

Communication Committee Survey Results

September 2011

What We Heard You Say And Related Action Plan

Google Group (aka ListServ)

- 74% participate in the Google Group.
- The majority of the respondents want the following items to be included in the Google Group communications (in priority order): Social Events, Road Closures that affect Pilot Mill, Downtown Events, Contractor and Restaurant Recommendations, Crime Alerts, and Mordecai Community Events.

Action Plan: The Communications Committee and the HOA Board will continue their efforts to increase participation rate.

Annual HOA Meetings

- 59% attend the annual HOA Meeting.
- The most common comments for not attending were:
 - Scheduling Conflicts (children, job-related, etc.)
 - Meetings need to be well-planned, more productive, on-topic, and kept on-track.
 - Additional notice of the time/date ahead of time and multiple reminders of the meeting (including the day of the meeting).
 - Have the meeting in a better facility and possibly include it with a social event.

Action Plan: The HOA Board will use the suggestions above to increase attendance of annual meetings.

Community Web Site (www.pilotmillonline.com)

The most common comments related to the Community Web Site are listed below.

- There was consistent feedback that the website is a nice feature of the community.
- More updated recommendations of local businesses and service companies (and potentially coupons or specials).
- More information about real estate trends in the community.
- Current issues and events (crime reports, break-ins, etc.).
- Updated, easy-to-find community information such as by-laws, covenants, etc.
- Downtown Updates
- An overall refresh is needed and an effort to keep it more current.

Action Plan: The Communications Committee plans to upgrade the platform that serves our website as well as to redesign the site with these recommendations in mind.

Community Feedback

- Ways the Community is Succeeding (in order of times mentioned)
 - [Overwhelming Majority] Community Appearance, Landscaping Company, Common Areas Well Maintained
 - Effective Communications methods and tools within the Community
 - Friendly neighbors, Great/Safe Place to Live
 - Great Social Events
 - Strong Financials
- Ways the Community Could Improve (in order of times mentioned)
 - [Overwhelming Majority] Less Street Parking / More Use of Garages
 - Renter / Tenant Comments/Absentee Landlords (Some specific questions asked will be addressed by the HOA Board)
 - Neighborhood Watch /Crime Prevention (See article in Newsletter)
 - More variety in the Social Events
 - Driving too fast in the alleys
 - Timely removal of garbage and recycle bins
 - Irrigation System Issues Continue
 - Continue to focus on landscaping / architectural issues / maintenance issues
 - Address specific issues including: erosion issues between houses, front entrance overgrown / lighting issues, and eyesore on the property line around the [former] school parking lot.

Action Plan: The HOA Board will discuss this list and will follow up as appropriate.
