**AG Resident Interest Survey
Analyzed by Sub-Community**

**Result of Data Sorted by Work Status vs Children at Home**

The Board was interested to discover any differences between different groups of residents in Andover Glen. There is a set of sub-communities developing in the neighborhood. Understanding those differences and similarities would benefit the residents.

2 kinds of sub-communities were identified:

* Work Status – Retired vs Working outside the home.
* Parenting Focus - homes with children residing and homes without children.

For Work Status Survey Data was divided into three sub-groups:

* All Adults Working
* All Adults – Some Working and Some Retired
* All Adults Retired

For Parenting Focus the Survey Data was divided into two subgroups

* No Children in the home
* Homes with Children

**Summary of Results**

**Common Grounds Facilities***Opinions concerning the Common Areas are very positive. Out of 48 respondents only 1 person* wrote a comment that criticized the Common Grounds facilities.

Most residents are aware of the various Common Ground facilities available for their use. Overall awareness of all facilities was 90%. Efforts to increase awareness don’t seem necessary.

58% of respondents have used at least one Common Grounds facility. Use of the different facilities is somewhat equal regardless of Work Status. Residents with At-Home Children are the largest users of Common Ground facilities. Residents with No Children are the smallest users.

Planned Future Use - Overall, interest in continuing to use the Common Ground facilities is dropping. The comments section did not indicate why that low response. The Tennis/Pickle Ball Courts and Picnic area were the most planned to use. The Xeriscape areas and Garden Plots are the least planned for use.

 **Neighborhood Watch and Safety**Residents feel a medium level of comfort (overall score of 7.81). Residents with At-home children felt the lowest level of comfort (score of 7.5). No residents reported a “Low” level of comfort.

The biggest category concerns expressed were Theft/Vandalism (41% of comments) and Threatening Events (20% of comments). 24% stated they felt no concerns about safety or the neighborhood.

50% of residents would like to learn more about the PAR Program. The interest is almost evenly split across all sub-communities.

 **Communications**
Residents are very likely to read and access the newsletter and emails. 94% to 100% responded with “Very Likely”. Only 47% to 60% stated that it was “Very Likely” they would visit the website.

There is not a strong desire to add communication channels for residents. “High Interest” was selected only 4% to 13% of the time.

There may be some interest in a YouTube channel featuring Neighborhood News and Services offered by Residents. “Medium Interest” was selected 38% of the time.

 **Architectural Control**
Over 90% of residents feel they understand and agree with the Standards. A few (5% to 25%) feel the Standards are not consistently enforced. A smaller percentage (12% to 16%) don’t feel residents keep their property in good condition.

Short Term Rental Amendment: Awareness is high of all the parts of the Amendment. Comments divided between those who want No rentals/Strict Enforcement (7 comments) and those who do not want any restrictions (5 comments).

 **Social Activities – Recent Events**
Dumpster Days had the highest participation (Overall, 67% to73%). Picnic and Party participation ranged from 27% to 52%.

Residents identifying as “At-Home Children” and All Adults Working” enjoyed the Summer Picnic and Holiday Party the most.

Residents identifying as “All Adults Retired” enjoyed events the least.

**Social Activities - New Events**A Block Party” and an “October Fest” were most interested in and should be added to the Social calendar.

Comments throughout the survey were asking to increase activities that would include or be for children.

**Common Grounds Facilities**

**For each of these Andover Glen Common Ground facilities:** Xeriscape Areas, Garden Plots, Tennis/Pickle Ball Courts, Gazebo, Picnic Area.

**Observations:**

Overall:

* Opinions concerning the Common Areas are very positive. Out of 48 respondents only 1 person wrote a comment that criticized the Common Grounds facilities.
* Suggestions offered were about different positive ideas for use:
	+ Add a charcoal pit(s).
	+ Easier path to the gardens and maybe a path out to Parker so we can cross at temple to get to the state park.
	+ Bigger picnic area to accommodate bigger families, host small parties. Lights at the tennis court.
	+ Add a basketball court/ rim.
	+ Better care and maintenance. lots of weeds earlier, need to keep up with them.
	+ Easier path to the gardens and maybe a path out to Parker so we can cross at temple to get to the state park.

Awareness of Facilities

* Most residents are aware of the various Common Ground facilities available for their use. Overall awareness of all facilities was 90%.
* Generally, Work Status and Parenting Status have some bearing on the awareness of Common Ground facilities. Those with At-home children were the most aware (95%) where households with only retired adults were the least aware (81%)
* Efforts by the Board to increase awareness of facilities don’t seem necessary.
* Efforts to inform new residents to Andover Glen are working.

Past Use of Facilities

* 58% of respondents have used at least one Andover Glen Common Grounds facility.
* Use of the different facilities is somewhat equal regardless of Work Status.
* Residents with At-Home Children are the largest users of Common Ground facilities. Residents with No Children are the smallest users.
* Past use varies by the different categories of Work status and Parenting:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|   | All Adults Working | 1 Working 1 Retired | All Adults Retired | No Children | At home Children |
| Facility Most Used  | Garden Plots | Tennis/Pickle Ball Courts | Gazebo | Tennis/Pickle Ball Courts | Garden Plots |
| Facility Least Used | Gazebo | Xeriscape Areas | Tennis/Pickle Ball Courts | Xeriscape Areas | Xeriscape Areas |

Planned Future Use

* Overall, the responses indicate that interest in continuing to use the Common Ground facilities is dropping. The comments section did not indicate why that low response.
* Residents with At-home children and Residents with All Adults working were the most positive response groups.
* Residents with at least 1 retired adult and residents with No Children were the lowest response groups.
* The Tennis/Pickle Ball Courts and Picnic area were the most planned to use.
* The Xeriscape areas and Garden Plots are the least planned for use.

**Decisions**:

One goal of this survey was to help identify what motivates Andover Glen Residents to make decisions about the use of the resources available to them. The Common Grounds facilities are a major investment for our neighborhood. If residents use the facilities on a regular basis this would indicate residents find value in these facilities and would continue to be “good neighbors”. Can we identify what motivates AG residents to use the facilities currently available?

**Does Awareness of the various facilities lead to Future Use of those facilities?**

Comparing the “Awareness” responses to the “Planned Use” responses indicates that High Awareness does **not** translate into the use of the facility.

If our goal is to increase the utilization of the Common Grounds facilities, efforts to increase awareness would seem to be a waste of resources. Efforts to maintain the current level of awareness would seem to be very important.

**Does Past Use of the various facilities lead to Future Use of those facilities?**

The quick answer is:
 Yes - for Households w/ Adult Working or with Children
 No - for Households Retired or No Children

Efforts to increase utilization will draw more people to our facilities and keep the facilities vibrant. Enacting some of the suggestions from residents would seem to have a high chance of increasing utilization and support for future expenditures for better use as well as maintenance.

**Summary of Responses to Common Ground Facilities Questions**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **All Adults Working** | **1 Working 1 Retired** | **All Adults Retired** | **No Children** | **At home Children** |
| **Xeriscape Areas** | aware of this property: | 100% | 88% | 80% | 85% | 95% |
| have visited or used: | 38% | 19% | 33% | 26% | 35% |
|  | use in the next year: | 12% | 6% | 0% | 0% | 15% |
|  |  |  |  |  |  |  |
| **Garden Plots** | aware of this property: | 88% | 94% | 80% | 82% | 95% |
|  | have visited or used: | 43% | 25% | 33% | 27% | 40% |
|  | use in the next year: | 7% | 6% | 9% | 5% | 10% |
|  |  |  |  |  |  |  |
| **Tennis/Pickle Ball Courts** | aware of this property: | 100% | 94% | 80% | 89% | 95% |
| have visited or used: | 25% | 50% | 25% | 33% | 35% |
|  | use in the next year: | 31% | 12% | 8% | 9% | 30% |
|  |  |  |  |  |  |  |
| **Gazebo** | aware of this property: | 100% | 94% | 80% | 89% | 95% |
|  | have visited or used: | 19% | 38% | 42% | 29% | 35% |
|  | use in the next year: | 19% | 12% | 8% | 8% | 20% |
|  |  |  |  |  |  |  |
| **Picnic Area** | aware of this property: | 88% | 88% | 87% | 82% | 95% |
|  | have visited or used: | 29% | 40% | 31% | 32% | 35% |
|  | use in the next year: | 21% | 13% | 0% | 4% | 20% |
|  |  |  |  |  |  |  |

**Neighborhood Watch and Safety**

**Observations:**

Level of Comfort ratings were classified in the following way:

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| --- | --- |
| Comfort Rating | Range |
| High | 8 -10 |
| Medium | 4 - 7 |
| Low | 1 - 3 |

* Overall, Residents feel a medium level of comfort (overall score of 7.81.
* Residents with At-home children felt the lowest level of comfort with a score of 7.5
* Residents with No children at home had the highest average rating – 8.04
* No residents reported a “Low” level of comfort (a score of 3, 2 or 1).

**Comments Concerning Neighborhood Safety**

Residents were asked “What is your biggest worry or concern about neighborhood safety in Andover Glen? Comments made describing a Neighborhood Safety concern or problem were broken down into the following categories:

Traffic Related – speed, unaware driving, etc.
Theft /Vandalism – car and house break-ins, porch pirates,
Threatening Event – strangers, homeless, gunshot noises
Property Values
None.

**Observations:**

* 74% of respondents expressed at least 1 concern.
* The biggest concerns expressed by residents were Theft/Vandalism (41% of comments) and Threatening Events (20% of comments)
* 24% of comments were residents stating they felt no concerns about safety or the neighborhood.

 The following are the comments given by category:

**Traffic Related**

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| --- |
| Traffic on Saratoga |
| Cars driving too fast on roads while kids play outside |
| Speeding traffic and auto theft, would like us to consider gating off the neighborhood from Woodgate traffic. They have multiple entrances and exists to their neighborhood but most use Andover Glen as access to and from Parker Rd and it’s becoming fo much. We could use the town of Foxfields gate system as an example. They close the gates during peak traffic times so people can’t cut thru the neighborhood.  |
| Speeding, cars parking on wrong side of road  |
| Speeding cars on Saratoga Pl. |
| Speeding |

**Theft /Vandalism Comments**

|  |
| --- |
| Vehicle vandalism on vehicles left outdoors or on driveway. |
| Thefts  |
| auto break-ins |
| Non-resident crime. Sagebrush park crime. Package theft. Car vandalizing/thefts. |
| Theft of property  |
| Car thefts, robberies. |
| Car break-ins/theft |
| Crimes of opportunity generally at night |
| Property crimes (home or vehicle break-ins/theft), but violent crimes in Aurora seem to be getting closer |
| Car break-ins |
| theft |
| Mainly car break ins and home break ins. But these are still no that common here, but they have happened. |
| Package theft |
| Vandalism |
| theft from homes, vehicles, and mailboxes |
| Porch thieves, may they have bleeding hemorrhoids. |
| Burglary |
| Mailbox theft, break-ins, shootings in adjacent neighborhoods, Sagebrush Park |
| theft from mailbox, vehicle, house |
| Theft |

**Threatening Event**

|  |
| --- |
| More gunshots sounding from the park; more wandering of non residents in the late night hours |
| Sometimes I’m not sure if I hear gunshots or fireworks and don’t think it is in our neighborhood, but it can still feel unsettling. There was a mugging about a year ago in Sagebrush Park during the day (learned from a neighbor) and I walk the park a lot with my kids. |
| Stereotyping, once the police were called on me when teaching my son how to drive! |
| Sagebrush park |
| People who walk through our neighborhood to get to a Parker Rd bus stop, who are not from our neighborhood |
| Open access to Parker Road from greenbelt area |
| Growth of surrounding community. |
| homeless people wandering through from Parker Road |
| visits from neighboring hoods. some are ok--others not so much. |
| Intruders |

**Property Values**
None

 **The PAR Program**

Andover Glen participates in the City of Aurora's PAR (Police Area Representative) Program.

We asked 2 questions about the PAR program:

* I would like to learn more about AG's PAR program.
* I would like to attend meetings with the PAR Rep.

**Observations:**

* 50% of residents would like to learn more about the Par Program.
* The interest is almost evenly split across all sub-communities.
* The percentage of those not interest in learning more was small (5-14%)

However, interest in attending meetings with the PAR officer or to learn more is much lower.

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**Communications**

We asked residents to tell us how likely they are to use the existing communication methods from the Board. Those methods are:

* The Newsletter
* The Website
* Email

**Observations:**

* Residents are very likely to read and access the newsletter and emails. (94% to 100% of all sub-communities responded with “Very Likely”.)
* No one responded that they were “Not likely” to read newsletter and emails.
* The website scores were very different:
	+ Only 47% to 60% stated that it was “Very Likely” they would visit the website.
	+ The much lower use of the website is consistent across all sub-communities.
	+ There is not a strong desire to add communication channels for residents. “High Interest” was selected only 4% to 13% of the time.
	+ There may be some interest in a YouTube channel featuring Neighborhood News and Services offered by Residents. “Medium Interest” was selected 38% of the time.

**Comments Concerning the Newsletter (**Comments did not lend themselves to categorizing)

|  |
| --- |
| A focus of the month that would reiterate some of the HOA requirements- including maintaining property and appearance of homes in our neighborhood |
| Place more emphasis on the outside appearance of the homes and yards. |
| Picture, recap of all new neighbors. Columns from neighbors. Free Help wanted. Any police action. |
| Young people to do odd jobs (mowing, shovel snow). Recommended handy people  |
| A social calendar would be nice. We need more frequently small social events like a game night or something. |
| more info on new homeowners |
| PAR summary status each period. |
| Individual needs like dig sitting, dog walking, young people waning to earn extra cash like weeding, yard clean-up especially raking pine needle etc |
| How about including pictures for best yard of the month. |
| More about the garden plots. Water, use, etc. |
| more details about new neighbors, more reminders about covenant responsibilities |
| Neighborhood and resident news |
| I would like a section with brief bios of new residents to the neighborhood. |
| city of aurora conservation programs for yard and water |
| Board contact information. |
| Opportunities for youth to earn cash within the community, availability of local resources, anything great happening in the community like celebrating kids graduating high school etc, as long as it’s okay to share |
| All good as it is. |
| I really liked learning about the family who moved in and when new neighbors join the community.  |
| More about recent neighborhood Crime/Safety incidents. Maybe people could volunteer to do a blurb about themselves (even if they have been in the neighborhood for a long time).  |
| Resident highlights, community events, are there residents who offer services we could use. |
| Things happening in our and surrounding communities & at Sagebrush. Info about or from AGHA neighbors.  |
| More about recent neighborhood Crime/Safety incidents. Maybe people could volunteer to do a blurb about themselves (even if they have been in the neighborhood for a long time).  |
| Any families / residents hosting events open to other members of Andover Glen |

**Comments Concerning the Website**

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| --- |
| Current photos of the neighborhood. |
| Current and past newsletters, more frequent updates |
| Keep it updated. Hasn't really been in twenty years. |
| Young people to do odd jobs (mowing, shovel snow). Recommended handy people  |
| Contractor recommendations would be great. |
| more details about community park |
| It’s just fine the way it is |
| It would be nice to have a for sale or free by homeowners section. |
| more frequent updates on Board minutes, upcoming events |
| Resident names and addresses. |
| As above |
| All good as it is. |
| Maybe a forum for families who would be interested in getting kids together for activities/play dates |
| Maybe links to any posts on NextDoor app  |

**Architectural Control**

We asked opinions on 2 sets of questions:
- Current Architectural Standards detailed in the Covenants.
- The new Amendment to the Architectural Standards covering Short Term Rentals.

**Observations – Current Architectural Standards:**

* More than 90% of residents feel they understand the Standards and agree with them.
* A small percentage (5% to 25%) feel the Standards are not consistently enforced.
* A smaller percentage (12% to 16%) don’t feel residents keep their property in good condition.

**Amendment Covering Short Term Rentals:**

The survey asked residents to indicate if the were ***aware*** of parts of the Amendment to the Architectural Standards regarding Short Term Rentals (STR). Residents were asked if they were aware of the following:

* Short-term rentals are prohibited.
* A written rental agreement is required.
* A copy of rental agreement must be given to the Board.
* Renters must adhere to AG covenants.
* A maximum of 5 lots in AG may be rented at any time.

**Observations – Awareness of Amendment**

* Awareness is high of all the parts of the Amendment among all sub-communities.
* Comments regarding the Amendment are, for the most part, divided between those who want No rentals/Strict Enforcement (7 comments) and those who do not want any restrictions (5 comments).

**Impact of the STR Rules**

The survey asked residents to indicate if they were ***impacted*** by parts of the Amendment to the Architectural Standards regarding Short Term Rentals (STR). Residents were asked if they were impacted by the following:

* Short-term rentals are prohibited.
* A written rental agreement is required.
* A copy of rental agreement must be given to the Board.
* Renters must adhere to AG covenants.
* A maximum of 5 lots in AG may be rented at any time.

**Observations**

* Overall, STR has had little to no negative impact on the 5 above questions. This is true for all but 1 sub-community.
* One Exception - 13% of Residents of homes with “All Adults Retired” reported that the STR prohibition and the max of 5 lots being rented has had a negative impact on them.
* No comments were received that described a specific negative impact.

**Comments concerning Short Term Rentals**

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| --- |
| I agree completely with short term rental amendment |
| I like the prohibition of short-term rentals. |
| We should not have the right to limit rentals. (2x) |
| Please never go beyond 5! |
| The board needs to make sure that the exteriors are maintained. No exceptions  |
| Would like to see rentals discontinued. Experience with adjoining rental has been very negative. Back yard is not being maintained. Weeds, dog feces, lack of frequent mowing. Noise is very loud at times when the renters are on back deck. Music, very loud conversations late in evening. Rest of adjoining neighbors are very respectful of other neighbors. Also front yard has weeds and is not mowed very frequently.  |
| I'm glad we won't have more renters in the neighborhood. In my experience, renters do not take care of the properties the same way owners do. |
| Not in favor of them |
| Seems reasonable. |
| People should be able to rent out their homes to long term renters as needed. Period |
| I think there are currently more rentals in neighborhood than board is aware of |
| I believe residents should be allowed to have a roommate situation (long term rental) if desired without approval from the board and not under the max of 5 in neighborhood rule, as long as the owner continues to live in the home full time.  |

**Social Activities – Recent Events**

Every year the Andover Glen HOA sponsors several community events that are available for all to attend. Residents were asked their feelings about events of the past few years. The events surveyed were the following:

* Holiday Party
* Spring Dumpster
* Summer Picnic
* Fall Dumpster

**Observations - Participation**

* 86% of residents report they have participated in at least 1 social activity in the past several years.
* 76% of residents report they have participated in at least 2 social activities in the past several years.
* Dumpster Days had the highest participation. (Overall, 67% to73%)
	+ Households with “All Adults Retired” and with “No Children” used the Dumpsters the most.
	+ Households with “At-Home Children” used the Dumpsters the least.
* Picnic and Party participation ranged from 27% to 52%.
	+ Summer Picnic – Highest participating sub-community was “At-Home Children”
	 - Least participating sub-community was “All Adults Retired.”
	+ Holiday Party - – Highest participating sub-community was “No Children”
	 - Least participating sub-community was “At-Home Children.”

**Observations – Enjoyment of Picnic and Party**

* No one selected “Did Not Enjoy” when asked about either the Summer Picnic or the Holiday Party.
* Attendance at both was low.
* Summer Picnic
	+ Residents identifying as “At-Home Children” and All Adults Working” enjoyed the picnic the most. (45% and 53% respectively)
	+ Residents identifying as “All Adults Retired” enjoyed the Picnic the least. (20%)
* Holiday Party
	+ Attendance was much more evenly distributed across all sub-communities. (19% to 29%)
	+ Most comments relate to having more interactive activities for children and adults.
	+ Only 1 comment suggested an “adult-only” event.

Comments – Dumpster

|  |
| --- |
| Want the shredder at least once a year. Prefer twice. I did not attend events in the past few years. Will in the future. |
| Dumpster used by a number of non-residents. I don’t know how to control unless dumpster is only on site for a limited number of hours and monitored.  |

Comments – Party & Picnic

|  |
| --- |
| Raffle, some more group activities that involve everyone at the same time. |
| suggest use of microwave in kitchen to heat holiday pizza. |
| Adults only |
| We need to find a way to encourage more families to attend. Personally, I'm not a fan of gambling and haven't enjoyed the holiday party as much since it moved to VSprit. |
| Sorry, my health doesn't allow for these events currently. |
| I would like to get to know some of the newer families in the neighborhood so my kids can make a few more connections. It can be a little divided with the families who have lived here for a very long time and the newer families. |
| Maybe a game or activity to get people moving and talking to new people. As a new resident, I felt like most people were content to just engage with those who they already know |
| More accommodations for families with children |
| More residents attend |
| Get rid of them |

**Social Activities - New Events**

Several questions were asked to discover what other kinds of social activities might be of interest to our residents. These different activities were:

* Casino Night
* October Fest
* Block Party
* Weekend Happy Hour
* Vintage Cars and Bikes parade
* Round-Robin Dinners

**Observations**:

* The following is a ranking of the interest in the above activities:

|  |  |
| --- | --- |
| Block Party | 35% |
| October Fest | 28% |
| Vintage Cars and Bikes parade | 17% |
| Weekend Happy Hour | 15% |
| Casino Night | 9% |
| Round-Robin Dinners | 9% |

* Assuming an interest level of 20% or higher is enough to plan and schedule an event, a “Block Party” and an “October Fest” should be added to the Social calendar.
* No large trend emerged from the question asking for other suggestions.
* Several comments were made to increase activities involving children.

Comments – Suggestions for other activities

|  |
| --- |
| Coffee's like we once had.  |
| We are gone about six months a year so do not participate in activities but other people do enjoy them. When we first moved to Andover Glen there was a round-robin dinner group that was fun. If that was started again we would most likely participate when we are here.  |
| low-stakes poker night |
| We should have Holiday Lights/Decoration contests - People's Choice voting. for example, the best Halloween decorations or the best Christmas decorations. |
| Community Garage Sale |
| I'd like more information about the Weekend Happy Hour. |
| Kid/family meet ups in the park especially over the summer  |
| Volunteer together at a local charity or school.  |
| Maybe a monthly "kids saturday at sagebrush park" where neighborhood kids can stop by and play together |