

Homeowner Survey – 2026

The Survey was sent to the community via email five times in December and January. Eight (8) responses were received, a summary of which appears below. Similar responses and those dealing with the same topic have been grouped together.

Main Items for Board for 2026	Areas of Concern for our Community	Suggestions/How Can Board Improve?
<ul style="list-style-type: none">-Cleanup of Quail property that is poorly maintained and an ongoing eyesore (3)-Everything is going well (2)-Paint fire hydrants (1)-Pursue best investment return on excess budget funds (1)-Change to a different management company due to lack of response to calls and/or emails (1)-Pet owners keeping pets off the property of others (1)-Consider working with an online “Management Company” to save money. (1)-Continue to add to the Reserve account so that when roads need to be redone we have sufficient funds for the project(s). (1)	<ul style="list-style-type: none">-Delinquent homeowner accounts (2)-Traffic speed on Deerfield including school buses and delivery trucks (1)-Hold people accountable for not following HOA rules with penalty/consequences and follow-up (1)-Could not find minutes on website (1)	<ul style="list-style-type: none">-Post quarterly and annual meeting minutes promptly and label as draft if not yet approved (1)-Email important information (1)-Continue great work and representation of our community (1)-Allow for community members’ discussion and clarification at Board meetings (1)-Post financial statements to the website monthly so community members can see how funds are being spent (1)

Responses:

-Regarding cleanup of Quail property

Our property manager visits the property regularly and the Board has requested reports on his findings. There is a process outlined in our documents for dealing with properties that are not being properly kept up or violations of our rules and the Board continues to work with the management company to pursue resolutions to all issues.

-Regarding painting fire hydrants –

To date, three attempts have been made to contact Public Works to verify whether or not the fire hydrants are Town property and maintained by that department. The Board will continue to try and reach someone to get the answer to this question, however, in the past, painting has not been done by CSF.

-Regarding best investment return on excess budget funds –

The Board has looked at a variety of options in the past and will continue to do so.

-Regarding changing to a different management company –

Throughout the spring and summer of 2024, Board members drafted RFPs and in July they were sent to several different management companies. This was reflected in the July 2024 minutes. We received a very poor response and, after examination of cost and services, it was decided that the proposal from Westford best fit the needs of our community and a two year contract was signed and reported at the January 2025 meeting. We do understand that there have been, and continue to be, concerns with responses to emails and phone calls. Any community member who does not receive a response from Westford within a reasonable amount of time should contact a Board member.

-Regarding Pet Owners Keeping Dogs Off Other Homeowners' Property –

This concern was raised a few times during 2025. Reminders appear in our quarterly newsletters. If issues persist, we encourage neighbors to contact a Board member. We can also place reminders on the website and via eblast if necessary. There was an issue with some dog-owners from Vista which was addressed via contact with the Board of that community and seems to have been resolved.

-Regarding Using an "Online Management Company"

A number of years ago, the Board Treasurer was responsible for collecting maintenance fees, managing all finances, writing rule violation letters and collecting fines, etc. These duties were very time consuming for an all-volunteer Board and, ultimately, it was decided, for a variety of reasons, that it would be best to hire a management company.

Regarding Reserve account deposits –

The Board recognizes that road maintenance and repair is a major expense for which we must plan ahead and save as much as possible. This is being, and will continue to be, done.

-Regarding delinquent homeowner accounts-

The Board recognizes this as an issue and continues to work with Westford to follow our protocols to collect outstanding fees. We will make this a priority for 2026.

-Regarding traffic speed on Deerfield –

As per a homeowner request, speed limit signs have been posted on Deerfield Road but, unfortunately, they don't seem to have much of an effect on some drivers. Community members are encouraged to contact the school bus company or delivery company if they see drivers speeding.

-Regarding holding people accountable for not following HOA rules with penalty/consequences and follow-up –

The Board works with Westford to follow our protocols for homeowners who violate our rules. Our property manager is on site twice a month and has been asked to report issues to the Board.

-Could not find minutes on website –

Minutes of all quarterly meetings and the annual meeting are posted to the website generally within two weeks of the meeting. They can be located under the Executive Board tab.

-Regarding posting of quarterly and annual meeting minutes promptly and labeling as draft if not yet approved -

Minutes are posted extremely promptly – generally within two weeks of meetings. Minutes are detailed and Board members do not want to post them until all have seen and approved them to avoid any misunderstandings that could result in inadvertent errors in the minutes. We will continue to follow this process as we feel it is best for our community,

-Regarding emailing important information –

Any information that is important for homeowners to receive in a specific timeframe is emailed as well as posted on the website. The website is kept up to date and is easy to access so should be a resource for all.

-Regarding allowing for community members discussion and clarification at Board meetings –

Time is allotted at every meeting – quarterly and annual – as part of the agenda, for community members to comment or ask questions. While community members are asked to please wait until the appropriate part of the meeting to voice questions or comments, plenty of time is given for them to do so.

-Regarding posting financial statement on the website monthly –

Finances are reviewed in detail at each quarterly meeting and a summary is contained in the minutes of each meeting. The Board decided, a number of years ago, not to post financial statements to the website as it is not password protected.

-Regarding Use of the Website:

Weekly or more often – 1

Every Other Month - 1

About 4x/year – 1

Once in a While – 3

BOARD GOALS FOR 2026

1. Work with management company to reduce the number of homeowners behind in maintenance fee payments
2. Work with management company to address homeowner properties not being kept to standard and rules violations
3. Continue to maintain communication with community via email, newsletter and website
4. Continue to work with SJN to ensure that common areas are maintained to standard
5. Work with Westford to improve responses to communications sent by homeowners
6. Continue to seek out ways to maximize investment return on reserve accounts