


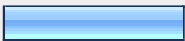
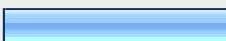


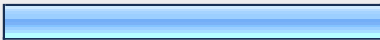
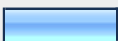



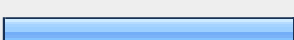


# Snake River Village 2008 HOA Survey

1. How often do you personally use your unit?			Response Percent	Response Count
I don't it is for investment purposes only			2.4%	1
Under 14 days			12.2%	5
<b>15-30 Days</b>			<b>26.8%</b>	<b>11</b>
31-60 Days			19.5%	8
61-90 Days			24.4%	10
Half of the Year			9.8%	4
Full Time Resident			4.9%	2
			<b>answered question</b>	<b>41</b>
			<b>skipped question</b>	<b>0</b>

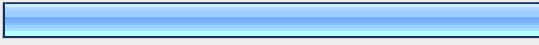
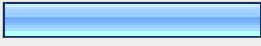
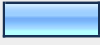

2. How often do you rent your unit?			Response Percent	Response Count
<b>I don't rent my unit</b>			<b>41.5%</b>	<b>17</b>
I only rent it to friends & family			12.2%	5
I rent it less than 2 weeks per year			2.4%	1
I rent it about 30 days a year			4.9%	2
I rent it about 60 days a year			7.3%	3
I rent it when ever I can			31.7%	13
I lease it annually			0.0%	0
			<b>answered question</b>	<b>41</b>
			<b>skipped question</b>	<b>0</b>

3. Should the Snake River HOA provide high speed internet service to all of the units as it does with cable tv, water, and snow removal?			Response Percent	Response Count
Yes - It should be mandatory for the entire association if we get a great discount rate			43.6%	17
No - Instead we should try to get a group discount for individual owners			41.0%	16
No - Let individual owners deal with it on their own			15.4%	6
			<b>answered question</b>	<b>39</b>
			<b>skipped question</b>	<b>2</b>

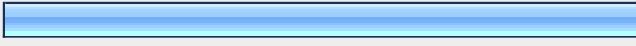
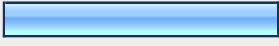
4. What would you be willing to pay monthly for high speed internet service?			Response Percent	Response Count
Nothing			20.5%	8
\$10			20.5%	8
<b>\$20</b>			<b>43.6%</b>	<b>17</b>
\$30			15.4%	6
			<b>answered question</b>	<b>39</b>
			<b>skipped question</b>	<b>2</b>

5. Should The Association attempt to modify its agreement with Comcast to include High Definition Cable Service as part of our cable package?			Response Percent	Response Count
Yes			52.5%	21
No			47.5%	19
			<b>answered question</b>	<b>40</b>
			<b>skipped question</b>	<b>1</b>

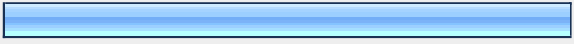





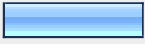
**6. What would you be willing to pay for the access for the High Definition service?**

		Response Percent	Response Count
Nothing		59.0%	23
\$10		28.2%	11
\$20		10.3%	4
\$30		2.6%	1
		<i>answered question</i>	<b>39</b>
		<i>skipped question</i>	<b>2</b>

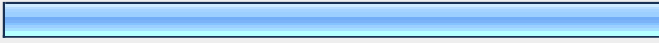
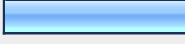

**7. Should the HOA explore building a path connecting Norse Lane to the Brown Cabin parking lot to make walking to River Run easier in the winter?**

		Response Percent	Response Count
Yes		70.0%	28
No		30.0%	12
		<i>answered question</i>	<b>40</b>
		<i>skipped question</i>	<b>1</b>

**8. What other amenities would you like to see offered in our community?**

		Response Percent	Response Count
I Like it just the way it is		62.5%	25
New Hot Tubs		7.5%	3
A Pool		2.5%	1
More Flowers/Landscaping		5.0%	2
Return Towel Service to Hot Tub		10.0%	4
Additional Christmas Lights		7.5%	3
Other (please specify)		15.0%	6
		<b>answered question</b>	<b>40</b>
		<b>skipped question</b>	<b>1</b>

**9. Additional amenities would likely increase our HOA dues. How much additional in HOA dues would you be willing to accept in order to add these amenities?**

		Response Percent	Response Count
None - I dont think we should pay any more		72.5%	29
Up to \$15 per Month		20.0%	8
Up to \$30 per Month		7.5%	3
Up to \$45 per Month		0.0%	0
Up to \$60 per Month		0.0%	0
		Other (please specify)	4
		<b>answered question</b>	<b>40</b>
		<b>skipped question</b>	<b>1</b>

**10. How our we doing on the following items?**

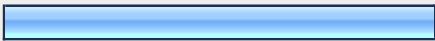


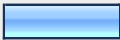
	Needs A Lot Of Improvement	Needs Some Improvement	Satisfactory	Above Average	During a Terrific Job	N/A No Personal Experience	Rating Average
Snow Removal from Sidewalks	0.0% (0)	10.3% (4)	<b>38.5% (15)</b>	20.5% (8)	25.6% (10)	5.1% (2)	3.65
Plowing	0.0% (0)	13.2% (5)	<b>34.2% (13)</b>	31.6% (12)	18.4% (7)	2.6% (1)	3.57
Replacing the Outdoor Light Bulbs When Needed	0.0% (0)	15.4% (6)	<b>33.3% (13)</b>	12.8% (5)	25.6% (10)	12.8% (5)	3.56
Flower Planting	0.0% (0)	7.7% (3)	<b>46.2% (18)</b>	15.4% (6)	20.5% (8)	10.3% (4)	3.54
Grass Cutting	2.6% (1)	10.3% (4)	<b>46.2% (18)</b>	12.8% (5)	17.9% (7)	10.3% (4)	3.37
Keeping Up the Landscaping Trees & Shrubs	2.6% (1)	5.1% (2)	<b>51.3% (20)</b>	15.4% (6)	20.5% (8)	5.1% (2)	3.49
Weeding	7.7% (3)	<b>30.8% (12)</b>	<b>30.8% (12)</b>	5.1% (2)	10.3% (4)	15.4% (6)	2.76
Irrigation Repair	2.6% (1)	7.9% (3)	<b>42.1% (16)</b>	5.3% (2)	15.8% (6)	26.3% (10)	3.32
Hot Tubs Clean and Available for Use	0.0% (0)	5.1% (2)	<b>43.6% (17)</b>	15.4% (6)	20.5% (8)	15.4% (6)	3.61
Asphalt Repair	0.0% (0)	2.6% (1)	<b>53.8% (21)</b>	10.3% (4)	23.1% (9)	10.3% (4)	3.60
Sidewalk Repair	0.0% (0)	7.9% (3)	<b>44.7% (17)</b>	7.9% (3)	15.8% (6)	23.7% (9)	3.41

Enter Any General Comments

***answered question***

***skipped question***

11. This is how I think we should proceed on painting/staining the buildings in the future:

		Response Percent	Response Count
<p><b>Keep it as inexpensive as possible and keep staining as we have in the past even though the appearance is not as good as it was.</b></p> 		47.5%	19
<p>Spend the extra dollars to strip the wood down and restore it to its original look with stain even though in the short run this is likely the most expensive approach. After the first staining job it would go back to being about the same cost as today.</p> 		30.0%	12
<p>Paint the units in a color to match the original look knowing that it would cost more in the long run due to maintenance associated with the paint due to the increased preparation work each time the unit is painted</p> 		10.0%	4
<p>Paint the units in a two tone look similar to Campfire (not necessarily the same colors) to improve the appearance of all of the buildings knowing this is probably the most expensive option in the long run but worth it due to the improvement to the appearance of the community</p> 		12.5%	5
		<b><i>answered question</i></b>	<b>40</b>
		<b><i>skipped question</i></b>	<b>1</b>


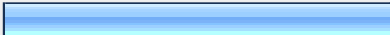
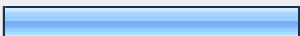
12. How is our management company, Key to the Rockies, performing in the following areas:

	Needs A Lot of Improvement	Needs Some Improvement	Satisfactory	Above Average	Doing a Terrific Job	N/A No Personal Experience	Rating Average
HOA Billing is accurate & correct	2.6% (1)	5.1% (2)	<b>51.3% (20)</b>	12.8% (5)	25.6% (10)	2.6% (1)	3.55
Customer service when I call	5.1% (2)	2.6% (1)	<b>38.5% (15)</b>	28.2% (11)	20.5% (8)	5.1% (2)	3.59
Responding to requests for service & repairs	2.6% (1)	10.3% (4)	<b>35.9% (14)</b>	17.9% (7)	23.1% (9)	10.3% (4)	3.54
Are able to answer my questions	2.6% (1)	7.7% (3)	<b>41.0% (16)</b>	15.4% (6)	28.2% (11)	5.1% (2)	3.62
Return email and voicemail in a timely manner	2.6% (1)	10.5% (4)	<b>39.5% (15)</b>	18.4% (7)	23.7% (9)	5.3% (2)	3.53
Responding to emergencies (ie boiler is out)	2.6% (1)	0.0% (0)	<b>33.3% (13)</b>	20.5% (8)	25.6% (10)	17.9% (7)	3.81
Providing referral to contractors	0.0% (0)	13.2% (5)	26.3% (10)	7.9% (3)	23.7% (9)	<b>28.9% (11)</b>	3.59
Sending out communications to the Association	0.0% (0)	5.3% (2)	<b>60.5% (23)</b>	10.5% (4)	23.7% (9)	0.0% (0)	3.53
Enter Any General Comments							
	<b><i>answered question</i></b>						
	<b><i>skipped question</i></b>						

**13. How is our Board of Directors doing in serving our community in the following areas:**

	Needs A Lot of Improvement	Needs Some Improvement	Satisfactory	Above Average	Doing a Terrific Job	N/A No Personal Experience	Rating Average
Communicating to the Homeowners In General	2.6% (1)	15.8% (6)	<b>39.5% (15)</b>	18.4% (7)	21.1% (8)	2.6% (1)	3.41
Providing Information on the Pending Bylaw Changes	5.3% (2)	13.2% (5)	<b>36.8% (14)</b>	15.8% (6)	26.3% (10)	2.6% (1)	3.46
Sharing Accurate and Correct Information on the HOA Budget	2.6% (1)	2.6% (1)	<b>42.1% (16)</b>	23.7% (9)	21.1% (8)	7.9% (3)	3.63
Responding to Questions from Owners	0.0% (0)	2.6% (1)	<b>28.9% (11)</b>	15.8% (6)	23.7% (9)	<b>28.9% (11)</b>	3.85
Return Email and Voicemail in a Timely Manner	0.0% (0)	2.6% (1)	26.3% (10)	10.5% (4)	18.4% (7)	<b>42.1% (16)</b>	3.77
Listen to the Concerns of Individual Homeowners	2.6% (1)	2.6% (1)	<b>28.9% (11)</b>	21.1% (8)	23.7% (9)	21.1% (8)	3.77
Enter Any General Comments							
	<i>answered question</i>						
	<i>skipped question</i>						

**14. What is your opinion on the cost of our HOA monthly dues?**

		Response Percent	Response Count
A terrific value		25.0%	10
<b>I get what I pay for</b>		<b>42.5%</b>	<b>17</b>
A little higher than I think it should be		32.5%	13
Unbelievably high		0.0%	0
	Other (please specify)		5
	<i>answered question</i>		<b>40</b>
	<i>skipped question</i>		<b>1</b>

15. Do you have any ideas of suggestions as to how we can reduce our operational costs as an Association?		Response Count
		12
	<i>answered question</i>	12
	<i>skipped question</i>	29

16. Do you have any skills, contacts, or expertise that would be beneficial for our Association? If so please list those below		Response Count
		7
	<i>answered question</i>	7
	<i>skipped question</i>	34