

## Summary of Results of the Ironwood Homeowner Questionnaire

The results of this questionnaire will be used in evaluating the performance of your Association and property Management Company, to identify problem areas and assist the Association in setting priorities. If you would like to discuss any of the issues in this survey, please contact Barbara Guthrie at Hast & Company (303) 444-7575 or blguthrie@hast.com .

Thanks for your participation in this survey!

### 1. How important to you are the following?

	1 Not Important	2 Somewhat Important	3 Important	4 Very Important	5 Extremely Important	No Answer
a. Resident involvement in planning and managing Ironwood	0	1	12	4	2	1
b. Effective architectural control process	0	2	6	10	1	1
c. Maintaining/improving home values	0	1	2	1	10	0
d. Attractive landscaping at entrance and in common areas	0	0	6	9	5	0
e. Effective communications	0	1	6	8	5	0
f. Sense of community	1	3	7	6	2	1
g. High level of HOA fiscal responsibility	0	0	3	6	10	1
h. Adequate financial reserves	0	1	8	5	6	0
i. Enforcement of covenants, and Rules & Regulations	1	1	9	7	2	0
j. Responsive/effective HOA management	1	1	4	9	5	0
k. Dues	0	2	9	7	2	0
l. Resident involvement in HOA activities (committees)	1	1	10	7	1	0

**2. How satisfied are you with the following?**

	1	2	3	4	5
	Very Dissatisfied	Somewhat Dissatisfied	No Opinion/ Satisfied	Somewhat Satisfied	Very Satisfied
a. Attractiveness of Landscaping	3	7	5	3	2
b. Landscaping and grounds maintenance	1	10	4	3	2
c. Resident involvement in planning & managing Ironwood	2	3	8	4	3
d. HOA fiscal responsibility	1	5	6	4	4
e. Management by Hast & Co.	1	2	4	8	5
f. Ironwood Board of Directors	0	2	2	9	7
g. Enforcement of covenants, rules & regulations	2	4	6	5	3
h. Communications	2	1	9	6	2
i. Snow removal	1	1	6	9	3
j. Building maintenance	1	3	6	7	3
k. Overall satisfaction	1	2	9	5	3

**3. Would you like to have an Ironwood Directory (names, address, telephone, email)?**

Yes (16)  
 No (1)  
 No Opinion (3)

**4. If the HOA contracted to have recycling available, would you be willing to have an additional container and pay an additional \$3.50 per month for this service?**

Yes (12)  
 No (5)  
 No Opinion (3)

**5. If the HOA contracted for cable services at a reduced rate for all homeowners, would you be interested in this? All residents would have to participate as a requirement of the negotiated rate.**

Yes (15)  
 No (3)  
 No Opinion (2)

6. **The HOA is considering establishing a directory of vehicle license numbers and owners for emergency notification of owners and for when a vehicle's lights are left on, etc. Would you be willing to provide this information for all residents at your address?**

Yes (17)

No (1)

No Opinion (2)

7. **Would you be willing to participate in organized volunteer activities such as an annual clean-up day, flower planting, Christmas decorations, etc?**

Yes (16)

No (2)

No Opinion (2)

8. **Have you used the Ironwoodboulder.com website? Do find it useful?**

Yes, I have visited the website and I think it should continue to be developed (8)

Yes, I have visited the Website and do not find it useful. (1)

No, I have not visited the Ironwoodboulder.com website (8)

I do not have internet access. (3)

9. **Would you like to have an Ironwoodboulder.com email address at no cost?**

Yes (2)

No (13)

No Opinion (4)

10. **Do you have any requests, suggestions or comments for the Ironwood Homeowners Association or the Property Management Company? (Comments are in random order)**

- a. *Request the county put up a sign: "Hidden Driveway: Caution" on Clubhouse Rd. going west before the sharp turn and entrance to Ironwood.*
- b. *Enforce parking regulations.*
- c. *Our lawn is being watered way too often. Our grass doesn't need that much water.*
- d. *Ban room rentals. Creates traffic, parking, and congestion problems. Goes against the spirit of condo-style living.*
- e. *Put some kind of wooden structure over those disgraceful pieces of equipment covered by a trash bag.*
- f. *Do a one-time clean-up of all flotsam, leaves, and miscellaneous from last storm (driveway).*
- g. *The sprinklers are not regulated properly—a great deal of water is wasted.*
- h. *Rules and regulations are ignored. It is too hard for a neighbor to confront a neighbor. Hast & Co. should give each owner a list of commonly ignored rules: (1) cars parked in driveway overnight, (2) garbage cans not taken in after pick-up, and (3) dog pick-up.*
- i. *Because my drains were not cleared, my window was damaged and the interior wall cracked and paint was damaged. The drains were cleaned eventually—six months late.*

- j. The landscaping around garages is awful. My unit has only dead plants.*
- k. Things are improving. The Management Company and Board are great. I'm glad the board is pro-active and that residents can help.*
- l. Rules and regulations deal only with what you can't do, and only has anything to do with appearances, very little to do with polite communication. Priorities are in the wrong place, and should be rewritten.*
- m. Change the attitude: awful sense of community.*
- n. The board is not doing its job; Hast & Co. gets the job done with no diplomacy.*
- o. I am extremely concerned about the parking area. At times it gets so crowded that vehicles are blocking the fire access lanes. Shouldn't there be a limit to the number of vehicles that each unit can park in the parking area? I'm sure that our HOA and Hast would be named in a lawsuit should property damage or bodily injury occur because an emergency vehicle was blocked from coming to someone's aid.*