



CLRRRA Property Owner Survey Results

Annual Meeting, June 13, 2020



Bryon Fessler, Volunteer

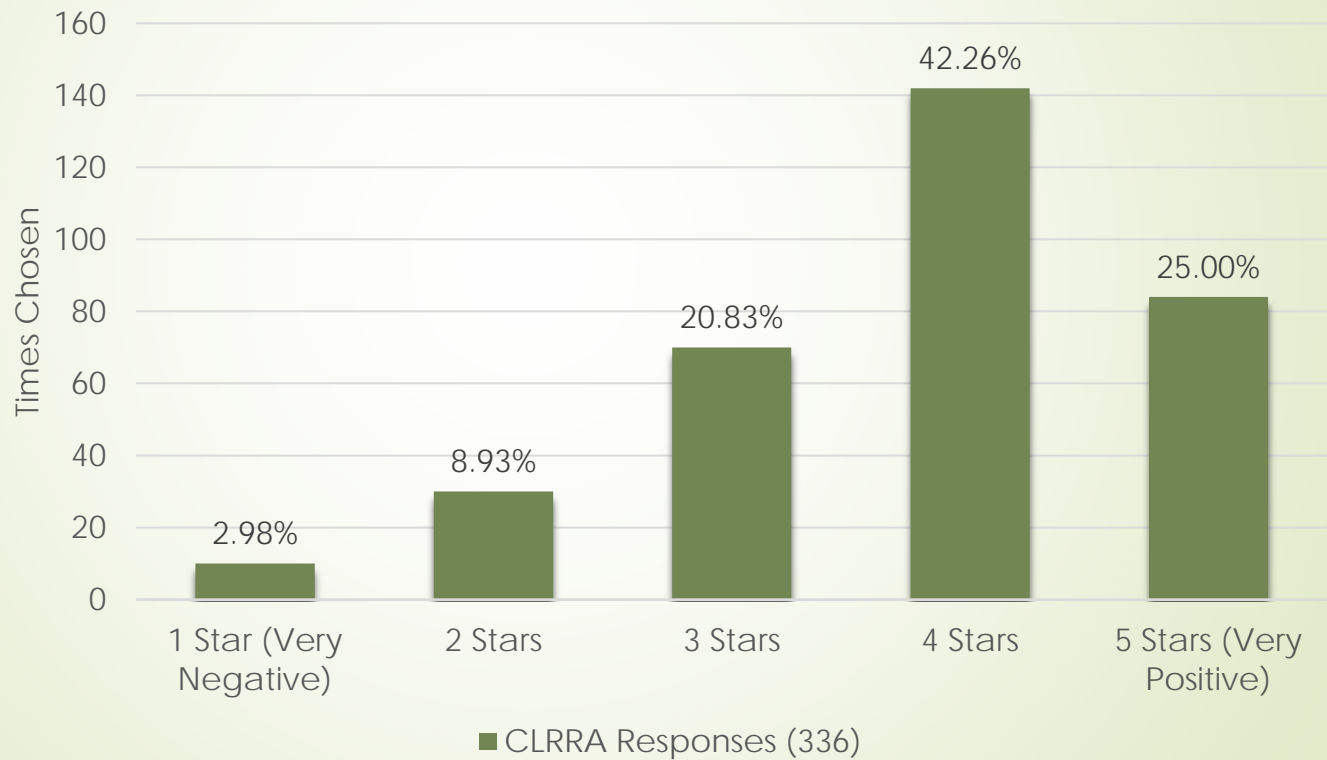
Maria "Stella" Anderson, General Manager



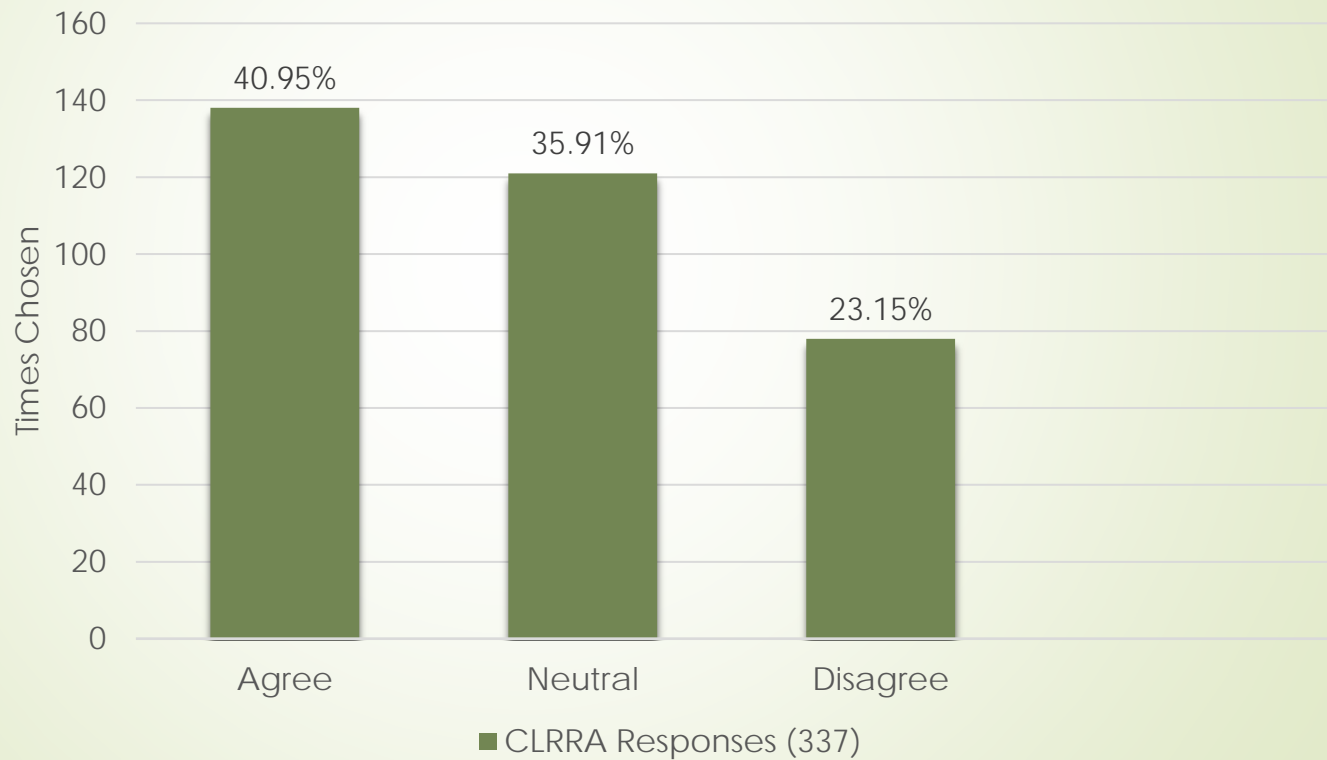
Background

- ▶ The CLRRRA Board of Directors conducted a property owner survey in May 2020
- ▶ We received 592 views, 338 responses, 2 not finished and avg completion time was 8:33 min
- ▶ The Association paid \$70 to SurveyHero for the survey
- ▶ The survey had 19 questions, 8 of which came from a Department of Regulatory Agencies (DORA) survey in 2019
- ▶ We will only draw lose comparisons between the CLRRRA survey and the DORA survey because DORA had more responses and they allowed more than just property owners to complete the survey
- ▶ CLRRRA attempted to limit the survey to two entries per property but this could not be guaranteed as the Board also directed an anonymous option
- ▶ The complete, unedited survey results will be posted on the website along with this presentation

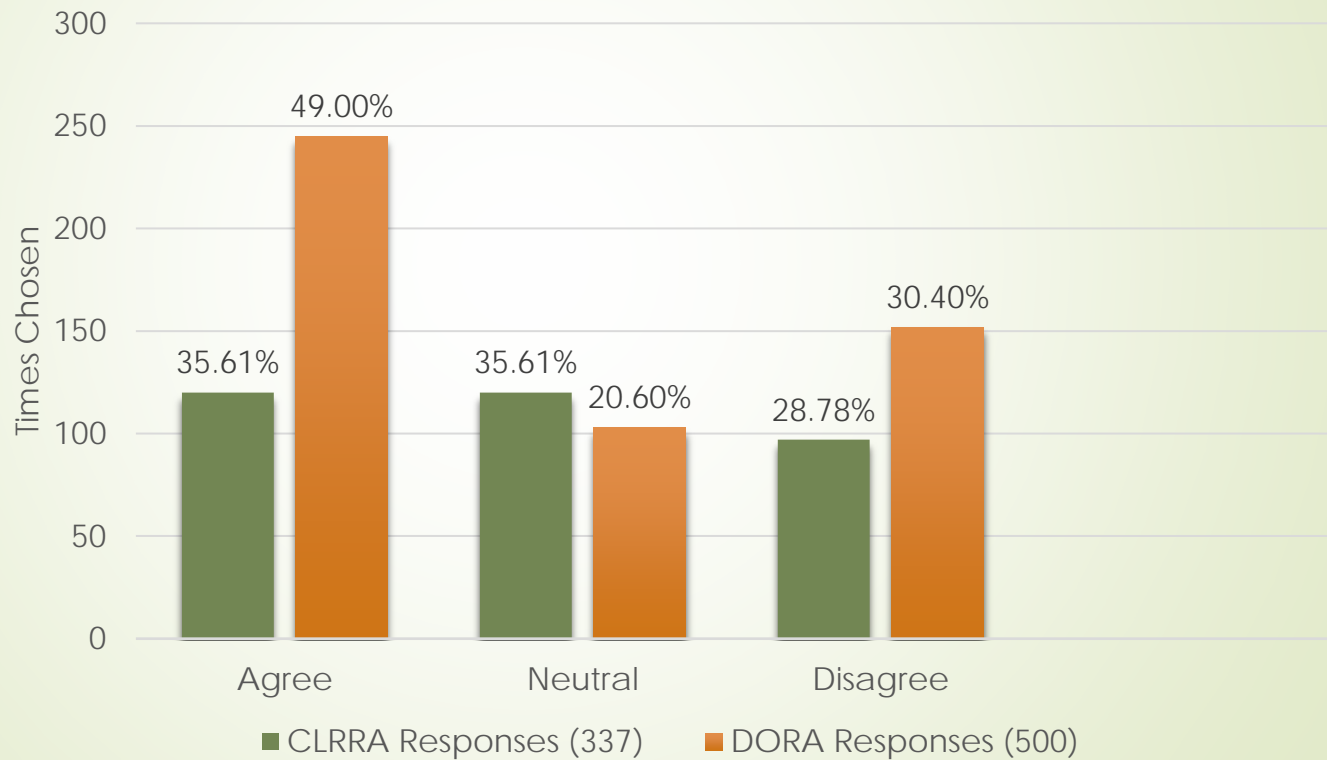
How would you rate your overall experience owning property in Crystal Lakes (1 to 5 stars)?



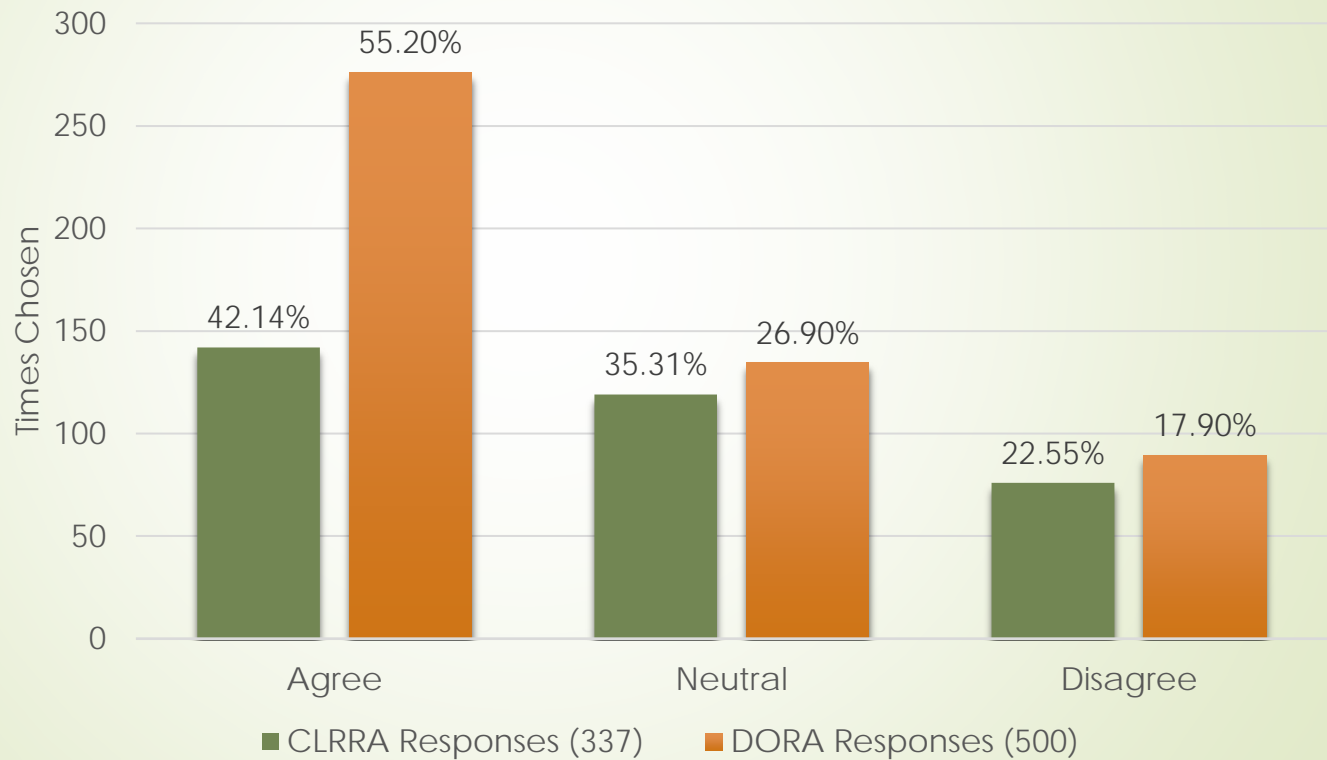
The Association accomplishes the "road" and "recreation" mission in an effective and efficient manner.



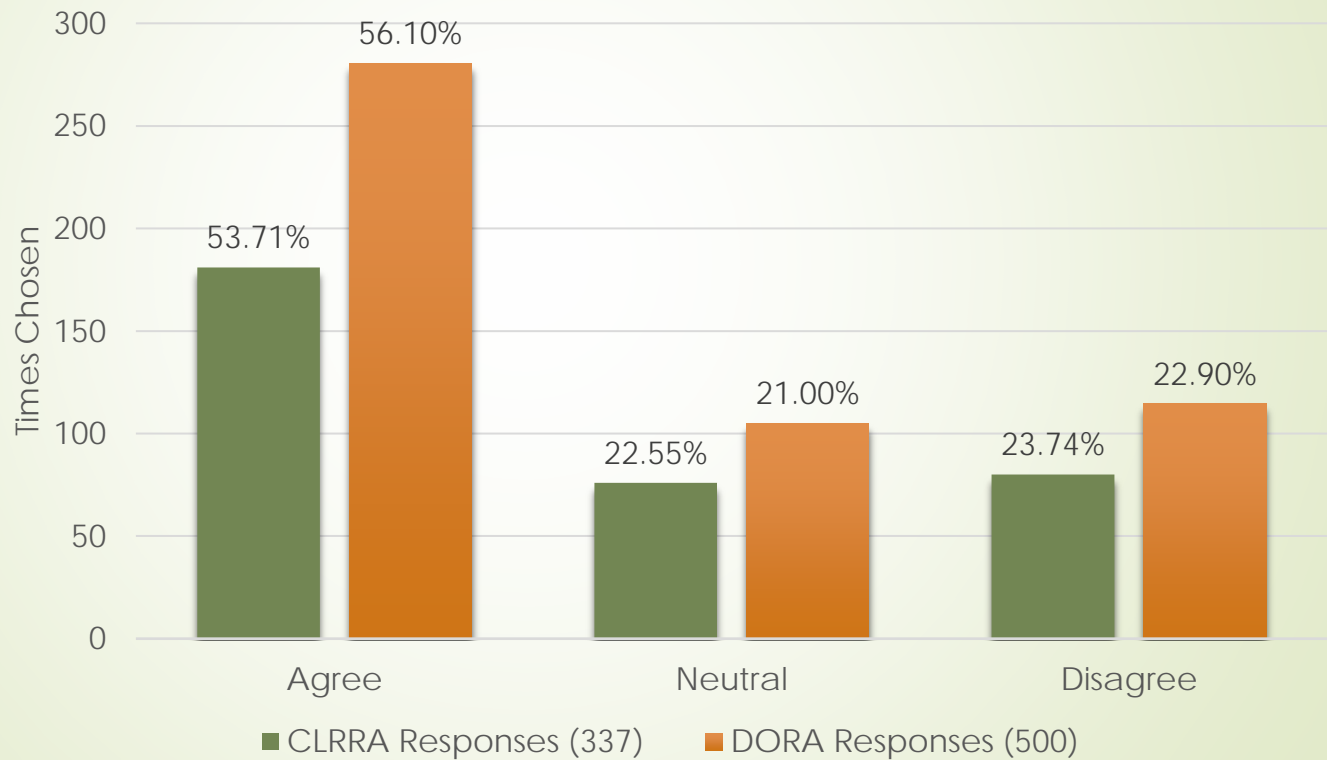
The Association enforces the covenants, rules and regulations in a fair and consistent manner.



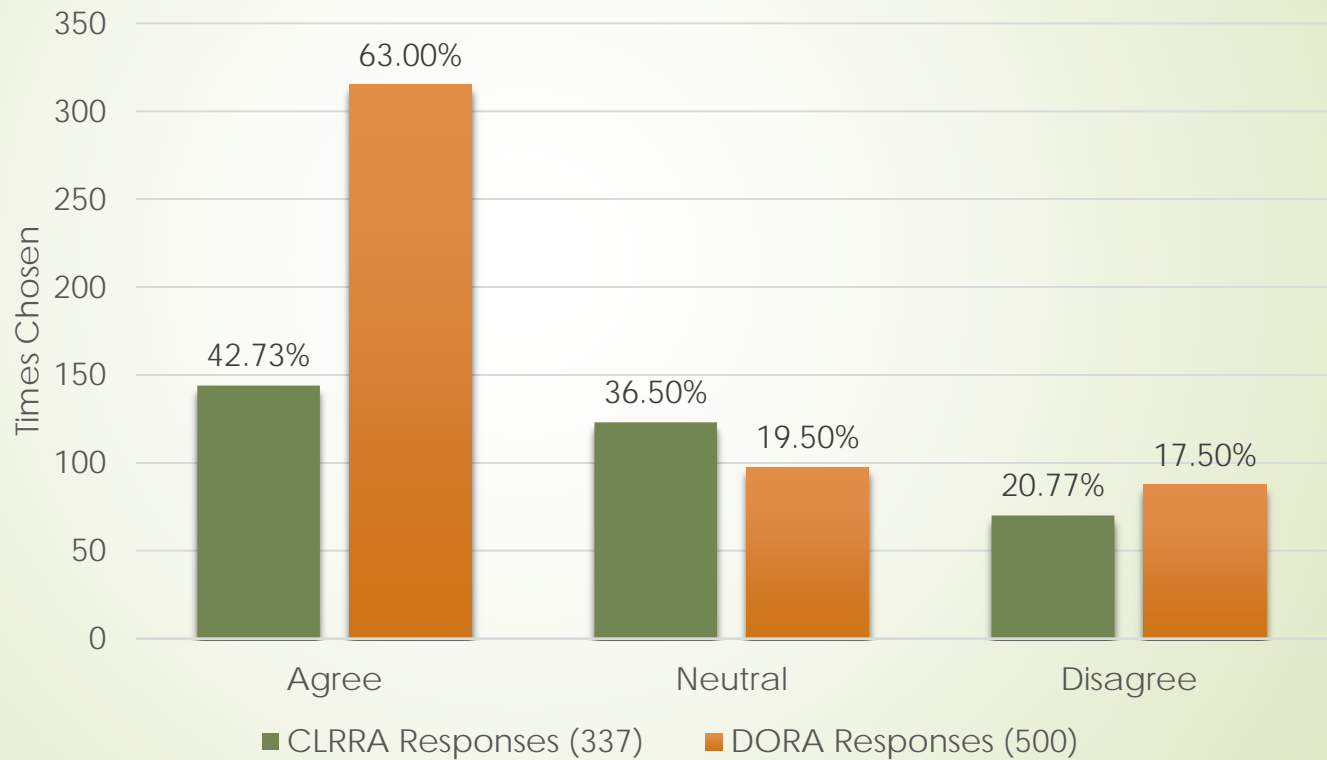
The Association properly sets annual assessments based on an accurate budgetary analysis.



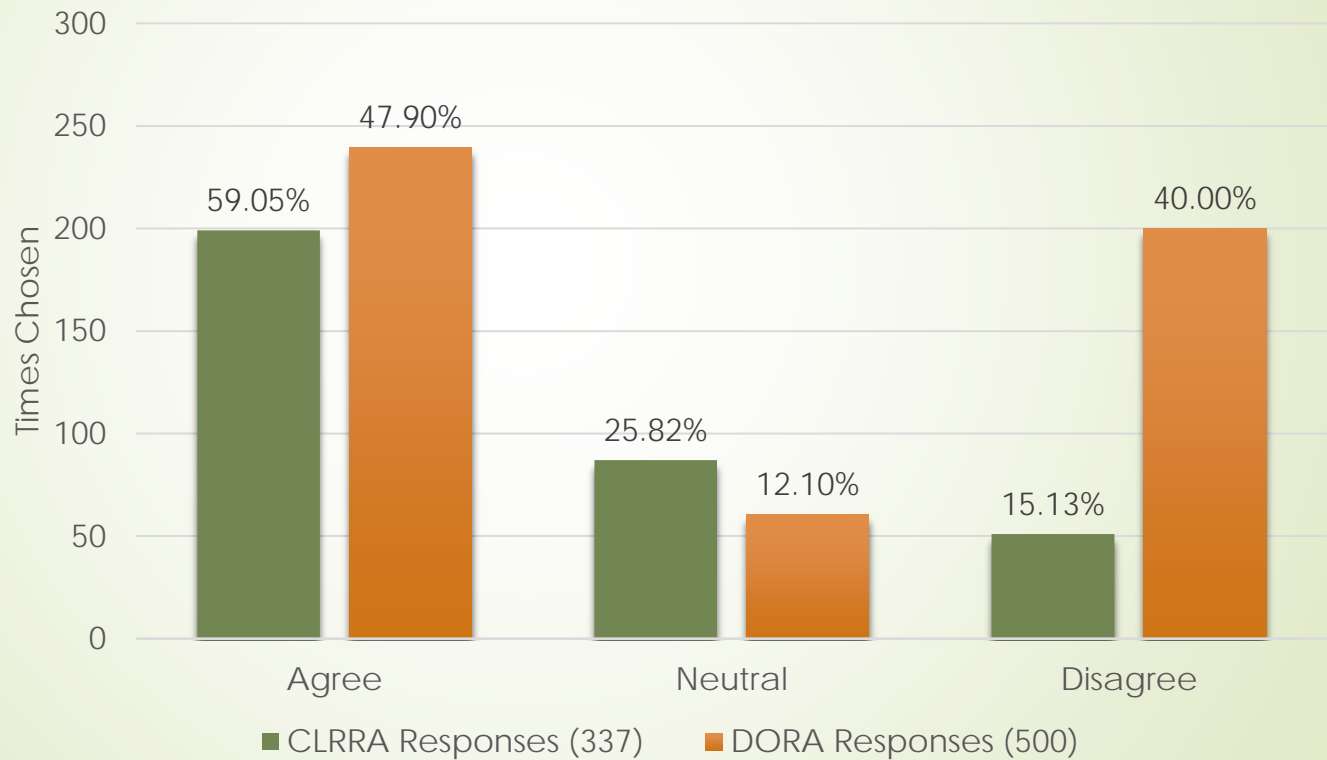
The Association maintains and discloses adequate information for me to understand and evaluate its financial condition.



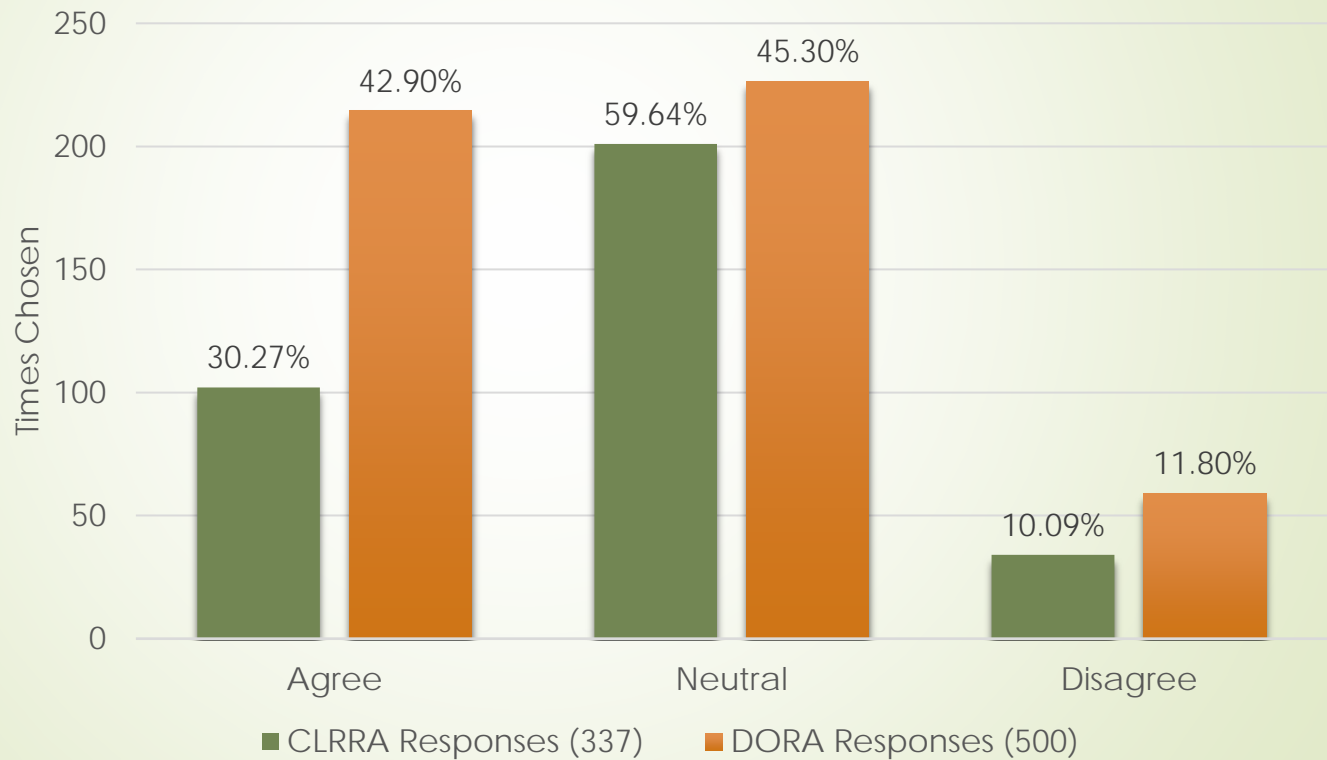
The Association conducts the monthly Board meetings in an open and transparent manner.



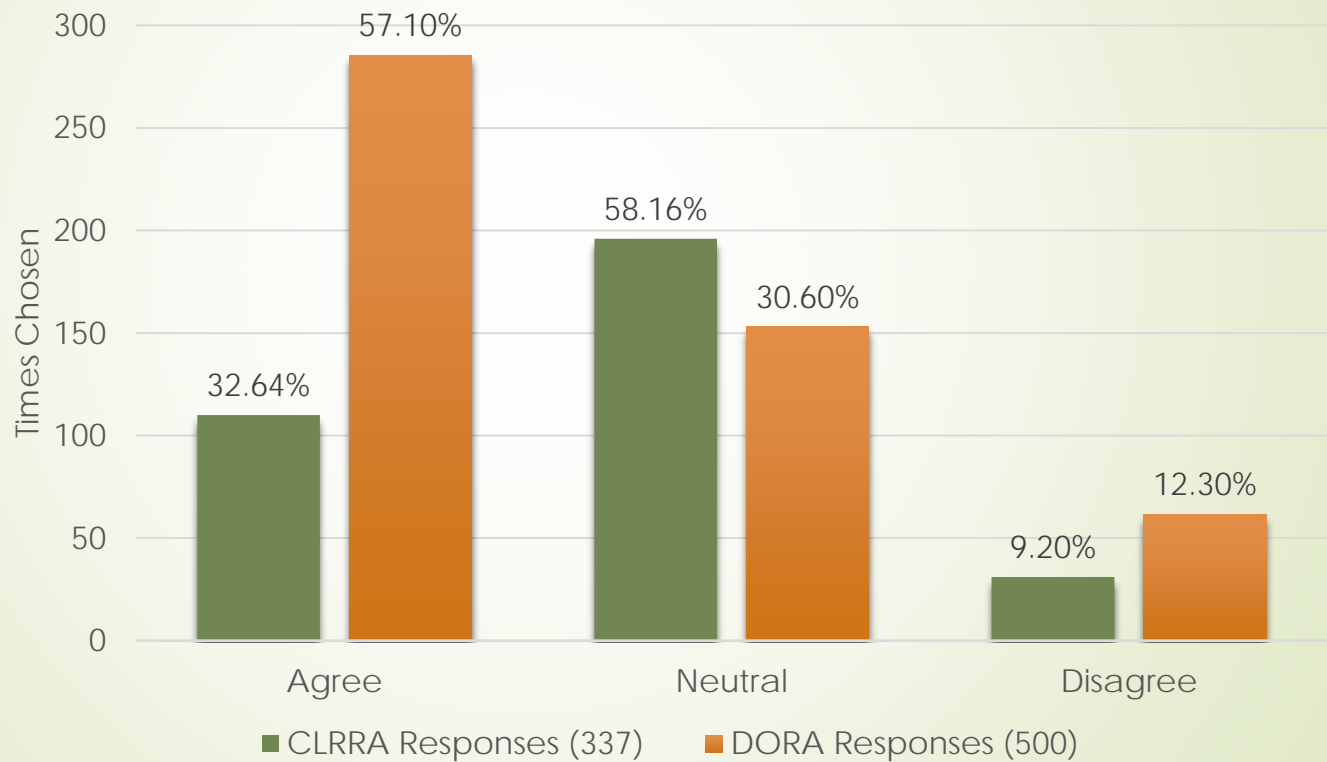
The frequency of communications coming from the Association is just right.



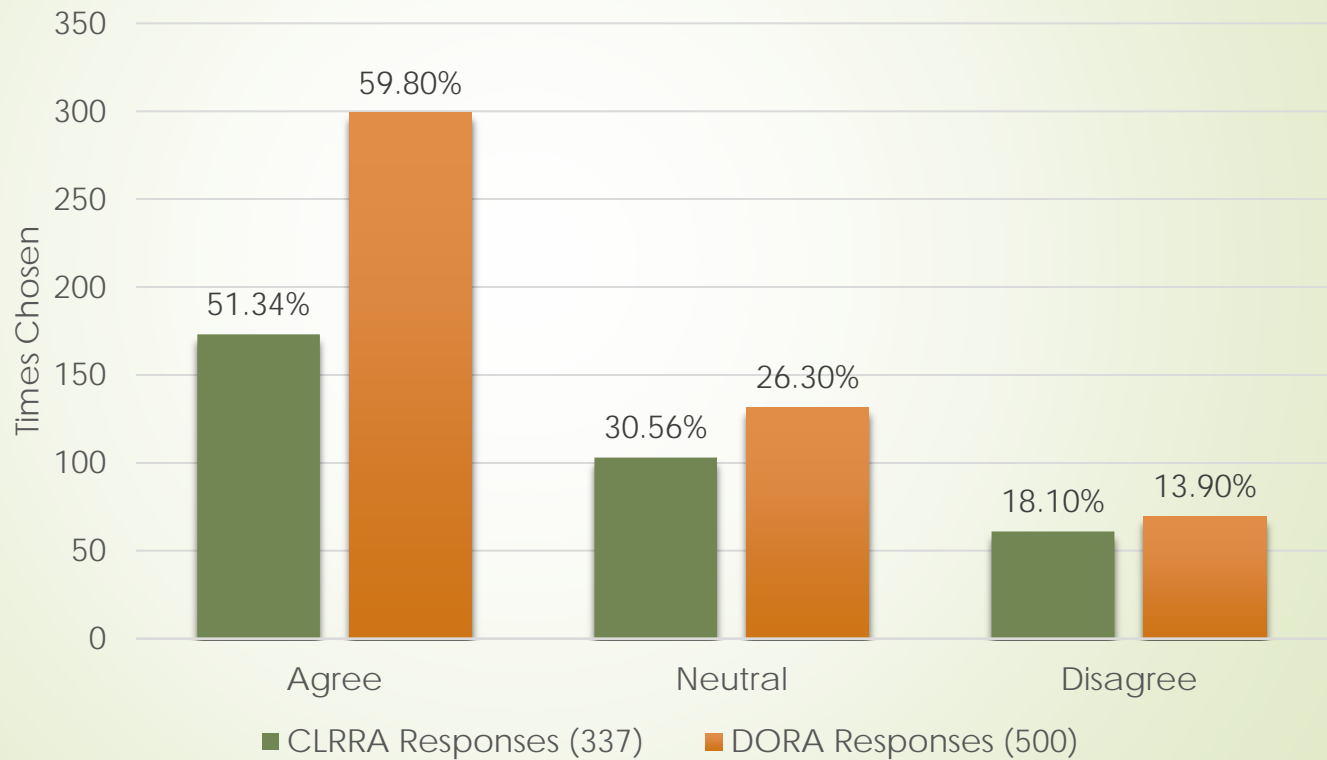
The Association utilizes its lien and collection practices in a fair and consistent manner.



The Association makes available to property owners the examination or copying of its records.



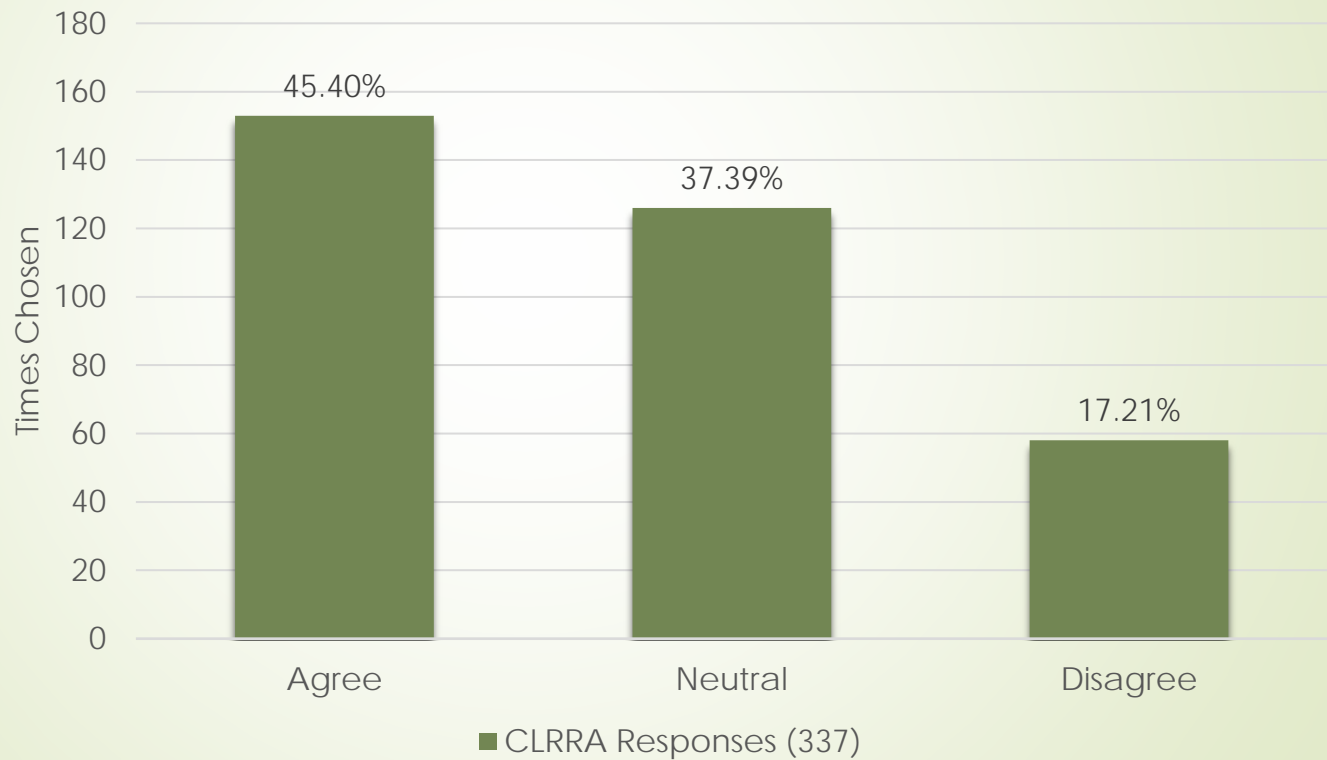
The Association properly follows its governing documents and procedures and the CCIOA law regarding its election and voting process.



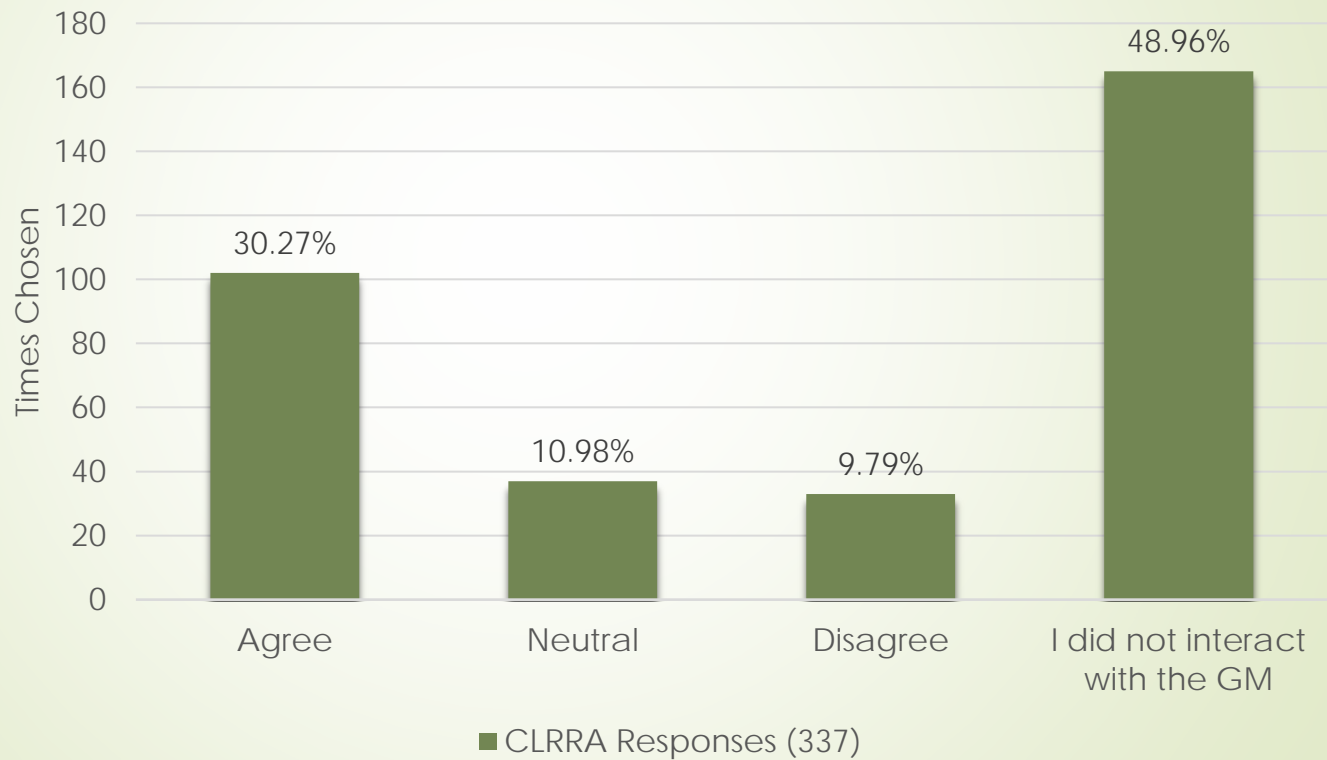
My elected Board of Directors strives to serve the best interests of the community.



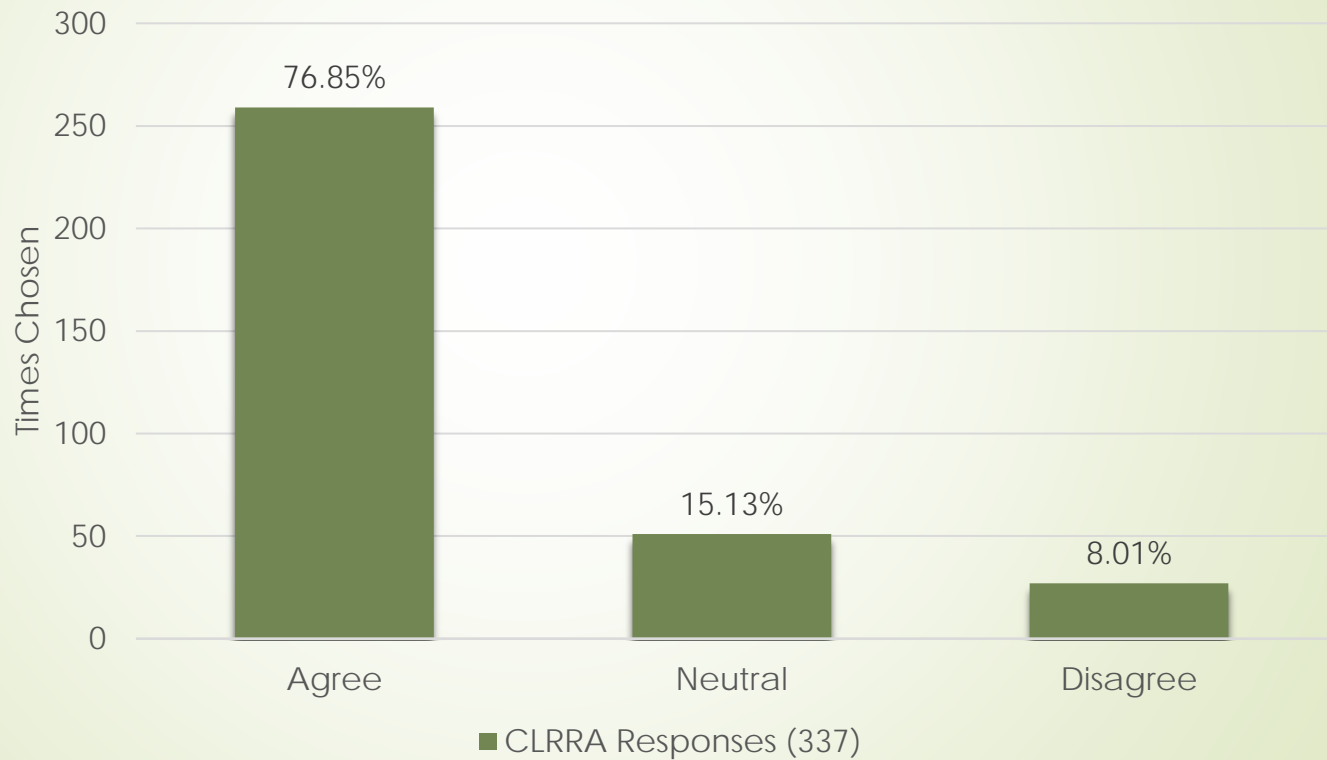
The General Manager provides value and support to property owners and the community.



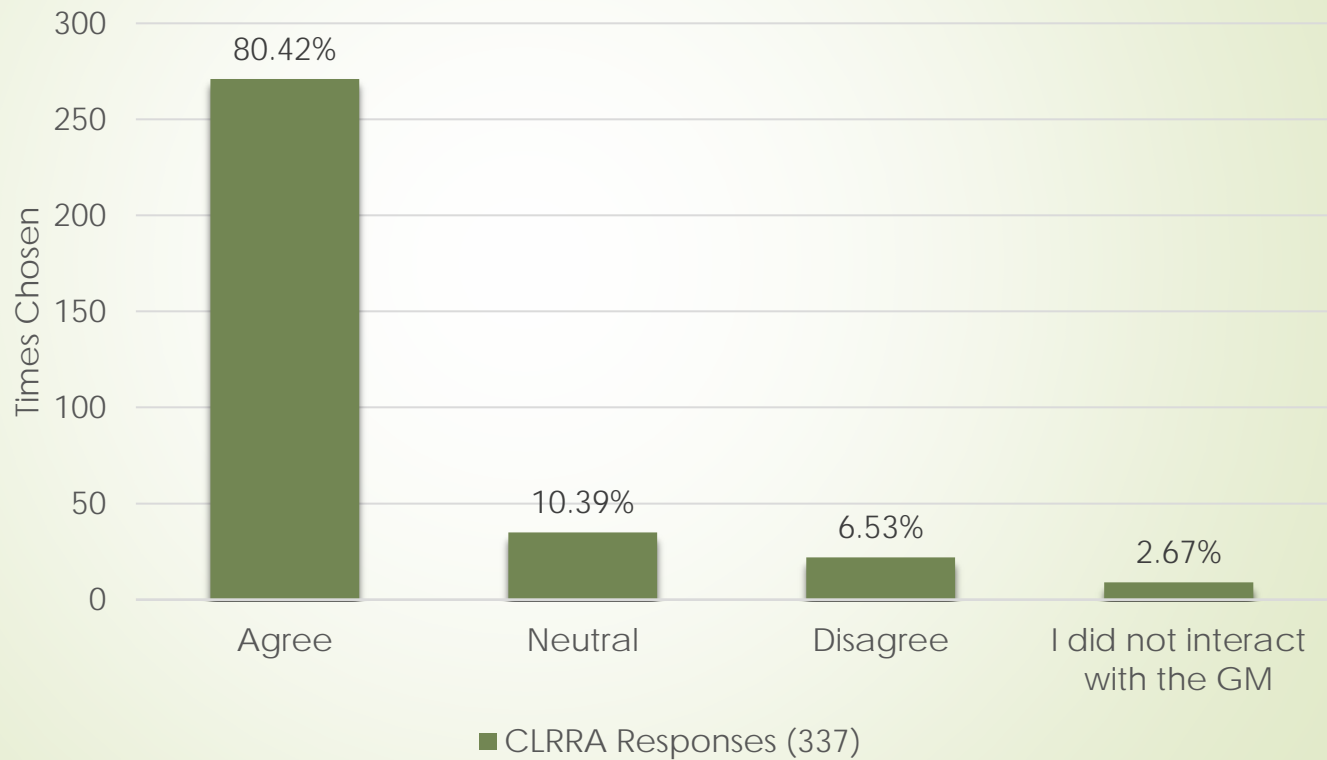
My interaction with the General Manager was generally a positive experience.



The Office provides value and support to property owners and the community.



My interaction with the Office was generally a positive experience.





Next Steps

- ▶ Surveys create expectations of action
 - ▶ Accept feedback as a gift
 - ▶ Act quickly
 - ▶ Select target areas
 - ▶ Communicate widely and often
 - ▶ Make it a team effort
 - ▶ Develop and implement action plans
 - ▶ Support improvement efforts
 - ▶ Hold people accountable
 - ▶ Evaluate and adjust
 - ▶ Make improvements visible
- ▶ We want to thank the property owners who took the time and effort to complete this survey