



RESULTS OF THE **INAUGURAL HOMEOWNERS SURVEY OF 2017**

SUBMITTED TO: The Lacamas Shores HOA Board

SUBMITTED BY: The Members Communication Committee

EXECUTIVE SUMMARY: All 253 lot owners received the survey and 82 responded, a response rate of 32%, with some responses incomplete. There are many things that this board has done that appeal to the respondents relating to increased transparency, openness, more involvement of homeowners, professionalism, and improved communications. The survey also directed the Board's attention to areas that are good ideas for future action plans such as improving amenities, continuing to build communication and harmony within the neighborhood, and creating value for the members while containing costs as much as possible.

Introduction

The first Lacamas Shores Homeowners' Survey was mailed and emailed to Homeowners from January 6th and collected until February 13th. Approximately 32% of our homeowners replied to the survey. The survey was also posted on the new official Lacamas Shores website and promoted with email and nextdoor.com reminders. The survey included check-the-box, yes/no, fill-in-the-blank, and ranking questions. Anonymity was optional.

The majority of surveys received were from Homeowners that live in Lacamas Shores year-round (54). This may indicate a limitation of the survey results, as those that live here year-round may be more likely to complete the survey. Although a number of people left some answers blank, 64 reported as married, with 35 having children, and 24 respondents indicated that they are retired.

The amenities of Lacamas Shores are used by 76 % of the survey takers at least once in the last year. The most popular amenity by far is the lake trail (71%) with many people using it daily, for a total of 3456 uses by our members. The trail (called Heritage Trail) is maintained mostly by the City, with help in the Meadowlands Park area by the Lacamas Shores HOA. The boat dock was second ranked amenity with 45% of the survey takers using it. The Boathouse, playground, and Meadowlands Park picnic area were all very close for third place. It should be noted that Boathouse is maintained and operated by the Canoe, Kayak, and Recreation Club, led by John Ulmer. The club received survey kudos as well.

High priority areas of improvement are the boat launch area (some homeowners have broken their propellers on the ramp) and trail maintenance. It was specifically noted by a few homeowners that with improvements, the picnic area would be used more, likely bringing it up to third in the ranking. Basketball, soccer field and exercise equipment all could use some improvement and it may be helpful to have the appropriate committees address these improvements in a cost-effective manner.

There are many positive comments regarding an awareness of increased HOA communication. It is noted that although the majority of members prefer email contact (when appropriate), the website is not becoming the communication hub

that was expected. A secure login area on the website “for members only” would be appreciated by 73% of those responding to that question, though some did not understand why this would be useful. The former newsletter “The Views” is missed by several members. Similarly, though 89% prefer email communications, a minority expressed a strong preference to have US post mailings.

It would appear that many people feel there has been improvement in the tone of HOA communications and expressed positive comments appreciating the hard work the Board has completed. There was an expressed sense that the Board has become more approachable and transparent. Many members stated that they appreciated the improved communications and the involvement of more people on committees. There needs to be continued effort in healing the rift that has occurred.

There are opposing views about what do with the Meadowlands park and views so it might be helpful to have some informative sessions as to how this relates to our HOA responsibilities, our CC&R's and to allow folks to express their views. Common solutions may emerge when all who care to be involved to be heard and to understand what steps are to be taken next work together. This may still be the major area where factions emerge, so it might be helpful for the Board to consider bringing a mediator out again to help facilitate some of these discussions.

Cost concerns were mentioned by several survey respondents, so Boards, Committees and HOA volunteers should keep this in mind. In fact, 49 Homeowners elected to receive legal notices by email instead of mail, many noting cutting costs as the reason. (Notice of confirmation of this election will be emailed out before this process begins.) Other ongoing and frequent concerns that should be addressed are issues with neighbors' landscaping as well as traffic speed.

Survey Results

LIMITATIONS

1- 82 surveys returned out of 253 homes/lots = 32%
2- A large number of questions left blank on many surveys

FINDINGS

HOMEOWNER HOUSEHOLDS Of the 82 surveys

1- 11% SINGLE 89% MARRIED.
2- Of those indicating children approx 50-50 younger (0-12) and older (12-22). A total of 35 have children in their home.
3- Year round = 54; Snow bird =1; Rentals = 3; Lot owners =1
4 – Retired = 24; Working from home =7

AMENITIES

Summary – Rank by # of Uses

RANK by USES	AMENITY	USES	Priority			Condition		
			low	med	high	well-m.	average	needs improve
1	Lake Trail (city)	3456	4	8	44	26	22	13
2	Boat Dock	296	16	14	31	20	17	18
3	Soccer field	205	22	20	10	11	26	5
4	Playground	197	17	23	12	20	19	9
5	Boat House	150	13	17	24	13	25	7
6	Exercise equip	76	19	21	7	6	14	14
7	Picnic BarbeQ	57	16	31	16	13	24	12
8	Basketball Court	53	29	28	3	12	25	7

Summary - Rank By # of Homeowners Using, with comments

USES	# of Homeowners Using	RANK	AMENITY	Notable Comments
3456	58	1	Lake trail	Work with City to repair
286	37	2	Boat dock	Needs to be repaired
57	29	3	Picnic barbecue area	Would use more if repaired
150	27	4	Boat house	More paddle boards
197	25	5	Playground	Need more for younger kids
205	19	6	Soccer field	Cut grass shorter so balls do not get lost.
53	16	7	Basketball Court	
76	7	8	Exercise equipment	Did not know we had any

Comments

RE BOAT DOCK:
docks fine but rocks need to be cleaned out
damaged prop
drop off at end
RE LAKE TRAIL: city's responsibility
RE PLAYGROUND used to use it (marked high priority)
RE BASKETBALL COURT no nets
RE PICNIC AREA pretty bad
RE EXERCISE AREA
Did not know we had that but it would be high priority
Where is this?
Didn't know we had any

MISCELLANEOUS COMMENTS regarding amenities

replace gazebos on lake trail
replace gazebos on lake trail per CC&R's and Reserve Fund Charter
happy re dock, playground Basketball court, etc.
Doug & Linda do a great job on maintenance
dock needs repair
could we buy more paddle boards
would like views restored to all homes possible
very happy keep it up
common area plantings along Lake Rd & main entrances need to pay attn to sprinkler system- it leaks & weeds are prevalent
too soon to comment just moved here
lose baseballs in the grass on the soccer field-- we asked for it shorter in #3
work w/ city to fix out washed out areas on trail; fix wooden dock that is 1/2 gone -- gazebo??;
regular trail clean up events -paid of volunteer to remove trash
entrance needs improvement - newer subdivisions have better entrances - ours has no wow factor
just moved in Aug 2016 haven't had a change to use amenities-- generally happy with HOA & neighborhood
zero in interest in any of the above, other than trail
haven't used any amenities yet
w/ increasing of small kids would make neighborhood more attractive & increase value if play area was better
highest priority is the entrances neat and tidy-- currently doing a great job
our HOA has spent a fortune on the boat dock, for the benefit of a very few- having a private boat dock sounds good on a sales flyer, but don't feel it adds value to owners as a whole
please don't remove trees for views for homes along that area--- trees make it feel like nature; if made to look like park it will take this feeling away for all the neighbors
boat dock and lake are high priority

I WOULD USE	Meadowlands Park	MORE IF	more park-like had covered space like a "clubhouse"
	Playground		it were closer
	Trail		muddy spots
	paddle boards		more there at right time
	Lake trail		weather was good
	soccer field		grass was maintained at a shorter length
	barbecue area		grills were not broken
	Exercise equipment		knew where it was
	park more		plentiful seating
	picnic area		light and airy and lake view
	Exercise equipment		more available
	Playground		better suited to kids less than 3 years olds
	boat dock		if could dock the boat without damage
	Playground		safer equipment - not suitable for young kids
	all amenities		were younger
	boat dock		if it is easier to launch my kayak
	boat dock & trail		lived there still-- I assume renters are using the dock for their kayak
	picnic area		cleaned up and brush/ trees were removed, concrete power washed & barbecue equipment improve tables and benches improved
	Everything		Lazy
	picnic area		barbecues were in better condition
	boat dock		dual boat access
	barbecue area		if barbecue units were replaced

COMMUNICATIONS

			YES		NO
5	Do you use website?		57		25
6	Do you read email updates?		54		11
7	Did you read Views-mailed?		53		12
8	How do you prefer to receive info	email	72	mail	9
	Nextdoor.com event reminders		31		6
	Nextdoor.com HOA updates		33		8

Comments added:

use nextdoor only
legal notices must be mailed
nextdoor is too personal and lists ugly comments so I no longer use it
we would be active if we could but we are disabled - email and HOA updates on next door

9	Do you want a secure login on website ?	YES	%	NO	%
		44	73%	16	27%
not necessary for us but would use it					
only if not costly to implement and manage					

10	No question #10
11	What is the Board doing well?
	IMPROVING INVOLVEMENT AND NEIGHBORHOOD COHESIVENESS
	fighting seems to have stopped and militant atmosphere is less. Noticed improvement in communications and board procedures
	attempting cohesiveness
	get more people involved; dealing with website that was not turned over to the HOA; clarifying accurate info on CC&RS
	expand involvement in decisions and the committee structure and organization
	new board is more approachable and transparent
	this board doesn't seem to be obsessed with secrecy or drunk on power like prior board--- good job
	COMMUNICATIONS
	2 mentioned communication
	2 said survey is a good start
	seeking input from owners
	posting of HOA meeting dates and agendas
	providing info
	much better and more frequent and open communications with members;
	TREES & COMMON AREA ISSUES
	no, they are only focused on trees
	happy to see progress in clearing trees and brush
	glad to see addressing common area maintenance issues
	good job of grounds maintenance
	OTHER AREAS
	keeping focused and directing
	keep ALL expenses down -- would like to be e-billed to cut costs
	managing finances
	paying attn to CC&R'
	work on long term planning
	please continue to work on traffic safety (stop sign at NW 60th & Michaelbrook) & speed in W end
	canoe club is great--
	GENERAL THANKS AND APPRECIATION
	canoe club is great-- posting of HOA meeting dates and agendas
	3 said nice job
	thanks for working on making our community where we improve our property values
	most things seem to be running well
	trying to improve the hood
	appear to be devoting a lot of time
	thankful they volunteer for thankless job; do not know what all they've done/ maybe a bi yearly

	event would be good for them/ us
	appreciate all the board and volunteers do
	GENERAL NEGATIVE COMMENTS
	operating in their own self-interest at the expense of broader community-- i.e. wetlands study
	seems to be a bit self-serving and political- I tend to distance from the day to day work of the board- do think this behavior keeps quality people off the board
	put the Restore Lacamas Shores Committee - arguments are getting old
	too much drama so I don't attend
	homes that are a mess need painting, landscaping and valid parking
	don't go after unnecessary legal battles i.e. conservancy zone
	NULL COMMENTS
	too soon to comment
	not aware of the board
	not involved enough to comment
	just moved in so we can't say
	no opinion yet
	uninvolved but I know you are doing the best you can

12	What does the Board need to improve/ work on
	IMPROVING INVOLVEMENT AND NEIGHBORHOOD COHESIVENESS
	get along/ more friendly/ not fighting / competitive groups
	Represent all of us, not just yourself-- it's an embarrassment
	stop the BS & contentious issues--neither side is right,-- board is misguided in its priorities, get over the petty stuff and address neighborhood needs; Roof issue is/ was irrelevant - is this referring to the one several years ago?
	healing the rift between factions
	consistent messaging still don't understand the reason for factions- makes board appear illegitimate
	trying to keep down conflict
	more owners getting involved but looking for better board dynamics and communication, words matter + consistent execution of plans for best interest of all
	calming down the childish fights among neighbors-- it's obnoxious to hear or read about it
	being professional
	COMMUNICATIONS
	website, communication,
	TREES & COMMON AREA ISSUES
	maintain views that are being blocked by overgrown trees; should be paid by each owner that has received at least 3 complaints by other neighbors
	feel greenways need to be maintained and improved- some are an eyesore
	views to lake and between neighbors to improve curb appeal of properties
	views setting a clear & specific view & view maintenance policy as well as enforcing it/ trim to remove trees in common area that are blocking/ restricting view of the lake
	making sure landscaping in common areas & individual homes is nice-- trees on personal property are trimmed and thinned-- (not HOA responsibility)

don't spend \$\$ on wetlands they are fine the way they are
hold lid on dues as we not have surplus or explain need for more \$\$
discontinue spending money on wetlands;
please leave wetlands as they are
greatest concern that board not incur unnecessary costs esp. legal fees for studies and actions in regards to wetlands
cut trees on Macadam (?) path leading down to lower path
Views-- get that done
neighbors yard is a mess with overgrown shrubs spilling over fences and sidewalks,
Restore views.
CC&Rs
enforcing HOA CC&Rs
very disappointed with no curbing of Gecho house and the setbacks
get member compliance w/ governing docs -- CC&R's, Bylaws, Arts. of Inc.
OTHER AREAS
keep HOA dues to minimal if possible
reduce costs
spending less money
if notices by email are increased maybe this would lower dues a little or keep them from increasing
keep costs down with no special assessments;
focus on improving trail & boat dock
issue boat permit with annual fees to avoid non-resident trespassing
soccer field as per above -- all address damage to boats
influence city to clean up lake-- dead logs, etc.
work with city re speeding; address projects for the majority of homeowners; more email reminders to owners to keep lots neat well maintained-- seen too many landscaping eyesores, cars parked and kids play structures
GENERAL THANKS AND APPRECIATION
professional job!
good relations with relations with community -- no more self serving on the board
more items like this survey- easy way to be participate for the not involved
see some immediate changes
GENERAL NEGATIVES
Faster
think board members at each end of the neighborhood are representing their own interests not the entire HOA
NULL COMMENTS
too soon to comment - sent my email to the board with no response
no opinion yet