

# Demographics

- 800 surveys sent out with 15% response
- 2/3 are members
- 3/4 get notices electronically
  - 3/4 have visited the web site
  - But 2/3 want messages in tubes
- 3/4 are interested in restarting the resident's directory

# Park Management

- Majority (about 60%) don't have issues with responsiveness of park staff or the content of their responses
- Half know how to reach park staff after hours
- Majority support weekend hours
- 1/3 have been surprised by service outages
- Majority signed long term lease (~90%)
  - 1/2 pay less than \$1300/month in space rent, 13% pay more than \$1600

# Park Issues

- 3/4 have a copy of the Park Rules and Regulations
  - but majority don't believe that they are being enforced (consistently)
- Top Issues
  - Security - 4/5 feel that there is an issue
  - Parking - 1/3 have had issues
    - Many suggestions for improvement
  - Park Maintenance
  - Lots of write in issues

# Follow Up

- Focus on our Top Priorities
- Review of R&R with respect to changes
  - Use survey results with management to back up change requests
- Full Details on the website ([https://  
www.PlazaDelReyRA.com/surveys](https://www.PlazaDelReyRA.com/surveys))