

# 2023 HOA SURVEY REPORT

Distributed to the Meadows-Ferndale Homeowners' Association  
On  
20 February 2023

## Contents of Report

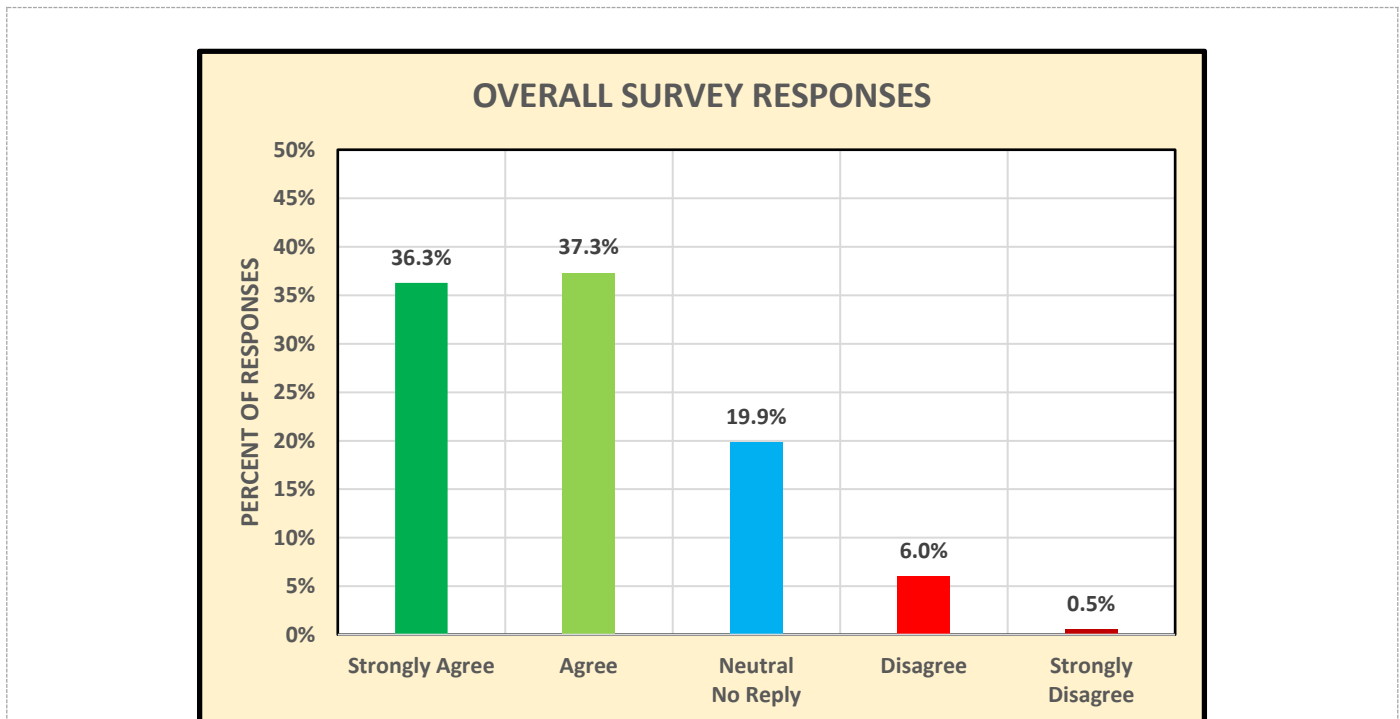
- SECTION 1: Purpose of Survey and key Statistics
- SECTION 2: Survey Questions
- SECTION 3: Survey Comments from Respondents
- SECTION 4: Board Reply to Comments

SECTION 1

- 1. Purposes of Survey:
  - a. Help the Board of Directors execute their fiduciary responsibilities,
  - b. Understand the needs, wants, and opinions of residents and owners,
  - c. Manage HOA business in a way that is consistent, not only with the governing documents and government codes, but also with the will of the members, and
  - d. Ensure optimum satisfaction with owning and living in the Meadows-Ferndale community.
- 2. Dates of survey: January 18 – 29, 2023
- 3. Key Survey Features:
  - a. Number of Survey Topics (Statements) for Response: 10
  - b. Number of Response Options: 5 for each topic
  - c. Number of Respondents: 59
  - d. Size of survey population: 203 (the number of distinct emails in directory)
  - e. Response Rate (Responses ÷ Population):  $59/203 = 29.1\%$

Overall percent distribution of responses

(e.g., in the figure below 37.3% of all responses were "Agree")



SUMMARY OF KEY FINDINGS/SUGGESTIONS FROM SURVEY COMMENTS

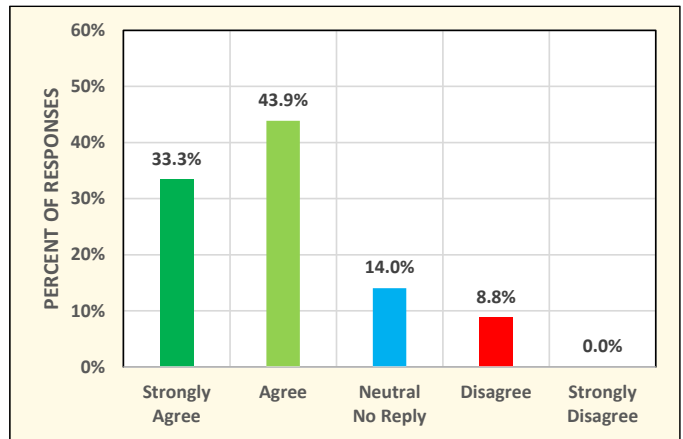
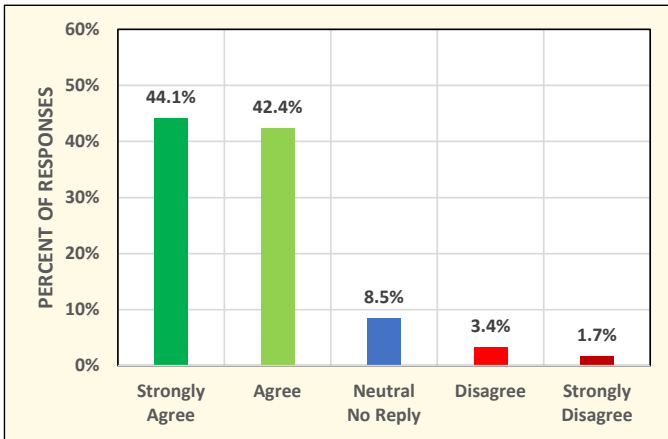
1. Board performance (86.5% favorable responses)
  - a. Limit use of additional signage.
  - b. Provide uniformity and consistency in landscaping, parking restrictions, and house colors.
  - c. Review CC&Rs and Bylaws. Update and remove unenforceable sections.
  - d. Restrict contractor parking and enforce cleanup of construction debris.
2. HOA Maintenance (77.2% favorable responses)
  - a. Planting Strips need refurbishment and better maintenance.
  - b. Walking trails need better maintenance.
  - c. Vegetation on the east (school) side of Rossie Lane needs better maintenance.
  - d. Too much growth in Wetland areas.
3. Financial Management (82.8% favorable responses)
  - a. Newsletters should be sent by email only to save USPS postage fees.
  - b. More is expected from our dues.
  - c. Appreciate that dues have not increased.
4. Windermere Support to HOA (53.4% favorable responses)
  - a. Homeowner portal needs updating.
  - b. Windermere not responsive to owner questions/requests.
5. Sufficiency of Information Provided (89.7% favorable responses)
  - a. Economize on USPS postage fees when distributing information.
  - b. Use all available media for distributing information.
  - c. Too much paper.
  - d. Repetitive and redundant information (newsletters, meeting minutes, and general announcements).
6. Sufficiency and timeliness of Meeting Information 81.1% favorable responses)
  - a. Looking forward to resumption of in-person meetings.
  - b. Board meetings are inefficient. Eliminate redundancy. Fresh news only.
7. Performance of Architectural Review Committee (72.5 favorable responses)
  - a. Difficult to find how to submit questions and applications.
  - b. Plastic sheds are an eyesore.
8. Board Responsiveness to Owners (72.4% favorable responses)
  - a. Facebook is misused.
  - b. Snow removal is inadequate.
9. Owner participation in HOA Activities (27.6 favorable responses)
  - a. Owner participation should be better.
  - b. Small group of owners do all the HOA work.
10. Overall Satisfaction and Other Concerns (93.0% favorable responses)
  - a. Cattails are a problem: obscuring views of the ponds.
  - b. Need owner input to Newsletters and meeting agendas.

Distribution of responses by topic/statement

(e.g., in the first figure below, 42.4% of all responses to statement # 1 was "Agree")

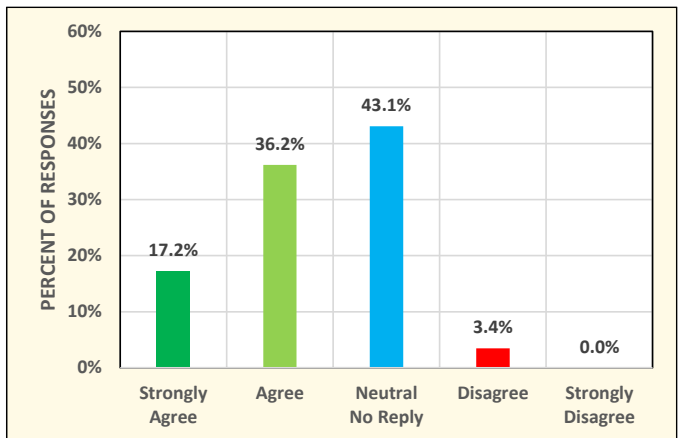
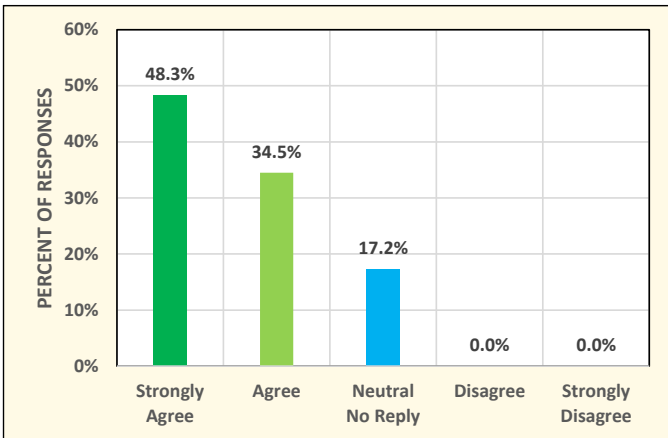
**Statement 1.** The Board of Directors does a good job of prioritizing and managing the overall operational affairs of the HOA (e.g., neighborhood safety, general upkeep, and compliance with governing documents).

**Statement 2.** The Board ensures the appropriate maintenance of our open spaces and common areas (e.g., landscaping, trails, wetlands, and split-rail fences) -- as well as of areas for which we have been assigned responsibility by the City of Ferndale (e.g., planting strips and sidewalks).



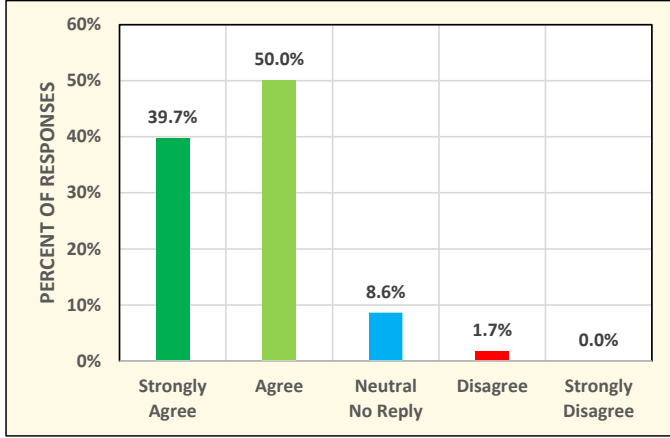
**Statement 3.** The Board of Directors does a good job of managing the financial affairs of the HOA (e.g., budgets, expenses, and reserve funds).

**Statement 4.** Based on your observations and contacts with Windermere Property Management (WPM), they do a good job of supporting the HOA with administrative services (e.g., legal, bookkeeping, accounting, and mailings).

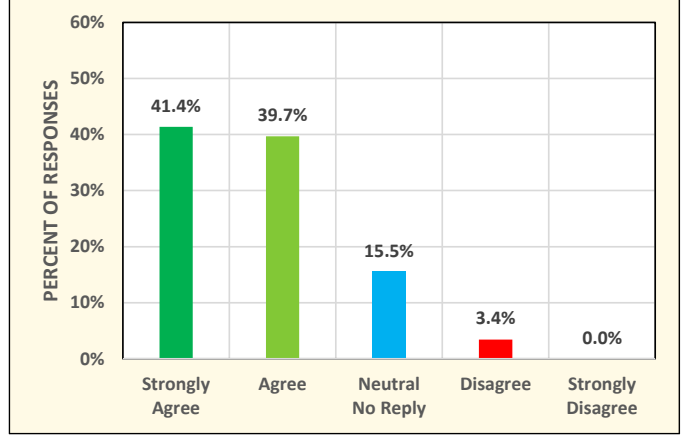


## 2023 Meadows-Ferndale HOA Survey

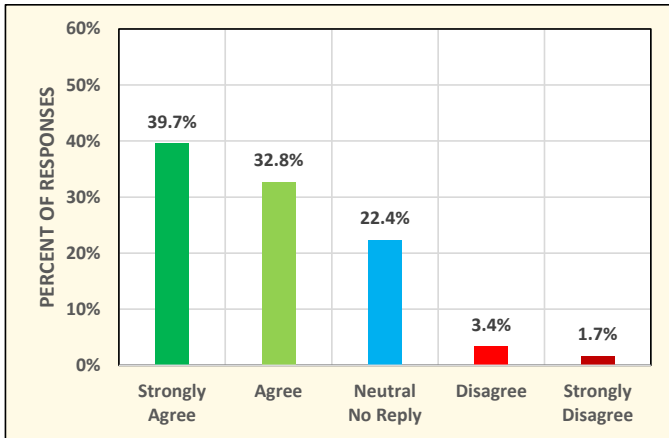
**Statement 5.** The Board and WPM collectively provide the right amount of useful and timely information to owners, as distributed by email and U.S. mail (e.g., newsletters, HOA meeting details, bulletins).



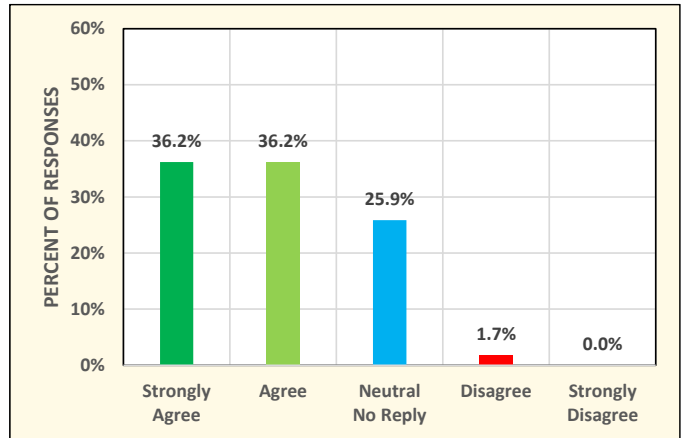
**Statement 6.** The Board meetings are planned, announced, conducted, and reported in a satisfactory manner (when, where, and how).



**Statement 7.** The Board and the Architectural Review Committee are effective in maintaining the high standards of our Design Guidelines (i.e., Exhibit D of the CC&Rs).

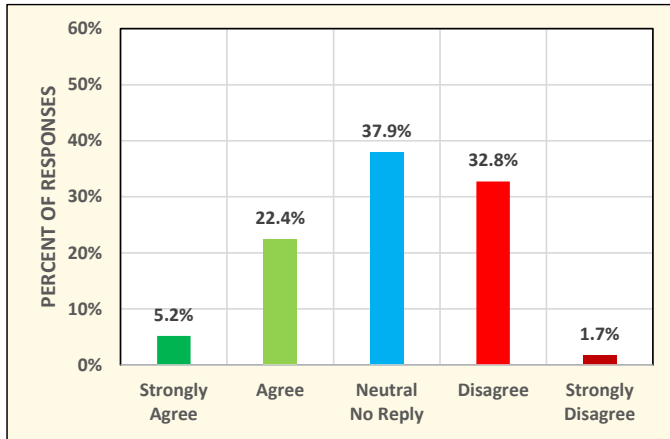


**Statement 8.** The Board of Directors genuinely listens to input from owners and responds in a prompt and fair manner. (For example, to topics such as: landscaping & upkeep, rails, code violations, neighborhood disturbances, etc.).



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**Statement 9.** Most residents and owners are demonstrating the right level of interest and participation in neighborhood matters.



**Comment 10.** In addition to giving reasons for your response to statement-10, please provide any other comments and suggestions that you would like to present to the Board.

