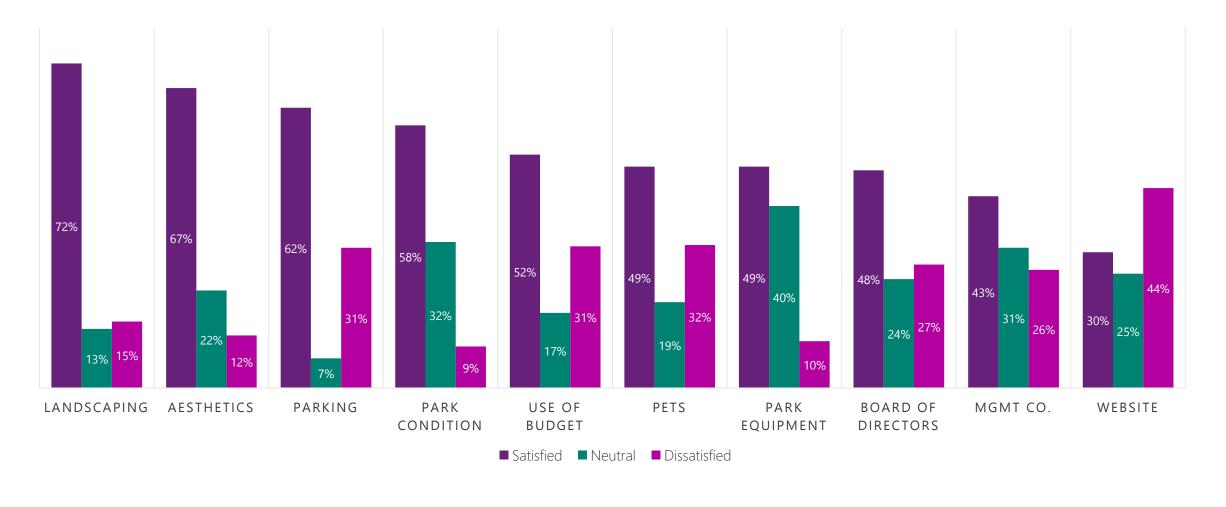
Montaine at Aldarra 2013 Annual Homeowners Meeting

Montaine at Aldarra Community Survey Results

November 2013

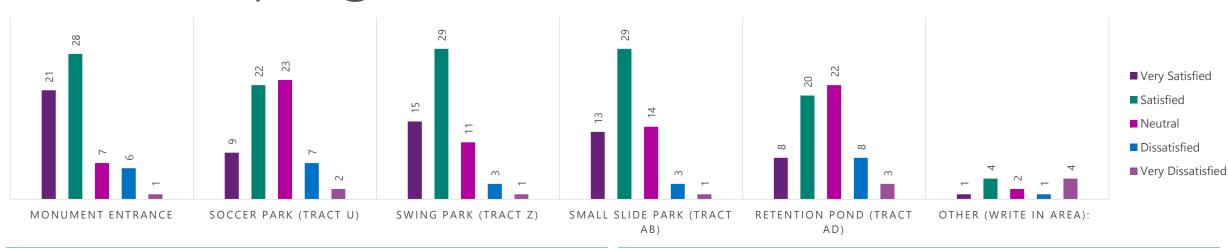
Overall Results Summary

Participation by 63 households (43% of community)



Landscaping

LANDSCAPING



A Few Comments...

"The HOA does a great job working within the budget but the budget is insufficient to maintain the common areas as they should be. "Q" Tract needs to be addressed & maintained as well as other common areas."

"Overall I think the landscaping is adequate. It's not over the top so it feels like we're probably getting a fair value. The soccer field is on asset that I feel is underutilized. And in my past experience always too wet

"The grass in all of our parks is looking really poor. Lots of crab grass and weeds throughout. Not very thick. Change: I would really like the lawn in all of our parks better maintained!"

Recommendations

- 1. Address Tract "Q" landscaping immediately; add to contract with Rich's going forward
- 2. Reduce watering of soccer field next year
- 3. Replace dead trees near entrance



Parks

A Few Comments...

"Parks are geared for young children, with exception of the basketball hoop & soccer area. There isn't a lot for older children or teens."

"Some of the play equipment needs some general maintenance that I hope we are budgeting for as part of our general funds for such expected activity. For any upgrades that might require incremental homeowner dues we should have a vote on to ensure we have input on the direction/plans for any incremental dues."

"Soccer park needs a lot of work. I would be willing to pay for a light over the basketball area that has a keypad lock so residents could use it."

"Add a community pool & tennis courts. Would be willing to pay much more for this."

"We use the parks often & the condition of the equipment is starting to deteriorate. Soccer Park area could be a focal area and gathering spot for families & events if redone"





PARK EQUIPMENT



Recommendations

1. Form a Parks Committee to evaluate options for maintaining/upgrading the park equipment (within current reserves), as it is coming near the end of its useable lifespan



Aesthetics

(Architectural Standards)



A Few Comments...

"Painting house color choices should be clearer."

"I think that a Homeowner should always submit architectural/yard changes to HOA to assure compliant to CC&R's, but before submittal I think homeowner should also get acceptance from neighbors surrounding houses"

"The ACC standards need to be clearer. The process needs to be more efficient. There is not uniform compliance with the standards."

"Honestly believe things look fine."

Recommendations

- 1. Update design guidelines to clarify house & fence stain colors
- 2. Update ACC form and process to make application more convenient for residents
- 3. For visible unapproved changes, ask residents to please submit an ACC application for review



Pets

A Few Comments...

"No chickens or exotic animals should be allowed as they attract wild animals or can become a nuisance on smell or sound."

"As long as the pets are not a nuisance, it should not matter what kind of pets residents choose to have."

"Chickens don't belong in a neighborhood like Montaine. They belong on a farm."

"I know there was recently an incident regarding a homeowner owning chickens... I believe that should be allowed (as per the board's decision) as long as there does not become an issue with health/safety standards."

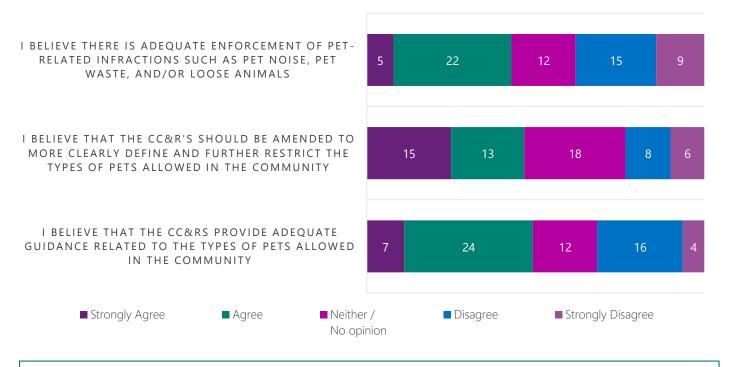
"Barking dogs that destroy my grass due to poop/pee are a big concern."

"I find it unacceptable that we have people in our community who fail to clean up after their dogs on walks."

"Loose dogs are a big problem. They need to be on a leash."

"So far I believe application of the pet policy has been fair and appropriate."

"Pets: This is always going to be an issue for residents."



Recommendations

- Provide friendly reminders to community on pet etiquette (on leash, pick up after them)
- 2. Continue to survey community annually to monitor whether there is a sufficient majority in favor of updating the CC&Rs and/or pet regulations (currently <50% indicate they are in favor of making a change)



Parking

A Few Comments...

"I am okay with parking in driveways, but NOT in street."

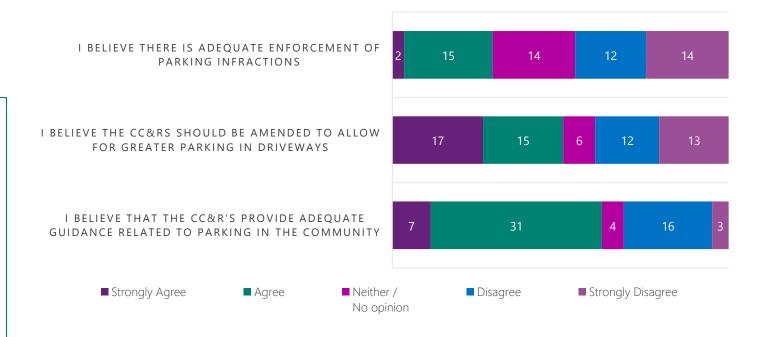
"Parking in driveways should be allowed for cars that are properly licensed an functioning. Homeowners should not be harassed about parking their cars in their own driveway."

"Several residences keep their cars outside on a permanent/overnight basis while their garage is being used as a storage space or for other activities- which is unacceptable. Enforce the parking rules as written in the CC&R's please."

"Too many cars on the driveway/street and its getting worse. The neighborhood does not look as pretty as it used to be."

"Like everyone, I'd rather have my cars in the garage. But, given that most homes have little storage, the third bay is used for storage. At this point, I only own two cars, but in 4 years time I'll have a third driver in the family and will still need the storage that my third bay provides. I think we need to be practical in this area and allow for situations as I've described to be considered as many of the children in our neighborhood are coming into their driving years."

"Change the CC&R's to allow greater parking in driveways. Its inconvenient to have to park our car elsewhere other than our own home. Many households include more than 2-3 drivers who own cars."

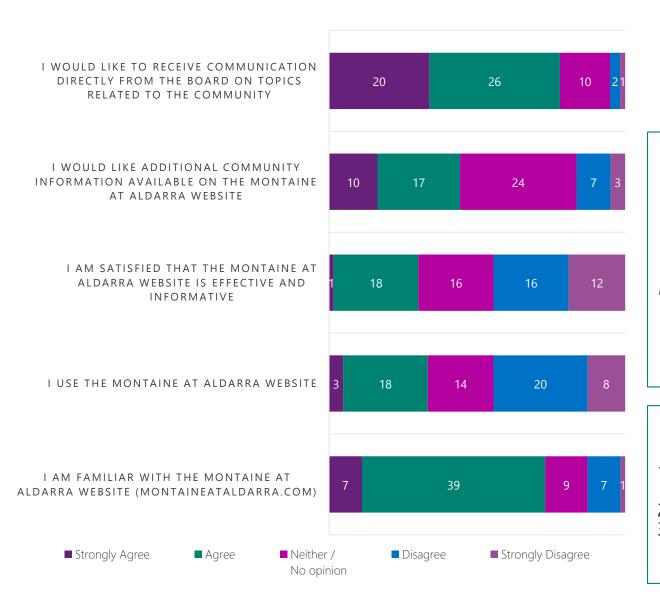


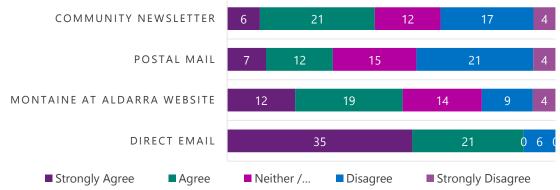
Recommendations

1. Continue to survey community annually to monitor whether there is a sufficient majority in favor of updating the CC&Rs and/or parking regulations (currently ~51% indicate they are in favor of making a change)



Communications





A Few Comments...

"Website maintenance is a waste of money. Send emails and call it a day."

"Website is clunky & hard to use."

"I have always avoided the Yahoo chat forums b/c the vibe was so negative. The website has been difficult to use and my username/password rarely work. The new Facebook page has actually been my only source of regular news. And I'd like to see more regular updates so we can always stay on top of matters."

Recommendations

- Establish a Communications Committee, responsible for quarterly e-newsletter and other relevant community updates Consider low-/no-cost ways to upgrade website Consider potential use of social media, with a code of conduct
- applied for users

Events

A Few Comments...

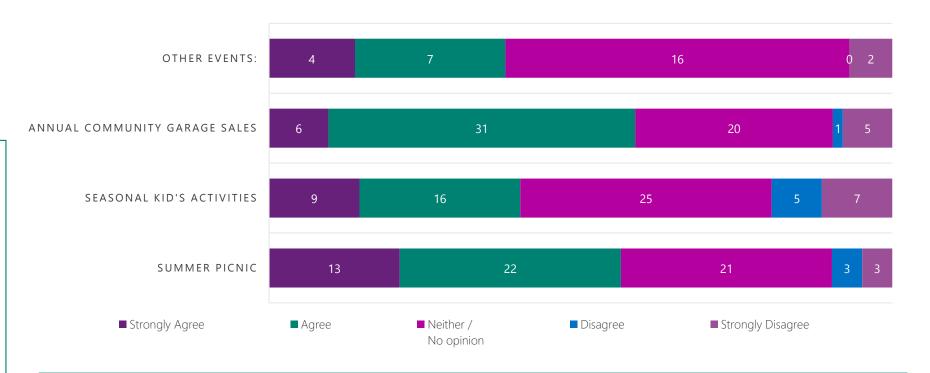
"There is very little interaction among neighbors. Some community building events could help change this."

"Events should be funded through current dues or through funds collected at the event."

"More effort by the board & volunteers needed to welcome new neighbors, gather people together & to work together for the good of the neighborhood."

"Love quarterly newsletter idea with highlights & social committee."

"Neighbors can organize community events on their own."



Recommendations

1. Solicit a volunteer to drive Event Coordination, such as organizing a summer picnic / pot luck or coordinating community garage sale dates (within current budget)



HOA Board & Mgmt

A Few Comments...

"I would like to see the Board and Best Management enforce CC&Rs better to maintain community appearance and home values."

"HOA has become an enforcement agency instead of a regulator; neighbors need to learn to be neighbors."

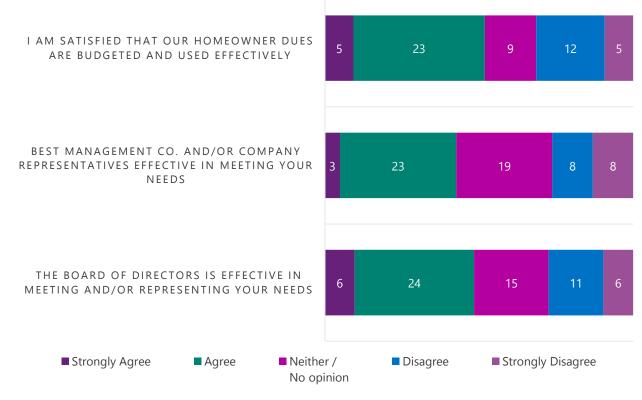
"Change: Board members not in one culdesac, Mgmt costs."

"I want to have a board that is proactive in gathering neighbors and that inspires others to also participate by their example & leadership."

"1. Have a stronger board willing to take on concerns, 2. Open up selection of contract for other management companies to bid and interview for position."

"No overblown group required in Montaine. The neighborhood is clean and quiet! HOA's only worry about three things:1. Parking, 2. Pets, and 3.Landscaping, which are good in Montaine."

"Our current board is doing a great job and also being level headed. I respect their commitment to the neighborhood- great job!"

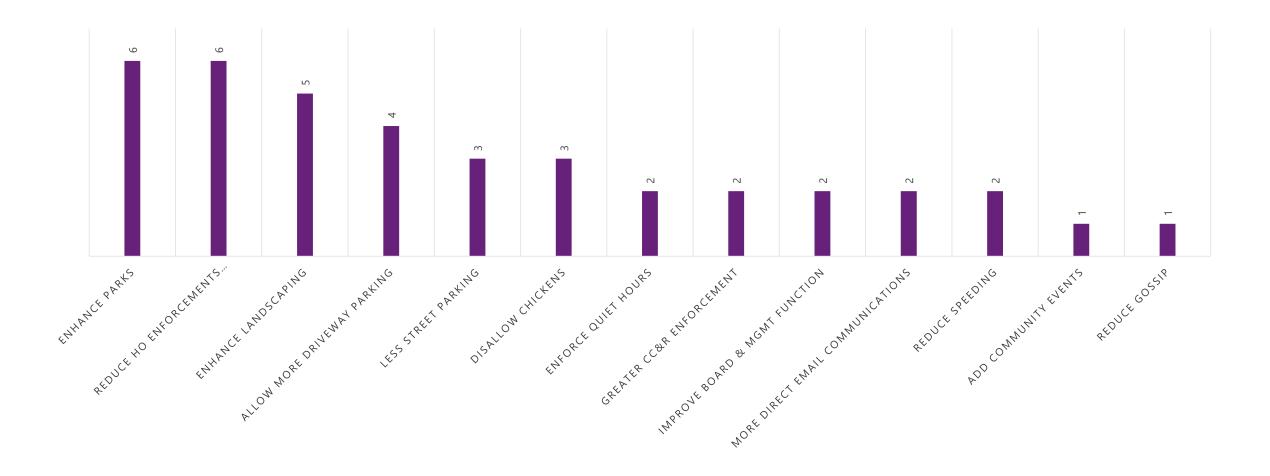


Recommendations

- 1. Increase communications with community regarding Board actions and look for opportunities to increase community engagement
- Continue with annual resident surveys and open forums at monthly Board meetings to adequately gauge resident perspectives
- 3. Establish regular cadence of service provider contract reviews (e.g., landscaping, management, etc) and publish lists of contracted services which the community can expect to receive (along with annual budget)
- 4. Communicate the principles and processes used to guide CC&R 'enforcement' actions for our community

Community Improvement

If you could change one thing in the community, what would it be?



THANK YOU!!!