

THREE COLONIES HOA Community Survey

Dear NEIGHBOR,

Enclosed you will find a copy of our Association's 2022 homeowner survey. We seek your feedback on several topics that you and/or your fellow homeowners have expressed as being vital to themselves and the community. We are doing this to ensure that what we do now and in the foreseeable future is what our community mutually agrees is most important to them and their families.

In each section, you will find brief descriptions of various items and what we are looking for in terms of the type of response. We ask that you take the few minutes it will require for you to complete the survey and provide your input, ideas, and suggestions. There is also space for you to describe any other thoughts you may wish us to consider.

With the input provided by you and your neighbors, we hope to receive the guidance needed to ensure that all our residents are receiving the maximum value and enjoyment from being a resident in Three Colonies.

All RESPONSES ARE STRICTLY CONFIDENTIAL. Only summary results for each category and item will be compiled and reported to the community so everyone understands the general and majority viewpoints.

Please drop off your response at the community mailbox (slot) on the right side of the entrance to the clubhouse or mail it to Jack Smith, 4501 Keg Ct, Fayetteville, NC 28314. We would like to finish compiling the results by the end of October.

Once again, on behalf of the Association and its board, I thank you for providing this valuable feedback.

Sincerely,

Jack R. Smith II
HOA President

THREE COLONIES HOA Community Survey

1. Would you be willing to be included in a Three Colonies Homeowners' Directory (hardcopy distribution to homeowners only)?

Yes	No
38	17

2. How many years have you lived in Three Colonies?

Mean = 15 years

Median = 10 years

Mode = 10 years

3. Do you rent or own your property?

Rent	Own
7	31

4. List five of the best things you love about living in Three Colonies and why.

Friendly neighbors
All houses & yards kept up
Playgrounds
Pool
Central location
Security
Friendly neighbors
HOA upkeep and maintenance
Clubhouse n pool
Gated
Not too large
Quiet
Safe and clean
Family friendly
Close to shopping
Desirable area to live
Amazing landscaping
Peaceful open areas
low to no crime
Clean and orderly
HOA is not too expensive
great to walk in
Long term residents
Appearance of the homes
The HOA Board
Community events
Friendly neighbors
Pet friendly

THREE COLONIES HOA

Community Survey

HOA covenants
Very little traffic

5. List five of the least satisfactory things about living in Three Colonies and what you would recommend being done regarding those items?

Neighbors not following rules
Board members show favoritism
Pool was dirty
A few houses are run down unsightly yards empty homes
Driveways in need of repair
Fences in need of repair
Audit report should go to all property owners
Residents walking at night are hard to see
Excess number of rental units
Ensure owners keep up rental property
Holding renters accountable
Lack of consistency in covenant adherence
Tennis court turn into a gym
Pet waste not being picked up
Have security at times that make sense
Closing pool to early and opening to late
Renters out a night sitting outside
Traffic in and out in the early am
Not doing what is needed to enforce safety
Cats roaming neighborhood
Lack of social events
Careless drivers
No basketball court
Lack of security cameras
Policy regarding interior blinds on windows
Lack of gutter cleaning
Lack of centralized playground
Not enough info for junk removal
No three colonies sign
Landscapers do not maintain bushes on walkways
Col I
Mature trees that need to be removed
Cost of renting clubhouse
Owners who are not accountable for their tenants
Owner who do not follow rules
Inconsistent pool hours outdated playgrounds
Not all parking spots are equal in size, some slots can only accommodate 2 cars while others can accommodate 4 cars
Can guest parking be created for Gen, Ewe, Hoe courts?
I hear people tapping on rail cars on the tracking which is very annoying and creates a safety threat
Can we remove trees encroaching on the perimeter fence and contain overgrowth also

THREE COLONIES HOA Community Survey

How often do you and your family use the playground?

- ☐ Never, = 16
- ☐ A few times = 9
- ☐ Weekly = 6
- ☐ Almost Daily = 1

6. How often do you and your family use the tennis courts?

- ☐ Never = 27
- ☐ A few times = 1
- ☐ Weekly = 1
- ☐ Almost Daily = 0

7. Do you or your family participate in community functions?

- ☐ Never = 3
- ☐ few times = 26
- ☐ Weekly = 1
- ☐ Almost Daily = 2

8. Please indicate whether you and/or members of your family either have or will participate in the following community events. Do you have items you could donate to the HOA?

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	Attend? (check)	how many?	
Easter Egg Hunt	<input type="radio"/>	7	
Wine & Cheese Night	<input type="radio"/>	11	
Spring Garage Sale	<input type="radio"/>	14	
Movie Night	<input type="radio"/>	5	
???	<input type="radio"/>		
Pool Opening Party	<input type="radio"/>	17	
4 th of July Party	<input type="radio"/>	17	
Summer's End Social	<input type="radio"/>	10	
Pig Picking/Hayride (Fall)	<input type="radio"/>	22	

Other desired event(s)(describe)

Bunco, Zumba, Line Dancing, Pilates, Fundraisers, New Years' Social, Christmas Social

Maybe have an annual yard sale for donated items which was many years ago at the club house.
Opportunity and convenient for residents to get rid of unwanted items and 3 colonies have for misc. issues!

All the activities listed above are good for unity in the community.

Possibly back -to-school or end-of-year event for children. December holiday event or open house. Special craft/or tech classes

Book Club

THREE COLONIES HOA Community Survey

9. Please choose and rank the five highest priority areas for improvement at Three Colonies (with "5" ranked highest & "1" ranked lowest)

	1	2	3	4	5
Family Social Activities	<input checked="" type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Social Activities	<input checked="" type="radio"/> 1	<input type="radio"/>	<input checked="" type="radio"/> 3	<input type="radio"/>	<input type="radio"/>
Common Area Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 4	<input checked="" type="radio"/> 5
Common Area Improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 6
Covenants Violations	<input checked="" type="radio"/> 3	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 4	<input checked="" type="radio"/> 6
Playground Improvements	<input checked="" type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 7	<input checked="" type="radio"/> 7
HOA Dues	<input type="radio"/>	<input checked="" type="radio"/> 1	<input checked="" type="radio"/> 2	<input type="radio"/>	<input type="radio"/>
HOA Management	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 7
Pool Management	<input type="radio"/>	<input checked="" type="radio"/> 1	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 7
Landscape Management Company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	<input checked="" type="radio"/> 5
Homeowner Upkeep	<input checked="" type="radio"/> 1	<input type="radio"/>	<input checked="" type="radio"/> 1	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 5
Homeowner Lawn/Curb Appeal	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 4	<input type="radio"/>	<input checked="" type="radio"/> 6
Neighborhood Communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>
Neighborhood Safety	<input type="radio"/>	<input checked="" type="radio"/> 2	<input type="radio"/>	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 12
Noise Nuisance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 3
Rental Properties	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 4
Traffic	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	<input checked="" type="radio"/> 3
Clubhouse Improvements/Activities	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 5
Vandalism	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	<input checked="" type="radio"/> 1

Other (please describe & indicate priority)

For each of the areas above that you identified as a priority, what would you specifically like to see happen and at what cost?

Comments:

Better maintenance along the perimeter fence around Hoe and Ile Courts are needed

Better playground equipment that's more age appropriate

Pool opens longer while it's hot and not closed due to not wanting to maintain it a little longer (for kids)

Speeding/Negligence – larger speed bumps closer together

I do not see additional cost to the homeowners for my 5 priorities. Possibly slight increase for summer pool workers and postage if additional mailings are required.

Rules enforced in a consist and fair manner. No cost.

Solid, stable HOA board, work in a professional manner.

Install gates at the entrance!! Do away with guards.

Meetings need to be more professional.

Board members need to carry out their duties in a consist manner.

HOA would need to discuss (cost)

THREE COLONIES HOA Community Survey

Landscape has been improving. Please keep it up.

Improve maintenance of areas around townhouses.

Keep out vehicles not registered who park here all the time.

Tai chi, Yoga exercises for the elderly, Zumba classes. Fee paid per class at one's own expense.

Hold renters accountable, the excessive visitors and cars constantly in and out all night is unacceptable.

More social activities for neighbors. More time for the pool; more freedom for homeowners. No guards but automatic security gates, nicer playground for kids.

Everyone should have appeal-lawn/curb. Fine if not up to par.

Landscape Management Company should do everyone's grass- include in HOA fee. Vandalism is always a priority, change times of gate guards.

I would like to have the pool for every hot day and possibly look to heat the pool for the winter. I could not speak to the cost, I do not know the cost, reserves and operational cost.

Icemaker needs fixing, more chair and table. Some homeowners need improvement by cutting grass cut bushes down. Pool to many bugs this yr. Some of the playgrounds do not need to be there, specifically in the back of the neighborhood.

Neighborhood safety- lack of security at the gate. Only these short time during the day, needed evenings and at night. As a single woman living on her own, I do not feel as safe as before.

The pool closes too early in the season. Weather still hot/warm and children still want to swim. Families still want to enjoy the pool while the weather permits.

Dog walkers are also putting "droppings" in patio homes garbage/yard trash cans that are put at the curb!!

I think a fund should be reserved to pay for outside house maintenance and yard maintenance for those homeowners who do not take care of their property after one/two warnings so the rest of us can take pride in our community. Then send the homeowner a bill and/or place lien on property and take then to small claims court for the bill plus attorney fees.

Years ago, we had a company that collected fees and wrote checks and prepared financial report.

Absent homeowners and rented homes have no interest in upkeep of property! Some do and some don't.

How can a property (such as the one on Gem Court) be allowed to go SO LONG with nothing being done- if there are HOA rules- why isn't there "teeth" to make the rules mean what they say!!!

The time for compliance of: i.e., having your tall lawn grass mowed – it needs to be shortened- so the whole summer doesn't pass by with the long grass being untouched!!

If we ALL decided to live in a gated community with HOA rules- then those Rules need to be enforced for ALL Residents!!

Make gym at clubhouse. Nothing fancy but would need monitoring. If worth it up value home up dues.

Rules enforced in a consistent and fair manner. Solid stable HOA board – work in a professional manner

11. Would you support paying for additional hours by our current security contractor?

Responses

Yes = 17

No = 7

Undecided = 9

THREE COLONIES HOA Community Survey

A. What hours (time frame) and days would you prefer for the security personnel to be on duty?

# Responses	Time
2	10AM-Midnight
8	24/7
3	Alternating hours
1	10AM- 10PM Mon-Fri
1	12PM-12AM Sun-Sat
1	4PM-6AM daily
2	Later in the evenings
1	6PM-6AMEvenings/nights
1	Evenings/nights

Comments:

I would also like for the guards to have restroom facilities much closer to the guardhouse rather than walk to the clubhouse, (especially during the night)

IF we could just get back what we had that would be good. I would support a \$10 increase to monthly dues.

At least to midnight

Would you support having an electronic gate to control access to the community?

# Responses	Comment
17	Yes
9	No

Comments:

Need more information with design, measurements, dimensions, depth with an official presentation

What are the benefits and drawbacks

Why does the community need gates?

Need reasonable explanation as to time gates are open and closed

How will the gates lift? Rt, Lt, up, down, etc.

How will the gates be controlled? Fob, telephone, etc....

Why will gates make up safer?

Put out costs associated with the gates on strategic plan

What is the lifespan of the gate

What is the annual cost

Power outage?

Will this increase the electric bill?

Will they be covered by insurance?

Extended warranty and cost?

Possibly- need more information

No, there would be no orderly/consistent control over how access codes are given out.

Yes! excellent idea

No- Back up on Cliffdale is often an issue currently – safety is an issue

No! – cost, maintenance, backup of cars, too easy for one to slide in behind another car.

No – No – No- have dealt with them before

If owner – Yes; regardless support needs to be upgraded. Crime is increasing, as you are aware.

I would- but the traffic is very rapid on Cliffdale Rd. How could this be possible?

Would that back up Cliffdale?

Depends on the design

During the day

THREE COLONIES HOA

Community Survey

That sounds good but the electronic gate will be hard because of our traffic is terrible to get in/out
No – is not a good solution. Gates are very unreliable. They let too many people in at one time.
If they break down, you have no security, and they are costly. We do not have adequate space and
Cliffdale Rd is too dangerous for backups.

What is the estimated expense?

I have lived in a gated community and the gates broke down often leaving residents stranded

People would ram the gate

Gates closing on top of cars

How are we going to manage traffic backup on Cliffdale Rd?

Will you provide a phone number for someone to remedy an issue?

What about delivery trucks, repairman, etc....

Have we spoken to other communities about their gate?

What do the other gated communities have to say?

Challenge with people tailgating other residents as they enter, it's a concern especially at night

C. How would you feel about having a combination of security personnel and an electric gate?

Responses Comment

7 Yes

8 No

Comments:

No. Electronic gate is a huge expense and will cause more problems

If have security personnel, prefer a person not electronic gate.

May be redundant

An electronic gate that operates between the hours of 12 midnight to 6 AM is a possibility. How would that affect the entrance of emergency vehicles? (Ambulances, fire trucks, etc.)

Even Better! This ideal.

Would need more information

No electronic gate!

Majority rules. But good idea

Just electronic gate 24/7

Would be nice

I like the idea of having electronic gate and security personnel

Night shifts for security personnel and the rest of the time is just relying on the gate

Yes. Security personnel evenings and nights

Maybe

Gates are unreliable, easy to manipulate for those that will not or do not care to follow rules. Not Secure.

Not in favor, electronic gates are not a good security system. We do not have the needed space at our entrance to consider it.

No, this is not Fort Knox!!

Will the gates withstand wind etc.

Will we need to remove speed bumps

Is there a backup if the pin code, fob, keyless entry does not work?

Please no gate at entry

What happens if I'm having a gathering at my home or clubhouse?

How will visitors access the community, vans for special services?

Will codes change monthly?

D. "If" it required a special assessment how much would you be willing to pay?

Comments:

Raise dues \$25 for all residents

THREE COLONIES HOA Community Survey

\$50/mo.

\$100

\$25 month

I feel \$103.00 is enough for what we get in the patio homes.

-0- they are NOT worth the money

Guards should make more than minimum wages. You get what you pay for.

Fair

Owners' decision

\$10 per month

It all depends

Depends – is this a onetime charge – ongoing charges, etc.

Depends on what it will cost. I understand if we get security better it will cost.

\$0 for gate

12. Would you be interested in volunteering in any of the following areas? (Choose as many as applicable)

# Responses	Board Position
7	HOA Board
3	Architectural Review Committee (ARC)
4	Events Committee
5	Neighborhood Watch/Block Captains
4	Communications (Website, Newsletter, etc.)
4	Pool
8	Outreach – VOLUNTEERS helping neighbors (who have physical or financial limitations) with small projects
2	Buildings and Grounds (Common Areas)

13. Are you in favor of adding the following items:

# Responses	Item
14	Basketball Court
16	Dog Park (next to the pool and tennis court)
4	Additional Signage
17	Walking Trails
10	Community Garden
11	Horseshoe Pit

Other:

Cornhole game/board

Horseshoe pit- good idea (in area outside the pool area) that can be checked/signed out for play.

Enlarge Corral

Additional Comments:

No, not in favor of basketball court. Just more upkeep and I don't see tennis court being used or playground.

No to dog park. People walk dogs around neighborhood.

Basketball court – if it can be controlled. Walking trails and community garden- where would they fit

Other items above in which you are not in favor of, what would make them acceptable?

Any other topics you would like to address:

Regarding HOA meetings:

Progress efficiently through the agenda – 2 hr. meetings when the agenda is only 2/3 covered

THREE COLONIES HOA Community Survey

tasks the patience of everyone

Board members to adhere to time limits – there is no need for personal soliloquy on every topic

Limit homeowner's timeframe

Stress the importance to board members of showing respect with active listening & voice, to me to Homeowners and each other. There needs to be a cohesive unity whose goal is to work to make our community better and not promote just one's own agenda

**Thank you for taking the time in providing feedback that will
help to improve our community!**