

Farmington Chase Association

Community Survey Summary

April 2010



Farmington Chase – Community Survey Result Report

April 2010

REPORT DATE: April 8, 2010

This survey was distributed to owners/residents and non-resident owners of Farmington Chase. The method of distribution included email, mailbox distribution, and US mail.¹

TOTAL NUMBER OF HOMES

There are 158 homes in Farmington Chase: 148 units and 10 Estate homes. 12 (of 148) units are rented to tenants.

TOTAL RESPONSES

63 people responded to the survey; 61 owners, and 2 tenants. The percentage rate of community responses is **40%**^{2, 3}.

The comments to the survey questions are as informative as the ratings on the scale of satisfaction and/or dissatisfaction.

SUMMARY OF RESPONSES

1 Very Dissatisfied; 2 Dissatisfied; 3 Somewhat Dissatisfied; 4 Neutral; 5 Somewhat Satisfied; 6 Satisfied; 7 Very Satisfied
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1. Satisfaction with performance of Imagineers

- Responses varied on the scale from 0 to 7.
- The majority of responses are equally balanced between the categories of SOMEWHAT SATISFIED and SATISFIED. **16 Somewhat satisfied / 17 Satisfied**
- Unfavorable comments frequently repeated include complaints that there is a lack of consistent follow through, lack of helpfulness, and lack of and response by Imagineers. Concerns are voiced regarding poor financial and budget management. There are several references specific to dissatisfaction with snow removal services. There are repeated comments from residents waiting for parking stickers for a long period of time.
- Favorable responses noted improvements have been evident.

2. Satisfaction with performance of Board of Directors

- Responses varied on the scale from 1 to 7.
- The majority of responses are equally balanced between the categories of SOMEWHAT SATISFIED and SATISFIED. **18 Somewhat satisfied / 20 Satisfied**
- Unfavorable comments repeated express concerns about financial/budget management. Additionally, comments included a concern for of lack of enforcement/follow though of rules and regulations.
- Favorable comments repeated include appreciation of Board members and recognition of their volunteer efforts, and hard work for the community.

3. Satisfaction with snow removal services

- Responses varied on the scale from 1 to 7.
- The majority of responses are equally balanced between the categories of SOMEWHAT SATISFIED and SATISFIED, with a notable number of VERY SATISFIED ratings. **16 Somewhat satisfied / 23 Satisfied**

¹ Farmington Chase utilizes email to distribute community messages. Participation in the Farmington Chase Community email is voluntary. For those who do not participate in the email community messaging, paper copies are distributed.

² In general, tenants refrained from rating or commenting on issues that are of concern to long-term, fee paying owners; i.e. tenants did not respond to questions regarding: sunrooms or method of payment of possible road assessment.

- Unfavorable comments repeated include dissatisfaction of delayed snow shoveling; thus creating a need for owners to shovel themselves. Concern was voiced frequently regarding snow removal causing damage to the grounds. Additionally, there are multiple comments expressing concern about the plow trucks driving too fast in the community.
- Favorable comments repeated include acknowledgement that snow removal services have improved compared to past years.

4. Satisfaction with landscaping services

5. Responses varied on the scale between the categories of 1 to 4.

- The majority of responses are rated in the category of SATISFIED. **32 Satisfied**
- Comments showed there is a misconception of services by some residents. For example: there was a complaint about paying for fertilization – however, there is no fertilization program at FC. There were complaints that the landscaping crew is at FC too often; thus FC pays too much for their services. However, payment for landscaping services is a negotiated seasonal rate; FC does not pay by the day or by the hour for landscaping services.
- Unfavorable comments repeated include dissatisfaction of leaf blowing and subsequent problems to grounds and property caused by leaf blowers, dissatisfaction with seasonal damage to grounds, and dissatisfaction with gutter cleaning services.
- Favorable comments repeated include acknowledgement of well maintained grounds. Comments also acknowledged and complimented the volunteer Landscaping Committee.

6. Satisfaction with trash removal services

- Responses varied on the scale between the categories of 3 to 7.
- The majority of responses are in the category of SATISFIED. **31 Satisfied / 15 Very Satisfied**
- Unfavorable comments are limited to only one dissatisfied opinion.
- Favorable comments repeated include opinions of the improved services with the new trash compactor.
- Notably, repeated suggestions include a desire for a solution for large garbage disposal options within the community.

Three areas of priority

1. Road repair (followed very closely by Budget awareness)
2. Tree maintenance (followed by Road repair)
3. Road repair (followed by Grounds maintenance)

7. Non commercial truck parking in clusters

- Responses varied from YES... NO...and ...MAYBE.
- The majority of responses are equally balanced between the YES and NO responses. **Yes=28 / No=31**
- Unfavorable comments expressed concern about the perception of lowered property value and negative appearance to the community with the parking of pick-up trucks in clusters.
- Favorable comments expressed parking pick-up trucks in clusters is acceptable and is a convenience that should be extended to pick-up truck owners.
- Comments / Suggestions expressed parking pick-up trucks in clusters only be for non-commercial pick-up trucks, only for trucks that fit within the designated parking spots, and trucks should not be stored in the clusters for long periods of time.

8. No Question 7

9. Is the Farmington Chase website helpful

- Overwhelmingly the majority response was YES, with some responses of ambiguity. **Yes = 38**
- Favorable comments repeated disappointment the FC website is no longer active.

10. Install Doggie Pick-Up stations

- Responses varied from YES...NO...MAYBE...DON'T KNOW...and NEUTRAL.
- The majority of responses are equally balanced between the YES and NO responses. **Yes=22 / No=25**
- There are strong comments/opinions both unfavorable and favorable.
- It is evident that people are not aware what the recommendation for doggie stations actually is. There is a misconception that the recommended doggie stations will include a waste barrel that will require maintenance. It was not clearly explained in the survey that the recommendation is only for a pole with a baggie dispenser.

11. Sunroom Additions

- Responses varied from YES...NO...WANT TO HEAR MORE...and NOT SURE.
- Overwhelmingly the majority response was YES (2 to 1 in favor of allowing sunroom additions). **Yes = 36 / No = 18**
- There are interesting comments and opinions, both unfavorable and favorable; with several neutral comments/suggestions.

12. Assessments for road paving

- Responses varied and include subjective YES and NO answers.
- Overall, owners requested **more information** before they can make a decision on a payment method.
- There are a few strongly worded comments that express that the existing FC monthly Association fee should cover the road repairs.
- There are comments that express concern for the need for budgetary planning for road repairs, and suggest a need to save money towards road repairs.
- There are frequent comments addressing concern about not repeating the loan / payment method used during the siding installation for the road paving/repairs.