

# SURVEY RESULTS: WGHA DUES' SURVEY

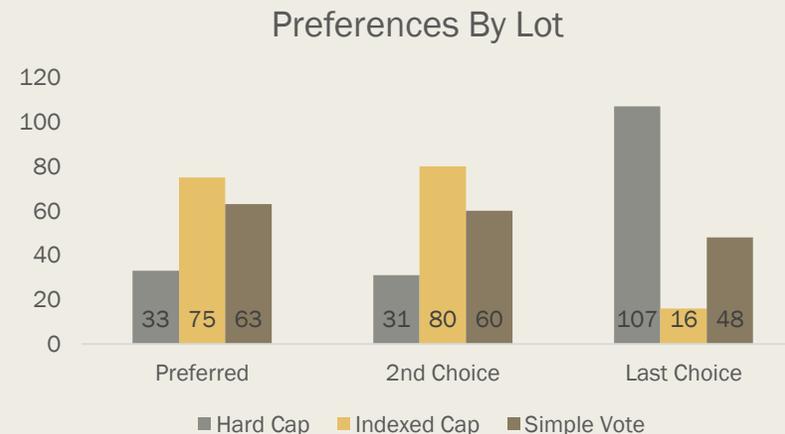
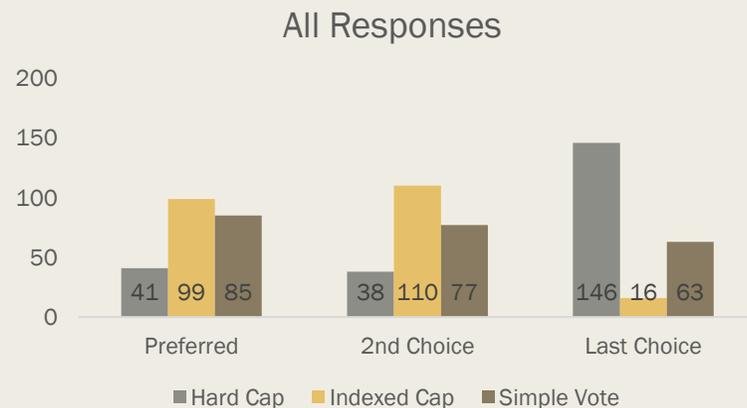
9 July 2020

# Purpose

1. Determine dues preferences between Hard Cap, Indexed Cap, and Simple Vote
2. Identify potential dues' amount for 2021
3. Update email/contact information if any was out of date

# Executive Summary

1. 92.9% of respondents and 90.7% of lots indicate that an indexed cap is one of their top two options, with half of them saying that it is *the* preferred option.
2. 64.9% of all respondents and 62.6% of lots believe that a hard cap is the least preferred option.
3. Nearly 50% of respondents and lots believe that, if there is a cap for 2021, it should be at \$150 (*in line with the Board's recommendation at the 2020 annual meeting*).



# Recommendations

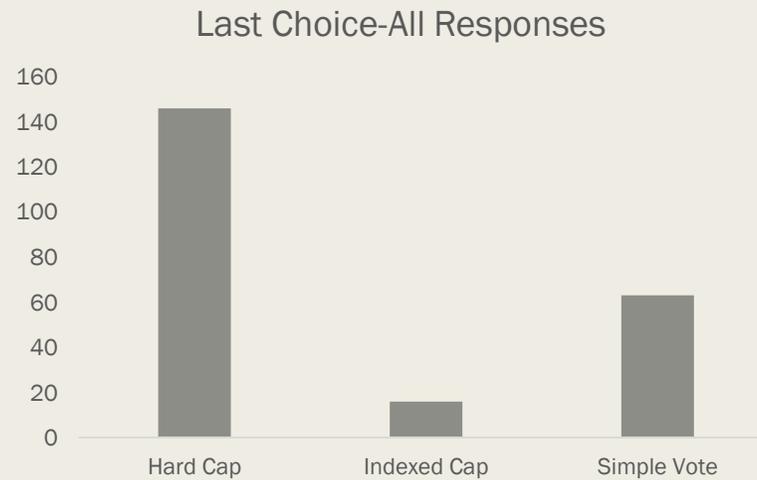
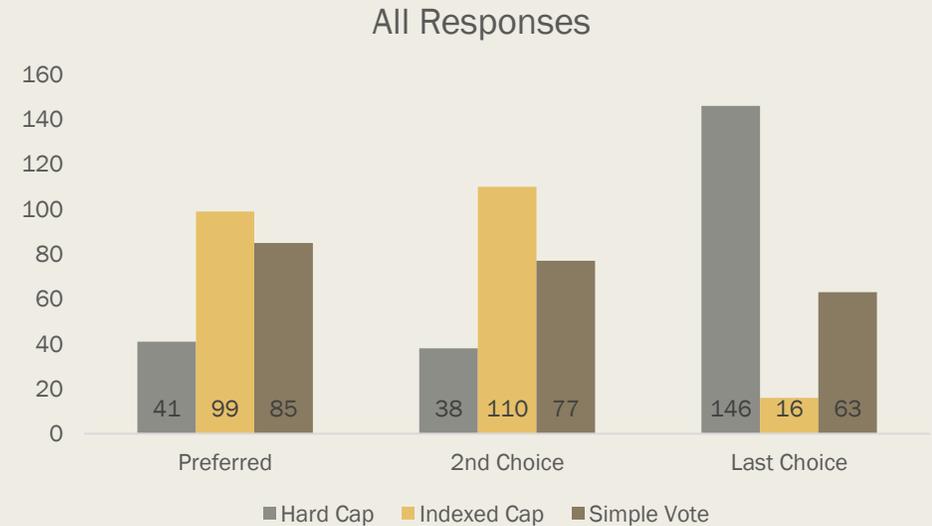
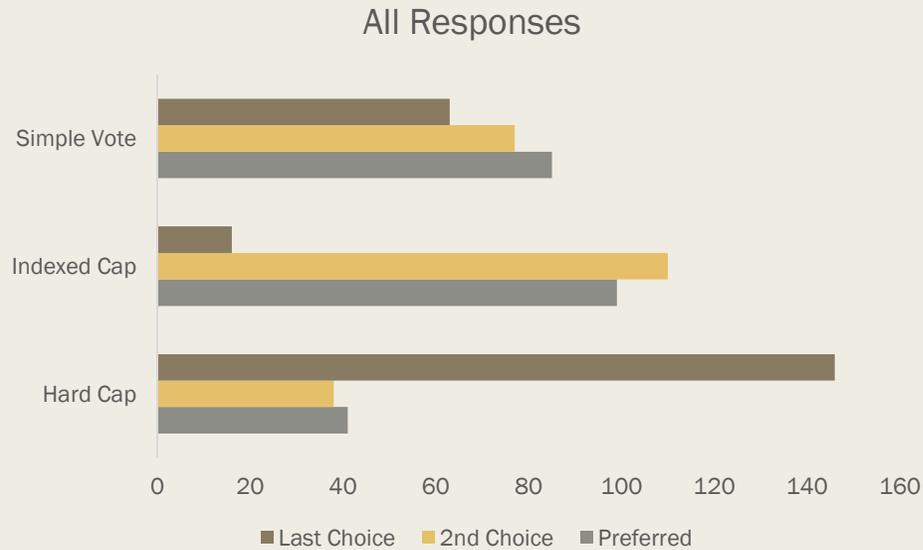
- Move forward with designing a proposed indexed cap structure for the association.
- Ensure clear budgeting processes and assumptions are delivered to all homeowners, especially around expected expenses.
- Set proposed cap in alignment with expenses; do not exceed \$150.

# Survey Statistics and Definitions

- Respondent – Anyone who received an email invite and responded to the survey
  - Raw response—actual number of people who started/completed survey
  - Usable responses—actual number of responses that can be used for analysis
- Lot – Evaluation of responses so that each represented house has one response. If there were conflicting responses in the house about the cap, both results were excluded from the following charts.

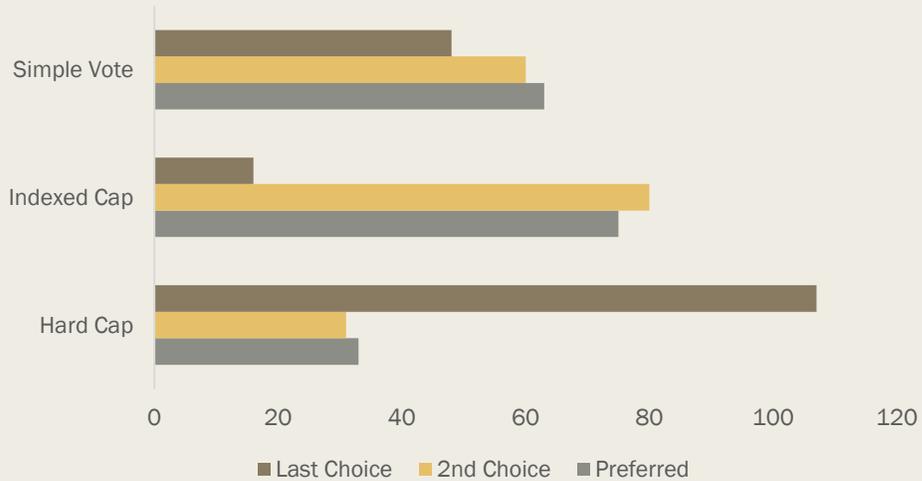


# Charts Regarding Dues — All responses

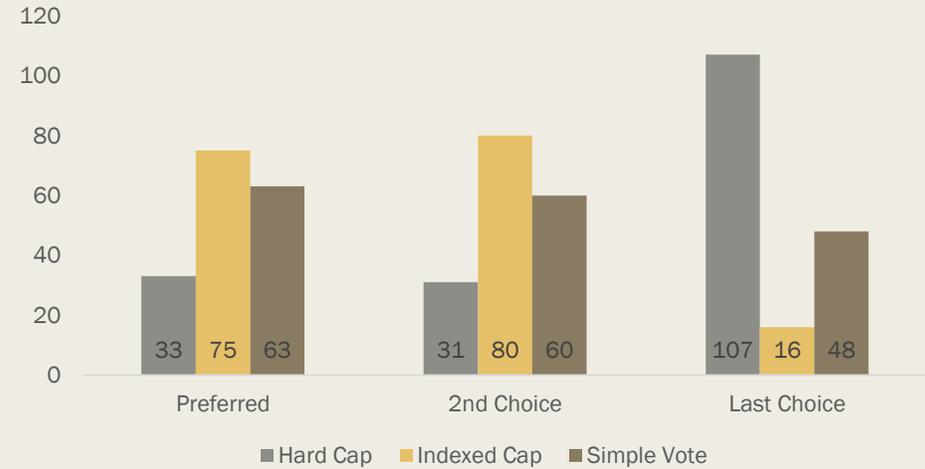


# Charts Regarding Dues — Lot Level

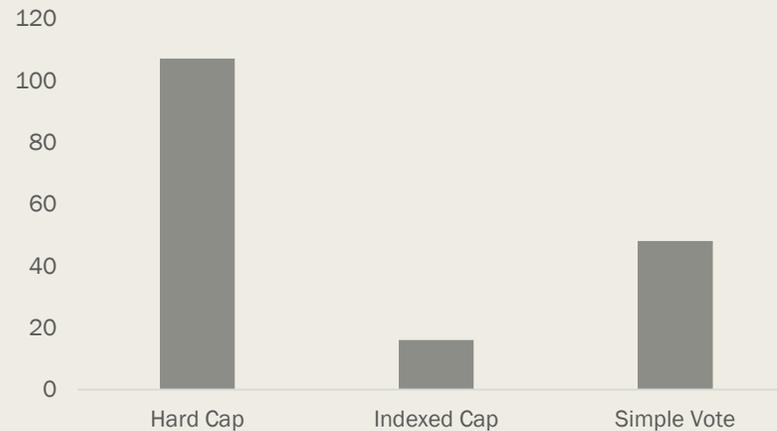
Preferences per Lot



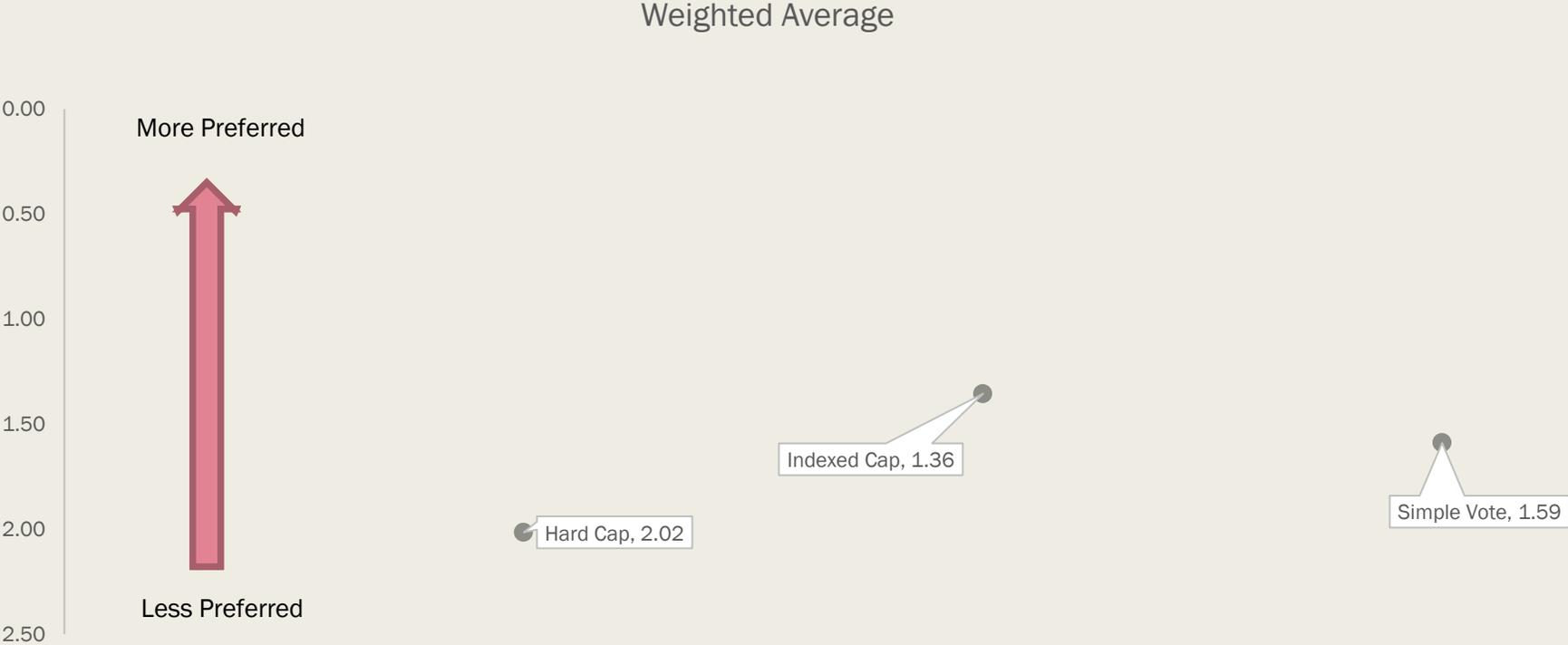
Preferences By Lot



Last Choice-Per Lot



# Weighted Average View (all votes count, but weighted to give each house the same value)



# Dues Cap for 2021



- Nearly 50% of respondents and lots believe that, if there is a cap for 2021, it should be at \$150.
- 72.4% of respondents chose \$150, \$200 or \$250 or greater.
- Those who chose “other amount” either did not include an amount or chose a value below \$150.

# Summary of Comments regarding dues cap in 2021

- Looking for a board recommendation based on expenses (and open to supporting any option based on that)
- Would like visibility to a budget that shows more detailed expenditures from previous years and planned use for the increased revenue from the increases in HOA fees.
- Concern regarding doubling the cap and what that may mean for future years. Would appreciate any efforts to be clear about a potential one-time catch-up adjustment vs anticipated year-over-year increases.
- NOTE FROM BOARD: *we will be sharing the 10-year budget history and projected future expenses in conjunction with sharing these survey results. This was discussed at a high level at the 2020 Annual Meeting, with the presentation available on [walnutgrovemadison.org](http://walnutgrovemadison.org).*

# Summary of Additional Comments

- Trust association leadership to spend wisely to preserve our neighborhood.
- Would like the board to be empowered to decide expenses and costs.
- Good to accrue some capital for impending projects.
- Highly value the green spaces and am committed to maintaining them whatever the necessary fees.
- Indexed cap is the most rational.
- Our dues are very low in comparison to other HOA's and we have significant maintenance with our green ways and walking trails. The current fees are not sustainable for upkeep and should go up to keep our neighborhood beautiful.
- Any amount that is set for annual dues must be adequate not only to meet annual expense but also to sustain a legacy fund.
- Create a way to participate in the voting on the yearly budget without having to attend the meeting - via email or mail (or zoom). It can be difficult to attend if one has a conflict with the time and day.
- Thank you for conducting the survey. It is timely, and I believe everyone understands the need to discuss this very issue.

# Summary of Additional Comments

- Lack of info on monthly expenses and reserves makes it difficult to project a proper cap structure. **Be more transparent** in sharing budget and expenditures.
  - *Board: we will strive to be more transparent and share this information by posting on the neighborhood website following every board meeting. Per the proposed revised covenants, the annual budget will be shared with the neighborhood in advance of the meeting.*
- Desire **more transparency** about use of fees and the greenway maintenance seems excessive.
- Uncomfortable with use of fees for social activities. Suggestion that those who attend contribute. All non-essential activities should be reduced.
  - *Board: we will issue future surveys on expenses and priorities, so we handle budgeting in a democratic fashion. Currently, social accounts for under 5% of spending.*
- Any cap should be set forecasting out at least 10 years to reduce need for frequent amendment of the bylaws.
- Proposed increase to \$150 seems like an unnecessary burden on homeowners
  - *Board: based on our 15-year projection, we feel that the increase to \$150 is the only way to be financially secure in maintaining our neighborhood owned greenways. Keep in mind, if we move forward with a \$150 indexed cap, this is not necessarily the annual dues. The annual dues and budget must still be voted on at the annual meeting.*
- Do we get a say in how the money collected is spent or is the board a representative democracy?
- Do not allow the board to extend its powers too much
  - *Board: we will continue to have a neighborhood vote at the annual meeting. Per the proposed revised covenants, the proposed budget will be circulated in advance of the meeting and must be voted on by a majority at the annual meeting. All board members are also homeowners.*

# Summary of Additional Comments

## Greenways Specific

- Walkways in desperate need of QUALITY repaving. If not done soon, then delayed action will result in much higher repair costs OR Walnut Grove will have to accept downgrading the walkways into gravel paths.
  - *Board: we will issue future surveys on expenses and priorities, so we handle budgeting in a democratic fashion and ensure a shared vision for the future of the neighborhood*
- If we are to pay more in dues, consider clearing the greenway walkways during winter.
- More funds are needed to maintain central islands in circles.
- Would like to see more funds directed to plantings within the greenway, and contracting with a reliable, reputable company to handle planting and maintenance.
- Can we find more efficient greenway maintenance contracts or hire kids instead of paying a private company?
- Some individuals do not use the greenways and question expenses + benefits
- Seek other funding in preserving our greenways.
  - *Board: we are inquiring with the City of Madison into the possibility of attaining a neighborhood grant to assist in some efforts*