

# Del Tura Homeowners Association

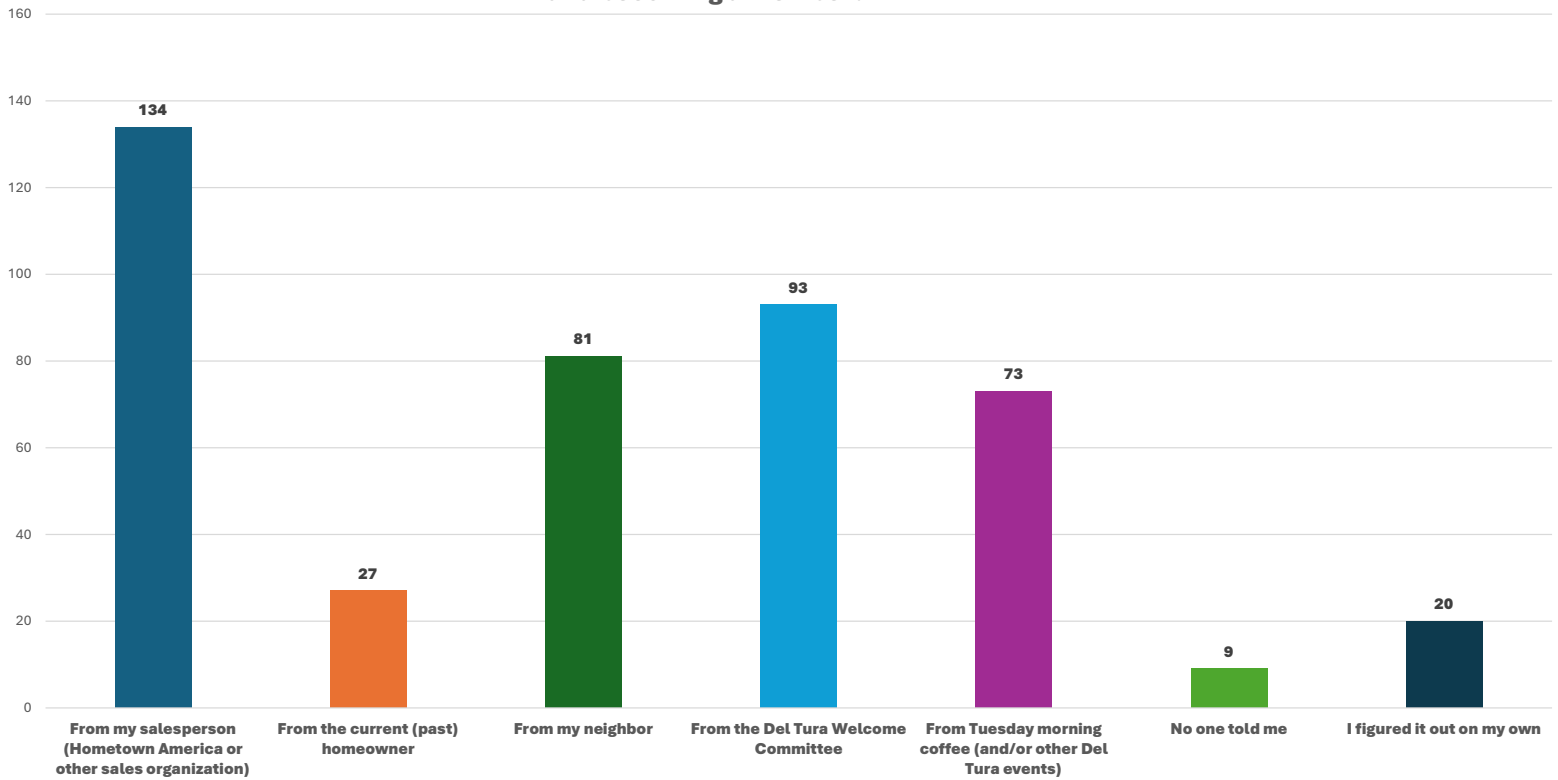
## April 2024 Community Survey

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- Surveys gathered from 3/28 – 4/09
- Challenges With Survey (Disclaimer)
  - Not a scientific survey, rather a polling of owners and residents
  - Restricted access and limited controls impacts ability to achieve sampling desired
  - Results may have duplicate submissions and non-resident submissions
  - Limited access to non-HOA members restricts feedback from these residents
  - As a result, we are only able to establish trends for potential HOA consideration
- Methods used to gather surveys
  - Single email to current HOA members with survey link
  - Post to HOA website with survey link
  - Post to HOA Facebook page
  - Multiple posts to other Del Tura Facebook pages
  - Tuesday morning coffee (4/02 & 4/09) paper-based surveys
  - Assistance by Welcome Committee to get paper survey responses
- 444 surveys received
  - 75 paper-based responses
  - 369 online responses
  - Paper surveys received with half or more questions unanswered were not included in results
- 149 surveys contained specific feedback for HOA Board (see attached)
  - Online surveys contained more comments than paper-based
  - One online comment omitted from recap as it includes personal comments about specific present/past board member
- Survey Trends Observed:
  - Enhance communication from HOA to owners (email is #1)
  - Streamline membership process (options for offline & online)
  - Remedy ticket challenges with major events (options & flexibility)
  - HOA 101 (Clarify Del Tura HOA & HTA roles & responsibilities)
  - Increase Advocacy / Influence with HTA (for all owners in Del Tura)

# Del Tura HOA – April 2024 Community Survey

**How did you learn about our Homeowners Association (HOA) and becoming a member?**

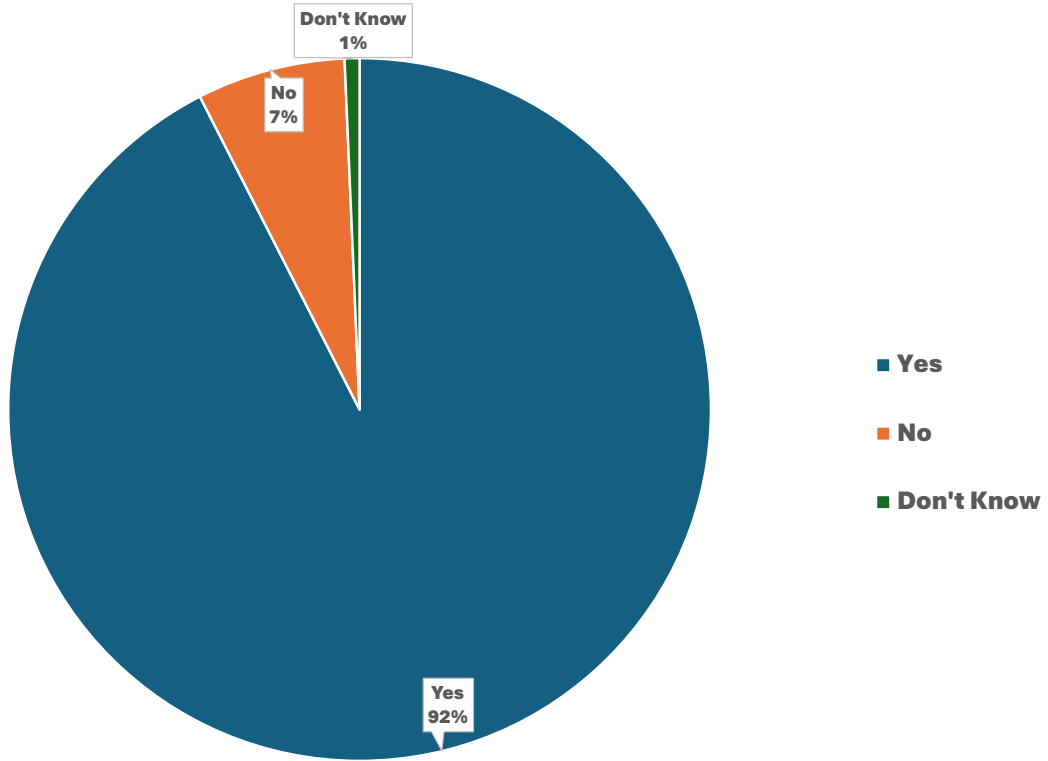


**How did you learn about our Homeowners Association (HOA) and becoming a member?**

From my salesperson (Hometown America or other sales organization)	134
From the current (past) homeowner	27
From my neighbor	81
From the Del Tura Welcome Committee	93
From Tuesday morning coffee (and/or other Del Tura events)	73
No one told me	9
I figured it out on my own	20

# Del Tura HOA – April 2024 Community Survey

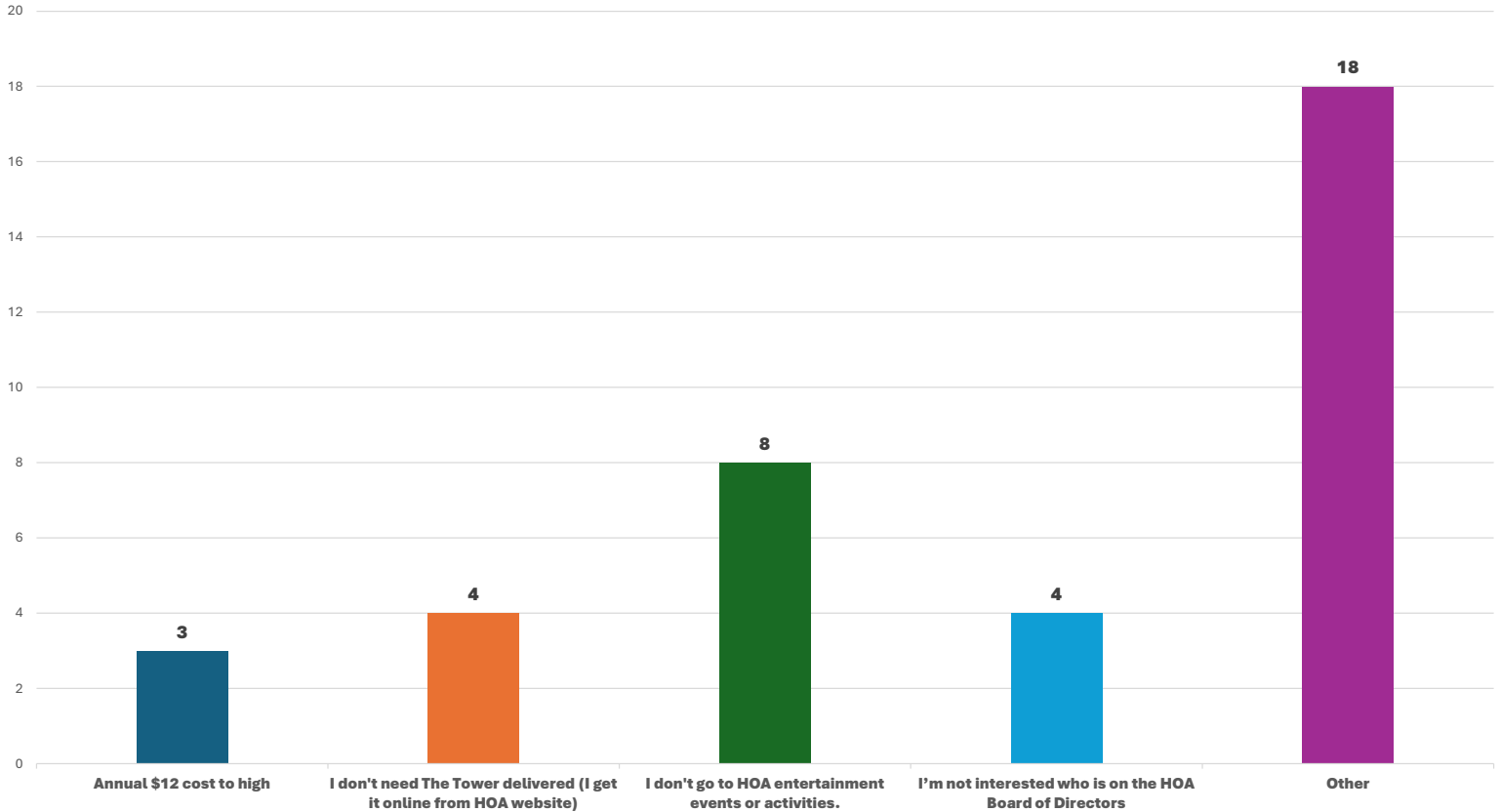
## Are you a current member of the Del Tura HOA



Are you a current member of the Del Tura HOA	
Yes	406
No	30
Don't Know	3

# Del Tura HOA – April 2024 Community Survey

## If you ARE NOT a current HOA member, which of these are reasons why?



## If you ARE NOT a current HOA member, which of these are reasons why? (Check one or all that apply)

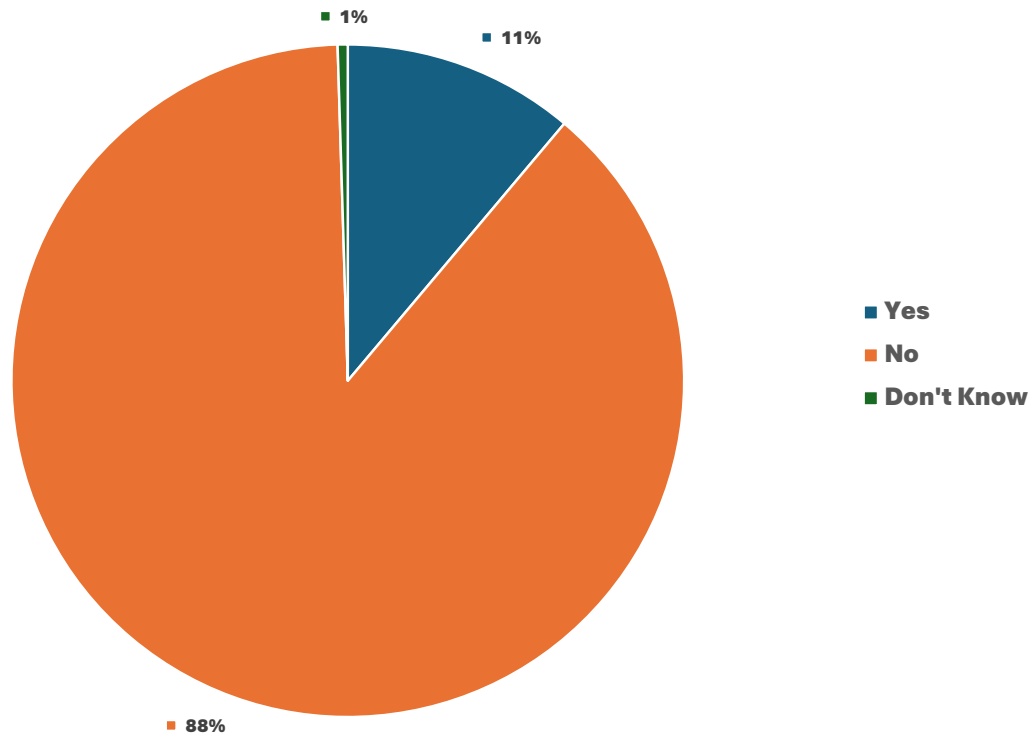
Annual \$12 cost to high	3
I don't need The Tower delivered (I get it online from HOA website)	4
I don't go to HOA entertainment events or activities.	8
I'm not interested who is on the HOA Board of Directors	4
Other	18

### Comments Provided in Other:

- The HOA serves no purpose, has no value.
- Board members have consistently been mean and vindictive, even calling each other and our neighbors out on social media and in public forums. I would be ashamed to be a member.
- As of Monday I am retired. Maybe I will get involved
- Don't know where to sign up or pay - please email link and info for joining
- For no other reason than: I keep forgetting to go to HOA Office and pay.
- Haven't seen anything that the HOA does to help with the rising costs from Hometown, they always seem to side with Hometown
- I work so I can't pay the HOA is closed when I'm off work
- Just never took the time to renew. Online renewal would help.
- Keep forgetting to join
- Keep forgetting to join every year! Yes see Tower on line when need to.
- seasonal resident and just missed renewing
- Simply forgot to renew and don't know where to mail a check.
- They accomplish nothing
- They don't do anything to really support our community anymore. Way too much drama too
- Very New owner - snowbird. Will join in the fall
- We don't live there full time so we are unable to reap the benefits. It doesn't seem like the HOA is effective to much arguing

# Del Tura HOA – April 2024 Community Survey

**If you ARE a current HOA member, is this your first year to be an HOA member at Del Tura?**

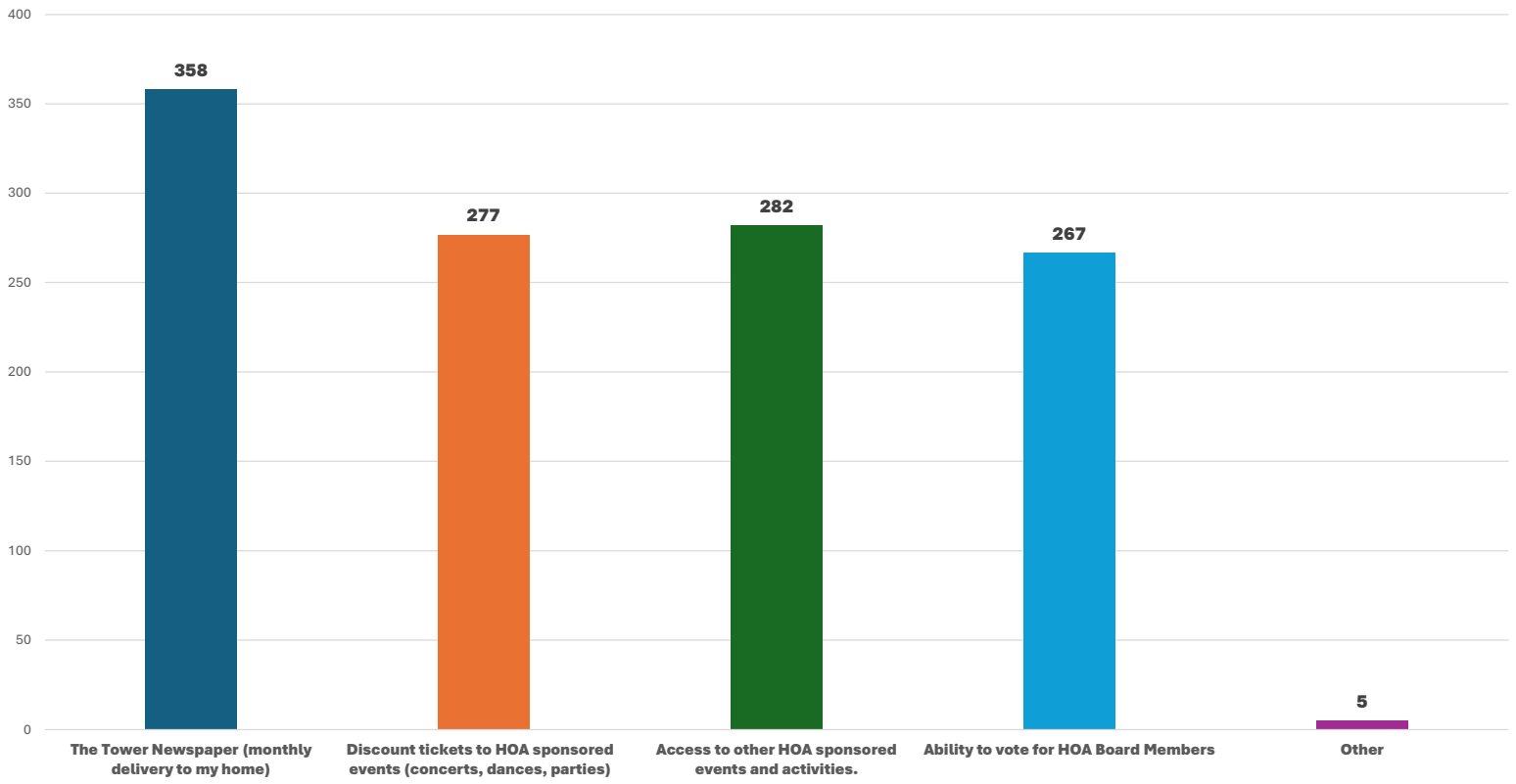


**If you ARE a current HOA member, is this your first year to be an HOA member at Del Tura? (Check One**

Yes	46
No	365
Don't Know	2

# Del Tura HOA – April 2024 Community Survey

**As a current or future member of our HOA which of the following are of most interest and value to you?**

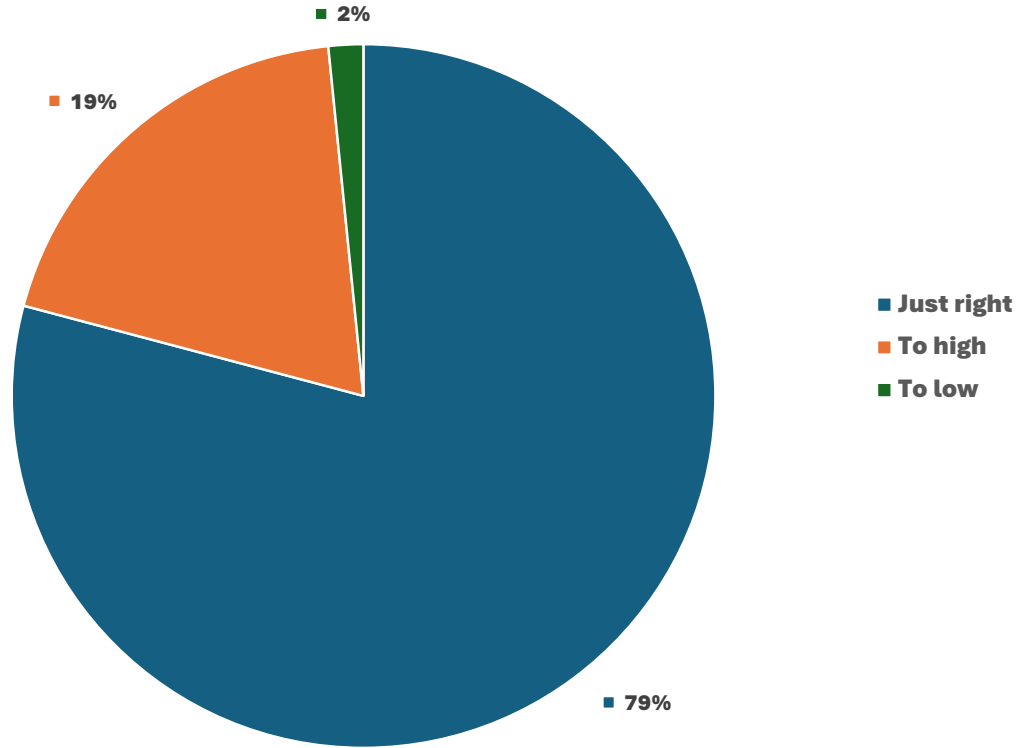


**As a current or future member of our HOA which of the following are of most interest and value to yo**

The Tower Newspaper (monthly delivery to my home)	358
Discount tickets to HOA sponsored events (concerts, dances, parties)	277
Access to other HOA sponsored events and activities.	282
Ability to vote for HOA Board Members	267
Other	5

# Del Tura HOA – April 2024 Community Survey

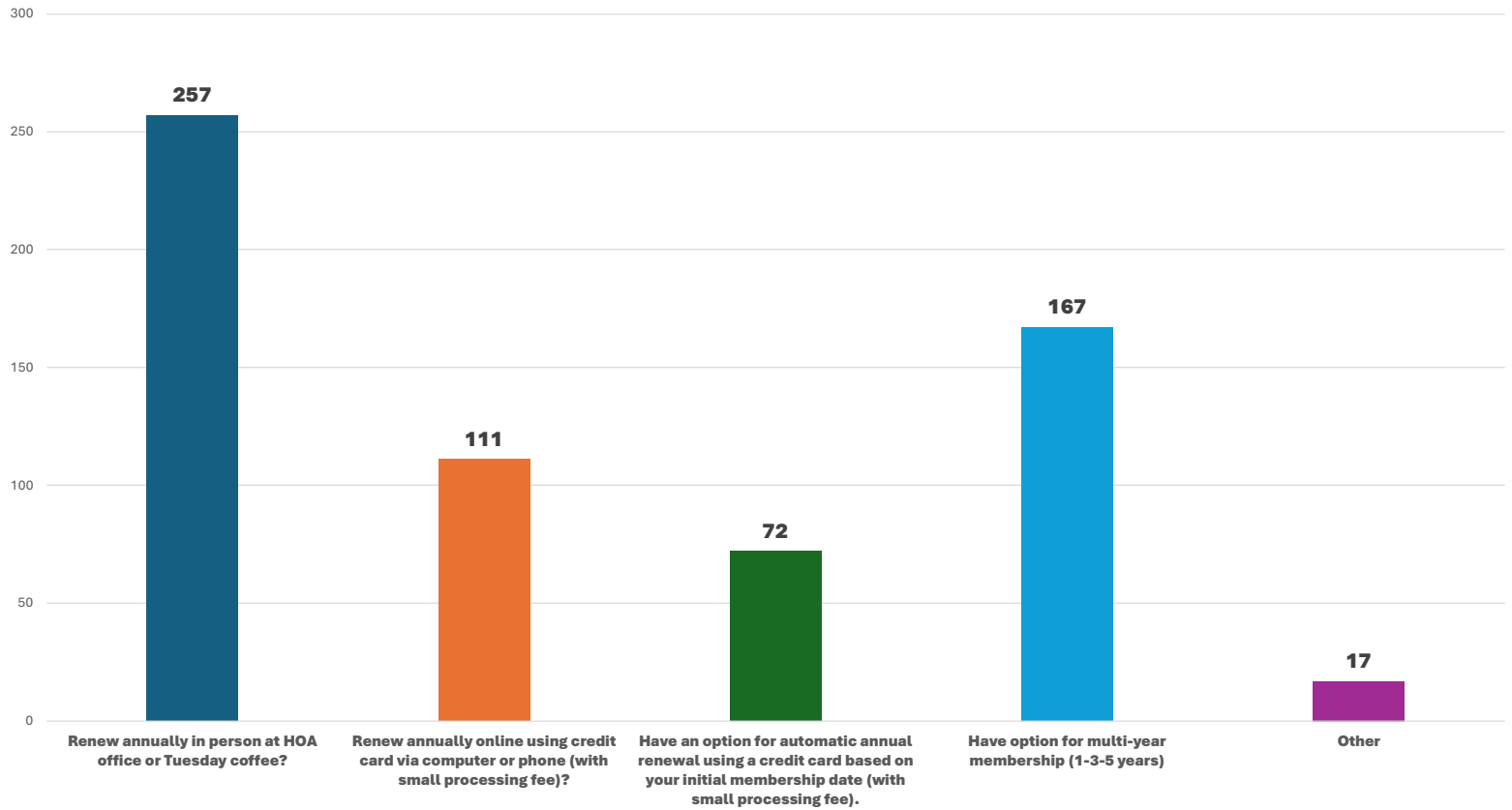
Do you believe the current HOA annual fee of \$12 is?



Do you believe the current HOA annual fee of \$12 is (Check one)	
Just right	345
To high	84
To low	7

# Del Tura HOA – April 2024 Community Survey

## When renewing your HOA membership would you prefer to?

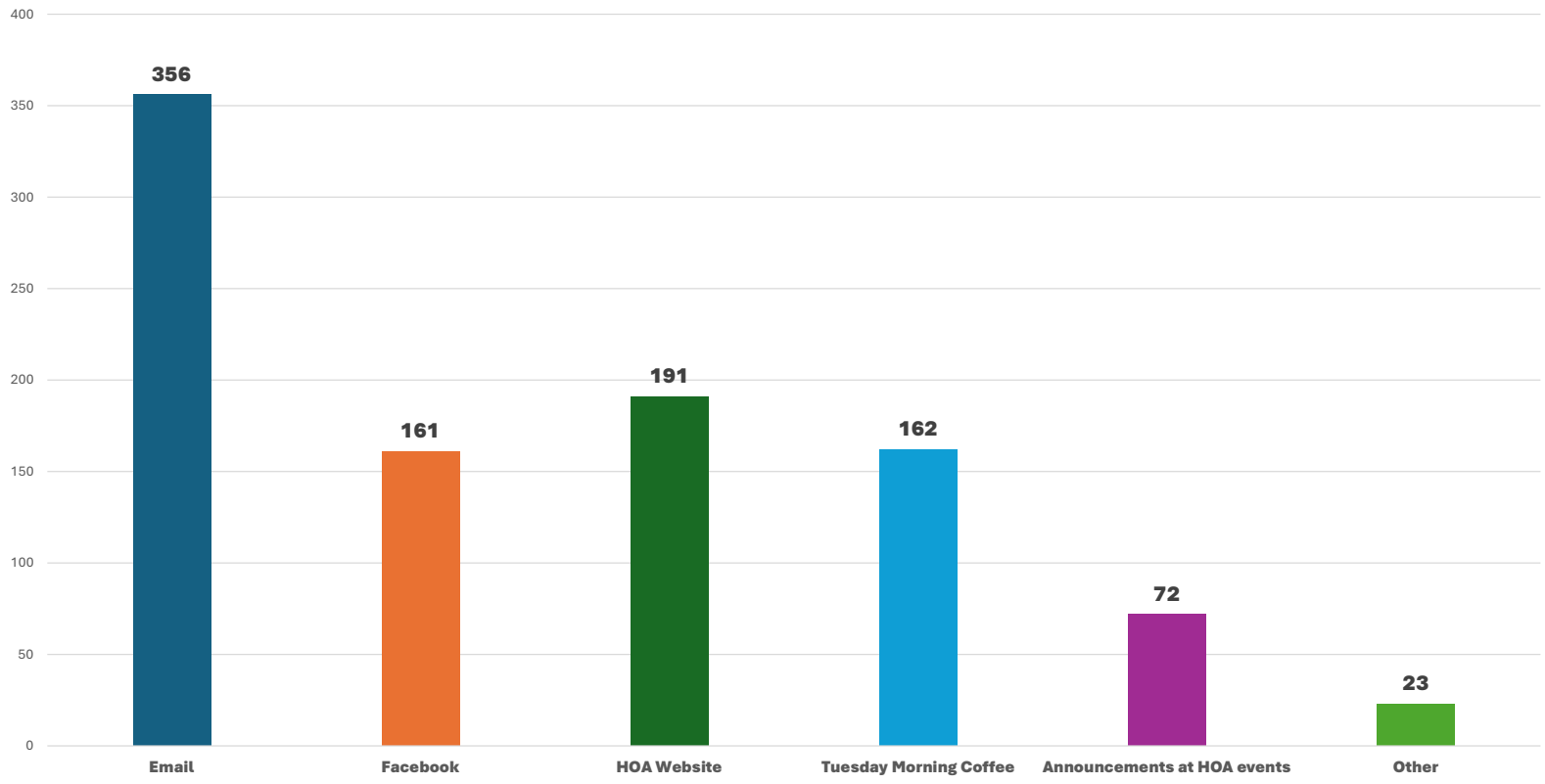


When renewing your HOA membership would you prefer to (Check one or all that apply)	
Renew annually in person at HOA office or Tuesday coffee?	257
Renew annually online using credit card via computer or phone (with small processing fee)	111
Have an option for automatic annual renewal using a credit card based on your initial mem	72
Have option for multi-year membership (1-3-5 years)	167
Other	17



# Del Tura HOA – April 2024 Community Survey

## How would you prefer to hear updates and information from your HOA?

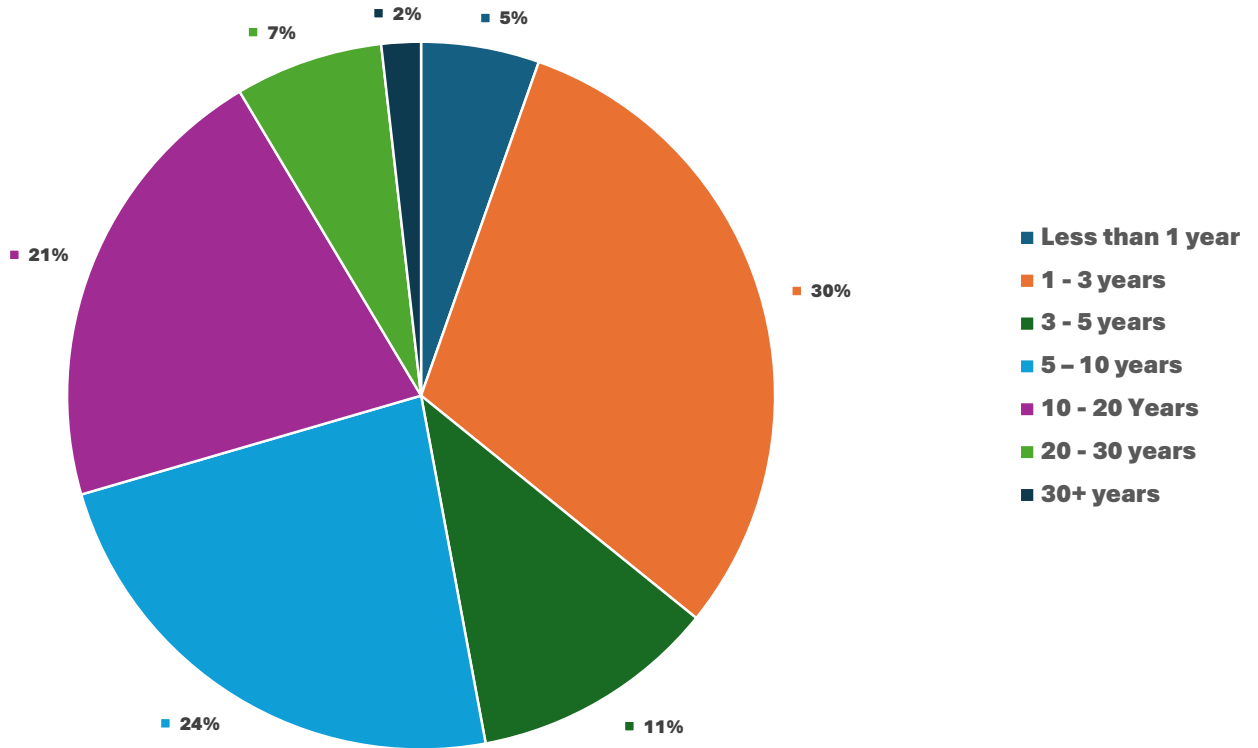


### How would you prefer to hear updates and information from your HOA? (Check one or all that apply)

Email	356
Facebook	161
HOA Website	191
Tuesday Morning Coffee	162
Announcements at HOA events	72
Other	23

# Del Tura HOA – April 2024 Community Survey

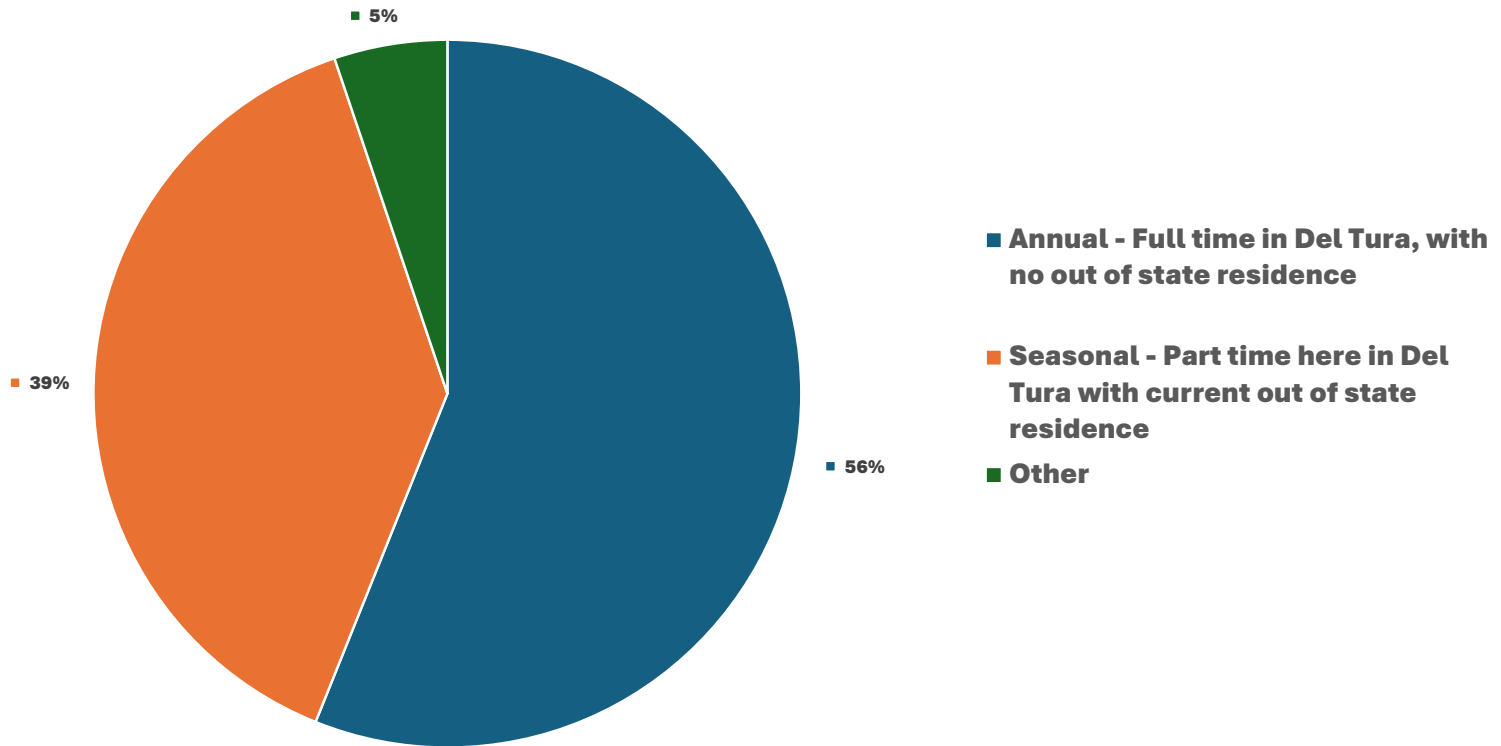
## How long have you owned a home in Del Tura?



How long have you owned a home in Del Tura?	
Less than 1 year	24
1 - 3 years	135
3 - 5 years	50
5 - 10 years	104
10 - 20 Years	93
20 - 30 years	30
30+ years	8

# Del Tura HOA – April 2024 Community Survey

## Would you describe your time here in Del Tura as Annual or Seasonal?

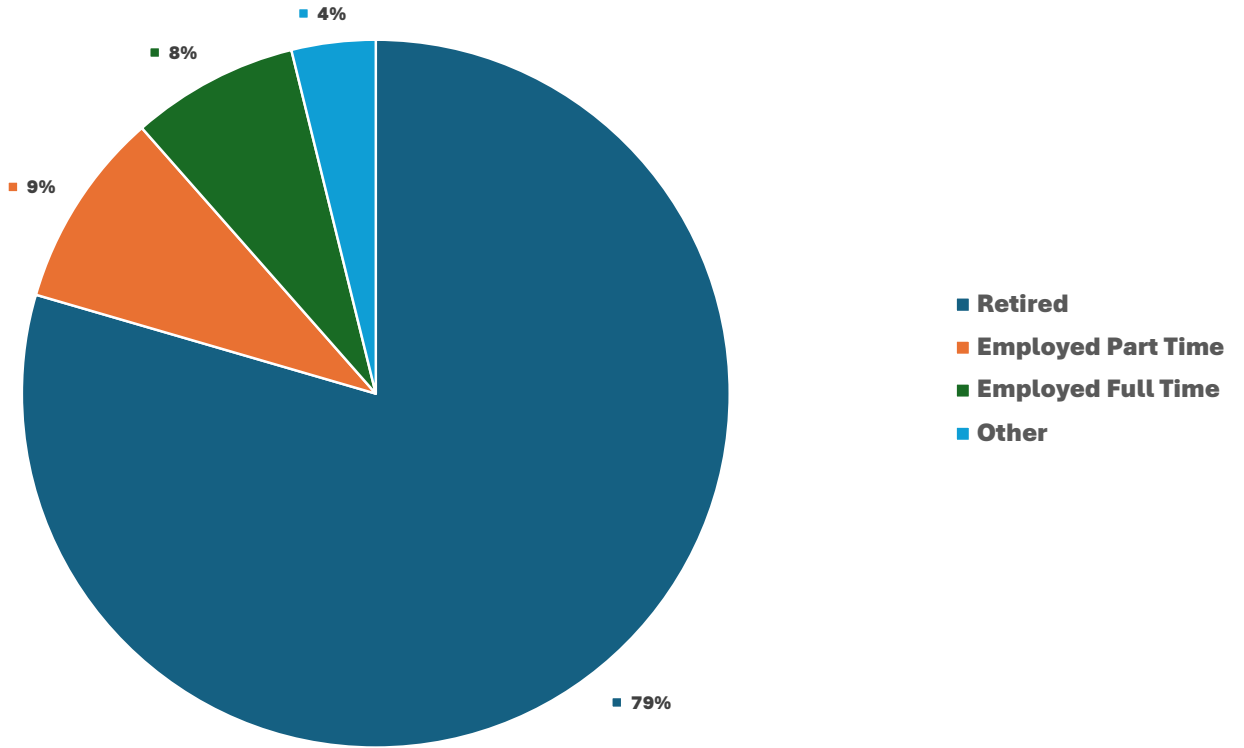


### Would you describe your time here in Del Tura as Annual or Seasonal?

Annual - Full time in Del Tura, with no out of state residence	249
Seasonal - Part time here in Del Tura with current out of state residence	172
Other	23

# Del Tura HOA – April 2024 Community Survey

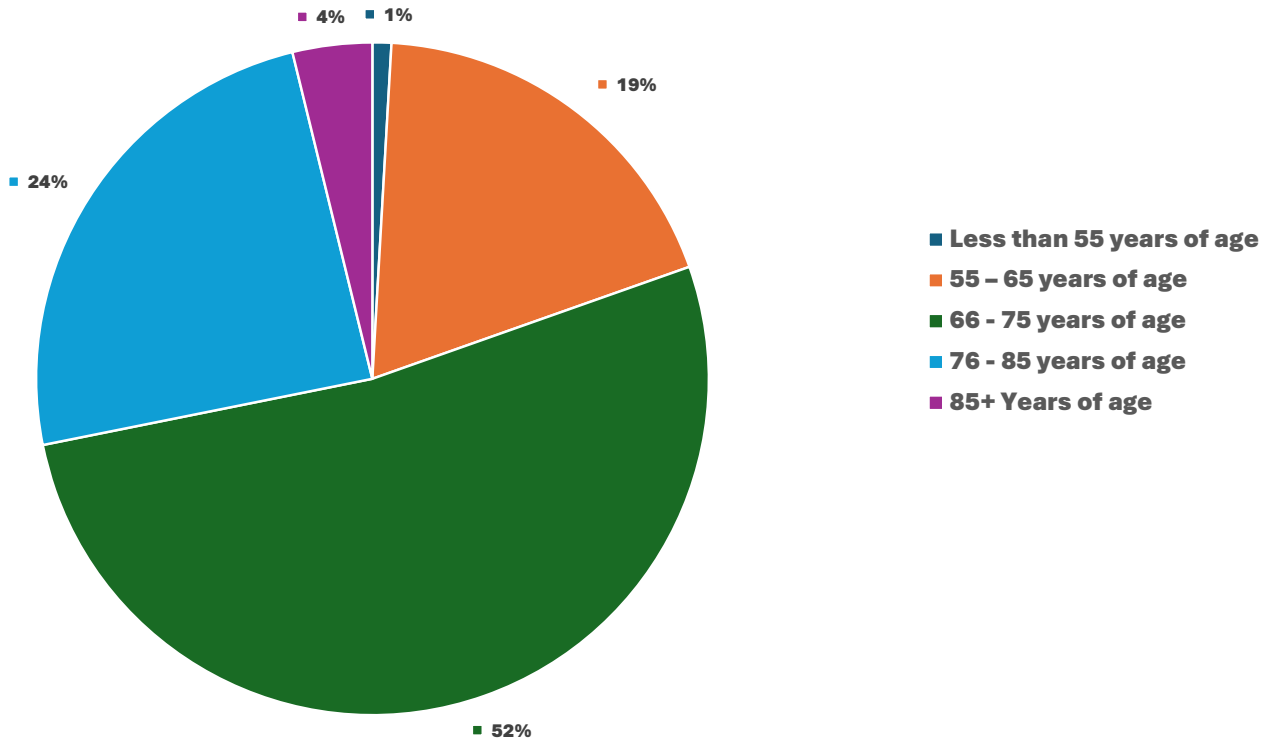
## Are you presently employed?



Are you presently employed?	
Retired	353
Employed Part Time	40
Employed Full Time	34
Other	17

# Del Tura HOA – April 2024 Community Survey

How would you best describe the age range represented in your Del Tura household?



How would you best describe the age range represented in your Del Tura household? (select best answer)

Less than 55 years of age	4
55 – 65 years of age	83
66 - 75 years of age	232
76 - 85 years of age	108
85+ Years of age	17