

## Briar Cove Paired Cottages Association 2008 Survey Results\*

	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>Optional Comments</b>
1	Are you satisfied with the overall job that the Board of Directors has done since they were elected in April?	86	4	-Yes. Thanks for all your time and effort. (unsigned) -Yes. "Thank you" to the dedicated board who work so hard and are underappreciated by some homeowners. -Yes. Great job to landscaping committee. -Yes. This was probably the most difficult year to be a Board member. We commend the Board for doing so well under such adverse conditions. A great group of people! -Yes. Board members should be commended for taking on a thankless job.

	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>Optional Comments</b>
2	Do you believe that the overall job done by Board of Directors has been in the best interest of the community and its residents?	83	5	-Yes. However some things seem to be overlooked. -No. Not at all! Unprofessional people. (unsigned) -Yes. Always -Yes. We believe all of the Board had their hearts in the right place; we think their intentions were to do the best for the community. We don't think it always turned out that way. There appears to be many unhappy people in our community. To us, that indicates that maybe some of the rules need to be altered. -No. Too much emphasis on the common areas-not enough on individual property owner's issues.

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3	Do you think the Board of Directors is fairly enforcing the rules?	70	10	<p>-No. Woman on lake with plants and lights around property is still unenforced.</p> <p>-Yes. As far as I can see.</p> <p>-No idea.</p> <p>-Have no idea what has been enforced.</p> <p>-No way to tell/other than "reminders" in Newsletters. Fines collected? Not all front yard landscapes are "uniform." Plastic flowers?</p> <p>-Sometimes. (unsigned)</p> <p>-No. Very much NO! Invasion of privacy-threatening tactics. (unsigned)</p> <p>-Most of the time-I do see a lot of flowers planted in the front yards and holiday decorations not counting Xmas up for 2-3 weeks.</p> <p>-Yes. I believe it is difficult because some people are uncooperative.</p> <p>-Yes. Watch out more for soapy car washes in drives.</p> <p>-No. We think the Board has nit picked some of the rules, and ignored others. We've heard at least one Board member comment that some of the rules aren't easily enforceable. Therefore, they aren't enforced. If that's the case, change the rule or eliminate it. An unenforceable rule is worse than useless; it shows that the rules are not being uniformly enforced, and opens the door for problems.</p> <p>-Yes. For the most part. Although some properties continue to break the rules-flags, etc. (not American, decorative). (unsigned)</p>

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4	Did you review the Covenants and Restrictions prior to purchasing your home, and do you currently understand the Covenants and Restrictions?	74	13	<ul style="list-style-type: none"> <li>-Yes. This needs to be reviewed annually.</li> <li>-No. Was given Covenants day of closing.</li> <li>-No. Recv'd at closing.</li> <li>-Yes. If I am not sure of something I refer to Covenant. (unsigned)</li> <li>-No. Because if you didn't sign on the spot, you lost your lot choice. (unsigned)</li> <li>-Yes. They change so frequently. How can you keep up? (unsigned)</li> <li>-People not following the rules.</li> <li>-Yes and No. Not offered to me to review.</li> <li>-Yes. At times I have to review them.</li> <li>-No. We had no time to review anything. The decision to move was last minute, house sold in one day, and we purchased in Briar Cove quickly. There was NO TIME. Having never lived in an area with an association, we don't think we even understood that there were rules to read. Do we understand them now? Yes and no. Some of the language is very vague, and it isn't always easy to fully understand what is being said.</li> <li>-No. This was not available to us when we purchased. (unsigned)</li> <li>-Yes and No. I did not receive until closing.</li> <li>-Review, no. Understand for the most part (unsigned).</li> </ul>

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	Question	Yes	No	Optional Comments
5	When you moved to Briar Cove, were you agreeable with the landscaping and exterior appearance of your home?	76	13	<p>-No. The spirea shrubs should have been placed below the front windows.</p> <p>-Yes. Added trees. (unsigned)</p> <p>-No. My side was stepped on while drying. I had sidewalk replaced. The spireas are taller than the hews. The hews are old fashioned. The potentillas are a mess. They don't grow in shade and need dryness. I have rearranged and excluded some and I feel it looks much better. As I have noticed many have. I have also noticed when I walk how many weeds some homes have in front landscaping. I don't mind weeding but for the people that do or can't I feel someone should weed! (unsigned)</p> <p>-Yes. Since I've moved in landscaping has suffered.</p> <p>-No. Never given a choice.</p> <p>Yes. Exterior. No. Landscaping. I wasn't impressed with the landscaping.</p> <p>-Yes. I moved here so I wouldn't have to hear lawn mowers and leaf blowers all the time.</p> <p>-No. Terrible lawn.</p> <p>-Happy with the look of home, unhappy with landscaping. (unsigned)</p> <p>-Yes. It was clearly defined at purchase-I question why people want to change things now. (unsigned)</p> <p>-Yes and No. Did we have a choice about bushes? Not particularly fond of bushes. (unsigned)</p> <p>-No. Cheap plants-minimal black dirt for lawn. (unsigned)</p> <p>-Yes. Bushes trimmed back too much. Let rear ones get taller than ones in front rows of front bed.</p> <p>-Not really. I didn't know you could request certain landscaping?</p> <p>-Added trees.</p> <p>-Yes. I would like to know when I will get painted? Shutters are white!! Thought it was after 5 years-I was here 5 years July 1<sup>st</sup>!!!</p> <p>-Yes. The choices in landscaping plants and materials would not have been our personal choice.</p> <p>-N.A. Spec home. (unsigned)</p> <p>-No. Being completely unfamiliar with living in an area with an association, we had no idea that anyone WOULD or COULD tell us what we could do with our home. We assumed that everything (we're not talking about the color of the house) was identical because all the homeowners were too new to the area to have the time or money to do anything different.</p> <p>-Yes. My first year at BC (2007), the dead shrubs were replaced. However, this, my second year, dead shrubs were ignored-as were other issues I called about repeatedly.</p> <p>-No. Landscaping <u>was</u> and <u>is</u> not desirable. (unsigned)</p> <p>-Except for the bark-too messy.</p>

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				-Yes and No. Yes on exterior appearance. Landscaping was not done at time I moved in. -Yes. Like ability to adjust my tastes. (unsigned)

	Question	Yes	No	Optional Comments
6	Do you understand and agree that you are responsible for maintaining any plants/trees/shrubs that you have planted, and that it is your responsibility, in the event you sell your home, to make the new owners aware of this?	89	0	-Yes. Shrubs on either side of garage are ugly-should be replaced. (unsigned)

	Question	Yes	No	Optional Comments
7	Are you satisfied with the overall appearance of our community?	82	7	-No. Should have pine trees on corner of cul-de-sacs. -Yes. Some homeowners have gone overboard in mulch areas. -Yes. Some homes in front are disregarding rules. (unsigned) -Yes. I think everything looked very nice, this past Spring-Summer. Noticed the pond was free from bird residue. (unsigned) -Yes. Things are looking <u>much</u> better. (unsigned) -No. Don't water and cut grass often enough. (unsigned) -No. Mostly yes. Willow trees are not trimmed properly. Too short and should be level with horizon-not the ground. -Paint!! Shutter!! -No. Too many vehicles on the street-seems some homes have 4+. (unsigned) -No. There is still too much uniformity. We enjoy the homes with beautiful flowers, nice brickwork, etc. It's eye pleasing to see something different. We agree that the color of the homes should be uniform, but having the door a different color (like they do in England) would not be a terrible thing. A few differences here and there add character to a home. Having everything too much alike is reminiscent of government housing. -No. Many more trees are needed.

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	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>Optional Comments</b>
8	Are you aware that well managed and enforced rules and covenants help maintain your property value, while lack of enforced rules and covenants could reduce your property value?	86	3	<p>-Yes. Enforce them then.</p> <p>-No. No-just causes us confusion. (unsigned)</p> <p>-No. We don't think that's necessarily true. We have seen any number of dead trees that were not quickly replaced; we've seen bushes that were either too bushy, scraggly, or dead (and these are "association maintained" bushes &amp; trees); we've seen patches of dead grass; we've seen that some of the older homes are really beginning to look like they need to be repainted, just to name a few things that quickly come to mind. (We think these types of things have potential for harming property value.) If the Association doesn't have the money and/or resources to maintain things, then it doesn't reflect well on the community as a whole. And we know that the resources are not there.</p> <p>-Yes. Value still went down.</p>

	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>Optional Comments</b>
9	Are you willing to report a problem in the community, such as an irrigation problem, even if it is not your address?	87	0	<p>-Yes. I have reported them and no action has happened.</p> <p>-Yes. And I do so-to save money! (unsigned)</p> <p>-Yes. I still am waiting for someone to contact me regarding damage done by the landscapers (grass cutters) to my corner trim. Randon said he sent in work order in June 08 (my 2 year walk-through).</p> <p>-Yes. When reporting a problem, I would appreciate the response team leave a note by date, time, and the result of their appraisal (i.e., defective heads not functioning request) May 08! My neighbor informed "somebody" was around a month later, when I mentioned it to him. (unsigned)</p> <p>-Yes. We've done so a number of times. And husband fixed some of those problems.</p> <p>-Probably not.</p>

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	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>Optional Comments</b>
10	Are you aware that the members of the Board of Directors and all of the committees are strictly volunteer, unpaid positions?	84	1	-Yes. I Recently became aware of that. (unsigned) -Yes. And I greatly appreciate all that they do! (unsigned) -Yes. Great job. (unsigned) -Yes. Thank you all! -Yes. I feel that the board worked very hard and did a "great job." -Yes. They do a great job-Thanks to all! -Yes. And they've all given it a lot of time and effort. Very much appreciated! -Yes. They have done a great job! -Yes. They should be made aware of this at the meeting. -Yes. I commend them and appreciate all they do. (unsigned)

	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>Optional Comments</b>
11	Are you aware that Briar Cove has six committees dedicated to making our community a great place to live?	75	10	-No. They are doing a very good job. (unsigned) -No. I wasn't fully aware-had heard of a couple. -No. What are they? -Yes. We know they've really done a lot for all of us. -Yes. Some committee members think and act like they have too much authority. (unsigned) -Yes. Yes, it is seen. We try to help around our place. -Yes. Doing a great job. (unsigned)

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	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>Optional Comments</b>
12	If you are not currently a member of a committee, have you considered becoming a member of one of the six committees? (saying yes will not commit you to a committee)	29	42	<ul style="list-style-type: none"> <li>-Yes. Arch. Review/Landscaping.</li> <li>-No. Not able.</li> <li>-No. Not at this time.</li> <li>-Not at this time. (unsigned)</li> <li>-Am on committees. (unsigned)</li> <li>-No. I, however, intend to enjoy a committee some day.</li> <li>-No. I just don't have the time, besides work a 40 hr. week-I take care of a handicapped (family member) and family.</li> <li>-I already jointed a committee.</li> <li>-I am a member.</li> <li>-No. Due to health conditions.</li> <li>-Yes. Husband is currently on a committee, and wife is interested in the ARC, and would like to see a committee to review the rules, and make recommendations. The only problem for wife is schedule – unusual work schedule and unable to stay awake very of ten in the evening! Wife would have to participate some way during the day.</li> <li>-Not at this time.</li> <li>-Yes. Unfortunately, poor health restricts participation.</li> <li>-Already on a committee. (unsigned)</li> </ul>

	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>Optional Comments</b>
13	Do you find the community newsletters, mailings and community Website helpful	81	3	<ul style="list-style-type: none"> <li>-Yes. Have gone on Website.</li> <li>-Yes. Very helpful. (unsigned)</li> <li>-Yes. Very helpful. (unsigned)</li> <li>-Somewhat. (unsigned)</li> <li>-No. Don't look at it.</li> <li>-Yes. Very.</li> <li>-Yes. Wouldn't mind seeing more information on the Website from the Board and committees on what's going on. Nothing formal, not necessarily of any length. Just something between official mailings.</li> <li>-Yes. The Website is great-nice garage sale pics! (unsigned)</li> <li>-Yes. Congrats on great Website!</li> <li>-Yes. Very helpful.</li> </ul>

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14	Do you understand the decision to turn off the sprinklers during the rains and to cut the grass every other week in August and September was done to improve the condition and health of our lawns, in addition to being a cost savings measure?	78	4	<p>-No. Sprinklers Yes! I do not like the cut back on grass cutting. I think it is being cheap. When we got our lawns in our homes we sold we cut once a week and some times more. Our lawns are not cut short enough as it is. Guest commented on how long my lawn was 1 day after it was cut!!! This length is not healthy for the lawns! (unsigned)</p> <p>-Yes. Any cost savings is a Godsend, with today's increase to survive or make ends meet!</p> <p>-Yes. Good ideal</p> <p>-Yes. DID NOT LIKE GRASS NOT BEING CUT EVERY WEEK IN AUGUST.</p> <p>-Yes. Absolutely and I will continue to support. (unsigned)</p> <p>-Yes. It was a great idea-the lawns look so much better. (unsigned)</p> <p>-Yes. Except my sprinkler was <u>ON</u> September 13<sup>th</sup>!! (unsigned)</p> <p>-Only cost saving. (unsigned)</p> <p>-Yes. Need new maintenance lawn people. Too expensive. (unsigned)</p> <p>-Whatever.</p> <p>-Yes. But I would like to report a great amount of GRUBS. Hundreds! Were we not dusted for those? Because they cut when grass is wet tends to mat down grass. I have patches of very long grass in spots.</p> <p>-Yes. Due to a lack of rain a lot of times during the summer it isn't necessary to mow every week.</p> <p>-Yes. I think it was a good decision!</p> <p>-Yes. Great idea-be careful with water restriction as drought, dry conditions bring insects.</p> <p>-Yes. We whole-heartedly agree with the decision. And we commend the people who came up with the ideas! We need people who are watching our pennies, and being careful about spending.</p> <p>-Yes. However, even when the grounds were saturated one day after the storms, sprinklers were back on!</p> <p>-I understood, but this Aug. we had too much rain for this idea.</p> <p>-Yes. Thank you! Good cost savings. (unsigned)</p> <p>-Yes. However when it's cut every other week the grass should be bagged.</p>

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15	Are you satisfied with the response time of 1st American Management, our management agent?	68	15	<p>-Yes. Most of the time.</p> <p>-No. Still no response to my mole, vole, rodents in my lawn (called 3 months).</p> <p>-No. Reported dead tree one year ago (rear).</p> <p>-No. Been waiting 1-1/2 years for stone repair (not 1amco).</p> <p>-Yes. Most of the time. (unsigned)</p> <p>-No. Especially Peter Bylen. (unsigned)</p> <p>-Yes. I haven't had to call at all-no response to letters I may have written.</p> <p>-Yes. Dealing with my problem requests, Peter is "great."</p> <p>-Yes. Peter is very good!</p> <p>-No. There is way too much lag time. We requested a landscaping modification this summer, emailed Peter several times about it, got nowhere, and finally decided that we had to go ahead with the project before the weather changed. We got a negative response (which we strongly disagreed with, but complied with) AFTER the project was finished. I believe we waited about a month. We've hears similar comments from others.</p> <p>-No. My lawn and driveway were torn up by our contracted snow plowers. After numerous calls, I gave up. (My husband ended up sealing the drive, he is elderly and ill.) <u>NOT</u> why I chose to live in a maintenance-free community. Moreover, for two full summers I called about my front lawn full of weeds. Finally action was taken at the end of the second summer. One spray and the problem was taken care of-the problem that I spent way too much time calling about!</p> <p>-Yes. Email has improved response time. (unsigned)</p> <p>-Yes. Peter does a good job!</p> <p>-Can't answer, never needed anything. (unsigned)</p> <p>-No. Estimates for work on home take too long. (unsigned)</p> <p>-No. Lawn care persons tore a hole in our siding. We've been waiting for them to fix for 7 months.</p> <p>-Yes. Peter has always been very helpful. (unsigned)</p>

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16	The Association receives no money from Olthof to repair deficiencies in exterior construction and landscape issues. Are you aware that there are no budgeted funds for individual exterior home repairs, and that any repairs not specifically covered in the covenants need to be community-wide and come out of the capital reserve fund?	69	12	<p>-Yes. It is difficult for me to understand why Olthof is not required to pay for repairs when deficiencies were found during warranty period.</p> <p>-Yes. If anyone had previously owned their own house, builders do not come back years later to do repairs. Some people in their homes (paired cottage) will constantly want <u>minor</u> repairs. <u>How annoying.</u></p> <p>-Yes. Even though many people like Olthof-I think he screwed us.</p> <p>-Hadn't previously thought about it. (unsigned)</p> <p>-No. What are they? (unsigned)</p> <p>-When are we getting staining and painted done 2 years ago.</p> <p>-No. Which are?</p> <p>-Yes. I "heard" there was not enough money in the reserve fund for community upkeep and it really saddens me.</p> <p>-OK</p> <p>-No. Our siding has sustained damage from the whipping that the lawn care people have done. I'm likely not the only one. I believe they should be held responsible for the damage, just as the snow removal people should be for the damage they do.</p> <p>-Yes. My unit needs the trim and shutters to be painted. When will this be done?</p> <p>-Yes. This subject needs to be addressed.</p> <p>-Yes. How do we go about exterior home repairs. Can this be discussed at the meeting?</p> <p>-No. I thought it was maintenance free including painting, roof, etc. At least that is what we were told prior to purchasing (part of maintenance fee). (unsigned)</p>

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17	Anything you would like to add?			<p>-I think that Olthof should have been held accountable for all of the deficiencies, and repaired them before the existing board took control in April.</p> <p>-I wish people who have dogs would not let their dogs to its "duty" in their back yard and not pick up! (unsigned)</p> <p>-It is my personal feeling that Olthof Inc. should be held liable for management deficiency causing the association to be harmed financially. Also feel their manner in the transition was improper, possibly illegal.</p> <p>-Keep up the good work!</p> <p>-The board has done an outstanding job. I would hope they are all willing to continue as well as the committees. (unsigned)</p> <p>-By not cutting the grass every week-sometimes my grass was as high as 8 inches (side of house). They cut too fast when they roll through the back yards and it seems like their blades are too dull and it just rolls the grass over.</p> <p>-Interim board and current elected board doing fantastic job; 1<sup>st</sup> American Management-1<sup>st</sup> rate!; Website-awesome/useful/well done. Thanks to all.</p> <p>-The work the Board does is mostly a "thankless" task. I really appreciate the work they have done. I've been on a few boards-so I know what I'm talking about.</p> <p>-I think that the Board of Directors and all Committees have done an excellent job and that Briar Cove as previously mentioned has looked very nice this past Spring/Summer. (unsigned)</p> <p>-Would the board consider turning the sprinkler system on at <u>end</u> of May 2009 in lieu of earlier-to save money. Plus spring showers are usually frequent. Thank you all for making this community a pleasure to live in. (unsigned)</p> <p>-When I call about anything I seldom get a human answer. Response time is an insult. (unsigned)</p> <p>-Thank you to the Board of Directors and the committee members for doing such a great job.</p> <p>-We need a new management company. We need new representation. All "new amendments" should be voted by the residents by "majority rules." Not 2 or 3 people deciding events on a whim. No consistency in this association. There is no representation. If people can't pay their association fee, adding more penalties will not help the situation. Can't wait to get out of this mess. No wonder so many homes are for sale. Last 2 sales re covenant inconsistencies. (unsigned)</p> <p>-Again I would like to comment on the willow trees. While we all appreciate the trimmers work, I believe they should be trimmed following the horizon and not equal distance form the ground. And let the branches get longer-they are willows, not maples!!</p>

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				<p>-All in all, I'm pretty content with the way things are handled and taken care of.</p> <p>-I feel the homeowners were misled at the time of purchase. However, that is in the past. We may have to consider raising association fees-and not just a few dollars every year-but an increase to at least \$125 or \$150 and hope it will cover years down the road. We definitely need more in reserve funds! Also feel the finance committee is doing a great job under difficult circumstances!</p> <p>-Grass cuttings every other week is not very good. They rushed their cuttings leaving some lawns not too neat looking, plus lawns needed more water to make lawns healthy looking.</p> <p>-Is the damage caused by the snow removal company last year (lawns, mailboxes, etc.) the responsibility of the company or the association?</p> <p>-Need a vote to approve new paint or new window shutters. Most are quite faded. (unsigned)</p> <p>-Who covers damages to the exterior siding and trim caused by the lawn mowing weed whacking and driveway plowing?</p> <p>-It would be less expensive for the association if the people wanting pebble rock would be allowed to use it instead of cedar mulch that is always blown on the sidewalk and lawn. The cedar mulch will have to be replaced every few years and that is not cheap. If a change must be made to Declaration of Covenants &amp; Restrictions, perhaps it could be looked into. Thanks for involvement with CNN railroad to oppose purchase. (unsigned)</p> <p>-Thanks to all the volunteers. Need to have a vote on garage sale – 85% of residences <u>did not</u> participate. Does the community need all the traffic for 41 homes?</p> <p>-Jay Popp and the current board have done a great job. We wish that Jay Popp would consider staying on the board next year.</p> <p>-First, if our comments seem blunt, we feel they should be-if the Board really wants input from homeowners, then a survey filled with glowing comments doesn't help the Board. We would like to see: a shortened time span on the ARC approval process; more personal contact between homeowners and ARC; a system of keeping homeowners informed during the process-whether by email or in person; regular review of the rules; modification of rules that are currently unenforceable; monthly reports from the Board posted on our website (doesn't have to be "formal"), coupled with quarterly newsletters. Allow for more individuality, and practicality. We agree with having houses all the same color, having at least some bushes out front, not putting fences around the perimeter of backyards, white or beige curtains, a limit to the number &amp; size of statues, not adding anything that would harm the sprinkler system. After that, there should be a loosening of the restrictions. Have you considered that allowing homeowners to brick around their bushes means less mulch that the association has to use and a potential long term cost savings? That awnings (front and back) are an energy and cost saving measure-an important consideration when we should all be consuming fewer resources, and watching our money? That a wooden privacy fence</p>

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				<p>around a homeowner's patio would not only give the homeowner a small sense of privacy, but also compensation for not being able to fence in their own backyards, in addition to being an attractive selling point for the homeowner? It seems to an outsider looking in, that the homeowners in Briar Ridge country Club have more freedom to do things with their property than we do here. If it doesn't decrease their home values, why should we think that some individuality will hurt our home values? Finally, we want to reiterate we like the people on the Board, we think they've given it their best, and we appreciate all that they've done. We don't always agree with them, but no group of people is ever going to agree 100% of the time.</p> <p>-Will the trim (shutters especially) be painted by the Assn?</p> <p>-Thank you to the Board-Committees. I appreciate all you do on your own time. This is a Great Community. I walk a lot and notice how well kept ours is compared to others. It's also nice how neighbors are upgrading on their own. (unsigned)</p> <p>-I would like river rock instead of mulch in my front landscaping, even if I had to pay for the rock.</p> <p>-I would like the landscaping people to get my mole problem under control. They set traps which has not worked. This is the 2<sup>nd</sup> year for this problem.</p> <p>-Ya tell the association police to worry about themselves and stop walking around reporting piddly things! We pay too much for management services!!! Why does one unit on the Dyer side allowed to park their camper for a few days but when I park mine I get warning? (unsigned).</p> <p>-Need to trim bushes more often-they get overgrown at times. (unsigned)</p> <p>-We have a flooding problem in our back yard that board denied our request to repair at our expense. Would like board to reconsider and to investigate the root cause of flooding.</p>

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