

QUESTIONNAIRE RESPONSES

We received 40 responses. They represent more than half of the households here. The length of time responders have lived here ranges from a few months to 25 years. Not all responders answered all questions, so the number of responses to any one question might not equal the total number of responses received. Thanks to all of you who participated.

SECTION I: RATE THE BOARD

QUESTION 1: RATE THE BOARD'S PERFORMANCE ON FINANCES (PREPARING BUDGET, DELIVERING IT TO COMMUNITY IN A TIMELY MANNER, ETC.).

<u>Rating:</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
#Responses	0	0	1	3	36

COMMENTS:

"CHANGE BY-LAWS SO HOMEOWNERS CAN VOTE ON THE BUDGET."
"REVIEW AND UPDATE CAPITAL PLANNING, INCLUDING LANDSCAPING"
"THIS SHOULD BE AN ONGOING POST BY MARQUIS MANAGEMENT"
"YOU HAVE DONE AN EXCELLENT JOB. KUDOS TO ED AND KEN"
"OCCASIONALLY OFFER DISCOUNTS ON TOILET REPAIRS, ETC. TO REDUCE WATER USAGE."

QUESTION 2: RATE HOW THE BOARD MAINTAINS COMMUNITY PROPERTY?

<u>Rating</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
#Responses	0	0	1	7	35

COMMENTS

"WE NEED BETTER LIGHTING IN THE AREA OF KINGSLAND AND COURTYARDS"
"HATE THE STREET LIGHTS. TOO BRIGHT"
"LIGHTING ON THE FAR SIDE OF COURTYARD DRIVE IS OBSCURED BY TREE LIMBS, LEAVING THE AREA DARK. MAYBE ANOTHER LAMPPOST IS NEEDED."
"THE CHAINLINK FENCE BETWEEN THE BAINBRIDGE AND COURTYARD ALLEYWAY NEEDS ATTENTION. IT IS BENT AND RUSTED IN PLACES."
"I AM CONCERNED THAT THE WATER AND SEWAGE LINES NEED TO BE REPLACED AND ARE A TICKING TIME BOMB"
"IT TOOK TOO LONG TO REPLACE THE STREETLIGHT"
"THE 'NEW' BULBS ARE NOT GIVING OFF AS MUCH LIGHT. I WOULD LIKE TO RETURN TO INCANDESCENT BULBS."
"WE ARE PROUD TO SHOW OFF OUR NEIGHBORHOOD."

QUESTION 3: RATE HOW THE BOARD MAINTAINS AND IMPROVES THE COMMUNITY LANDSCAPING.

<u>Rating</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
#Responses	0	0	4	4	29

COMMENTS:

I WISH WE COULD REPLACE THE WARM-WEATHER GRASS BY THE TENNIS COURTYNS WITH SOMETHING THAT WOULD STAY GREEN IN WINTER.

"PLANTING WAS TO BE DONE ACROSS FROM ME FOR TWO YEARS OR MORE—STILL NOTHING.

"STILL WISH WE COULD DO SOMETHING ON COURTYARD IN FRONT OF 3818-3826."

"NOT SURE WHO IS SUPPOSED TO DEAL WITH THE WATER POOLING IN FRONT OF 2901 YALE"

"WE HOPE GIBBS WILL CONTINUE TO IMPROVE THE PLANTINGS"

"WE NEED MORE EVERGREENS AT THE ENTRANCE SO IT DOESN'T LOOK SO BAD DURING COLD MONTHS. PRUNING IS BAD. [THERE ARE] TOO MANY LITTLE BALLS."

"MAINTENANCE SHOULD INCLUDE LIMITED BACK BLOWING, PRUNING, ETC."

"[THE ENTRANCE IS] TOO MUCH LIKE A BACKYARD GARDEN. I WOULD LIKE TO SEE MORE, STRONGER WOODY PLANTS."

"LOVE THE CHRISTMAS LIGHTS IN THE TREES"

"DOG OWNERS NEED TO BE MORE DILIGENT IN PICKING UP AFTER PETS. ALSO, KEEPING DOGS ON LEASH IS A MUST."

QUESTION 4: RATE HOW THE BOARD ENFORCES ARCHITECTURAL STANDARDS RE: EXTERIOR MODIFICATIONS.

Rating	1	2	3	4	5
#Responses	0	2	4	8	26

COMMENTS:

"I AM INTERESTED IN WHAT CONSTITUTES 'YARD ART'? DOES ANYTHING GO ON YOUR OWN PROPERTY?"

"SOME OF THE 'YARD ART' NEEDS TO GO"

"GOOD TO HAVE APPLICATION ON WEBSITE"

"HARD JOB"

"THE NUMBER OF PIECES OF DECORATIVE STATUARY NEEDS TO BE LIMITED TO NO MORE THAN 3"

QUESTION 5: RATE HOW THE BOARD ENFORCES COMMUNITY STANDARDS FOR HOME REPAIR.

Rating	1	2	3	4	5
#Responses	0	3	13	6	12

COMMENTS:

"IT IS VERY IMPORTANT TO INSIST THAT HOMES BE KEPT IN GOOD REPAIR"

"SOME OF THE PROPERTIES, INCLUDING OURS, NEED SOME ATTENTION. SOME MORE THAN OTHERS, SOME SOONER THAN LATER"

"ON OUR STREET THERE ARE AT LEAST TWO HOMES THAT ARE IN DIRE NEED OF LANDSCAPING AND PAINTING"

"I COMPLETELY UNDERSTAND THIS WOULD BE A TOUCHY AND SENSITIVE ISSUE TO ENFORCE BUT SOMETIMES WE HOMEOWNERS CAN'T SEE THE FOREST FOR THE TREES AND MIGHT NEED A LITTLE REMINDER OR NUDGE"

"I DON'T THINK VEGETABLES SHOULD BE GROWN IN POTS ON PEOPLE'S FRONT PORCHES. TOMATO VINES ARE UGLY BY MIDSUMMER"

"I AM NOT AWARE OF THE BOARD REQUIRING RESIDENTS TO KEEP THEIR HOMES IN GOOD REPAIR"

"SOME RESIDENCES NEED SPRUCING UP. I UNDERSTAND PEOPLE CAN'T AFFORD IT."

"SOME PEOPLE HAVE NOT TOUCHED THEIR FRONT YARDS IN YEARS—THEY MAY NOT HAVE FUNDS FOR THAT"

"OUR GREATEST CONCERN IS JUNK PILED UP BETWEEN HOUSES—CAN'T OPEN THE DINING ROOM BLINDS BECAUSE OF EYESORE. THINK THERE SHOULD BE BETTER CONTROL OVER THIS AREA. NO ONE WANTS TO LOOK AT A JUNKYARD"

"TOO MANY HOUSES ARE IN DISREPAIR. MARQUIS SHOULD BE SENDING LETTERS AS NEEDED—REPORTED BY MEMBERS."

"SOME HOMES NEED REPAIR. PEOPLE NEED TO BRING IN THEIR GARBAGE CANS"

"THE HOUSE NEXT DOOR DOESN'T MAINTAIN THE BACK YARD AND THE CHIMNEY LOOKS AS THOUGH IT'S ROTTING"

"EVEN HARDER IN THESE TOUGH TIMES. A FEW HOMES NEED REPAIR BADLY. DON'T WANT TO CONTACT THEM."

QUESTION 6: RATE HOW THE BOARD ENFORCES PARKING AND TRAFFIC RULES.

Rating:	1	2	3	4	5
#Responses	1	2	7	9	21

COMMENTS:

- "TOO MANY CARS PARKED ON MARKHAM MAKING IT IMPOSSIBLE TO GET IN OR OUT"
- "IT [ENFORCEMENT] DOESN'T HAPPEN"
- "CARS AND TRUCKS CONTINUE TO PARK 24-7 IN THE KINGSLAND PARKING CIRCLE"
- "THE CURVE YOU GO DOWN WHEN EXITING HAS A LOT OF TRUCKS PARKED SO YOU CAN'T STAY IN THE CORRECT LANE AND CANNOT SEE IF ANYONE IS COMING IN THE OTHER LANE. PERHAPS NO PARKING SIGNS AND A LETTER TO THE HOMEOWNERS IN THAT AREA WOULD HELP. THOSE TRUCKS STAY PARKED FOR HOURS."
- "MANY OF OUR NEIGHBORS DRIVE IN THE MIDDLE OF THE ROAD AS IF NO ONE ELSE IS AROUND— PARTICULARLY AT THE COURTYARD DRIVE STOP SIGN. IF WE ALL PARK OUR CARS IN OUR OWN GARAGES AND DRIVEWAYS TO WHOM DO ALL THE OTHER CARS IN THE GUEST SPACES BELONG?"
- "PEOPLE CONTINUE TO PARK FOR LONG PERIODS IN SMALL LOTS"
- "TOO MANY CARS AT THE POOL AND CARS PARKED OVERNIGHT IN OWNER'S DRIVEWAYS"
- "WITH SO MANY 'MATURE' ADULTS I THINK WE NEED SOME FLEXIBILITY HERE"
- "MARQUIS SHOULD BE SENDING LETTERS TO OFFENDERS AS REPORTED BY MEMBERS."

QUESTION 7: RATE HOW THE BOARD KEEPS THE COMMUNITY INFORMED.

Ratings:	1	2	3	4	5
# Responses	0	0	0	2	36

- "PLEASE SET THE DATES OF PARTIES, ETC, ASAP:"
- "THE WEBSITE AND E-MAILS ARE VERY HELPFUL AND MUCH APPRECIATED."
- "MUCH IMPROVED THANKS TO ANNE SAPP"
- "I AM VERY GRATEFUL TO HAVE SUCH AN INTERESTED AND INVOLVED BOARD. MY ONLY SUGGESTION WOULD BE TO CHOOSE POOL PARTIES AND COMMUNITY DATES AHEAD OF TIME AND STICK WITH THOSE DATES. SOME OF US NEED TO PLAN 6 MONTHS OUT OR MORE."
- "DRAMATIC IMPROVEMENT WITH THE REGULAR E-MAIL REPORTS ON BOARD MEETINGS AND COMMUNITY NEWS."
- "I'D GIVE THE BOARD A 10 ON THIS.""
- "SIP AND DIP EXCELLENT. CHRISTMAS PARTY TOO."
- "ANNE HAS BEEN GREAT WITH HER E-MAILS"

QUESTION 8: RATE THE USEFULNESS OF THE WEB-SITE.

Rating:	1	2	3	4	5
#Responses	0	0	1	4	29

COMMENTS

- "I NEED TO CHECK IT MORE REGULARLY"
- "GREAT"
- "N/A. I HAVEN'T USED IT"
- "[HELPFUL] WHEN I GO TO IT, NOT AS OFTEN AS I SHOULD."
- "I NEED TO CHECK IN MORE OFTEN"
- "EXCELLENT UPGRADE. SEE CONTINUOUS IMPROVEMENT"
- "HAVE NOT USED"
- "VERY NICELY DONE"
- "[HELPFUL] ESPECIALLY WHEN I LOOK AT IT."
- "HOPEFULLY, MORE RESIDENTS WILL LOOK AT THE WEB-SITE"

SECTION II: RATE MARQUIS MANAGEMENT

QUESTION 1: LENGTH OF RESIDENCE

Length of residence varied from 25 years to a few months.

QUESTION 2: DESCRIBE THE FREQUENCY OF YOUR CONTACT WITH MARQUIS' PERSONNEL

Rating:	rarely	several times a year	every couple of months	often
#Responses:	25	11	1	1

QUESTION 3: WHO INITIATES CONTACT, HOMEOWNER OR MARQUIS?

Rating:	Marquis	Resident	Both
#Responses	2	24	7

QUESTION 4: HOW IS CONTACT MADE?

All means of contact used equally.

QUESTION 5: DESCRIBE MARQUIS-INITIATED CONTACT

PART A: REASON FOR MARQUIS' CONTACT:

Maintenance	Financial	Community Concerns	Clarifying Communication
10	21	8	2

PART B: RATE WHETHER MARQUIS STAFF WAS COURTEOUS AND HELPFUL

Rating	yes	no
#Responses	27	0

QUESTION 6: RATE HOW MARQUIS HANDLES RESIDENT-INITIATED CONTACT

PART A: REASON FOR HOMEOWNER'S CONTACT

Rating:	Maintenance	Financial	Community Concerns	Clarifying Communication	Other
#Responses	14	13	3	7	3

COMMENT:

"WE CALLED MARQUIS ABOUT THE BACK OF OUR LOT WHICH WAS FILLED WITH CONSTRUCTION DEBRIS FROM A NEIGHBOR BEHIND US."

"ARCHITECTURAL APPROVAL"

PART B: RATE MARQUIS' RESPONSE: WAS STAFF COURTEOUS, ACCESSIBLE AND HELPFUL?

Rating	yes	no
#Responses	37	1

COMMENT:

"FAIRLY SLOW ON FOLLOW-UP"

"IT REQUIRED SEVERAL E-MAILS TO GET AN ANSWER"

"NOT ALWAYS [HELPFUL AND COURTEOUS]. NO CONSISTENCY WITH HOW PROBLEMS ARE ADDRESSED FROM ONE HOMEOWNER TO ANOTHER."

"FAIR. REALLY IMPROVED"

PART C: WERE YOUR CONCERNS ADDRESSED SATISFACTORILY?

Rating	yes	no	yes and no/not always
#Responses	19		3

COMMENT:

"NOTHING REALLY COULD BE DONE ABOUT OUR SITUATION"
"OUR ALTERNATE ADDRESS WAS NEVER ACCURATE, EVEN WITH REPEATED CORRECTIONS."
"ALWAYS"
"I THINK THEY ARE STILL LOOKING INTO THE ZONING SIDE-LINE/ZERO LOT LINE, SET-BACK ISSUE"

QUESTION 7: RATE MARQUIS' PERFORMANCE AROUND CLOSING. WAS IT EASY TO OBTAIN NEEDED INFORMATION?

Rating:	yes	no
#Responses	26	5

COMMENT:

"[NO] BUT IT WAS 13 YEARS AGO"
"[NO BUT] DIFFERENT MANAGEMENT COMPANY WHEN I CLOSED. MARQUIS GETS COUPON BOOKS OUT RIGHT ON TIME."
"I DON'T THINK WE KNEW THE RIGHT QUESTIONS TO ASK. MARQUIS HAS BEEN GREAT."

QUESTION 8: RATE MARQUIS' MANAGEMENT OF DUES COLLECTION PART A: HAS MARQUIS MADE MISTAKES REGARDING YOUR HOA DUES?

Rating	Yes	No
#Responses:	4	32

PART B: IF YES, WERE THE MISTAKES RESOLVED QUICKLY?

Rating: (See comments) _____

COMMENT:

"NOT ALWAYS—EITHER THEY DIDN'T KNOW HOW TO CORRECT COMPUTER ISSUES AT THEIR END OR THEY GAVE INCORRECT INFORMATION. FOR EXAMPLE—SAYING IT WAS AN ISSUE ON MY BANK'S PART BUT MY BANK EXPLAINED HOW IT WAS REALLY HOW MARQUIS HAD SET UP THE SYSTEM."
"THEY THOUGHT I'D MISSED A PAYMENT. I SUPPLIED A CANCELLED CHECK"
"I DIDN'T PAY FOR EIGHT MONTHS OR SO AND RECEIVED NO NOTICE UNTIL 8 MONTHS LATER. I WAS PAYING THROUGH MY BANK'S BILL PAY."
"LONG TIME (6 MONTHS) BEFORE I REALIZED FEES HAD NOT BEEN PAID. I RESOLVED IT"
"MR CARROLL SAID MISTAKE WAS MINE UNTIL I SHOWED THAT SHE HAD PUT IN INCORRECT NUMBERS. MONEY WAS NOT RETURNED TO ME"
"YES"

QUESTION 8: RATE MARQUIS' PERFORMANCE IN EMERGENCY AFTER-HOURS SITUATIONS.

PART A: HAS MARQUIS BEEN EASY TO REACH WHEN YOU HAVE NEEDED THEIR IMMEDIATE ATTENTION AFTER NORMAL BUSINESS HOURS

Rating	Yes	No	N/A
# Responses	15	1	19

PART B: IF YOU ANSWERED 'YES' OR 'NO', WAS THE PROBLEM RESOLVED QUICKLY AND EFFICIENTLY?

Rating:	Yes	No
# Responses	15	1

COMMENT

"NOT ALWAYS"

QUESTION 9: RATE HOW MARQUIS' PERSONNEL BEHAVE TOWARD HOMEOWNERS: HAVE MARQUIS' PERSONNEL BEEN POLITE TO YOU?

Rating:	Yes	No	N/A
Responses:	30		5

COMMENTS:

"GIBBS PERSONNEL HAVE BEEN SUPER NICE"

"NATHAN IS VERY GOOD"

"THIS IS NEWS TO US UNLESS YOU MEAN GIBBS, AND WE THOUGHT THEY WORKED FOR COV"

"I HAVE HAD NEW PLANTS REMOVED BY YARD CREW. HAVE TALKED TO THEM ABOUT IT"

"HAVE NOT ENCOUNTERED THEM EXCEPT HAD TOM RADICCHI DO WORK FOR ME IN PAST ON MARQUIS RECOMMENDATION. HE DID LOUSY JOB IN SOME AREAS AND IN ONE PLACE CREATED A PROBLEM WHICH HE TRIED TO CHARGE ME TO CORRECT. DIDN'T HAVE HIM BACK"

ADDITIONAL COMMENTS:

"GREAT SURVEY—I'M STILL CONCERNED ABOUT ONLY HAVING REALLY ONE PERSON IN CHARGE AND NOT HAVING AN ACCOUNT ON LINE."

"I'M VERY HAPPY"

"THE BOARD DOES AN EXCELLENT JOB. I REALLY APPRECIATE THE TIME AND EFFORT THEY PUT IN."

"[WE] REALLY APPRECIATE THE TIME AND ENERGY YOU FOLKS SPEND TO KEEP COURTYARDS A WONDERFUL PLACE TO LIVE"

"TERRIFIC JOB"

"MARQUIS MANAGEMENT IS A PLUS TO OUR COMMUNITY. HAS SAVED US LOTS OF TIME AND MONEY REGARDING LEGAL FEES. A NEW MANAGEMENT COMPANY IS NOT NECESSARILY A BENEFIT. LEARNING CURVES CAN BE BRUTAL."

"CONTINUE GOOD WORK! REVIEW AND UPDATE LONG TERM CAPITAL PLANNING INCLUDING LANDSCAPING. KEEP JOHN ARNOLD PRESIDENT. LOOK AT PRACTICALITY OF COMMUNITY TV, INTERNET. OCCASIONALLY OFFER DISCOUNT FOR TOILET, ETC. REPAIRS TO CUT WATER USAGE."

"WE'RE DELIGHTED."

"MARQUIS MANAGEMENT AND OUR HOA BOARD HAVE BEEN EXTRAORDINARILY HELPFUL AND UNDERSTANDING—WE LOVE BEING A PART OF THIS COMMUNITY."

"WE CHOSE TO LIVE IN A COMMUNITY WITH FIRM COVENANTS AND HIGH STANDARDS—THOSE THINGS ARE IMPORTANT TO US AND WE APPRECIATE THE EFFORTS OF OUR BOARD TO MAINTAIN THOSE STANDARDS."