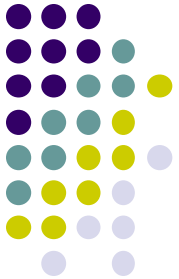


- They could do better, but members volunteer their time on the board. Not an easy task.
- There seem to be huge inconsistencies with the way rules are implemented. For example, temporary fencing/completely bizarre fencing like double fences in some areas, trash accumulation in the townhouse areas, cargo/car trailers parked on communal streets permanently, yet we got violations for parking our (attractive and well maintained) travel trailer within our own driveway temporarily while we work in the garage. The inconsistent application of rules seems odd.
- Need to do something about speeding cars. And crime
- They could do better, but members volunteer their time on the board. Not an easy task.
- Street lights outage in at least 2 blocks neighborhood could be taken care faster than 2 weeks, but otherwise no major issues.

General Resident Comments



“Finally, do you have any additional comments, questions, or suggestions you would like to make regarding the HOA board, Management staff, or this survey?”

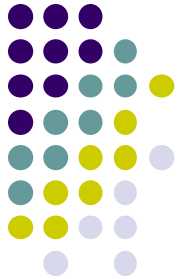


- Add doggie bag stations and trash cans fix the electrical box's
- An original home owner, I have lived here since May 1973, have always loved my home and its surroundings . . . And all that SRHOA offers to families here. When younger I was actively involved with Jaycee Women, helped with playground project and the Sugarland Cookbook, my kids were on the Dolphins swim team, one later became a lifeguard and I supported team events, baking etc. As I age that becomes tougher due to the amount of raking I have to do of my lawn, one third of an acre is a lot to take care of, and my home backs onto homeowners wooded area ... I think someone should be checking out the trees there annually. I do take care of my own.

General Resident Comments

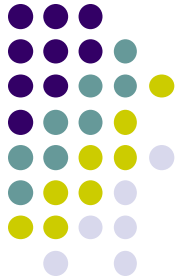
- And overall, we need a more "cooperative spirit" - it seems the tone in many interactions - BOD actions, HOA staff, is "them vs. us". See this Stanford Student "prison experiment" where the students chosen as guards abuse their power. https://en.wikipedia.org/wiki/Stanford_prison_experiment
- Clean up neighborhood, lake, houses with structural issues or we will never compete with other Lo Co neighborhoods. More lighting NOT more trees to help deter criminals that we DO have (but always run when confronted) force homeowners renting to CLEAN UP HOMES or fine them BIG fines to make them accountable.
- Execute your rules. Lots of townhome units needing to have exterior fixed.
- FB page is great.
- I love the neighborhood, but am concerned about long term housing value, with some of the disrepair of the houses and townhomes. Also, I think that a dog park would be a great addition to cut back on the off-leash dogs that are of concern. I think the fences should be inspected, since some of them seem unsecure and I have been concerned about dogs getting loose.

General Resident Comments



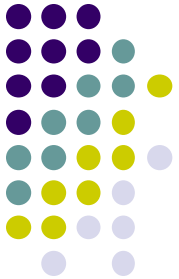
- I read that there is discussion of replacing the red fence on the exterior of the property. PLEASE DO IT! Do not tear it down. I don't want to look at all those back yards
- I think they are doing a great job from what I have seen so far, and look forward to getting more involved. Our only area of concern at this time is a parking issue.
- I wish there was pride in our community and that management had better customer service practices. Our community could be so much better.
- I'd love to know what the cost is of these surveys and how they are being used to effect decisions.
- Major effort should be made to clean the lake professionally. You cannot neglect a body of water that large and expect people to find it a benefit. It only drops property values. Pool needs more umbrellas. More effort to take down dead trees in the neighborhood.

General Resident Comments



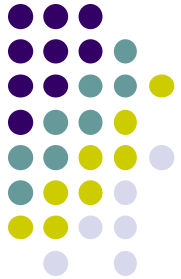
- I'm still concerned about the parking on my street and cul de sac. Still park their white trucks with ladders on them and many cans. Park in front or too close to mail boxes park at wide angles. some leave their trash at the curb. better this year but still not enough parking at the townhouses
- It would be good to have more macro information - e.g. what's the utilization of the new community center? It was quite a divisive matter when we built it, and we spend a lot of money to maintain it. Do we get enough in rental fees to make it worthwhile?
- Keep up the great work. Interesting situations for our community in the next few years such as:potentially create a dog park, have one trash carrier for neighborhood and fees paid through HOA fees, engaging new residents into community activities and managing social media to better enable communications in the community.

General Resident Comments



- Please be constant
- PLEASE enforce aesthetic standards in the community. People get cited for leaving their trashcans in the street but my neighbor's house looks like it's condemned. Send someone around once a week or so to check on the curbside view of houses. Some are plain awful and nothing is done!
- Some dog waste bins are rusted out and dangerous, catch bags on the rusted sharp metal. Need replacing. Some waste bins have no bag holder and no other bin nearby.

General Resident Comments

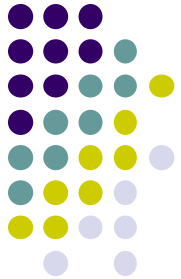


- Stop funding the pool. It is a complete waste of HOA money. Sell memberships to the pool - that way you can spend that money however you want to. Enforce ARC guidelines or disband the HOA. Get the office staff out of the office - they should be spending at least 1/2 their time wandering the streets of the neighborhood looking for problems. Our neighborhood is looking worse for wear...cars with dead tags everywhere, filthy houses (need pressure washing) with junk everywhere, uncut lawns, etc, etc. Get rid of window mullions. Stop owners from paving 1/2 their front yards for driveways and make ones that have tear them out. FIX THE STREET LIGHTS. It's unbelievable that there are so many different types of streetlights - and our street still has the original ones which are never lit.
- Thank you

General Resident Comments

- Thank you for all your hard work and effort. I can say there has been great improvement in the neighborhood since we moved in 10 years ago.
- Thank you for caring and listening. I would love to see more trash cans along the trails.
- The State is responsible for plowing the roads, the County for cleaning common areas, and I have NOT, and NEVER will, use the pool, playgorunds, or community center (which has to be rented). So in essence my monthly dues are a simply an added tax for owning a house and property of which I am restricted as to how I can use and enjoy it.
- This survey is not mobile friendly. Every time I try to move the screen to check my spelling, it scrolls back to the previous question. I give up! Lol I can't retype the comments I made three times now!

General Resident Comments



- The tunnels leading to the school always seem to have broken glass and trash all over. I know there isn't much to be done but maybe a trash can close by would defer some of the littering going on.
- There are a lot of elderly people in our Sugarland Run community that need help with shoveling snow during the winter months. Having a list available of people willing to shovel snow and their phone numbers would be so helpful.
- Wish you would be consistent, complaining about garbage cans to one resident, but 100 others have a can outside in front of homes and nothing be done about them. Other things, just don't have time to list.

General Resident Comments

- We have to provide a land survey to request architecture changes... Maybe some sort of clue as to how to get that could be added to the instructions ;)
- We need more fiscal responsibility - e.g. what ever happened to the 'commemorative bricks' that people paid for years ago, but never materialized?
- We should rethink of hiring a new property manager for sugarland. sequoia seems very slow.
- Wish you would be consistent, complaining about garbage cans to one resident, but 100 others have a can outside in front of homes and nothing be done about them. Other things, just don't have time to list.

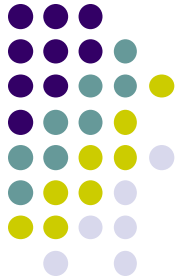
General Resident Comments

- Clean up neighborhood, lake, houses with structural issues or we will never compete with other Lo Co neighborhoods. More lighting NOT more trees to help deter criminals that we DO have (but always run when confronted) force homeowners renting to CLEAN UP HOMES or fine them BIG fines to make them accountable.
- It would be good to have more macro information - e.g. what's the utilization of the new community center? It was quite a divisive matter when we built it, and we spend a lot of money to maintain it. Do we get enough in rental fees to make it worthwhile?
- We need more fiscal responsibility - e.g. what ever happened to the 'commemorative bricks' that people paid for years ago, but never materialized?
- And overall, we need a more "cooperative spirit" - it seems the tone in many interactions - BOD actions, HOA staff, is "them vs. us". See this Stanford Student "prison experiment" where the students chosen as guards abuse their power. https://en.wikipedia.org/wiki/Stanford_prison_experiment
- The State is responsible for plowing the roads, the County for cleaning common areas, and I have NOT, and NEVER will, use the pool, playgorunds, or community center (which has to be rented). So in essence my monthly dues are a simply an added tax for owning a house and property of which I am restricted as to how I can use and enjoy it.

General Resident Comments

- There are a lot of elderly people in our Sugarland Run community that need help with shoveling snow during the winter months. Having a list available of people willing to shovel snow and their phone numbers would be so helpful.
- We have to provide a land survey to request architecture changes... Maybe some sort of clue as to how to get that could be added to the instructions ;)
- I think they are doing a great job from what I have seen so far, and look forward to getting more involved. Our only area of concern at this time is a parking issue.
- I'd love to know what the cost is of these surveys and how they are being used to effect decisions.
- Add doggie bag stations and trash cans fix the electrical box's

General Resident Comments

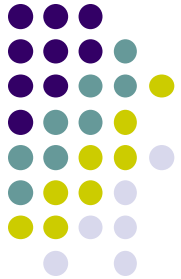


- Major effort should be made to clean the lake professionally. You cannot neglect a body of water that large and expect people to find it a benefit. It only drops property values. Pool needs more umbrellas. More effort to take down dead trees in the neighborhood.
- PLEASE enforce aesthetic standards in the community. People get cited for leaving their trashcans in the street but my neighbor's house looks like it's condemned. Send someone around once a week or so to check on the curbside view of houses. Some are plain awful and nothing is done!
- The tunnels leading to the school always seem to have broken glass and trash all over. I know there isn't much to be done but maybe a trash can close by would defer some of the littering going on.
- This survey is not mobile friendly. Every time I try to move the screen to check my spelling, it scrolls back to the previous question. I give up! Lol I can’t retype the comments I made three times now!

General Resident Comments

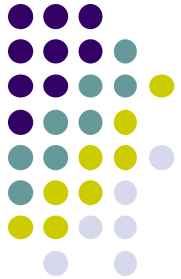
- Execute your rules. Lots of townhome units needing to have exterior fixed.
- I wish there was pride in our community and that management had better customer service practices. Our community could be so much better.
- An original home owner, I have lived here since May 1973, have always loved my home and its surroundings . . . And all that SRHOA offers to families here. When younger I was actively involved with Jaycee Women, helped with playground project and the Sugarland Cookbook, my kids were on the Dolphins swim team, one later became a lifeguard and I supported team events, baking etc. As I age that becomes tougher due to the amount of raking I have to do of my lawn, one third of an acre is a lot to take care of, and my home backs onto homeowners wooded area ... I think someone should be checking out the trees there annually. I do take care of my own.
- None.

General Resident Comments



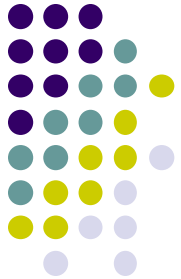
- Stop funding the pool. It is a complete waste of HOA money. Sell memberships to the pool - that way you can spend that money however you want to. Enforce ARC guidelines or disband the HOA. Get the office staff out of the office - they should be spending at least 1/2 their time wandering the streets of the neighborhood looking for problems. Our neighborhood is looking worse for wear...cars with dead tags everywhere, filthy houses (need pressure washing) with junk everywhere, uncut lawns, etc, etc. Get rid of window mullions. Stop owners from paving 1/2 their front yards for driveways and make ones that have tear them out. FIX THE STREET LIGHTS. It's unbelievable that there are so many different types of streetlights - and our street still has the original ones which are never lit.
- I'm still concerned about the parking on my street and cul de sac. Still park their white trucks with ladders on them and many cans. Park in front or too close to mail boxes park at wide angles. some leave their trash at the curb. better this year but still not enough parking at the townhouses

General Resident Comments



- I would suggest that parking a covered pop-up trailer in your own driveway is no more detrimental to the community look and feel than parking a covered car there. There are many cars sitting in driveways in the neighbourhood that haven't moved in months or years, with flat tires, rusted out, etc. The other day I saw one with plants growing into it! I understand the wish not to have huge RV's or camping trailers in front of houses, but how is a covered, low, pop up any different than a covered car of which there are hundreds? We are restoring a classic car in our garage and now feel like we can't pull the trailer out to work even for a couple of days at a time, because we keep getting violation notices.
- Need an above ground water activity to the pool area so kids can play in it without fear of drowning
- What is being done about the crime? Little girl was molested on street. Paths and trees need repair. They are dangerous!

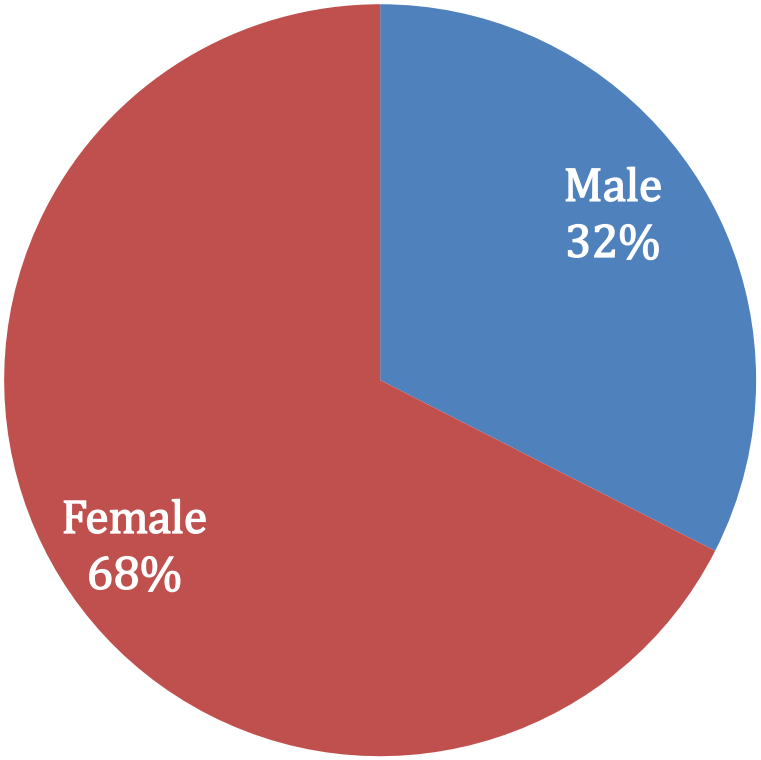
General Resident Comments



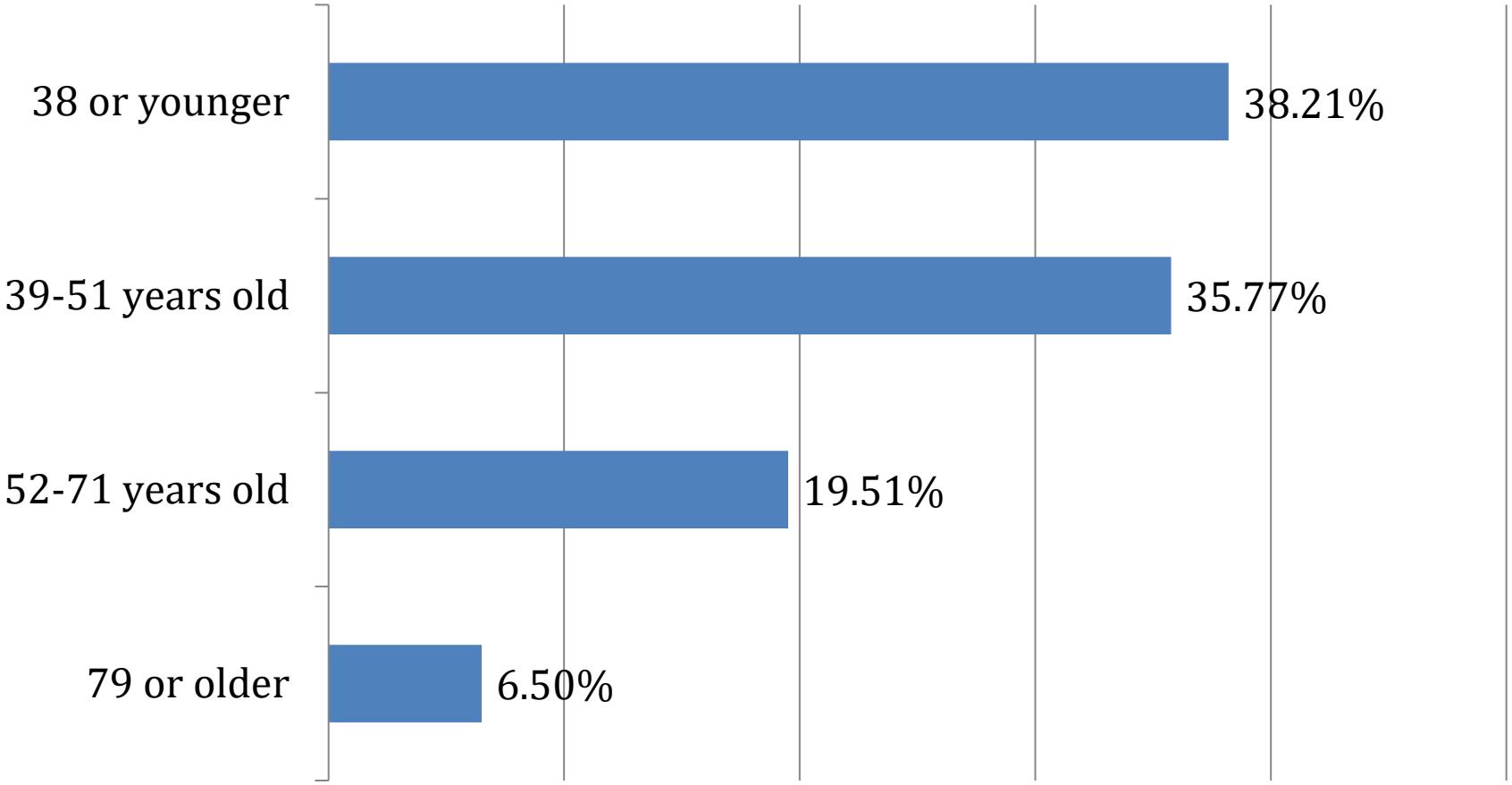
- If there isn't a bylaw regarding rental of homes/town homes I would like one drafted and implemented. The community needs to reduce the number of properties used as rentals. Management should work with the county to enforce high occupancy regulations, and also to create more efficient parking solutions.
- Security is lacking and we're seeing an increase of crime. There needs to me increased patrols in addition the he speed traps
- Great job HOA board
- The issue of street lights outage last November (around Thanksgiving?) is for both Board and the Management to be aware of.
- Digital HOA handbook. Make it happen.
- Just want to say office staff has been delightful to work with - thanks!

Respondent Demographics

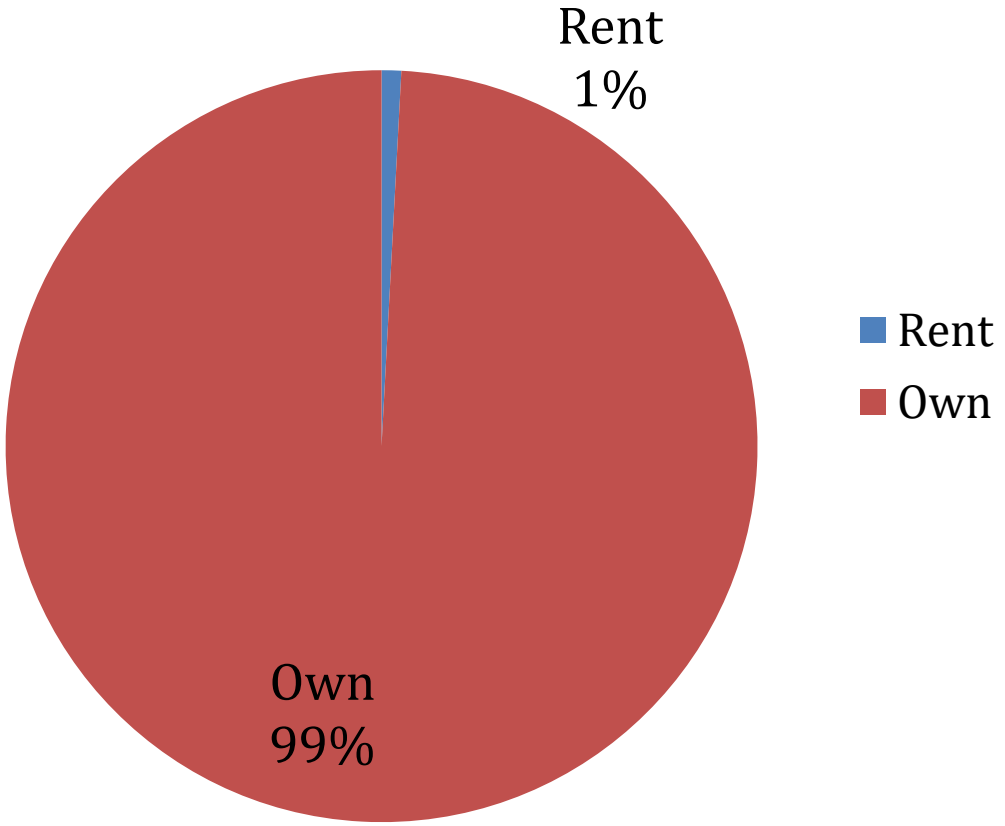
Gender



Age


38 or younger
38.21%
39-51 years old
35.77%
52-71 years old
19.51%
79 or older
6.50%

Ownership



Process

- The questionnaire was developed in concert with the Sugarland Run HOA Board of Directors
- Residents were invited to take the survey via the HOA website and it was included in three issues of the newsletter
- A link to the survey was included in the SRHOA Facebook page
- A hard copy of the survey was also available in the management office
- The survey opened on October 16, 2017 and closed February ?
- There are185 responses[subject to final survey scrubbing]
- In 2016 we had 205 total responses
- Findings can be considered statistically reliable

Voice of the Resident Opinion and Attitude Study

Year 2

In conjunction with

Interactive Focus

March, 2018