

2002 Homeowners Satisfaction Survey

How long have you lived at Oak Grove?

	2002	2001	2000
Less than 1 year	4	6	9
1 to 3 years	27	32	35
4 to 7 years	30	19	16
Over 7 years	18	10	10
Since Opening	24	21	20
Declined to State	1	0	0
	104	88	90

1. Structures and Parking Areas

a. The construction quality of your building:

	Very Good		Good		Fair		Poor		No Opinion	
2002	7	7%	55	53%	28	27%	13	13%	1	1%
2001	8	9%	49	56%	18	21%	11	13%	1	1%
2000	9	11%	35	42%	32	38%	6	7%	2	2%

b. The color, paint, and aesthetic appearance of your building:

	Very Good		Good		Fair		Poor		No Opinion	
2002	9	9%	52	50%	32	31%	11	11%	0	0%
2001	20	23%	40	46%	25	29%	2	2%	0	0%
2000	14	16%	54	61%	15	17%	5	6%	0	0%

c. The condition of your sidewalks:

	Very Good		Good		Fair		Poor		No Opinion	
2002	17	16%	57	55%	22	21%	8	8%	0	0%
2001	23	28%	41	51%	13	16%	4	5%	0	0%
2000	17	21%	46	56%	15	18%	4	5%	0	0%

d. The condition of your parking lot:

	Very Good		Good		Fair		Poor		No Opinion	
2002	14	13%	59	56%	23	22%	9	9%	0	0%
2001	24	29%	43	52%	12	15%	3	4%	0	0%
2000	21	23%	42	47%	23	26%	3	3%	1	1%

e. The lighting around your building and in your parking area:

	Very Good		Good		Fair		Poor		No Opinion	
2002	28	27%	56	54%	15	14%	5	5%	0	0%
2001	31	36%	42	48%	11	13%	3	3%	0	0%
2000	28	34%	41	49%	13	16%	0	0%	1	1%

f. Exterior modifications made by neighbors:

	Very Good		Good		Fair		Poor		Not Applicable	
2002	11	11%	47	46%	14	14%	6	6%	25	24%
2001	13	16%	29	35%	9	11%	1	1%	31	37%
2000	9	10%	45	51%	11	12%	2	2%	22	25%

2. Common Areas

a. Has anyone in your household used the Sport Court within the last 12 months?

	Yes		No	
2002	28	27%	75	73%
2001	25	29%	62	71%
2000	29	32%	61	68%

b. Has anyone in your household used the Community Park within the last 12 months?

	Yes		No	
2002	50	49%	53	51%
2001	54	60%	36	40%
2000	43	40%	65	60%

c. Has anyone in your household visited the Gazebo within the last 12 months?

	Yes		No	
2002	44	43%	59	57%
2001	46	53%	41	47%
2000	na	na	na	na

d. The Sport Court in terms of adding value to your property:

	Very Good		Good		Fair		Poor		No Opinion	
2002	9	9%	30	30%	18	18%	17	17%	26	26%
2001	9	10%	24	28%	20	23%	14	16%	20	23%
2000	8	9%	21	23%	22	24%	12	13%	28	31%

e. The Community Park in terms of adding value to your property:

	Very Good		Good		Fair		Poor		No Opinion	
2002	25	25%	43	42%	11	11%	9	9%	14	14%
2001	22	25%	38	43%	12	13%	6	7%	11	12%
2000	14	16%	30	33%	19	21%	7	8%	20	22%

f. The Gazebo in terms of adding value to your property:

	Very Good		Good		Fair		Poor		No Opinion	
2002	8	8%	19	18%	29	28%	26	25%	21	20%
2001	8	9%	21	24%	17	19%	23	26%	19	22%
2000	na	na	na	na	na	na	na	na	na	na

g. The landscaping design in terms of adding value to your property:

	Very Good		Good		Fair		Poor		No Opinion	
2002	27	26%	40	38%	23	22%	13	13%	1	1%
2001	27	30%	36	40%	14	15%	13	14%	1	1%
2000	19	21%	35	39%	30	33%	2	2%	4	4%

h. The appearance of your trash and recyclable collection area:

	Very Good		Good		Fair		Poor		No Opinion	
2002	5	5%	45	43%	33	32%	21	20%	0	0%
2001	12	13%	33	37%	24	27%	21	23%	0	0%
2000	7	8%	27	31%	27	31%	26	30%	1	1%

i. The current trash collection intervals are:

	Too Frequent		Just Right		Not Enough		No Opinion	
2002	0	0%	76	73%	26	25%	2	2%
2001	1	1%	66	74%	22	25%	0	0%
2000	0	0%	55	60%	34	37%	3	3%

j. The current recyclable collection intervals are:

	Too Frequent		Just Right		Not Enough		No Opinion	
2002	0	0%	33	32%	67	64%	4	4%
2001	0	0%	24	28%	59	68%	4	5%
2000	0	0%	22	25%	59	66%	8	9%

k. Dog waste in the common areas:

	Not a Concern		Occasional Concern		Ongoing Concern	
2002	49	51%	39	41%	8	8%
2001	43	49%	34	39%	11	13%
2000	45	50%	29	32%	16	18%

l. Noise in your part of the complex:

	Not a Concern		Occasional Concern		Ongoing Concern	
2002	62	59%	34	32%	9	9%
2001	50	58%	28	33%	8	9%
2000	45	53%	28	33%	12	14%

Noise Sources:	2002
Music, TV, Stereos	13
Pets	13
Cars, Car Alarms	9
Thin walls, Upstairs Neighbors, Hardwood floors	9
Kids Running Up Stairs, Slamming Doors	5
People-Related: late night conversations, chatting on patios, arguments, sex noises	4
Parties	3
Gardeners, Leafblowers	2
Sport Court	1

m. Your level of safety and security within the complex:

	Very Good		Good		Fair		Poor		No Opinion	
2002	44	44%	51	50%	4	4%	1	1%	1	1%
2001	42	48%	38	44%	6	7%	0	0%	1	1%
2000	31	35%	50	57%	5	6%	0	0%	2	2%

3. The Board of Directors

a. Have you met anyone on the Board of Directors (past or present)?

	Yes		No	
2002	58	56%	46	44%
2001	46	52%	42	48%
2000	47	53%	42	47%

b. Have you attended a board meeting?

	Yes		No	
2002	46	44%	58	56%
2001	50	57%	37	43%
2000	40	44%	50	56%

c. Are you interested in attending a board meeting within the next 12 months?

	Yes		No		No Opinion	
2002	45	44%	28	27%	29	28%
2001	48	55%	24	28%	15	17%
2000	47	52%	20	22%	23	26%

d. Are the board meeting announcements posted in the kiosks with ample notice for your attendance?

	Yes		No		No Opinion	
2002	62	62%	14	14%	24	24%
2001	61	70%	14	16%	12	14%
2000	54	63%	13	15%	19	22%

e. Association fees

	Too Low		Just Right		Too High		No Opinion	
2002	0	0%	29	28%	62	61%	11	11%
2001	3	3%	26	30%	54	61%	5	6%
2000	0	0%	29	33%	46	52%	14	16%

f. List services to be reduced/eliminated to lower Association fees:

	2002
Landscaping Related - change vendor, stop leaf-blowers, plant trees that require less water, more vendor oversight, eliminate pesticides	21
Overwatering of Landscaping	10
Gazebo	5
Management Company	5
Sport Court	4
Community Park	4
Non-Essential Amenties / Services	1
Seek Competing Contractor Bids Regularly	1
Reserve Fund	1
Car Washing	1
Co-Op Work Parties	1
Change monthly meetings to quarterly	1

g. List services to be added that would lead to higher Association fees:

	2002
More Landscaping, Trimming, Flowers, Plants, Trees, Repair Lawns	6
Pool	5
Outside Storage, Carport Storage, Bike Storage	4
More Recycling Bins, Collections	4
Additional Drainage and Gutter Maintenance	2
Better Carports or Garages	2
Paint Buildings	2
Club House	1
Hiking Trails	1
Water Faucets	1
Upstairs Window Wasing	1
Ant Control	1
Car Wash Area	1
Community Garden	1
Park Maintenance	1

h. Quality of "Oak Grovian" newsletter:

	Very Good		Good		Fair		Poor		No Opinion	
2002	30	29%	59	57%	11	11%	1	1%	3	3%
2001	27	30%	45	51%	11	12%	4	4%	2	2%
2000	7	8%	47	51%	17	18%	3	3%	18	20%

i. Frequency of "Oak Grovian" newsletter:

	Want More Issues		No. Issues Just Right		Want Fewer Issues		No Opinion	
2002	13	13%	65	63%	4	4%	22	21%
2001	19	21%	52	58%	2	2%	17	19%
2000	23	26%	37	42%	2	2%	27	30%

j. Quality of "Oak Grovian Online" web site:

	Very Good		Good		Fair		Poor		Not Seen It	
2002	6	6%	17	17%	3	3%	0	0%	75	74%
2001	na	na	na	na	na	na	na	na	na	na
2000	na	na	na	na	na	na	na	na	na	na

k. List subjects would like to see more information in newsletter or web site:

Do-it-yourself improvement projects	2
Annual County resale prices	2
Recycling procedures	2
Neighborhood news	1
Vendor fees	1
Comparison to other Associations	1
What to do about barking dogs	1
Gardening without pesticides	1
Keeping patios & balconys clean	1
Creek pollution due to dog waste	1
Compliments / complaints	1
Keep it simple, topic oriented	1
How to deal with toxic trash	1
Upkeep of park	1

Budget and spending	1
Why Association fees are so high	1
Plowboy activities for the period	1
Real estate market trends	1
How neighbors become friends	1
Making Oak Grove better	1
Water use rules	1
Srvc's that need improving; not complaints	1
Security	1
Interior mold	1
Parking Rules Review	1
Oak Grove history	1
Consider other management companies	1
Requirements to own at Oak Grove	1

l. Overall effectiveness of the Board of Directors:

	Very Good		Good		Fair		Poor		No Opinion	
2002	8	8%	51	50%	15	15%	8	8%	21	20%
2001	14	16%	43	49%	17	19%	4	5%	10	11%
2000	10	12%	42	49%	16	19%	1	1%	17	20%

4. Good Management Company

a. Have you ever been in contact with Good Management?

	Yes		No	
2002	86	83%	17	17%
2001	73	84%	14	16%
2000	74	84%	14	16%

b. When was your most recent contact with Good Management?

	Less than a year ago		More than a year ago	
2002	72	82%	16	18%
2001	55	76%	17	24%
2000	49	73%	18	27%

c. Response was handled in a prompt manner:

	Very Good		Good		Fair		Poor		No Opinion	
2002	11	12%	32	35%	18	20%	27	30%	3	3%
2001	15	20%	29	38%	13	17%	16	21%	3	4%
2000	10	13%	30	38%	14	18%	22	28%	2	3%

d. The agent responded in a professional manner:

	Very Good		Good		Fair		Poor		No Opinion	
2002	17	19%	33	37%	15	17%	22	24%	3	3%
2001	16	22%	30	41%	16	22%	8	11%	3	4%
2000	12	16%	30	39%	18	23%	15	19%	2	3%

e. Your question or issue was resolved satisfactorily:

	Very Good		Good		Fair		Poor		No Opinion	
2002	12	13%	31	34%	13	14%	29	32%	6	7%
2001	13	18%	26	36%	11	15%	17	23%	6	8%
2000	11	14%	26	34%	12	16%	25	32%	3	4%