

Summary of Responses from the 2022 Timber Ridge Home Owners Survey

- **Introduction**

- Total Survey Respondents = 143, total surveys mailed = 247, response percent = 51%
 - **Board of Directors (BOD) response – 58% response to any survey is exceptional. This high response rate shows the high level of interest you have in our community.**
- Not all people that responded answered all the questions.
- Not all comments appear in this summary. You may not find your specific comments. Similar content comments were combined. Responses and comments with the highest frequency are reported. All comments and suggestions have been reviewed with some tabled for further review, consideration, or action.
- Your BOD plans to repeat the survey every three years. With this survey, we now have a baseline of information. Knowing the change over time of our neighborhood's demographics and concerns will further improve the BOD decision making for the benefit of the Timber Ridge Property Owners Association (TRPOA).

(Percent of total equals the number of people who replied to question/total who replied to survey)

- **Demographics – Respondents = 130 (91% of total)**

- Respondents reporting more than one age category (family with children)
 - 31 respondents (24%) declared young people (18 or younger) are living in the household.
- The majority (77%) of people living in Timber Ridge (TR) are older than 55.

- **Residency – Respondents = 128 (90% of total)**

- Do you consider yourself a full time or part-time resident?
 - Full Time = 105 (82%)
 - Part-Time = 23 (18%)

- **Activities You Would Like to See Organized – Respondents = 78 (55% of total)**

- Summary: There is strong interest in organizing activities. We suggest any person having interest in organizing an activity group, contact a board member so they can assist in setting up a group.
- Activities: percent of respondents (listed in order of interest, high to low):
 - Cooking classes = 28%
 - Bicycling = 27%
 - Progressive dinners = 19%
 - Snowmobiling = 18%
 - No interest = 17%

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- Fishing = 15%
- Pickleball = 5%
- Other suggestions: (single suggestions)
 - Pool aerobics
 - Yoga
 - Dinners at the clubhouse
 - Golf
 - ATV
 - Investment club
 - Pool parties
 - Mahjong
 - Cribbage
 - Gardening, planting for wildlife
 - Corn hole
 - Cigar nights
 - Block parties
 - Exercise group
 - Adult beverage club
 - Kayak
 - Neighborhood picnic
 - Bus trips/tours
 - Street cookoffs
 - Game days
 - Cross-country ski
 - Snowshoeing
 - Hiking
- **Swimming Pool – Respondents = 129 (90% of total)**
 - Summary - About 50% of you use the pool and use the pool frequently during the summer. Many people feel the pool brings value to the community.
 - Pool usage
 - Use = 53%
 - Don't use = 47%
 - Those that use the pool, average number of visits per season = 13
 - Comments about the pool
 - I don't swim, I don't swim in pools
 - Poor maintenance, don't renew contract
 - Pool increases property values
 - Pool is valuable for family visits
 - Upgrades to the pool and pool house needed
 - Add firepit and picnic tables
 - Okay to increase pool fee if improvements are made

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- BOD response – The new pool contract with the golf course is underway. There is a subcommittee currently preparing the contract for negotiations with the golf course ownership.
- **Road Condition – Respondents = 130 (91% of total)**
 - Summary – The majority of you are satisfied with the condition of the roads. There is strong interest in slowing down car travel, trimming trees, pothole repairs, and dangerous shoulders.
 - Level of satisfaction
 - Satisfied = 88%
 - Not satisfied = 12%
 - Comments – (listed in order of interest, high to low):
 - Control speeding
 - BOD response - Controlling speeding on our roads is a priority for your BOD. We are looking into different cost effective ways to reduce the amount of speeding in the neighborhood. Alternative ideas will be brought forward at a later date.
 - Trees need regular trimming, untrimmed trees are a hazard
 - BOD response – A contract has been recently signed with a tree service to trim and remove hazardous limbs along major roadways.
 - Continue to fix potholes, too many potholes
 - BOD response – There is a service agreement to fix the potholes.
 - Road shoulder needs more maintenance attention; there are many low shoulders that are dangerous
 - BOD response – There are current discussions with a road repair service to determine the cost and best approach to repair the damaged shoulders.
 - Roads are well maintained in Timber Ridge
- **Snow Plowing - Respondents = 127 (89% of total)**
 - Summary: The majority of people are satisfied with the snow plowing and snow removal. There is no interest in changing the snowplowing service. Comments and suggestions made on situations relevant to specific properties which are not reported here.
 - Satisfaction with snow plowing
 - Satisfied = 87%
 - Not satisfied = 14%
 - Comments – (listed in order of interest, high to low):
 - Too much sand on the roads, use salt
 - BOD response – we cannot use salt due to potential household well contamination and the possible degradation of the road base when salt is used.

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- Plowing is always done timely – good job
 - Don't plow too wide – forces snowmobiles to ride on paved road
 - Remove large snow piles at entrance – dangerous
 - Less frequently used intersections need better plowing
- **Changes/concerns/suggestions for the board to address - Respondents = 74 (52% of total)**
 - Summary: There was a wide range of topics with comments. Comments on neighborhood safety, wildlife, dogs, and covenant enforcement were most frequent.
 - Comments – (listed in order of interest, high to low):
 - Need dining at Club House
 - BOD response – Our TRPOA does not own or control the Club House. All decisions on management of the Club House are a function of the golf course owners. At the time this summary is released, there is no information from the golf course on the status of the restaurant.
 - Club House tennis courts should be used for activities like pickleball
 - BOD response – The BOD is looking into this idea with golf course management.
 - Storm clean-up is great; complete as soon as possible after a storm
 - BOD performance – doing a good job; appreciate the good service
 - Outside visible item storage
 - Some homes have old equipment outside the home
 - Secure and designate a RV parking area within our community
 - Outside lot maintenance not done by owner; much clutter in some yards
 - Too many political signs and flags
 - Dumping yard waste on other's lots – needs to be communicated to stop this practice
 - Mailbox placement; some boxes anchored with paint buckets, unsightly
 - BOD response – mailbox placement is federally regulated. If you have an issue with a neighbor's mailbox please first discuss with your neighbor.
 - Communication from BOD to Property Owners
 - Request more timely communication
 - Improve accuracy of property owners address database
 - BOD response - Database accuracy is always a concern with the BOD. It is updated whenever new information is received. Keep letting us know when you have a change in your contact information.
 - Increase timely notices of events

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- BOD response – Your board will increase frequency and amount of information it sends to you.
 - Develop New Resident welcome package
 - BOD response – This idea has been considered and a plan will be developed to distribute to new property owners.
- Covenant Enforcement/Changes
 - Continue to and increase enforcement
 - Relaxed enforcement causes neighborhood to change for the worse
 - Allow detached garages
 - Allow dog fences
 - Reduce number of covenants
 - Enforce empty lot dead tree removal
 - Return to equal lot assessment between improved and unimproved lots
 - No fees for design review process to improve home
 - Address short-term rentals
 - New house under construction did not show design committee permit
 - Don't require the use of TR For Sale sign when selling home
 - BOD response – The BOD takes action on a case-by-case basis. If you think there is a problem, check the covenants, and then let any director know of the situation.
- Wildlife
 - Prohibit deer and bird feeding
 - Thin deer population
 - TRPOA should assist with nuisance wildlife removal, like skunks and racoons
- Design Review Process
 - Suggestion - develop and use a preapproved list for tree removals to avoid excessive time to review and approve requests
 - BOD response – The process of approving design requests is a time-consuming but important task. The BOD regularly reviews the process and makes adjustments when it feels it is necessary. Your input on the process is most welcomed and encouraged at any time.
- Neighborhood Additions
 - Playground
 - Dog park

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- Cross-country ski trails
 - Snowshoe trails
 - Second entrance
 - Entrance House
 - I enjoy the cheerful decorations
 - The decorations could be more natural/understated
 - Spring Clean-Ups
 - Keep organizing
- **Communication – Respondents = 121 (85% of total)**
 - *Summary:* It was clear from the comments that the majority prefer to receive TR timely information by email. The second most popular source of information is the TR website. Property Owners use the website for covenant and legal information. It is a trusted source of information about TR. There is no interest in using an App, like Nextdoor to receive TR information. In addition, we will continue to keep the website fresh, updated and relevant as a trusted information source for the community.
 - Preferred communication platforms for TRPOA (in order of preference):
 - Email – residents use to receive current information on activities, TR news, BOD
 - **BOD response - Email will be the principal communication platform for relevant and timely information.**
 - TR Website – use to find information about covenants, rules, and regulations. Best source for long-standing and current information
 - Facebook – use for specific group info. Most of you don't use for current and timely information.
 - **BOD response - The Timber Ridge Property Owners Facebook page has been discontinued following the survey comments.**
 - Nextdoor App– very few people stated they use this platform or other Apps
- **Hunting – Respondents – 128 (90% of total)**
 - *Summary:* The majority of people were concerned about the safety to residents and pets from hunting in our community. Both hunters and non-hunters expressed safety concerns from firearms. Bow hunting was less of a safety concern. Many people were surprised that hunting was allowed. Thinning the deer population was expressed as an issue to be addressed.
 - **BOD response - During the annual TRPOA meeting in June, a vote was taken on the issue of hunting and firearm discharge and the use of a bow. The prohibition of hunting and discharging a firearm was passed.**
 - Comments
 - I'm a hunter but don't want hunting in the neighborhood
 - No discharge of firearms in neighborhood

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- Hunting is good. Get rid of the deer.
- I am in favor of hunting but not in any neighborhood. This needs to change.
- Allow bow hunting. Allow additional tags for does, no firearm discharge allowed.
- Should not be allowed for either gun or bow.
- Occasionally cull deer herd, with only bow.