

# Summary of Villas West Annual Packet Survey – February, 2020

## Purpose

- To give all owners an opportunity to evaluate the general operations of the Villas West Condominium Association (“Association”) and provide management with some feedback, as well as a general profile of the membership in 2020.
- This survey, especially the service ratings, was meant to provide a baseline as there is no information for comparison.
- Things to keep in mind when reviewing these initial results: This was intended as a baseline service rating as the previous General Manager had been on board for about two years (March 2018), a new bookkeeper arrived in September 2019 and a new Admin. Assistant by January 2020. The greatly improved website had just been finalized in November 2019 and a change to a new HOA computer management system (Caliber - finance driven) mostly completed by December 2019. Since this survey, we have had a change in General Manager (March 2020) and Administrative Asst. (July 2020) and the Coronavirus started to have major impacts on the community around the end of March, 2020

## Methodology

- A one page/two sided paper survey (see appendix) was included in the “Annual Packet” that is sent to all owner’s at the end of the previous year (December 2019) which includes information on the Annual Meeting and Voting for Board Members and other Association business.
- Every owner had an opportunity to provide input as no computer skills were required to complete the survey.
- At the time of the survey, “CR” was the General Manager, the new bookkeeper had been working for several months and a new administrative assistant had been hired and recently started.
- A total of 327 owners’ responded but not all owners answered every question. This is a response rate of about 50% which is considered very good for this type of survey (327/672 units = 49%; some owners responding own more than one unit representing an additional 40 units = 367).
- Results were entered by hand into an excel spreadsheet by a member of the communications committee who volunteered for this “tedious” task and allowed for easier tabulation of results. Basic tabulations were done on the excel spreadsheet to keep data and tabulations together. Written in responses (e.g. top 3 reasons bought in Villas West) were coded (put in categories like cost/price, landscaping, HOA fee coverage, etc.) and tabulated to provide a better overall picture than a list of individual verbatim responses (these can be found in the appendix). The report was written by MM (Board Member, Communications/Documents Committee Chairperson) along with entering all verbatim responses and checking about every 3<sup>rd</sup> survey against data in excel spreadsheet. MM’s career was as a marketing research consultant for major companies in the NW including (Microsoft, Nike, Alaska Airlines, Starbucks, etc.).
- When reviewing verbatim responses, it is important not to make a few comments on a subject and project that as more than what it is . . . a few people. This is why verbatim comments are coded into categories

and tabulated to provide a more accurate picture of the relative importance of these comments. Most of the verbatim responses are related to the question on top 3 reasons why people purchased in Villas West. All verbatim comments have been included in the Appendix (some related to their rating of services and some are related to suggestions for improving their experience in Villas West. Best to read for ideas and suggestions.

### **Question Areas Included**

- Ease of access to website through internet and how most likely to access (also, reliance on paper version of newsletter).
- What member's felt were the three most important reasons they chose to purchase a villa(s) in Villas West.
- Based on their personal experience, overall satisfaction with Villas West services overall on a 5 point scale (5 = Very Satisfied, 4 = Somewhat Satisfied, 3 = Neutral, 2 = Somewhat Dissatisfied, 1 = Not at all Satisfied and X = No Opinion): Overall Living in Villas West, Board of Directors, General Manager, Maintenance Services, Landscape Services, Front Desk Services, Bookkeeping/Accounting and Communications). If rating any area a "3, 2 or 1" owners were asked to specify why for these ratings on separate sheet of paper (most wrote comments on the survey/around the margins).
- How many years owned a villa in Villas West and how many units owned.
- Whether owner lives in a unit (if yes, full time or part time and if no, do they rent out, is it used by relatives/friends or vacant).
- If they living in the unit seasonally, what months of the year.
- If living in their unit, number of people in household and general age range for each person (less than 55 years, 55-64, 65-74, 75-84, over 84 years of age).
- If renting villa(s), number of units rented full time, part-time/seasonally.
- For full time rentals, how many people and approximate age range for each person (less than 55 years, 55-64, 65-74, 75-84, over 84 years).
- If living in villa, whether they have any dogs and how many and if renting villa full time, how many tenants have a dog(s).
- Any additional suggestions for improving their experience in Villas West.

## Summary of Results

The following is based on the 327 Villas West homeowners who responded to the survey included in the 2020 Annual Election Packet. Generally, all homeowners had the opportunity to complete the survey as an annual election packet is mailed to the address on file for each homeowner.

### Owner Responders Profile

- ❖ Just under half (44%) indicate they have owned their villa for 6 years or less. Just over one in ten have owned their villa for 20+ years (12%) with the remainder equally divided between 6-10 years of ownership (21%) and 11-19 years (23%).
- ❖ Most (93%) indicate they own one unit; 1% (4 people) indicates they own four or more units (the remainder less than 4).
- ❖ Of those owners who live in their unit, they are pretty equally divided into one person (44%) and two person (55%) households. Of those responding, most household members are between 65-74 years of age (45%) or 75-84 years of age (31%). About one in five (18%) are 64 years of age or less and one in twenty (5%) are over 84 years of age. Full time renters follow a similar pattern.
- ❖ About one in five (18%) owners indicates they have a dog (mostly only one dog); similar for those responding about their renters (14% of their renters have a dog).

### Usage Profile

- ❖ About eight in ten (79%) indicate they live in a unit they own (a few live in their unit part of the year and rent out their unit part of the year). Of those who indicate they live in their unit, almost two thirds (63%) are only partial year residents; one third (33%) are year round. Of those not living in their unit, mostly these are being rented out or used by family members/friends (some rent to relatives).
- ❖ Of the units being rented, about half are rented to people full time (51%) and half rented to people part time (48%). Most people are only renting out 1 unit (69% of units rented); one person is renting out 6 units and another is renting out 12 units.
- ❖ The community is pretty much at full capacity during January/February and March (96-99% report occupancy during these months). Summer (June, July, and August) is at about half capacity (51% here sometime during the summer).

### Key Reasons for Purchasing a Villa

- ❖ Top three reasons given include: “cost/value/affordability related” (50%), “location – general, central related” (40%) and “grounds/landscaping related” (36%).
- ❖ Next most frequently mentioned: “HOA coverage/maintenance related” (22%) and “family/friends – friendly, community related” (22%). People have other family or friends nearby or they mention it is a friendly complex, has community feel.

- ❖ Other mentions included: “architectural charm related” (16%), “well managed related” (13%), “size of unit – small related” (12%), “amenities – pool/laundry related” (12%), “convenience – close to shopping/Dr., etc. related” (10%).

### **Satisfaction with Villas West Services (Broad Categories)**

- ❖ Responders were asked to rate eight (8) general categories of Villas West services on a five point scale from 1 = Not at all Satisfied to 5 = Very Satisfied. If they rated any category a “3” (Neutral) or below, they were asked to provide some input as to the reason (most wrote in the margins while several elaborated on an attached piece of paper).
- ❖ Overall, most responders indicate they are “Very Satisfied” (rate 5) - 68% or “Somewhat Satisfied” (rate 4) – 28% with “Overall Living in Villas West” (96% combined).
- ❖ Half or more (55% - 57%) are “Very Satisfied” with Landscape Services (58%), Bookkeeping/Accounting Services (57%), Maintenance Services (55%) and Front Desk Services (55%). Generally, neutral ratings (“3”) comments related to “not having enough experience or information.” In general, 70% or more of responders are “Very or Somewhat Satisfied” with all the services rated: Overall Living in Villas West (96%), Board of Directors (73%), General Manager (72%), Maintenance Services (89%), Landscape Services (87%), Front Desk Services (76%), Bookkeeping/Accounting (77%) and Communications (69%). With the exception of Communications, less than one in ten responders indicated they were “somewhat or very dissatisfied” with any of the service categories.
- ❖ Those dissatisfied with Landscape Services (8%) mostly indicated an issue with improper pruning – time of year and method; one person mentioned better planning and another mentioned blowing on patios when doing area clean-up and ignoring landscape in back of Tierra and Sarta. Those dissatisfied with Maintenance Services (4%) mentioned things like not having their place painted since they moved in (a few years ago), no follow-up, poor installation of water heater. Comments related to Front Desk Services were mixed with previous (2019 and before) Front Desk person negative and January 2020 Front Desk person positive. Negatives regarding General Manager (previous) related to poor communication and follow-up. Communication comments noted that it was getting better and several mentioned the website as a positive thing. Others mention communication in relation to the Front Desk, the General Manager, etc. – more related to personal communication and returning calls – one person mentioned listen to complaints and respond. Board needs transparency and needs to enforce CC&R’s.
- ❖ Most neutral (rate 3) comments were because they didn’t have enough experience or they didn’t have enough interactions so they rated “neutral.”

### **Communicating with Owners**

- ❖ Almost nine out of ten (87%) of these responders indicated that they could easily access the Villas West website via the internet with about half indicating they would use their computer (55%), about two in five using their cell phone (38%) and a third (33%) using their tablet/iPad (some would access in more than one way, e.g. computer and cell phone).

- ❖ About one in five (21%) indicate they rely on the paper version of the Newsletter (or would prefer the paper version).

## Conclusions and Recommendations

Many people are using the internet now but there are still some who want the paper version of the newsletter so it would be best to keep making a paper copy available at the office (mail to the few who are unable to pick up at the office).

With most owners here for January, February March and April it is best to save maintenance jobs such as putting a surface treatment on the streets for the summer/fall (if possible) when the fewest people are here. If painting could also be done when fewer people are here and not too hot (May, September, October), that would also mean less disruption for owners. With only one third of owners here full time, the interest by some owners in having Board Members be full year residents is probably not very realistic.

With almost half the owners indicating they have owned their villa for less than 6 years (44% and many of those less than 3 years -30%), there will always be the need for a “new owner packet” and new owner questions to the office. The more information that can be put on the website and directing new owners to first review the material there, we might be able to reduce the number and frequency of questions to the office. Similarly, with about twenty percent of owners not living in their units and renting them out (half seasonally), issues will arise because tenants are not always informed about living in the community (some landlord/owners are pretty conscientious about informing tenants of rules, etc., others are not). It is best to provide key documents to tenants when they register at the office for parking and contact information as required by the CC&R's. This is why the Association is starting to charge a \$25.00 “service fee” (as allowed by the AZ Condominium Act) on any new leases (not renewals for same tenants). The Association is not a substitute for the owner/landlord who is required by the CC&R's to make sure their tenants/guests, etc. follow the rules of the Association and that they are registered at the office (contact info, parking, etc.).

While most owners are generally satisfied with the services provided by the association, there is always room for improvement. But, the results indicate that there are no major issues that require immediate attention. If the survey is done in the future, it would be useful to add some more specific service factors in addition to the general ones if you wish more details on service satisfaction levels (i.e. Communications – front desk communications/follow-up call backs, general manager communications/follow-up call backs, board communications/follow-up call backs, e-blasts, website, newsletter, etc.).

One of the major reasons owners purchased a villa was “cost/value/affordability” related. The Villas (East and West) are generally the least expensive housing to purchase in Green Valley. The mix of many part-timers (equivalent to a cottage on the lake in northern climates) and half as many full-timers may create competing needs, priorities, etc. Satisfying the majority of both groups will be a balancing act.

Another key reason for choosing the Villas is the grounds/landscaping. For a complex with many buildings, the design of the complex has allowed for a lot of common area for trees, shrubs and plants. Because many of the part-timers are coming from northern states where trees and grass are prevalent – the grounds with mature trees/shrubs and grassy areas is appealing. But, this is also the desert so maintaining the beauty of the

mature landscape with reality of the desert will continue to be challenge into the future, especially when water becomes an issue.

## Detailed Results

**Q1. For communication purposes, do you feel you can easily access the Villas West Website ([www.villaswest.org](http://www.villaswest.org)) through the internet? If Yes, would you be most likely to use a cell phone, tablet/iPad, Computer. Do you rely on the paper version of the Villas West Newsletter (Yes, No)**

Most of these owner responders feel they can easily access the website via the Internet (87%) with just over one in ten saying they cannot. Of those who do not have easy access to the website via internet access (13%), almost two thirds (62%) say they rely on the paper version of the newsletter. Of those Internet users, some people report they are likely to use multiple devices with just over half saying they use their computer (55%), followed by cell phone (38%) and tablet/iPad (33%). About one in five of (21%) all owners indicate they would prefer a paper newsletter.

<b>Response (Total Responding = 303)</b>	<b>Count (#)</b>	<b>Percent</b>
Yes, can easily access website via internet	264	87%
No	39	13%
<b>Internet Users (Those Responding = 263)</b>		
Would use computer	146	55%
Would use cell phone	100	38%
Would use tablet/iPad	87	33%
<b>Rely on paper version of Newsletter (Those responding = 303)</b>		
Yes - % of Total	65	21%
Note – some internet users still prefer paper newsletter		
<b>Of those without internet - Rely on paper version of Newsletter (N=39)</b>		
Yes	24	62%



**Q2. What are the three most important reasons you chose to purchase (one or more) villas in Villas West?**

The three most frequently mentioned reasons owners give for purchasing a villa in Villas West relate to “cost/value/affordability” (50%), “location – general, center of Green Valley, AZ” (40%) and “grounds/landscaping” (36%). These are followed by “HOA coverage/maintenance – roofs, HVAC’s, etc.” (22%) and “family/people – family/friends in area, neighbors, community feel” (22%).

Other mentions specific to the community focus on “architecture” (16%), “well managed” (13%), “small unit size” (12%), “amenities” – mostly pools (12%), “convenience to shopping/Dr., etc.” (10%).

<b>Response (Total Responding = 290)</b>	<b>Count (#)</b>	<b>Percent</b>
Cost/Value/Affordability Related	144	50%
Location Related (general, central, etc.)	117	40%
Grounds/Landscaping Related	103	36%
HOA Coverage/Maintenance Related	65	22%
Family/People (friendly, community)	65	22%
Architectural Charm Related	47	16%
Well Managed Related	39	13%
Size of Unit Related (small)	35	12%
Weather Related (general to area)	34	12%
Amenities (Pool/Laundry) Related	34	12%
Convenience (shopping/Dr., etc.) Related	28	10%
Quiet	17	6%
Income (rental)	17	6%
Beauty of Desert specifically	15	5%
Safety and Security	15	5%
Retirement	15	5%
Activities in area (general)	14	5%
Over 55	10	3%
GVR	7	2%
Ease of Seasonal Use	4	1%

**Q3. Based on your personal experience, rate your overall satisfaction with Villas West services. (5 = Very Satisfied, 4 = Somewhat Satisfied, 3 = Neutral, 2 = Somewhat Dissatisfied, 1 = Not at all Satisfied, X = No Opinion)**

This was intended as a baseline service rating as the previous General Manager had been on board for about two years (March 2018), a new bookkeeper arrived in September 2019 and a new Admin. Assistant by January 2020. The greatly improved website had been finalized in November 2019 and a change to a new HOA computer management system (Caliber - finance driven) mostly completed by December 2019. Since this survey, we have had a change in General Manager (March 2020) and Administrative Asst. (July 2020). The Coronavirus started to have major impacts on the community around March, 2020.

Owners responding and rating Villas West on services, on average, rate the service a 4 to 5 (Somewhat to Very Satisfied). Most owners are generally “Satisfied” (rate 4.6 out of 5) with “Overall Living in Villas West.” They are next most satisfied with Maintenance Services (4.4), Landscape Services (4.4) and Bookkeeping/Accounting (4.3). Lowest average rating is for Communications (3.9). Some people who rated services a “3” (Neutral) indicated they didn’t have enough experience to say so they rated the service “Neutral.”

Since the survey was done, A frame (sandwich boards) message boards have been used to make announcements (Board Meetings, Street Coating, etc.) and email blasts are sent to those who have “opted in” to receive (announcements, important updates, etc.). None of these communication additions are likely to be reflected in these baseline survey results – hopefully a future survey will show improvements in communications. In addition, these are very broad categories, if surveying in future and limiting the survey mostly to service evaluation, more specific factors could be added “in addition” to the general categories. Note: Measurement factors must remain consistent to measure changes over time – changing the factor descriptions impacts the ability to make comparison from year to year. So it is best to keep the general categories and then to add more specific ones (e.g. – Communications might include, communications by General Manger, Communications by Board, Communications from Office, Newsletter, Website, etc.). The same could be done for other general service categories.

<b>Service Categories</b>	<b>Those Rating</b>	<b>Average Rating</b>
Overall Living in Villas West	(284)	4.6
Board of Directors	(244)	4.1
General Manager	(260)	4.1
Maintenance Services	(298)	4.4
Landscape Services	(302)	4.4
Front Desk Services	(286)	4.2
Bookkeeping/Accounting	(235)	4.3
Communications	(278)	3.9

Few owners/members are dissatisfied with their living in Villas West. Less than 10% of these responders are “Dissatisfied” (Somewhat or Not at all) with any of the general service categories with the exception of “Communications” at 13%.

Most owners/members rate the general service categories at least a “4” (Somewhat Satisfied) or a “5” (Very Satisfied). Based on comments related to the Front Desk Services in particular, some people rated this based on the Administrative Asst. from the past (lower scores) and others rated it based on the new Administrative Asst. who started at the end of 2019 (higher scores).

<b>Service Categories</b>	<b>Rate 5 – Very Satisfied</b>	<b>Rate 4 – Somewhat Satisfied</b>	<b>Rate 3 - Neutral</b>	<b>Rate 2 – Somewhat Dissatisfied</b>	<b>Rate 1 – Not at all Satisfied</b>
<b>Overall Living in Villas West (n =284 responding)</b>	<b>68%</b> (192 people)	<b>28%</b> (80 people)	03% (9 people)	<b>01%</b> (2 people)	<b>0%</b> (1 person)
<b>Board of Directors (n = 244)</b>	<b>40%</b> (97)	<b>33%</b> (81)	21% (52)	<b>04%</b> (10)	<b>02%</b> (4)
<b>General Manager (n=260)</b>	<b>44%</b> (115)	<b>28%</b> (72)	21% (54)	<b>04%</b> (10)	<b>03%</b> (9)
<b>Maintenance Services (n = 298)</b>	<b>55%</b> (164)	<b>34%</b> (102)	07% (20)	<b>03%</b> (8)	<b>01%</b> (3)
<b>Landscape Services (n = 302)</b>	<b>58%</b> (174)	<b>29%</b> (89)	05% (16)	<b>06%</b> (17)	<b>02%</b> (5)
<b>Front Desk Services (n = 286)</b>	<b>55%</b> (156)	<b>21%</b> (59)	16% (45)	<b>05%</b> (15)	<b>04%</b> (11)
<b>Bookkeeping/Accounting (n = 235)</b>	<b>57%</b> (134)	<b>20%</b> (48)	20% (46)	<b>03%</b> (7)	<b>0%</b> (0)
<b>Communications (n = 278)</b>	<b>39%</b> (109)	<b>30%</b> (83)	17% (48)	<b>11%</b> (30)	<b>03%</b> (8)

Those commenting on their dissatisfaction with Landscape Services (8%) mostly mentioned issues with improper pruning – time of year and method; another mentioned blowing on patios when doing area clean-up, chopping vs. shaping.

Those dissatisfied with Maintenance Services (4%) mention things like not having their place painted since they moved in (a few years ago), no follow-up, poor installation of water heater.

Comments related to Front Desk Services were mixed with previous (2019 and before) Front Desk person negative and January 2020 Front Desk person positive. Negatives regarding General Manager (previous) related to poor communication and follow-up.

Communication comments noted that it was getting better and several mentioned the website as a positive thing. Others mention communication in relation to the Front Desk, the General Manager, etc. – more related to personal communication and returning calls – one person wants the association to listen to complaints and respond. Board needs transparency, need to respond to complaints, failure to enforce CC&R’s. and new blood.

Most neutral (rate 3) comments were because they didn’t have enough experience or they didn’t have enough interactions so they rated “neutral.”

Ten responders provided comments attached to the survey and some wrote in the margins. These comments are provided in the Appendix.

**4. How many years have you owned a villa in Villas West? Q5. How many villas in Villas West do you currently own? Q6. Do you live in any of the unit(s) you own? (Yes – full time/year round or seasonally/part of year; No – rent out, used by relatives/friends but not rented or vacant)**

Almost half of owners/members have owned their villa(s) for less than 6 years (44%) and just over one in ten (12%) has owned their villa(s) for 20 years or more. Most of the owners/members responding own only one unit (93%) and three quarters (77%) say they live in one of their units (several owners live in the unit part of the year and also rent out part of the year).

Two thirds of those living in their unit indicate they are here only part of the year (63%). Among those not living in their unit, most say they are renting them out (relatives and friends also use).

<b>Years Owned Villa(s)</b>	<b>Count (#)</b>	<b>Percent</b>
Response (Total Responding = 315)		
Less than 6 years*	138	44%
6-10 years	66	21%
11-19 years	72	23%
20+ years	39	12%
*Less than 3 years	96	30%
<b>Number of Villas Owned (n = 321)</b>		
One – 1	298	93%
Two – 2	17	05%
Three – 3	2	01%
Four or more (4+)	4	01%
<b>Live in any of the unit(s) owned (n=326)*</b>		
Yes	258	79%
No	68	21%
*Several live in and rent out part of year		
<b>Living In Unit Responding (n= 258)</b>		
Full time/year round	86	33%
Part of year	163	63%
<b>Not living in Unit (responding =68)*</b>		
Rent Out	69	100%
Used by relatives/friends but not rented	19	28%
Vacant	3	04%
*Some mentioned more than one and some live in unit and rent out.		

**Q7. What months living in a unit – yearly 12 months – if seasonally, what months of the year do you live in your unit? (Circle months that apply).**

About a third of owners indicate they are living in their unit(s) full time (35%) with most of the remainder residing in their unit for up to six months. Only half of owners (49%) are generally around during the summer months.

<b>Months Live in Unit</b>		
Response (Total Responding = 252)	<b>Count (#)</b>	<b>Percent</b>
All 12 months (live here full time)	89	35%
4 months or less	71	28%
5 months	30	12%
6 months	36	14%
7 months	14	06%
8 or 9months	12	04%
<b>By Season (Those Responding = 252)</b>		
High Season (J/F/M/A) Any of these	235	96%
Summer (M/J/J/A) Any of these	120	49%
Fall/Low Season (S/O/N/D)Any of these	211	86%

**Months Unit is Occupied (Owners and Full Time Renters Only)**

Full occupancy of the Villas are the months of January, February and March (96-99%). Some people start arriving in October and this gradually increases through December (some people go “home” for holidays).

June,  
half

<b>Months Unit Occupied (Owners and Full Time Rental)</b>		
Response (Total Responding = 287)	<b>Count (#)</b>	<b>Percent</b>
January	275	96%
February	284	99%
March	285	99%
April	243	85%
May	172	60%
June	146	51%
July	145	51%
August	145	51%
September	152	53%
October	188	66%
November	218	76%

July and August the population declines to about (51%).

December	234	82%
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**Q. 9. If you rent your villa(s), please indicate how many of your units are rented full-time (12-month lease) and how many are rented seasonally (less than 1 year)?**

Of owners responding that they rent their unit(s), about half say they are renting a unit full time (all year) while half are renting to people seasonally. Most are renting out only one unit with a few others renting out two units. There are a few people who have three or more units that they are renting out.

<b>Rental Units</b>	<b>Count (# of units)</b>	<b>Percent</b>
(n = 80 people responding; representing 105 units)		
Rented Full Time	54	51%
Rented Seasonally	50	48%
<b># of Units Rented (80 people, 105 units)</b>		
One unit (72 people)	72	69%
Two units (4 people)	8	08%
Three units (1 person)	3	03%
Four units (1 person)	4	04%
Six units (1 person)	6	06%
Twelve units (1 person)	12	11%

**Q8. If you live in your villa, how many people live with you there? For each person, which category best describes their age. (for each household member) Q10. For full-time rentals, how many total people would that be, and how many would be in each age group listed? (A few people who rented seasonally included ages of people they rented to)**

Two people live in about half the units (55%) with the rest mostly one person households. Of the owners responding, about three-quarters report they are 65 to 84 years of age: 65-74 years of age (45%) or 75-84 years of age (31%). This is a similar pattern for renters.

<b>Number of Owners Living in Unit</b>		
Response (Total Responding = 238)	<b>Count (#)</b>	<b>Percent</b>
One person	105	44%
Two people	132	55%
Three people	1	01%
<b>Ages – Owners Ages (n = 372 people)</b>		
Less than 55 years	9	02%
55-64 years	59	16%
65-74 years	169	45%
75-84 years	114	31%
Over 84 years	21	6%
<b>Ages – Renters (mostly full time – 60)</b>		
Less than 55 years	2	03%
55-64 years	13	22%
65-74 years	18	30%
75-84 years	25	42%
Over 84 years	2	03%

**Q11. If you live in your villa, do you have any dogs staying with you? How Many? For any villas that you rent out full-time, do any of your tenants have dogs? How many in total?**

About one in five (18%) of owners indicate they have a dog – mostly one dog. Owners renting out a unit report just over one in ten (14%) of their renters have a dog – mostly one dog.

<b>Dogs in Residence</b>		
<b>Owners (255)</b>	<b>Count (#)</b>	<b>Percent</b>
Yes – Have dog(s)	46	18%
No	209	82%
Total Number of dogs (most only have 1)	50	
<b>Renters (29)</b>		
Yes – Have dog(s)	4	14%
No	25	86%
Total number of dogs (most only have 1)	5	



**APPENDIX**

Survey Questionnaire  
Verbatim Comments

**Dear Owner:** Villas West is a large (672 units) complex with a diverse mix of owners – some living in Villas West (all year or seasonally) and some owners renting their villa(s). The following is a short **anonymous survey** for Villas West owners providing the Board of Directors/Committee Members and Management a start to better understanding our community. Please return the survey in the “white outer envelope” with your ballot(s) – it will be forwarded to the Communications Committee who will tabulate the results and share them through the Newsletter and Website. (Please return even if you only answer a few questions so we know how many people actually had an opportunity to respond.)

1. For communication purposes, do you feel you can easily access the Villas West Website [www.villaswest.org](http://www.villaswest.org) through the internet? (“X” response in boxes below).

- Yes Would you be most likely to use:  cell phone  Tablet/iPad  Computer  
 No I do not have access to the internet

Do you rely on the paper version of the Villas West Newsletter?  Yes  No

2. **What are the three most important reasons** you chose to purchase (one or more) villas in Villas West?

3. Based on your personal experience, rate your overall satisfaction with Villas West services: (Place an “X” in the box that best describes your satisfaction – if not enough experience – X “no opinion”)

Place an “X” in the column that best represents your personal experience	Very Satisfied 5	Somewhat Satisfied 4	Neutral 3	Somewhat Dissatisfied 2	Not at all Satisfied 1	No Opinion X
a. Overall Living in Villas West						
b. Board of Directors						
c. General Manager						
d. Maintenance Services						
e. Landscape Services						
f. Front Desk Services						
g. Bookkeeping/Accounting						
h. Communications						

**NOTE: If you rated any area a “3, 2, or 1”,** would you please use the additional sheet of paper to specify why you rated that service (a, b, c, d, e, f, g, h) Neutral to Dissatisfied (include label to identify the service).

4. How many years have you owned a villa in Villas West?  Less than 1 year  \_\_\_\_\_ years

5. How many villas in Villas West do you currently own: \_\_\_\_\_ units owned

6. Do you live in any of the unit(s) you own?

Yes,  Full-time (year-round) or  Seasonally (part of year)

No,  Rent out  Used by relatives/friends but not rented  Vacant

7. If living in a unit seasonally, what months of the year do you live in your unit? (Circle All That Apply)

Jan.	Feb.	Mar.	April.	May.	June.	July.	Aug.	Sept.	Oct.	Nov.	Dec.
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8. If you live in your villa, how many people live with you there? For each person, which of the following best describes their age? (Place an X in the appropriate age range for each household member).

Number in Household (circle)	Less than 55 years of age	55-64 years of age	65-74 years of age	75-84 years of age	Over 84 years of age
1					
2					
3					
4+					

9. If you rent your villa(s), please indicate how many of your units are rented full-time (12-month lease) and how many are rented seasonally (less than 1 year)?

Total # of Units Owned & Rented	# Of Units Owned - Number of Units Rented Full-Time (12 months)	# Of Units Owned - Number of Units Rented Seasonally ( <u>less than 12 months</u> )

10. For full-time rentals, how many total people would that be, and how many would be in each age group listed below? (Write in the number in each age bracket as best you can estimate)

Total Number of Renters in Your Villas Full Time (#)	Approximate # Less than 55 years of age	Approximate # 55-64 years of age	Approximate # 65-74 years of age	Approximate # 75-84 years of age	Approximate # Over 84 years of age

11. If you live in your villa, do you have any dogs staying with you?  No  Yes If yes, how many: \_\_\_\_\_ . For any villas that you rent out full-time, do any of your tenants have dogs?  No  Yes If yes, how many in total: \_\_\_\_\_

12. If you have any suggestions for improving your experience living in Villas West, please include on an additional sheet of paper and be as specific as you can.

**Thank you for completing this survey.** It will be very helpful as we move forward in making Villas West a great place to live. We hope to include additional surveys in future annual packets on additional topics.

### **Verbatim Comments**

**Comments - written in margins, etc. Some comments on separate sheet detached so listed at the bottom.**

- Previous GM (“C”) has made praiseworthy improvements, Bookkeeping - too hard to tell, Communications - Improving
- GM – (“C”) current only , Front Desk and Bookkeeping - recent staff changes seem positive, will see for how long. Maintenance - bad responsiveness last year - seems better now. Manager seems to be very motivated to get things done - the Board needs to follow her lead. The condition of some peoples patios need to be addressed - 30 days to clean or charge them for cleaning - too much junk. If important updates were announced. Front Desk/Bookkeeping/Communications - all have to do with lack of communication - should hold monthly meetings with detailed minutes. So many things (policies) seem to not be shared with all owners - like results of lawsuits and the fact that there was no follow through on debt collection. Please fine people for policy violations. Cleaning needs to be monitored - hire different cleaning people - they can do so much better at the pools and laundry areas - problem for years - bathroom areas at pools particularly. Move the shower outside and enlarge bathrooms. Also, seems that the Pena N pool is heavily used by the crew - disgusting smells while swimming - bathrooms are filthy.
- Front Desk, Bookkeeping/Accounting and Communications - maybe it will be better with the new people. I think the front desk services will be better now - thank you. Need more social events.
- I've had repairs done in the past by maintenance services which have been subpar.
- New hire at front desk is a HUGE improvement!!
- Listen to complaints and respond
- Recycling training and more/better signage. Also, education about keeping javelinas out of garbage cans. We keep our garbage inside until morning of pick up.
- Communications - this is getting better
- Would like a copy of work order or other paperwork and notification of what was done and date completed (rating for communications)
- Communications - too many people mention they don't use the website.
- Still want newsletter mailed to me. Front Desk - Glad “N” gone
- Maintenance - poor workmanship installing water heater. Front Desk - Brusque (Former Staff)
- I understand the very difficult front desk person has been replaced. Looking forward to good communications now with front office.
- I am very content with the villas
- Communications - prefer paper newsletter.
- Previous Admin is taciturn
- Improve laundromat cleanliness, control barking dogs, control smoking on patios which causes neighbors inability to use their patios
- Front Desk - poor attitude of - not helpful (Previous – “N”)
- Do something about residents parking in VISITOR spaces
- We are brand new

- GM - needs to return phone calls (Previous – “C”), Landscape - need training, Front Desk - somewhat satisfied now with change
- Front Desk - we scored this a "2" given the performance and attitude of the past receptionist. Our impression based on our initial contact with the new receptionist (“K”) is that the problem has been solved. Our first contact was professional, helpful and very friendly, for a needed and pleasant change. Thanks for a great hire. Q. 12. . One particular villa owner (who is running for office) doesn't feel the dog on a leash ordinance applies to her. She also needs to abide by the rules even should she be elected to the board.
- Front Desk - but improving with new employee - old one was rude/obstructionist. Mgr. - did nothing to fix my roof leak for 4 months. Board didn't supervise the manager. Landscapers do not know anything about proper pruning times (seasonal) and methods. Work is slipshod.
- Stop Barking dogs.
- Landscape - need better planning, Front Desk – “N” out –“K” in - a plus move, Communications - will improve over time.
- Better Security
- Bookkeeping - don't know enough about
- Depends on when and whom (GM, Front Desk, Bookkeeping, Communications)
- I would prefer receiving the newsletter by post office mail
- We must hire a professional painting company to do our villas. They have the knowledge, manpower and equipment to do the job correctly and with a warranty and in a timely manner.
- Communications from “C” (manager) seem to be improving. “K” has been a real uptick to the office. The website is becoming GREAT!
- Landscaping - at least the foremen or crew leader needs a course in proper landscape maintenance and proper pruning - he could then direct the others - tree and shrubs have b been inappropriately pruned and at wrong time (seasonally) Front Desk - too soon to tell - previous receptionist was unbearably rude and obstructionist
- Board, GM, Bookkeeping, Commination's neutral - because I've never dealt with them.
- Landscape - is ignored in back of Tierra and Serta
- All is OK - no negative or positive experiences so "neutral"
- Water turn on timing not adhered to
- front desk - since change made
- #3 - I have expected a monthly newsletter and have seen none. Would like one either by mail, email or website.
- Communications - did not receive notice of email and website address changes until we picked up newsletter from the office in person.
- Landscape services and Front Desk services - better now. Communications - find cost cutting methods like Website = A+.
- GM, Front Desk, Bookkeeping, Communications - Neutral only because not much interaction with these services.
- Front Desk Services a "1" Until this year.
- Are we becoming a rental agency - a rental resort???
- Ramps on sidewalks to all parking spots. Thanks you.
- Front Desk – “N” was a big problem!
- No experience with bookkeeping/accounting
- GM (“C”) - lack of follow-up. Front Desk - Nina negative attitude.

- Maintenance and Front Desk - rate 3 because I'm not there (rental)
- Grounds - shaped not chopped
- Failure to enforce CC&R's on ALL owners/residents. Board - majority of members should be limited to on site owners.
- Control the ant hills
- Front Desk, Bookkeeping, Communications - these are already improving.
- Old staffing would be a "1", Communications marked neutral only because "communicating" is never enough
- Maintenance - painting a "2", our place has not been painted in years (except by me). (owned villa 4-5 years)
- I feel that all services areas are improving bit by bit - especially with the new owner portal and website
- Board - becoming very professional, GM - generally very good (previous – "C"), Landscape services - improving, Bookkeeping/Accounting - looks promising. Communications - rate a "1" because no access to monthly newsletter.
- Neutrals because don't know enough to judge. 2's - "now" - know improvements are coming. 1's - but know improvements coming as office/Board aware of needs.
- Board - need transparency. GM ("C") has an agenda. Maintenance - no follow-up. Front Desk - better now – "N" gone. Communications - better now - website
- Front Desk - tone of person that answered the phone since 2003
- m not there often enough
- We would like mailboxes in a central location.
- Front Desk-Communications . . . While closing on my property in Dec 2019 the office had very poor communication with the Loan Officer and did not get them the needed paperwork in a timely manner. Office needs improvement in communication - response time particularly when villas are going through the sale process.
- "N" was terrible – "K" is great!
- Board and GM ("C") . . .do not have enough info on abilities - seem Okay
- Change machine for laundry
- Front desk - "2" in past - look forward to future, previous person not there anymore. Bookkeeping (4) in past/4 - look forward to future
- GM ("C")- sometimes really responsive and sometimes not - not sure if too much on plate - ability to delegate - not sure able to
- Front Desk - "2" but like new gal now
- Front Desk - hopefully new staff at front desk will be much better
- My driveway is badly in need of repair.

- I've been told years ago, don't talk to the Board or Manager - they are untouchable - they should talk to owners - get suggestions how to make the Villas better. For years, the manager and board are not people persons; we need people persons real bad. We don't ever know who the board members are we just vote on strangers - make yourself known - talk to owners. "C" pretty much the same for the manager - they have been all not people persons. Talk to owners - you make many bad decisions for the villas. We can and must do better. You work for the owners - talk to us. People ought to be able to put things in the VW paper - their views without having things you don't like taken out - we all have good things to say and they should be read. The \$15 increase is sad - I've talked to other HOA around the SW, we are getting robbed. It's a disgrace. Watch your spending instead. The people who put tar in the cracks on our streets were disgusting - I hope you didn't pay them. A couple, foreman and I watched them and thought they didn't know what they hell they were doing. They didn't blow the sand out of the cracks before laying tar. Filling little cracks not bigger ones. Other people up and down the street were also disgusted. One man walked up and down our sidewalk around a few villas near us 3 times in 7 days - why nothing was done, no marking a waste of time. More money owed. A waste of money. 5 people digging up weeks in a 10 ft. sq. area. A waste of \$ and time. A lot of over paying workers, too many lazy workers. A lot of us watch them. Watch your spending, cut back your spending, and not raise fees. They should not be raised for another 7 years with this.
- GM (Previous – “C”) - Abrasive, antagonistic, unhelpful; Board - we need some new blood. Too many people serving for too long and acting like they know everything. Need fresh eyes.
- Front Desk a 5 with new Kharmin - GM defended Nina too long
- Do a better job with the pools.
- Board, GM, Front Desk, Bookkeeping - no experience with it
- Yard workers blow "stuff" all over my patio every time they clean up grounds in area - sweeping is very difficult for me due to COPD.
- GM (“C”) - not very friendly, Front Desk - very icy, Communications - office did not respond to requests.
- Front Desk a "5" now - but not in past.
- Accting - not really convinced of the need for 2 million reserve
- Board - not familiar with, GM - not familiar with GM enough, Bookkeeping - not familiar enough, Communications - haven't done enough communicating to vote. I prefer owner occupied units in V.W. - No rental units
- Front Desk used to be bad - now good
- Communications - but improving
- Front Desk - based on last year
- Would like option to receive all via email
- Sad the mail box proposal fell through - so inefficient door to door. Feel it is so selfish of residents to demand this - especially when Post Office would make considerations for handicapped. I know it is beating a dead horse - but "door to door is a dinosaur." So disappointed - self-centered people.
- Get rid of the peeping ones in the Villas!!!! You will be surprised who they are!!!! I am having a "great deal" of problems with them!!
- Front Desk - a 5 since “K” is there. All is so improved since “K” is with us. Also, since the advisory council has gotten action from the board.
- Front Desk - a 5 since change.

**Additional comments - got unattached to surveys**

- If I ever get to live in villas west full time, I hope to join the board and urge them to create a new parking map so that people living right on the parking spots get those spots and people behind these villas get the outer, closer spots - pet peeve.
- Keep "C" (GM) on board until she retires - she understands our quality of life at Villas West
- 3 - Landscaping services - crew just chop away at bushes and oleanders. They do not remove branches that should be cut out to think the growth. 12. We were kept informed by villas west news by paper. When that stopped we were left in the cold not knowing what was going on. Missing activities that might help us get acquainted with other residents. If you put the information on the internet (which we were unaware of) we could stay informed. Can you just send it to us rather than us checking to see if any have posted anything. We had not been notified that anything was on the internet.
- Landscape - Manage them! Pull weeds don't use chemicals. Rake rocks to give the area a fresh look and remove deadfall, work together when using blowers, quit repeating work over the same area, trim bushes straight not at angle away from the sidewalks. Utilize email addresses to send notices of upcoming meetings and events, and when items have been posted on the website. Front Desk - have a constant, happy, positive attitude, be friendly and be patient, be thorough when explaining things to people, remember villa owners are the boss.
- Living in villas west better under new manager ("C" vs. "D"). Board - some like "JB" have been excellent and kind and knowledgeable. Others can be on a power trip. After visiting me and seeing my beautiful large white rock brought in by the previous owner - my front gate shouldn't moved to her apt. GM—"D" was awful and tried to make me pay for things that should have been done by the association. I had to get a lawyer and suddenly all kinds of things wrong. I think "C" has been doing a good job in challenging circumstances - sorry to lose her. Maintenance - sometimes they are good and other times I wonder if they got the work order. Especially appreciate the good work Juan has done. Landscape - one of the saddest things about the villas is the cutting down of hundreds of trees and bushes and cacti. That was the glory of the Villas - that and the birds, of which only a small percentage is left. Front Desk – "N" was abrupt and negative. I just met "K" and she seems nice and capable. Financial - I appreciate the financial reports each month. Communications – "N" told me the only way I could get the newsletter or notices or other information was to look online. I remembered to do that about once a year. I believe "K" set me up for email newsletter - something that should be easy for association to do.
- Improve living in Villas West - I would love to take care of and plant flowers under my front window and just next to my back stoop. The 206 B La Canada units have planted lots by his back stoop. I would like to just plant wildflowers - we could save the landscapers work if we care for under our front window and back stoop. I do not like it when ground crew sprays poison on my back stoop - I can wee there myself. Also do not like the blowers in my patio at back stoop or under front window. Once had the tiniest of black eyed Susan under my front window and they cut it down while missing larger weeds in sidewalk cracks. Why this fetish with under front windows. Quinta - 90A and 147A have flowers in the ground under front windows - why can't we all. My heart was broken not to see the tiny black eye Susan at my front door anymore. Could we not allow Xmas lights around vertical beams between units - these beams are shared and going around them uses the side of the neighbors and shines in their bedrooms.



- For "d" and "f" I put neutral because I am not there right now and don't really know enough. For "g" and "h" - bookkeeping and accounting and communications I put neutral because I was disappointed when the office stopped mailing payment envelopes and I don't think they ever announced they were doing this. Maybe I didn't see it. I think a mailing just for that should have gone out. I had to call, months later, to ask why I wasn't receiving the booklet for payments anymore. It is crazy to me to not get a bill in the mail and then be charged a late fee! Seems very unfair. I have set it up to get reminders in my cellphone but the way it was handled was very poor - especially for those of us who live out of state for most of the year.
- Office Mgr. - I find "C" to be stand-offish, lacking in genuine friendliness. My initial interaction with "C" occurred last year when I was a renter. I wrote an email to her asking questions about some specific items in the C C & R's that would help me decide whether or not I would purchase a villa. Her response was to ask where I lived because they didn't find me in the database. I restated that I was renting and gave the address. I never received another response. Despite her treatment I did become a home owner in Villas West. Landscape Services - chopping off the tops of bushes and blowing debris does not constitute "landscaping services." Are any of the crew actually trained in skills for landscaping? The property is full of "volunteer" plants (things that have sprouted up from natural causes rather than intentionally planted). "Landscaping services" should be removing these to eliminate plants growing up on the edge of sidewalks and eventually hanging over them. My feeling is that the guys go through the motions of routine chopping, raking, and blowing but are not really interested in the beauty or condition of the landscaping. They're just putting in the time to get paid. Front Desk - hopefully recent changes will remedy the lack of friendliness and helpfulness that previously was the norm. The updated website should also make a big difference. Communications - recent actions - A frame boards, updated website, manager e blasts - are improving communications. Suggestions: Enforce the rules and regulations that are in place or eliminate them. Don't allow long term (seasonal) storage of vehicles. It encourages vandalism and greatly detracts from the appearance of the condominium (it looks like a storage facility all summer). Announces empty villas. Consider creating a gated community. Reduce number of pools to 2 - they are extremely costly. Develop "renter packets" to be handed out when renters go to the office to register and get their parking pass - to include current copies of rules and regs and important information such as trash/recycling. Supply and require a notice be posted in all rental properties about pets on leash and clean up after pets. Conduct annual inspection of rental properties to ensure rules and regs are being followed and to ensure properties are being kept up. Enlist a college class to do a landscaping study and to develop a landscaping plan - then hire actual landscaping crew to implement. Hire only certified maintenance personnel who truly have plumbing, electrical, HVAC, landscaping, woodworking skills. Involve the Maintenance Committee in the hiring process so we stop hiring friends and relatives who aren't really skilled for what we need. Contracted work for a set fee will get done much faster because the crew will be pushed to get it done and yield better profit for the contractor rather than paying guys hourly. Post Pima County dog ordinance signs (states the ordinance and fines). Grounds crew should remove (dig up, not just cut off) all "volunteer" plants along sidewalks as they are encountered. If the crew/person doesn't know how to identify them the crew/person is not qualified to be on landscaping. Supply forms and information outside the office (exterior wall) so they are available at all times. Spot check rental properties - has owner supplied up to date information and forms; is vehicle/occupied registered - does vehicle have parking sticker, etc. Central mailboxes. Finish sidewalk to the office so we don't have to walk in street or through rocks.

- I want to begin by saying I absolutely love Villas West. I think it is the hidden gem of Green Valley. I bought in 2016 and spent three winters there, however, last spring I bought a home in Desert Hills II and moved out of my beloved Villa. I am renting it out now, here's why: It took me only one winter to realize a couple of things - most bothersome to me is the fact that the mail carrier enters the patios of the one bedroom units to deliver mail to both that unit and the two bedrooms next to it. Once a day, 6 days a week, I could expect the mail carrier to interrupt my privacy. I tried to come to terms with that interruption but it just made me crazy. I'm a private person when I'm in my home and it is my sanctuary. The carrier's schedule meant they would arrive in the afternoon, just when I would most likely be relaxing outside reading or having lunch. In addition, I have two dogs, and that daily interruption would usually end up in a barking party for a few minutes, something I would prefer my neighbors not have to endure. Reading the letter from the post office in your packet made me realize anew just how much the Villas mail delivery system bothered me. The postmaster's suggestion to keep dogs inside during the time the mail carrier might arrive irritated me to no end. Sometimes the carrier would arrive at 11 a.m. and sometimes at 6 p.m. Are they really asking people to keep their dogs in the house 7 hours a day waiting for the carrier to come and go? I never leave my dogs outside when I am gone but when I'm home they are free to go in and out all day long. I also came to realize that the Villas are not very soundproof and being in the middle with neighbors on two sides was not me. There is nothing to do about that and I bought knowing I'd have neighbors left and right, but it added to frustration. Had I purchased a two bedroom two privacy concerns would have been either eliminated (no postal carrier interruption) or reduced by half (neighbor's on one side only). Finally, depending on the neighbors you "draw" you can obviously have some who are quiet, or some who are loud - some who use their patio very little, or some who use their patio frequently. I'm all in favor of people using their patio as much or as little as they want. I would also like to be able to use my patio in the way I would like, which sometimes means alone and private. The Villa policy of not allowing owners to create visual privacy between patios leaves some owners not enjoying their patios as much as they would like. And again, the mail delivery system precludes blocking access to the two-bedroom unit from the patio of the one-bedroom - making privacy difficult. I have not sold my one bedroom because I like the Villas so much and because I may return to it in future. I think these privacy concerns can and should be addressed. Some privacy screening could be approved for the areas under the patio roofs. It would give those wanting outdoor privacy a place to have it, but would leave the area under the open sky free of obstruction. As far as mail goes - deliver the mail to the back doors of the units instead of the front . . . seems to me it would be easier for carriers to deliver in a straight line rather than up and down between the one-bedroom units.
- E - These are all suggestions from 12-14 lovely older ladies not men - why is that. I'm involved to, they come to me and I've been here a very long time. You don't hire landscapers you hire "Can't read". Since I've been here, 1,000's of cactus and bushes and trees have been dug up, cut down and destroyed - they were alive - dead ones have to be cut out - many stumps - STOP.