

## Marsh Harbour Homeowners Association Member Survey Survey Results Analysis

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A survey of Marsh Harbour Property Owners Association members was conducted in March 2013 in conjunction with a newsletter that was sent to all homeowners.

There were 19 responses to the survey. Results of the survey were tabulated. A weighted average was used to aid in the analysis. Responses were given a numerical value from 5-1 with Strongly Agree being a 5 and Strongly Disagree a 1. The weighted average value was used to analyze the responses and draw conclusions. Outliers were highlighted so that no data was neglected.

All written comments are included at the end of this report for review and action by the Board of Directors.

Results:

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### **Community Safety and Security:**

Homeowners generally felt the neighborhoods are safe (4.07), however there is some concern about vehicular traffic (3.20) and even more concern about the safe operation of golf carts (2.67).

### **Property Conditions:**

There appears to be some confusion about the guidelines for maintaining property (2.87) and even more concern that the guidelines are being enforced consistently (2.32). Common areas were generally considered to be well maintained and add value (3.20), although opinions were mixed with 1/3 of the homeowners disagreeing, or strongly disagreeing.

### **Property Violations and/or Issues:**

There does not seem to be concerns about loud parties or other noise disturbances (1.88), but there is a concern about excessive decorations (3.34) and even greater concern about enforcement for these offenses (3.82).

### **Amenities Areas:**

Two questions in this area (Do you use the pool and do you use the tennis courts?) called for a yes/no response, but those options were not given on the survey, so Agree was considered a Yes, and Disagree a No. From the survey, about half of the homeowners that responded use the pool (2.59) and only about 25% of those that responded use the tennis courts. In general the pool area was considered clean (3.00) and that the bathrooms in the pool area are being maintained (3.20). There is a similar response about the maintenance of the tennis courts (3.08). The playground area was given a higher than average score for being maintained (3.34). Homeowners gave high marks for maintenance of the landscaping in the entrances, park, pool, and tennis court areas (3.85).

### **Board and Management Staff Communication:**

Homeowners tended to neither agree or disagree that the BOD is operating in the best interest of the community (2.67). Out of 15 responses, 7 responded “neutral” to this question. As seen in the Property Conditions area, there is a concern about consistent enforcement of Covenants (2.36). Homeowners expressed an interest in how to communicate with the board and committees (3.42). Management was given slightly higher than average marks for timeliness, courtesy, proper handling of calls/e-mail and handling requests in a competent manner. There is some concern about complaints being handled in a prompt and fair manner (2.64). Management was given slightly higher than average marks for knowledge of association legal documents, finances, and overall operation of the community (3.08). Homeowners gave an average mark for timeliness in handling concerns.

### **Miscellaneous:**

Two-thirds of the people that responded indicated that they do not attend POA annual meetings on a regular basis, but 14 out of 15 endorse a change to association documents to enable fines on habitual violators. About two-thirds of those that responded do not have a copy of the Covenants and Restrictions or the By Laws.

Specific (unedited) written comments:

*Italicized text added to help put the comment in context*

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### **Community Safety and Security:**

1. Vandalism is all over
2. ATV and spped-up gas carts are driven around by kids and friends – noisy
3. The school bus flies.
4. ( *Vehicular traffic*) especially at Marsh Harbour and Eagle Boulevard.
5. Underage drivers on public roads.
6. Too many young kids operating golf carts without adults.
7. Cars broken in to, speeding, running stop signs.

### **Property Conditions:**

1. My vehicle has been vandalized, front guard room vandalized, Fiddlers Cove fountain vandalized numerous times.
2. Neighbors placing trash/garbage for pickup in others property. Dogs and people trespassing.
3. We understand maintenance of our property, but there are a lot of homes that look terrible and un-kept.
4. Not sure what guidelines there are?
5. Not all yards are properly maintained – especially rental properties.
6. Large bumps in road - MH

### **Property Violations and/or Issues:**

1. Driving of ATV/golf carts around house, leaving cars in yards, leaving trash barrels on the street for days (all one house).

2. Cars parked on roads and yards.
3. Garbage cans are exposed to public view all over. This is a no-no.
4. Lawns not being taken care of need to be fined.
5. RV's in driveways, some on lawns.
6. Dogs left outside homes in Christians Landing, barking for hours at a time.
7. Junk in yards; boats; cars parked on grass; unauthorized play equipment.
8. Empty house – Jefferson's Landing – unkept.
9. Junk cars, boats, yards not being kept – Christians Landing.

#### Amenities Areas:

1. Pool is a joke too small to be useful – waste of money.
2. The courts need to be resurfaced. The pool water is very cloudy by mid-summer.

#### Board and Management Staff Communications:

1. *(Do you feel the board is operating in the best interest of the community)* No because they have NO fining authority.
2. Nothing is ever done *(with calls or emails)*.
3. I feel if I complain is it against a friend of the Board and it will go nowhere and I will be targeted.
4. Christians Landing has common areas that aren't looked after – dead plants, no lighting on signs.
5. Need more transparency in budgeting and spending.
6. Never had any issues or complaints.
7. At times the community manager does not return calls in a timely manner.
8. Some of the board are working for the community.
9. Homeowners don't know who maintenance company is. Most homeowners have no idea how to contact board members without going through AMS.

#### Miscellaneous (one thing you would like to see change):

1. Fining authority, take care of lawn, no parking on grass.
2. Address renters and rules.
3. No maintenance company unless voted on by members.
4. Make every household pay equal dues.

#### Additional Comments/Concerns/Suggestions

1. Things have gone down hill. Could be because of the economy, but people don't seem to care about the landscaping. Also, people (not all) don't pick up after pets. Cats are a nuisance!!! Should be a restriction on how many one house can have.
2. Landscape crew throws trash (cups, wrappers, and take out food containers) with yard debris along the main causeway in the wooded areas.
3. Just moved here, not really familiar with many areas surveyed. New owners meeting to familiarize would be good idea.
4. Door to door campaign to get attendance at meetings is a good idea. I would attend if I was more aware!

5. Our neighborhood is becoming a rental community more and more which affects the value of our homes if these rentals are not maintained. Somehow we need to fine the homeowner if their renters are not properly maintaining their property.
6. The biggest issue I have right now is the lawns of vacant properties being out of control. They make the whole community look bad.
7. Our community is quickly going downhill and nothing is being done about it. Laurel Island is no longer the elite community of past years.

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Committee Interest:

- Budget/Finance
- (Christians Landing) Neighborhood committee.
- Would also consider a violations committee.
- I own a lot, but would like to know the results of the survey.
- Cannot commit due to health reasons
- Have in the past, but time does not permit me to do so now.

