

## North Castle Hills Survey Summary 10-15-08

The North Castle Hills Homeowners Association fielded a survey for residents in September 2008. There are about 160 homes in the neighborhood and nearly 50% of the residents responded to the survey.

The survey focused on a handful of issues neighbors have been talking about and working on over the last several years. The purpose of the survey was to get some direction from residents about what they would like to see in the way of action on these issues. The NCHHOA board members met to discuss the results of the survey and have prioritized this year's agenda based on the input from residents.

The survey questions focused on:

- neighborhood security
- potential actions to mitigate crime in the neighborhood
- maintenance of the perimeter around the subdivision
- repair and/or replacement of the perimeter fence
- HOA dues

Additionally, residents were given an opportunity to submit suggestions, request more information on neighborhood topics and tell the HOA board how they prefer to receive information.

The first set of questions ascertained what residents feel are the most important issues for the neighborhood. On a scale of 1-7 with 7 being the most important, nearly 81% rated crime and safety as a 7. Cut through traffic and the appearance of the subdivision perimeter rating a solid second with 55% and 51% respective highest ratings. The development of Voelcker Park was next and "opportunities to get to know neighbors" was last.

The following are results from specific questions about each issue.

- The top response came in a question about closing the entrance at Royal Crescent. 90% said they would support moving forward with that effort to enhance safety.
- 77% agree completely that maintaining landscaping around the neighborhood perimeter is important.
- 76% say that the perimeter maintenance should be handled and paid for by the HOA dues.
- 72% feel that HOA dues are the right amount and about 15% said they are too low.
- 87% of residents agree somewhat or completely agree that all homeowners should pay dues because the dues go toward projects that benefit all homeowners.
- A majority of people didn't know that less than half of residents actually pay their \$75 annual dues.
- Breaking up dues into two payments was not an incentive to get more people to pay.
- 75% agreed completely and another 22% agreed somewhat that they would be willing to pay a reasonable fee if they knew how the dollars were to be spent.

- Regarding the repair of the perimeter fence, 45% agreed completely and 42% agreed somewhat that the neighborhood should pursue some alternatives to repairing or replacing the fence and that homeowners should vote on the best option.
- As for social events, 66% said we now have the right amount of gatherings.
- Overall, residents preferred to receive their information through email with a neighborhood newsletter coming in second. There were some interesting suggestions about a neighborhood website.

In conclusion, safety and security was by far the top issue on residents' minds. Closing Royal Crescent is heavily favored to help achieve some of that security. The next highest-rated issue residents wanted to see moving forward is the neighboring taking some action on repair/replacement of the perimeter fence.

The fence project will be expensive but neighbors say they would be willing to pay a reasonable fee if they know how the money will be spent. Homeowners want to see some fence repair options and then vote on moving forward.