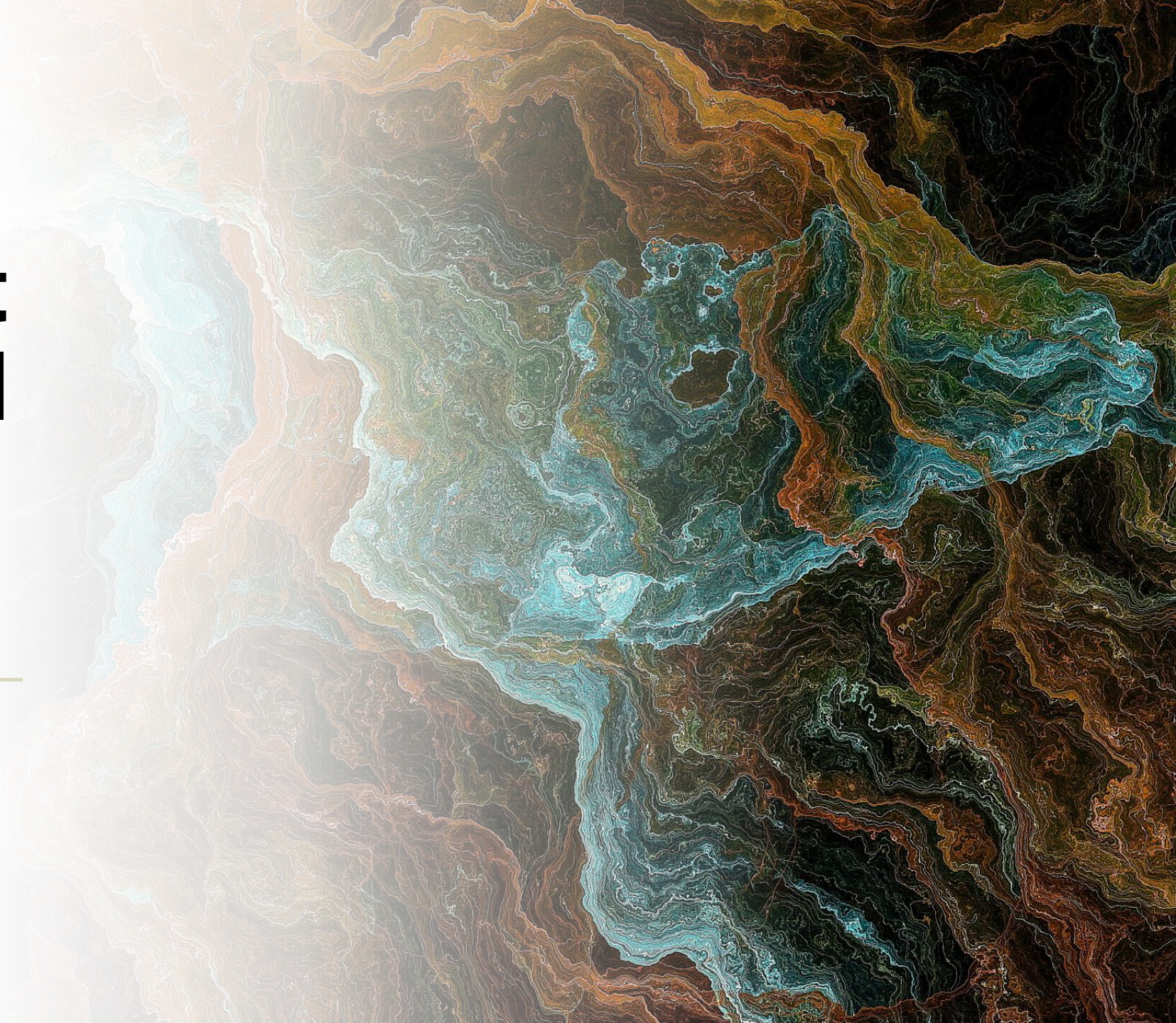
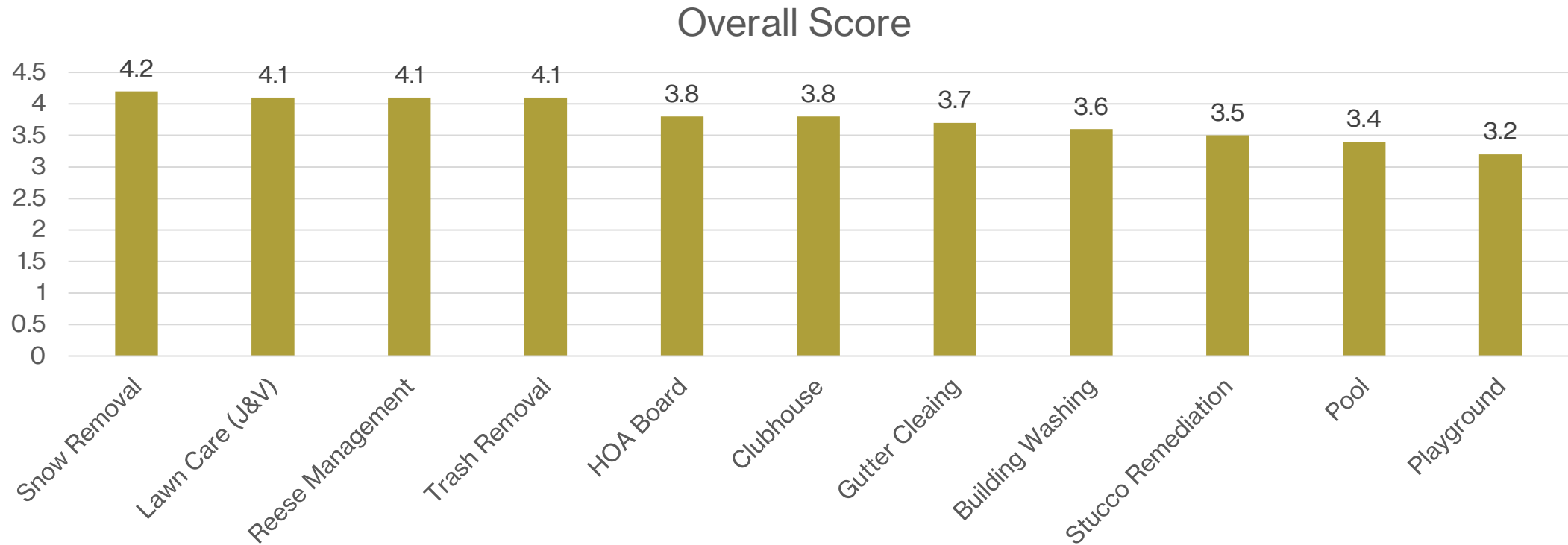


Bethel Grant 2022 Annual Survey Results



Ratings

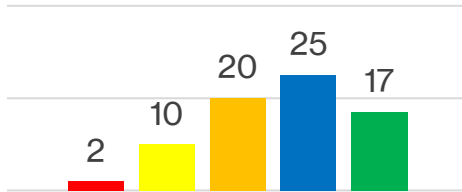


5 = Very Satisfied, 4 = Satisfied, 3 = Neutral, 2 = Unsatisfied, 1 = Very Unsatisfied

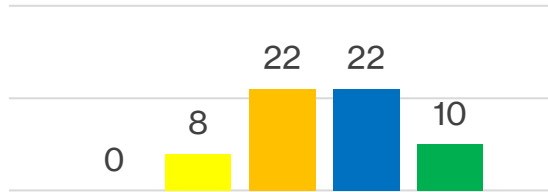
Ratings based on the 76 Surveys Turned In (63% of Homes)

Ratings – Ranking Distribution

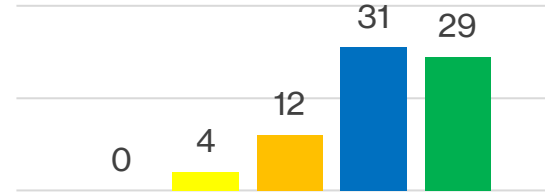
Building Washing



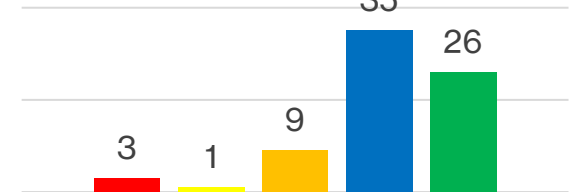
Stucco Remediation



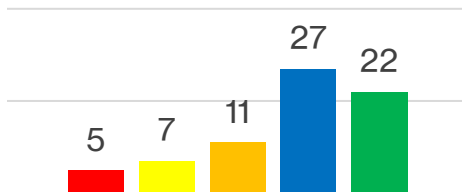
Lawncare



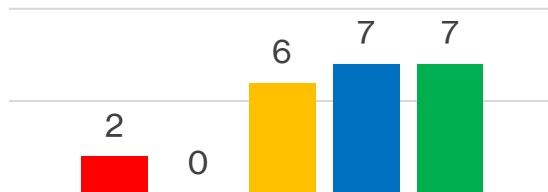
Trash Removal



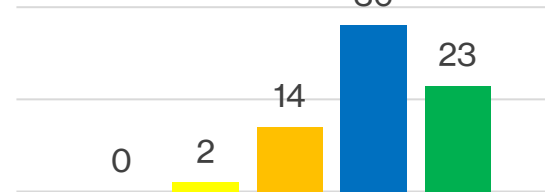
HOA Board



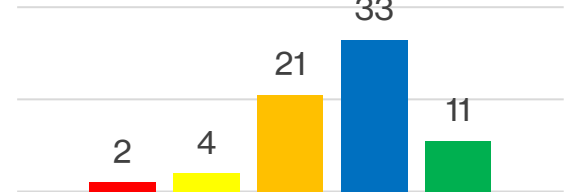
Clubhouse



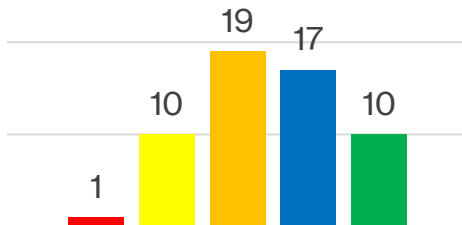
Reese Management



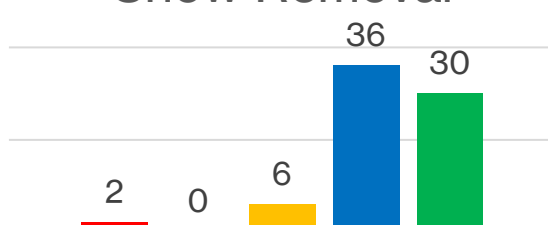
Gutter Cleaner



Pool

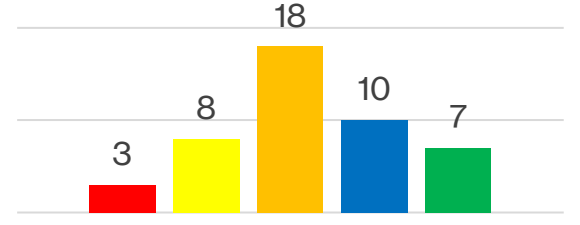


Snow Removal



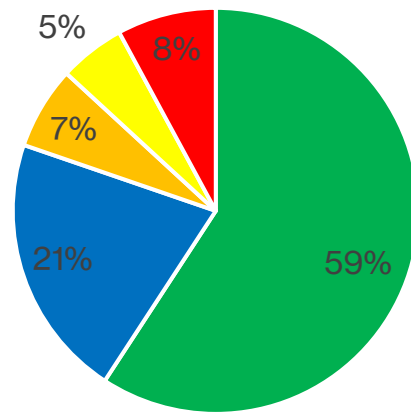
Green= Very Satisfied
Blue = Satisfied
Orange = Neutral
Yellow = Unsatisfied
Red = Very Unsatisfied

Playground



Playground & Pool Usage

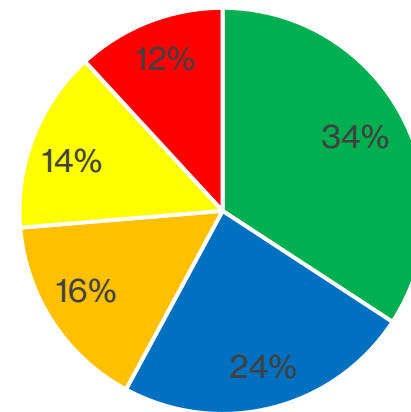
Playground Usage



■ N/A ■ <1x/Week ■ 1x/Week
■ 2-3x/Week ■ 4+/Week

Never or <1x/Week – 80%
1/Week – 20%

Pool Usage



■ N/A ■ <1x/Week ■ 1x/Week
■ 2-3x/Week ■ 4+/Week

Never or <1x/Week – 58%
>1/Week – 42%

Summarized Comments/Responses

- Dog Friendly Additions
 - *If there are any specific recommendations please email them to us. The board can look into the feasibility of the request.*
- Additions to park for older kids
 - *The board can look into adding additions for older children. Specific ideas should be emailed to us. All suggestions should come with cost estimates and locations.*
- More community events
 - *The board is willing to have more community events but needs residents to take charge, plan and advertise the event. Please submit details via email of the event you would like to plan.*
- Rent Clubhouse to outside groups
 - *This is in essence running a business. With a volunteer board, this would be difficult to do and may come with unintended consequences such as how to deal with damages.*
- Updated furniture in Clubhouse
 - *The board has been working on updating the curb appeal of the clubhouse with updating locks and adding curtains. The board can review the budget for the upcoming year to see if there are funds to update furniture within the clubhouse.*
- Trash truck leaks oil all over parking lot
 - *We will reach out to the vendor to discuss.*
- Trash vendor throws away recycling items
 - *Recycling is only on Mondays. If you see this on a Monday, please send the issue in via email.*
- Color scheme for the pool needs to be updated to have things match
 - *The board is looking into other alternatives for umbrellas for the upcoming pool season.*
- Pool was supposed to be redone but hasn't been yet
 - *The board has received several quotes for pool renovation and are weighing the options.*
- Pool needs a lifeguard
 - *Based on costs vs. benefits, we are not actively considering this.*
- The Clique at the pool is loud and distasteful
 - *If there are issues with neighbors at the pool, residents can report this via email. However, it might be difficult to address if you do not provide the violators names and their offenses.*
- Pool rules are broken constantly and the offenders are allowed to return
 - *Please email the violators names or descriptions and their violation for the board to address appropriately. The board relies on residents to report violators as we cannot be everywhere at all times. The community must work together to have a safe neighborhood.*

Summarized Comments/Responses

- Pool is hardly used
 - *The pool has peak hours of the day and week just like other parts of the neighborhood.*
- Pool is too costly to maintain as well as with insurance
 - *The board reviews the pool contract every year to ensure that we are getting a fair price for maintenance and upkeep.*
- Should consider a yearly pool fee or membership
 - *Pool membership fees are included in HOA dues that all homeowners are responsible to pay. It would be difficult to monitor who would be able to use the pool based on additional fees.*
- Pool closes at 7:30 p.m. when it is light until almost 9 p.m.
 - *Pool hours are decided by the board yearly. If you would like the board to reconsider pool hours, please email us. Please note that it is up to the board to open and close the pool daily and ask residents to be understanding of this when making requests.*
- Pool should be open a week or 2 past Labor Day
 - *The board's decisions were made based on several factors including the current pool contract, additional costs and pool maintenance. The board also needs to consider the amount of people who would use the pool past Labor Day versus the overall cost to the community.*
- Playground not very well maintained/unsafe/should be upgraded
 - *There will be an announcement regarding the playground's future at the Annual Meeting.*
- Playground often has trash
 - *We do have someone that comes by every other week for the trash. However, residents need to take care to bring their trash home with them to keep the place looking its best. Please let children know not to litter.*
- Ant hills around playground
 - *The playground is outdoors. Insects near it will happen and we have no plans to do any extermination of ants.*
- Teenagers misusing playground
 - *Please report violators via email along with the details.*
- Building Washing – Ruined Plants, Environmentally Unfriendly
 - *We will reach out to the building washers in regards to using a solution that is more environmentally friendly. Any issues found after the washing should be reported to us via email.*
- Building Washing – Used residents' water
 - *For any residents that had their water used, please send an email to us to get the instructions for reimbursement.*
- Grass cut at inconvenient days/times
 - *Grass cutting is scheduled for early morning Friday. This was done to have the grass look nice over the weekend. There are cases where the grass takes longer to cut on Friday or has to be moved to Saturday due to inclement weather. We get many requests for different days/times and there is no good day/time that will please everyone, so we have chosen what we feel is in the best interest of the community.*

Summarized Comments/Responses

- Grass was cut and there was nothing to cut
 - *We will look into options when there are instances where the grass doesn't need to be cut.*
- Cut back on forsythia bush pruning
 - *We are looking into the best time during the season for bush pruning, trimming, etc. and will communicate when these are scheduled.*
- Better communication between board members and the community on what is going to be discussed at the monthly meetings
 - *The board can consider posting the meeting agenda to the website prior to the monthly meetings. Exclusions would have to be made for potentially sensitive content including violations and/or homeowner financial issues.*
- Communication to have the 'why' to decisions rather than a straight no
 - *Relevant rules or regulations which are being used as the basis for decisions are included with responses. Note: We will only respond to requests via email, not Facebook.*
- Keep the community updated in its appearance, tech and if possible if a list of contractors
 - *The association continues to prioritize appearance as evidenced by aggressive projects such as reseeding, community area plantings, and individual unit bed mulching. Upgrades to technology have been incremental. We have made strides within the last year including a full updating of the website, online form filling, and individual unit owner access to their association account through eUnify. List of contractors may be more appropriately accessed and requested through the Facebook page from others in the community. The association cannot recommend or have the appearance of recommending such services.*
- Board needs to enforce codes & regulations
 - *If a violation of a rule or regulation is observed, send an email to us, and include a description of the violation, the date/time it was observed, where it was observed, and a photograph if possible.*
- More transparency from the board.
 - *While it would be cumbersome and possibly annoying to communicate every request made, the board makes an effort to provide relevant and useful information to the community. Homeowners can find out the decisions/reasons behind them by sending in an email.*
- HOA Board refusing to engage with residents via the community Facebook page is not the way to build trust and confidence. We all benefit from questions/issues raised on that platform and learn important insights into the effectiveness of the board based on responses. Pushing those conversations behind closed doors can be viewed as trying to evade accountability.
 - *Emails to us are the best form of communication for resolving complaints and requests. Compelling communication via email is not an attempt to push conversations behind closed doors. Facebook is a good venue for conversations among other community members including the board members. However, no action will be initiated or should be expected based on a Facebook post alone as that page is not monitored for that purpose.*
- Board should get creative in filling board seats. How about two people with similar views, share one position?
 - *From time to time, the board may request assistance from the community in managing or achieving certain goals. The total number of board members can be discussed and changed as part of the association documents. However, at this time there is no compelling reason for increasing that number.*
- Would be nice if the board would spend the \$\$ wisely.
 - *Fiduciary responsibility is an issue that the board takes very seriously. You are not alone in your concerns about how money is spent. Members of the board likely share your concerns and work to avoid or eliminate this type of slippage.*

Summarized Comments/Responses

- Adding stone or vinyl to facade to update look
 - *Stone and siding facades were explored at one point and were abandoned due to the expense. However, the idea can be revisited if the community is willing to consider special assessments to cover the cost.*
- Better color options for front doors
 - *Additional colors for front doors may be considered. Please submit your request via email. If you believe that there is widespread community support for a generic change, a physical petition may help with the decision making process.*
- Ability to add a lower-level or upper-level deck
 - *At this time, adding structures which would require maintenance by the association are not being considered. However, the board and/or management will respond to all serious inquiries.*
- The ability to fence a portion of your backyard
 - *In addition to some issues of aesthetics and uniformity, fencing off areas of common ground could create issues for service/maintenance including lawn care.*
- Adding colorful flowers/ trees would really help spruce the community up.
 - *The board addresses these types of curb appeal issues periodically. If you have specific ideas or areas which you would like the board to consider, please send your request via email.*
- Addition of trees to pool area and closer to playground to cool off areas and keep equipment cool
 - *Plantings which have deep roots may be problematic in the pool area due to future structural issues. However, other areas in the community such as around the playground may be practical locations for new trees and is something that the board can consider as part of a larger improvement project.*
- Better improvement on the balconies. They look nice repainted but there's rotting wood that was not addressed.
 - *If you have any rotting wood on your deck, please take photos and email them to us so that we may address them.*
- Adhere to guidelines of trash cans in front of the property
 - *If you notice a home that routinely keeps their trash cans in front of their home, but not hidden behind bushes, please send an email to us so that we can follow up with the homeowner.*
- Have work done faster
 - *While we always want work to be done as quickly as possible, we need to work within the limitations of our vendor's schedules. Having said that, we have implemented new approval procedures to make us more agile in responding to requests. If something needs to be done in an emergency fashion, please be sure to let us know with the specifics of why it is an emergency.*
- Tree cleanup, trim low branches, shrubbery trimmed and overgrown bush removal
 - *We have recently approved some tree removals & branch cleanup that should be seen by the community soon. Shrubby was trimmed in September. For any bushes you believe need to be removed, please send the details to us via email for consideration.*

Summarized Comments/Responses

- Woods need attention (i.e. behind Sycamore Circle)
 - *If you believe any cleanup needs to be done in this area, please send the specifics to us via email. However, please be aware that our property line ends in this area, so depending on what is desired, it may not be within our purview to handle if it is not within Bethel Grant property.*
- Repaint curbs and have surveying conducted
 - *More details would need to be sent on what kind of curb repainting/surveying is desired.*
- Redo decks Pete did
 - *This is currently under discussion for 2023/2024.*
- Update mailboxes
 - *The mailboxes are owned by USPS, not the HOA. For any issues with the mailboxes, please contact USPS.*
- Replace light fixtures with modern/efficient ones
 - *As streetlights go out, we are replacing them with modern/efficient LED lights.*
- Juliette balcony painting
 - *This is currently under discussion for 2023/2024.*
- Continuous maintenance of grass
 - *This year, we undertook the first large-scale grass seeding in our community. Many areas that were previously just dirt did get some great grass growth, but it wasn't perfect. If there are any areas that you believe need more grass, please send in photos along with the specific locations to us via email.*
- Tree planted on Sycamore Circle
 - *When the tree on Sycamore Circle was removed last year due to it being a danger, we found that the only way to replant a tree there would be to do significant excavation work to remove the old roots, which was cost-prohibitive. Instead, we decided to plant low-maintenance plants in the circle to make the circle look great.*
- Add a trash can by mailbox
 - *There used to be one, but unfortunately, people would put pet waste and food in here. This resulted in a significant stench in the summer, along with unwanted pests by the mailbox area. Due to this, bringing one back to this area is not being considered.*
- Flags by entrance with the BG Name on them
 - *These used to exist and became very faded over time. It was decided by a previous board to have them removed as they no longer looked good. If community members would like new ones to be installed, please send your design ideas to us via email.*
- Cluttered areas in community with junk need to be remediated
 - *While the board does walkarounds, we simply don't have the time to look at every nook & cranny of the community. If there is a specific area that is an issue, please take photos and send the specifics to us via email. We can then speak to the homeowner about the violations.*

Summarized Comments/Responses

- Would like to see better grass management in some of the backyard areas
 - *For any areas that you believe need more seeding, please email photos and the specific locations to us for consideration. Please note though, that when grass seeding is done near your home, it is critical that you allow the grass to grow and do not cover the area with items. Covering the seeding area results in no sun/water from reaching the area causing the grass to not grow.*
- Spending money for Sycamore Circle for extensive landscaping to their island is ridiculous and a waste of money (why only one island?)
 - *Last year the tree on Sycamore Circle needed to be removed as it was in imminent danger of falling. After removal, it was determined that removing the roots to plant another tree would've required extensive excavation work, which was cost-prohibitive. Instead, we decided to do the landscaping you see today to make this an attractive area again with reasonable costs.*
- There are stucco issues which were not addressed while other homes were
 - *All stucco issues that were sent in by the deadline provided earlier this year were worked on. If you did not provide your issue by the deadline, we were not able to get to your home due to the budgeting we already completed. If you are still having stucco issues, please email it in with details to so that you can be part of the next stucco remediation project.*
- Chimney still leaks after 6 months
 - *For specific items like this, please send in the details to us via email.*
- Community wide smoking ban
 - *Unfortunately, we do not have the authority to ban smoking in all public areas. We have banned it from the places that we do control (Pool and Clubhouse).*
- Ability to install solar panels
 - *This is something we are actively looking into.*
- Speed bumps revised down (too high)
 - *At this point, we are not looking to adjust the speed bumps. It's imperative we do our best to slow vehicles down for the safety of everyone in the community. Fines will be sent to any car owners who are caught speeding through the community.*
- Get neighbors to stop nagging / complaining about everything
 - *Everyone in our community has the right to complain if they wish. We cannot control this.*
- Gutters cleaned more often so flooding doesn't occur
 - *We do gutter cleaning twice annually, which should be enough. However, if you find your specific gutter isn't cleaned well enough, please provide the specifics to us via email so that we can resolve the issue.*

Summarized Comments/Responses

- Tools left out by vendors overnight
 - *While this is rare, sometimes it does make sense for our vendors to leave some of their equipment here for a short time period while work is being done rather than taking it back and forth. We'd rather have our vendors complete their projects quickly by doing this than spending extra time (and billing us) to remove their equipment daily. If any specific equipment is causing an issue for you, please send the details to us via email and we can work with the vendor to find a solution.*
- The FB page is becoming a real downer where people just get on FB to complain.
 - *We do moderate the FB page to ensure no "spam" is posted or inappropriate material. However, we don't want to stop people in the community from sharing their thoughts.*
- Reese management has failed with keeping up with the unit that caught on fire in January. No work has been done even 9 months later. Not a good way to take care of our community members.
 - *This has been a concern of ours as well and we are working with Insurance Adjusters to get this fixed as soon as possible.*