

Results of HOA Management Survey – September 12, 2020




Question Real Estate Transaction Support:

Text: I have bought or sold a home on the Ridge in the last three years.

NOTE: If NO, skip to Question #5

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		2.6%	7
No		66.9%	182
Yes		30.5%	83


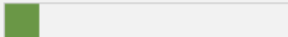

Question Real Estate Transaction Support:

Text:

The Management Company provided the required information, such as account status, governing documents, board meeting minutes, in a timely manner for the sales transaction.

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		57.7%	157
No		12.1%	33
Yes		30.1%	82


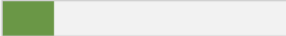

Question Real Estate Transaction Support:

Text:

The Management Company provided information which assisted my moving into the Ridge at Eagle Crest.

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		59.9%	163
No		17.6%	48
Yes		22.4%	61

Question Real Estate Transaction Support - Comment Box

Text:

Enter comments about "Real Estate Transaction Support".

Responses

10. Our home builder worked with RECOA and we must assume the transactions went okay since we now have a home on the Ridge.

18. We purchased our home directly from the builder. We did not have any interaction with RECOA until months after we purchased and received an information packet in the mail.

30. When we purchased our house in April of 2019 no one (our realtor, the sellers realtor or anyone from RECOA) told us that the house next to us was, and is today, a VRBO.

31. RECOA did not provide any details on how to go about getting a Nutcracker Drive gate opener nor did they provide details on how to obtain resident owner cards for access to the fitness facilities. We had to visit the RECOA office to inquire as to how we obtain these. Recommend adding this information to the welcome packet.

Additionally, the instructions for setting up an automatic payment account for paying RECOA dues was not easy to follow as we were not provided all of the required information needed to set up the account. Required me to call the financial office to obtain the appropriate account information. Recommend providing this information in the welcome packet as well.

33. Info was provided regarding HOA and facilities

38. THE transaction went will due to the assistance of our real estate agent, Diane Irvine. She kept the action going. It took several attempts to receive keys for the mail box and other items.

39. none

41. I don't remember receiving information before our move to Eagle Crest.

43. I moved here in 2007 and th management company back then offered no assistance.

44. Provided information requested

45. Easy to obtain documents, owner card, etc.

Responses

50. I honestly do not recall what was provided, it's been almost 3 yrs

58. We did this from another state and it all went fine.

60. I was never made aware of the "new owners Welcome Get-Together" and only heard about it from others after it had already passed.

Otherwise, all other pertinent information was supplied, when requested, promptly.

62. What is their responsibility? You should define.

67. Chris Sweistris was our realtor.

68. Diana Irvine and Merle Irvine did an Excellent job

72. The realtors provided most of the information regarding Eagle Crest, HOAs, and community info. I presume they got it from the mgmt company. We received great service from the realtors, so I presume they received timely information from the mgmt company.

73. none

74. Moved within Eagle Crest. Real estate support services not requested nor needed.

78. There was NEGATIVE Real Estate Transaction support from the Management Contract Owners.

87. Couldn't find the correct fees when making the purchase. Unclear what service/utilities were provided. Were not getting responses in a timely manner. This all delayed our closing. Nobody reached out to us after the purchase (no orientation), it was all on us to figure out membership cards and what we can access.

91. We closed on 3/5/20 on our purchase. We received the HOA docs we were looking for easily, however, once closed, we had a very difficult time getting our owner packet and our ID. I emailed to ask several times through the next few months and then stopped receiving replies. I finally had to pick it up from the office even though our Eagle crest home is not our primary residence.

106. Mgt. Co. was not part, in any way.

120. Was under the impression this all came from my real estate agent.

128. n/a. Already lived in Eagle Crest, just changed locations.

138. No information of any kind received from management company. Would have been helpful to know of neighborhood declarations.

147. There was very little

151. None

190. Can't remember

207. The staff was helpful in setting up monthly HOA auto payments. Great service with that. Not sure it belongs here but it took a couple months to get back to us on putting a hot tub on our deck in Creekside Village. The decks are already set up for them.

209. I had to seek out support on my own. The old owners did what they could but it took weeks for them to get my realtor the ccr. I had to seek out information after I moved in to get a owners account

Responses

and account information. Granted, cova just started, so it was even more difficult since biolding was locked out.

213. w had to ask for the HOA rules and regulations more than once since they were not forthcoming

214. It was actually provided to us through the title company; so we assume the info was provided to them by the management group.

224. I received absolutely no support, information, keys, maps, etc. when I purchased my townhome in Eagle Crest in January, 2019. If I hadn't known friends who had lived here for three years, I would have been, totally, a drift! My realtor, Rachel Rhodin, of Southeby's, was a ghost. I never met her or saw her.

226. The only "welcome to Eagle Crest" we received was from our real estate agent.

230. No one from the HOA mgmt ever contacted us. In fact I had an issue getting a local mailbox & had to fend for myself. Until I called & asked questions, requested info I got nothing! We didn't know about mailboxes, garbage pick up, water, electric. Was very disappointed in their lack of effort to help.

232. Real estate agent did the work.

234. You are on your own to figure it out

240. Despite utilizing the Eagle Crest Real Estate Office, I had no contact from the management service company - at the time, it was located in Bend - that is, THEY didn't contact ME. I only learned about the existence of CC&R's the first time I ran amuk of them.

Back then, in 2012, there was NO welcome orientation, or any kind of meeting of new residents. That was less than effective and pleasant.

247. They were very responsive and helpful by phone and email.

257. ECM had little knowledge in the Governing Documents, could not provide supporting documents such as minutes of meetings, financial reports, reserve studies and the like

260. We purchased our lot about 3 years ago, and then about a year ago bought a townhome in Creekside. Both times we had no issues receiving what was needed in a timely manner in order to process the real estate transactions.

263. Very little if any of the required information about standards and regulations are given to new owners and nothing to renters.

Question Reserve Study:




Text: *The Reserve Studies determine how much funds must be set aside for the replacement of facilities and assets. The studies are done by a third party with information provided by the Management Company. The studies are reviewed by the Board. Each Owner is assessed a contribution towards the replacement of long term assets. By law, Owners are entitled to a copy of these studies for their neighborhood.*

Question: I have requested a Reserve Study for my neighborhood.

NOTE: If NO, skip to Question #9

Question Yes/No
Type:

Required: No

Response	Graph	Percent	Count
Not Answered		5.1%	14
No		89.3%	243
Yes		5.5%	15

Question Reserve Study:

Text:
I received the Reserve Study data within 10 days of my request.

Question Yes/No
Type:

Required: No

Response	Graph	Percent	Count
Not Answered		86%	234
No		11%	30
Yes		2.9%	8


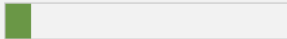

Question Reserve Study:

Text:

Questions about the Reserve Study were answered within a short period of time.

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		87.5%	238
No		9.2%	25
Yes		3.3%	9

Question Reserve Studies:

Text:

Enter comments about Reserve Studies.

Responses

5. If a study is done, shouldn't the results be published/emailed to owners without request. Or minimally, when a study is conducted, notify all owners that a new study exists.
15. Every home owner should receive a report automatically
18. We did not know about the reserve studies.
23. We never asked to see a copy.
33. I asked about the breakdown on my assessment but have never received a response.
37. Aware of the concept, however, I have not paid any attention to this issue.
42. Is this information post online??
45. Forest Ridge reserves are low for the work required. they kept the dues low and now we are short. With a good understanding of the work to be done, don't be afraid to raise the dues.
51. honestly do not recall seeing this info, it may have been provided
59. As a new owner, I would have appreciated seeing the study or at least having been able to access it on line.
63. Again, why would I want one, what is Management responsibility?
67. I didn't request a Reserve Study because I didn't know such studies were conducted. Now that I know about them I may be requesting one.
75. Q 7 answered in error. Should be blank.
87. Also, did not provide data regarding expenditures from the Reserve Fund
98. I didn't know this was my right as an owner. Every time I ask to view a document, I've been told it can't be shared or I have to view it in the management office. How can we find out what the

Responses

management company is suppose to be doing for me and what my rights are? (Poor communication. This is my first sign that I might want a new management company.)

108. I sue with Mgt. Company is for them to return phone calls or email questions

109. If the first question in the series is answered with a "no", then the others do not apply. Include that as an answer if we're not forwarded to the next series.

129. last 2 answers were N/A. No option, so just typed No. Didn't know how to skip to #9

158. Why not just send out the reserve study instead of having to request it?

163. I have never received one

193. Please send us a reserve study. We had never heard about it before. We live at 386 Willamette Park Lane.

208. I may be mistaken, but don't remember seeing

211. Instead of requiring a request for the reserve study, it seems more "transparent" to notify owners when it becomes available and linking to its posting on the RECOA website.

212. I was not aware of the subject of reserve studies until I attended MOC and Finance meetings.

217. Reserve Studies should not have to be requested. They should be available along with their partner document, the RECOA budget under "Neighborhoods".

There is NEVER any information available about how to interact with the Reserve Study information.

RECOA members are NEVER informed or invited to be a part of the Reserve Study review and analysis, not even as a member of a committee!

Obvious underfunding of the Reserve Fund and decisions on changes in the Reserve Study projects (along with reasonable \$\$\$ estimates) are not documented or available.

The asinine excuse for not providing the full Reserve Study to owners or on the web is that RECOA and the Management Company don't want contractors to see how much money is set aside for a project. That does NOT comply with Oregon Law.

219. I do not think that the residents should get a copy of the reserve study because of the cost involved as it is at least 200-250 pages on a Level 1 Study. I feel that they should have access and can read it at the HOA office. They can be granted a copy of their own if they pay for the printing of the document.

226. I didn't really get into this for the first 6-12 months I was here.

238. I haven't requested nor seen these studies.

246. I am a single home owner, so this doesn't apply. However, I always listened to the reserve study reports in the board members. That help me understand more about the overall community and the hard work that goes into managing it.

254. ECM could not provide a current study so we couldn't exchange in questions

Responses

260. Perhaps I should be requesting a reserve study! It would be nice if this is made available via a link in an electronic newsletter or via email.

Question Long Term Asset Replacement (Decks, Roads, etc):


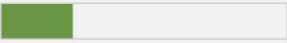

Type:

The Management Company is responsible for assessing the condition of assets. As the life of an asset nears the projected replacement date, they, in conjunction with the RECOA's Maintenance and Oversight Committee (MOC), identify which replacements are needed or can be deferred. Typical projects include road resurfacing, deck replacements in the managed neighborhoods, pump replacements for water features, etc.

Question: The Management Company manages the projects to replace assets well, balancing the need to maintain the Resort and fiscal responsibility.

Question
Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		14.7%	40
No		25.4%	69
Yes		59.9%	163


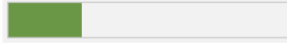

Question Long Term Asset Replacement (Decks, Roads, etc):

Type:

The Management Company provides the Owners with information about the projects scheduled prior to the commencement of work.

Question
Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		8.8%	24
No		26.5%	72
Yes		64.7%	176


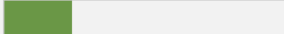

Question Long Term Asset Replacement (Decks, Roads, etc):

Text:

The Management Company assists in reducing the potential disruption associated with projects.

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		11.8%	32
No		23.5%	64
Yes		64.7%	176


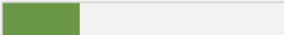

Question Long Term Asset Replacement (Decks, Roads, etc):

Text:

The Management Company supervises the contractors performing this work ensuring the quality standards are met.

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		24.3%	66
No		27.2%	74
Yes		48.5%	132


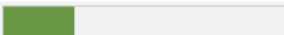

Question Long Term Asset Replacement (Decks, Roads, etc):

Text:

The Management Company resolves issues with on-going projects.

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		28.7%	78
No		24.6%	67
Yes		46.7%	127

Question Long Term Asset Replacement (Decks, Roads, etc):

Text:

Enter comments about Long Term Asset Replacement.

Responses

3. I answered the questions with a "Yes" however it's difficult for me to know. It gets done, but who, how and how effective the supervision is done I don't really know. The Neighborhoods would have a better perspective on this.

5. Don't really know what the management company does or is doing. However, the information share about road maintenance is not very clearly communicated.

6. The deck replacement was a drawn out fiasco. They did a poor job and there is still unfinished work. They Opened up my bbq gas line and I had two large gas bills before I figured out what had happened and shut it back off. They left dry rot on the deck partitions. Some other people's were replaced, mine were not. They put my deck furniture in an unprotected area for several days, they even sat on the furniture during their breaks. They were loud and noisy, blasting music, cussing and swearing. I had a paint bucket left behind my vehicle which I almost ran over. WEBFOOT is a very unprofessional company and the workers are sketchy at best.

7. The street in my neighborhood was not resurfaced in a timely manner. Cracks were sealed with tar for too many years.

ARC requires a dark rock on the shoulders for all homeowners. The Management company allowed the contractor to install gravel the color of concrete. It ruined the efforts of all of the homeowners.

8. My primary complaint is about the lack of proper maintenance of the upper portion of the Westridge common area creek, allowing mud and debris accumulation in the creek bed for many years (13 observed), unaddressed Bull Grass and Cat Tail growth clogging the stream, and weeds and grass growing over the edge into the creek bed.

Either it has been continually neglected, or our contractors have not been properly held accountable, or possibly both. Such a feature requires regular, proper maintenance as I have personally observed with the water features on our personal property.

9. Highland Meadow Loop needs resurfacing.

10. The condo roofs in Forest Greens are at the end of their life-span. The HOA has not mentioned when they plan to replace them. Would appreciate an ETA for roof replacements. It also took months to replace the decks. The workers left my deck furniture out in the brush for two weeks. They would also take breaks and use my furniture to sit on. There was an issue with the contractor constantly playing loud music throughout the day. It shouldn't have taken a month to build the first set of decks.

11. RECOA does not manage my home.

17. Sorry, but the design of this survey is very poor and I would not feel confident in much of the information obtained. You need to avoid overly complicated questions like: "The Management Company manages the projects to replace assets well, balancing the need to maintain the Resort and fiscal responsibility." this should also be a likert scale item ranging from Strongly Agree to Strongly Disagree rather than "Yes" or "No". Finally, you need to fully detail what qualifies as "Long term Assets."

18. The Qs in this section only give us an option of answering yes-no (pass/fail) on what/whether the MGMT Co satisfactorily performed the tasks in their contract and to the specified quality standards. Many of the survey Qs are poorly worded and any answers to them easily misinterpreted. Is replacement of dead/dying landscaping trees & shrubs within managed neighborhoods included as a category of "long term asset"? If so, then I would have to check 'no' to the survey questions I've answered thus far: Quite a number of trees and shrubs that were in place around Creekside when we bought our unit 3.5 years ago, and especially those that were located in front of, in back of, and between our building (10809-10839 Village Loop) and the next one (10849 etc), have died. Of 12 or more plantings that have

been lost in that time or which now appear nearly dead, only 2, both Rhodies just off the back of 10839 VL, have been replaced. Creekside has begun to look down at the heels. Our HOA fees should be covering long term plantings and their care.

19. Our interaction has been zero in this area.

20. Water features have declined in recent years.

Trees and plant materials have declined due to age, disease, irrigation failure, and reduction for defensible space. The Management Company is currently not initiating plans for replacement.

Notification to Owners is prompted by Committee initiatives and, with the exception of road surfacing, is not initiated by the Management Company.

21. Paving/resurfacing is NOT supervised or inspected adequately. The last time this was done in extreme heat and the gravel truck came in too soon, leaving ruts and damaged areas in the newly rolled asphalt! This was never corrected, less than quality job for the funds paid.

22. I don't know enough about what we are paying the management company or how much time they spend managing long term asset replacement to know if they are doing a good job. I have not noticed any categoric flaws. I do wonder how much of the leg work is actually done by the Management Company (MC) and how much is being done by Committee(s).

25. generally speaking this Survey seems poorly done

28. Question 9 is marked no because I have not seen the work done to make decisions. It is an up or down question about a committee process most of have not seen in action. It's not hidden from us, we just haven't participated.

Questions 12 & 13 are N/A because I have not been informed and have not sought that kind of information. Again, not really a good subject for a yes or no answer.

The road projects we see are generally well done. Tree trimming also. In our managed area, the landscaping crews do a good job. However, there is a general deterioration of non-lawn grounds. This is likely the result of fire prevention efforts, but bare ground marginal shrubs and exposed irrigation lines and lighting wires look unkempt. Shrubs have not been shaped or trimmed since last fall when shaping was started but not completed. Work to dress these areas and more plantings would go a long way to making them more consistent quality to the overall setting.

Finally, questions coming up are also yes or no when scale would be more accurate. Or at least an "I don't know"...

33. I answered yes to the questions concerning long term asset replacement management simply because I have not seen any, but have not been impacted by any that are ongoing. The RECOA Board minutes provides status and updates on ongoing projects. I have no issues from what I have seen at this time, but cannot accurately assess whether RECOA is efficiently managing long term asset replacement.

35. I have no experience with the management company as far as information in previous questions. I have received no information.

42. The roads were paved with notice made to owners, some deck siding was not addressed by the management so I and my neighbor did the repairs - not the greatest response.

43. none

45. The management company appears to be doing its fiduciary duties well.

47. I only receive info on projects that have been contracted, e.g., road surfacing, and they do inform me of disruptions. However, I cannot judge if it is fiscally responsible, etc. as that is determined by the Management company or hopefully the RECOA Board.

49. decks & rails should have never been in the reserve. They should be owner responsibility. With the MOC inspecting and advising when the decks needed paint or repair.

51. Mgmt participation is bogus. All talk, no action

53. The board continues to approve new home builds without the needed infrastructure...specifically, mail boxes for every property! This has been an issue for months and months and is still not resolved!!

The basic needs/rights of homeowners need to be met!

55. there should be an "unknown" category. I do not feel we have received much of any info in the 3 years we have owned our home in the Ridge

57. none

60. I really have no knowledge on this subject. There probably should have been a third answer choice - "Don't Know "

64. We are not getting notification as to upcoming projects. We are registered on the Ridge Owners website, but receive no email notifications.

65. For unanswered questions on topics I've entered into I'm unsure and that should have been an answer.

67. Better information could be provided to owners and more easily accessible and clearly defined schedule of jobs could be posted/sent out in an email.

69. How in the hell should we know how they are doing?

You should include a "I don't Know" response.

Your results are skewed.

73. good job

74. It was tough to answer some of these questions because my answers would have been sometimes. For example, they sent out alerts about road chip sealing, but nothing about work on the owner gate at Nutcracker. As for managing the projects, I can't really say because I am not involved in the actual conduct of the work.

81. We have only been here 2 weeks so cannot assess performance.

82. Crack sealing of roads does not seem to be adequate or is too infrequent between applications. My neighborhood cracks last sealed in 2017 and several new cracks have appeared since then as well as cracks sealed then have reappeared and widened in many instances. Plants have not been removed or replaced by Land Effects when the plants have obviously died and now MOC wants to hire a landscape architect, at unknown cost, to tell us what to do. Ponds and streams poorly maintained by Land Effects in prior years and now EC maintenance is also struggling.

83. my request to have 3 dead trees removed from the common area has not been done after a year of my asking.

84. No comment

85. I've with management regarding my concerns about the roof of our Townhome in Forest Green, with little confidence that they fully understand the poor condition of the roof lasting another winter.

88. Speaking as a 12 year Creekside owner, this Management Company does NOTHING!!!!

92. I have requested countless times information on the Deck replacement project and continue to get the run around. Why can't RECOA just be transparent? By the time the decks get replaced could be years, unacceptable from my POV.

95. The management company repeatedly failed to respond to questions regarding information about and the timing of the deck replacement project, information we were seeking to avoid incurring several thousand dollars of additional information expense.

97. Recently received deck replacement schedule for Eagle Creek. It was not identified how the priority for deck replacement was determined. My chalet is definitely older than the initial 51 being replaced. Also the schedule does not identify the schedule for the following years. I've already put \$1,500 into replacing railings a number few years ago. Not interested in spending any more unless absolutely needed.

98. I really don't know if the management group does anything. I don't necessarily see them or would know who they are. You need to add an I don't know box.

100. We don't have the history yet to speak to this other than the communication we've received since purchasing in March regarding the deck replacements.

102. Deck was supposed to be replaced last year, was told delay because of fire, it's in terrible shape, had to put outdoor carpet on because splinters in feet.
 When they stained it 4 years ago, almost knocked railing off, never has fixed the huge bow on the railing

103. There seems to be ongoing long term asset To enhance the resort and living areas

104. Suggestion for future surveys... add an I don't know option. I have been suggesting more communications from the management company on status of repairs and maintenance. I get most of my info from Nextdoor Neighborhood site or just surprised.

108. It took longer than we would have liked to have the pump replaced for the creek. This type of situation should be communicated better via the newsletter. Also, I don't know the status/schedule of painting (current) or deck/roof replacement (longer term) anticipated dates.

110. We live in The Falls, so the only part that applies to us is the roads. It would have been helpful to have an N/A choice.

113. Did not understand the phrasing of the questions re/ IT Replacement. Do you mean the mgm. company should or does?

114. I consider the creek (at Creekside) and the irrigation (at Creekside) "long term assets". During the 2-month span of cows entering Creekside, the creek and irrigation system were in serious jeopardy of damage. The cow problem should have been handled within days, not months. When the cost of repairing the creekbed or it's plumbing is considered, the addition of barbed wire fencing would probably be much cheaper. Same with the buried irrigation systems...the cost of fixing the fence where cows were getting in would probably be much less than irrigation systems being dug up and repaired., not to mention the landscaping either being flooded and water wasted, or turned off and landscape dying. Management Company should have addressed the cow and fencing situation MUCH sooner.

115. Mgt Co. is not flexible in deviating from Reserve study.

119. Here's another example of a set of questions that I can't possibly answer with a yes/no - how do I know these things? There should have been a "don't know" response choice. I find this survey to not be user friendly so I'm not sure your results will be totally valid.

120. I was told there was very high deductibles for any replacement. I have had a horrible experience with the current management company.

121. this is a necessary objective and should be done on a regular basis

122. While the Mgmt Co does assist in determining whether assets need to be replaced, once it is determined that the assets do need to be replaced, the Mgmt Co is slow to get the job done.

123. I guess the answer to this question would only be "a matter of opinion" of a specific experience. It took them too long to long to replace some of the bad pumps around the resort.

126. I feel like the roads are resurfaced on a time schedule instead of when needed. Many times roads are resurfaced that really don't need the attention yet

127. Do not have that

135. Not always notified of upcoming roadwork. Some areas could use upgrading/upkeep

138. I didn't answer some of these questions because I don't know

139. I really can't comment on how the management oversees project quality of work but from a traffic concern, they are on top of it.

141. I do not know if the management company supervises the work of Long Term Asset Replacement projects.

144. Communication from the management company is consistently poor for most projects.

147. On recent road repaving we were never informed that several turn-around areas across from mailboxes were not to be paved. This will now result in the edges breaking down on the road due to its new high (due to depth of asphalt) above grade. Wished we could of corrected this before the opportunity was missed.

148. It appears the MOC committee takes control of these projects. I have never seen the management committee meet out on a construction site like roads, lines on the street. We have been better served by notifications since we have had the new board elected and the transparency committee has been great in the past there has not been the appearance of follow up to make sure the work was done properly

153. I assume they prioritize the need but it always seems they do the easiest first and delay the more complicated and expensive repairs last. Both pools need a complete resurfacing and replacement of the old filters and pumps. The summer crowds seem to overwhelm the filters since the water is always cloudy.

160. Gravel around cul-de-sacs

162. I have asked many times that the roads be kept clean - with no positive response

164. Many of these questions assume we would have sufficient information to answer the question, which we don't.

165. I did not receive information about the resurfacing of Juniper Glen Circle. As an owner it would have been nice to receive more info.

169. Long Term assets seem to be kept in good condition and managed well.

171. We were unable to clearly answer questions about long term asset replacement, as we don't have any information about specific projects. It would be helpful to have an online presence for projects, including schedule dates, work to be completed, costs, progress, etc.

173. It feels like improvements affecting vacation owners have priority. It does not seem like there is oversight to repairs. They repainted our townhouse this year and left the grounds a mess.

174. I really don't know anything about this. There should be an option answer "don't know".

175. paved paths are in bad condition

176. Roads and other broader community projects are well managed. Information on managed neighborhood asset replacement - plans, status, dates of implementation, reserve balances, etc. - is not shared nor available.

177. Survey is not set-up properly. There should be other choices than Y or N. Questions about do I know if they have managed the contractors/projects? We really don't know. So several of the questions we would have selected "don't know"

181. Have had no interaction with management company

182. Not sure where the rest of this survey is headed, but I felt pretty uncomfortable answering the previous questions since I don't have direct view into the Management Company's dilligence.

189. The road where my home is located, Highland Meadow Loop, is in very bad shape and needs resurfacing.

194. Notification of projects should be provided more in advance, and more often as reminders.

196. Don't remember

199. Please send us a study if there us one.

201. it is not clear what projects are being done. Im not sure how the communication of the projects occurs - is it via minutes from RECOA meetings? How do owners get notified of the maintenance issues and issues with contractors?

It would be good to have a dedicated web page with meeting minutes that detail what projects are needed, planned, occuring, etc..... I think the information is starting to come out in the meeting minutes, but you really have to look for it to find it.

205. survey should offer a "don't know" response in addition to yes / no

207. Deck refinishing is not done according to schedule. Decks that need replacement have been waiting for years.

208. Im one of 6 houses that sot on a major thru way (eagle crest blvd) where cars continue "flying" thru our little area - we have elderly people here who are constantly struggling to get out of their driveways n

its very scary hearing these cars go so fast by - my understanding is we dont qualify for a speed bump
????

211. I can't continue this survey. With only yes or no as options it's very difficult. I believe you need a scale from 1-10.

212. I have not been here long enough to make opinion. Just know I received good notice on paving.

215. Confusing to have a path adjacent to a roadway MOVED (at our expense) at nearly the same time that a new path is created adjacent to a different street. (Wm Lyche)

216. The management company has been hit-and-miss at best in managing and communicating projects and repairs. More often than not it is the owners driving start, completion and oversight of needed projects. A recent case-in-point is bark mulch replacement in Vista Rim. We were told this would be done in spring of 2020 and we just received confirmation that it would start the 17th of August. This was only after many attempts by owners to get resolution regarding schedule and completion.

217. We have only been owners for three months. These questions need to have a third answer i.e. do not know

218. I believe the MC does what they are supposed to do - but the ongoing and timely information to owners has been sketchy at best. And contacting the MC, and getting a timely response to questions, is not good. Seems like it resents owners, only wants to directly contact owners when it believes there are problems in a neighborhood.

221. None

223. I think that there should be oversight of the HOA in conducting the Reserve study as they have been negligent in doing a level one study which is required by law every 3 years.

224. The planning and preparation for the replacement of long term assets should be done by a management team that is a part of RECOA and not an outside third party. In short, RECOA should have a "Management Division" that is internal and not outsourced. The person hired to fill the "Manager" position of this division should reside within our RECOA community and thus have a "hands-on" local awareness of long term replacement needs and issues. RECOA could provide (through lease or purchase) the onsite housing for said Manager as part of the compensation package for him/her.

225. Why don't you put these questions into layman's term? Have never heard of half the terminology you're using to ask these questions....what the heck is a long term asset replacement!

228. The owners concerns and/ or questions are never dealt with at any level.

229. The communication from the management company is very poor. It has become better in the last 6 months, but still has a long way to go in order to be timely.

231. To the best of my knowledge, long term asset replacements are handled adequately.

232. Look at the condition of Highland Meadow Loop road, it's the worst in eagle Crest. We've been here since November, no one has said anything about scheduling a repave. None if my neighbors know anything as well, they've all been around for years

233. The assets are inadequate for the use of some of the facilities. The West Ridge pool is too crowded in the summer.

239. We do not live in condos or townhouse areas but it does not appear that the areas are kept up like they used to be many years ago. I see owners trimming bushes and cleaning off their driveways because they are not done on a regular basis. I have heard issues with the units being painted currently that they are spray washing the walls but not getting everything off.....cobwebs, plants, spiders, etc. Another issue is that people have fences placed around their decks which are not CC&R approved. When one person is addressed for a violation and another with same issue is not....this does not comply with protocol.

241. About 1/2 the time, Management sends an email about long term assets.

242. Hard to qualify answers with a yes or no answer. Management is under staffed to be most effective in community operations and communications. Liz plus one and maybe borrowed help is not enough. It's

amazing what's accomplished, but a little more help would be better. The Ridge Committees provide critical support to make it all happen.

243. I have only heard about this once.

245. The Management Company is often, conveniently it often appears, blind to conditions and situations such as landscaping maintenance problems, build-up of ice (such as at the mailboxes in Winter), and common area fire potential. Streets may be paved, but the coating and re-surfacing is often ignored and the streets (many cul-de-sacs) are ignored for the sake of saving money. Snow plowing is done, but follow-up and making sure the streets not on the main thoroughfares are not slick and icy is minimal, at best.

246. The asphalt crack sealing seems like a waste of time and money chasing a poor first job in the paving

248. My experience is that the management company and the moc do a great job. I know this because I attend all the board meetings. Very few owners attend those meetings, so I fear that this survey will be skewed negatively by uninformed people. Why didn't you have the management company send out a 2019 accomplishments report prior to this to be fair and open?!!

253. Have had a problem for 3-4 months and #1 they are extremely hard to get to speak with a person #2 nothing has been done

255. Question 12. How can you answer this question unless you have had a deck eg. replaced or watch them pave the roads. My answer is I don't know.

256. The staff of ECM has been turned over or understaffed for many years. Currently the staff is overwhelmed and can not meet the needs for planning, estimating, vetting proposals, making recommendations, preparing the agreement, supervision of the work, notifying owners and closing out the contracts!!

260. Detour signs are laxly placed or not placed at all when road projects are being done.

262. I answered yes to these, because I am ASSUMING that the Management Company is indeed supervising its contractors to ensure quality work is done, and that they are doing a good job monitoring and assessing assets for replacement, etc. I don't actually know.

264. Roads are in a terrible state and requests for information about repairs and resurfacing have gone unanswered for several years. I am very disappointed with the condition of roads and assets in the west ridge.

265. Information is brief, to generalized and often the work is sub standard. However rental maintenance usually works with the HOA to resolve.

267. My street, Highland Meadow Loop is a mess. I have lived here 16 years and the road has been resurfaced once. It is an embarrassment and is detrimental to home values

268. In my neighborhood i see cracks developing in the street (some in excess of 1 inch) which are ignored ignored deemed unnecessary to repair. A small issue but the local dog station routinely goes unattended which shows a reduced level of attention to detail and owner service

269. We have many secondary side roads that need major repair and i have seem the primary roads recoated multiple times over the past years when they were in good condition compared to other roads.


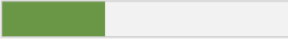

Question Vendor Management:

Text: *Owner Services manages the vendors performing routine services including landscaping services in managed neighborhoods, spraying for pests and weeds, maintenance of common areas, snow removal, etc.*

Question: The Management Company manages daily operations well.

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		13.2%	36
No		36%	98
Yes		50.7%	138

Question Vendor Management:

Text:

Areas that are well managed include.....

Responses

3. Again, as a homesite owner, I don't have the opportunity to assess the work being done by vendors, other than landscaping, and snow removal. I never see management personnel out reviewing the work done unless it is following up on the complaint of an owner.

6. They blow dirt and debris up onto freshly swept decks. They leave a mess every time they come. It's frustrating.

7. Most streets

8. See answer to question 15

16. Most common areas

18. Mowing, edging, shrub trimming, trash removal, snow removal

19. common area landscaping looks ok.

20. The current lack of Management Company capacity and capability to manage vendors performing contracted services is notable. Short staffing continues to underwrite lack of fulfillment of vendor contract management. There is no effective quality control currently being accomplished by the Management Company.

22. Landscape in general looks nice.

23. routine landscape maintenance

25. don't know what expectations are, don't live in managed area but on a cut de sac and round common area isn't kept up as others.

29. Lawn mowing well done after a marginal start in the spring.

Tree trimming projects have also been well done. However, there is a general deterioration of non-lawn grounds. This is likely the result of fire prevention efforts, but bare ground, marginal shrubs, and exposed irrigation lines and lighting wires look unkempt. Shrubs have not been shaped or trimmed since last fall when work was started but not completed. Work to dress, plant and trim in these areas would go a long way to making them a more consistent quality to the overall setting.

32. Road resurfacing and snow removal. Spraying for tree pests.

34. As with the long term asset replacement management, I have had no interaction with the RECOA board on vendor management to know if it is being managed efficiently.

36. Timely lawn mowing

43. Landscaping

46. Everything that was set forth in the CC&R's as well as our individual neighborhoods has been done according to those standards. Some want more services than those originally provided for and seem unhappy. We are not one of them.

48. If I have never seen daily oversight by the management company of road surfacing, lawn maintenance, painting, etc. If they are there they must look like the workers doing the job as all seem to be working.

50. entrances. In the managed neighborhoods, the MOC monitor should be able to work directly with the vendor

54. snow removal, painting of managed properties, upkeep of the ponds and landscape

56. not sure

58. Liz won't respond to voice mail

60. paths

61. Don't know

63. E.C. needs better management and/or budget for landscape improvement. There appears to be loss of interest in keeping this community beautiful. Overgrown trees too close to buildings, old overgrown bushes/weeds in common areas along streets, and the entire area around the public areas; golf clubhouse/offices needs to be freshened up.

65. Have only been here since June 2020, but believe the landscape services does a great job.

70. The ENTIRE Resort.

72. Roads and snow removal

74. on my drive to / from town everything always looks good

76. Public spaces, however, the bike path crossing main entry into Eagle Ridge side many times in spring has loose gravel on it, I have personally fallen on that gravel. Needs to be carefully tended. Thanks

79. Roads, golf course areas except some bunkers. Don't know about the rest.

81. Most areas are managed well.

82. Grassy common areas, roads, recreational facilities.

83. I cannot think of an area that is "well" managed with the possible exception of the Coopers Hawk entrance from Cline Falls. Other managed neighborhoods maintained by Land Effects are about "average" with prior years.

84. appreciate the quick snow removal and cinder use.

89. Landscaping maintenance and road snow removal.

90. Snow removal this past winter was very poorly done. We had personal property damage done by one of the plows this past year. Multiple areas on West Ridge where the roads were now plowed widely enough or where plow ran off of road

93. Mowing and caring for property.

95. The grounds are well kept. One long-standing issue that hasn't been addressed effectively if at all in the Eagle Creek area is recycling. At the recycling location by our unit apparently people are not to leave bottles there but they always do, creating a mess. This has been occurring for years but there is not even a sign telling people no bottles are allowed. This is an ongoing issue.

96. Good question!

97. Landscaping, roads

98. The common areas of landscape are looking much better than in recent years. Communication regarding upcoming maintenance such as slurry seal, brush and limb clearing has been good.

99. I don't know what they manage. From what I can tell, if they are supposed to manage weeds, they are doing NOTHING. Snow plowing was OK. I don't know who was supposed to manage the cows or keep fences in order, but from what I could see, nothing was done. I do not see them doing ANY code enforcement (if that is part of their responsibilities.)

101. I think there's some room for improvement, but the landscaping maintenance around the house seems to be okay.

103. Don't respond to emails, and rude

104. Basic maintenance is done ok

105. Deliberately left blank.

108. The management company should request specific feedback regarding landscaping maintenance and pest control.

109. The general daily maintenance is pretty good.

114. How do we know, we do not get info. online or in writing.

115. The landscaping company at Creekside is doing a much better job this year than in past years. There are fewer dead patches of grass. Dead trees are being removed more quickly. Small scrubby natural brush has been removed along the creek. The pond and creekbed were cleared of some of the cattail plants that were becoming too numerous. The snow removal at intersections and at the gate onto Cline Butte Falls road fell short. Several days the ice and crust accumulated to the point that sedans were almost "high centering" every day while our temps were below freezing. I called ECM a number of times to request the snow plows clean up the intersections where so many vehicles create slush that would freeze throughout the day. I don't think I saw an improvement, so I'm not sure if ECM responded to my requests.

117. roads, ditches, common area maintenance

119. General Landscaping, Roads and services.

120. Fountains, ponds, snow removal, street paving

121. I don't think they do well with management at all. The landscape company was hired and are also doing a horrible job

122. snow removal and winter road upkeep

123. Road Sweeping

124. None that I am aware of however I am very aware of the very poor mgmt. of landscape contract with Land Effects. 1st of all the contract is a mess, therefore the oversight is a mess. Complaints are many and ECM attention and resolution is a joke.

127. Mowing and care of common areas

130. All but snow removal. I was not happy with the road safety on our snowy mornings last year. I moved from Crooked River Ranch and they actually do a better job than here.

133. Roads

136. Overall the appearance of EC is good. There are areas where more maintenance would be a good idea.

138. It is getting better in some areas but I would like to see more weed control in some areas. Fox Tail, Thistles and Knapweed need to be eradicated quickly

140. Lack of transparency, reliability in notifying owners of new, proposed projects and the status of projects underway. A simple email to affected homeowners would suffice. For instance, replacement of electrical meter post, roundabout landscaping, and gate stonework replacement projects on Eagle Springs.

141. The main entrances off Cline Falls Hwy seem to be well taken care of.

144. Snow removal generally well managed. Vendor management varies from poor to satisfactory. Negotiation of rates poor. Need to include Committee members in contracting process.

147. All areas that involve lawn

148. The entrance looks beautiful. Other places are not as complete as they could be.

149. Eagle Crest main entry.

153. entrance

156. common area maintainance

164. I still believe that the management company is a bit of a mystery. It would seem, if an owner has a issue/question, we would know exactly who to call. I don't believe we do. I believe follow-up by the MC to owners is less than ideal and it seems difficult to contact someone directly. I could manage my own expectations for their performance if I knew what challenges they face.

167. Roads, Snow removal, landscaping

168. Landscaping upkeep of common areas.

169. Snow plowing, landscaping.

171. Entry to Eagle a Ridge.

172. Landscaping

173. The Lakeside pond seems well taken care of. I tend to our bushes as it's not often we see landscapers in our area.

174. I think Land Effects does a great job.

175. Lawn mowing

177. landscaping, road maintenance.

180. all areas

181. No interaction do not know what they do

184. Common areas & bike paths

190. We live on a cul de sac. It is my understanding that the center of the cul de sac is a common area and should be kept up by the management company. Yet, we the homeowners end up weeding it and even pay for mulch to cover it.

194. Lakeside facility. Ron in particular does an outstanding job.

198. Regular landscaping.

201. there are lots of deferred maintenance issues around the resort. Is there a process to notify the management company of these? I'm sure they don't want 1700 owners telling them of every little issue.....not sure of good way to do this.....

209. Entrances to the property, pool areas (How about some umbrellas at the pools)

210. There are thistles and tumbleweeds growing along the bike path along Eagle Crest Blvd. They are rapidly spreading and nothing is being done. In the past they were dealt with promptly. If left undisturbed they will take over the area.

212. the only experience I have had was trying to get more information on pool and sports center usage. A bit of a challenge but this is a different summer.

215. The greens

216. This has been unacceptable in many areas but I will comment on one glaring one, which is Land Effects work on landscaping. Anyone associated with our landscaping using Land Effects can attest to the poor compliance to SOW and contract. 2020 was a shining example of owners and MOC having to "dog" Owner Services on compliance. LE still requires an undue amount of oversight to comply with the SOW.

217. do not know

218. Grass cutting management is fine; trimming junipers was problematic; and getting broken sprinklers can take weeks. Again...timely communication.

220. Roads Doing better maintaining common areas but there is a need to dress up areas around Cooper Hawk road

221. No Comment

223. This is one of her major responsibilities of an HOA management company

224. Only the grounds maintenance....you need to describe the difference between HOA and people that live in homes vs townhomes

225. None!

227. common areas & snow removal

228. Any projects that enhance or make money for the resort side.

229. road repair

230. Golf courses, walking trails, grass fields, etc.

232. In Nov after the snow storm the roads were not plowed well & it took a couple of days before they got to Highland Meadow Loop at all

233. Tree trimming, landscaping of developed areas

234. pretty much everything I use

235. Golf course

Open arrous around eagle crest.

238. On several occasions neighbors have called upon management to help us with certain issues and they are not returning our calls. (On vacation, out to lunch, in a meeting.) Follow-up is not being done. There was an issue with us 3 years ago.....we never heard back from management if the issue was resolved or not. No follow-up, no call.

241. Weeds, grass areas.

242. Snow plowing and winter road gravel. Common area maintenance. Ridge Board support. Newsletter and website.

243. Streets & Roads

245. The entrance on Coopers Hawk, the managed neighborhoods, but the rest tend to be ignored. The ponds are a disgrace they are so full of algae, especially the one below the mailboxes on Coopers Hawk (by the Maintenance facilities). The weeds in other areas are only sprayed, and the common roundabouts maintained at the most once-a-year. The other common areas are totally ignored and left to serve as potential fire-hazards to the homes that are near and adjacent to them.

246. Landscaping

Snow removal

Never seen pest control or weed control so can't comment

249. Roads, bike paths

254. Snow removal, sanding, irrigation

255. Actually snow removal is the best!!!

256. common areas

257. Snow removal is well done as is most landscaping.

258. Entrance to Resort

260. not common grounds

261. Road resurfacing

262. We see the landscapers mowing and blowing the grassy area alongside the creek. We see crews parked along the side streets and performing work. From what I can tell, a reasonably good job is being done in this regard. However, I have called multiple times to report a broken landscape light in front of our townhome in Creekside. I finally gave up and it is still broken.

267. Areas where kdg gets revenue from rental pool, is seen by visitors etc.

268. landscaping common areas

Question Vendor Management:

Text:

Areas that need improvement include.....

Responses

3. Not sure where this falls, but I walk 3 to 4 miles a day on different routes. I see lot's of wide, open cracks, and some breakdown of edges. As they are somewhat broad spread, it doesn't appear that they are being inspected or that there is an ongoing project schedule to repair.

It would be helpful also to know what kind of regular monitoring of services is being conducted, e.g. inspections, check sheets and by qualified, knowledgeable staff or consultants.

5. Snow removal has been a constant issue. Not being on a through street leave us at the end of the plowing schedule. Many times we have had to drive in and out during snow fall, or use a snow blower to keep our street accessible. Huge issue if there is an emergency and no one can get in our out.

6. Quality work and quality workmanship.

7. Landscaping for managed neighborhoods.

Nutcracker gate. Often doesn't open. Opens three times slower than other security gates. The management company always blames the homeowner. The gate needs to be replaced.

8. See answer to question 15

9. Creekside needs bark and significant cutting back of trees and shrubs.

10. The landscapers frequently create a mess. They blow dirt onto the walkway and on my front porch. They have also broken one of my decorations. The HOA ignored my complaints and didn't address the issue.

12. The gardeners that tend to the common areas (Creekside and West Ridge) appear to do as little as possible (i.e., enough to get by). There are multiple spots where the grass is dead. Why not figure out what's wrong with sprinkler system?

14. Landscaping, irrigation, landscape maintenance, lack of plant insect control-Creekside

18. Weeding around condos and in common areas, including weeding within adjacent natural areas to control the burgeoning dandelion and thistle infestations there (this spring was bad; next year could be worse). Don't put off getting this problem under control.

Not doing so much trimming of trees that it kills the trees. A number of conifers along Village Loop and Highland View Loop died This year after being severely trimmed Back in the Fall. Enough with the tree trimming, I hope, and on with some replacement shrub and tree planting. Part of Eagle Crest's allure is how lovely the landscaping here can be, taking one's eye away from The identical-looking condo structures themselves.

19. no facts to base any input

20. Onsite observations.

Timely processing of contract requirements. Timely processing / procurement of vendor contracts in advance of requirement.

21. Snow removal and laying of cinder is poorly managed, consistently. Not worth the money we pay in HOA's to have only mediocre level of service.

Removal of litter!!! Maintenance of common areas for trash and dead brush (FIRE HAZARD).

22. Weed management- We have lived here since 2006 and there are a couple invasive plants that the MC, committees and residents have been trying to get the upper hand on since at least 2006. These include but may not be limited to: Russian Thistle (*salsola* sp), Spotted Knapweed (*Centaurea maculosa*), Dalmatian toadflax (*Linaria Dalmatia*). A bit more effort put in to the control/management/ perhaps localized eradication of these weeds would be awesome.

25. I have hand some dealing with accounts receivable dept, it seems antiquated.

29. There is a general deterioration of non-lawn grounds. This is likely the result of fire prevention efforts, but the bare ground, marginal shrubs, and exposed irrigation lines/grounds lighting wires look unkempt. Shrubs have not been shaped or trimmed since last fall when work was started but not completed.

Work to dress, plant and trim these areas would go a long way to making them a more consistent quality to the overall setting.

32. Oversight of landscape maintenance and maintenance of managed neighborhood entrances.

33. Weed control

34. As with the long term asset replacement management, I have had no interaction with the RECOA board on vendor management to know if it is being managed efficiently.

36. Weeding, cleanup of vegetation areas

37. Ridge roads

Propane storage fence enclosure by swimming pool

42. Creeks, lots of weeds and grass growing in the creek and ponds. Homeowners are required to wear waiters And get in the middle of the ponds and remove the grass to clear the water ways.

Grass in community areas is not taken care of properly. Grass to long, thatching needs to happen, clover needs to be removed. When creek is down, no communication why.

43. Deck siding repair

46. If anything it would be nice to have a security service in the evenings to make sure residences and their guests are maintaining their requirements. Street parking, motorized scooters, RV's in driveways well beyond the 72 hours allowed. etc.

47. I believe our facilities are inadequate to thesis of the ridge. Gym and pool are under sized. I don't agree with bringing resort guests to use our facilities.

48. Assigned management personnel to oversee and report to Management Company and Board on the work done.

49. Landscaping items, keeping roads litter free.

50. Dead weeds from spraying need to be pulled from the flower beds

51. Landscape company blows leaves to our front door. The cows that roamed the streets dedicated all over The Ridge.

52. Landscaping, asphalt, exterior repairs

53. common areas, managed neighborhood yards, flower beds, dead or dying plant replacements, adding rock to flower beds. sprinkler heads that have been damaged by landscapers, wood on decks that have been damaged by landscapers

54. The pathway by the Lakeside sportscenter has roots popping up...this is extremely dangerous for walkers and bikers. I have tripped on them...so I am sure that a child riding a bike or scooter could be injured. Landscaping is OK, but I know that some of the residents work on the weeds and stream maintenance because it is not always kept up.

56. Landscaping has been an ongoing issue for us. We do not feel like much of anything is getting taken care of...just mowing and edging only. No shrub trimming in the neighborhood, most yards look a mess unless the homeowner cares for it. We were told bark is done every 3 years. We are still waiting for our bark and have not seen it done anywhere in the neighborhood in 3 years.

57. Signs around the lakes and ponds directing the Redmond people not to use these facilities. The cursing, litter, speeding alcohol consumption, and peeing behind the pump shed are some of the reasons we do not want these people in our back yards. They do not pay HOA money, we do not want them here. Please place signs stating these are private. This mostly applies to young men fishing in the ponds.

58. see previous

60.

61. Don't know

63. see previous answer

65. Checking sprinkler system more often to make sure it's functioning properly.

Getting rid of weeds or volunteers from aspen trees sooner.

68. There seems to be no managing of the landscaping by RECOA. Land Effects does what they do and there is no one to insure quality control of the work. Of course, this may not be the fact behind-the-scenes, but the optics from the owners' side is such as stated above.

Also, it would be great to get a schedule of when they will do things like spray etc. so that one can plan their days and weeks accordingly.

70. This survey needs immediate improvement.

72. Weed removal.

New paved walking trail on Nutcracker is in need of weed removal on both sides of walkway.

74. none that I have seen

75. Similar comments as related to project management activities. Hard to answer since we're not in direct communications about the work.

76. Just answered, the bike path crossing main entry into Eagle Ridge

79. Need additional pool and gym facilities. Facilities on the Ridge/West Ridge side of the resort have been overtaxed since we arrived three years ago. The influx of year round homeowners since then means there is very little availability of amenities for anyone but vacationers and their kids.

81. Snow plowing and snow removal

82. Landscaping while average in comparison to prior years does not justify the fee increases from Land Effects for 2020 so landscaping needs improvement. And while I am not criticizing the folks that do the work it was concerning to hear Dane Alderman (daily supervisor of LE crews) at the MOC Meeting in August 2020 answer in response to a question that he had not seen the SOW nor the landscape inspection reports prepared by MOC members.

83. Non-grassy common areas (ponds, water features).

84. trees, shrubs, weeds in common areas.

85. SNOW REMOVAL TYPICALLY LEAVES LARGE BERM ACROSS DRIVEWAY WHICH AT TIMES MAKE ENTRANCE DIFFICULT AND OR IMPOSSIBLE. REMOVE BERMS AS PART OF ROADWAY SNOW REMOVAL.

89. Snow removal around cluster mail boxes and parking around these mail boxes. Replace the so called Speed Tables with actual Speed HUMPS as the Resort side. These HUMPS would help MORE than the current Tables to slow traffic.

90. Snow Removal

Repair of roads on West Ridge

Weed Control of West Ridge

93. Lawn mower blade could be lowered as many times it doesn't even appear they mowed. Also, need to be more careful with trimming as my window was broken, still waiting for it to be repaired.

94. snow removal, weed abatement

95. We have on numerous occasions emailed or called the management company with questions or asking for information but received only silence in return, despite our repeated followup. We think there should be a requirement that inquiries be responded to within a reasonable time, say 2-3 business days, or the management company should be penalized financially. AT LEAST they should be required to

respond saying they received the inquiry and will respond within a time certain. BEING IGNORED DESTROYS CONFIDENCE NOT ONLY IN THE MANAGEMENT COMPANY BUT ALSO THE BOARD.

96. Landscape maintenance, landscape irrigation

97. Better access to swim facilities during Covid. Getting HOA discounts/credit for not having access to facilities for such a long time during Covid.

98. There are irrigation issues around my chalet. Made a couple of calls but no follow up regarding necessary repairs to leaking valve and irrigation zone not functioning correctly. Also, weeds are abundant. There were chemicals being placed the week we departed and the issue may have been addressed. Lastly, where is the bark mulch? Planting beds around most chalets are bare soil.

99. First, knowing what they are contracted to do would be a start.

1. weed control

2. Code enforcement

100. There are a lot of little tree starts popping up in the lawn around the homes and they were trimmed down, but had gotten over a foot tall before that happened.

103. Better service for prices paid. Bushes in front died, still not replaced. Hedges in need trimmed and noxious weeds thistle all over

104. Need a plan to replace and or upgrade landscaping in the creekside area

105. Landscaping maintenance. Contracting of landscaping maintenance. Tree trimming.

107. Snow removal

108. Landscape maintenance (over-pruning that damages plants, under watering some areas and over watering other areas), providing mulch so that less weed killer is needed (would save money in the long run! ...and better for the environment!)

109. The landscaping in specific areas need improvement. The improvement may be occurring with the new landscape company. The roaming cows were ridiculous. I do not understand at all why this was allowed to occur. Roaming cow 'evidence' in the shared spaces are disgusting.

113. 1) At the bottom of the hill of Coopers Hawk there should be striping to dedicate two lanes.

2) The islands at the turn-around of each court (I.e Harrier Court) needs to be landscaped and maintained.

115. mgn of weeds, especially in the park areas.

117. This question really applies to folks living in the neighborhoods that receive contract services

119. Landscaping of higher bushes (above 7ft) around windows blocking views. Lower branches are pruned but tops were left

121. Management of neighborhood lawn/yard care company

122. Cleaning up Cow poop on the roads, letting trees be planted in areas where there aren't to be planted .

123. Landscaping, Tree Trimming, Snow Removal, Road Paving & Striping,

124. weed and grass control, watering of grass, etc. the sprinklers need to be maintained

125. All of them need to be improved as I think EMC is not capable of doing the job that they should be doing. The job is way over their head.

Landscaping

Bark quality

Roadwork

128. The company doing the snow removal is VERY amateur They do not have the right equipment to maintain our roads in the winter. They are using pickups with blades to try to remove large amounts of snow instead of an actual plow. They are also stingy on throwing down cinders on the ice We live on the Butte and many times were sliding in the ice as the cinders were skimpy

129. Parking, junk in back of houses,,policing non compliance, not responding to complaints, policing home owners in non compliance, noise, dogs barking Skate boarding and playing games that close off the street

131. snow removal

134. Weeding, litter cleanup

135. snow removal

137. More speed limit signs where vacationers tend to be--chalets, near mini golf, etc. Maybe more speed bumps in those zones, I hate to say--Golden Pheasant, Cinnamon Teal by Chalets. Asphalt striping in some areas. Weed management (especially "invasive weeds") are out of control in some areas. More frequent yard waste removal opportunities for residents.

Consider widening Red Wing between "island" and Cinnamon Teal, as well as by mini golf. Tight for 2 large vehicles to pass. One has to stop and allow other to pass.

139. common areas around golf course on hill behind Hole no.5 on Challenge Course is covered with knapweed Lots of areas are better this year

142. Not sure

143. Snow removal in cul-de-sacs are not being done correctly. Snow should be moved/plowed to the center of the cul-de-sac, not pushed into the neighborhood yards preventing egress.

145. Need to include committee members in negotiations with vendors to obtain more competitive terms. Management company often late in getting to contracts. Poor communication of contract status to owners.

146. Vendor speed while driving in our facility.

148. adding a few extra walkway segments

149. I think there needs to be more follow up to make sure the work was done as expected/contracted. There is a spot on lower part of Golden Pheasant and Nutcracker that is a mess. Trees were taken out and nothing has been done to control the weeds/new trees growing there and the path needs to be completed. Looks terrible. May be something for golf to take care of. Really looks bad.

150. All other areas. We live on Scenic Ridge Ct and common areas receive minimal landscape attention.

154. areas around the mail kisok

156. I think that the level of oversight is insufficient and lacks timeliness in some areas. As an example I would mention the amount of road damage caused by snow removal that is not addressed for a considerable time concerns me.

Also, considering that RECOA knew and acknowledged it owned responsibility for the fencing, the response to cattle intrusion was at best laughably bad.

157. Stricter enforcement of owners parking car and trucks on streets overnight.

159. Common areas along the roads could look better with new or updated plantings,

167. Pond clean out and aerator maintenance

168. Vegetation management and invasive species control, particularly along Cline Falls Highway where a cigarette butt thrown out of a car could start a fire. How about lawn between the path and the highway, particularly south of Coopers Hawk Drive. The parking lot at the entrance to BLM land at the end of Merlin Drive has a disgraceful amount of Spotted Knapweed, a bad invasive specie.

169. None

172. Managed communities, specifically, cost concerns.

173. Snow removal especially keeping the mailbox parking lot ice free-it is way too dangerous for me to get mail during accumulated snow/ice.

174. More flowers/bushes in the common areas. We wind up with meadows of weeds that no one tends to. Allow homeowners to provide their own flowers/bushes.

176. Overall yard maintenance. Weed management, dead plant replacement, trimming, top dressing / bark dust, etc., etc. Landscaping personnel mow once a week and rarely, if ever, do anything else. For the investment we make in our dues, we do not get the services we expect.

181. Swimming pool access and use for owners

183. COMMUNICATION

Numerous phone calls made with no follow-up information or return calls

LANDSCAPE

Not adequately maintained Trees removed

No replacement, etc.

189. Resurfacing of Highland Meadow Loop needs to be completed asap.

191. Landscaping

194. Walking trail and water features/brook/pond above the lakeside facility are poorly maintained.

196. Special landscaping needs. We've had tree limbs down by our house on public land since big storm of 2019 that still are not removed despite multiple calls to management company.

The Ridge sports center could be better managed. Rules are not equitably enforced. Some personnel are noticeably less friendly and helpful than others.

207. Shrub trimming everywhere; area near putting course and pro shop along the road. Maintenance of sprinklers near dwellings.

208. Golf courses

210. Staying along bike path for thistles and tumbleweeds.

212. Road management. Sweeper to get gravel off roads more timely on the ridge. Better landscape maintenance. Been waiting for bark all summer. Roads need some sealing work

215. Thistle adjacent to run-off holding area at base of butte near Trail Creek Ct is not taken care of - allowing it to then dry to tumbleweed and spread throughout homesites and common areas, tumbleweed in culverts, thistle and cheat grass in commons areas of West Ridge - near Lakeside courts, mailboxes, etc, upper pond near Trail Creek (non-native fish need to be removed to restore natural feel of pond), grass along creek between homesites and between Creekside condos is not mowed frequently enough, allowing it to get too long

216. All vendor management needs improvement. That means ensuring that all SOW and contract requirements have been met (verified) before payment is provided.

217. do not know

218. See previous response.

219. The walking trails need plowing after a significant snow fall. Prior seasons found home owners and Resort guests walking on the roads creating a hazard. People need out for exercise and they want to do it in the safest way. The Resort does a great job of plowing walking trails.

220. Cooper Hawk Entrance to the Ridge is very nice but area from there to the water feature is very unattractive.

223. Speed control and enforcement

Better supervision of responsibilities of an HOA and have ENOUGH people to do the job. The management company has been short handed for the last 2 years since the new owners took over. People are overwork and their jobs functions are neglected.

224. What does vendor management include???

225. All!

226. landscape

227. The owners on the Ridge side concerns and have been excluded from any improvements, Services, projects, recreation facilities like pools, ball courts, walking trails except when they are accommodating the renters/vacationers and owners that strictly have rental properties.

228. weed control & spraying for tent caterpillars in trees

229. managed neighborhoods have minimal information about exactly what is included in that management

230. Resurfacing of some mainriadways thru resort.

232. Plowing, road paving

233. Weed abatement in the common areas

234. N/A

235. Too much fertilizer in some areas. Grass is dying.

236. Oversight of common areas within the managed neighborhoods. Specifically Creekside. Over the last several years the quality of landscaping service has gone down while what we are assessed financially have increased.

237. Grounds around the horse or cow area
Replacement of broken sprinkler heads, some have been marked and needing replacement for over five years

238. creek management in West Ridge. Mowing the common areas in West Ridge. Cleaning of the ponds and creeks not being maintained. Rental Noise after 10 pm. Cow issue regarding fencing.
Rental noise.....management has been called and they state that it's not their issue. This is not true. Management should be notifying the owners and fine them if continued.
Cow issue and fencing. I understand that the fencing needs repair but the Eagle Crest Owners (KDG) should resolve this issue as well with the Lakeside Horse Stables.

239. Landscaping maintenance could be better sprinkler systems need more maintenance. Creek in Creekside needs work to remove weeds and moss.

241. continued communication between mgt and owners.

242. Don't know.

243. Weeds everywhere. The landscapers have to be told to do work that should be expected to automatically be done. Could be done better.

245. Snow removal should be more aware of driveways and not pile snow up in driveways

246. Common areas that belong to RECOA -- all. Maintenance and upkeep of walking paths. All roundabouts that are the property of RECOA.

247. Better Snow Removal

249. Managing Land Effects, meeting the needs of owners unhappy with landscaping, following up efficiently to promised projects

251. landscaping common area scenic ridge-need new plants.

252. Lawns and sprinkler systems. Ours has been hitting our deck and I have called and asked to have it fixed with no answer.

254. Landscaping, both common areas & homes in managed neighborhoods. The quality, timeliness, attention to detail, & even the most basic knowledge of the trees, shrubs, & lawns they care for is currently lacking by those executing landscape duties. I've been here 12 years & what originally was a very professional & competent landscaping service has declined steadily in quality over the past decade. It's embarrassing now, not to mention extremely overpriced for service value.

255. Weed management, erosion

256. unk

257. Understanding of the scope of work. Current staff has little understanding

258. I would like to see more effort to eradicate weeds (woolly mullen, russian thistle, etc.) and the cheat grass that have proliferated in the last several years. Cheat grass is a fire hazard and I am mystified about the constant cutting of trees, but no effort to get rid of cheat grass.

261. No opinion.

262. Responsiveness and follow-up on repair items such as broken landscape light at Creekside.

263. Some areas of the walking and bike paths need trimmed down.

266. Land effects is a rip off fees have skyrocketed level of service plunged. Golf courses are a disgrace. Had a visitor who is a teaching pro played the ridge yesterday and crooked river today. She was amazed at the difference in level of course condition (crr much better) Liz/owner services don't seem interested in responding to email/calls concerning owner concerns

268. roads, exterior of the Ridge and Creekside gyms

269. Snow removal during heavy times need to be done on a more timely manner before major accumulation.

270. Comment areas!!!

272. There needss to be better communication when landscape contractors are spraying the grass. Many people have dog that walk and we don't want them licking poison.

Question Violation Management:


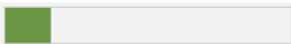

Text:

The enforcement action I received was clearly explained.

Question

Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		58.1%	158
No		15.8%	43
Yes		26.1%	71

Question Violation Management:


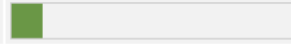

Text:

Owner Services was professional and courteous in carrying out their duties to enforce the CC&Rs.

Question

Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		64.7%	176
No		11%	30
Yes		24.3%	66

Question Violation Management:

Text:

My right to appeal was disclosed to me.

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		68.4%	186
No		14%	38
Yes		17.6%	48

Question Violation Management:

Text:

Enter comments about any Violations Received.

Responses

3. Although I haven't received a violation notice, I've heard enough stories from friends and neighbors about inconsistency in application and enforcement. You can always tell when a new person is hired and assigned enforcement. Attending Board meetings in the past, it seemed like there were many appeals, and in some cases repeated challenges from violators.

20. not applicable to us

23. Maybe not exactly a violation but we were asked (as were many of our neighbors that built around the same time) to repaint our exterior- it didn't look bad to us but it had been 10 plus years and we wanted to change the color anyway. We complied. Now it looks great.

31. Received a threaten to fine for having a security sign. Nothing professional about the interaction.

34. We had our utility trailer in our driveway as we were trimming tree branches and removing yard debris. We received a notice giving us 48 hours to remove it. The picture showed the trailer as being partially full of debris. A letter or call stating that you see we are working on our yard and a gentle reminder to remove the trailer when we are finished would have been more appropriate.

47. There had been an security services sign, 8" by 8" in front of my house for 12 years before it suddenly was an issue. Seemed petty since no one even knew it was there except maybe a potential bugler. Seemed petty

49. The issue I had was that it was for a security sign, but I see some properties on my street that look like trash, and the HOA does nothing to enforce that issue!!

55. violation was forgiven once the ARC saw the problem and the quality of work we did to fix it. I appreciate some leeway on the CC&Rs when it makes sense for the entire neighborhood.

56. We wrote a letter in February 2020 regarding security sign violation. To this day, we have not had a formal response to that letter from anyone. We have seen on the website the BOD has now approved signs to be allowed, but we believe that a formal response to any correspondence from owners should be addressed and responded to formally. This does not seem to be happening.

58. The cow situation was not dealt with very well!!

59. paint the house

60. we were out of town and the trash cans were on the street one day longer than usual.

67. There has been a boat in the driveway next to my home for two weeks.

71. Where are the "I don't know" or "Can't Recall" responses. Yes or No means somebody is out to get them. Just Renew.

75. my Christmas deer decoration was taken down the day after the notice. RYAN WAS UNABLE TO COME SOONER.

76. The violation I received was related to wire screens around a bush. The letter was courteous and explained the issue clearly. But the follow up actions were not clearly conducted. First there was a moratorium, then there was a survey, then there was another set of guidelines developed and another time frame. But I have yet to receive clear guidance regarding my wire and when, if ever, it needs to be removed and what happens if I disagree with the proposed action. So I'd have to say the management of the violation has not been handled very well.

82. I've been contacted twice regarding concerns. In both cases the HOA rep was courteous and professional. Both concerns were easily resolved.

88. Our current management company does a poor job of violation management. I have reported several violations and they never offer to actually check out the issues. They want me to jump through a bunch of hoops. I thought they worked for us, not the other way around.

90. Do NOT agree with the issue of not being able to have professional type security signs posted in ones yard. It is proven that these signs do act as a deterrent!!!!

91. We put our trash cans out 1 day early by mistake and were threatened with fine.

104. It's terrible how renters are allowed to let their dogs off leash, poop in the area and not pick up and treat the golf course as a dog park

105. Parking a boat trailer by our townhouse. Services didn't offer any alternative parking areas. It would be nice if there were someplace on the resort the you could securely park a trailer short term when visiting

110. N/A

113. Enforce CC&R's - yes, I suppose so. Please be CONSISTENT, however. Some neighbor apparently traipsed near my backyard to get a picture of a very well protected metal outdoor fire container. I was contacted and sent the picture. This happened about 4 or 5 years ago, but still stings because a) I obediently sold the container but b) ALL OTHER OWNERS WHO HAVE METAL CONTAINERS have been allowed to keep them. I haven't taken pictures and reported them, but my goodness you'd think the landscape company or SOMEONE would report those because of tremendous and important efforts to prevent fire.

116. Received a warning about our garbage can in front of the garage door the day of pick up when there was 2 ft of snow in the driveway Seemed way to excessive and quick for a warning to be given

117. Handled by Silke professionally. The infraction was explained and was deserved. I felt I was given enough time to hire a contractor after the written notice was given to me and before a monetary fine would have been assessed. It was a positive interaction, all in all.

122. it would be nice to hear results from the other surveys taken????

ex: security signs??? there are still a lot out there in plain visible site that apparently not being seen by code officers?????

125. Signs on owner property: This was an easy one...noting that there was a sign on my property. My home was monitored by my security company. I would say that 3/4 of the homes in EC use a security company to monitor their property. ECM picked an easy target to show that they were doing something about violations. Most of the violations that interfere with the Owners quality of life are totally ignored by EMC and RECOA. Here again ECM either totally ignores the violations or does not enforce them in a professional way. They too often miss interrupt the policy therefore the appropriate process is totally ignored. They need to educate themselves for better understanding of the CCRs.

126. No issues here.

131. No enforcement in the past two years

134. Would like to place a seasonal cover over heat pump. Approval process requires \$400 of which \$200 is refundable. Materials would only cost approximately \$50 so deposit seems excessive.

139. Letter in the mail that we violated CC&R-- RV parked in front in driveway less than 48 hours. However we see RV's and other vehicles parked for days/weeks not only in driveways but on streets. Feel we were targeted due to our visible location compared to others

142. Having a home security sign by our street number. I had the small sign there for over 12 years and it never created a problem, why all of a sudden was it a problem. I know I can put the sign by our front door... but it is not the same

144. We were told that we could not display our home security system sign at the front of our house. Yet, I have seen other houses displaying home security system signs. It is a matter of common sense and home protection. It would have been nice if someone from RECOA or the HOA would have met with us shortly after we moved in to explain the various rules and restrictions of the West Ridge. Instead, we received a "threatening" email about fines if we did not remove our sign.

148. We have received incorrect information about enforcing rules several times. We have also received notices when other owners doing the same thing have not. Enforcement is inconsistent and limited.

149. Garbage cans not returned to an out of sight spot but returned to side of house. I was in Palm Springs and was given no flexibility to getting the cans moved.

152. Everything was handled very well

156. There seems to be a double standard. If you are on the golf course you are constantly under scrutiny. Away from the course you are left to let your yard become unsightly.

158. While remodeling our garden under fully approved plans I received an email informing what materials I could not use. Given there was no irregularity in what was being done under approved plans the email was totally uncalled for and a waste of the management companies time. Other properties have issues that lay unaddressed completely.

160. Petty violation. Removed part from classic car was awaiting its trip to the dump. Was visible for 2 days.

163. I received a violation notice about two bikes parked on my walkway. These were neatly parked to one side of the walkway. These bikes belonged to a guest that was short term renting. (Staying in my home). I was instructed that they could not be visible from the street. Several of my neighbors have had their bikes and skateboards parked on their walkway (porch). They continue to do so. Therefore, I wonder why I was singled out

166. A phone call to investigate the problem would have been much better than a letter citing the problem and posting the fine.

171. Mine was for a sign violation regarding the security of my house. I understand this is now under review. Staff handled it very courteously

172. We were completing a landscape project approved by the ARC, and we're well within the time frame to complete it. We had a pile of rocks left over in our driveway and were moving the rocks elsewhere on our property. We received notice that we had one week to get rid of the rock or we would be fined.

173. I received an email that I had put my garbage out a couple of hours too early. I find this petty . I have lived here 15 years and that is the 2nd time we received a notice about garbage and the 1st time happened a few years ago when there was too much snow to put it back in it's place. I see violations every day that could be taken care of that are a lot more important than garbage.

184. Had garbage can pickup issue involving company. They were polite

197. Email we received was from an individual address not recognized, so it went to spam. Emails from RECOA or Management should reflect that in their return email address. This is why we were never made aware of our infraction of HOA rules - email not received!

206. why is recoa so set on harrasment of owners with such minute details like minor repairs, cosmetics, yard tools, plantings and color choices. most owners want to improve their homes but are way too restricted. Even common areas aren't improved because of restrictions. Just because we live in the desert it shouldn't have to look only like the desert. And whats with cutting down all the trees in a time of global warming were cutting all the trees. the county already told us that we cant reduce the fire prevention status in our area more than we have so removing everything green is only making this resort a less desirable place to be. the antiquated CCRs were put together by a bunch of idiots that had no vision for a good future. only for self serving ideas. They need to be rewritten! and when is the association going to put water run off trenches back in along the roads to protect property during heavy rains . were tired of putting in swales that dont do anything. As it is we feel like strangers here when we have to pay full price for the golf. wheres the reason to live here, just the sport centers that cater to the outside public. this place makes no sense! Im sorry i moved here!

210. I think we should be allowed alarm signs - my alarm sign was on my house when i moved in n now its not ok?? Alarm signs are deterrents for potential crime n yes there are some suspicious people that drive thru here.

I have a neighbor who has high weeds, dead trees, trees laying on roof, yet i get notice for alarm sign?? I take great pride in my property n i think those that dont.. need to be notified

213. I was cited for having wire around my tomato plants. I was told I must remove the wire or be subject to a fine.

215. have not had any experience with this

217. Requirement that all exterior lighting be focused down is not enforced. It begins with approval before building, at completion of building and then appears to have no ongoing enforcement. This includes on-home exterior lighting and landscape lighting. It is common practice for landscapers and/or residents to simply bury landscape lighting for approval then uncover to continue up lighting. Are rounds made at night? If not, this would be a good practice to add. If so, then non-compliance is being overlooked. Homeowner and commons area at Trail Creek crosswalk/path area need to clear thistle and cheet grass to comply with noxious weed eradication requirement.

219. I received a violation notice regarding signage and I immediately resolved and notified Owner Services of such. Now, in regards to compliance to CC&R enforcement of issues such as noise, parking, etc. Owners are not seeing the oversight and enforcement because a complaint is filed and we only receive an email saying complaint was received.. This has only been happening in the last 6 months. I have filed a number of complaints in the last 2 years regarding rental issues and I was even told that my first complaint was never received, even though I had carried it to the office the day after the event occurred. The complaint, verification and resolution process is broken in many owners opinions.

221. Shortly after moving in I received a formal email, not a friendly phone call saying "we're so happy you have joined us," telling me my bicycle storage outside was a violation. I complied as requested, then observed several similar violations around the neighborhood - all unenforced. Seemed both unfriendly, authoritarian, and a direct singling-out. Again, friendly communication was lacking. You need to do communication training with your people; give them interpersonal skills - or replace them.

223. We thought the complaints were minor but we quickly complied to avoid the stated fines. Must admit that CCR's are needed to keep EC looking good

224. Garbage/Recycle container location.

227. Done in a robotic form letter/email manner with absolutely no personal contact or empathy for the owner. Very crude and certainly not a "working together" attitude.

235. I needed to remove some cheat grass on my property. I did so. I complained about the cheat grass in the common area and was told there was no budget for removing weeds from the common area,

236. One report about me was my garbage can was not behind the shroud when we had 2 feet of snow. Really?!?!?! Perhaps the snow might have had something to do with that????

238. As stated previously, we received a violation in the mail. When we wanted to appeal it, they never followed-up on the issue. Management stated that they would bring it up at the next board meeting and it never was. I have not seen management drive through the neighborhood weekly nor daily for that matter.

240. Inconsistent

247. This has become an issue of neighbor being pitted against neighbor and Big Brother watching over all. It has become a method of collecting fees for additional income more than a method of effectively managing and working with individual homeowners.

248. In three years, I received one friendly phone call and one letter. Both were resolved nicely and quickly. I really appreciate this service overall, because it keeps our neighbor looking great. And I appreciate the kindness in which the issues were raised and resolved.

251. Had a few bags of potting soil from home depot that generated an unnecessary and intrusive interaction.

256. Owners should be encouraged to keep up their homes and not harassed to file for ARC approval for the tiniest of projects

257. I answered #20 no because it wouldn't let me skip to 24

258. ECM knows their enforcement obligations but are hampered by the current Board which makes them look bad to owners

262. This was supposed to let me skip questions but one of them forced me to answer in order to move forward. I received no notices about violations.

When we were building our home, we did receive a notice of noncompliant driveway along with a fine imposed. We called to advise that the driveway wasn't even in yet, and what they had seen was a sketch for the landscaping showing a driveway that wasn't actually in the house plans. We asked that in the future, a site visit be made to see if there is actually a violation before they send a nastygram and impose a fine. :)

264. Renters frequently violate cc&rs with no recourse. We need a stronger enforcement of cc&r with renters and rental owners

268. Home alarm system sign, silly

Question Complaints:




Text:

I filed a complaint about a CC&R violation.

NOTE: If NO, skip to Question #27

Question Yes/No
Type:

Required: No

Response	Graph	Percent	Count
Not Answered		8.5%	23
No		73.5%	200
Yes		18%	49


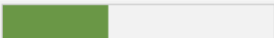

Question Complaints:

Text:

To file my violation complaint, I used:

Question Type: List (Choose Multiple)

Required: No

Response	Graph	Percent	Count
c. E-mail or letter		53%	35
b. Telephone		39.4%	26
a. The Complaint Form located on the RECOA website		7.6%	5


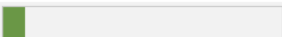

Question Complaints:

Text:

My complaint was acknowledged

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		80.5%	219
No		7.7%	21
Yes		11.8%	32

Question Observations of Violations by Owner Services:

Text:

The frequency of observations (bi-weekly or as needed) from September 1 – June 30 is:

Question Type: List (Choose Multiple)

Required: No

Response	Graph	Percent	Count
About right		65.8%	154
Too much		14.5%	34
Too infrequent		19.7%	46


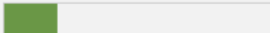

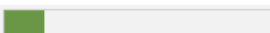
Question Observations of Violations by Owner Services

Text:

The frequency of observations (daily) from July 1 – August 30 is....

Question Type: List (Choose One)

Required: No

Response	Graph	Percent	Count
Too infrequent		15%	40
Too much		20%	54
About right		50%	137
Not Answered		15%	41


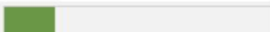
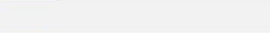


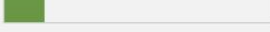
Question Observations of Violations by Owner Services:

Text:

Observations occur during office hours, 8:00 AM – 5:00 PM Monday – Friday. This provision.....

Question Type: List (Choose One)

Required: No

Response	Graph	Percent	Count
Is efficient and appropriate		0%	0
Should be expanded to include Friday and Saturday nights during July and August		19%	52
Should be expanded to include all evenings during July and August		17%	45
Should be expanded to include Friday and Saturday evenings all year		15%	41
Not Answered		12%	33
Is efficient and appropriate		37%	101

Question Observations of Violations by Owner Services

Text:

In general, enforcement activity....

Question

Type: List (Choose Multiple)

Required: No

Response	Graph	Percent	Count
Is important to maintaining the quality of life here		65%	169
Is intrusive – if no complaints, leave it alone		18.8%	49
Should be better focused		16.2%	42

Question Observations of Violations by Owner Services:

Text:

Enter comments about Inspection and Enforcement Activity.

Responses

3. The past few questions through me a little as to what activity the inspectors might be looking for. The weekend hours sound more like a "safety service" type operation. Enforcement requires a thorough knowledge of the rules and continual observance to see that they are followed. The weekends are a problem in that no one seems to be watching and when reported, the activity is gone by the time the office gets it the next week.
5. If observation is occurring, what are they looking for. Seems many homes have not followed guidelines for roadside gravel color. I would love to see it allow the brownish rock, but it states grey yet many new homes don't follow this, nor do existing homes follow it????
6. I want someone there 24-7 especially with regard to noise complaints, parking, after hours noise.
7. Short-term rentals are a serious problem for their neighbors. Loud parties and loud music ruin the quality of life. The management company does nothing to enforce these rules after 5PM. If the management company sends a violation to the rental owner, they can have another violation after 14 days and the process starts all over again. The landlord makes money and the neighbors suffer. Essentially, the management company is enforcing the CC&R's for petty violations and ignoring the most serious one.
8. Driveway lighting (outward focused light instead of downward, clear glass or bulbs, excessively bright bulbs) isn't enforced per the CC&Rs. This has been a long standing unresolved issue.
10. I have made several noise complaints to the HOA. They ignore 75% of my emails and do not confirm that action will be taken. I share a common wall with a short-term rental. I have been kept up for 45 hours straight (going to work with NO SLEEP) due to partying and drug activity. They refuse to fine the owners. I believe that fines should be enforced. I feel that the monthly HOA fee is excessive because I don't get any help from management. Very disappointed by the lack of action and responsiveness. Could be handled much better by another group of individuals.
11. No comment

Responses

12. For me personally, I'm concerned about the noise of renters sometimes and there's no one to discuss it with when it occurs and also some owners rent directly to individuals and don't use management services, so there's no recourse. Really?

14. Have received two notices since we moved here a year ago and both seemed a little over the top. We take short trips frequently and put our garbage cans out early once and immediately got a letter. Next we get a violation on a security sign in front of house that had probably been there for years (previous owner installed). Garbage cans out for an extra 24 hours and having a security sign struck us as not rising to the level for formal action by HOA

15. Didn't know there was daily observations in July and August as cars are parked along road sides, boats are parked in driveways (Creekside)

16. Many of the problems with violations happen evenings and weekends, when staff are not willing to work or follow up. That puts the burden on homeowners to police, take photos etc. There are many lighting violations, overnight parking issues and noise outside of 9-5 M-F.

17. 1. dog poop along the blacktop between the townhomes along the water

2. a live music party on the patio of townhome on upper village loop by homeowner the first weekend of august, disturbing the entire street.

18. Again, the design of these questions is so poor that the data you generate will not be valid

20. no experience -new owner

21. May thru September, there should be a management company employee available on Saturday to answer Owner inquiries and to deal with situations that arise. This employee would also do Compliance inspections and follow-up.

Inspection and Enforcement activity should be extended to all weekends and hours on a random basis throughout the year. Observation should be conducted throughout the weekends.

Example, Friday nights 2 X a month, Saturday day and evenings and Sunday day and evenings 2 X a month. Or any combination that allows for random compliance and other onsite duties.

22. THIS IS NOT BEING DONE!!! "(Owner Services) shall observe from Common Area streets, driveways or sidewalks and log visible deed restriction violations during posted office hours. An employee will drive through the property bi weekly or as needed from September 1 to June 30 and daily, Monday through Friday, from July 1 to August 31." THEY MAY DRIVE THROUGH, BUT THEY SURELY ARE NOT "observing or documenting, or taking action to correct the problem" !!! Even when being notified in writing with photos and/or by phone (followed in writing) about repeated violations, NOTHING IS DONE!!!

23. So I headed up the now I think defunct Compliance Committee for a couple years and compliance is kind of a big deal for me. I do understand it's tricky business.

I don't know what the current compliance log shows but I think it is probably important for the safety and general benefit of residents and guests for there to be some level of on-going weekend and evening monitoring. I'm pretty sure as I write this on a Sunday morning there are cars parked on our street that would interfere with emergency vehicles and pedestrian safety. Dogs off leash are still presenting hazards. I'm seeing more and more electric bikes, razor scooters and skateboards (last two I think at least used to be prohibited here). Many non-helmeted children and adults on bikes - yikes.

I would like to see on call 24hr compliance/safety/security. This was provided for a few years when we

Responses

first lived here I think by the Resort. I would think that since the Resort as a whole benefits from short term rentals throughout EC that there could be some cost sharing?

24. I think inspection and enforcement activities are important. We live in a neighborhood where there are several short term rentals in an otherwise quiet neighborhood. During the summer months there are frequently guests who do not respect the quiet times that we observe. Enforcement is important.

25. It would appear that some CC & R's need to be adjusted to be in line with fire safety recommendations which would clearly seem to be more important.

26. what is cost of this service?

31. So far all communication is negative assuming the worst in owners. It would be better received if you assume the best in people and inform them of the violation before threats to fine and give them an opportunity to correct the violation.

32. Appears there is little to NO enforcement of CC&R's regarding 1)Cars & Trucks parked on roads/shoulders overnight.

2)Motor Homes/Trailers parked in driveways longer than allowed by CC&R's.

3)Hot Tubs not screened as stated in CC&R's.

These violations are easily seen from roads and common area paths and should be detected and enforced by management company and board of directors and not left up to just waiting for home owners/neighbors to file complaints.

33. Overall, the resort and homes look very well maintained. There is a home on Trail Creek that has an extremely untidy yard and it makes us wonder why it is never cleaned up. This is the only example we've seen of a home that does not seem to comply with resort standards.

34. The VRBO next to us has many issues that Inspection and Enforcement miss.

1. Excessive speed on the driveway by renters and golf course personnel. It is a long driveway as the lot is a flag lot.

2. Excessive noise by renters.

3. Renters using the green on the golf course as a playground.

35. I am assuming the inspections and enforcements are happening, but having not personally interacted with inspectors nor dealt with a non-compliance or had to file a complaint, I can only surmise that they are working to the satisfaction of the board.

38. Parking overnight on streets on weekends

40. Basketball hoops should be allowed on home driveways - - this supposed to be a family community

43. Not consistent, seems harassing that someone who had protective barriers around plants to protect them gets a rude insulting letter. Someone who is growing weeds has been allowed to do so for years.

47. Drive through's to observe obvious infractions should occur more frequently. Smaller infrequent infractions should just be monitored so things don't get out of hand unless a direct complaint has come in.

48. I find there are several neighbors who needs to improve the appearance of their natural style yard.

Responses

49. Again, minor issues are targeted, but when it comes to major issues like how people's property looks, the HOA has failed many times. Also, enforcement of loud vacation renters must be increased,,

53. I seriously doubt inspections occur as often as they say they do. Way too many visible violations and over looking of maintenance that needs attending to.

55. There are many violations happening where owner services cannot see them...specifically homes that border the BLM or common land. This creates exceptions to rules. I think the CC&Rs need to be reviewed...life is different now than when they were written. We can maintain a beautiful community, but still meet the needs for privacy, home gardening, etc.

57. not really sure what is being enforced

59. let us protect out plants from deer

60. Daily observations seems excessive, at least in our neighborhood. Maybe every other day, and if a complaint is received you can focus on that neighborhood.

63. Make it fair and balanced for all. There seems to be a lack of consistency with enforcement.

67. Short term rentals are a big problem on my street. Too many cars, too many people in one home (especially now). Its my observation that short term renters have more rights than i DO.

71. Who wrote these leading questions?

There are more responses need.

75. NONE

76. We have cars parking on the side of our street - I think that's against the rules. It's not a big deal so don't make it one unless it begins to create a problem for we who live on this street. In general I think there is too much nit picky whining and complaining about most things around Eagle Crest.

79. appears to be no enforcement for homes that do not provide landscaping other than native weeds.

82. 1. Having been charged twice by unleashed dogs belonging to owners I'd like to see more reminders regarding leash requirements for visitors and owners alike.

2. Eagle Crest has tremendous potential for stargazing and ARC contains specific limitations for lighting systems but still there are many homes with uplit tree lighting that remain on nearly all night long.

3. Most short term rental visitors are quiet and respectful of full time residents but some are loud and disruptive. It would be helpful if owners of short term rentals would make an effort to inform guests that enjoyment of EC property and its amenities comes with responsibilities.

83. Checked all 3 boxes because each seemed relevant;

1. Noise and fire safety certainly important issues to be enforced

2. s/b better focused on things that really matter and,

3. trash can out early/late or security alarm signs are time wasters that do not promote quality of life rather they pit neighbor against neighbor and or homeowner against Board of Directors & Owner Services.

85. none

Responses

88.

See earlier comments

90. When complaints are submitted to Owner Services, there is NEGATIVE feedback, i.e. they do not want to hear about it???

91. We have a neighbor who leaves a trailer out on road for days on Sweeping View, nothing has been done last several years.

24-48 hours is fine, not beyond.

Dogs off leashes for bike riders safety on the paths needs to be addressed more vigilantly . This is a major safety issue and potential liability issue

95. Have no experience with this.

99. Parking in the Eagle Creek area is the biggest nuisance, and some of the World Mark rentals are the worst violators. Parking in the grass is routine, and frequently vehicles are left in the street.

100. For the most part, enforcement that is not happening is after hours.

1. Noise

2. Parking on the streets

3. Light pollution (wrong wattage in lights, lights NOT being down lighting)

4. Dust control on building sites

104. They don't observe anything! Trash is let to overflow and nothing done. Trash truck just emptied the container and all the trash that was set beside the container is left behind

106. Why are only violations that are seen from the street addressed? If I complain my neighbors house needs painted, per owner services, that owner only needs to paint the front of the house but I still have to look at the unsightly side of the house from my deck.

If 4 cars are parked at a house on the street for 5 days (Because the driveway is already full of cars, or the cars in the driveway are hanging out in the street impeding pedestrian and car traffic, Owner Services does not care. They say they didn't see it or they don't want to bother visitors. Maybe Owner Services needs to realize the word Owner is in their title. They're may be a conflict of interest issues with the Resort owners. (Not a personal integrity issue with any one person. Just a paradigm conflict when you have more than one master agenda.)

112. This doesn't appear to be happening equally around The Ridge.

114. I've never seen OWNER SERVICES in inspection mode. Perhaps they do when I'm not home or are adept at not being seen.

When I've been told I have a violation, it always been due to another owner's complaint.

117. Evenings/nights in the Creekside area can be ruined with loud parties (even loud conversations) that sometimes occur past midnight. We need recourse to address rowdy behavior while it is happening. If the behavior is associated with rental units, then the violation "rules" need to be changed so that the owner gets notified and fined as the complaints accumulate... forget the current rule that complaint count starts over with each rental cycle. Rental unit misbehaviors include: loud noise after 10 pm, littering, trash recycling errors, vehicle parking in resident spots and on shoulders.

Responses

118. its one thing to identify issues; however, they never seem corrected. No followthru, such as parking in the street.

121. Difficult aspect of HOA to manage. I've always questioned why some CC&Rs are routinely ignored until/unless management receives a complaint.

122. it does no good to have rules and not enforce them - EQUALLY

EX: I get a code violation for a security sign in my window which can barely be seen and at least 10 other neighbors have security signs front and center in their yards?? They did not receive a letter to remove????

123. No inspections were preformed and no response was given

124. Have seen no observations for the last two years

125. After a complaint is filed one never knows where it goes to. Most owners feel that it goes into Liz's waste basket. Owners should be advised as to how their complaint will be resolved and when it should be resolved. For an example, when a house is not painted once since it was built and the other surrounding homes are on the 2nd painting (since at least 2006) and it is obvious that it needs painting and neighbors have complained. EMC told the violating owner if they painted the front of the house they would not have to paint the rest. Come on! Give me a break! The house looks bad and is an eyesore to the neighborhood which is a CCR violation. EMC obviously dropped the ball on that one. The owner went out and bought some paint, got up on a short ladder and painted the garage doors (front of house). Don't know how much the paint cost him but very little compared to what a professional job costs. Those of his neighbors paid about \$5,000 for their 1st paint job and now the 2nd of around \$8,000 or more.

Enforcement policy must be revisited and brought into the 21st century and managed more effectively.

126. I have no idea what type of inspections and observations are being done. I'd say with the influx of vacationers and more people escaping from COVID areas there are more people renting houses that show less concern for noise levels and parking guidelines in neighborhoods. I'd like to see much more education and enforcement of short term rentals than of anything else. Too much time and \$\$ is clearly spent on "traffic speed" controls on Eagle Crest Blvd for example - with the horrible white posts, lines on the street and now proliferation of speed humps. It has ruined what was a beautiful access road to our west ridge home.

127. Inspections and Violations are too haphazard. One owner is cited while their neighbor is not, for the same violation. This makes it appear an unfair process. Examples: Bush fencing, Signs. Consistency is a must.

128. inspections and enforcement is often sporadic and is targeted to certain areas for a time and then discontinued suddenly.

131. It seems friends and neighbors receive notices about very trivial things and larger issues such as overgrown /under maintained landscaping are ignored. It also seems to be very inconsistent. Noise control from visiting guests during the late night hours needs to be improved

135. Has always seemed that inspection and enforcement has been done inconsistently. Although we have had no problems ourselves, we have noticed some people violating a lot, and hear of others who were getting hit frequently. Some are petty, others more serious.

Responses

139. I think the frequency of inspections really depends on where the properties are and how they are being used. If properties are primarily rental/visitor property, I think there needs to be more frequent inspections to make sure the visitors are abiding by the CC&Rs that the rest of us follow. Including keeping dogs on leashes, parking off the streets, etc.

140. The observations of violations by owner services is way too frequent. Unless I am missing that there are regular violations/violators that need attention our money should be spent elsewhere. Overall our within our community it seems like owners take pride in the appearance of their properties.

141. I just have to say we moved from Golden Pheasant to a smaller house because of health reasons on Nutcracker. Seems rules are different for each street.

142. I have a neighbor with landscape that is full of weeds but yet when I inquire about it to the association, all they tell me "it was approved". Other neighbors are concerned about it as well.

147. We moved here because we thought being in an HOA would improve our experience. This HOA has done a poor job of maintaining standards. Many violations are ignored, especially if they happen at night and over weekends. No action is taken to address noise from renters and RVs/boats/trailers parked illegally. Owners are often treated poorly if they complain. The management company gives out wrong information. The Board needs to do something.

149. I see too many dogs off leash and being run up and down fairways of the ridge course.

I see speeding vehicles and running through stop signs daily. Road rules need enforcement. speed limit needs

152. The violations I have asked to corrected have not been handled in a timely manner. One I have waited 3 years to be taken care of. It is still a problem.

I have complained about dogs running on the golf course. The dogs are still out there almost every night even when there are golfers out there. Just ignored.

156. My big complaint is the obtrusive parking of motor homes, boats, etc in the parking lot across from the fitness center and golf course. A big BIG eye sore and they all violate the 24/48 hour parking. Some vehicles are there for weeks. Get rid of it and don't provide any free "storage". If one has a motor home, boat.... make accommodations on your own. I am a previous motor home owner and I wouldn't expect a place to park my vehicle.

157. Again, a double standard. Nothing gets done if the resident is unwilling or unable to maintain their property. The HOA should get the work done and then bill the resident.

158. I complained about an RV camped for two days on an Eagle crest roadside. As it was the weekend I was told nothing could be done.

161. Need to enforce ban on parking car/trucks on streets overnight. Intersection of Dunlin Ct and Muerlet is prime example for years. Trucks and cars overnight almost every night.

163. The complaints seem to single out certain individuals. It appears that the enforcement turns their head when they see the same thing at other properties.

168. It isn't clear to me what rules are enforced and which ones are ignored. Yard violations are easy, but also the least important. Why doesn't OS enforce rules on paths, common areas and pools? It is unfathomable to me that there is no security. I have seen people verbally abuse the employees at the

Responses

pools and unless they commit a crime, the sheriff has no interest. Frankly the rules are silly if there is no enforcement mechanism. In my opinion, EC doesn't qualify as a resort. The experience and service level are lacking. Granted, the timeshare origins negatively taints so much, but is the experience really an unsolvable problem?

169. The overnight parking on the street situation does not seem to be taken care of in a timely and effective manner. Many residences have cars on the street all night. Rental properties appear to be more frequent violators. Would help management if all rental owners had to provide their home phones to neighbors in the area of their rental so we could call them directly about a concern or violation.

172. Everything in moderation, please!!! I understand the need for Owner Services to drive and inspect properties, but can be a bit invasive.

We feel that Owner Services should know what projects approved by ARC are being worked on and should give owners time to complete them without springing violations on them.

173. Seems to be working the way it is.

177. I've seen some homeowners adding flowers and landscaping to make property look nicer. They have been threatened with fines if they don't remove. That does not make any sense to me. While the common area landscaping is overgrown and full of weeds. Perhaps the energy should be guided toward getting vendors to do quality work.

178. One neighbor has a lot of trucks parked plus a bobcat.
Also the speed limits are not observed very well.

186. Seems to me there are a lot of violations to CC&R's that either go un-noticed or unenforced. Particularly RV's parked in driveways for extended periods. Not clear to me that enforcement is happening at all.

191. Inspection at nights must be better regulated. There are several homes that leave their outdoor lights on all night and they are blinding and make it difficult to sleep. They are on Highland Meadow Loop. No enforcement is ever done.

203. home owners should have more input on the excessive rigidity of complaints

204. in talking to friends and neighbors, the enforcement is important, but seems very inconsistent. some people get notices for very minor infractions - while other major issues are ignored.

The goal should be to keep the homes and resort looking nice in order to keep visitors coming back and also maintain property values for all owners. "is the property appealing to the eye or an eyesore - if so what details are an eyesore?"

206. We moved to Eagle Crest (The ridge) in March and are extremely disappointed in the lackadaisical enforcement.

A casual drive through Eagle Crest will show many campers / motor homes / trailers parked beyond the 48 hour limit. Cars are frequently parked overnight on roads, particularly at VRBO properties, and inoperative (or unused) vehicles remain parked for months in yards. Accumulations of personal property stored outside residences are visible.

Responses

Specifically, rental properties, including VRBO / AirBnB and especially private residences rented to long term tenants require a much higher level of scrutiny.

210. Should be equal.. my neighbor whos lived here 16yrs gets notice for tomato plates yet we saw several other tomato plates like his on nutcracker.. again i think because we on EC blvd we get "seen" but weeds n dead trees nothing??

211. Inspections seem to be inconsistent. I was cited for a violation and at the same time observed the same violation go undetected in several other places and never checked.

214. I filed a complaint by email but I don't believe it was a CCR violation. Someone's truck with a big hitch stuck out into the roadway. It was handled very quickly and it's never been a problem again.

215. I have not been any part of this even though I have wanted email about excessive cars parked in street beyond owners guest parking. It makes backing out of driveway difficult at times.

216. All rental properties should be assessed a fee to fund a security/enforcement staff position. The 10 pm quiet condition is consistently not being adhered to at Highland View Loop rental. This staff position could be a point of contact to address this and other concerns. Data kept by this person could then be used in communication with homeowner. Instead, we are forced to use Redmond Police Dept when it is seriously problematic. This position could perform compliance checks and handle compliance violation notifications when not responding to security/noise/other specific complaints.

221. See earlier comments.

224. None

226. Rentals are the cause of most of the complaints. Make the fines stiffer and put greater restrictions of areas like parking, noise and number of people.

227. Short term rentals create the potential for most of the disruptive activity and violations. The summer season and vacation periods require the most inspection and enforcement activity as they are the primary periods during which short term rentals are active.

228. ?.....

231. In the past, concerns about enforcement have been met with an attitude of "that's your problem, not ours."

233. Eagle Crest is supposed to be a go dark property(county) but many owners have lights that are too bright or are not shielded.

236. I know of owners that have had complaints filed against them by individuals who are not neighbors around them and/or by individuals that "inspect" peoples yards. One couple had an individual actually cross into another person yard to get a picture.

237. Not informed enough to answer.

238. One owner is getting violation notices and others are not for the exact same issue.

242. CC&Rs is a thick document . Current system relies mostly on owners making a complaint. I doubt property cruises are done twice a week with only Liz plus one and borrowed staff. Community Services is under staffed. That said the Ridge seems rather civil.

Responses

243. Sometimes emails or phone calls are not returned.

246. We have a home behind us that is used as a hotel with multiple autos and multiple people every weekend from approximately May through September. Next door is a home that repairs and restores and sells old automobiles. No one ever bothers to enforce or look in the direction of these establishments. It is a matter of "selective enforcement", with a blind-eye to certain situations and who is involved or owns the property. Favoritism clear and outright.

248. Based on my own experience and what I heard at many board meetings, I think it is being handled well. The only exception is the new board member, Lisa, is very intolerant and always out to prosecute a neighbor or place blame without truthful evidence. I think she should not be on the board.

249. The frequency of observations (bi-weekly or as needed) from September 1 – June 30. It is highly unlikely that these observations are conducted. For example recreational vehicles have been observed parked in driveways for weeks at a time.

251. Speeding and illegal parking is real problem on the ridge.

252. Complained 3 years ago about neighbors lattice work under desk badly needing repair, someone came and looked at it, I had sent a picture, and nothing has been done. I also had a box on side of condo (something to do with septic box) replaced with smaller box, sent pictures of job HORRIBLE work but NOTHING has been done.

255. none

257. Manage the vendors and let neighbors work with neighbors unless it is heinous

258. Enforcement by ECM has been hampered by current RECOA leadership. RECOA has totally disregarded the Governing Documents and made a shame of ECM

259. We have reported trailers parked in driveways for a more days than allowed. Witness use of Drone was reported.

Some yards area an absolute mess but nothing happens. Maybe owners have been fined but they are not cleaning up the yard.

260. No further comment.

262. So I didn't completely understand what that was all about. I am guessing it's having the ability to file a complaint when renters are noisy and rowdy at 2am, and people who have violated the rules somehow. Like the regular dog walkers who let their dogs off leash along the creek path. I think it's important to be able to file these complaints and have a prompt response to resolve the issue. That is part of why it is so lovely here - for the most part the rules are followed, and they are generally good rules for all of us.

266. Nothing done about short term renters who could care less about residents around them

271. Why don't you include June in the more frequent observation time? Not sure it needs to be every day. I think someone should check for on some Friday & Saturday evenings especially in the areas of known rentals. Party Rental Homes?

Responses


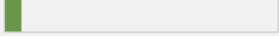

Question Overall and Accessibility of Owner Services:

Text:

Owner Services should be present on Resort Property

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		6.6%	18
No		5.5%	15
Yes		87.9%	239


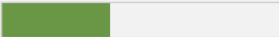

Question Overall and Accessibility of Owner Services:

Text:

I have received the services expected from Owner Services

Question Type: Yes/No

Required: No

Response	Graph	Percent	Count
Not Answered		13.6%	37
No		38.6%	105
Yes		47.8%	130

Responses

Question Overall and Accessibility of Owner Services:

Text:


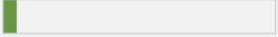

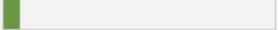
Office Hours are Monday – Friday 8 – 5, Weekends by appointment.

These hours are sufficient: Choose One

Question

Type: List (Choose One)

Required: No

Response	Graph	Percent	Count
Yes – Normal business hours		67%	182
No – Evening hours should be added		5%	14
No – Weekend availability is needed		22%	61
Not Answered		6%	15

Question Overall and Accessibility of Owner Services:

Text:

I think Owner Services provides good services in these areas.....

Responses

3. It is my belief that a large majority of Owner Service time is spent on behalf of the Neighborhoods, contract administration, project oversight, insurance and claim admin, etc. We're all paying for that.

In the future I would like some effort by the Board to encourage the spin off of Neighborhoods in legal entities as they were provided for in the CC&R's. I would think it be in the best interest of Neighborhood owners to have some control over their destiny, more efficiency and cost savings possibly, and the Board and Committees would benefit as well.

8. Road maintenance, storm damage repair/debris removal, general grounds maintenance.

11. No comment

15. Initial response now, compared to 6 years ago, has improved.

16. They never answer the phone but do call back quickly when a message is left. Unfortunately I have never received feedback from my expressed concerns.

18. How can I answer this question or the prior ones about "Owner Services" without have a good understanding of what counts as "owner services"? Are we talking about the people staffing the rec centers? The people mowing our lawn?

20. It took several emails and a in person visit to get a response. This took several weeks.

Responses

23. Most of the time when I have called for info there has been someone knowledgeable to talk to. For example the cows;
I wanted to know what was going on and got to speak to a very informed staff person.
24. Our experience has been that when we can get owner services to respond to us, the services have been pretty good for us.
26. when I see all these people in management office, prior to Cova issue, I wonder what are they doing, previously mention my contact with accounts receivable, seemed inefficient.
33. Overall, they are very responsive, although there was a time last year when we didn't receive a reply even after several attempts by phone and e-mail. Most of the staff members are very helpful, professional and friendly.
35. With COVID-19, I have had no interactions with the Owner Services other than we moved in in early March. Our brief interaction that occurred in March was positive.
40. Sometimes follow-up is delayed
43. Usually no one is available. Phone calls not returned. Emails not read. Spin your wheels if something is needed
47. In responding to evening and weekend infractions during peak season
48. Road maintenance, Landscaping, golf facilities
57. I do not feel like I know what is provided or how to contact them
58. Friendly, respectful, and well informed personnel working in the office. I think they should be empowered to a higher degree.
60. Road maintenance - sweeping and snow removal - are much improved over the past year.
61. I am satisfied with the services provided.
66. Have been unable to get through to actually speak with someone. Mostly have played phone tag.
67. I believe expanded hours for owner services should be expanded from Memorial day to Labor day.
71. What is your objective with this halfwitted survey? To replace the current management? Just RENEW. If there are areas of concern, let them know, but don't change horses in the middle of the damn stream.
75. YES, AGREE
76. I have had good communications with Owners Services when I was on the insurance committee. Documents seemed to be recorded and filed in a timely manner. Generally, we get notified when maintenance or construction projects are about to begin. When confusion has occurred, I'm not sure it was caused by Owner Services as much as by our own Board of Directors.
77. Provided information when services such as painting are needed.
83. NO because while Owner Services generally responds, their responses frequently seem to be adversarial or not interested in my concerns. Question 34 needs further review of need for evenings and weekends especially associated costs. Perhaps a call center available 24/7 would be less expensive

Responses

than night and weekend staffing. Board first needs to consider costs of greater availability of Owner Services. Here we go again expanding services before anyone has investigated costs.

90. Cannot comment on any good services, i.e. none come to mind!!!!

95. Can't really say, they're just unresponsive in our experience.

96. In not responding to complaints

97. Poor response to owner calls for service and/or questions. Often not responded to at all.

98. Communication with owners is generally good and timely.

104. There is nothing positive that I can think of.

They don't do snow removal, they don't watch 'guests' and allow loose dogs, they don't maintain decks or landscaping

It's terrible the service that is proceeds for the price we are charged

110. We have not needed to reach Owner Services. If they are available by phone, then they don't need to be onsite. Weekend access for more urgent needs might be needed.

111. Selling gate openers for owners living near the gate near 126 and 74th Ave.

114. I don't know what services I should expect from Owner Services, but selecting "I don't know" as a choice wasn't provided. Just a Y or N.

120. Yes

We have not seen any reason for complaint during our times spent on the Ridge.

123. I do my owner service in person at the office, treat me OK But no followthrough, act like they never heard me. Have called the office,, once in a while but Very seldom is there anyone there to answer the phone.

124. Some specific announcement emails to all owners. This could be accomplished by a good secretary.

125. I have bad responses from owner services.

126. Once again, I don't even know what kind of services I can expect from Owner Services so can't answer the questions

128. attempting to keep owners informed about what is occurring and upcoming

132. I felt very supported during my moving in process. Hannah was amazing to work with.

139. Silke is awesome at returning emails and forwarding concerns to appropriate people as needed.

141. when asking questions regarding getting the house we bought up to par. The office has been very informative. Thanks

142. Maintenance of the entrances are good but some home landscape need work

143. Quality of service is basically acceptable, nothing exceptional, but acceptable

145. Generally in all areas.

152. Not necessarily

Responses

153. Board communications.

156. not so good

157. I do not believe they do ...

161. Response time

165. They seem to be unprofessional in the way they manage their office. Too many times the employees fail to show up, or take "personal time" during the work hours

167. The people are kind and are will-intended. Communication is generally acceptable. I don't have any idea what challenges or limitations they have to overcome to provide quality service. That would help manage my expectations. If they are a customer service organization, it doesn't always feel that way.

173. Owner Services have been easily accessible for me and during normal working hours seems reasonable.

177. I've called and gotten answers to my questions.

178. As far as I can tell. There should be inspections occasionally at night as there are out of compliance lights such as our neighbor.

187. Customer service & shuttles to airport

191. Evening and weekend hours are needed.

199. they work hard trying to do their job as misguided as it may be.

i wouldnt call it owner services i would call it military force agency. Because instead of serving all they service a few cruel individuals, bent on harrassment. like the board member linda.

215. No comments

219. I do not agree. It seems that Owner Services is overwhelmed by the demands of the resort. That said it is not clear if it is ability (skill and headcount) or motivation (desire to be accountable to owners). My observations indicates lack of effective skills and lack of motivation by the Manager. This is not rocket science and is done by resorts all over Central Oregon! The RECOA Board needs to create an accountability model to drive the right behaviors for Owner Services.

221. See previous comments. It all comes down to communication skills and training. Teach them to have good bedside manners.....

222. Almost impossible to get OS to answer the phone and having the office currently closed is unacceptable. Recently we needed to contact OS and got no one. We finally were able to contact Silke who due to the virus was working at home.

224. No Comments

226. Weekend and evening hours should be added as that is when most of the violations occur. If the rentals are where the issues are coming from that this areas and neighborhoods should be charged the extra cost to maintain oversight.

227. None.

228. Shuttle services, Road maintenance, Grounds maintenance

Responses

232. summer update projects

233. Overall does a good job

236. managing the common areas, providing information to owners regarding events and maintenance concerns,

237. Golf course, Swimming pools, Athletic buildings

238. As stated previously.....when contacting owner services, they are either on vacation, at lunch or in a meeting. Messages are NOT being returned. Follow-up is not being done.

241. On site office, Contract management, Ridge meeting support, Website, newsletter, Budget development, management

243. The results are mixed. Seems they are not sufficiently staffed. Can take months to resolve issues.

245. Unfortunately, it doesn't matter what the stated office hours are, if no one answers phone calls from owners (after more than several attempts by the owner), or answers e-mails (after several attempts by the owner) or the office is locked and no one is available to assist homeowners and their needs, then where is the "service"? Personnel keep leaving. Is there a reason? This only makes for more excuses and even more lack of assistance and service.

248. All that I am aware of.

250. In general I think they are doing a great job. Lots goes on that we don't see. I would like to see better tracking and follow up of concerns by owners. It should not take a month to manage a small repair needed after Land Effects created damage on a house. Owner Services needs to do a better job of actually doing what they say they will do and doing it by when they say.

251. responsive when contacted. Previously, had someone assigned, daily, that would pick-up trash and provide support as needed.

252. n/a

256. ECM staff is short handed. They are down at least 2 FTE from 4 years ago

259. Road maintenance and repairs, fire protection, The entrance to the Resort is always maintained. Good job on everyone's part.

260. ID cards, response to complaints about hazards on roadway.

262. From what I know, Owner Services does a good job. I think the normal weekday hours are fine, but we do need the "emergency" after-hours availability to respond if something happens.

265. Phone calls are often unreturned. Manager is not responsive and doesn't explain things well.

266. Couldn't say

269. None.....

Question Overall and Accessibility of Owner Services:

Text:

Areas that need improvement include....

Responses

3. Shorten the length of time it takes to get a response from Owner Services, if you're able to get a response. All inquiries should get some kind of response or acknowledgment within a set time as to what action is being considered or activated.

There are areas of administration that Owner Services can be more pro active rather than reactive in assisting the Board and maybe dealing with the minutia so that the Board can deal with the policy and rules matters.

6. 1) Acknowledging that the complaint was received. Stop ignoring legitimate complaints.

2) I want to know what has been done about complaints,

3) Parking spaces should be designated and marked.

4) Towing of violators by homeowners should be allowed.

5) When music is being blasted any time of day I want someone to address it ASAP...not have to suffer through.

6) Owners of VACATION rentals-(VACASA) need special attention when they are being disruptive, especially with regard to common wall noise, shared space and parking. I want a hotline to call for immediate help. OWNERS need to be held accountable for the HOTEL they are running.

7. Owner services gives me the impression that they think the owners work for them. They are very inaccessible.

They used to have a window that you could talk to someone from owner services in person. They closed that window.

If you visit their office, it is hard to get someone to assist you. Sometimes an employee that works for KDG will walk out but should not be responding for owner services.

8. Westridge upper creek annual maintenance, consistent enforcement of CC&Rs, better control of rowdy visitors using short-term rental homes in "quiet residential neighborhoods" (an obvious contradiction, but allowed).

10. They need to focus on addressing complaints quickly and efficiently. There should be a 24 hour emergency line that owners can call for help.

11. No comment

15. Unfortunately, there is no follow up to the quality of work done to solve the concerns, even after additional concerns are voiced and in person discussions to show poor workmanship are held. It is a constant battle of having to complain-unfortunate, especially when I write the a check for the dues.

16. Oversight on occasional evenings and weekends.

17. owners should make certain renters, long term and short term, know the rules and their responsibilities as renters and owners should be required to monitor them to make sure

19. It would be very helpful if the Management Co would include seasonal-or-periodic reminders addressing the following:

1) dog owners who leave their dog alone (inside or outside) while they go away for an hour or a day — many such pets bark incessantly while the owner is away, aggravating neighbors even several buildings away.

2) dog owners who let their dog(s) run back and forth on their deck barking and/or snarling at any bicyclists, pedestrians, and/or leashed dogs using the public trail downhill from and between their properties.

3) Due to the amphitheater effect of West Ridge topography, many 'uphill' homeowners appear to be unaware (or uncaring) of just how far the music, conversations, and other noise from their properties or

Responses

their barking dogs travels. It goes the equivalent of many blocks.

4) Please disallow on-deck 'concerts.' Even if an owner asks their nearest neighbors if it'd 'be OK,' plenty of other owners — even at some distance — will be negatively affected and upset.

5) Do a periodic night-time check for compliance/conformity with Eagle Crest's exterior building lighting requirements and with the county's dark skies ordinance.

Oh, and shall we assume that, yes, the virus is making many of us feel cooped up and irritable?' It's true.

Overall, I love living at Eagle Crest and generally think the Management Committee is doing a very good job of taking care of this place we treasure so much. We are indeed fortunate, on so many levels. Thanks for the opportunity to comment.

20. improve response time, actually listen to owners prior to making a determination without all the facts. understand that things change and situations may need a look that is outside the book of rules.

21. 1. Community awareness of protocols and communications that are to be used in response to an emergency incident either onsite or in the immediate vicinity of Eagle Crest.

2. Timely, within 2 hours, response to inquiries by phone or email by Owners or Committee Chairs.

3. HOA office should be open. Given the COVID-19 restrictions, HOA personnel should be accessible at the office location. Office is kept open, with implementation of Governor's guideline, by appointment if required. Current access is overly restrictive. Conference room should be available for RECOA Committee consultations with HOA staff and vendor meetings.

4. Direct support to RECOA Committees should have the same status as response to complaints and inquiries by Owners, within 24 hours. Currently Committee Chair requests for coordination and information are not acknowledged or responded to in a timely manner.

5. All communication to the HOA manager and staff should be acknowledged with 24 hours.

22. Enforcement of repeated violations including:
CONDUCTING BUSINESS FROM RESIDENCE,
PARKING VIOLATIONS (left on street for multiple days/nights at a time),
TOO MANY VEHICLES IN A DRIVEWAY OVERNIGHT
(up to 6-8 outside of triple garage parking) WHY?

DOGS consistently OFF-LEASH on residential streets and in neighbors yards!

Tidiness, yard clean up ----tools, mowers, old furniture & debris left out in yards for many days at a time or perpetually!. ---EYESORE!

**IF anyone was observing, they would note these violations and take action to have them corrected per CCR's!

23. Yes I know there are budget issues but I think it would be great to have some level of 24 hour on call service.

Responses

24. Timely responses.

25. Owner services reps were not always available during normal office hours. When we requested information before the purchase of our home, we never received the information requested and had to request it again later.

26. EFFICIENCY

31. Your billing service. We never received a bill from you because it was returned to the billing service. When we finally received a bill we sent full payment followed by a phone call we were being sent to collections. The HOA had our phone number and email address but chose to send us to collections rather than inform us the Billings were being returned. The billing address was correct and the return was a post office error. A simple phone call corrected everything but we had to pay legal fees and the HOA likely had fees as well! Very disappointing you could not just call us but rather send us to collections! We have had zero problems with the Falls billing service.

32. See response to question 31.

33. Ensuring that all questions and requests receive a prompt reply.

34. Increased oversight of VRBO properties.

35. With COVID-19, I have had no interactions with the Owner Services other than we moved in in early March. Our brief interaction that occurred in March was positive.

37. Communication; respond to inquiries or forward to responsible person

38. Call backs / return calls

43. Need to have your inquiries responded to within. 24 hour timeframe. A response to all inquiries is required. Communication should be a priority.

44. Weekend availability and answering phone calls and emails; we have no response to either during the pandemic.

47. General behavior of guests and owners in areas that affect neighbors whether parking infractions occur or guests not observing the rules.

48. I was pretty incensed by the response to the loose cow episode. It seems it was quick to blame the home owners that cows were getting through the fences. A neighbor of mine familiar with fencing believes the fencing was installed backwards which allowed the cows to penetrate. No response to neighbor concerns from Liz.

49. They need to add to staff, as they are hard to reach by phone. Services are inconsistent.

52. Fitness center and pool extended hours in the summer and early mornings all year.

56. Responsiveness to owner inquiries. Better listening skills when owners call and ask questions.

59. answer the phone!!

63. Enforcing short term rental rules. Better yet, eliminate short term rentals in single family homes.

65. I'd like to see more proactive monitoring and mitigation of view restoration activities, especially related to The Ridge Golf Course

66. Answering the phone.

Responses

67. monitoring of short term rentals

71. Nothing

75. N / A

76. None I can comment on.

79. response time is too slow

82. 1. Return of deposit for completed project was protracted.

2. Means and methods of ensuring property owner's support of neighbor's concerns when short term renters become problematic.

3. Nutcracker gate has been non operational on several occasions.

83. Customer service attitude is everything. It is not us vs. them and the answer is too frequently that something is "not in the budget" even though budget seems out of control or too busy or staffing issues or multitude of other excuses and pushback. For instances at recent finance committee meeting the discussion of bark mulch seemed to indicate that management company had made up its mind about vendor to utilize and had no time nor interest to even consider reaching out to other potential contractors or considering new and different mulch product as apparently recommended by the MOC.

85. there is only one POC - Liz. There should be a list of all Mgmt persons and contact info w/ areas of responsibility.

88. They need to be proactive on code enforcement. Not reactive to owner complaints.

90. Better communication to the homeowners responding to complaints and etc.

91. The owner services have always been timely in answering questions and trying to address concerns

94. Returned phone calls, has improved but for several months you wouldn't get an answer.

95. See prior comments....they have just been unresponsive to us on many occasions despite our follow-up attempts. On several occasions we've become so frustrated that we resorted to communications directly with BOARD members who were good enough to respond.

97. Faster response to owner inquiries. More transparency needed overall.

98. Dealing with maintenance for Eagle Creek is frustrating. The calls are directed to Eagle Crest maintenance and referred on. There is no followup from those receiving the information or concern.

100. Code enforcement (evenings)

101. Getting new owners set up with their packet, ID, and information about registering for the recoa website.

106. Communication

Accountability to Owners

Response time to calls and emails

I think they may be overworked and understaffed

108. Staffing at existing office

113. An answering machine for after hours that is responded to first thing the next day of operation.

114. The islands at the turn-around of each court (Ie Harrier Court) needs to me landscaped and maintained.

Responses

117. Returning phone calls and emails!!!! In five years I have lived here one phone call and two emails have been answered out of twenty or thirty that I have sent. Response is practically non-existent.

118. street parking

119. Difficult to get Mgr to return queries made by Email/telephone

123. All expected services need improvement especially:

Remember who they work for. (Not the resort owner but the homeowners).

Handling of Owner complaints

CCRs enforcement

Contracting Ability

Maintenance Fees Transparency

Overall Transparency (has improved a little)

125. Respond to email and voice mails left about issues.

127. 24 hour response to phone calls.

48 hour response to email.

Full 8:00 am to 5:00 pm staffed office hours (no closing for lunch or meetings)

128. still needs to be more consistent on enforcement of rules, would like more frequent information and notice about what changes are being thought of.

139. Actually doing what is promised.

Mailboxes for everyone! Many of us with newly constructed homes have no mailboxes!!! Postmaster says it is HOA not doing what needs to be done, and HOA says it is the Postmaster not doing what needs to be done. Driving daily to Redmond Post Office is crazy!!!!

141. Review homeowners landscapes as compared to their neighbors. Natural state is one thing but a landscape with weeds and look unkempt should be addressed. It takes away from the neighborhood.

143. RESPONSIVENESS. It typically requires repeated calls or emails to get a response to inquiries, be they personal or committee-related. Commitments made to follow through on matters sometimes are forgotten. Lack of confidence in the capacity/capability to organize and prioritize tasks. A simple email or voice mail indicating that the request was received would go far in repairing Owner Services' poor and deteriorating reputation regarding responsiveness.

147. Enforcement of HOA rules, response times to owners, proper application of rules (management does not seem to understand them), email notices to owners (poorly written and rarely signed). Management also needs training in dealing with owners respectfully. Being onsite is less important than doing the job well. It's time to look at alternatives.

148. Road rules enforcement!!

152. A response and acknowledgment of the problem. What are they doing to take care of the issue. Follow up to be sure taken care of.

153. Office communications, ie timely return of phone messages.

156. Entrance to the Ridge is unremarkable and not representative of the quality of homes in the area. It is too plain. A visible and impressive sign would be appreciated. The gate at the north end is not necessary since it spends most of its time broken or standing open for the various contractors.

Responses

157. I previously mentioned the boat/motor home sparking

158. The recycle area in Eagle Creek on Cinnamon Teal is a constant mess. It is dirty and people obviously do not read the signs about what goes there and what does not.

Possible Solutions: clearer signage, such as NO GLASS BOTTLES

: Do away with it and have recycle as part of garbage service

: ??

159. I find them hard to contact and slow to respond. This seems to be a general sense from other owners I speak with.

161. Again, enforce rules about no parking on streets overnight by owners

164. It would be good to know which people are responsible for which services (i.e., a face with a name). The process for making a reservation at the pool is simply unacceptable. It's a great example of the Eagle Crest owner experience: pay for services and access and then not use them because it's too much of a pain. If I had to guess, the management company is either cheap or doesn't have enough funds to provide a "resort" experience. Whomever hires the resort employees does not appear to have taught the importance of customer service.

It would be great if the management company understood what experience they are trying to deliver. Is it a resort with home ownership available or is it a retirement community? It feels much more like a retirement community.

165. Getting back to owners in a timely manner.

166. Find a new company, or hire our own personnel to do the job

167. Their follow up to phone calls and emails is terrible. On a couple of items getting a response is a miracle.

169. More availability during evenings and weekends

172. there appear to be many inconsistencies in how the CC&R's are enforced from one property or area to the next.

173. None

176. Help with noise complaints from vacation rental homes. All vacation rental owners should be informed about quiet hours and held responsible for having guest adhere to them.

178. Evening inspections

183. They don't respond to phone calls nor return phone calls

186. CC&R enforcement.

191. Enforcement of outdoor lights.

193. Provide frequent email newsletters. Please continue shuttle service availability to/from Redmond airport.

198. monthly open discussion meeting should be available in the evening where more people can attend to share thoughts on improvement of this resort and housing facility. there are too few services. how can we improve that.

Responses

210. Speed on eagle crest blvd btwn wigedon n first cattle guard. I have literally seen cars come thru cattleguard sideways due to speed... dangerous.

Plz look at would be greatly appreciated here

214. Timeliness in handling requests to add a hot tub. It took a couple months.

215. parking in highland park and more updates on opening pro shop Cafe. I have not seen any update on patio opening. I just keep driving down to see if completed. Easier welcome to new owners. Maybe a welcome visit or call to help transition.

216. See prior comments

219. Oversight and management of projects, enforcement of CC&Rs and improved response to issues and updates.

221. See previous comments.

222. The phone menu is not only annoying it does not represent a well run resort.. EC should have better phone access. The hotel phone should not be the center for owner access to services from rec centers to rentals to airport pick up.

223. Snow removal and plowing walking trails. Too much red rock.

224. See Any Previous Comments on this issue.

226. Parking of vehicles RV's, trucks and maintenance in lots near sport centers.

227. All areas. Again, farming the management duties out to a third party that is a Monday-thru-Friday 9am to 5pm operation is no longer adequate. RECOA needs to upgrade to an internal "Management Division" for improved control, efficiency, timeliness, insight, cost management, etc., etc.!!!

228. Glass recycling

Loudness of some rental property areas

Larger rec/fitness centers

Larger swim pools

Keep bikers off the roads and into the paths

232. Communication, communication, communication.

When I have contacted Owner Services I have often received no response, or it has taken a week or two to receive any response. Responsiveness to owner concerns is a very substantial issue.

237. Do not know if any

238. West Side Creek and common areas. Utilizing the horse stables that will benefit the HOMEOWNERS. (i.e., off leash dog park, community garden, and of course horses.) There is enough acreage to accommodate all of this.

The Management team and KDG need to improve their relationship with the homeowners. The homeowners have been keeping this resort alive during the COVID-19 crisis and we need something in return.

241. Staffing

244. Never receive phone call or emails back when I have contacted them. Given the wrong color paint for my deck. Not very friendly

Responses

245. Maybe just communicating their accomplishments annual so that owners are more aware of their value. For example, how many complaints or violations did they handle, how many resolved on first call, how many resulted in fines. That might show people the surprising amount of work it is, and the percentage of simple vs difficult (or something like that). In other words, friendly reminders keep our neighborhood looking nice, while a small percentage required a firm hand (maybe).

I would never know about the hard work that goes into fixing decks and landscape if I didn't attend board meetings.

246. Customer service, and the true desire to provide it.

248. More responsive... had a few requests never responded to

249. Qualified snow removal. Could use snow plow blades with driveway block blocking capability to keep from closing up driveways.

250. Follow up with owners in a more timely manner. Honestly, I don't even know if this is possible without more staff. We have grown, our owners are more sophisticated and demanding.

251. I recall that the Board had considered allowing the Sheriffs office to have an office on the property and patrol. That would stop the speeding.

252. n/a

253. Answer the phone !!!!!

255. They need to call people back.

256. Knowledge, the staff is short handed, is available less than normal business hours and frustrated

257. Landscaping

258. Vendor management

259. Common space could be cleaned up a bit more, removing dead sage shrubs and broken branched from Juniper trees etc.

260. No comment.

265. Vendor supervision, dealing with troublesome renters,

266. Insurance on condos need to be explained more through owner services.

268. They and the board let the insurance in managed communities get out of control. Mgmt and the board needed to be much more proactive and think outside the box on this issue. It was a slow process to get Forest Ridge switched to individual insurance. When owners submitted insurance policy we got know feedback but management wanted to charge a fee to manage this.

270. -Phone call returns!

-Getting materials to the correct person when you drop them off

-Timely response of any kind

Question Overall and Accessibility of Owner Services:

Text:

Please list any services or options you think would greatly enhance the community which are not provided today.

Responses

3. Just observation, but we pay Owner Services a lot of money when the Board and Committees put in the time and commitment with meetings, onsite inspections, etc. RECOA it seems may have twice the number of committees seen with comparable resort communities in the area. Maybe a review is in order as to what should be or could be done by Owners Services.

Communication, especially as it relates to Board and Committee activity should be improved. We often hear about a project after it's been approved, or money spent, not given an opportunity to be involved in the discussion if desired.

6. A hotline to call for Weekend and evening help for out of control vacation rentals. Someone that deals with the problem IMMEDIATELY and will kick out the vacation renter for noncompliance,

7. They need the physical presence of an employee in their office who can assist owners with their questions. Not an empty room. Not a bell. An employee that greets the homeowner.

8. Better ongoing communication and enforcement of the dogs-on-leash rules, especially when off an owner's own property.

Summer visitors also frequently disregard these posted rules.

10. Better enforcement. Not allowing individuals to walk behind my home and look in my windows (which they claim isn't a problem). Not allow short-term renters to be a constant nuisance without penalty to the owners. 24 hour emergency help line. They ignored my email (with a video) about a short term renter climbing over my back deck to get in through the back door. I believe heavier fines should be imposed on anyone who uses their home as a short-term rental. A new management team would be beneficial for us residents who are left suffering without justice.

12. An area for dogs to play safely off leash.

15. Someone to handle concerns that come up in off hours, especially weekends with so many rentals.

Ensure quality of work the first time without having to continually bring up same concerns every year, especially as I am paying for the services.

20. We have found it very hard to get plugged into the community. I understand there is a pandemic going on but we still don't know anyone and don't see how we will meet anyone without some kind of community effort. The outreach to a new owner does not exist. Moving is hard enough without having a pandemic to deal with and no support system forthcoming.

21. Management Company should be staffed with a minimum of 3 personnel conducting RECOA business: contracts and business management; direct support to Owner inquiries and managed neighborhood operations; compliance of CC&Rs and support to Owner inquiries. Without this level of staffing it is unlikely that there will be any positive improvement. RECOA Owners should financially support this increase staffing in order to have HOA Management capacity to address current and future requirements.

Responses

22. Security patrols!!!! These would deter criminals, keep our neighborhoods safer. Someone on-site to deal with serious violations in the evening and weekend hours. (i.e. outdoor burning, noise disturbances, trespassing). Our HOA's used to cover this service!

23. 24 hour on call safety, security, emergency, compliance service

24. Increased staff.

26. Could RECOA provide a Better experience by breaking away from Resort side.

What are long term plans for providing amenities? Number of families moving in and yet same old facilities.

27. More bike paths along the busy streets, including all of Nutcracker.

31. More Pickleball courts.

34. Increased oversight of VRBO properties.

35. Provide a fall free yard debris curbside pickup service.

38. Return calls

40. More cooperation with Golf course management - - e.g., maintenance bordering golf course fairways

43. Be nice if homeowners were a priority.

47. Same as ones mentioned earlier herein.

48. A water park at the Ridge facility in the outdoor grass area, Plenty of room there. Apparently hotel guest families like the water park, I think that would be a great option to relieve the pool crowding.

I don't believe hotel guests should be brought or have access to west ridge pool and gym. The area is already impacted by the growth on this side. We need larger amenities at West Ridge and Ridge resorts.

A community garden area

A dog park

49. Keeping roads consistently litter free. Some weekend availability, especially in enforcing noisy vacation renters.

52. Extended fitness center and pool hours, especially on The Ridge.

53. Better hands on mgmt (as well as respect for owners) would be greatly appreciated.

55. acceptance and guidelines for home vegetable gardens

56. Security and gates at perimeter entrances.

63. The amenities are real good, they all just need refurbishing.

I am interested in equestrian activities. Why do we advertise an equestrian center being at E.C. when it has been many years since any such activity existed here?

Responses

65. Discounted Driveway resurfacing options, Bulk bark and gravel options, Bulk cable internet and video options

66. I'm happy with what is provided.

71. Get rid of COVID-19

75. N / A

76. One area that needs more attention is control of rental properties and the actions of the people renting. The owners who rent their property need to be more accountable for the actions of the renters. Excessive vehicles, noise, kids running or riding up and down the streets instead of on the bike paths, a year ago we had renters shooting fire works during July 4th. I have had little to no problems with the owners, it's the renters that seem to cause some strife.

79. extend pool dates into September, weather permitting, recreation/pool centers are not keeping up with the amount of residential building since they were first created. All need updating and expanding.

80. Additional amenities for year round owners, such as additional pool and gym facilities.

82. The Ridge could really use a clubhouse and an exercise facility with adequate space and equipment.

83. Budget must be brought under control. I do not object to paying more for services but recent fee increases for many line items seem almost unconscionable and service rendered (landscaping especially) does not seem to warrant the increases. Dues in five years have increased nearly 70% in my neighborhood.

84. We need an updated map! The house we purchased was built in 2008 and not even our street (Sun Vista) is shown on the map that was included in the Welcome packet.

89. More presence of the Deschutes County Sheriff, if possible???

94. Since we pay some of the highest HOA fees at EC, it would be nice to have trash services similar to the townhouses. Not sure why their fees are so much less than the Chalets? Also, the recycle areas need signage to either say "No Glass" posted all around or better yet allow Glass recycle.

95. Provide clear direction as to who to contact about particular issues and how to address those issued . The management company has not in our experience been helpful which leaves us randomly contacting BOARD members and hoping we've contacted the right person. We own and have owned CCR-governed condos elsewhere and typically the management company has been very helpful but that has not been our experience at Eagle Crest with the current management company

Better signage at recycling locations as to what can be put into recycling bins (cardboard, plastics, glass etc)

Create a glass recycling program.

96. Enforcing street parking. and overnight parking violations

97. Just enforce the CCR and Policies and Procedures already on the books!

98. Equestrian facilities that are functional for owners and allow access to adjacent BLM land. This is a 20 year frustration for our family. We have our own horses and must board in neighboring facilities.

99. We don't even really know what Owner Services are

Responses

100. If we are going to continue to let people have rentals, we as owners, need someone (other than police) that can and will enforce the EC rules of quiet after 10:00pm, enforce the rules of parking (mostly rentals), enforce the EC rules for lighting

103. Wifi accessibility at the outdoor pools
Provide sauna facility at Creekside

104. Improved oversight on renters
Improved maintenance to outside of building and improved landscaping service

105. May not be a service but a play ground for kids in the creekside area would be nice

106. Attention to visitors disrupting neighborhoods, even if it means weekend or evening patrols (not office hours).

109. Some protection at Creekside for mother and baby ducks crossing the roads everyday to continue up and down the creek. Also, children on skateboards and bikes often don't stop at the pedestrian stop signs, suggesting the need for stop signs for cars at the path/creek on Village Loop and Creek Lane.

110. More bike/running paths. Also, the nature signs along the path next to the creek in Creekside are in bad need of being replaced.

111. Involve in issues that individual HOA's have, such as sharing or funding sports centers. It's pretty darned complicated, as are other matters because there are at least 3 entities at Eagle Crest and these all seem to get in each other's way. theoretically, "owner services" is just the place to help owner's issue with those 3 entities (Master Mgmt? RECOA? another one).

114. Would like to see Yard debris services provided weekly/bi-weekly to help us maintain our yards. Other option is a place for us to take it like they do for glass bottles.

117. Ability to respond to night-time complaints. Closed-loop communication (example, a return call that might say "We can't respond to that this year due to ...", or "we will put that on a list of issues that the BOD will consider in the next meeting", or "we have passed your concern to our vendor X for resolution", etc. As it is, my communications go unanswered and I never know why (or if they are being processed). It's called customer service, and since I pay this company, I expect it.

118. a decent lodge, modernize nibblets and improve food

119. EC is a difficult place to manage, overall management company does a good job.

121. stop the speeding - I walk everyday here and it is getting downright dangerous! I would like to blame it on visitors but most are not because it's the same cars all the time

123. A review and update of the policies, procedures and processes to bring them into the 21st century. I know it is difficult to change the basic CCRs due to the 75% rule, however the policies and the procedures can be added/updated. And processes can be clarified for greater understanding of management as well as owners.

124. Someone to survey the place for violations, I don't believe owners should be the Police

127. After hours enforcement (noise, parking, speed monitoring)

132. A community shredding day

141. Review all lot with homes to ensure the landscape contributes to the resort.

Responses

142. Slow traffic down on Nutcracker. Thought it was bad on Golden Pheasant, Nutcracker has a speeding problem for sure

143. A full time, or at least part-time, receptionist who is empowered to address all routine matters would be great. The community has really suffered from the loss of this position over the past couple of years. Time standards for responding to inquiries need to be set and monitored. Staff should also use Google Tasks or comparable applications to keep track of incoming inquiries and commitments.

145. My wish list!

A community center

Another sports center and pool just for RECOA members

LOL - I know it's not happening!

147. Monthly updates about what is happening in the community, someone to patrol at night and weekends, telling owners what happened if they file a complaint, notice to owners when there is brush trimming or spray activities near residences, keeping cows out.

151. more walkway construction
presence during July 4th night

152. Shuttle service to airport is a very helpful, although in the pandemic, need for this is low. Availability of a road map for Eagle Crest that is updated annually.

153. Enforce the same rules for everyone with no favoritism.

156. 1. Regular sheriff policing of the various roads - right now several are open freeways. The MPH warning signs are useless if not enforced by police.

2. Several intersecting roads do not have stop signs. Several times I witnessed near misses by visitors and possibly residents.

3. COVID19 rules are ignored

4. Rentals are minimally maintained. Most are eye-sores in need of maintenance.

157. upscale eating establishments

161. No visible business activities by owners

163. Security. We need an enforcement mechanism for renters on weekends and evenings. Concierge. Hire a person that can help owners navigate owner services and Central Oregon.

165. Improve the maintenance of roads and common areas, especially the entrance off Cline Falls Hwy

169. I don't know if full time security is needed, but it would be nice if there was a place to call to get immediate response to concerns on evenings and weekends when most issues arise. I don't mean law enforcement type issues, but HOA violations such as noise, parking and illegal use of areas. In this day and age a resident should not have to confront a violator.

171. Not sure if this is the place to comment, but better snow removal.

172. The community needs a dog park. Without the ability to fence our yard a dog park should be provided.

173. N/A

Responses

182. Overall communication

What are our large dues being used for

We are. Pretty much maintaining our own place

190. Better access to services for complaints and evening and weekend enforcement of regulations of rules.

192. Lots here are not large designed to allow gardeners to compost. Why can't the landscape maintenance company set up a drop off composting site and maintain it. I'm tired of putting my yard waste into the trash simply because I have no place to store it until I have enough to take to the transfer station and I do not harp enough a vehicle for transporting it, just passenger cars.

194. Make sure mailboxes are available for all owners.

Establish horse stables again.

198. More recreation. Better looking common areas less bickering . maybe a large facility for dancing , arts and crafts maybe even games and yard sales or saturday market . And many more opportunities for people to gather. and where are the choices in restaurants and such things. why do we have to beg and pay for a meeting place. this place is second rate at best. have you visited sunriver , thats a fun place this place is a joke.

212. Umbrellas at the pools

Improved golf course greens condition.

215. Street sweeping.. gravel for long periods on eagle crest blvd and entrance to highland Park. Been a mess for months. Better welcoming group. I have felt like I am on an island. No basic needs help. Had to find a neighbor to help me navigate.

216. See prior comment regarding security/compliance staffed position - including nights and weekends. ("night" could mean until 2 am)

219. Access on weekends.

220. maintenance of the bike path surfaces

221. If you want people to correctly use recycling bins and general trash pickup....provide that service as part of our HOA fee (which is excessive to begin with!) Otherwise trash and recycling will always be a problem as noted in the communications received this year from the HOA.

222. The golf course maintenance is poor. They do mow the courses often but the areas around the courses is not acceptable. Apparently the golf courses are self managed. There are dead trees, invasive weeds etc that need to be removed.

224. None

226. The HOA works for us and at times they do not support our issues with the EC owners as they also work for them.

227. Again, time to replace "outside third-party" management with an in-house "Management Division" to upgrade our services and achieve improved operations control, cost management, and most important ----- home owner empathy.

Responses

228. Glass recycling

Better response to people calling in with questions (cattle on the ground, noisy neighbors/neighborhood renters)

232. more clarity about what is provided by Owner Services and what is the responsibility of owners.

236. Can't think of any at this time

237. Gas station

238. off leash dog park. Private homeowner's adult pool. Community garden. Clean ponds, creeks and lakes.

240. Security that was eliminated

241. Staffing

244. There should be some kind of monitoring of people renting the homes on the weekends. Their animals run around loose when there is a leash law-I have been charged by two dogs on my own deck. they are loud and intrusive and have no respect for others. They park where ever they want too.

245. A recycle bin at the mail station so I don't have to carry junk mail all the way home just to throw it away.

246. Periodic informative meetings for members who have lived in RECOA for over 5 years regarding up-dates to services provided, what is happening and updated documents distributed.

Fast, efficient, meaningful and caring Customer Service to owners.

Listening to those owners who attend meetings and making note and follow-up on suggestions and comments provided.

249. Enforce speed limits.

251. I'd like to have a monthly real estate report containing closed sales, listings, etc. Most homeowners have a large portion of their net worth in real estate and would like to see trends. Also, I'd like to see insurance claims reported periodically. Transparency is getting better but nobody really likes to attend Board meeting. So, The Agenda items need to be more detailed and the minutes of the meeting delivered to each homeowner. When I was Board President of a different HOA, I also provided interim reports on accomplishments between meetings. Helps convey to homeowners all the hard work being done by the board, committees, and the management company. You are running a small city. Let them know what you are doing!

254. Timely, knowledgeable and professional response. Currently staff spends most of their day dealing with family matters or internal complications

264. Monitor rental activity more closely especially during vacation seasons. Rental/resort guests have a large impact on the serenity and overall tranquility of Eaglecrest

265. Management being responsive. .don't ignore owners. .i think i have sent Liz/owner services roughly 5 emails in last year and recieved 1 response

269. Dropbox for forms, ballots and paperwork so it can be left after hours. Some of us still do work.

Question Overall and Accessibility of Owner Services:

Text:

Please list any service you think should be trimmed or or eliminated.

Responses

3. I probably don't have enough information and I'm pretty aware of what's going on. I think this question may be a little confusing to some who still haven't figured out what RECOA is responsible for, versus the Resort, or individual responsibilities.

6. We are already not getting what we paid for.

I want the gym open at 5: a.m. so I can go before work, or give us a key so we can go on our own like 24 hour fitness,

7. Petty CC&R violation inspections.

21. Currently we see no need to trim or eliminate the currently contracted obligations. The HOA Management Company should improvement upon it's current performance.

Direct support to RECOA Committees should be improved and have the same status as response to complaints and inquiries by Owners, within 24 hours. Currently Committee Chair requests for coordination and information are not acknowledged or responded to in a timely manner.

22. Reduce the hours of the Sports Centers and pools! Expensive and not necessary ----by membership only?

Consider making membership optional, so ALL residents aren't paying for services only SOME utilize! I would rather have a reduction in our HOA's than support services we do not use!

Offer an option to pay as a guest to use them as desired.

23. I'm not sure what exactly we are contracted for now so I don't know. In general anything that our hard working committees are doing most of the leg work on could be trimmed. So if the maintenance committee is doing most of the contract work then we should cut down the hours we pay OS for that.

26. a list of what services and cost would have been nice

35. none

47. None that I know of but I am generally a rather quiet owner.

53. Seriously??

55. review of CC&Rs

57. Landscaping should be much more affordable. The price we are paying is extremely high for the service we received. Or we should have the option to do our own.

66. I think what is provided is necessary.

71. Long pointless surveys

75. N ' A

76. The regularly scheduled observation / inspections seems pretty draconian to me. It would seem more efficient and proportionate to the issues to rely on owner reporting of issues that are a problem. And on a related note, just because one owner files a complaint does not necessarily make it an issue. Check with the other owners on the street before deciding if there is a problem that needs to be addressed.

Responses

83. Landscaping should be trimmed. Consider giving homeowners options such as mow & edge every other week, engage & negotiate with Land Effects senior management to reduce charges for services not performed or underperformed as indicated in MOC inspection reports in 2020. Consider RFP to other vendors for landscape services in two or three smaller neighborhoods such as Desert Sky, Highland Parks and Vista Rim to see if less expensive than current contractor. I have not seen new 2020 contract for Land Effects but if it includes annual cost of living increases as did the 2017 contract then these automatic annual charges should be aggressively reconsidered.

89. Radar speed sign is a JOKE!!! Can be eliminated!!!!

95. None we can think of.

97. Provide a list of the services currently contracted for and I will tell you which ones can be trimmed or eliminated.

106. I'm not sure I understand enough about what they do to trim or eliminate anything. Is there a way to get a concise list of their services and responsibilities?

Are the same employees that are responsible for Owner Services also working for Resort Company? Are they performing tasks for the Resort company and representing the Resort company? Some emails I receive from Owner Services email, sound like they are from Resort. I would like to see a complete and distinct separation between my owner services and the Resort Owners. If the Resort Owner has something to tell me, send it from its own email address via its own employees.

109. Use of herbicides!

118. street signs, way too many

123. Some of our roads appear to be being broken up by heavy equipment.. secondary roads are not built for the weight. Should have a weight limit for contractors where appropriate.

124. Since I do not have or ever seen their contract (that should list their services) I can't answer. As of now, since I feel that their current performance is sub par, their contract should be terminated or at least be reworked with qualified performance standards that can be graded by the owners on a quarterly basis. The owners should know what they are supposed to do by contract. A more appropriate way might be to ask the owners to grade a list of tasks as contracted (1-5; n/a) to provide a better insight.

126. Don't know what they do to begin with

127. If routine vendor contracts were delegated to appropriate Committees, less work and bottlenecks would occur with the Mgmt Co. Example: Landscaping, Bark, Roads - MOC, Septic - Utility Committee, Audit, Reserve Studies - Finance

152.

156. The paid manager is useless and unresponsive to owner complaints. There is NO follow-up or reporting to the inquiring owner.

157. the motor home parking near the fitness center

169. Blowing grass trimmings off of sidewalks and driveways. Never that much grass on walks and driveways anyway Too much noise from the blowers. Most owners should be able to sweep it by themselves.

Responses

173. None

181. I think we. need better yard work, safety of property and outside upkeep
Return and answer phone calls I ..made 7 unanswered or unfollowed through phone calls on one issue

192. I can't say I actually know what all the services are.

198. what services!

215. No comment

219. I would like to see the SOW for Owner Services, then I could comment. Seems like they are always spread to thin, but if that is in their SOW and contract and they are not delivering, we should terminate our relationship and find another supplier.

222. No. We need more rather than fewer!

224. None

227. None

228. Nothing....amenities need to be added as in larger fitness center and swim pool

237. None

238. signage.....there are so many signs that no one pays attention to them. We are all adults and don't think Big Brother needs to be watching us all the time by wasting our money on signs.

241. None

244. None, but again, more thorough communication on all the things they do would allow me to better assess this.

This survey is not very fair without provide owners with data.

246. Driving around and looking for infractions, whether it be obvious or hidden underneath a leaf under a shrub.

A Management Service that is not tied into and owned by the owners of the major facilities in Eagle Crest. Definite conflict of interest.

253. None

258. Violation patrols

Question
Text: Enter any additional comments.

Responses

3. RECOA is a large resort community with a complex ownership/management relationship with the Neighborhoods. It probably makes sense EC Management to contract its services for RECOA as a whole, but it shouldn't be a guaranteed future commitment. Does the Board have a long term strategic plan, or direction what we're doing down the road? Although the new Resort owners say they will be here a long time, no guarantees. Lot's of questions regarding the future should be addressed. Thanks.

6. The current people are not doing their jobs very well.

In fact, I feel like there is favoritism. I've watched people get away with stuff repeatedly.

They rarely respond to complaints, and when they do respond I never really know how they handled the problem.....because the problem continues on.

I feel my concerns and complaints are disregarded.

We moved to Eagle Crest because there are HOAs, but if they are not enforced...what's the point?

Our area alone is plagued with noise during quiet hours, and generally no response back from the Eagle Crest team. I feel disregarded and frustrated.

7. Eagle Crest Management is owned by KDG, the owners of the Resort. This is a conflict of interest and should not be allowed.

KDG was paid \$97,000 each month by the owners for the Sports Centers they could not use. KDG gladly took those funds. That was the contract.

But KDG did nothing to support Eagle Crest Management when they needed more staff because of employee turnover.

RECOA needs to demand better service from Eagle Crest Management. We need to enforce the terms of our contract.

11. Please help with the short term rental issues plaguing long term residents in Eagle Crest. Many of us have discussed how incompetent the current HOA is and how they should be replaced.

15. We find it puzzling that real estate for sale signs aren't allowed. We like knowing what is for sale and when, helps us understand the market and, who knows, maybe we see a house we like better! Other HOA's in the Bend-Redmond area, who have reputations as being "particular", allow them, so not sure what the logic is here - it seems counter productive. We know this info is available on Zillow, Redfin, etc. but that means you have to look, rather than the passive info available driving and walking around. Would like to see the HOA reconsider it's position on this.

19. One of the things that upsets me the most about the management of our resort and the RECOA organization as a whole is poor communication. This survey a good example: it is poorly constructed and the objectives are unclear. The same can be said about the prior transparency survey. Please give more thought to communicating with the many people who are NOT full-time residents or members of the RECOA board. You might know that background on things like this survey, budget communications, etc., but you cannot assume that the rest of us are as well-informed. I see your primary job as informing us about what is going on with the resort and RECOA, and currently this is not being done well.

Responses

20. Everyone told us what a great community Eagle Crest was. We wouldn't know. It is very lonely here for a new person. I have heard this from other new people from 10 feet away. Our former neighborhood in Washington went out of their way to make new community members feel welcome-even during the pandemic. I think this is a missed opportunity.

21. Services will improve when staffing is increased to 3 full-time people. Staff should have sufficient cross-training to allow for effective support in the absence of a staff member.

23. Yes - I guess we did have a few comments but hey when you are paying \$333,972 for manage it's nice to have a say, and thank you for asking- but the most important things are:

We love it here.

We think we get great value for what we pay in owners fees and

We are very grateful for all your work

26. What are Long Term Plans?

Issue of Short Term Rentals?

Why aren't Committee minutes on line?

33. Thank you for this survey.

34. VRBO oversight should be a primary issue for management. VRBO properties can devalue neighboring properties if they are not managed properly. This clearly the truth at 870 Cinnamon Teal.

35. Once again. Sorry I haven't provided meaningful input to your questions but I need more background (job descriptions perhaps?) to establish a level of expectation to measure with this survey.

36. nothing additional

39. Changes need to be made to the current management group

42. My wife and I share the opinion that the previous HOA administration was corrupt and incompetent (Butch Henry era). This spilled over into the behavior of the management company which was was neither impartial or helpful in resolving the single complaint we submitted in the fall of 2017. Our complaint was primarily ARC related, but because of its large scope also involved CC&R violations. A management company employee was complicit in the suppression and mishandling of our complaint. Hopefully that type of behavior on the part of management company employees can be reduced in the future.

48. I am not happy with the paint colors cropping up in the neighborhood, some crazy bright colors. I have a blue house behind me that is nauseating.

Have a large color palette to choose from that is based on nature. I don't like the case by case determination as we are having wild results.

49. Sames as mentioned here in.

50. The beauty of our area/neighborhood and our property values must be preserved. I see areas like Sunriver that are older, but are better kept. Management, along with our community must be continuously committed to excellence in this area!

52. Liz is over worked to meet the exceptions of all committees

54. I sure hope this goes somewhere, but I do not have high hopes if that happening

Responses

67. I think it's a beautiful area and appreciate the care that's taken to keep it that way. Just wish the HOA was a little less.

70. What is the status of ARC in terms of its place in the HOA hierarchy? As a new-ish owner, I was told that ARC operates outside the HOA and the only thing the HOA can do is enforce any mandates set out by ARC.

If this is still the case, ARC really needs to be brought under the HOA so that it is not operating without any oversight.

72. Shorten the survey. Add sensible responses.

76. KEEP UP THE GOOD WORK

77. Thanks for asking.

81. We love the shuttle service to and from the airport. That is a great service and the drivers are always prompt and friendly.

84. Management Company should post Board & Committee meeting agendas more timely in advance of meetings so we can decide if we want to attend. Also meeting minutes including committee reports should be posted in a timely fashion. Seems like the transparency initiative is suffering from a lack of attention this year by Board and Management Co. Contract for sport centers should include owner only facility usage time before any fee hikes are approved. Also, why is ARC still apparently controlled by declarant?

86. Mgmt contract should be bid out to other companies.

90. None at this time. GOOD SURVEY!!!!

92. Thank You All For your hard Work and Dedication in this evaluation!

95. Overall, my experience over the last few months has been better with RECOA. I realize Covid-19 has made things a bit more difficult, but I expect better customer service overall.

98. Whatever service changes recommended should not result in increased HOA dues which are already too high

100. COVID definitely represents a new normal. However, our family has been unable to secure recreational facility and pool passes the last two visits. Worse yet, we've been unable to get the fella granting the passes to even answer the phone.

106. We truly enjoy Eagle Crest. Hope to spend more time there in the future.

One comment I have is owner discount at the golf courses doesn't seem appropriate considering the support of the resort from owners.

107. #1 Priority- separate Owner Services from the mysterious Resort Company (or better communicate how the relationship works and how it benefits the owners, especially full time owners that are not short term renting).

#2 Priority - find a company that can communicate better with owners, either by being appropriately staffed or better skills.

114. ARC services should NOT be a cost to homeowners, since the members are volunteers just like other positions.

Responses

118. I have heard "please have patience" all year long regarding the poor performance of the management company all year long. First, it was COVID-19 excuses (we have to invent new ways of doing some of our processes), then it was understaffing (2 out of 3 of the staff has left...to which I thought "hire some temporary people...that's done all the time in businesses"), then it was the ECM office staff was exposed to COVID-19 (why was that never shared until after the quarantine was over, and if someone is working from home that shouldn't be an explanation for slow or absent responses...lots of businesses had staff working from home). In general, I am underwhelmed at the quality and quantity of the work I see from ECM. They need an efficiency overhaul. Or an improved staff. Or we need a new management company.

124. Need better communications, such as, when raising HOA fees Above normal, should have a meeting to explain it. Some live on fixed budgets, may need time to make arrangements or relocate, if necessary.

125. Thanks for the survey but I think it could have been done better since we are not privy to their contract. We all have our opinions based on individual experiences but when the basis of questioning performance is a contract, more specific knowledge is needed.

126. Dues keep going up and services age getting worse. Out deductible on insurance issues was also raised.

127. I believe the Mgmt Co is understaffed for the current contract. They have less office staff now than three years ago. Liz Lopez is overwhelmed and things don't get done timely, if at all.

142. Thanks for asking

147. The current management company has a conflict of interest since it is owned by The Resort. This should be disclosed. The same people have been in place for several years and have not done a good job. It's time to try another company that will be motivated to perform. I hope the Board will let owners know what companies they are looking at.

155. We have a beautiful resort. People want to be here but I've noticed a drop in the quality of rentals due to the drop in resort prices. There should be a minimum rental cost.

158. Our biggest concern are the HOA dues. They can't keep increasing!

160. Dues are very high!!!

162. My impression is that the management company has rather limited resources. If we can pay more to obtain a better experience for resident owners, I am willing to do that. I would also be in favor of trying a new management company, if that is a realistic option. New blood may be all we need (e.g., look what it did for the Board).

164. I feel that the lawn care has declined over the years I have visited and owned at Eagle Crest. I have addressed this before, without resolution.

165. Remind them that they work for us - they seem to think that they own the place and that we have to obey their rules and policies

167. Thanks to the board for asking.

168. In general, we're very happy living at Eagle Crest, and that our HOA dues remain low. One final comment of importance to us is the ability to have a raised bed garden in our side or back yard, as long

Responses

as it is well maintained. Because of the deer population, however, it does require a temporary fence or other barrier, and I believe this is where we will run into problems with Owner Services?? Clear guidelines equally enforced would be appreciated.

170. Thanks for the opportunity to comment. Herding over a thousand residents is like herding ducks, it ain't easy but it has to be done.

173. None

180. I don't feel they are organized or care About owner concerns

187. We have been coming to Eagle Crest since the mid 80's. We appreciate the excellent customer service that the management company provides. We believe that they are concerned with providing an environment at Eagle Crest that makes it one of the best resorts we have ever visited. We are happy to be here and thank the employees for their dedication!

195. You people don't have a clue! most of the people here are dying to get something out of this place and its not harassment they're looking for!

Nor is it the boredom they currently have!

none of what i mentioned is about liz , she works her A off trying to keep up but is stuck between a rock and a hard place. its upper management that sucks!

207. Poorly worded survey. Definition of terms not clearly described early in the survey.

212. We enjoy being a part of this community

214. I have lived here 6 months, but appreciate the help I got from the irrigation. He was fast and helpful. Best service I have received overall. I hope landscape improves. Very expensive for the under 5 min they spend on my home. I have taken much of it under my wing. Bare ground in Highland Park with lack of bark, dead rhododendron and other non removal of dead landscape that have been there since March.... minimal service for large cost.

215. Again I believe the surveys should have a scale for answers.

219. The RECOA Board needs to remind KDG and Owner Services who pays for these services. Too often owners feel disconnected with what Owner Services is here to do and who they serve. It seems that KDG and RECOA need a tighter relationship regarding SOW and contract expectations.

224. None

227. One more time ---- get rid of third party management arrangement and create our own internal "Management Division" to achieve improved control, transparency, efficiency, cost reductions, and much better empathy with our RECOA property owner membeship.

228. Liz Lopez does her best to try and address this growing population/renters at EC...she definitely needs more staff!

232. As I have already said, the real weakness with Owner Services is that it sometimes feels like a black hole when trying to communicate. There is a definite lack of responsiveness to phone/email questions or concerns. When I do get a response it is often incomplete or lacking in real clarity.

234. I believe the board is doing a good jobn

I think management company is failing the new homeowners.

237. Keep up the good work.

Responses

238. The bathrooms at the Lakeside stables need to be reopened and they need to be cleaned on a regular basis.

241. None

242. I am disappointed that I moved to Eagle Crest. The HOA fees I feel are very over priced for what is given-basically landscaping and that's it!! I have never had snow removed from my area, have had to shovel it myself. I fixed rotten posts and rails on my deck and was given the wrong paint color from the front office. I didn't move here to go broke, I moved here for comfort and peace which I am sad to say has not happened!!

244. I would like to know more about what data the committee is using to assess whether to make changes to the management company. Seriously, this survey can't have much weight I'm that very big assessment and decision.

250. I like your approach. Keep doing what you are doing but seriously consider my suggestion(s).

251. As a board member I feel completely supported by ECM. I am thankful for their ongoing support, knowledge and loyalty. I don't think most owners understand the depth and breadth of their services.

253. Although we love our condo have been greatly disappointed with ability to speak with someone and apparent lack of getting anything done :(

257. Thanks for the time & energy spent putting together the survey!

258. Response time is slow. Need more resources

259. Keep up the good work.

262. Thank you for all your hard work! We appreciate you all :)

264. Members of "management co" are paid by KDG and their loyalty is to KDG not owners. Maybe as a mature organization its time to move from using an organization owned by the resort owner to an organization who answers to the owners not an absentee owner in Florida

266. We need a management service that is independent of the resort, sports centers. It is my understanding that Sports Centers are handled by staff in same office. The Management company should be looking after and advocating for the 1750 owners and not be unduely influenced by the resort, golf course or sports centers. I think there are some conflicts of interest if management is owned by the resort owner. We all need to work to gether.