

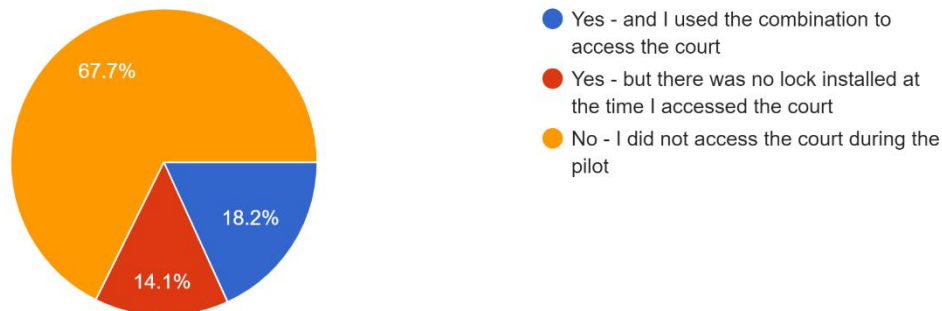
TR HOA Sport Court Survey - #2



The TR HOA ran a pilot program to test a lock on the sport court gate this summer (July 1 - Aug 15). The HOA is seeking feedback from homeowners on this program and sport court usage in general.

Did you access the court during the pilot (July 1 - Aug 15)?

99 responses



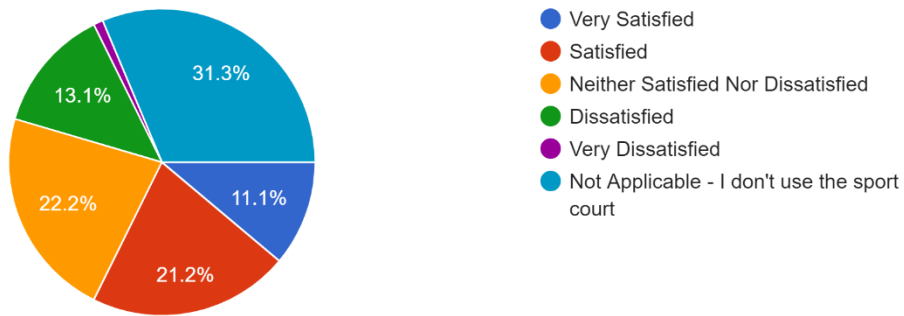
If you used the lock to access the court, please tell us about your experience using the lock.

- It was pretty straightforward. There were days when we used the court where the lock had already been vandalized.
- The combination was changed so I couldn't open the door.
- It's important and necessary to have a lock. Kudos on the persistence.
- was perfect
- It was fine...
- Will answer the next question as "not applicable". Not because we wouldn't use the sport court, but simply because we have not tried to use it since the lock was added.
- The last lock was difficult to get undone
- Great!
- There should be open access to all residents to use the sport court whenever they wish to. It should not be locked not a reservation required to use it.
- Simple and effective
- Was ok when it was there and was used by everyone properly (which it of course wasn't). It clearly isn't a viable option given the problems we had with theft and people not locking it.
- Great, no problems.
- I think it was fine and my experience was fine.
- Was straight forward. Now having a auto lock + key would be easier. We left door open while we were using it. Another person showed up as we were leaving and we asked them to lock it after use. We didn't take on the burden of verifying if they were Timberline Ridge (but they appeared to be).
- It was good. We locked it after using.
- A couple of times it was stuck and not working. A couple of times, the lock was gone.
- It was easy.
- N/a
- We never used it, but I thought the lock was a great idea and a simple solution to the availability problem. It boggles my mind that someone would steal or break it.

- It was fine. It's not that hard
- Good for the purpose of restricting access to outsiders!
- I saw the lock was left unlocked and locked it. I didn't use the court.
- N/A
- It was very inconvenience. I saw a couple neighbors didn't know or remember the lock code left with upset feeling.
- Easy to use but often found it left unlocked by previous users.

Outside of the pilot, how satisfied are you with the availability of the Timberline Ridge Sports when you want to use it?

99 responses



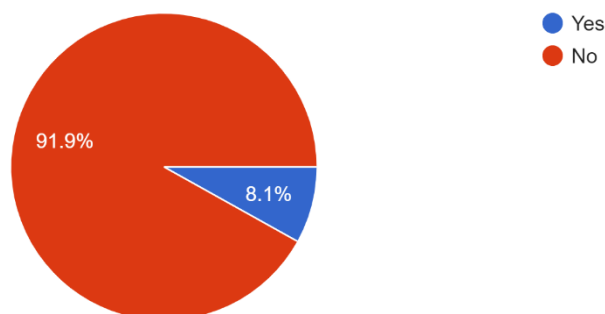
There may be alternatives for managing court access. Which of the following would you prefer MOST as an alternative way of managing access to the sport court?

99 responses



A future system would likely require a volunteer to manage court access. Would you be willing to volunteer to manage court access?

99 responses



Do you have any other comments or suggestions for us with regards to the Timberline Ridge Sports Court?

- Can a steel cable be used?
- Since we pay for the sports court, we need a way to monitor access and usage. Perhaps a security camera can be installed?
- Also, I think many new homeowners need to confirm that they have received and read the HOA handbook. I've spoken to a few who seem ignorant of its existence and/or rules.
- Appreciate these efforts to secure the court, and to keep animals off the court.
- I am not sure access needs to be managed, but if most homeowners think it should I would vote for scheduling as it would be nice to know you had a slot and not leave it as a guess game when you come to the court to play
- Thank you for all of the work and time you are putting into trying to find a solution that will appease most; it's not easy but my husband and I certainly do appreciate your efforts and energy.
- Whilst we didn't use the court during the pilot phase, we do use it occasionally, it's a super facility and we agree that only residents should be able to have access.
- If we online scheduling, there should be some kind of limit to the number of reservations somebody can have.
- Love the pickleball lines on the court! thank you!!!! :)
- Persist with lock
- I didn't think locking it down was needed until we installed the locks and found that people are cutting them off. Clearly we have non-timberline individuals using the courts.
- Some scheduling option is the way to go. No point going to the court and just waiting.
- Limit each party to 1-2 hours at a time so that others can get their turn. Keep a whiteboard to enter names if you're waiting.
- Do NOT do online scheduling, it's awful and causes confusion/confrontation!!
- The biggest problem from what I've seen on FB seem to be dogs and people wanting a very close/nearby space that isn't their yard that is fenced in to let their dogs run free. I dunno if any solution to the sport court that doesn't also address dog owners will work, especially as we head into another COVID winter with looming restrictions. But, I'm not a dog owner and don't understand their needs or why their backyards aren't good enough!
- Also... we expect to move in a year or so, so our feedback prolly shouldn't count for much! ;)
- we need to ensure that the courts are used by TR residents for the intended purposes (basketball and tennis). It should be ensured by the raised awareness
- I have limited knowledge of the problems that led to the lock. Was the issue mostly that people were bringing their dogs to the sport court? If so, I could see where a lock would prevent non-HOA members from accessing the court but HOA-members who own dogs could still access it. An online scheduling system seems messy (people would still show up periodically without having reserved it and those who reserve it would no-show from time to time). A durable lock makes more sense.
- Why do we feel the need to lock the court. Has there been vandalism on the court? Assume someone (kid) in another nearby development wanted to shoot hoop. Does not seem all that busy from what I have seen over the years. I

thought the courts have always been on a first come first serve basis with no more than a reasonable amount of court time allotted to each individual and courtesy shown to others waiting to use. Don't believe the overall demand is that great to warrant additional cost or monitoring.

- If a lock/door solution is the chosen option, it would be good to know in advance what the cost per HOA member will be prior to go ahead.
- I may be able to share with someone the managing role
- A scheduling system without a locking system will only create potential arguments and may not discourage others. We believe combination of both may be a better model.
- I would remove the basketball hoops and let them use the school ones. That might be make it easier to access the tennis court.
- This is not a problem that needs solving. In my experience over the past 12 years the court is, if anything, extremely underused. I would prefer the HOA to focus on more broadly applicable issues such as creating a space for pet owners to congregate and/or socialize.
- I think use of the court should be limited to one hour per day per person who lives in Timberline Ridge. However, if people are playing and nobody has signed up for the following hour, they should be able to continue to play if the court is not booked. An online sign-up system would work really well for this. We have been driving to a different location to play since the TR court is frequently consistently busy.
- Often times there is a lone person shooting hoops - this prevents the court being used for tennis.
- It's available more often since the pilot started
- If we did online scheduling or a reservation system, I'd be happy to check for unauthorized use, as I walk my dog by the court 3x/day.
- We could have a one hour max and have a board where you hang your racquet on a peg and play in that order. I recommend we do something simple and not too cumbersome. Thank you for making a survey and getting input.
- I like the online scheduling but without a way to ensure folks honor the scheduled time of others things won't work. Maybe a scheduling system that generates a unique code for each booking that unlocks the gate? The locks need to be commercial and built into the frame without key or buttons, else folks (i assume kids) will try to hack. Bluetooth only, commercial locks might work well with an app. My 2cents.
- Thank you for managing this! It's greatly appreciated.
- Dont over complicate it if its just the vocal minority that want it managed
- Maybe better signage about usage?
- No
- I don't think we need a lock on the court. I want to live in an inclusive neighborhood and locking people out of the court seems rather exclusive. Also, I don't think it is fair to assume that the locks during the trial were broken by outsiders trying to access the court. It could have been anyone, or even just kids playing around.
- You all need to do something about the people who are outside of the sports court on the grass in the park with their unleashed dogs. they are there often and last night there were 10 there with large dogs off leash making several of us with leashed dogs have to avoid the area. Their have been unleashed dogs attacking small dogs on leash. These neighbors are breaking the law and endangering people in our neighborhood. So while you were working on the sports court correct this problem too!
- You need to post very clear rules how long you can use the court when someone is waiting and when does that use time start. Some people think it's an hour others think it's 90 mins and others think there's no limit.
- One simple rule: If someone is waiting to use the court and you've been on the court for an hour or longer you need to yield to the next group within 15 mins.
- Haven't seen any dogs on the court recently (so that request appears to have been honored)
- Thank you for managing this! While we don't use the court much, we do think it should be for neighborhood residents, not the general public and access should be managed.
- Why do we need to lock the court? I walked by the court twice a day and rarely see the court in full use. I think a scheduled app without lock would be good enough so people would know when there are nobody using it. If outside people or other residents
- there, they won't have reservation and TR resident will have rights to ask them to leave. Plus, I don't feel there are too many outside people. Adding a lock only make people feel frustrated to remember how to open it.
- Not at this time.
- Waste of money for a minority if users. Tear it out, make it a bigger park, and just go down to ESP if you want to play tennis.
- I am not sure that online scheduling will help if we are dealing with people who are willing to vandalize/steal property (missing locks).