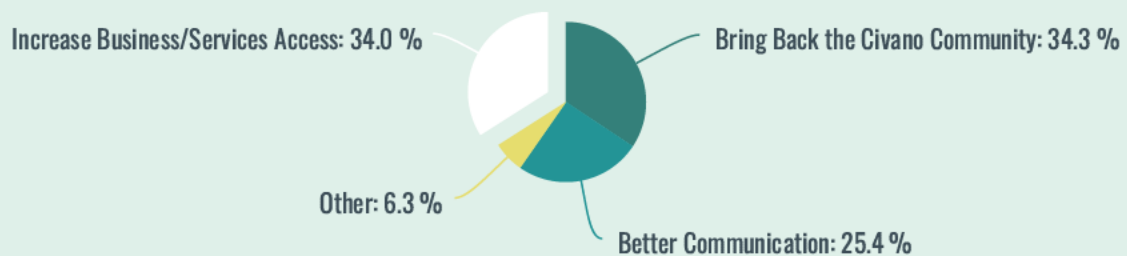


# FOCUS Civano Survey Results

**FOCUS Civano** conducted an on-line and in-person survey from October 26th through November 11th, 2021 and recorded the results in 3 categories: Infrastructure & Equipment, Event & Other Comment. This is a recap of the results from the question: **Additional Comments** (*This has been a more difficult category to accurately quantify 4 general components have been elected. We suggest that a thorough reading of the attached narratives be completed to understand the respondent's comments.*)

## ADDITIONAL COMMENTS

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## Total Homeowner Responses



Homeowners responded to the **On-Line Survey (167/672):**

**24.9%** Homeowner Response



Homeowners that responded to our **In-Person Focus Group Gatherings (62/672):**

**9.2%** Homeowner Response



Over a third of our members are excited and encouraged to **revitalize the guiding principles of Civano**

**34.1%** Homeowner Response

## Specific recommendations provided by the respondents:

- Civano Orientation Packet
- Re-invent the Rotunda
- Rotunda Art Gallery with shows
- On-Line Payment System
- Civano as a leader in Climate Care
- Set up Airbnb Rules & Regulations
- Improve the general facility maintenance
- Civano Fiber Optic System
- Electric car charging stations
- Thank You to the HOA Board

COMPLETE ON LINE SURVEY RESULTS: Additional Comments

1	I am filling this survey out after the meetings were held.
2	We have a great neighborhood. If we could get the streets refurbished, that would be fantastic. We have numerous parking offenders, people who just won't park in their garage and people who habitually park in the wrong direction.
3	The streets in Civano certainly need repaving.
4	Consider the use of speed tabs or bumps to slow down traffic on the main thoroughfares of Civano. As
5	Add and maintain trees. Exercise equipment along walking paths will take away from the natural beauty and sense of being in nature. Not in favor of such equipment unless it is by pools or tennis court,
6	The HOA should first do a better job of maintaining the landscaping, trash cans and keeping the existing facilities clean. The pool bathrooms are disgusting. I also noticed that you are flooding the soccer field and surrounding area with water at night which is a big waste of water. My HOA bill is very expensive and I feel that you aren't doing a very good job with the most simple tasks.
7	I'd love to see the trash can emptied more frequently. The pool bathrooms really clean and look at little less industrial.
8	The "yes" above is really a "maybe".
9	Civano is a great place to live.
10	I would like see Civano realize the original village type community. That idea has been pushed aside for
11	Thank you for finally making the effort to take the pulse of the community. Civano was planned and designed to be a neighbor-friendly place to live and things like this will be a big step toward continuing the environment important place where we live.
12	More social events
13	Thank you for your efforts to build community
14	Heated swimming pool open in the winter
15	
16	Planning on trying to attend for part of a meeting.
17	Thanks!
18	Many sidewalks are seriously dangerous especially for our aging walkers. Let's get them fixed!
19	Thank you for all your hard work!
20	A coffee house and/or cafe of some kind would be fabulous. Also, I know it is a city issue, but our roads are in desperate need of a resurfacing and the street parking lines need to be repainted. What about the speed limit and NO Parking signs? Illegal parking is still a huge issue and I pray everyday that the fire department or paramedics don't have to try to make their way through at times. Those people who work at the business center should be made to park in their parking lot and not in our guest parking spots on our street. I know they want the shade, but I would love for my guests to have a place to park without having to walk all the way down the street. Especially when they have their hands full of things they have to carry in.
21	Civano Nursery should be held at the same standard as all residents lots. It is one of the first sights visitors
22	I could attend a discussion forum on Nov 6th remotely, but not in person.
23	Term limits for board members!!!!
24	Please, please, please do not consider speed bumps in the neighborhood. Even as a parent of bike riding and walking kids, I beg of you not to install those. There is no speeding problem in Civano...some people just need to get angry about anything these days. It would only be an incredible nuisance that would bring down property values and deter future homeowners from moving here. Please have the strength to tell these people no. Thank you.
25	I really appreciate the effort to revitalize the community.

COMPLETE ON LINE SURVEY RESULTS: Additional Comments

26	Really would like to see more diverse businesses in the town center if possible. Food/beverage or storefront type businesses would liven it up and bring people in.
27	Are these improvements going to raise our HOA dues, because I'd rather not do that.
28	Thanks for asking!
29	Climate crisis is of concern to us all. Our Civano Community can be a leader in showing other planned communities what can be done to be less wasteful and more resourceful if we work together.
30	N/A
31	Any possibility of another coffee shop?
32	Small neighborhood grocery or something like mr toros carnicerita would be nice.
33	need a coffee shop :)
34	Be sure to show our appreciation this holiday season to our wonderful community management team.
35	Thanks for putting this out to the entire community. Good idea!
36	Please make the rotunda a more welcoming place to come "hang out" for a subdivision that is trying to promote community togetherness for the many Civano residents who want that. Have tables set up all around the rotunda, dining and lounge style, as the default layout for use by two, four, six people, etc. We would have more motivation and reasons to use those tables on a walk in basis than an empty room with only a coffee table and a few easy chairs or walk in and see a boardroom style setup (boring). Keep the couch and coffee table area, but have square tables (not round or those awkward trapezoid tables). They could be used in that configuration both for individual use or pushed together for group use. It's a shame it sits empty except for the coffee groups. I can see it being used in the recommended already-set-up configuration for residents to know it's ready anytime come meet a friend or two, come play a board game, come read a book, or, for that matter, have a meeting! It doesn't have to be rows and columns for a successful, larger meeting. It's there for the enjoyment of the residents while providing an atmosphere where we can meet others. If we have to pull out stacked chairs and move tables around and then put them all back up when done, it is not very motivating to come hang out with our friends. The full table setup arrangement is an environment that would be welcoming and ready to go for events such as an open house game nights (different table have different games, such as backgammon, bridge, monopoly, card games, etc.) We have cabinets and games can be stored there. That "dining room" type layout makes much more sense.
37	I checked that I will not be able to attend but I may be able to, I'm just not sure yet.
38	This is the first I have heard of the "vision board." What is it, and when (what time) and where. How do you communicate with the community and who are you?
39	We are driving to San Diego on the 6th or 7th, not yet determined.
40	This planet is now experiencing the opening salvos of a human-caused climate crisis. Civano, which was
41	Would be great to have a small market or cafe to walk to.
42	Thank you for all of your work to improve Civano. Loving all the improvements over the past 3 years we've lived here.
43	We really appreciate the common area landscaping, we know it is hard to keep up with. I think some creative thinking about a private individual-HOA-perhaps nonprofit partnership around a new coffee shop-type space might be productive; this is sorely needed.
44	Love the plan for revitalization! We need to think about progress and moving forward, not just trying to maintain status quo if we want our community to stand out...
45	I see most that of the walking paths have the red rock washed out of the pathways. I believe borders should be installed on the edges to help contain the rock. We spend a lot of money on the rock, it should be contained to the pathway, not just put down with no borders. This would make it more defined and last longer. Thanks

COMPLETE ON LINE SURVEY RESULTS: Additional Comments

46	Really looking forward to these upgrades that our neighborhood desperately needs!
47	Thanks, I think the current board is doing a good job.
48	Thank you for getting this site going! I do not want the HOA fees raised, so we need not get into a
49	Civano is a beautiful neighborhood. Love the idea of revitalization and keeping so peaceful and lovely!
50	On the walking path, at the corner of Seventh Gen and Nightbloom the pole, that signifies a interruption in the path, is broken off and needs to be replaced. It is a tripping hazard.
51	It would be good to be able to log in as a paying HOA resident to website for paying dues, viewing bills & payments. I'm on auto deduct so not sure why the expense of mailing a bill and return envelope every month. Just send it electronically or send a link where I log in to view my monthly bill. It would also be nice to allow updates to my account such as payment method.
52	The new civano.org website is fantastic. The resident who maintains her own site "civano bulletin board " should be shut down. It contains misinformation and is bias with her personal opinions.
53	More and more families are moving into Civano and I believe the community needs to start making changes that benefit them.
54	I would like to see pest treatment to take care of black widow spiders in the common areas. Also, would like to see pest control take care of yellowjackets. I've seen a number at the pools and one stung my daughter. They seem to be much more aggressive than the other wasps.
55	Great community that I love, but really: please enforce the codes and make homeowners maintain their properties. Please.
56	Existing facilities should be properly maintained and/or repaired before adding new facilities.
57	I urge the board to work to allow something akin to the Civano Coffee Shop be reestablished. This may involve talking to city planners to discuss possible zoning changes. Thank You
58	Do what ever you want but do not raise our dues
59	Thank you for the opportunity to comment!
60	what time of day is this vision board / discussion forum going to be held??
61	a dog park would be nice however don't know where it would be located
62	Thanks
63	Wish we had the coffee house back. Also, I know the walking/bike path along Civano/Nightbloom was resurfaced, but it still has lots of ruts and bumps which can be hazards.
64	I might be able to attend the discussion forum but not sure.
65	Can we spray common areas and mailboxes for black windows? The south pool also has a large number of yellow jackets that prevent its use.
66	I feel like the landscaping hasn't been the best the last year. The company doing the commons area work at a snails pace from what I have witnessed and so many things are going unnoticed. No one has cleaned up the area facing Houghton and there are so many weeds, which isn't a great look for passerby's when they look over at our neighborhood. The garden area across from Civano Nursery is embarrassing.
67	Thanks everyone for this opportunity : if yiu do the same old thing you will get the same old results ! Let's move forward with some real creativity keeping in mind : 7 generations!
68	If this association would and could keep Joan Tibet from running her show that would be marvelous. She seems to be a spoiler of ideas.
69	People not leashing dogs in park >:(
70	Not sure if I am attending.
71	Our beautiful Civano is showing its age. It needs regeneration and upgrades to appeal to young families, otherwise it risks becoming a geriatric community. I'm 67 years old and an intergenerational neighborhood is vital to me.

COMPLETE ON LINE SURVEY RESULTS: Additional Comments

72	
73	LOVE to have the coffee shop or a coffee cart with more benches around. Thank you for caring and putting out this survey...love to have a say!
74	I love Civano !
75	Depends on the time for the forum as I have a weekend seminar from 8 till 4. Evening I could make it
76	Still waiting for small businesses and shops to be part of the community.
77	I hope there will be signage indicating speed limits in Civano soon. So tired of the speeding I see every day.
78	Yay!! Glad you guys are doing this!!
79	This survey is a good idea.
80	I'll be out of town, otherwise I'd be there.
81	i would like to see speed warning signs placed around the area-the speeding has gotten ridiculous. I was almost hit by a black truck a few weeks ago that was tearing it up around Rust and Civano. Something is going to happen- then it's too late. I know that this has been on the agenda for some time now but have not seen any results.
82	Again, thanks for asking. First time in 20 years anyone has asked something like this. Would SO love a heated pool (and a hot tub)!!! :)
83	Make it virtual.
84	Sorry I'll be out of town November 5 and 6. Hope it's a great event!
85	I have volunteered for Sabino Canyon to spray buffel grass and fountain grass as both are considered invasive species. The open area along Nighbloom has a-lot of both of these grasses. It would be nice if we did our part by getting rid of these grasses so the seeds don't carry to the wash and beyond. There is also a ton of buffel grass along the Houghton path. I would be willing to do some of the spraying if the chemicals/equipment were provided.
86	Thank you for reaching out to the community to get our input.
87	Thank you for asking for input, we would love to follow up although we are out of town until January.
88	For the most part, the Civano community has been wonderful when it comes to the activities and amenities that we have.
89	Our neighborhood has lost so many businesses that made it special. We need to continue our events or we are just "another subdivision."
90	I think it's important to make the community more friendly for families. It feels like a lot of the houses are just rented out or used for air bnbs.
91	Continue with maintenance. Some shoddy properties are seemingly immune to the HOA directives. Please deal with all equally. Address's on request.



**OTHER COMMENTS- IN PERSON RESULTS FROM COMMUNITY ROTUNDS VISION BOARDS 11/5/21 & 11/6/21**

QTY BUCKET

1	Are soccer groups using rec field civano resident based or just groups coming in because it's there?	1	O
2	On taxes-have nursery better water trees so roots go deep-reduce amount of water after 1st year or so	1	RM
3	Lower overhead costs	4	O
4	Clarify and enforce CCR;s - maybe highlight one or two each mmonth in HOA communications & be very clear to new owners. Clarigy & enforce short term rental CCR;s	4	O
5	Oreintation pamphlet for new owners by HOA. It explains history, provides referrals to those who have provided services (trees, landscaping, plumbers, etc. map and contact info	3	O
6	Create a Civano sustainability task force to develop more ideas for the community that will promote improved resilience as the effects of climate change continue to worsen.	2	O
7	Changing HOA governing documents to increase the number of homeowners who are eligible to run for the 'commercial' seat on the board of directors. Make Civano small business owners eligible.Yes! Need to include more people.	6	O
8	Housing - stop Air BNB's They don't contribute to the whole only to the individual	2	O
9	Repair Garage, reuse place, help in repairs, repurpose community goods, shared skills, computer help	1	O
10	Community phone/address directory emergency contact	2	O
11	What are the antenna devides on top of building that was the coffee house? If not needed by entire community, why are they there and why were they allowed? Again, residents need to be aware and comply with CCR's. Board needs to address compliance.	2	O
12	Fiber optic network even if a monthly cost	3	O
13	The Rontunda is prime real estate. Move the HOA office to the 2 story business building next door, leaving the empty HOA office available for community centered activities.	6	O
14	Use as art gallery with shows of 2 months each currated by residents for residents	3	O
15	Consider intall of electric car charging stations in activity center parking lot	4	O
16	Move the HOA out of rotunda. Use that space for climate controlled space for gathering that everyone here is asking for.	3	O
17	Create HOA paid for community activity organized to help the community have more fun	3	O
18	Civano Climate change impacts lets keep leading on this!!!! More water catchment at individual homes	4	O
19	Increase solar: how might we utilize our collective bargaining power	3	O
20	Slow down/manage traffic through our neighborhood	6	O
21	Find more ways to interact with one another	4	O
22	Plan for a dry and hotter climate	4	O
23	Rethinking Board/Homeonwer Communication Suggestions that may facilitate the communication between the Board of Directors and Homeowners: We receive the agenda for the Board meetings shortly before the meetings begin. It would be convenient if we hade access to the agenda far enough ahead of the meeting to allow us time to respond to issues that are of concern to us. It would allow the Homeowners time to email their opinions through the HOA office to the Board. This is one way the Board could be more aware of the concerns of the Homeowners. 2. Suggestion number one could possibly increase interest in and attendence of the Board meetings. The Board meetings are sparsely attended. This could be because of agendas that are too full for the time allotted leading to overruns and the cutting of some items. The Board is understandably exhausted after holding the Executie Meeting beforehand. To remedy these problems, are any of these suggestions possible? A)Holding meetings monthly B) Holding the Executive Meeting at a different time C) Reminding Homeowners that a meeting is scheduled and the items to be discussed D) Allowing more discussion time so Homeowners feel that they have a say and were heard before a decision is made? 3. I believer that is a discussion of these suggestions were to take place in our community, many creative and workable ideas would ne brought forth. The Introduction of Candidates (that was held before Covid) was a wonderful innovation and well attended. What always has been need not always be.	7	O