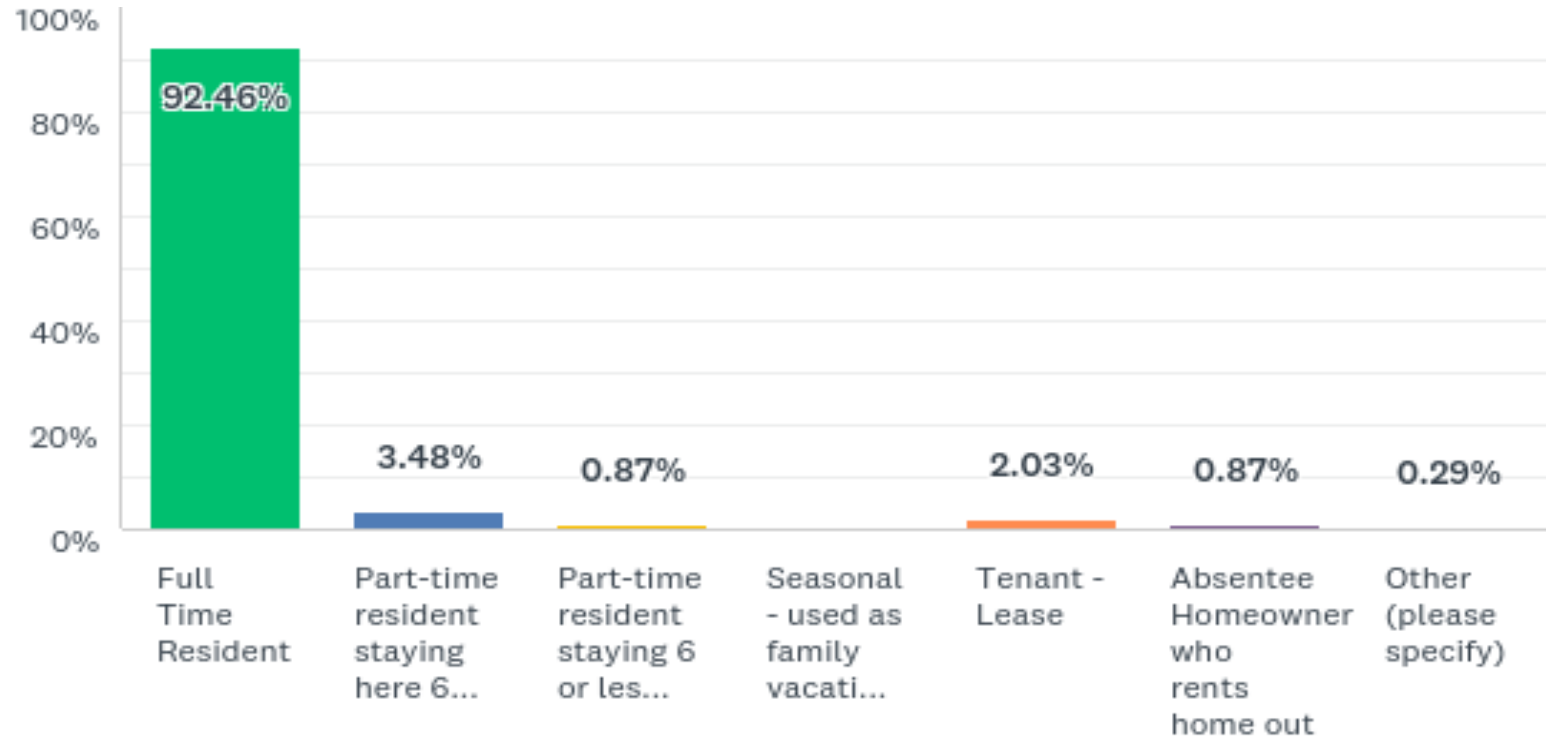


Victoria Park HOA Resident Survey 2017

345 Responses

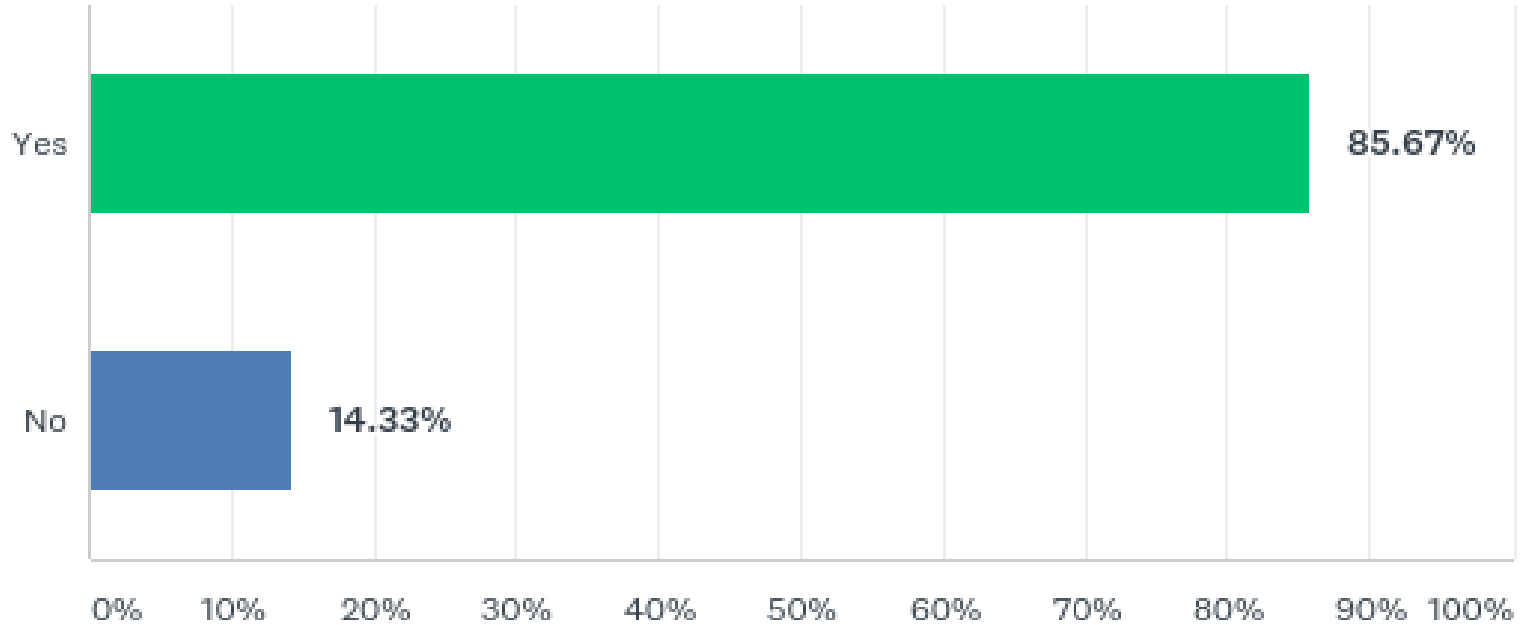
What is your resident status at Victoria Park?

Answered: 345 Skipped: 0



Have you registered for www.MyVictoriaPark.com your community website?

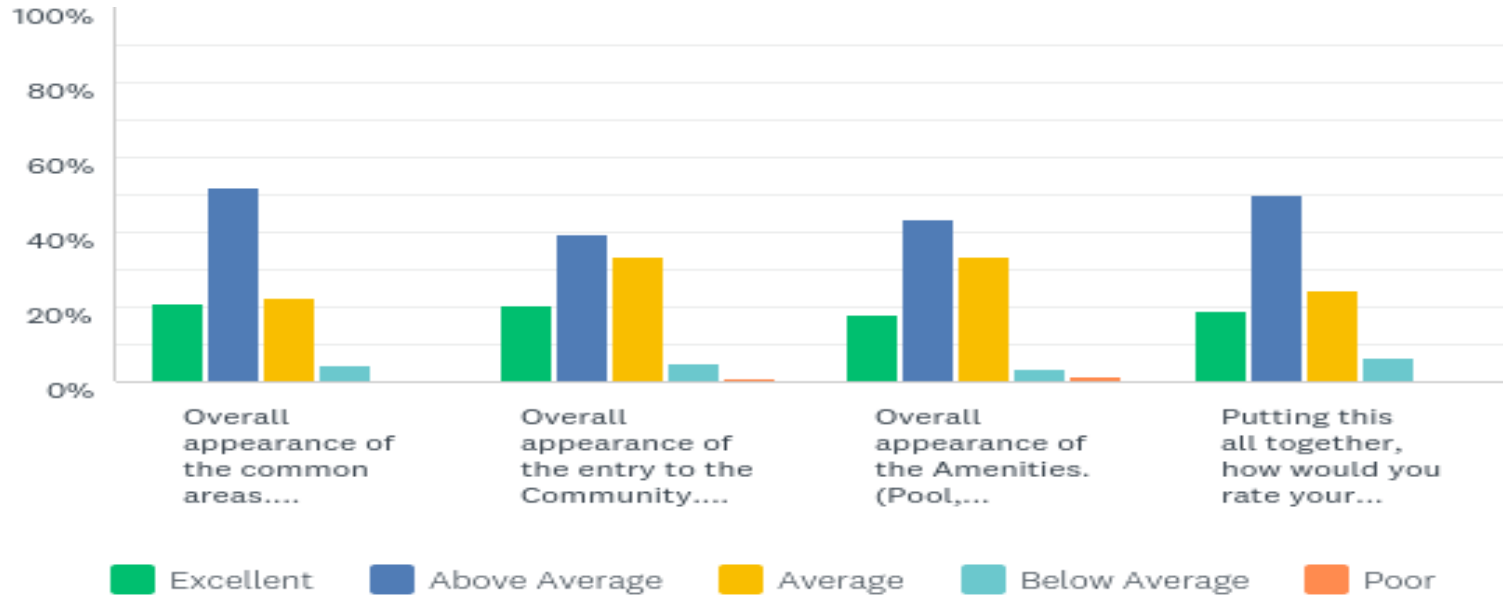
Answered: 342 Skipped: 3



Thinking of Victoria Park as a whole, how would you rate the following?

Answered: 344 Skipped: 1

Avg & better	95.63%	93.59%	95.01%	93.61%
Above Avg & Excellent	73.18%	60.06%	61.29%	69.19%



Thinking of Victoria Park as a whole, how would you rate the following?

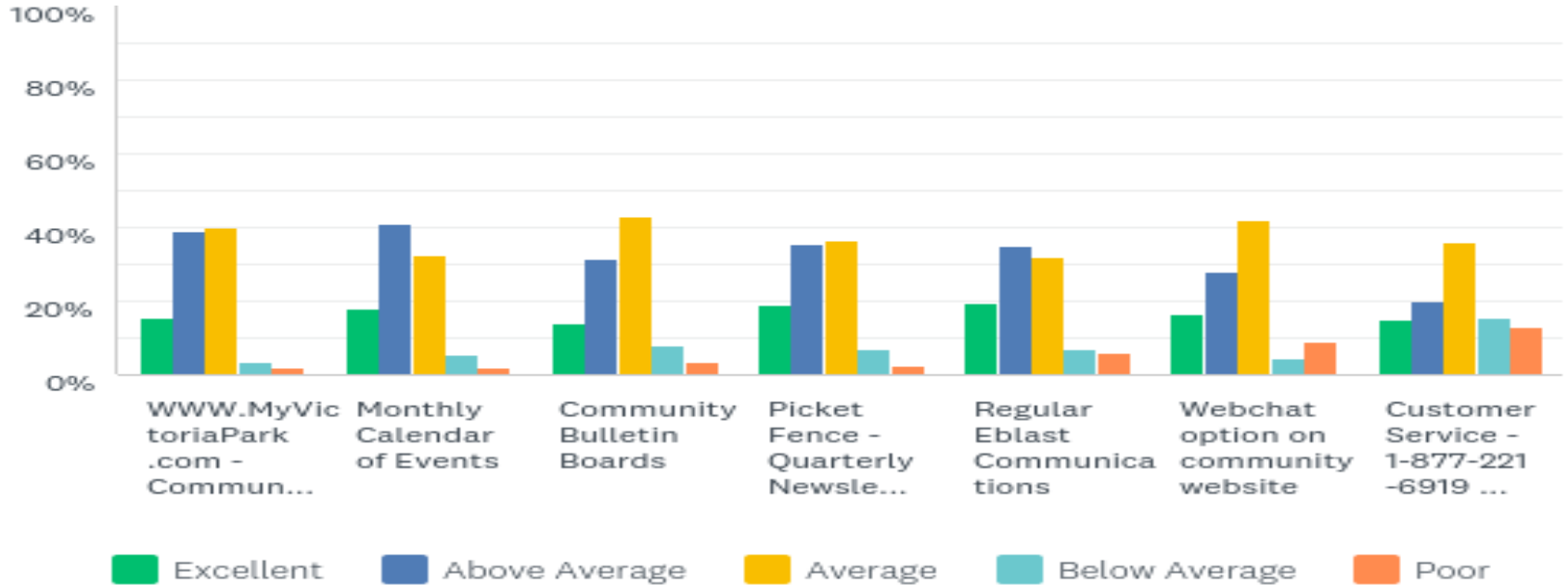
Answered: 344 Skipped: 1

	EXCELLENT	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	POOR	TOTAL	WEIGHTED AVERAGE
Overall appearance of the common areas. (Landscaping, roadways, lakes, fountains etc.)	20.99% 72	52.19% 179	22.45% 77	4.37% 15	0.00% 0	343	2.10
Overall appearance of the entry to the Community. (Entry roads, monuments, signage)	20.41% 70	39.65% 136	33.53% 115	5.25% 18	1.17% 4	343	2.27
Overall appearance of the Amenities. (Pool, Clubhouse, Tennis Courts etc.)	17.89% 61	43.40% 148	33.72% 115	3.52% 12	1.47% 5	341	2.27
Putting this all together, how would you rate your overall feel of the community.	19.19% 66	50.00% 172	24.42% 84	6.40% 22	0.00% 0	344	2.18

Based on your experiences, please rate the Communication Resources that are available to you:

Answered: 341 Skipped: 4

Avg & better 94.3% 92.13% 88.89% 90.62% 86.75% 86.67% 71.25%



Q9: Based on your experiences, please rate the Communication Resources that are available to you:

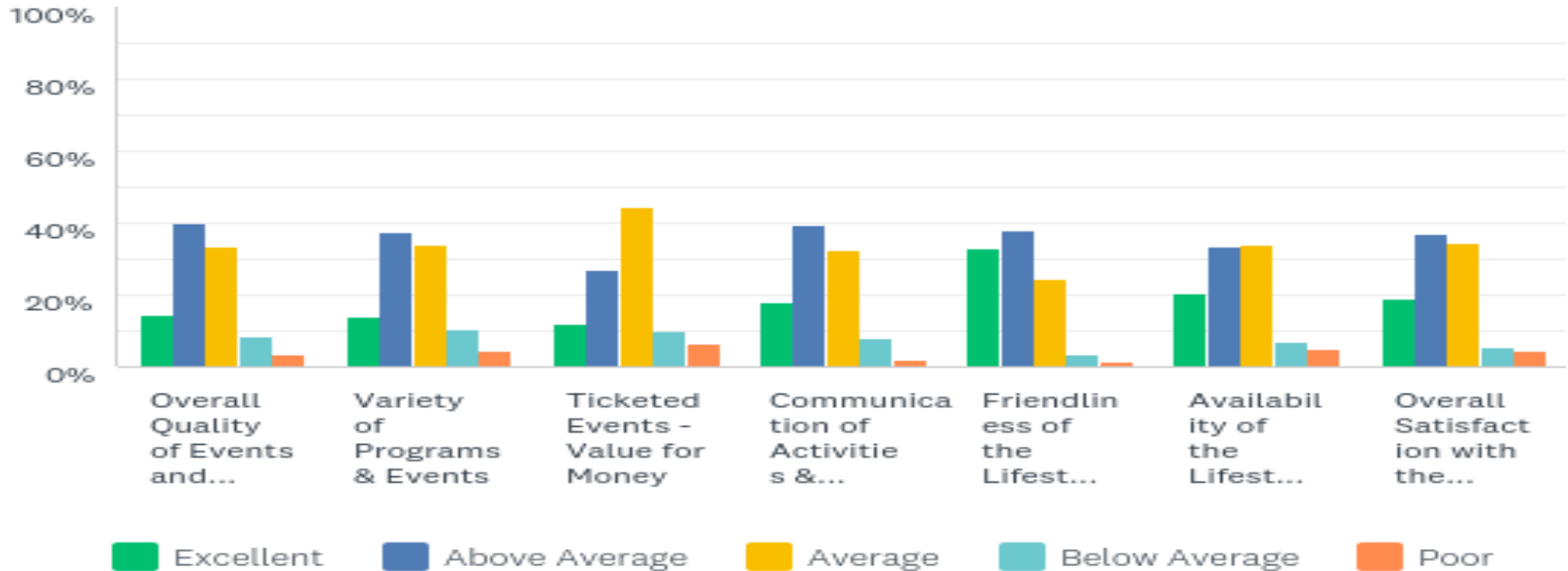
Answered: 341 Skipped: 4

	EXCELLENT	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	POOR	TOTAL
WWW.MyVictoriaPark.com - Community Website	15.44% 46	38.93% 116	39.93% 119	3.69% 11	2.01% 6	298
Monthly Calendar of Events	18.24% 58	41.19% 131	32.70% 104	5.66% 18	2.20% 7	318
Community Bulletin Boards	13.99% 34	31.69% 77	43.21% 105	7.82% 19	3.29% 8	243
Picket Fence - Quarterly Newsletter publication	18.77% 58	35.28% 109	36.57% 113	7.12% 22	2.27% 7	309
Regular Eblast Communications	19.32% 51	35.23% 93	32.20% 85	7.20% 19	6.06% 16	264
Webchat option on community website	16.67% 15	27.78% 25	42.22% 38	4.44% 4	8.89% 8	90
Customer Service - 1-877- 221-6919 - call center staff	15.00% 24	20.00% 32	36.25% 58	15.63% 25	13.13% 21	160

Based on your experience in the last 12 months, please rate your Lifestyle Department on the following: This includes amenity staff, and event staff.

Answered: 340 Skipped: 5

Avg & better 87.82% 85.41% 83.24% 90.08% 95.38% 88.20% 90.21%



Based on your experience in the last 12 months, please rate your Lifestyle Department on the following: This includes amenity staff, and event staff.

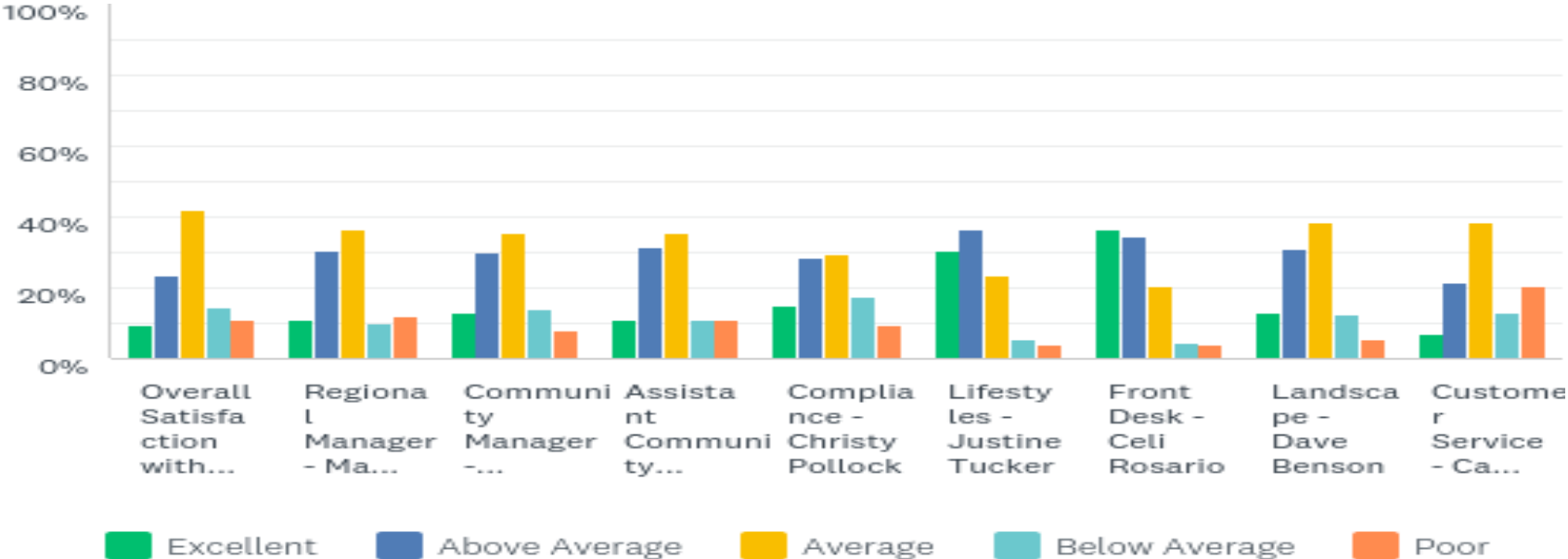
Answered: 340 Skipped: 5

	EXCELLENT	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	POOR	TOTAL
Overall Quality of Events and Activities	14.39% 39	39.85% 108	33.58% 91	8.49% 23	3.69% 10	271
Variety of Programs & Events	13.88% 39	37.37% 105	34.16% 96	10.32% 29	4.27% 12	281
Ticketed Events - Value for Money	11.98% 20	26.95% 45	44.31% 74	10.18% 17	6.59% 11	167
Communication of Activities & Events	18.09% 51	39.72% 112	32.27% 91	7.80% 22	2.13% 6	282
Friendliness of the Lifestyles Staff	33.19% 79	37.82% 90	24.37% 58	3.36% 8	1.26% 3	238
Availability of the Lifestyles Staff	20.52% 47	33.62% 77	34.06% 78	6.99% 16	4.80% 11	229
Overall Satisfaction with the Lifestyles/Activities Team	18.78% 46	37.14% 91	34.29% 84	5.31% 13	4.49% 11	245

Based on your experience in the last 12 months, please rate your Community Management Department on the following: This relates to HOA and Management - not Lifestyles and Events.

Answered: 335 Skipped: 10

Avg & better: 74.92% 78.06% 78.44% 77.97% 67.97% 90.67% 91.50% 82.09% 66.67%



Based on your experience in the last 12 months, please rate your Community Management Department on the following: This relates to HOA and Management - not Lifestyles and Events.

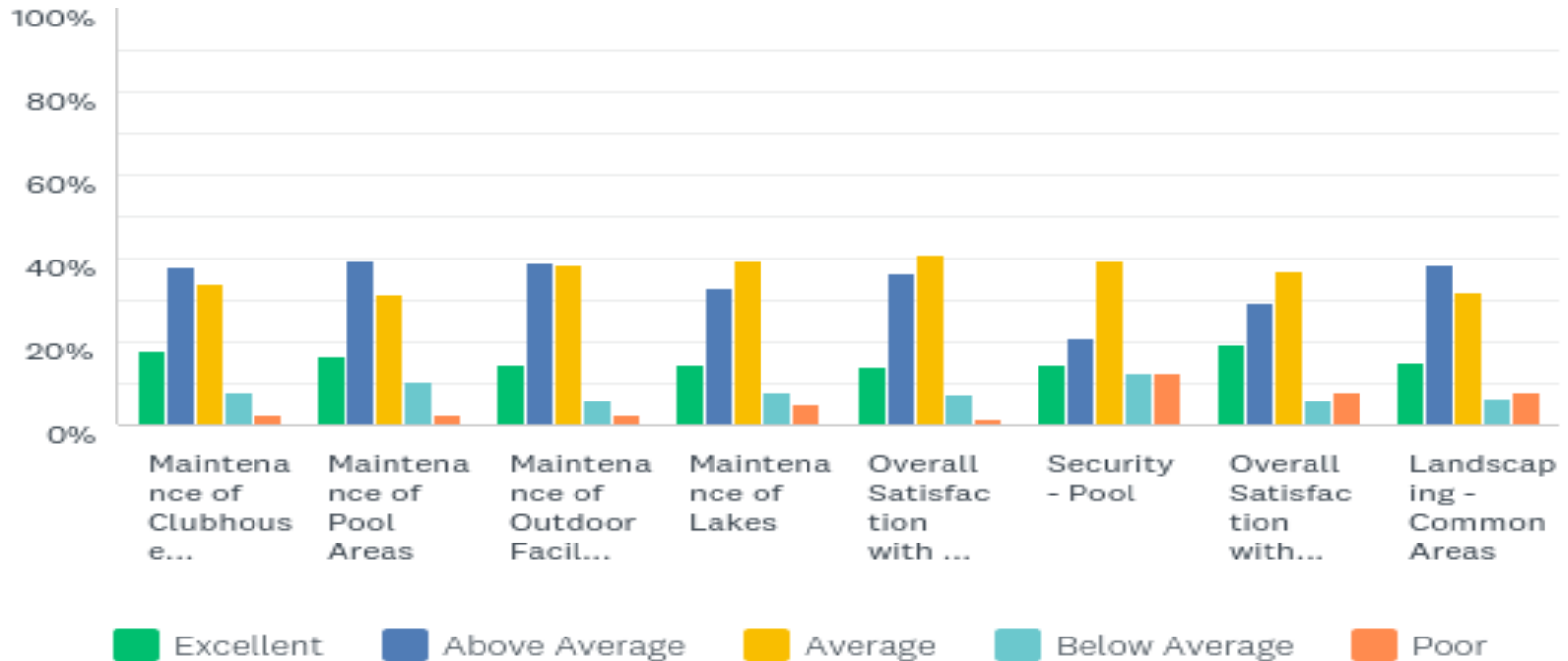
Answered: 335 Skipped: 10

	EXCELLENT	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	POOR	TOTAL
Overall Satisfaction with the Evergreen Management Team. (Community Manager, Compliance Team, Customer Service)	9.68% 27	23.30% 65	41.94% 117	14.34% 40	10.75% 30	279
Regional Manager - Mandy Morgan	10.98% 9	30.49% 25	36.59% 30	9.76% 8	12.20% 10	82
Community Manager - Michelle Saunders	12.93% 15	30.17% 35	35.34% 41	13.79% 16	7.76% 9	116
Assistant Community Manager - Jeff Lucas	11.02% 13	31.36% 37	35.59% 42	11.02% 13	11.02% 13	118
Compliance - Christy Pollock	14.86% 22	28.38% 42	29.73% 44	17.57% 26	9.46% 14	148
Lifestyles - Justine Tucker	30.67% 46	36.67% 55	23.33% 35	5.33% 8	4.00% 6	150
Front Desk - Cell Rosario	36.68% 95	34.36% 89	20.46% 53	4.63% 12	3.86% 10	259
Landscape - Dave Benson	12.96% 21	30.86% 50	38.27% 62	12.35% 20	5.56% 9	162
Customer Service - Call Center, Corp Office	7.09% 10	21.28% 30	38.30% 54	12.77% 18	20.57% 29	141

Based on your experience in the last 12 months, please rate the following:

Answered: 336 Skipped: 9

Avg & better 89.8% 86.99% 91.78% 87.01% 91.08% 75% 86% 85.5%



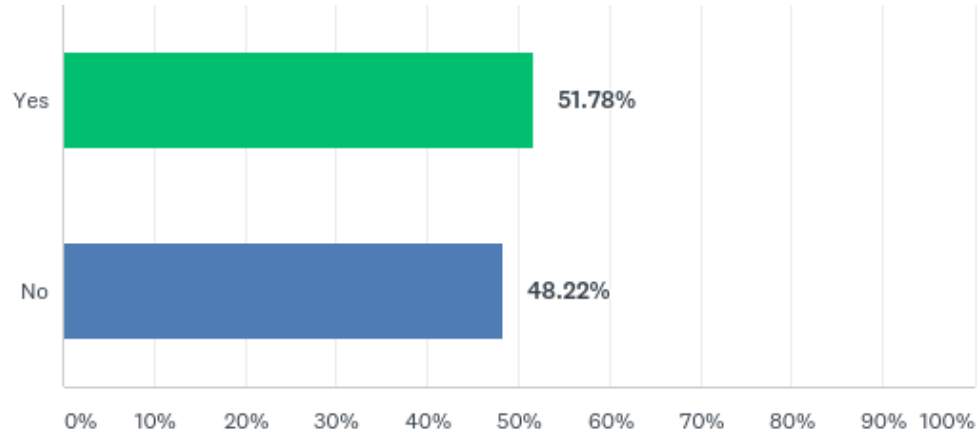
Based on your experience in the last 12 months, please rate the following:

Answered: 336 Skipped: 9

	EXCELLENT	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	POOR	TOTAL
Maintenance of Clubhouse Facilities - Buildings and Fitness	18.03% 53	37.76% 111	34.01% 100	7.82% 23	2.38% 7	294
Maintenance of Pool Areas	16.33% 49	39.33% 118	31.33% 94	10.33% 31	2.67% 8	300
Maintenance of Outdoor Facilities	14.38% 42	39.04% 114	38.36% 112	5.82% 17	2.40% 7	292
Maintenance of Lakes	14.29% 44	33.12% 102	39.61% 122	7.79% 24	5.19% 16	308
Overall Satisfaction with the Maintenance Team	13.86% 42	36.30% 110	40.92% 124	7.26% 22	1.65% 5	303
Security - Pool	14.29% 36	21.03% 53	39.68% 100	12.30% 31	12.70% 32	252
Overall Satisfaction with Security - Donta Harper	19.50% 39	29.50% 59	37.00% 74	6.00% 12	8.00% 16	200
Landscaping - Common Areas	14.83% 47	38.49% 122	32.18% 102	6.62% 21	7.89% 25	317

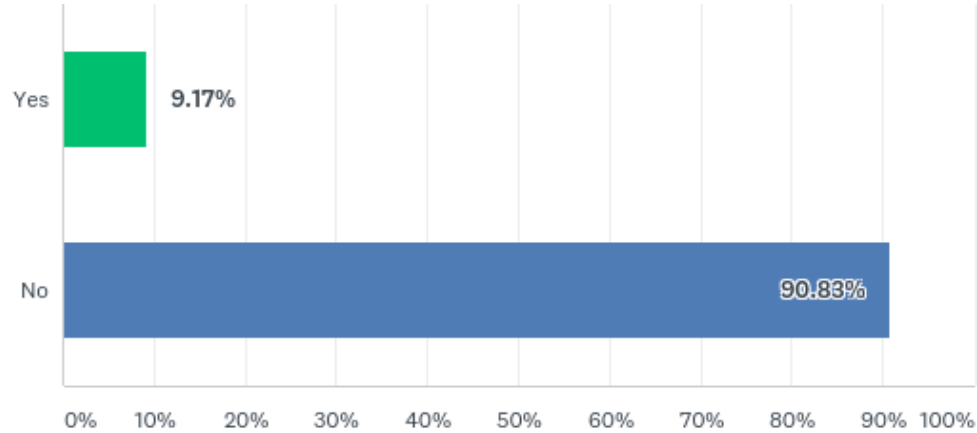
Have you ever used the Victoria Hills Golf Club Facility?

Answered: 338 Skipped: 7



Are you a member of Victoria Hills Golf Club?

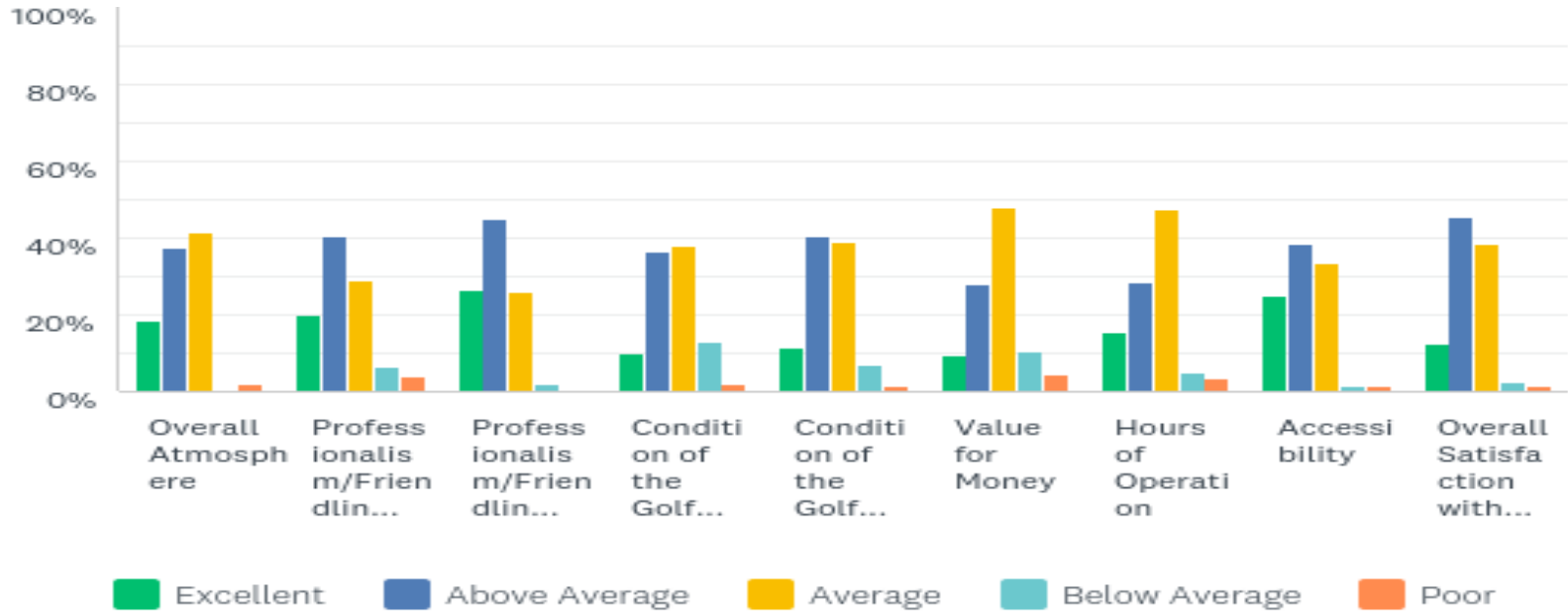
Answered: 338 Skipped: 7



Based on your experiences please rate the following with regards to Victoria Hills Golf Course:

Answered: 324 Skipped: 21

Avg & better 97.51% 89.41% 97.42% 84.89% 91.13% 84.83% 91.25% 97.04% 96.15%



Based on your experiences please rate the following with regards to Victoria Hills Golf Course:

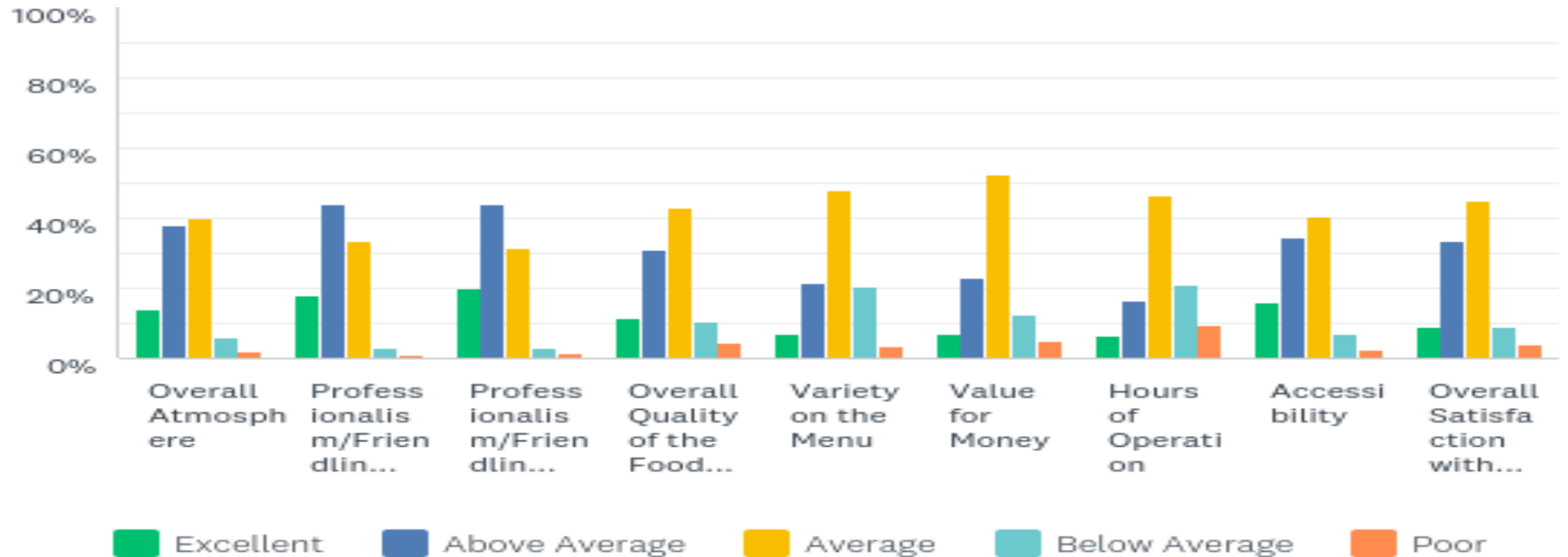
Answered: 324 Skipped: 21

	EXCELLENT	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	POOR	TOTAL
Overall Atmosphere	18.63% 30	37.27% 60	41.61% 67	0.62% 1	1.86% 3	161
Professionalism/Friendliness of Management	19.87% 30	40.40% 61	29.14% 44	6.62% 10	3.97% 6	151
Professionalism/Friendliness of Staff	26.45% 41	45.16% 70	25.81% 40	1.94% 3	0.65% 1	155
Condition of the Golf Course - Fairways	10.07% 14	36.69% 51	38.13% 53	12.95% 18	2.16% 3	139
Condition of the Golf Course - Greens	11.59% 16	40.58% 56	39.13% 54	7.25% 10	1.45% 2	138
Value for Money	9.29% 13	27.86% 39	47.86% 67	10.71% 15	4.29% 6	140
Hours of Operation	15.33% 21	28.47% 39	47.45% 65	5.11% 7	3.65% 5	137
Accessibility	25.19% 34	38.52% 52	33.33% 45	1.48% 2	1.48% 2	135
Overall Satisfaction with your Golfing experience	12.31% 16	45.38% 59	38.46% 50	2.31% 3	1.54% 2	130

Based on your experiences please rate the following with regards to Mulligans Tavern & Grille at the golf course:-

Answered: 327 Skipped: 18

Avg & better 91.8% 95.88% 95.40% 85.18% 76.04% 82.44% 69.88% 90.62% 86.92%



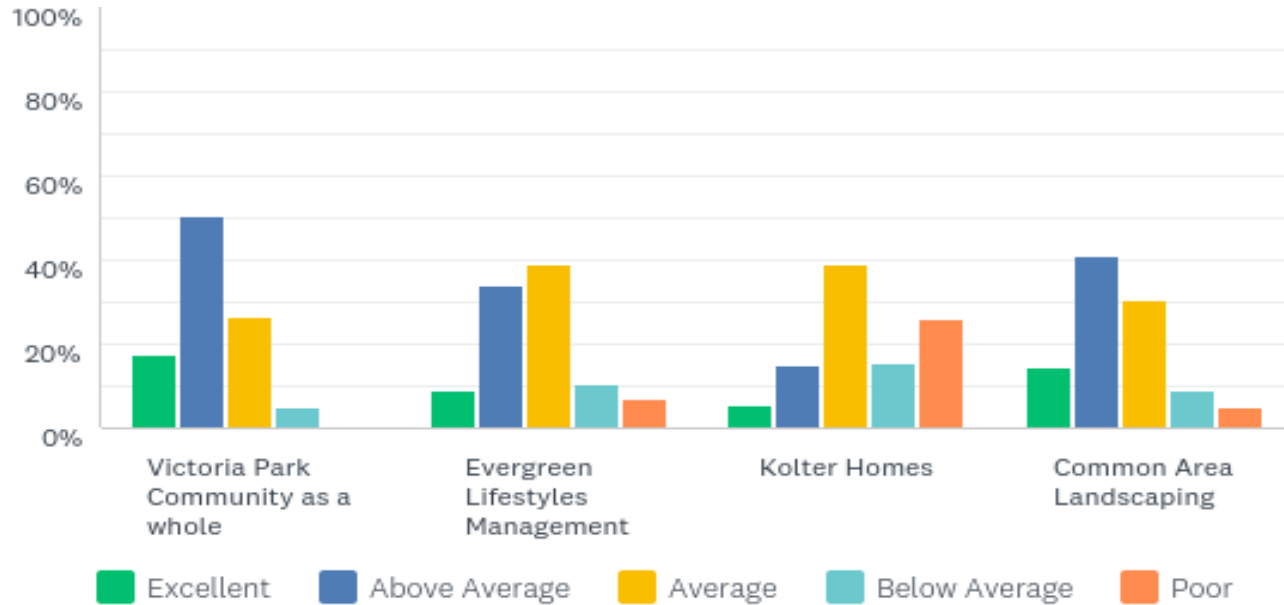
Based on your experiences please rate the following with regards to Mulligans Tavern & Grille at the golf course:-

Answered: 327 Skipped: 18

	EXCELLENT	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	POOR	TOTAL
Overall Atmosphere	13.81% 37	38.06% 102	39.93% 107	5.97% 16	2.24% 6	268
Professionalism/Friendliness of Management	18.11% 44	44.03% 107	33.74% 82	2.88% 7	1.23% 3	243
Professionalism/Friendliness of Staff	19.92% 52	44.06% 115	31.42% 82	3.07% 8	1.53% 4	261
Overall Quality of the Food Service	11.41% 30	30.80% 81	42.97% 113	10.27% 27	4.56% 12	263
Variety on the Menu	6.84% 18	21.29% 56	47.91% 126	20.53% 54	3.42% 9	263
Value for Money	6.87% 18	22.90% 60	52.67% 138	12.60% 33	4.96% 13	262
Hours of Operation	6.56% 17	16.60% 43	46.72% 121	20.85% 54	9.27% 24	259
Accessibility	15.92% 39	34.29% 84	40.41% 99	6.94% 17	2.45% 6	245
Overall Satisfaction with your dining experience	8.81% 23	33.33% 87	44.83% 117	8.81% 23	4.21% 11	261

Overall Satisfaction with Victoria Park.

Answered: 335 Skipped: 10



Overall Satisfaction with Victoria Park.

Answered: 335 Skipped: 10

	EXCELLENT	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	POOR	TOTAL
Victoria Park Community as a whole	17.33% 57	50.46% 166	26.44% 87	5.17% 17	0.61% 2	329
Evergreen Lifestyles Management	9.25% 27	34.25% 100	39.04% 114	10.62% 31	6.85% 20	292
Kolter Homes	5.26% 11	14.83% 31	38.76% 81	15.31% 32	25.84% 54	209
Common Area Landscaping	14.33% 45	40.76% 128	30.57% 96	9.24% 29	5.10% 16	314

Summary

The results of the survey show a large majority of residents are happy with the community and we would like to thank you for your feedback. We strive to continually improve Victoria Park and your comments are greatly appreciated. Below are some of the areas we will be improving in the near future.

Common Areas

- Additional cleaning, pressure washing of common areas including sidewalks, pool decks, mail areas, etc.
- Updating landscaping as needed and the community ages
- Reviewing amenity centers for updating as needed (fitness equipment, pool furniture, etc.)

Lifestyles

- Additional activities geared for adult and teen demographics
- Additional exercise class options

Communication

- Increase e-blasts for announcements and events
- Researching Community Management office phone system upgrade

Management

- Review Compliance/ Covenants enforcement process and procedures
- Review Roaming and Pool Security needs

Victoria Park HOA Resident Survey 2017
Thank you for taking the time to provide feedback.