

SWCA 2019 Residents Survey

PLEASE NOTE THE FOLLOWING INTRODUCTION WILL BE USED IN THE EMAIL ANNOUNCEMENT NOT IN THE SURVEY WE PUT ON SURVEY MONKEY.

We hope that you, together with The SWCA Board and Management, appreciate what a wonderful and unique community in which we all live. Preserving and enhancing our quality of life in Shadow Wood is a shared responsibility between each resident and the Shadow Wood Community Association's staff and its Board of Directors. It is a partnership that works best when there is open communication and a sense of shared priorities. It is in that spirit of cooperation that the SWCA is initiating a community-wide survey of all homeowners.

It has been 10 years since the Community Association's last survey. We believe the time has come once again to solicit feedback from each of you on several key areas that impact the experience each of us has living in Shadow Wood.

The survey will provide key insights on the major areas that are the responsibility of the Shadow Wood Community Association.

It is important to point out that while Shadow Wood Country Club provides its' members with many activities and amenities to enhance the Shadow Wood lifestyle, it is a separate and distinct entity from the Community Association. This survey relates only to the Community Association.

The survey has been constructed so that it should take between 10-12 minutes to complete. There are several open-ended questions where you will have an opportunity to provide written comments to help us better understand your opinion. We believe the value in getting this type of feedback, in addition to the prepared questions, is vital. Please be aware that the direction of future investments based on the strategic plans you approve will help shape the community in the years to come.

We ask that both spouses/partners (if applicable) complete the survey. Your participation will be greatly appreciated.

The Board is committed to taking your feedback extremely seriously and plans to share the final results with all homeowners.

Thank you,

The SWCA Board of Directors.

Thank you for agreeing to help the Shadow Wood Community Association with this Survey. Your participation is greatly appreciated.

Please first complete the demographic information below.

Demographics

Please indicate your gender:

- Male
- Female

How long have you lived in Shadow Wood?

- Less than 1 year
- 2-5 years
- 6-10 years
- 10+ years

Please enter the approximate number of months you reside in Southwest Florida:

- Less than 1 month
- 1 month- 3months
- 4months- 6 months
- 7 months- 9 months
- Over 9 months

Tell us where you live:

- Rolling list of neighborhoods

Please indicate if you belong to any of the following:

- I am a Realtor
- I am a Community Association Neighborhood Representative/ Alternate
- I am a member of the SWCA Board and/or a SWCA Committee member
- I am a member of the Shadow Wood Country Club
- None of the above

If you are interested in becoming an SWCA committee member in the future please indicate your interest below and write in your name so we can contact you:

- Full list of all committees please!
- Name: -----

General Section

Q1. Are you aware that there are two organizations within Shadow Wood, one that is responsible for the operations of the Shadow Wood Country Club and the other is responsible for the operations of the Shadow Wood Community Association (which controls the maintenance and upkeep of roads, paths, landscaping, access control., community patrol, etc.)?

- Yes
- No

Q2a. Do you think the Community Association should do more to emphasize the merits of Shadow Wood and the community we live in to potential home buyers and Realtors?

- Yes
- No
- Don't Know

Q2b. If "yes": What would you like to see done?

Write in _____

Landscaping and Hardscaping (This means lamp posts, lights, perimeter walls and fences)

Q3. Please Indicate your level of satisfaction or dissatisfaction with each of the following.

Very sat, fairly sat, fairly dis, very dis DK

- The trees and shrubs in Shadow Wood (not involving the golf courses/ tennis court area/ area around the Clubhouse)
- The annual flowers and their arrangements in Shadow Wood (not involving the golf courses/ tennis court area/ or area around the Clubhouse)
- The paved walking/ biking paths (not involving the golf course paths)
- The roadways and their level of maintenance within Shadow Wood
- The street signs within Shadow Wood
- The light fixtures along the roads
- The perimeter walls around Shadow Wood
- The perimeter fences around Shadow Wood
- The **overall** entrance appearance at Coconut Road
- The **overall** entrance appearance at Three Oaks Parkway
- The fountains in the lakes on either side of the Coconut Road entrance
- The various neighborhood monuments (together with any other features) at the entrances to each neighborhood

Q4. What, if any, suggestions do you have that might enhance the annual bedding plants selected by the Landscape Committee?

Write In _____

Q5. What is your opinion about the way the Community Association's staff dealt with the recovery process after Hurricane Irma?

- Excellent
- Good
- Neither good nor poorly
- Poorly
- Extremely poorly

Q6. What comments, if any, would you like to make about the Hurricane Irma recovery that you feel the staff might need to take into account if such an event occurs in the future?

Write In _____

Gatehouse and Community Patrol

Q7. Do you think more should be done to help monitor speed and adherence to traffic signs?

- Yes
- No

If "Yes" what do you suggest the SWCA should consider doing?

Write in _____

Q8. How do you **usually** authorize guests or vendors for access to Shadow Wood?

- Telephone the gatehouse and speak with personnel
- Call the automated voice server
- Send an email
- Other (write in) _____

Q9. Are you aware that you can book regular vendors on a 30-day pass if you are expecting a service to last several weeks?

- Yes
- No

Q10. Are you aware of the "after-hours" key pad system to allow your visitors through the Three Oaks gate when it is unattended?

- Yes
- No

Q11a. Have you ever called the gatehouse for assistance from the roving patrol?

- Yes
- No

Q11b. If "Yes" How satisfied were you with the response?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied

- Fairly dissatisfied
- Very dissatisfied

Q11c. If “Dissatisfied” why were you dissatisfied with the response?

Write in _____

Q12a. Please Indicate your level of satisfaction or dissatisfaction with each of the following.

Very sat, fairly sat, fairly dis, very dis DK

- The general appearance of the gatehouse staff
- The courteousness of the gatehouse staff
- The timeliness of gatehouse staff allowing guests/ vendors access to Shadow Wood
- Communications with the gatehouse staff
- The Roving Patrols

Q12b. What, if any, improvements to the gatehouse functions, or roving patrols, would you suggest?

Write in -----

Q13 The Community Association is planning to allow **you** to view online, or via a special App, your personal data maintained at the gatehouse, such as the vehicles owned, your frequent visitors’ list, authorized vendors and so on, so that it can be easily accessed and updated: Once available, how likely are you to keep your information updated?

- Very Likely
- Likely
- Unlikely
- Very Unlikely
- Don’t know.

Hotwire Communications (Internet and TV Services)

Q14. Thinking of the standard bulk package (i.e. internet and TV services) offered by Hotwire here in Shadow Wood, what is your overall opinion of the value for money of this package?

- Very good
- Good
- Poor
- Very poor
- Don’t Know

Q15. How satisfied/dissatisfied are you with your Hotwire service with regard to the following:

Very sat, fairly sat, fairly dis, very dis Not used

- TV picture quality
- TV Channels available
- TV Replay capabilities
- Video on Demand content i.e. movies/ documentaries etc.
- Internet reliability
- Internet speed
- Telephone Service
- Home Security Service
- Customer Service (ease of contacting and obtaining assistance)
- Technical Support (problem resolution)
- Overall assessment

Q16. What, if any, products/services/channels would interest you in the future with your Hotwire Service?

- Nothing/no suggestions

Write in your suggestion(s) _____

Community Association Management and Communication

Q17. How would you rate the Shadow Wood Community Association on the following:

Very sat, fairly sat, fairly dis, very dis DK

- Overall quality and helpfulness of communications
- The Implementation of the 2018 Emergency Notification System (ENS)
- Overall Performance of the Community Association

Q18. Weighing the overall services provided by the Community Association and the annual dues you pay, how would you rate the value for your money?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Don't know

Q19. How would you prefer to receive correspondence from the Community Association?

- U.S. Mail
- Email via your neighborhood representative
- Email directly from the Community Association
- SWCA Website

Q20a. Have you ever accessed the Community Association's website (www.swcaonline.com)?

- Yes
- No

Q20b. If "Yes," have you found navigating the website and finding what you were looking for

- Very easy
- Easy
- Neither difficult nor easy
- Difficult
- Very difficult

Q22. Are you usually able to find the information you were looking for on this Website?

- Yes
- No

Q23. If the Community Association allowed you greater online web access **without needing a password**, would your likelihood of using the website be:

- I would use it more often
- I would use it less often
- I would use it about the same
- I wouldn't use it at all
- Don't know

Q24. Do you consider the Community Associations Neighborhood Representative structure effective or ineffective in providing a liaison between your neighborhood and the Community Association Board and Management?

- Effective
- Ineffective
- Don't Know

Q25a. The Community Association provides new Shadow Wood homeowners with a personal "Orientation" with staff explaining the things they should do when settling in to their new home. In addition, a New Home Owners Handbook plus guidance on what is available on the SWCA website is also provided. Were you aware of this service?

- Yes
- No

Q25b. How important do you consider this service to be?

- Very important
- Fairly important
- Neither important nor unimportant
- Fairly unimportant
- Very unimportant
- Don't know

Future Considerations

Q26. Although none of the following are currently on our agenda, it is important to understand what level of interest and support there would be among residents for any of the following. **The costs associated with those items of interest would then be examined and discussed with residents and their overall acceptance level established before any implementation.**

Please indicate on a 5 point scale where 5 would signify extremely interested and 1 would be of no interest to each of the following:

- Using an enhanced infra-red and motion detection perimeter monitoring system
- Increasing the size and density of the vegetation along the berms of Three Oaks and Williams Road in particular
- Installing precast concrete panels along Three Oaks and Williams Road for noise reduction within Shadow Wood
- Installing a water feature (fountain) in your own neighborhood (assuming your neighborhood was responsible for the costs of installation and maintenance)
- Using temporary portable electronic message boards to provide warnings of hazards, important messages etc.
- Providing on-site drones, which could be used for enhancing perimeter monitoring, to check any emergencies, to track any suspicious activities, etc.
- Providing a memorial metallic tree in a quiet section of Shadow Wood where metallic leaves carry a message of a loved one
- Installing speed cameras and observation cameras at 4-way stops to help reduce traffic violations in Shadow Wood
- Providing more places to sit and relax, especially in the preserve areas and along paths with water views
- Other suggestions for the Board and management to consider for the future of Shadow Wood would be welcomed

Please write in _____

Q27. If you have any additional comments that you would like to provide for the Community Association, please write in below.

The SWCA Board and Management sincerely thanks you for your time and guidance in completing this survey. Once the results of the survey are finalized, they will be shared with you. We will examine the information carefully to help guide our future actions to enhance your Shadow Wood experience.

