

**Westview Homeowners Association
Homeowers' August 2007 Survey Results
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Purpose(s) of Survey

1. To gauge homeowners level of satisfaction with our community and HOA, and
2. To help the BOD determine on what areas to focus to better serve our community.

Results - 28 households completed the survey (or parts of it) out of 140 homes in Westview for a return rate of 20%. Although we had hope for a higher return rate, 20% is sufficient to draw meaningful conclusions from the survey.

Questions for Homeowners

1. What creates the most conflict among neighbors on your street? (Choose your top 3)
 - a. Cars speeding through the neighborhood
 - b. Household Activities (frequent parties, loud parties, ...)
 - c. Parking issues
 - d. Landscaping/yard issues
 - e. Appearance of home (garage doors and other house issues, Landscaping and yard issues..)
 - f. Pets
 - g. Other (Please specify; use space on the back if more room is needed) _
 - h. Not Sure

Results - a - 13; b - 3; c - 11; d - 9; e - 11; f - 5; g - 7; h - 1

Analysis: This question attempted to assess issues from a street point of view. Twenty-four neighbors responded that car issues (speeding and parking) created the most conflicts among neighbors on their streets. In a close second was home appearance, with 20 neighbors responding that landscaping, house appearance, buckets and other objects left in the front yard, grass not kept trimmed, tall weeds in the front yard, garage doors needing replacement or repair.

Possible BOD actions: Publicize concerns to community; Sponsor speakers on landscaping for established communities; Find ways to bring to the attention of the most egregious violators of the norm that they need to conform.

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2. What issues do you want to see the HOA become more actively involved?
(Select all that apply)

- b. News Letter
- c. Play issues for children
- d. Social Functions (Block parties...)
- e. Outside Speakers for issues of community concerns such home security, landscaping, etc.
- f. Other (Please specify; use space on the back if more room is needed)

Results - a - 11; b - 6; c - 6; d - 6; e - 6; f - 5

Analysis: Newsletter received almost twice as many responses as any other item. The 5 neighbors who selected f (other) wrote in these items;

1. The opening of Lakeford Lane into the new community;
2. The proposed re-routing of hazardous waste through Bowie;
3. BOD should hold homeowners responsible for the appearance of their homes;
4. Front entrance and common areas beautification. Keep Jake Piper because he is doing a wonderful job.
5. Litter in community and Church road;
6. Architecture rules compliance
7. Enforce bylaws;
8. Whatever it takes to keep the neighborhood looking good
9. Yard sale; play issues; update of website;
10. Cars and trucks that do not move;
11. Neighborhood watch activities;
12. Recommendation for home improvement contractors;
13. Yards that aren't maintained;
14. Unsupervised teenagers wondering through the neighborhood day and night; and
15. Aggressive action to get homeowners to maintain property.

Possible Board Action: Re-start newsletter; Study other issues to come up with feasible options for the board and or the community to consider.

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3. Would your household be interested in participating in Neighborhood Watch?

Results: Yes 15 ; No 7; Not Sure 5

Possible Action: Invite Bowie Police Dept to discuss possible watch options.

4. Do you think our HOA By-Laws (Copy at website www.westviewHOA.org) are being enforced well enough?

Results - Yes 12; No 15

Possible Actions: BOD can do more and publicize better. Web site can be better utilized to communicate between neighbors and the BOD.

5. On a scale of one to five, with one being very bad and five being very good, how would you rate your overall experience living in Westview.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____

Results -

1. 1
2. 1
3. 5
4. 10
5. 11

Analysis: Good News. By an overwhelming majority, most of our neighbors are happy with living in Westview.

Possible Actions: Address problems identified will improve the overall experience of all living in Westview.

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6. Have you ever brought a complaint about another homeowner or issue to BOD?

Yes _____ No _____

Results - Yes 5; No 23

If answering yes, how was the complaint resolved?

Very Satisfactorily - **2**
Somewhat Satisfactorily - **1**
Somewhat Unsatisfactorily - **0**
Very Unsatisfactorily - **2**

7. Do you think the BOD strives to serve the best interests of the community?

Results

Absolutely **6**; For the most part **12**; Not at all **0**; Not sure **10**

Analysis: Good news. Most neighbors believe the BOD strives to serve their interest.

8. Do you have access to the HOA web site?

Frequently ___Not very frequently___Rarely_____Never_____

Results - This question has 2 interpretations. Its intent was to determine whether we can rely on the HOA website to communicate with neighbors, knowing that many people, especially, seniors do use the internet. Many interpreted the question to ask how frequently do they access the HOA web site. Because of the ambiguity in the question, we will not attempt to interpret the results other than to say that currently, our web site is not frequently accessed.

Possible action: Improve the website and make it the preferred way to communicate to neighbors who have access to it and develop other means to communicate with the few neighbors who do not have access to the internet.

9. Have you, or anyone in your immediate family, ever volunteered, or presently serve as a volunteer on a HOA committee or the BOD?

Results

Yes 11; No 17

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10. If no to question 9, what is the main reason for not doing so?

Results

1. Time and scheduling conflicts
2. Not aware of opportunities
3. Caring for small children
4. New to neighborhood
5. Have other priorities
6. Not sure of how to volunteer
7. Have not taken time to volunteer
8. BOD can do a better job identifying volunteer opportunities

Possible Actions - BOD can identify where volunteers are needed and use more effective means to communicate opportunities and solicit volunteers.