

Lake Heritage 2015 Community Survey Results by Individual Question:		Total # of Answers	Percent of Answers:		
			Disagree	Neutral	Agree
1. Promoting a Sense of Community					
A. Lake Heritage staff and residents are friendly and neighborly			11%	5%	84%
B. I have sufficient opportunity for active involvement in Association committees, clubs, board matters and special events.		276	9%	9%	83%
C. Communication from the association is prompt and effective.		271	22%	14%	64%
D. Community members actively utilize common properties and amenities in a way that is safe and congenial.		273	4%	21%	75%
E. I have ample opportunity to participate in volunteer activities that provide a valuable contribution to the Lake Heritage Community.		276	7%	12%	82%
2. Managing Safety and Security					
A. I understand that safety and security is the responsibility of myself and all Lake Heritage community members.		276	6%	1%	93%
B. The entrance facilitates the proper registration process for all guests & service providers, w/ quick and easy gate access for residents.		274	37%	5%	58%
C. The Assoc'n uses the latest technology that can be feasibly and beneficially implemented towards the safety and security of the community.		274	39%	34%	27%
D. Safety and Security rules and regulations are well monitored and enforced.		274	26%	18%	56%
E. Roadways are respectfully shared by all users, including drivers, walkers, joggers, bicyclists, etc.		276	29%	5%	66%
3. Maintaining the Lake Quality, Appearance and Amenities					
A. Lake water is maintained at high quality standards that I believe meet or exceed applicable water quality standards.		273	46%	27%	27%
B. Community members at Lake Heritage proactively participate in maintaining a healthier lake.		275	22%	43%	36%
C. Effective stormwater runoff practices are used throughout the community.		278	24%	39%	37%
D. The Lake Heritage dam and spillway are well maintained, and I believe they meet or exceed applicable standards.		275	20%	33%	48%
E. Lakefront amenities and activities undergo sufficient maintenance and improvement as needed.		276	11%	22%	67%
4. Managing Financial Resources Effectively					
A. I feel the current annual operating budget is adequate to enable a healthy, thriving community.		272	12%	28%	60%
B. The LHPOA dues are predictable and consistent with the community's needs.		274	22%	18%	59%
C. I feel our POA should have a rainy day fund equal to 50% of the annual operating budget.		275	33%	39%	28%
D. Lake Heritage financial procedures are communicated to the members in a transparent and understandable manner.		275	29%	19%	52%
5. Implementing and Maintaining LHPOA Rules & Regulations					
A. Community rules and regulations are appropriate and effective.		272	31%	9%	60%
B. Community rules and regulations are administered consistently and fairly.		274	30%	26%	44%
C. I am aware of the provision of an appeals process for residents who feel the governing documents have been misapplied.		273	10%	31%	60%
6. Improving Community Facilities and Amenities					
A. It is clear that community facilities are inspected and maintained regularly.		276	9%	24%	67%
B. My input regarding enhancements to amenities and assets is adequately solicited and acted upon by the LHPOA.		275	29%	38%	33%
C. Existing assets and amenities are monitored effectively, ensuring they meet the needs of the community.		277	14%	32%	55%
D. Sufficient fundraising activities are used to support community projects.		277	12%	35%	54%
7. Maintaining Private and Company Property					
A. Neat and well-kept yards with attractive landscaping are the norm both for member and community properties at Lake Heritage.		269	16%	1%	82%
B. Attention is given to details to minimize evidence of disrepair, such as peeling paint, rusty road signs, litter, or overgrown shrubbery.		271	15%	10%	75%
C. Community-owned properties are well-maintained and serve as examples to residents.		271	10%	6%	85%

8. Ranking Community Priorities - The members were asked to rank each of the 7 focus areas in order of importance.		Priority Ratings		
		Top	Middle	Lowest
A. Promoting a Sense of Community		12%	28%	60%
B. Managing Safety and Security		51%	26%	23%
C. Maintaining the Lake Quality, Appearance and Amenities		59%	24%	16%
D. Managing Financial Resources Effectively		62%	29%	9%
E. Implementing and Maintaining LHPOA Rules and Regulations		11%	26%	62%
F. Maintaining Private and Community Property		15%	36%	49%
G. Improving Community Facilities and Amenities		11%	21%	68%