



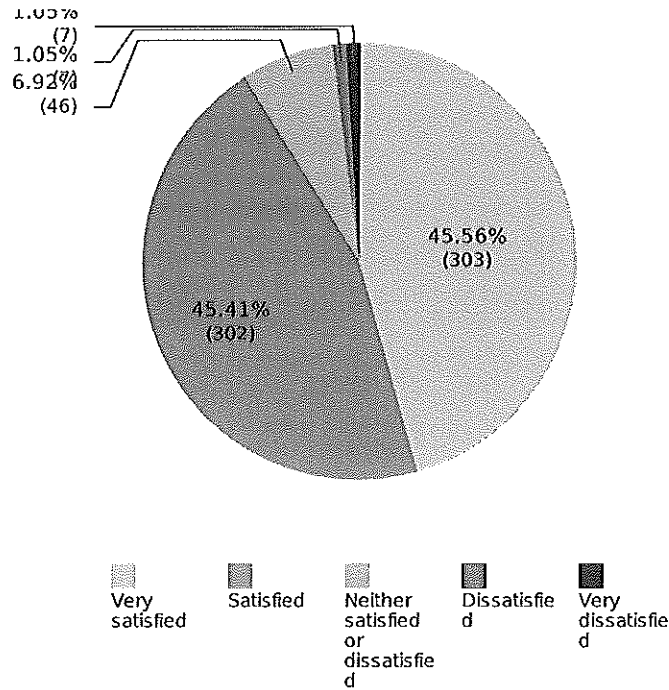
HERONS GLEN HOA

RESIDENT SURVEY 2013

Survey Analysis for 674 responses

Q2 Are you satisfied with the communication you receive about the issues and activities of the HOA?

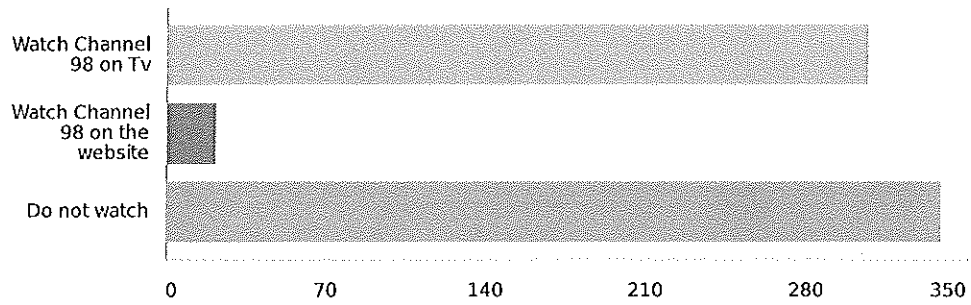
Answered: 665 Skipped: 11



Answer Choices	Responses	Count
Very satisfied	45.56%	303
Satisfied	45.41%	302
Neither satisfied or dissatisfied	6.92%	46
Dissatisfied	1.05%	7
Very dissatisfied	1.05%	7
Total		665

Q3 Do you watch channel 98, the Community Channel and through what media?

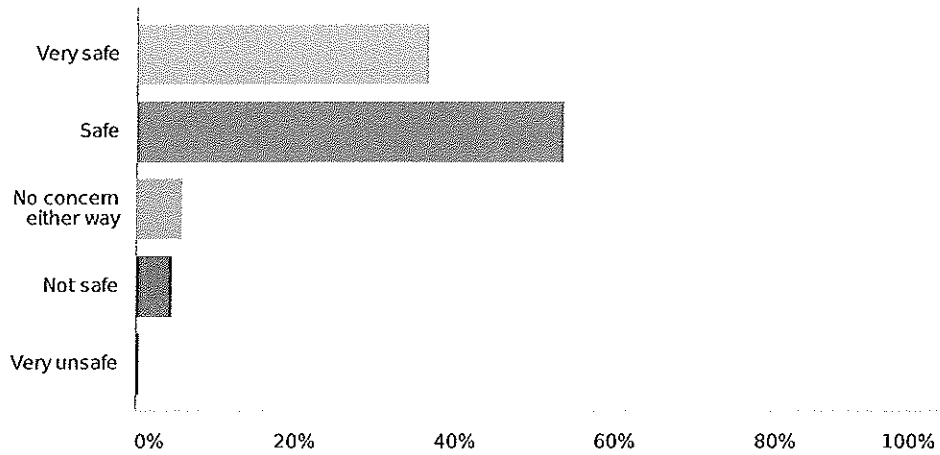
Answered: 665 Skipped: 11



Answer Choices	Responses	
Watch Channel 98 on Tv	46.02%	306
Watch Channel 98 on the website	3.16%	21
Do not watch	50.83%	338
Total		665

Q4 Do you feel safe in Herons Glen?

Answered: 654 Skipped: 22



Answer Choices	Responses
Very safe	36.39% 238
Safe	53.21% 348
No concern either way	5.66% 37
Not safe	4.43% 29
Very unsafe	0.31% 2
Total	654

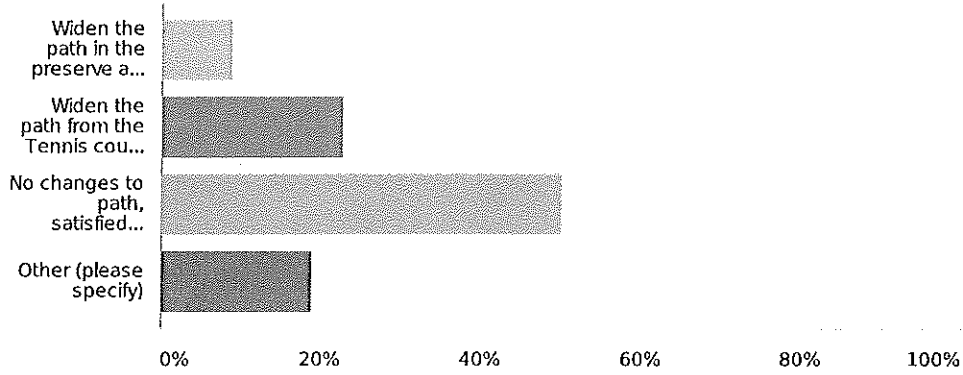
**Q5 If you have safety concerns,
please list your top three concerns.**

Answered: 290 Skipped: 386

Answer Choices	Responses	
#1 concern	100%	290
#2 concern	54.83%	159
#3 concern	27.93%	81
Total Respondents: 290		

Q6 If the Board considered enhancing the Multi Use Cart Path, which option would you be in favor of or are you satisfied with it as is?

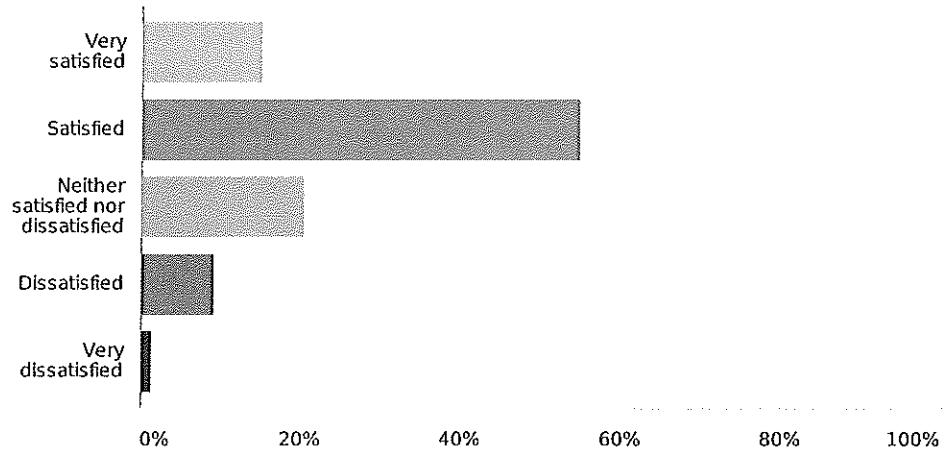
Answered: 645 Skipped: 31



Answer Choices	Responses	
Widen the path in the preserve area with a special one-time assessment per household	8.68%	56
Widen the path from the Tennis courts to Kaidon Lane with a special one-time assessment	22.64%	146
No changes to path, satisfied with the path as is.	49.92%	322
Other (please specify)	18.76%	121
Total		645

Q7 How satisfied are you with the job the HOA does enforcing the rules and regulations in the community?

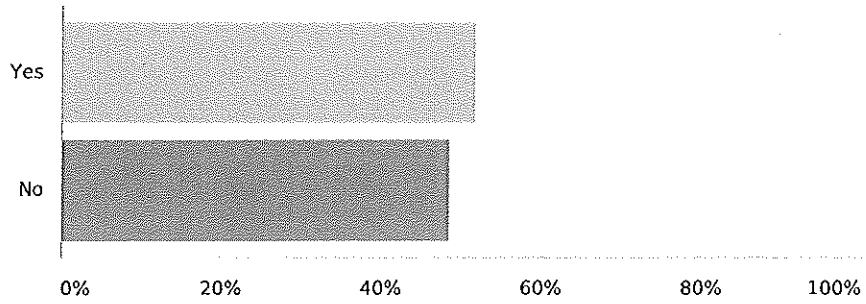
Answered: 657 Skipped: 19



Answer Choices	Responses	
Very satisfied	14.92%	98
Satisfied	54.64%	359
Neither satisfied nor dissatisfied	20.24%	133
Dissatisfied	8.98%	59
Very dissatisfied	1.22%	8
Total		657

Q8 Do you favor allowing Golf Carts to use Avenida Del Vera?

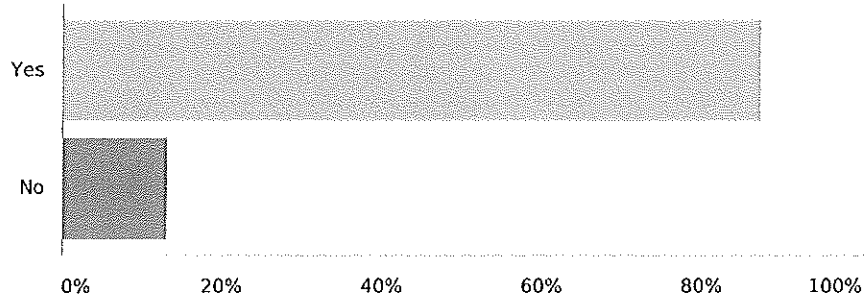
Answered: 647 Skipped: 29



Answer Choices	Responses	
Yes	51.62%	334
No	48.38%	313
Total		647

Q9 Do you know where to go to read the HOA rules and regulations?

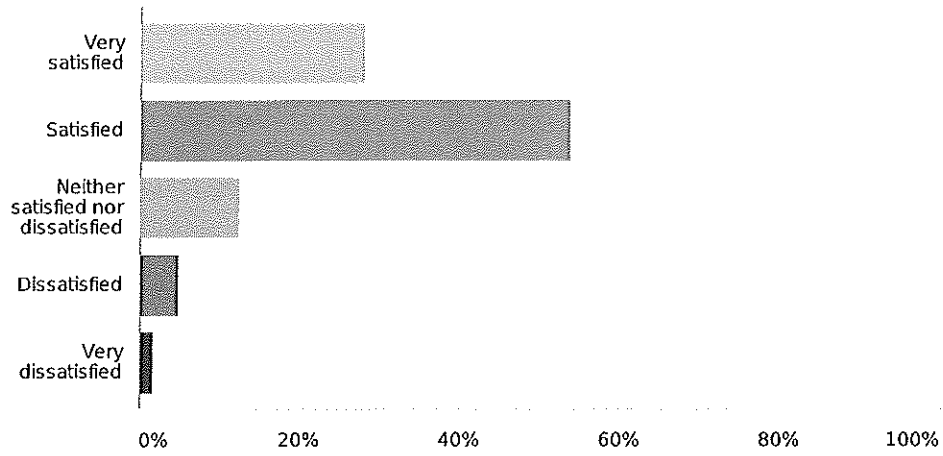
Answered: 655 Skipped: 21



Answer Choices	Responses	
Yes	87.18%	571
No	12.98%	85
Total Respondents: 655		

Q10 Are you satisfied with the Lawn Mowing Service?

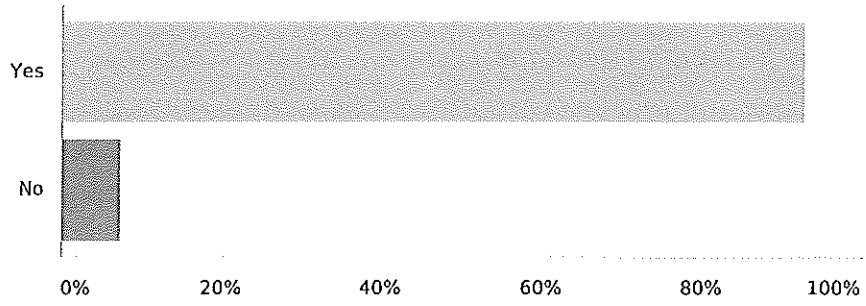
Answered: 659 Skipped: 17



Answer Choices	Responses	
Very satisfied	27.92%	184
Satisfied	53.57%	353
Neither satisfied nor dissatisfied	12.29%	81
Dissatisfied	4.70%	31
Very dissatisfied	1.52%	10
Total		659

Q11 Are you happy with the general appearance of the roads and sidewalks in Herons Glen?

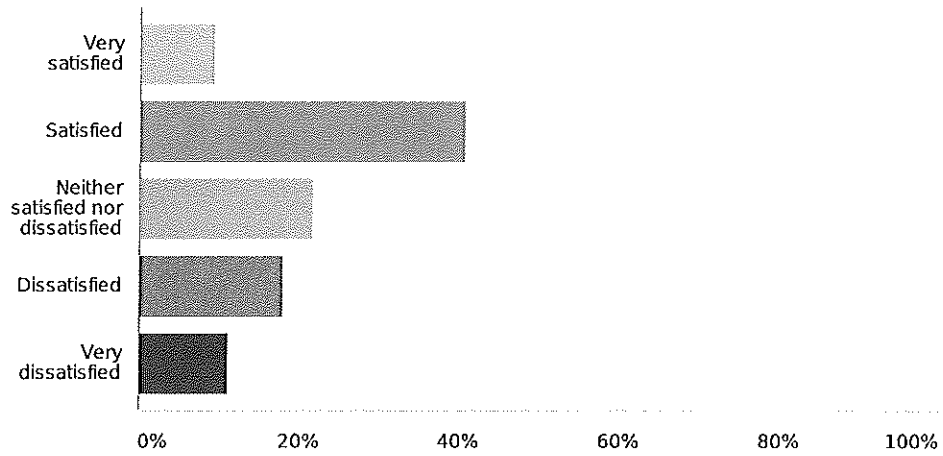
Answered: 650 Skipped: 26



Answer Choices	Responses
Yes	92.77% 603
No	7.23% 47
Total	650

Q12 How satisfied are you with the basic Cable TV service supplied by the HOA?

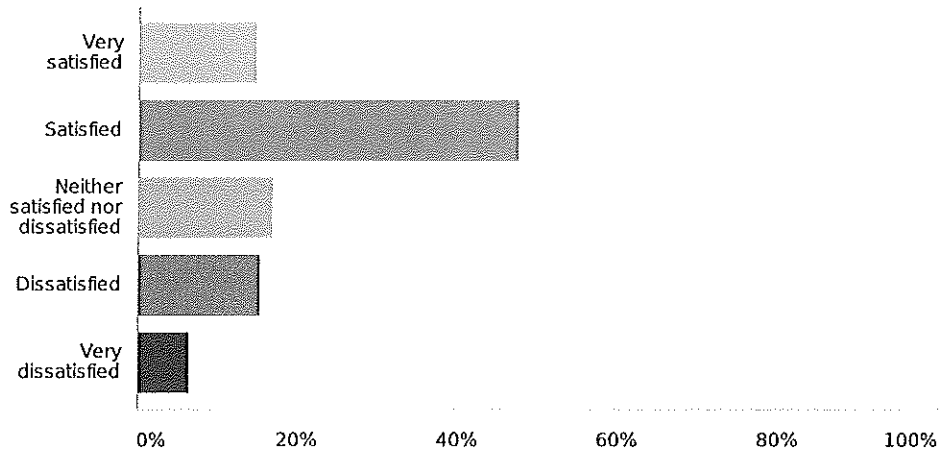
Answered: 656 Skipped: 20



Answer Choices	Responses	
Very satisfied	9.15%	60
Satisfied	40.55%	266
Neither satisfied nor dissatisfied	21.49%	141
Dissatisfied	17.84%	117
Very dissatisfied	10.98%	72
Total		656

Q13 How satisfied are you with the basic Internet service supplied by the HOA?

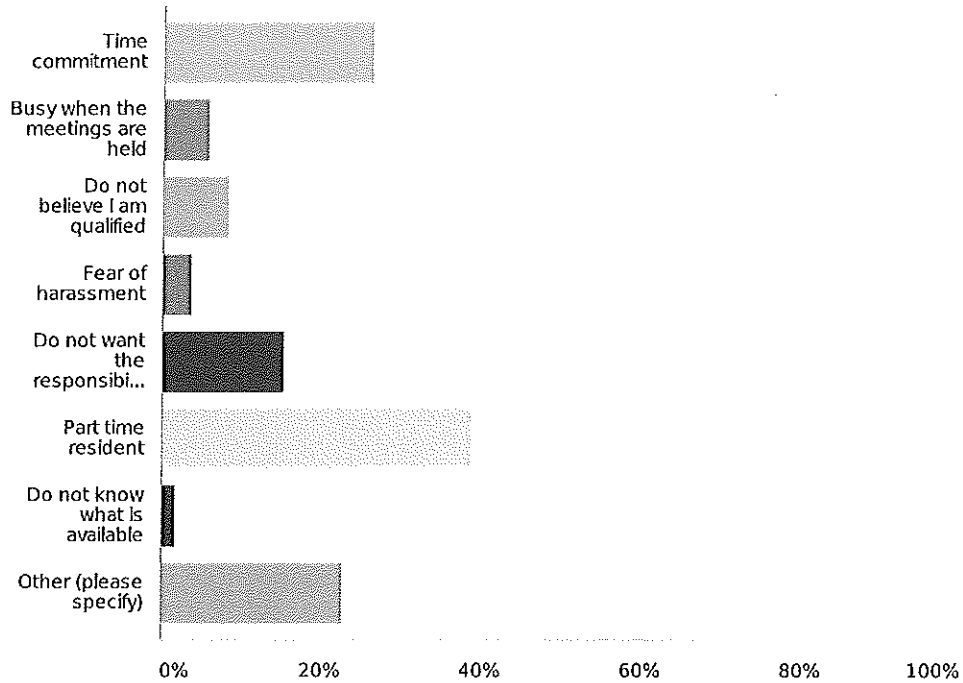
Answered: 653 Skipped: 23



Answer Choices	Responses
Very satisfied	14.55% 95
Satisfied	47.32% 309
Neither satisfied nor dissatisfied	16.69% 109
Dissatisfied	15.16% 99
Very dissatisfied	6.28% 41
Total	653

Q14 What prevents you from volunteering for the HOA Board or one of the committees?

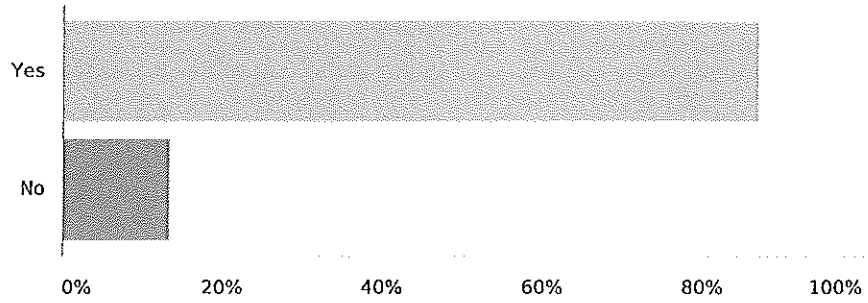
Answered: 629 Skipped: 47



Answer Choices	Responses	
Time commitment	26.07%	164
Busy when the meetings are held	5.56%	35
Do not believe I am qualified	8.11%	51
Fear of harassment	3.50%	22
Do not want the responsibility	15.10%	95
Part time resident	38.47%	242
Do not know what is available	1.59%	10
Other (please specify)	22.58%	142
Total Respondents: 629		

Q15 The HOA Board of Directors is responsible for the financial health of the community. Do you believe they are effective in carrying out this responsibility?

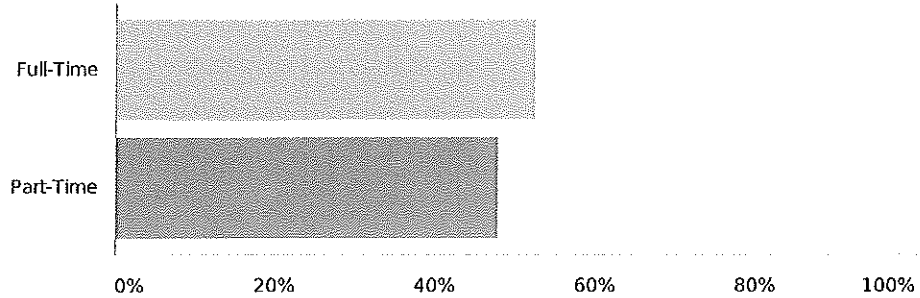
Answered: 614 Skipped: 62



Answer Choices	Responses	
Yes	86.81%	533
No	13.19%	81
Total		614

Q16 Are you a full-time or part-time resident? Full-time implies you spend at least 9 months a year in the glen.

Answered: 648 Skipped: 28



Answer Choices	Responses	
Full-Time	52.31%	339
Part-Time	47.69%	309
Total		648

HERONS GLEN HOA

RESIDENT SURVEY 2013

Question 17. Please add any additional thoughts you might have for the HOA Board of Directors?

235 Homeowners responded to this question.

- 196 were directed to the HOA
- 17 to the HOA and HGRD
- 22 to the HGRD