

### **What Homeowners Like About the Community:**

- Quiet, Peaceful, Clean, Calm, Diverse, Safe Community.
- Friendly people/neighbors.
- Neighborhood Watch.
- Proximity to shopping and Restaurants.
- Reasonable HOA fees.
- Location.
- All common areas are maintained.
- Plenty of Visitors spots. (even though used predominantly by residents)
- Neighbors take care of their lawns.
- Playground.
- Trash cans.
- Dog waste station and plastic bags for dog waste.
- Family environment.
- Trash/recycle pick-up.
- Homes are in good shape.
- The homes are spread out a little bit more than some of the other communities and that this is a small community.
- Streets are clean.
- The different cultures and races.
- Can take walks and not be afraid.
- HOA informs homeowners what is going on with flyers and newsletters.

### **What Homeowners Do Not Like About the Community:**

- Stray cats.
- Residents using visitor parking spaces and leaving their assigned spaces open, and when real visitors come over, they must park on Trentdale Drive.
- Trash cans left in front of homes.
- The mud in the back makes it a pain to roll the trash can around to the front.
- Homeowners not using trash cans and just placing trash bags out.
- Pet waste in common areas, on the sidewalks, by the mailboxes, and people letting their dogs go in other yards and not picking it up.
- Playground upkeep/maintenance (mulch, new equipment)
- People use Trentdale Drive as a cut thru and we need to install speed bumps.
- Trash/Recycling when it blows out of the container on pick-up day.
- Homeowners exterior lights are not on often.
- Auto theft/break-ins.
- That there is no dog park.
- Drug dealers in the community. We need police to patrol community.
- Overall low lighting at night and it is less safe. (people do drugs in the dark areas.)
- Homeowners do not maintain their yards or trim their trees.
- Homeowners do not maintain their property as well as others.
- No place for bikes, skates, or skateboards for kids 9-13 of age.
- Garage doors are broken as well as windows.
- Speed bumps. (waste of money with 2 different sets and concern about snow removal with them)
- Management asked me to remove the a/c unit from the back of their home when it drastically lowered their electric bill and matches the color of their windows.

### **What Homeowners Do Not Like About the Community Continued:**

- Someone smokes weed and the smell travels in their house.

### **How Satisfied Homeowners Are with Villas of Trentdale V HOA:**

- 12 homeowners are very satisfied.
- 21 homeowners are somewhat satisfied.
- 3 homeowners are not at all satisfied.
- 3 homeowners chose not to answer
- A homeowner stated that the HOA fee is fair due to no pools or a clubhouse in the community.
- A homeowner stated they are not happy because management keeps sending warning letters out about small and non-substantial “violations”.
- A homeowner stated they are sometimes very picky on what is expected from the outward appearance, and they feel their house is exceptionally clean and put together, but others around them do not seem to care.
- A homeowner stated HOA focuses on minor (little) issues and not on larger issues, i.e. noise, unkept homes, yards, lighting etc.
- A homeowner stated that the HOA no longer has neighborhood watch.
- A homeowner stated Inspections. The homeowner thinks that management mixes up addresses.
- A homeowner stated that the HOA needs to send messages to all dog owners to pick up after their dogs.

### **If Homeowners Could Make Suggestions to the HOA for Changes That Would Improve Our Neighborhood Community, How Would They Go About Doing It:**

- Get police officers to patrol community.
- Get landscaping of all front yards by a professional service was approved.
- Writing it on the survey.
- Less violation letters.
- Better snow plowing.
- Call the office and inform them about it.
- Exterior lighting should be on, so it is easier to read addresses at night.
- Keeping the parking place neat.
- Something done about the neighbors’ overflowing of gutters. (does the HOA check that?)
- Basketball Court for the youth.
- The groundwater channel in front of their house often has water flowing out. It freezes in the winter and is extremely dangerous for pedestrians. The homeowner wants it repaired and improved.
- Enforce visitor parking rules, require residents to remove trash cans from in front of homes, lawns often uncut (poorly maintained), require residents must have working exterior lighting.
- Add more light posts in dark areas.
- Enforcing homeowners to pick up after their dogs so they do not have to worry about stepping in common areas and sidewalks.
- The walkways would make a big different.
- Find a way to do electronic payments that do not cost money. HOA Website? Something that allows each homeowner to review their account.
- Have 3 reserved spaces per house and add more visitor parking would help a lot, also putting more dog trash bins in every corner to remind others to clean-up after their dogs.
- Be present at an HOA meeting.
- By email, improve playground, lighting, trash not in trash cans, drug hang out spots.

- **If Homeowners Could Make Suggestions to the HOA for Changes That Would Improve Our Neighborhood Community, How Would They Go About Doing It Continued:**

- Go to doors of those who are not in good standing with huge violations.
- Advertise HOA meetings more to get more community involved, more robust warning and enforcement system for those who break the rules.
- HOA to screen tenants, HOA has the authority to address homeowner of tenants who are not keeping with bylaws.
- HOA passes out inspection notice and the homeowner think it is wrong. They want HOA to come and point out violations to them, so they can talk out disagreement.
- Call to get name of person to send suggestions.
- Make sure cars that are just sitting for long periods with flat tires or no plates or not running are towed promptly.

**What Homeowners Rated the Community Parking at:**

- 13 homeowners said parking is excellent.
- 19 homeowners said parking is good.
- 3 homeowners said parking is fair.
- 3 homeowner said parking is poor.

**Comments about the parking:**

- A homeowner stated there is a lot of parking which is great.
- A homeowner stated not to change anything.
- A homeowner stated 2 spaces per house is acceptable.
- A homeowner stated that only having 2 reserved spaces is hard for families of 4 or more, when the kids start driving and get cars.
- A homeowner stated there is a lot of parking however, it is often full in most areas in evening/weekends with resident cars.
- A homeowner stated that a home on Ticket Way is selling drugs and using all the visitor parking spaces.

**Do Homeowners Feel that We Have Sufficient Visitor Parking:**

- 25 homeowners said yes we have sufficient visitor parking.
- 12 homeowners said no we do not have sufficient visitor parking.
- 1 homeowner did not answer.

**Comments about Having Sufficient Parking:**

- Most of the time. It is tough when the college/driving age children are home.
- It used to be – now many people living in one house or in some cases the kids have grown up and are now driving.
- I think there is more room for improvement. It looks okay but overall ask for more.
- Yes! Can always find spots for their friends if they host dinner.
- Residents with several vehicles consistently park in visitor parking. On Fridays and Saturday nights, it is a challenge to have people over and have visitor parking close by.
- Most of the visitor parking spaces are for homes with multiple vehicles.
- Homeowner stated when they come home late from work, it is hard to find parking, and during holidays it gets packed.
- On Terminal Way – visitor parking is used by homeowners on their street.

### **What the Homeowners Rated the Community Noise at:**

- 15 homeowners said the community noise was very acceptable.
- 21 homeowners said the community noise was fairly acceptable.
- 1 homeowner said it was not acceptable.
- 1 homeowner did not answer.

### **Additional Comments:**

- A homeowner stated there are times they hear loud talking outside their window but does not happen often.
- A homeowner stated not much! People are respectful.
- A homeowner stated occasionally neighbor plays music too loud.
- A homeowner stated loud mufflers, vehicles playing music loud.
- A homeowner stated it is relatively a quiet neighborhood.
- A homeowner stated during warm months, people talk outside late at night.
- A homeowner stated that one of their neighbors plays loud music, and the other neighbor has domestic disputes. (heard on all 3 levels.)
- A homeowner stated more young drivers & activity at night.
- A homeowner stated there is loud cars driving by late at night.
- A homeowner stated they have an obnoxious next-door neighbor.

### **What the Homeowners Rated the Community Traffic at:**

- 18 homeowners said the community traffic was very acceptable.
- 19 homeowners said the community traffic was fairly acceptable.
- 1 homeowner said the community traffic was not acceptable.

### **Additional Comments:**

- A homeowner stated depending on the time of day.
- A homeowner stated it is hard to see around the large trees on Trentdale Drive and Twilight Way.
- A homeowner stated there is not much traffic on Taxi. The homeowner did hear someone yell “slow down” to a car on Trentdale Drive and the homeowner is aware that HOA does not own that road, who would oversee looking at the safety of Trentdale Drive? PWC?
- A homeowner stated that the volume is acceptable, speed of vehicles is often to fast. (the homeowner is surprised there has not been any accidents.
- A homeowner stated some speeders – even with speed bumps.
- A homeowner stated there are speeders.
- A homeowner stated there is more traffic due to “shortcut” on Trentdale Drive.
- A homeowner stated there has never been an issue wit traffic...no need for speed bumps.
- A homeowner stated that there is speed on Trentdale Drive – we need speed bumps.
- A homeowner stated people constantly running stop signs.
- A homeowner stated there is a fair amount of through traffic on Trentdale Drive and a lot of speeding.
- A homeowner stated traffic has gotten more congested over the years people have been moving down south.

### **What the Homeowners Rated the Community Snow Removal:**

- 5 homeowners said the community snow removal is excellent.
- 26 homeowners said the community snow removal is good.

### **What the Homeowners Rated the Community Snow Removal Continued:**

- 6 homeowners said the community snow removal is fair.
- 1 homeowner said the community snow removal is poor.

### **Additional Comments:**

- A homeowner stated Tonka Court is the last to receive removal, and only partial removal at that.
- A homeowner stated they drive to fast and throw the snow on the cars.
- A homeowner stated we had little snow and ice this year, but when we did, it took melting to be removed from parking lot.
- A homeowner stated sometimes it takes a while for them to come out and do it.
- A homeowner stated last snowfall had icy patches on the main roads and neighborhood.
- A homeowner stated residents often dump snow in middle of street and do not clean their sidewalk.
- A homeowner stated they are concerned about it now that the speed bumps are asphalt and have been installed.
- A homeowner stated there were times they felt that the snowplow never reached our neighborhood until late.

### **Have the Homeowners ever had an occasion to contact the HOA, and if so, did they get a reply?**

- 24 homeowners said yes, they contacted us and yes, they received a reply.
- 10 homeowners did not give an answer.
- 4 homeowners said no.

### **Additional Comments:**

- Homeowner received a failure notice and it never was resolved.
- Management took forever to reply.
- Management had multiple excuses and never addressed issues brought to their attention.
- Homeowner stated when they were requesting storm door and deck and fence submission, HOA responses were timely.
- Modifications, Lender requesting about HOA dues.
- Asked about adding more trash cans.
- Keep up the good job.
- Management is good at communication.
- HOA's reply was not helpful.
- HOA should follow up with homeowners who have complaints.

### **Would the Homeowners like to have asphalt or concrete pathways behind the back yard of homes on Common Ground and at the end of the rows to come out to the front sidewalk?**

- 9 homeowners said yes.
- 24 homeowners said no.
- 5 homeowners did not answer.

### **Comments About the pathways:**

- Homeowner asked how much concrete would be?
- Homeowner stated it was already done.
- Homeowner stated it would make taking out trash easier.
- Homeowner stated most people walk behind homes and it causes the grass to die.

• **Comments About the pathways continued:**

- Homeowner stated if it causes the HOA fee to go higher than they vote no.
- Homeowner stated their vote is yes if the HOA has enough funds in the reserve or if HOA can do asphalt in sections every year and collect \$10.00 a month for two years then stop.
- Homeowner stated grass in back yards and common grounds is better.
- Homeowner stated they are not sure if it is necessary for all parts of the HOA. Some areas have little grass so it is not particularly muddy, it would not be their first choice cosmetically.
- Homeowner stated No! It is not needed and would not stay clean.
- Homeowner said they would prefer concrete. Their vote is no for asphalt.
- Homeowner stated that it is too much money, it will attract foot traffic, bicycles behind homes – safety issues and possible nuisance.
- Homeowner stated it is expensive.
- Homeowner stated that walkway that exists is not maintained. The green space is appealing as is. Also, some of the greenspace does not properly drain. Water stands and becomes a mosquito breeding ground. Also, green coverings have exposed wires.
- Homeowner stated it does not interest them more than parking.

**Would Homeowners rather have White or Black railings:**

- 8 homeowners said White.
- 21 homeowners said Black.
- 9 homeowners did not give an answer.

**Additional Comments about the railing colors:**

- It does not matter if they are white or black so long that they are painted and presentable.
- They do not care; both would look nice.
- Black rails could give community a nice change in look, especially for those who have been in the community for a long time.
- Walking through the neighborhood, the white rails look better and clean.
- Black is ugly. Who will pay for the cost? If homeowners have too then no.
- Homeowner said vinyl – black – instead of metal. That way no painting is needed every year.
- Do whatever is cost effective, looks nice and lasts longer – black seems better for rails.
- White rails look horrible.
- Whatever color they are now. Homeowners should not be forced to re-paint them.

**Additional Comments Homeowners wanted to add:**

- Please remove speed bumps because it slows down emergency vehicles.
- Dog waste is a big problem, often find it on the sidewalks.
- People need to pick up dog waste. A camera needs to be installed on Trentdale Drive and Terminal Way.
- The HOA is inconsistent with enforcing HOA rules for lights and bushes. One person has weeds in their bed that is over 3 feet tall. The mailboxes are rusting at the bottom. Weeds growing in the edge of blacktop.

**When Homeowners are walking around the community, do they pick up trash:**

- 27 homeowners said yes.
- 8 homeowners said no.
- 3 homeowners did not answer.

**Where do homeowners dispose the loose trash, they collect:**

- Their own personal trash container.
- Have not seen any.
- If it is garbage day, in someone's trash can on the street.
- In trash cans by mailboxes or dog clean-up stations.
- They only pick up what is in their yard or parking space.
- Trash cans on property.
- They bring a bag – it would be helpful if recycling bins had lids.
- In their house trash can.
- Pet waste station.
- Shopping bags.

**Homeowners were asked if they keep their exterior lights burning at night:**

- 36 homeowners said yes.
- 2 homeowners said no.

**Additional comments about exterior lights burning at night:**

- The light is too bright and shines in their master bedroom.
- Not everyone does.
- They also installed extra exterior lighting outside their home.

**Besides porch lights, do homeowners feel that the association needs more lighting:**

- 17 homeowners said yes.
- 15 homeowners said no.
- 6 homeowners did not give an answer.

**Additional comments about the association adding more lighting:**

- Possibly.
- Lighting is adequate; only suggestion is maybe adding lighting next to mailbox areas.
- Homeowner would not be opposed to having more lights.
- If each home did their part, the association would not have to add more lights. (what would the cost be?)
- Most people are good about keeping porch lights on, some people take a while to change the bulbs, but it is well lit.
- They voted no, but if we get the pathways, we may need to consider adding more lights.
- Trees, even on personal property need to be trimmed. Would be nice to have it upgraded to bright white LED lights.
- More streetlights or walkway lights.
- Homeowner used extra bright bulbs to try and help, but not as effective because neighbor uses low bulbs. Lamp posts are needed.
- Homeowner stated from their backyard going to the kid's park is pitch black, people walk their dogs at night, and it is very dark.
- Light at the corner of Terminal Way and Trentdale Drive is actually useless.