

Oakland Hills Condominiums

January 2017 Community Survey Results

Thank you!

Thank you to everyone who took the time to complete the survey. The Board reviewed the results and read all of your comments. We highly value this important input from our community members.

The process

- The survey was created by our own residents (particularly Roger Stamper and Mary McLean.)
- Commonly available survey software was used which meant the cost to the community was minimal for executing the survey (total cost \$19).
- The survey was distributed via email from our Website on January 9th with responses requested before February 4th.
- We had 92 responses (over 70%) which is a great response rate!

What we heard

- Highest Rated Area: Sandstone snow plowing service
Sample Comments:
 - “Best service we have had so far.”
 - “Excellent Service.”
- Lowest Rated Area: BrightView Irrigation System
Sample Comments:
 - “Need to monitor the direction of the water. Much of the water is hitting the driveway or the street.”
 - “Using BrightView for irrigation system maintenance seems very expensive.”
- Common themes identified across the comments received:
 - Streets and Sidewalks are deteriorating too quickly.
 - Concern over dues increase.
 - Too many weeds, lack of weed control and fertilizer.
 - Poor quality grass with bare areas.
 - Mowing and trimming cause damage and there is a lack of cleanup.
 - Clubhouse needs better cleaning.
 - Board Communication and openness needs to improve.

What's next

- We have shared comments with the appropriate vendors.
- A majority of respondents agreed with holding a fall informational meeting, therefore we will hold a fall community meeting on **October 11 at 5:30pm in the Clubhouse.**
- The majority of respondents did not feel that additional activities need to be offered. Any resident is welcome to organize and lead a social event that they are interested in.
- The majority of respondents did not feel that additional services need to be offered.
- Twenty (20) respondents indicated that they would like to serve on a committee. We will reach out to these units and ask them to contact the Committee Chair for the committee they wish to participate on.
- A majority of the respondents use the website. Nine (9) units indicated they were interested in more website training. We will provide an additional training opportunity, likely before a future 5:31 or other community meeting.
- A majority of the respondents would be willing to pay a fee for using the clubhouse. A committee will be launched to develop a process and guidelines.
- The Board will review our processes and communication and look for improvement opportunities.

What could we have done better with the survey process

- Allow space for positive comments after specific questions. Comments for specific questions were only requested if dissatisfied.
- Try to be more consistent year-over-year to allow for comparisons across surveys.
- Some technical/data issues and data analysis was somewhat constrained.