

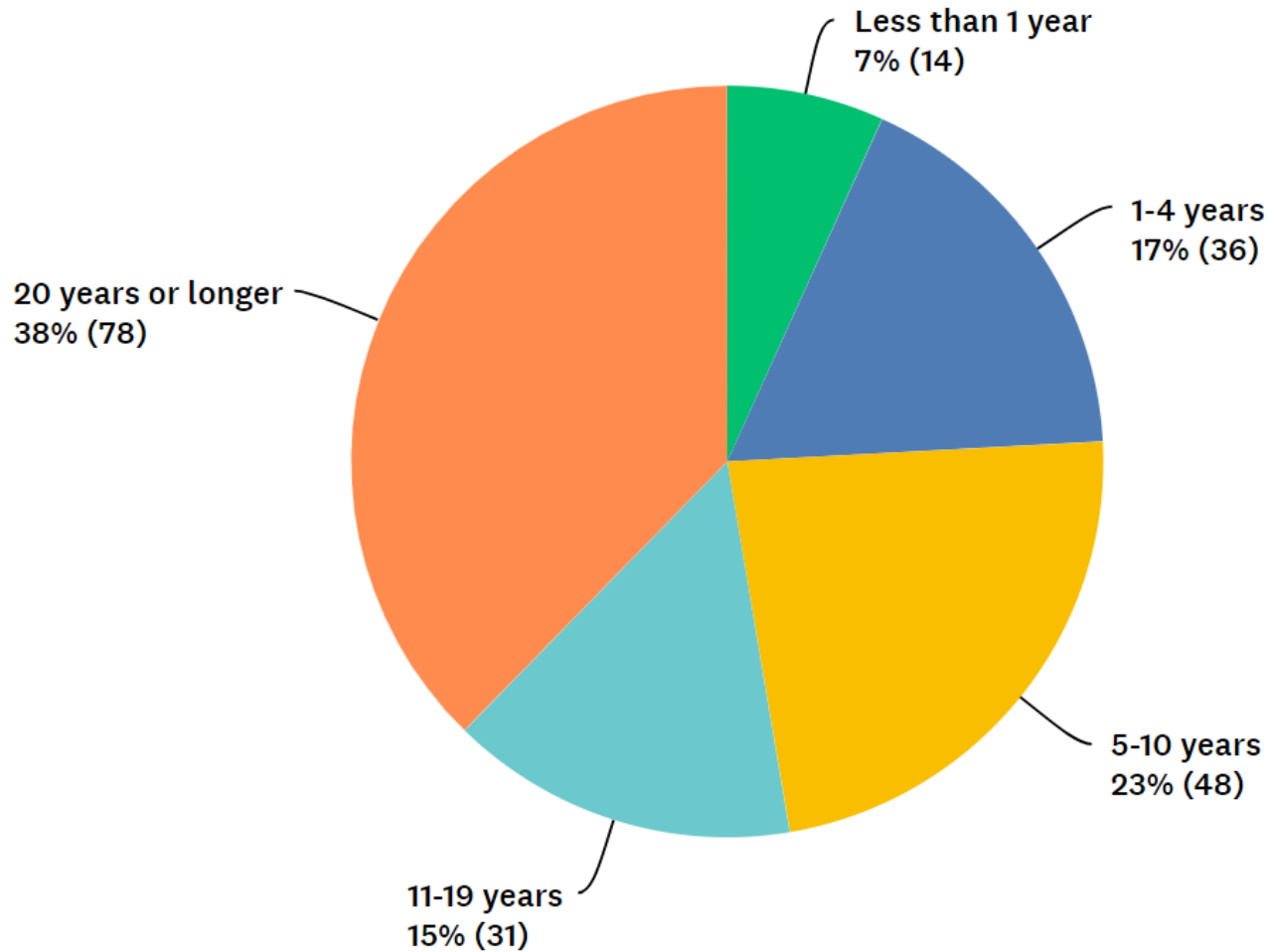
2020 VI Resident Survey



Q1



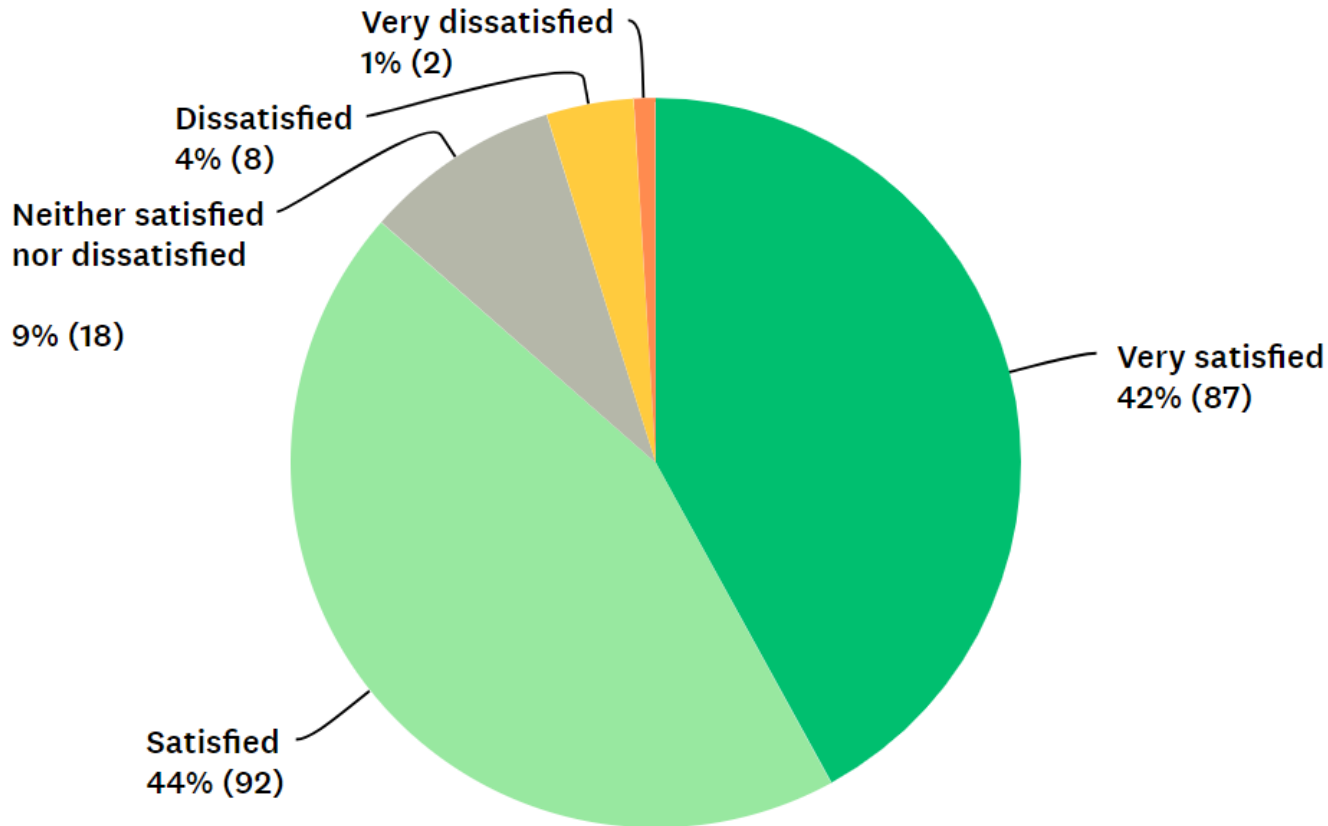
How Long have you lived in Venetian Isles?



The respondents were evenly split between long term residents (53%) and those who have lived in VI ten years or less (47%)

Q2

Are you satisfied with the overall property maintenance / attractiveness of Venetian Isles?



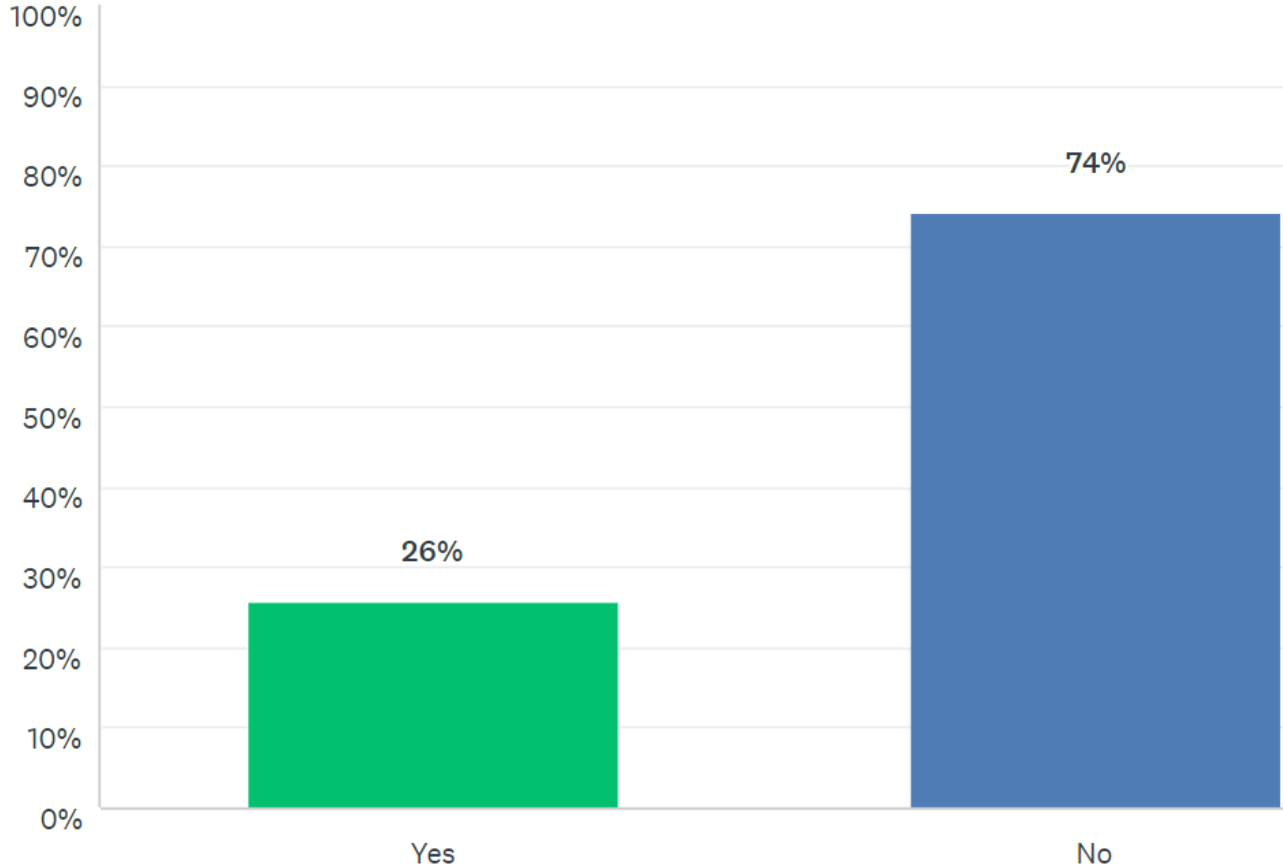
86% of respondents are pleased with how VI is maintained.

From the comments, it is clear that most concerns are about how residents maintain their properties, rather than how VI maintains the neighborhood.

Q3



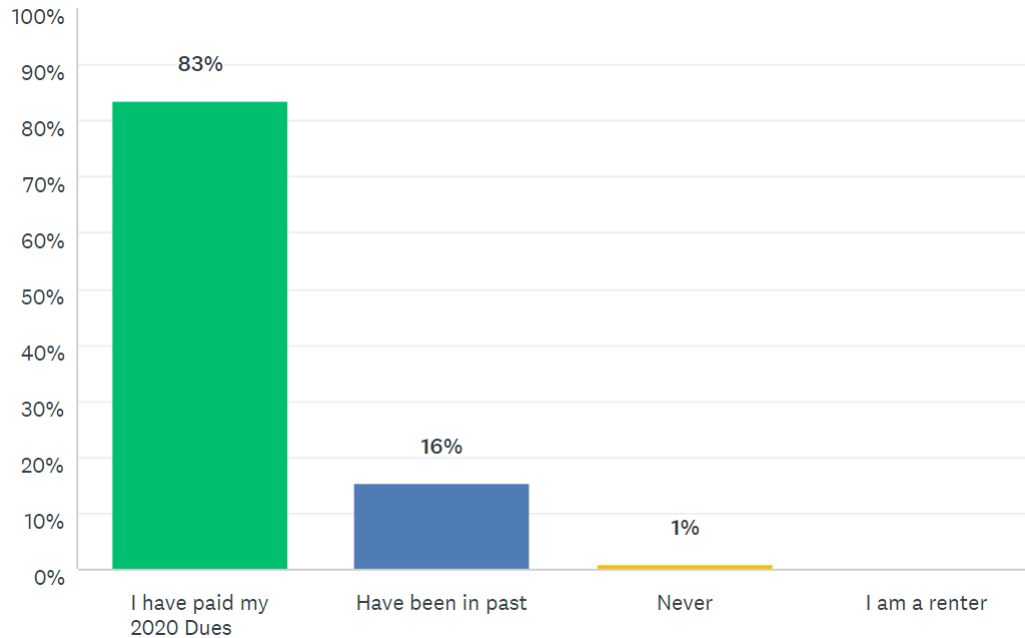
Are there any improvements to the Venetian Isles' entrances, bridges or landscaping you would like to see?



Q4



What best describes your current VIHA membership status?



The majority of respondents are VIHA dues payers.

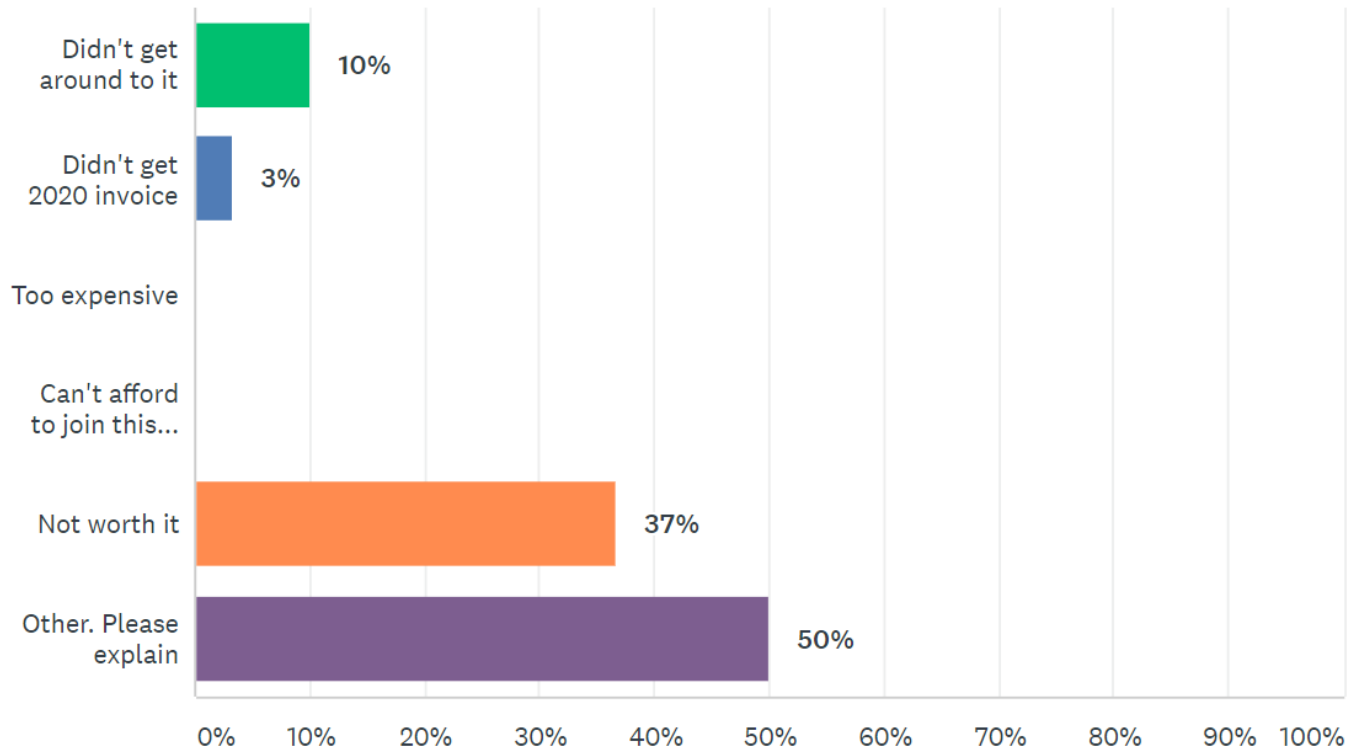
Members represent a slightly higher share of the survey responses compared with the actual share of members in the community (about 70%).

Q5



Why are you not currently a VIHA member?

(non dues payers only – 30 responses)



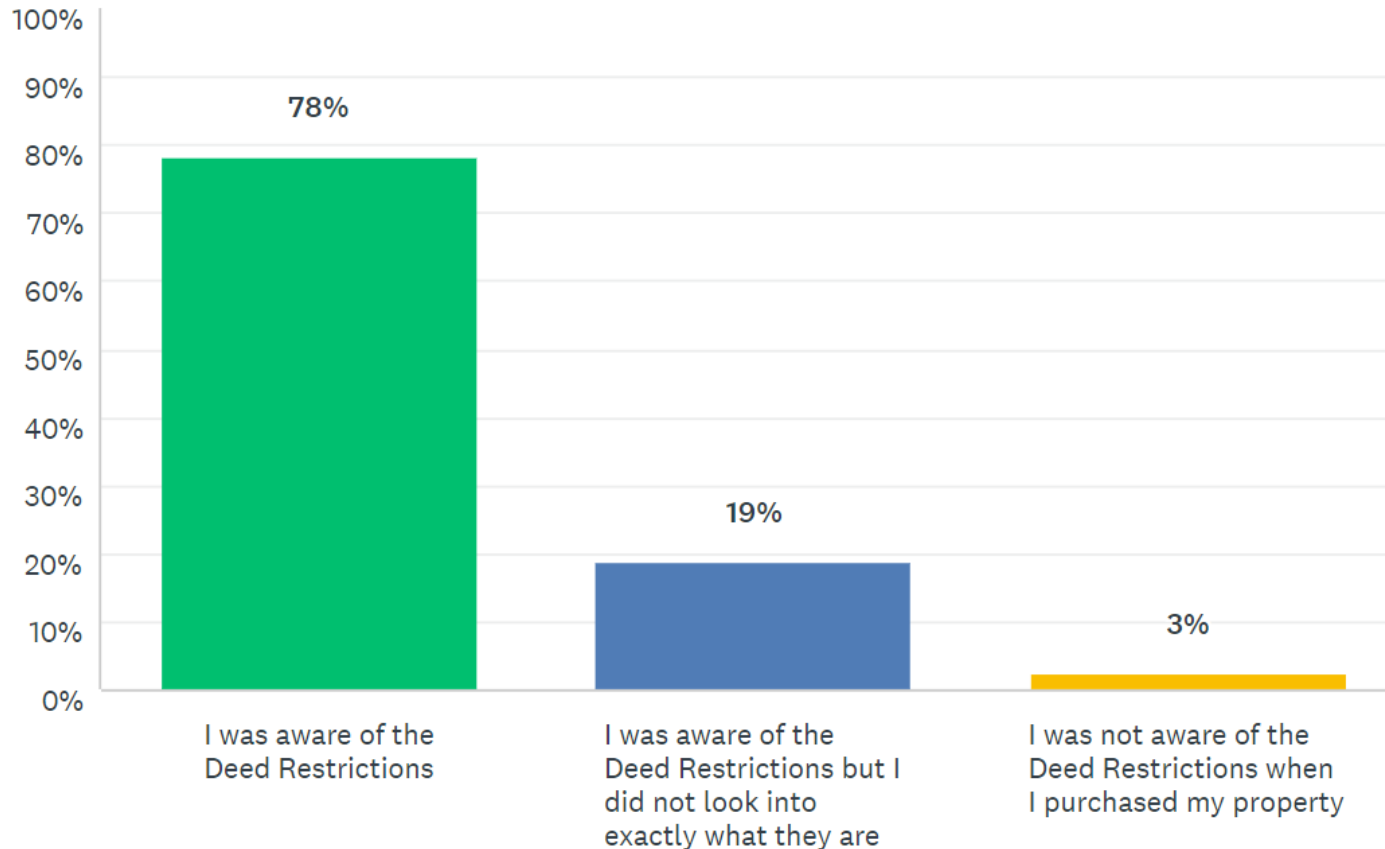
The two highest reasons given for not paying dues are in the “Other” responses:

- Deed restriction enforcement (20%)
- Concerns with the Board (17%)

Q6



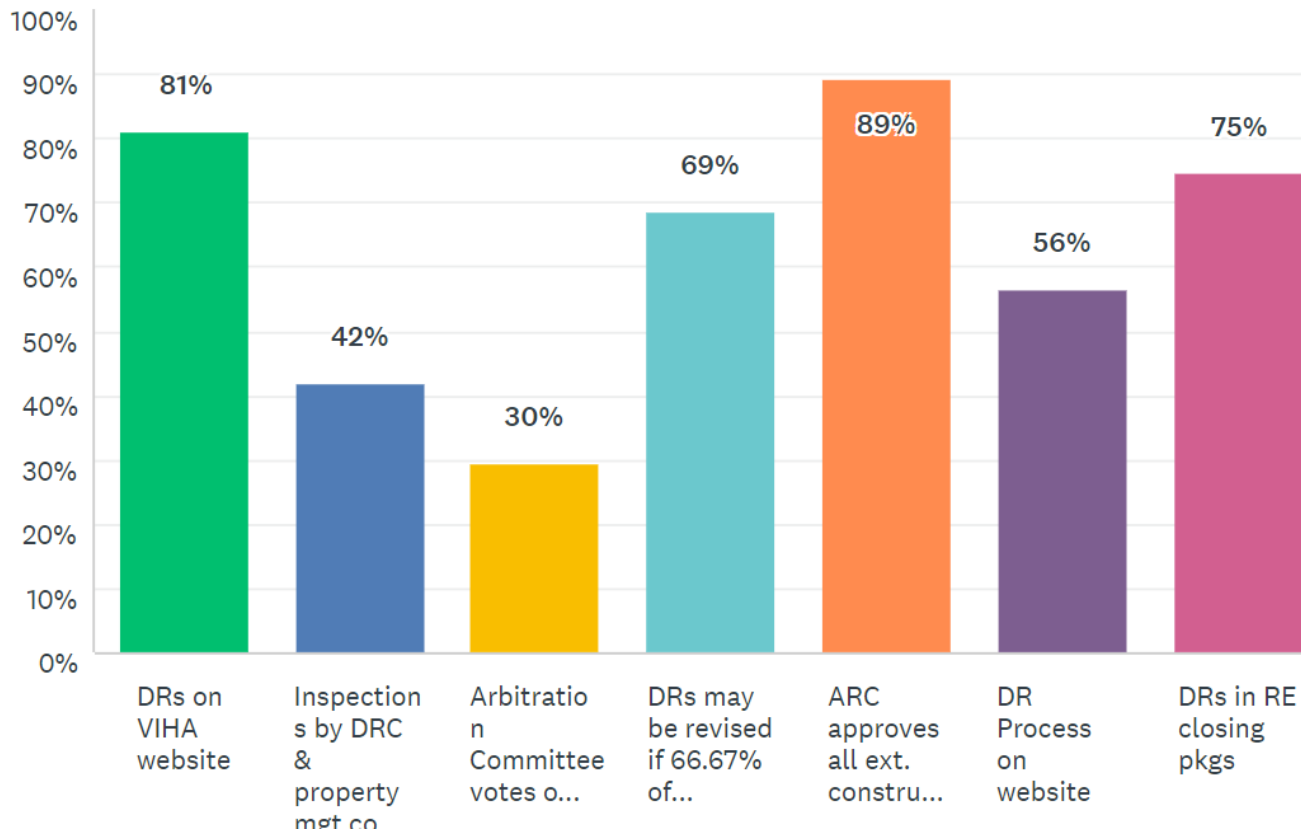
How much did you know about the Deed Restrictions when you purchased your property?



Q7



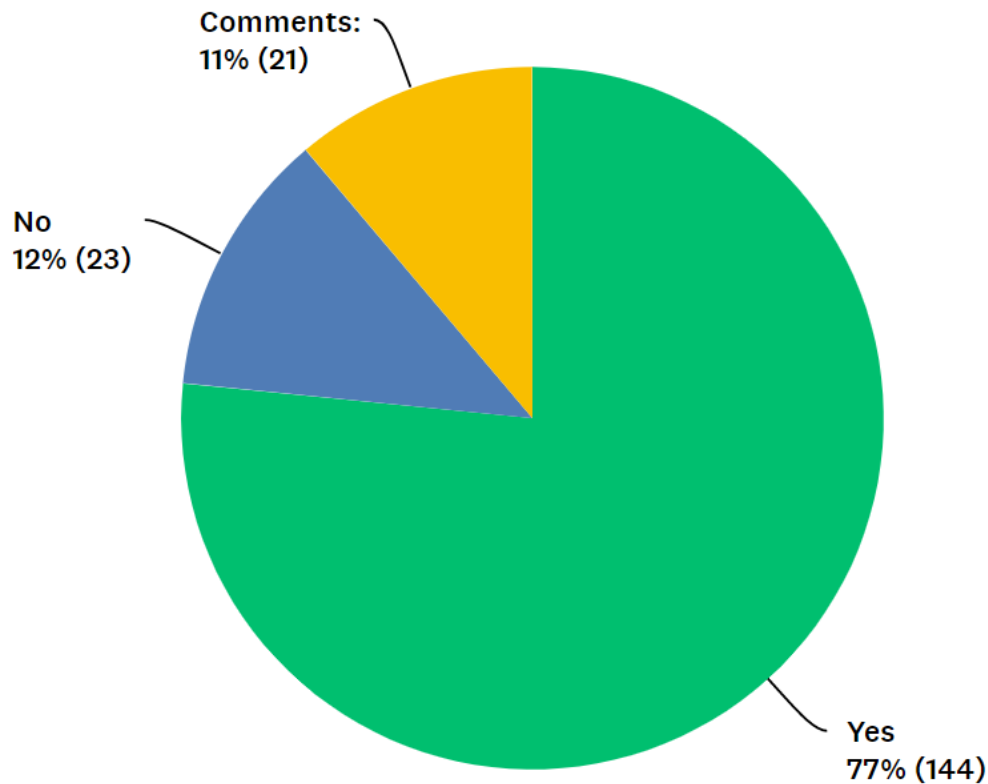
Before taking this survey, were you aware of any of the following provisions and processes pertaining to the Deed Restrictions?



Opportunity to to increase awareness of the Arbitration Committee and Inspection process.

Q8

Do you think enforcement of the Deed Restrictions enhances property values in Venetian Isles?



Question was incorrectly formatted so Comments are counted in total.

If Comments are included:

Yes – 78%

No – 14%

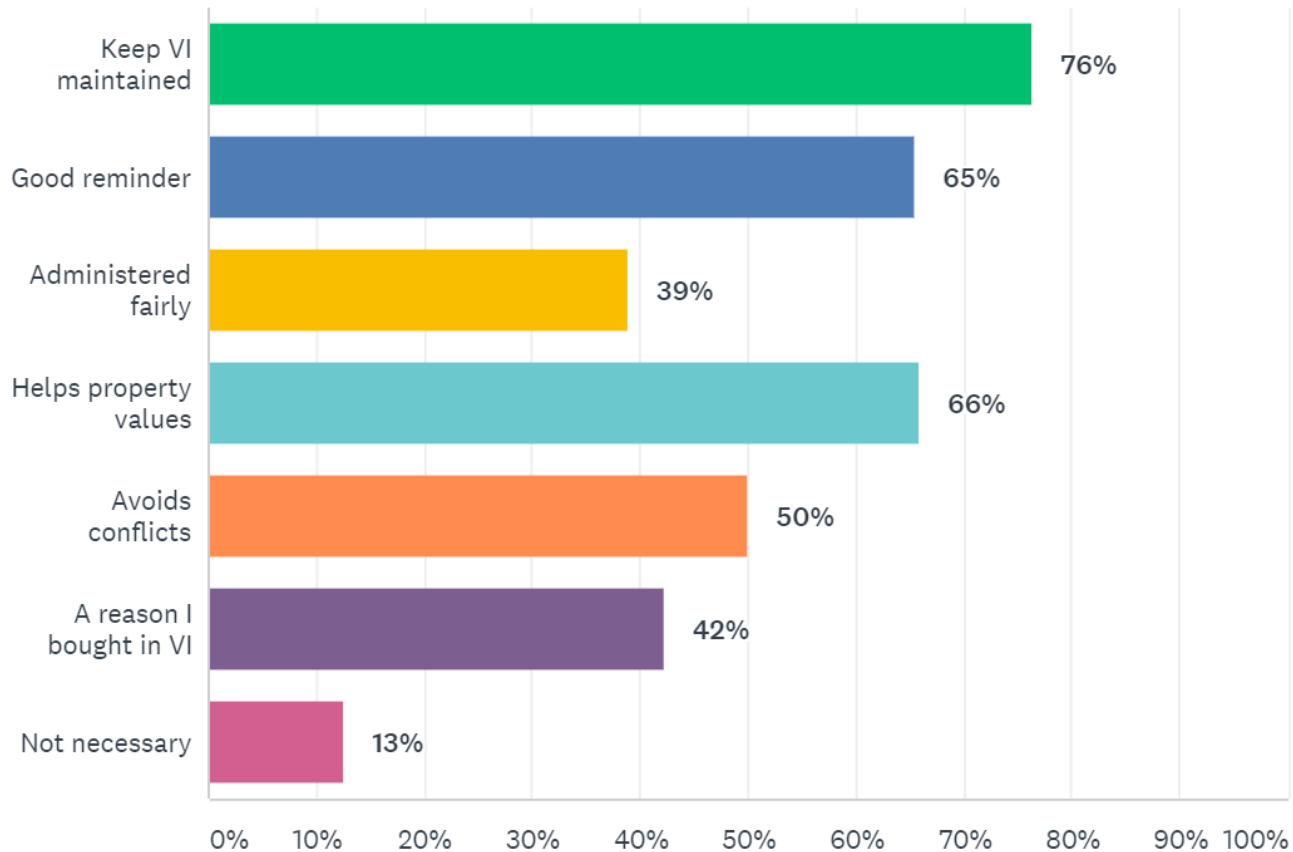
Not sure – 4%

Yes if enforced -4%

Q9



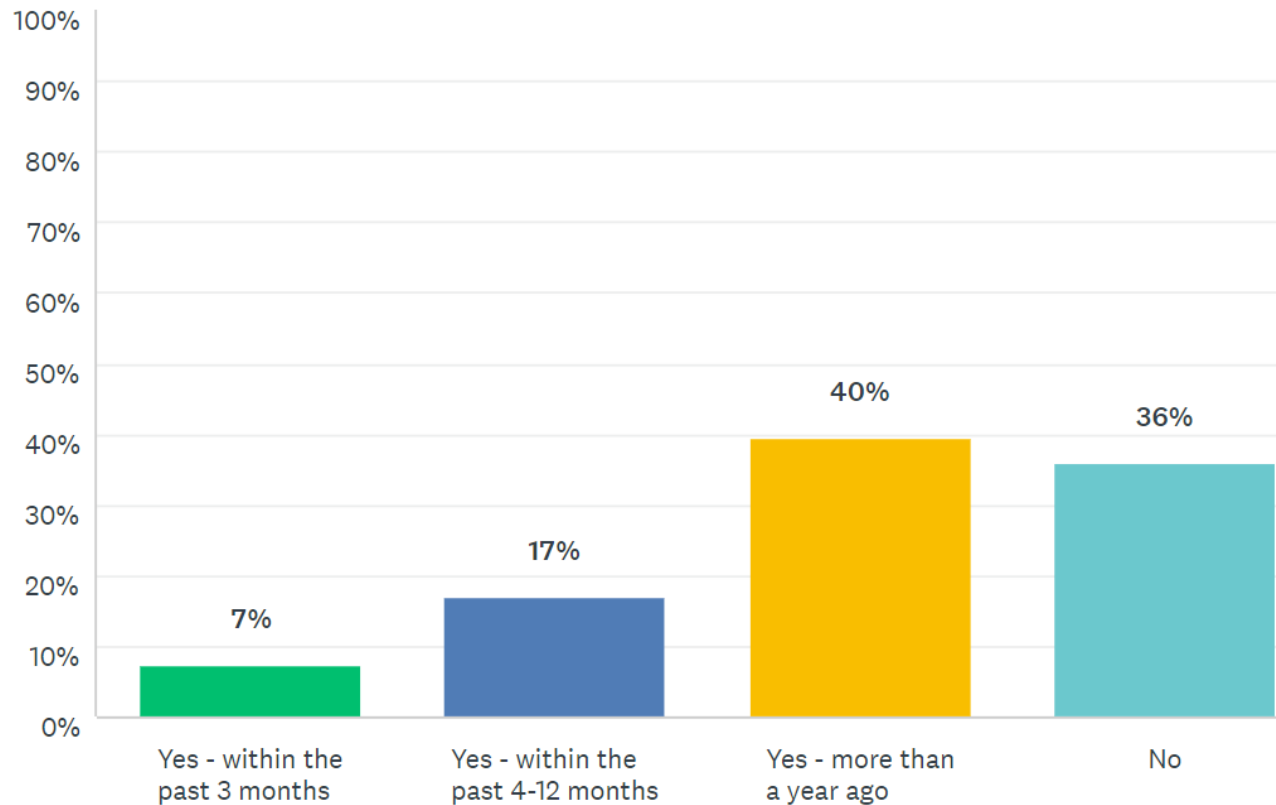
What is your opinion of how the Deed Restrictions are enforced?



Respondents feel generally positive about the Deed Restrictions but there are concerns that aren't administered fairly.

Q10

Have you ever received a Deed Restriction Violation Letter?



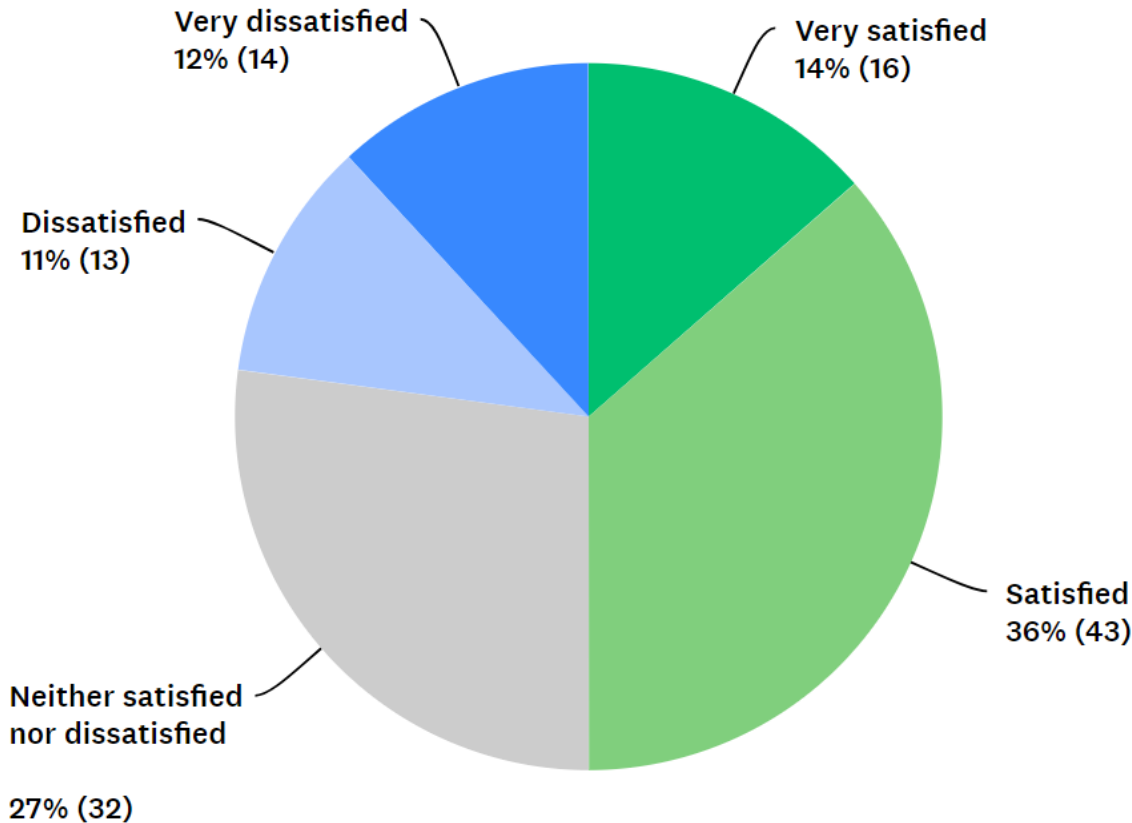
The majority of respondents (71%) have received a DR violation letter at some point.

Q11



Were you satisfied with how you were notified about the Deed Restriction violation?

(only people who received DR letters)

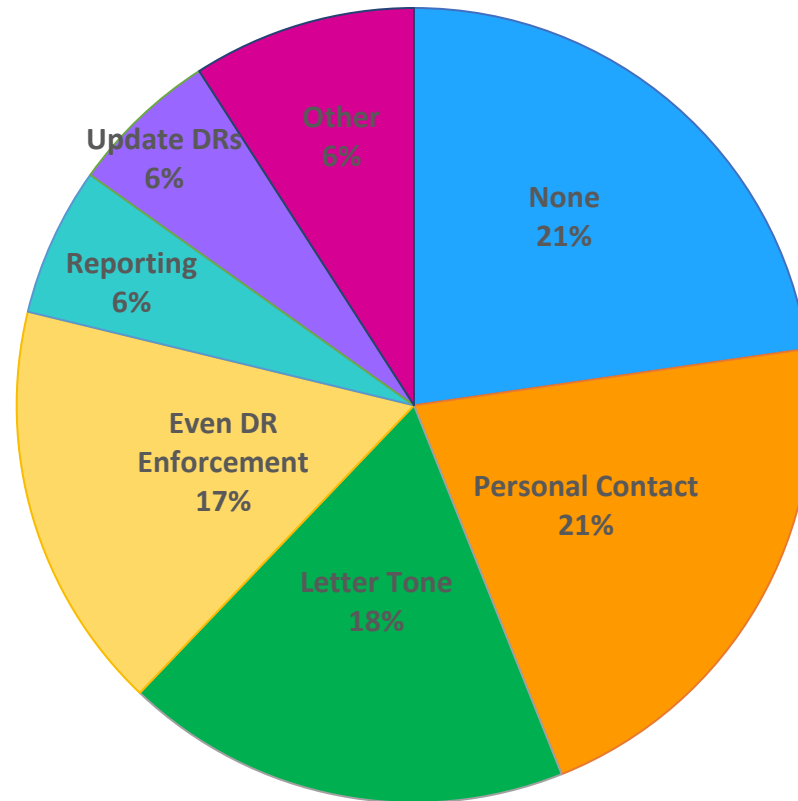


77% of respondents were satisfied or neutral regarding the DR violation notifications

Many of the comments indicate that negative experiences were several years ago.

Q12

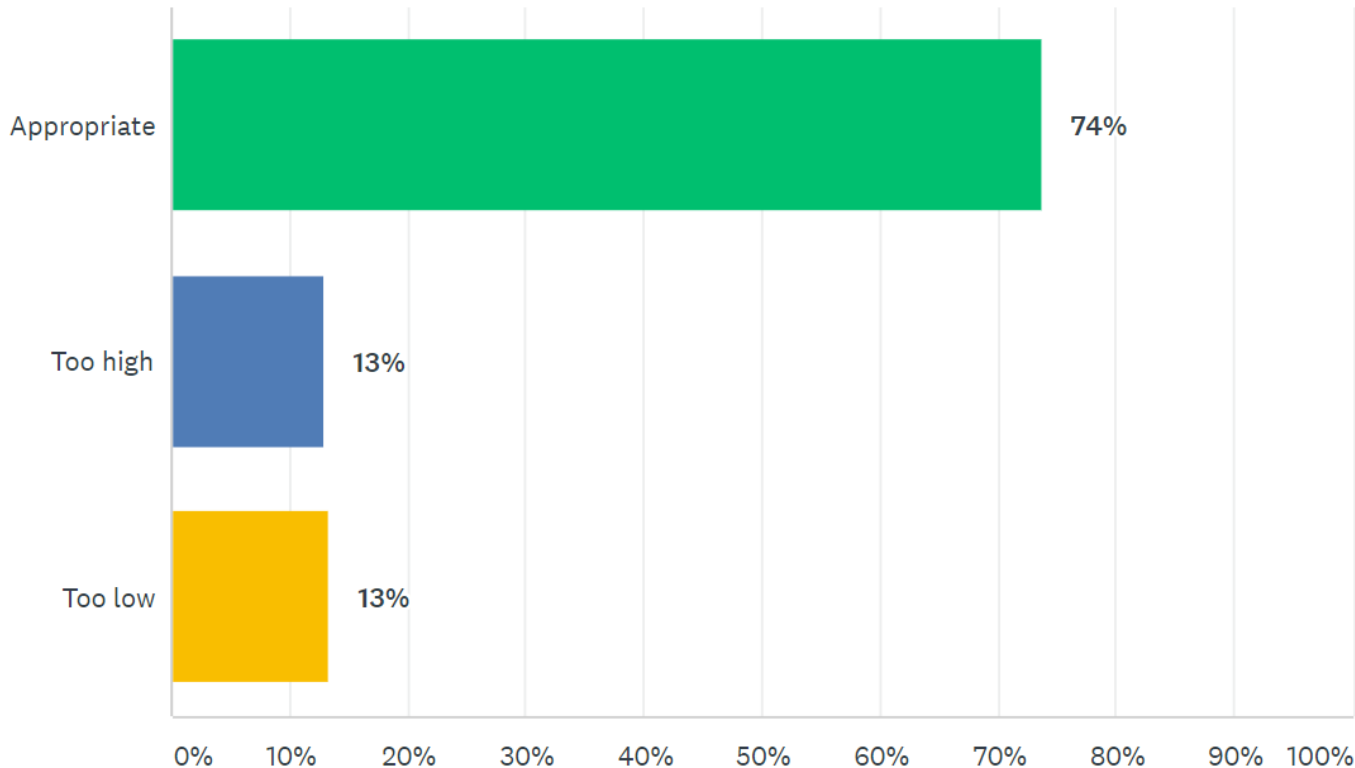
How can the Deed Restriction violation notification process be improved?



Q14

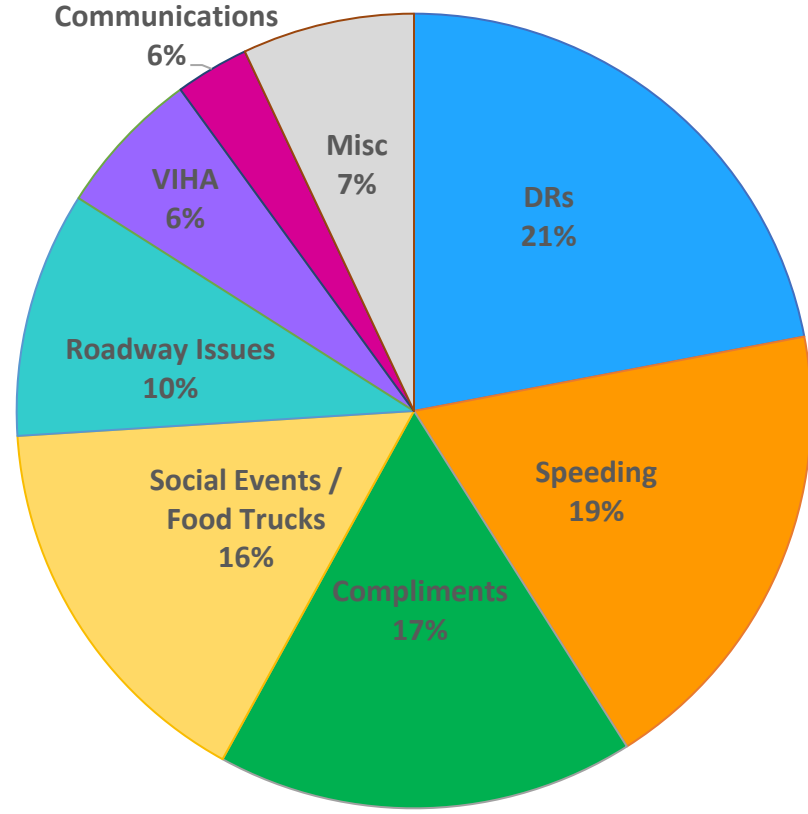


Despite increasing expenses, VIHA membership dues have stayed at \$150 for the past two years. What is your opinion of the dues amount?



Q15

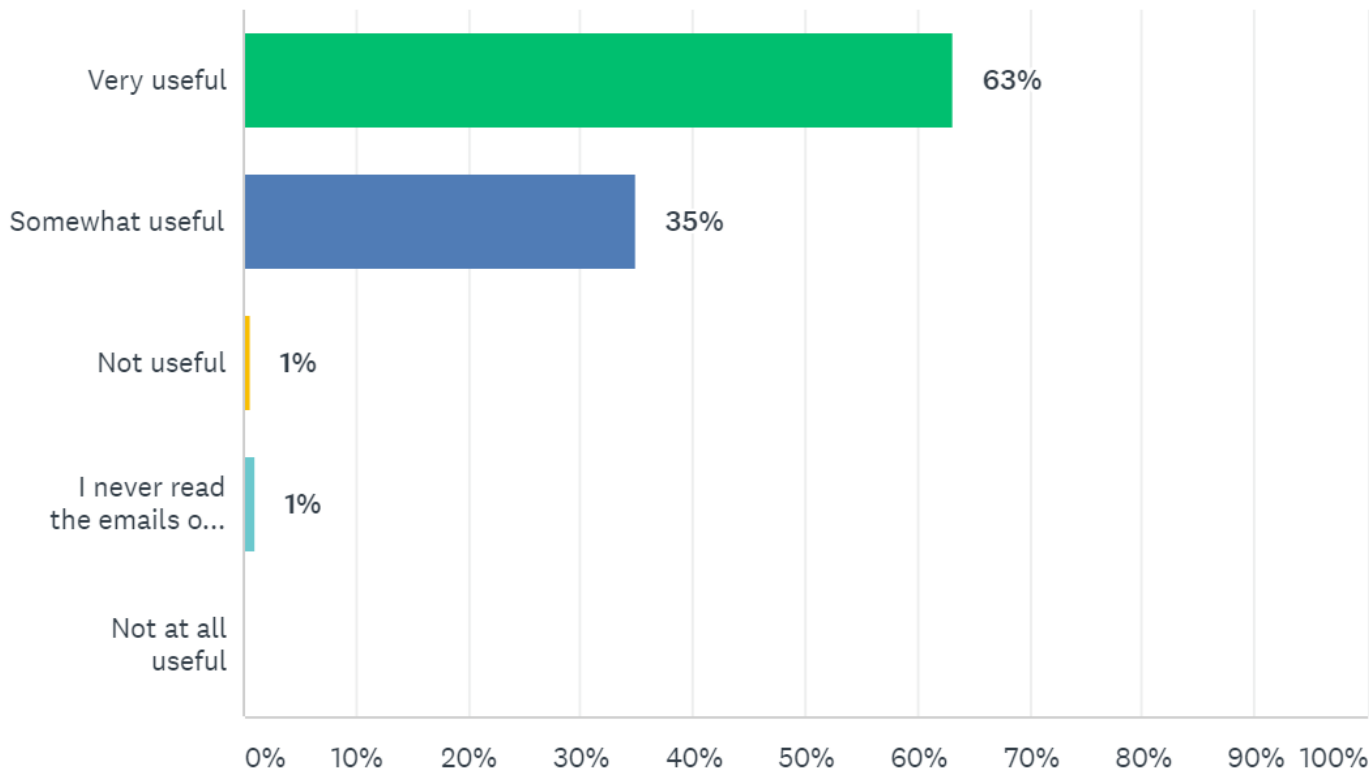
Additional suggestions / feedback



Q16



Do you find the information communicated in the VIHA Emails and on the VIHA website



The survey was fielded by email so all respondents are email subscribers.

President's letter and crime reports are most useful communications.