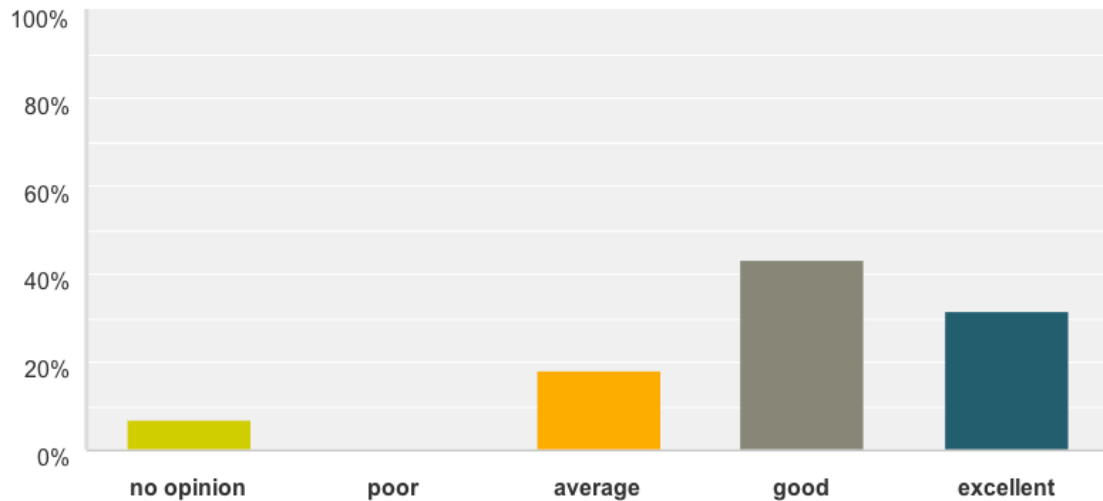


## What is your general satisfaction with the performance of the current Arbor Hills Board of Directors?

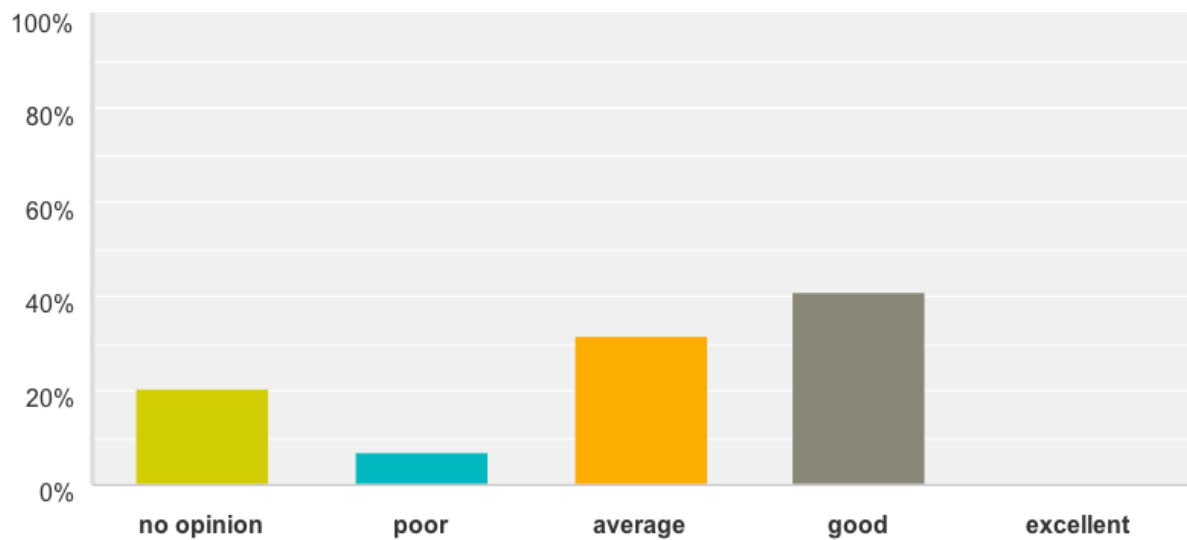
Answered: 44 Skipped: 0



Answer Choices	Responses
▼ no opinion	6.82% 3
▼ poor	0.00% 0
▼ average	18.18% 8
▼ good	43.18% 19
▼ excellent	31.82% 14
Total	44

## What is your general satisfaction with the performance of the current Arbor Hills management company (Your Peace of Mind, Inc.)?

Answered: 44 Skipped: 0



Answer Choices	Responses
no opinion	20.45% 9
poor	6.82% 3
average	31.82% 14
good	40.91% 18
excellent	0.00% 0
<b>Total</b>	<b>44</b>

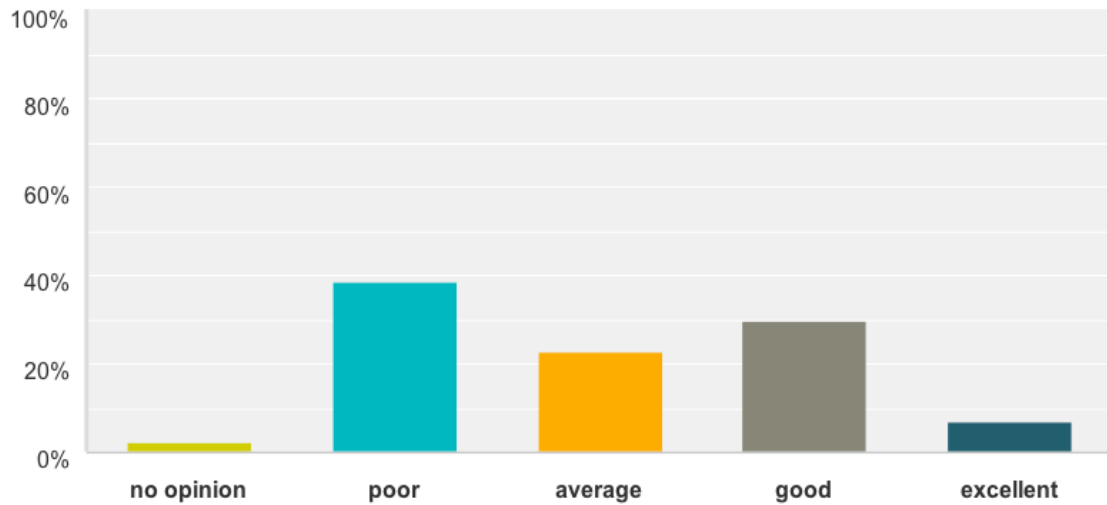
Q7

Customize

Export ▾

## What is your general satisfaction with the performance of last winter's (2013/2014) snowplowing contractor at Arbor Hills?

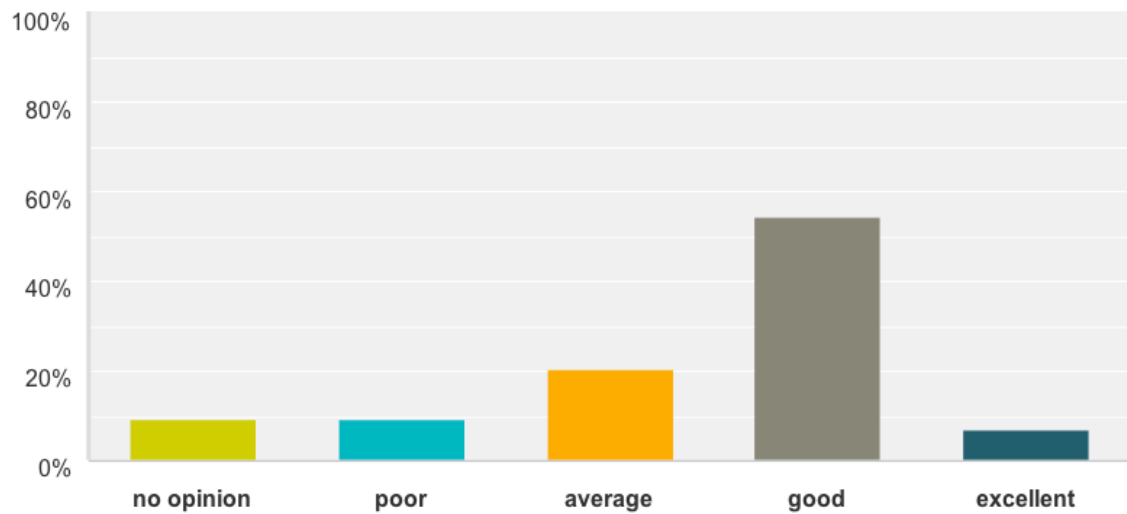
Answered: 44 Skipped: 0



Answer Choices	Responses
no opinion	2.27% 1
poor	38.64% 17
average	22.73% 10
good	29.55% 13
excellent	6.82% 3
Total	44

**What is your general satisfaction with the performance of the current landscaping contractor (lawn mowing, landscape maintenance of common areas) for the Arbor Hills common areas?**

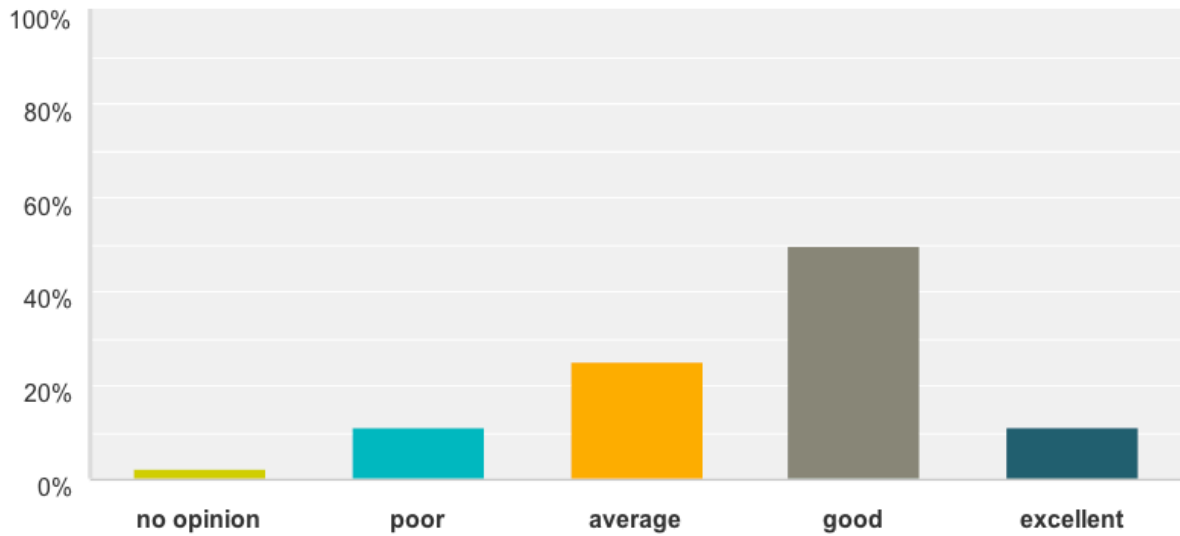
Answered: 44 Skipped: 0



Answer Choices	Responses
no opinion	9.09% 4
poor	9.09% 4
average	20.45% 9
good	54.55% 24
excellent	6.82% 3
Total	44

## What is your general satisfaction with the visual appearance (or “curb appeal”) of Arbor Hills?

Answered: 44 Skipped: 0



Answer Choices	Responses
no opinion	2.27% 1
poor	11.36% 5
average	25.00% 11
good	50.00% 22
excellent	11.36% 5
<b>Total</b>	<b>44</b>

## Question 1: What do you like the most?

<b>Response</b>	<b>Number of Mentions</b>
Location, including proximity to downtown, workplaces, and highways	19
Friendly neighbors, nice people, friendly community	15
Parks, natural areas, trees, trails, open space, ponds/wetlands	12
Families, children, family-friendly, kids' activities, young families	10
Association, upkeep, improvements, common elements, appearance, beauty, cleanliness, orderliness	6
Nice, good	5
Safety	5
Diversity	5
Schools	4
Quiet	4
Ease of carpooling	1
AATA bus service	1
Laid-back, live-and-let-live	1
Layout	1
Garage sale	1
Social events	1
Individual home, lot	1

## Question 2: What do you dislike the most?

<b>Response</b>	<b>Number of Mentions</b>
Negativism, complaining, infighting, friction, disrespect, hostility, unfriendliness, sense of isolation, disharmony, grudges, ugly politics, drama, acrimony, conflict	14
Overzealous Association enforcement, inspections, intrusiveness, invasiveness, harmonize rules with City Code, revise Bylaws, Alt/Mod process, authoritarianism	11
Association dues too high, spending too much	7
Speeding, failure to stop for stop signs, traffic safety	5
Lack of homeowner maintenance of homes and yards	5
Homes too close together, homes look too much alike, small yards	4
Environmental concerns, neglect of natural areas and wetlands, use of toxic pesticides and herbicides by homeowners	3
Poor quality home construction	2
Loss of Clague school bus, lack of Huron school bus	2
Damage from snow plowing and garbage trucks	2
Not receiving the same value in City services as other neighborhoods, Master Deed requirements	2
Inconvenience of City bus service	2
Littering	1
Lack of exercise facilities	1
Satellite dishes	1
Poor snow removal	1
Need to orient new residents	1
Sign restrictions	1
Nothing	1
[Name of an individual homeowner]	1

### Question 3: What are your suggestions for improving management?

<b>Response</b>	<b>Number of Mentions</b>
Reduce level of management activity, avoid unnecessary intervention, stay out of aesthetics, be more helpful, less punitive, stick to measures supported overwhelmingly by neighborhood, leave people be, lighten up	9
No suggestions, don't know, happy with how things are, too soon to tell	9
More communication, improve electronic communication and feedback, stay transparent, open, democratic, consistent requirements and messaging, online bill payment	7
Better maintenance of common areas, roads, wetlands, and natural areas, make community more functional, encourage environmentally friendly maintenance of yards	4
Improve snow removal service, allow individuals to contract with Association snow removal and lawn care companies	4
Reduce Association dues, be more efficient with expenditures	3
Use experienced management company, certified community managers, experienced specialized legal counsel, closer management company	3
Better enforcement of Bylaws, stress cleanliness and lack of clutter	3
Reduce speeding, install speed bumps, stop signs, signs for school bus stop	3
More diversity	1
Better responsiveness, address seasonal damage more promptly	1
Collaborate with City to fund improvements	1
Use volunteers	1
Provide contractor recommendations	1
Treat for mosquitos	1
Continue ice cream socials	1
Better policies and procedures, performance metrics, management principles, continuous improvement	1



#### Question 4: What are your suggestions for improving community and neighborliness?

<b>Response</b>	<b>Number of Mentions</b>
Social events, children's parades, ice cream social, summer picnic, events in the parks, block party/potluck, movie night	16
Open Board meetings, better communication, full disclosure, democracy, transparency, be clear about inspection criteria, encourage participation in Association events	6
Work together on community, park, and trail improvements, organize volunteer events to help the neighborhood or neighbors who need it, clear snow for school bus kids	6
Less enforcement activity, reduce or eliminate the Association	4
Neighborhood directory	3
Be kind and diplomatic, smile, be friendly, stop dirty politics	3
Reinstate Welcome Committee, better outreach to newcomers	3
Encourage homeowner responsibility for following rules to maintain property values, change timing of annual inspection	2
Community garden(s)	2
N/A, hard to say	2
Club house	1
Contests for most beautiful yard/garden/holiday decorations	1
Share contractor recommendations	1