

In November of 2007, the Community Association (CA) distributed the Annual Resident Satisfaction Survey to determine resident satisfaction relative to the various programs, products, facilities and services of the CA. Again this year, we encouraged all to complete the survey on line and offered hard copies at the CA office for those not wishing to complete the electronic way. The survey was a multi-paged instrument divided into several sections that corresponded with the various departments of the CA. The specific sections/departments were Administration, Maintenance, Activities, Communications, Fitness, Golf and Board of Directors.

The CA received 2,222 completed surveys. The results of the survey are distributed to CA management, staff and the Board of Directors. This information will help the Board and management identify areas where the CA is performing well and areas where the CA might look to make improvements. In fact, the survey results will provide a foundation or benchmark in developing an action plan to improve the CA's services and resident satisfaction in 2008.

I am pleased to report the results of the survey, as they were quite positive. Overall, 95% of those responding were satisfied with the services and facilities of the Community Association, with 38.2 being "Very Satisfied" and 57.5 being "Mostly Satisfied". The remaining 4.3% were either "Mostly or Very Dissatisfied". The following are the overall survey results for the various departments or areas:

Overall Fitness Center	Outstand.32% Very Good 53%, Good 14%, Fair/Poor 1%
Overall Activities	Outstand 22%, Very Good 54%, Good 21%, Fair/Poor 3%
Overall Communications	Outstand 21%, Very Good 48%, Good 25%, Fair/ Poor 6%
Overall Golf Courses	Outstand 11%, Very Good 43%, Good 37%, Fair/Poor 9%
Overall Maintenance	Outstand 19%, Very Good 55%, Good 22% Fair/Poor 4%
Overall Housekeeping	Outstand 21%, Very Good 55%, Good 20% Fair/Poor 4%
Overall Common Areas	Outstand 22%, Very Good 46%, Good 23% Fair/Poor 9%
Overall Board or Directors	Outstand 8%, Very Good 39%, Good 39%, Fair/Poor 14%
Overall Administration	Outstand 13%, Very Good 44%, Good 34%, Fair/Poor 9%

Overall Community Association

Outstanding 17% Very Good 51%, Good 26%, Fair/Poor 6%

It should be noted that staff took the time to read all comments provided on individual surveys. In closing, I want to thank those residents who took the time to complete and return surveys and assure all residents that the survey results and comments were reviewed and considered and that the information will be used to help the CA improve its' services.

