



# Providence Hills Survey Responses

2022 Survey



## Purpose



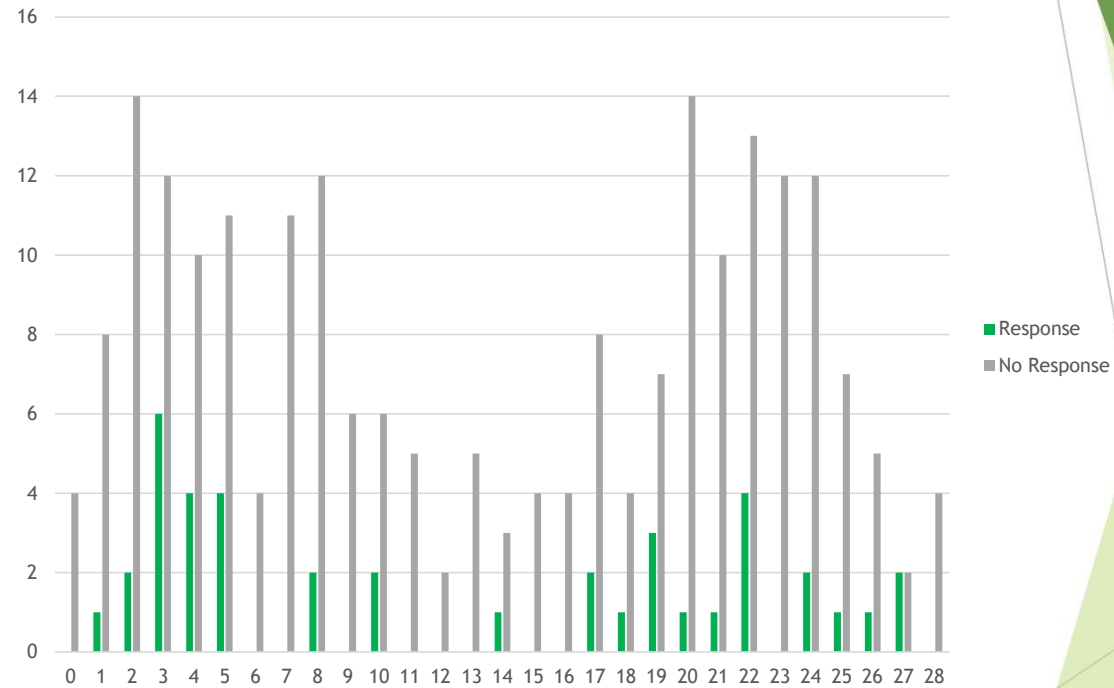
Collect input from residents to inform programming and planning



Review results, with expectation of list of recommendations for Board

## Who Took Survey? Valid Sample Size?

- ▶ 41 homes (15.8%) v. 15% target
- ▶ Average Years of Ownership: 12.2 (y) v. 13.3 (avg)
- ▶ Median Years of Ownership: 10 (y) v. 13 (avg)



# Assessing the Results

## Personas

- Emily, Lower 40s, Two Kids (3<sup>rd</sup> grade, preschool), Been in Neighborhood 4 Years
- Keith, Mid 60s, No Kids at Home, Been in Neighborhood 22 Years

## Categorization

- Overall
- Children v. No Children/At Home
- Below v. Above Median Ownership Age



## Most Appreciated Features



# Top Priority Areas

Grouping	Top	#2	#3	#4	#5
Overall	Common Area Improvements	Common Area Maintenance	Homeowner Upkeep	Neighborhood Safety	Traffic
Children at Home	Common Area Improvements	Family Social Activities (Tie - 2)	Neighborhood Safety (Tie - 2)	Homeowner Upkeep (Tie - 4)	Neighborhood Communications (Tie - 4)
No Children at Home	Homeowner Upkeep	Traffic	Rental Properties	Common Area Maintenance (Tie - 4)	Common Area Improvements (Tie - 4)
Ownership < Median	Common Area Improvements	Neighborhood Safety (Tie - 2)	Common Area Maintenance (Tie - 2)	Family Social Activities (Tie - 4)	Homeowner Upkeep (Tie - 4)
Ownership > Median	Common Area Improvements (Tie - 1)	Homeowner Upkeep (Tie - 1)	Traffic (Tie - 1)	Common Area Maintenance	Covenants Violations

# Events





Grouping	Easter Petting Zoo/Egg Hunt	Neighborhood Yard Sale	Pool Opening Party	Monthly Happy Hours	Pool Closing Party	Halloween Parade	Holiday Party / Luminaries
<b>Overall</b>	<b>34%</b>	<b>30%</b>	<b>66%</b>	<b>61%</b>	<b>52%</b>	<b>45%</b>	<b>80%</b>
Children at Home	55%	32%	73%	64%	55%	59%	86%
No Children at Home	16%	32%	68%	68%	58%	37%	84%
Ownership < Median	45%	36%	59%	73%	50%	59%	91%
Ownership > Median	24%	24%	76%	52%	57%	33%	71%

# Community Event Attendance

Age Range	% of Respondents	Extrapolated # of Households
No Children / No Children Living At Home	41%	107
Children In The Future / Under 1	7%	17
Toddler (1-5 years)	20%	51
Kids (5-13 years)	17%	45
Teenager (13-18 years)	15%	39

## Children Age Ranges

# Event Ideas

- ▶ 4<sup>th</sup> of July: Parade, Fireworks
- ▶ Block Party
- ▶ Book Club
- ▶ Clubs
- ▶ Community Golf Outing
- ▶ Family/Children: BBQ/Picnic/Meet & Greet (During Kids Hours), Get-Togethers/Play Groups for Kids
- ▶ Movie Night
- ▶ Organized Halloween Participation
- ▶ Organized Pickleball Group/League
- ▶ Panthers Watch Party
- ▶ Thanksgiving: 5k / Toddle Trot, Something
- ▶ Trivia Night

# Amenities



Grouping	Never	Sparingly	Monthly	Weekly	Daily
Overall	15%	15%	17%	51%	2%
Children at Home	9%	9%	9%	68%	5%
No Children at Home	21%	21%	26%	32%	0%
Ownership < Median	5%	9%	23%	59%	5%
Ownership > Median	24%	19%	10%	38%	0%

## Use of Pool

Grouping	Never	Sparingly	Monthly	Weekly	Daily
Overall	44%	37%	17%	2%	0%
Children at Home	41%	32%	27%	0%	0%
No Children at Home	47%	42%	5%	5%	0%
Ownership < Median	41%	36%	23%	0%	0%
Ownership > Median	47%	37%	11%	5%	0%

## Use of Tennis/Pickleball

Grouping	Never	Sparingly	Monthly	Weekly	Daily
<b>Overall</b>	<b>32%</b>	<b>34%</b>	<b>24%</b>	<b>10%</b>	<b>0%</b>
Children at Home	14%	41%	32%	14%	0%
No Children at Home	53%	37%	5%	5%	0%
Ownership < Median	18%	23%	45%	14%	0%
Ownership > Median	47%	47%	5%	0%	0%

## Use of Playground

Grouping	Never	Seldom	Sometimes	Often
Overall	41%	37%	20%	2%
Children at Home	55%	23%	18%	5%
No Children at Home	26%	53%	21%	0%
Ownership < Median	48%	33%	14%	5%
Ownership > Median	35%	40%	25%	0%

## Use of Clubhouse



# Use of Amenities Comparison

Grouping	Never	Sparingly	Monthly	Weekly	Daily
Clubhouse	41%	37% <i>(Seldom)</i>	20% <i>(Sometimes)</i>	2% <i>(Often)</i>	N/A
Playground	32%	34%	24%	10%	0%
Pool	15%	15%	17%	51%	2%
Tennis/Pickleball	44%	37%	17%	2%	0%

# Clubhouse & Other



# Clubhouse Change Ideas

- ▶ Access: to Pool Deck
  - ▶ Amenities: Games/Movie Selection
  - ▶ Documentation/Communication: Knowledge to Reservation Process & Facility Information
  - ▶ Exterior Upkeep: Gutters Clogged, Spiders and Wasps, Windows, Paint
  - ▶ Facility Layout: Larger Kitchen, Updated Kitchen, Outdoor Seating, Grill
  - ▶ Hours: Ability to Reserve
- ▶ Interior Upkeep: New Tables, Chairs, Paint, Décor; Carpet
  - ▶ Technology: Functional TV, Wi-Fi, Updated Sound System
- Until 2AM

Grouping	Average	Median	Net Promoter Score
<b>Overall</b>	<b>4.1</b>	<b>4.0</b>	<b>-59</b>
Children at Home	3.9	3.0	-67
No Children at Home	4.2	4.0	-47
Ownership < Median	4.1	3.5	-65
Ownership > Median	4.1	3.5	-50

## Open Clubhouse

# Volunteer Opportunities

Opportunity	Interested Involvement
Architectural Review Committee	2
Building & Grounds	3
Communications	1
Events Committee	0
HOA Board	0
Neighborhood Watch	1
Outreach	2

# Other Input





Recommendations / Action Items