

**MOUNTAIN PINES ESTATES  
2008 HOMEOWNERS'  
SATISFACTION SURVEY  
SUMMARY**

**Prepared for**

**Mountain Pines Estates  
Board of Directors**

**Prepared by**

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**CONFIDENTIAL**

**This document presents analysis and interpretation of study findings by 2012 Creative Consulting and is intended for the private use of the Mountain Pines Estates (MPE) Board of Directors and MPE homeowners.**

**2012 Creative Consulting, a marketing research company, is a member of the National Council of Public Polls and abides by the Council's Principles of Disclosure, which are designed to ensure the public has an adequate basis for judging the reliability and validity of survey results.**



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## INTRODUCTION

As part of an effort to determine Mountain Pines Estates homeowners' level of satisfaction within the Association in which they own property, the MPE Board approved (in early October) a satisfaction survey to be designed. The Board composed of three members, voted 2 to 1 to send the survey out to homeowners of all 86 units during October 2008, rather than providing the survey at the 2009 Annual Homeowners' meeting.

The objective of the survey was to elicit "aggregate" thinking on items affecting MPE homeowners. Understanding "aggregate" versus "individual" would help the Board direct resources more effectively and efficiently.

More specifically, the following 11 areas were examined:

- Level of satisfaction with external conditions of unit
- Level of satisfaction with external condition of deck
- Level of satisfaction with landscaping surrounding unit
- Level of satisfaction with appearance of Circle Street
- Level of satisfaction with quality of repairs/requested maintenance
- Level of satisfaction with timeliness of repairs/requested maintenance
- Level of satisfaction with overall appearance of MPE area
- Interest in joining committee or becoming a Board member
- Favor a special assessment?
- Visited the MPE website?
- Plan on renting unit in 2009?

At the end of the survey, respondents were asked to share any ideas/concerns. These qualitative comments are provided in Appendix B.

## SUMMARY OF FINDINGS

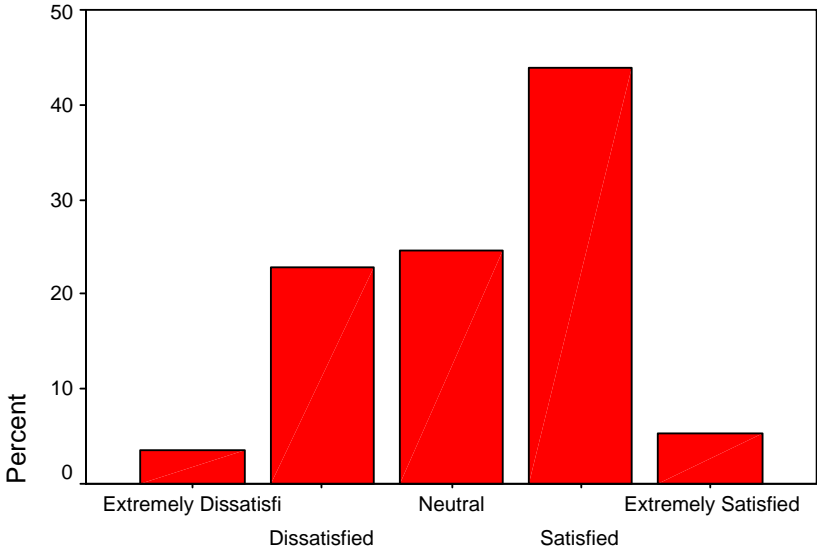
The survey was sent to all 86 homeowners, with 57 surveys returned. This represented a 66 percent response rate. A few surveys were returned as undeliverable due to incorrect addresses on file. Following are the findings from the survey and conclusions that can be drawn.

### Question #1 - “How would you rate the external conditions (paint/panels) of your unit?”

**Satisfaction with external conditions of unit**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	2	3.5	3.5	3.5
	Dissatisfied	13	22.8	22.8	26.3
	Neutral	14	24.6	24.6	50.9
	Satisfied	25	43.9	43.9	94.7
	Extremely Satisfied	3	5.3	5.3	100.0
	Total	57	100.0	100.0	

**Satisfaction with external conditions of unit**



Satisfaction with external conditions of unit

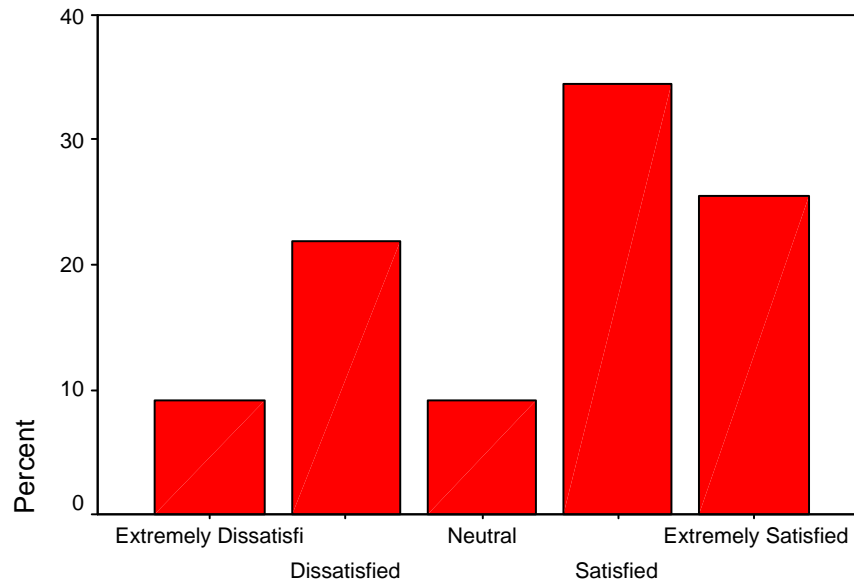
## Question #2 - “How would you rate the external condition of your deck?”

Satisfaction with external condition of deck

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	5	8.8	9.1	9.1
	Dissatisfied	12	21.1	21.8	30.9
	Neutral	5	8.8	9.1	40.0
	Satisfied	19	33.3	34.5	74.5
	Extremely Satisfied	14	24.6	25.5	100.0
	Total	55	96.5	100.0	
Missing	System	2	3.5		
Total		57	100.0		

Note: “Missing System” refers to questions that were not answered (left blank).  
When there is missing data, the “Valid Percent” reflects the percentages of respondents who answered the question.

Satisfaction with external condition of deck



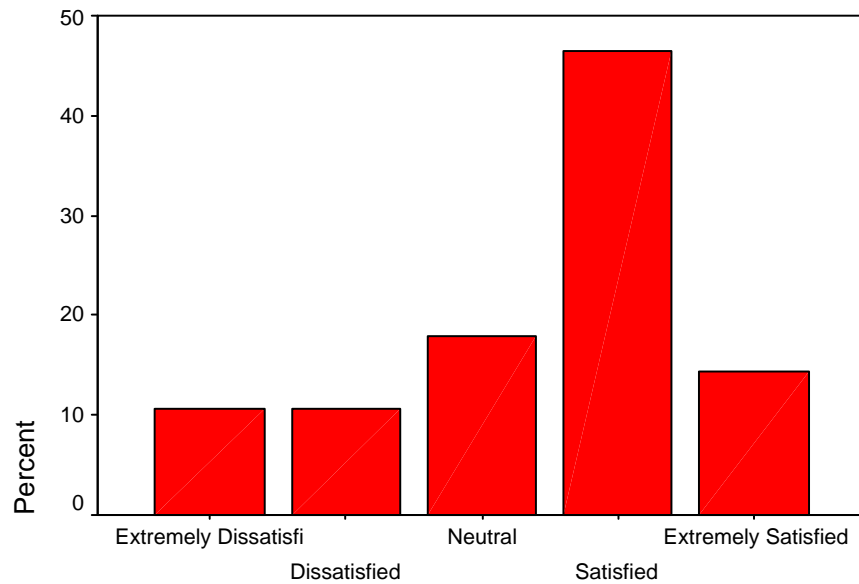
Satisfaction with external condition of deck

### Question #3 - “How would you rate the landscaping condition surrounding your unit?”

Satisfaction with landscaping surrounding unit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	6	10.5	10.7	10.7
	Dissatisfied	6	10.5	10.7	21.4
	Neutral	10	17.5	17.9	39.3
	Satisfied	26	45.6	46.4	85.7
	Extremely Satisfied	8	14.0	14.3	100.0
	Total	56	98.2	100.0	
Missing	System	1	1.8		
Total		57	100.0		

Satisfaction with landscaping surrounding unit



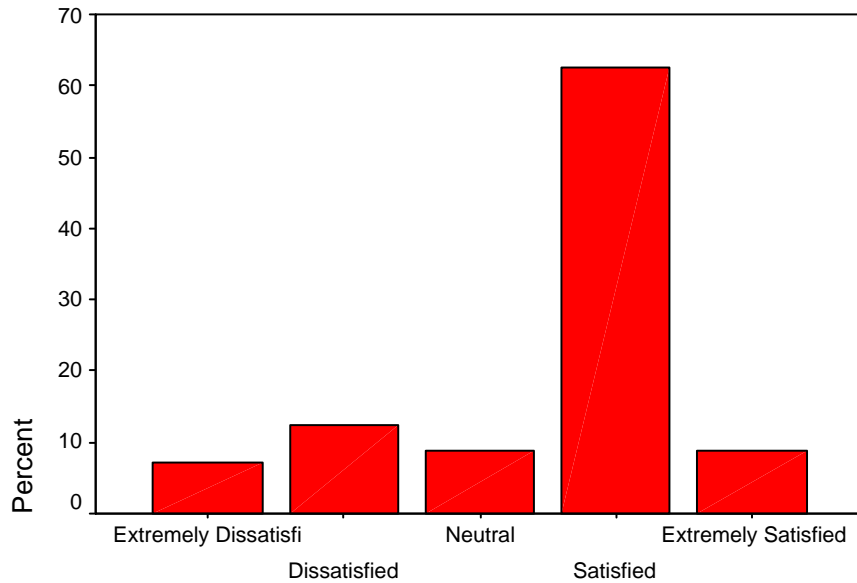
Satisfaction with landscaping surrounding unit

**Question #4 - “How would you rate the overall appearance of the Circle Street you live on?”**

**Satisfaction with appearance of Circle Street**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	4	7.0	7.1	7.1
	Dissatisfied	7	12.3	12.5	19.6
	Neutral	5	8.8	8.9	28.6
	Satisfied	35	61.4	62.5	91.1
	Extremely Satisfied	5	8.8	8.9	100.0
	Total	56	98.2	100.0	
Missing	System	1	1.8		
Total		57	100.0		

**Satisfaction with appearance of Circle Street**



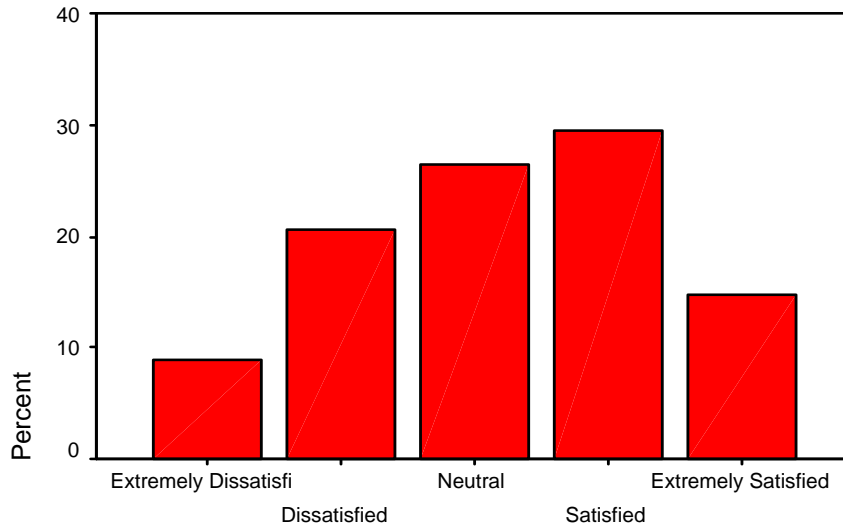
**Satisfaction with appearance of Circle Street**

**Question #5 - “How would you rate the quality of repairs on requested maintenance that occurred on your unit this year?”**

**Satisfaction with quality of repairs/requested maintenance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	3	5.3	8.8	8.8
	Dissatisfied	7	12.3	20.6	29.4
	Neutral	9	15.8	26.5	55.9
	Satisfied	10	17.5	29.4	85.3
	Extremely Satisfied	5	8.8	14.7	100.0
	Total	34	59.6	100.0	
Missing	System	23	40.4		
Total		57	100.0		

**Satisfaction with quality of repairs**



**Satisfaction with quality of repairs/requested maintenance**

**Note: Of the total respondents, 60% of respondents requested or had maintenance work done on their unit during 2008.**

**Repairs/Requested Maintenance**

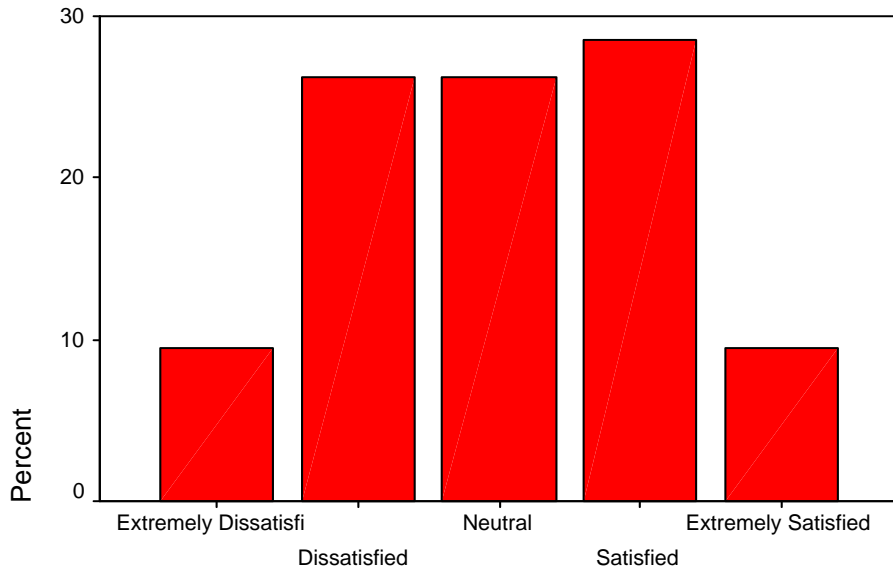
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	34	59.6	59.6	59.6
	No	23	40.4	40.4	100.0
	Total	57	100.0	100.0	

**Question #6 - “How would you rate the timeliness of completing repairs on requested maintenance that occurred on your unit this year?”**

**Satisfaction with quality of repairs/requested maintenance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	3	5.3	8.8	8.8
	Dissatisfied	7	12.3	20.6	29.4
	Neutral	9	15.8	26.5	55.9
	Satisfied	10	17.5	29.4	85.3
	Extremely Satisfied	5	8.8	14.7	100.0
	Total	34	59.6	100.0	
Missing	System	23	40.4		
Total		57	100.0		

**Satisfaction with timeliness of repairs/requests**



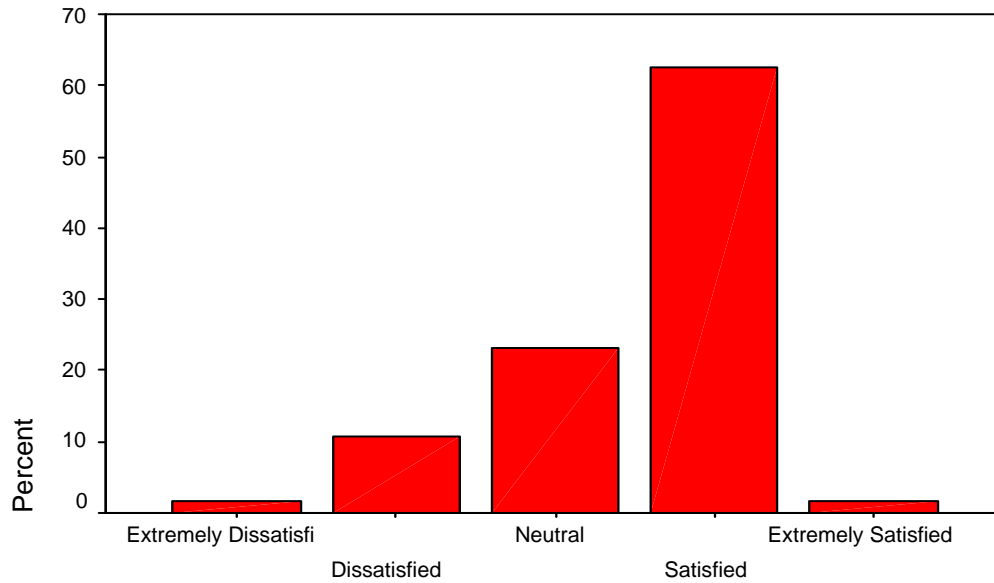
**Satisfaction with timeliness of repairs/requested maintenance**

**Question #7 - “How would you rate the ‘overall general appearance’ of the MPE area?”**

**Satisfaction with timeliness of repairs/requested maintenance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Dissatisfied	4	7.0	9.5	9.5
	Dissatisfied	11	19.3	26.2	35.7
	Neutral	11	19.3	26.2	61.9
	Satisfied	12	21.1	28.6	90.5
	Extremely Satisfied	4	7.0	9.5	100.0
	Total	42	73.7	100.0	
Missing	System	15	26.3		
Total		57	100.0		

**Satisfaction with overall appearance of MPE area**



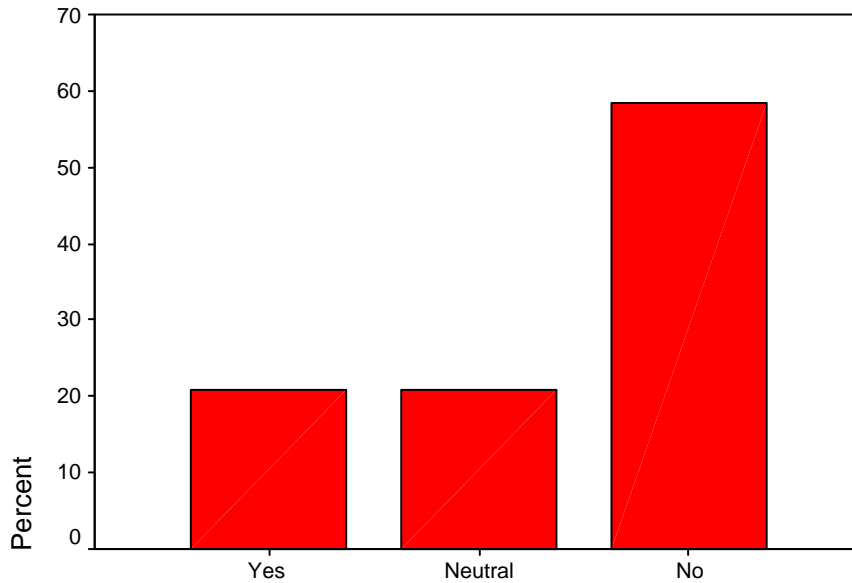
**Satisfaction with overall appearance of MPE area**

**Question #8 - “Would you favor a special assessment that allows a faster conversion of roofs from shake to asphalt shingles (2-year plan) where multiple benefits to all MPE homeowners would result?”**

**Favor a special assessment?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	19.3	20.8	20.8
	Neutral	11	19.3	20.8	41.5
	No	31	54.4	58.5	100.0
	Total	53	93.0	100.0	
Missing	System	4	7.0		
Total		57	100.0		

**Favor a special assessment?**



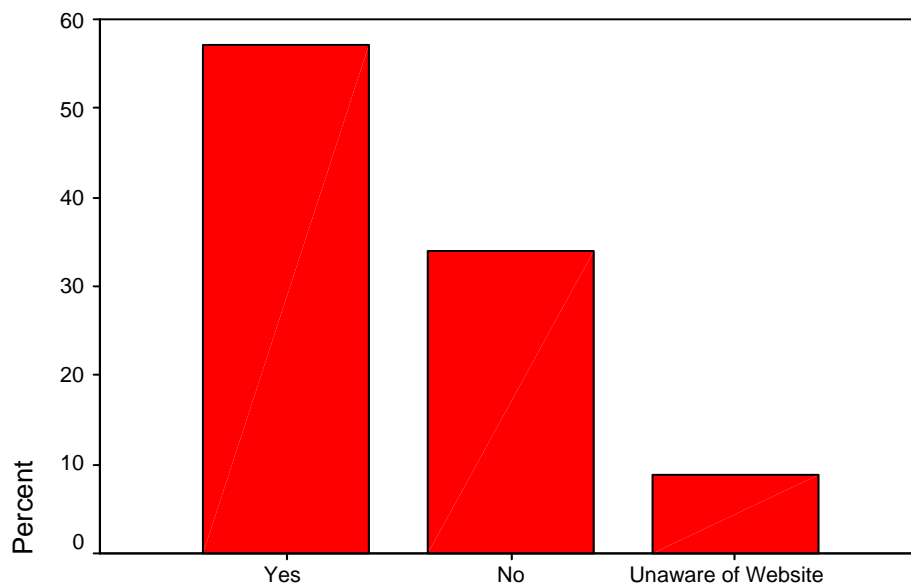
**Favor a special assessment?**

**Question #9 - “Have you visited our website (www.mpehoa.com)?”**

**Visited MPE website?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	32	56.1	57.1	57.1
	No	19	33.3	33.9	91.1
	Unaware of Website	5	8.8	8.9	100.0
	Total	56	98.2	100.0	
Missing	System	1	1.8		
Total		57	100.0		

**Visited MPE website?**



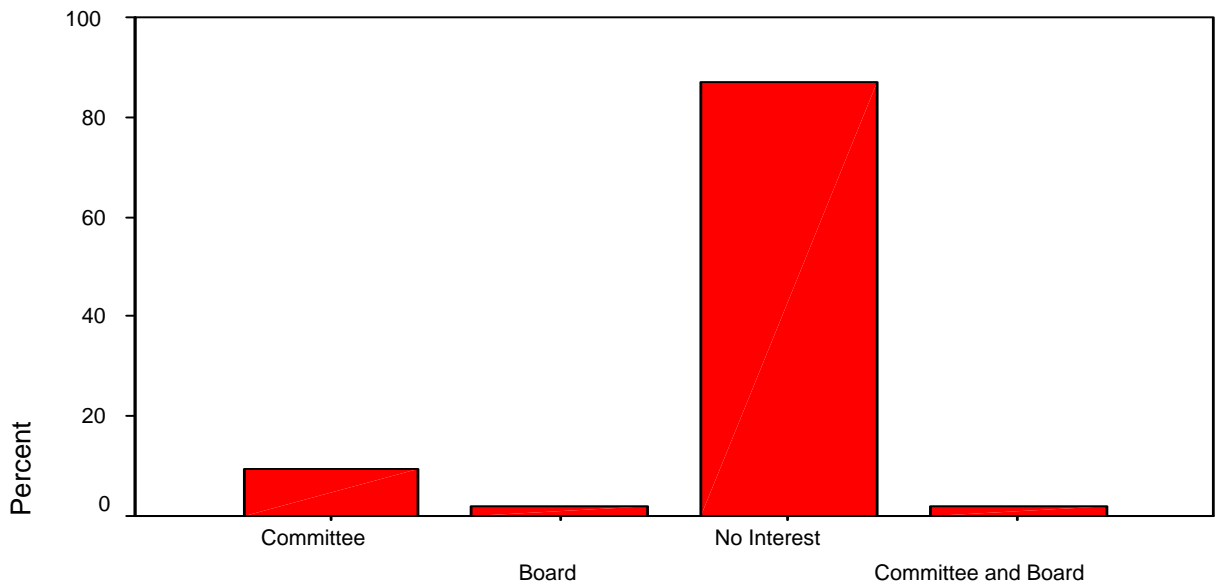
**Visited MPE website?**

## Question #10 - “Do you have interest in joining a committee or becoming a Board member?”

Interested in joining committee or becoming a Board member?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Committee	5	8.8	9.3	9.3
	Board	1	1.8	1.9	11.1
	No Interest	47	82.5	87.0	98.1
	Committee and Board	1	1.8	1.9	100.0
	Total	54	94.7	100.0	
Missing	System	3	5.3		
Total		57	100.0		

Interested in joining committee or becoming a Board member?



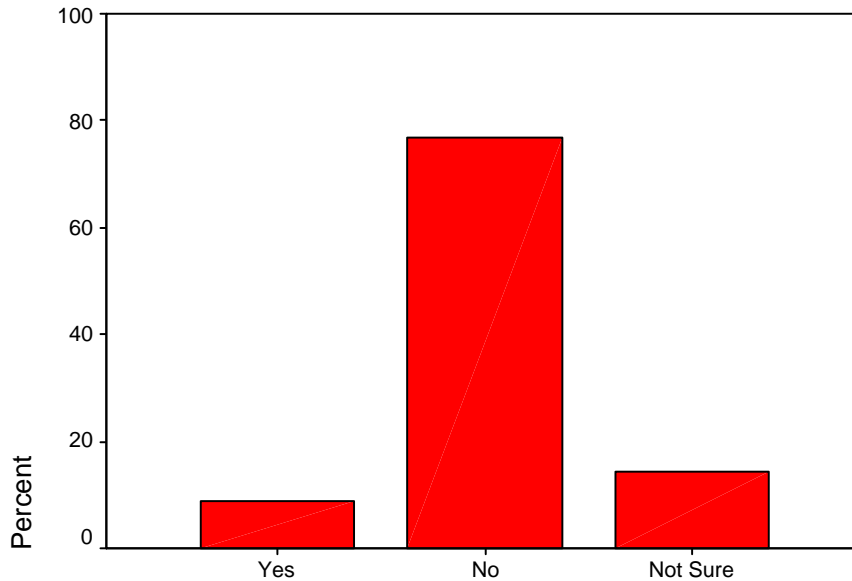
Interested in joining committee or becoming a Board member?

**Question #11 - “Do you plan on renting your MPE unit in the 2009 time frame?”**

**Plan on renting unit in 2009?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	8.8	8.9	8.9
	No	43	75.4	76.8	85.7
	Not Sure	8	14.0	14.3	100.0
	Total	56	98.2	100.0	
Missing	System	1	1.8		
Total		57	100.0		

**Plan on renting unit in 2009?**



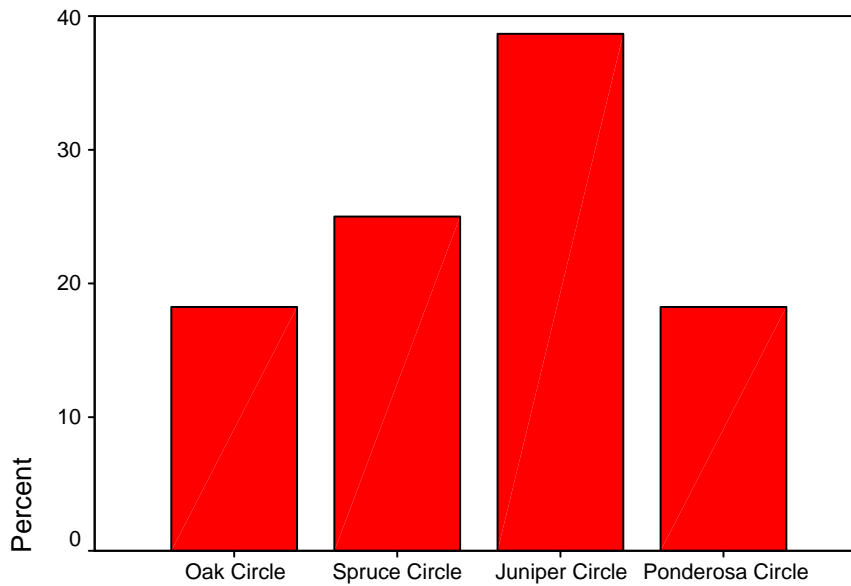
**Plan on renting unit in 2009?**

**Below is the distribution of respondents based on Circle Street.**

**Circle Street**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Oak Circle	8	14.0	18.2	18.2
	Spruce Circle	11	19.3	25.0	43.2
	Juniper Circle	17	29.8	38.6	81.8
	Ponderosa Circle	8	14.0	18.2	100.0
	Total	44	77.2	100.0	
Missing	System	13	22.8		
Total		57	100.0		

**Circle Street**



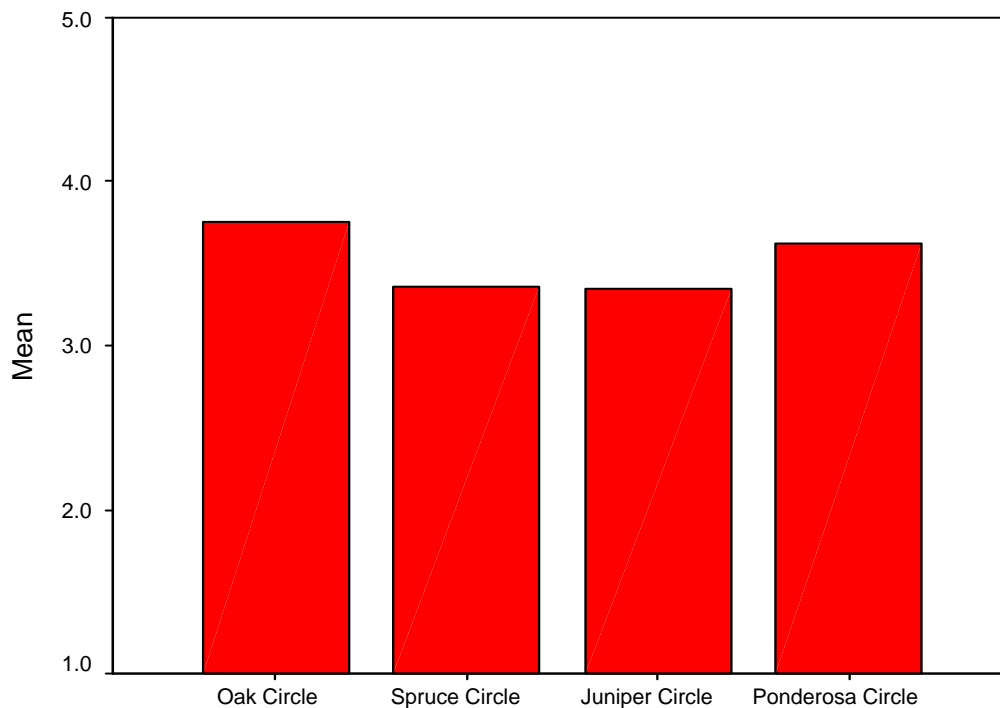
**Circle Street**

**Following are the satisfaction ratings of homeowners based on their Circle Street. (5 = extremely satisfied; 1 = extremely dissatisfied)**

**Report**

Satisfaction with appearance of Circle Street

Circle Street	Mean	N	Std. Deviation
Oak Circle	3.75	8	1.16
Spruce Circle	3.36	11	1.03
Juniper Circle	3.35	17	1.00
Ponderosa Circle	3.62	8	1.06
Total	3.48	44	1.02



**Overall, all homeowners are satisfied with the appearance of their Circle Street, with residents of Oak Circle having the highest satisfaction level.**

**Below is a summary of the satisfaction ratings of homeowners for the first seven questions (in descending order). (5 = extremely satisfied; 1 = extremely dissatisfied)**

**Average Satisfaction Ratings**

	N	Minimum	Maximum	Mean	Std. Deviation
Satisfaction with appearance of Circle Street	56	1	5	3.54	1.06
Satisfaction with overall appearance of MPE area	56	1	5	3.52	.79
Satisfaction with external condition of deck	55	1	5	3.45	1.33
Satisfaction with landscaping surrounding unit	56	1	5	3.43	1.19
Satisfaction with external conditions of unit	57	1	5	3.25	.99
Satisfaction with quality of repairs/requested maintenance	34	1	5	3.21	1.20
Satisfaction with timeliness of repairs/requested maintenance	42	1	5	3.02	1.16

**Overall, homeowners reflect a positive satisfaction rating in all areas of evaluation, with the highest area of satisfaction being the appearance of their circle, followed closely by the overall appearance of the Mountain Pines Estates area.**

## CONCLUSIONS

The homeowner response to the survey was excellent! Fifty-seven valid survey responses (approaching 70%) demonstrated that MPE homeowners welcomed the opportunity to voice their views and opinions. Additionally, 63% of respondents took the time to provide further comments (ideas, suggestions) tabulated in the qualitative response section.

Forty-four of the 57 respondents identified the circle lived on when responding to the survey: Juniper (17 respondents), Spruce (11 respondents), Ponderosa and Oak (8 respondents each). The identification of the circle street allowed cross-tabulation of questions, which provided additional information, such as satisfaction levels by circle streets.

Based on responses to the first seven questions addressing satisfaction levels, the conclusion is that homeowners reflect “positive” satisfaction levels.

When asked about a special assessment (Q8), the majority of respondents are “not” in favor of one.

Fifty-seven percent of respondents have visited the website ([www.mpehoa.com](http://www.mpehoa.com)).

Q10 addressed homeowners’ interests in Board and committee membership. No interest was indicated by 83%, but the survey uncovered a “small percentage” that are.

The question dealing with renting (Q11) showed 75% of respondents are “not” renting or interested in doing so.

Qualitative feedback (comments) was most prevalent in the areas of general appearance of the development, Circle street asphalt and apron connections, and renters.

## APPENDIX A - Copy of Survey

### MPE Homeowners Survey Fall 2008

1. How would you rate the external conditions (paint/panels) of your unit?  
Extremely satisfied \_\_\_\_\_  
Satisfied \_\_\_\_\_  
Neutral \_\_\_\_\_  
Dissatisfied \_\_\_\_\_  
Extremely dissatisfied \_\_\_\_\_
  
2. How would you rate the external condition of your deck?  
Extremely satisfied \_\_\_\_\_  
Satisfied \_\_\_\_\_  
Neutral \_\_\_\_\_  
Dissatisfied \_\_\_\_\_  
Extremely dissatisfied \_\_\_\_\_
  
3. How would you rate the landscaping condition surrounding your unit?  
Extremely satisfied \_\_\_\_\_  
Satisfied \_\_\_\_\_  
Neutral \_\_\_\_\_  
Dissatisfied \_\_\_\_\_  
Extremely dissatisfied \_\_\_\_\_
  
4. How would you rate the overall appearance of the Circle Street (please specify here) \_\_\_\_\_ you live on?  
Extremely satisfied \_\_\_\_\_  
Satisfied \_\_\_\_\_  
Neutral \_\_\_\_\_  
Dissatisfied \_\_\_\_\_  
Extremely dissatisfied \_\_\_\_\_
  
5. How would you rate the quality of repairs on requested maintenance that occurred on your unit this year?  
Extremely satisfied \_\_\_\_\_  
Satisfied \_\_\_\_\_  
Neutral \_\_\_\_\_  
Dissatisfied \_\_\_\_\_  
Extremely dissatisfied \_\_\_\_\_  
Not applicable \_\_\_\_\_

6. How would you rate the timeliness of completing repairs on requested maintenance that occurred on your unit this year?
- Extremely satisfied \_\_\_\_\_
- Satisfied \_\_\_\_\_
- Neutral \_\_\_\_\_
- Dissatisfied \_\_\_\_\_
- Extremely dissatisfied \_\_\_\_\_
7. How would you rate the “overall general appearance” of the MPE area?
- Extremely satisfied \_\_\_\_\_
- Satisfied \_\_\_\_\_
- Neutral \_\_\_\_\_
- Dissatisfied \_\_\_\_\_
- Extremely dissatisfied \_\_\_\_\_
8. Would you favor a special assessment that allows a faster conversion of roofs from shake to asphalt shingles (2 -year plan) where multiple benefits to all MPE homeowners would result?
- Yes \_\_\_\_\_
- Neutral \_\_\_\_\_
- No \_\_\_\_\_
9. Have you visited our website ([www.mpehoa.com](http://www.mpehoa.com)) ?
- Yes \_\_\_\_\_
- Unaware \_\_\_\_\_
- No \_\_\_\_\_
10. Do you have interest in joining a committee or becoming a Board member?
- Committee \_\_\_\_\_
- Board \_\_\_\_\_
- No interest \_\_\_\_\_
11. Do you plan on renting your MPE unit in the 2009 time frame?
- Yes \_\_\_\_\_
- No \_\_\_\_\_
- Not sure \_\_\_\_\_

What ideas/concerns to you have? Please share below:

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**Data will be collected, statistically analyzed, & results shared with homeowners.**

**Thank you! Gary Carver, Don Hilbig, Jack Wagner**



## APPENDIX B – Qualitative Comments

**Sixty-three percent of survey respondents also supplied qualitative feedback. Several homeowners commented, “great way to collect data and information.” Homeowners’ qualitative feedback can be categorized into the following six major areas.**

- **General appearance, weed control**
- **Circle asphalt and apron connections**
- **Renters**
- **Roofs**
- **Dogs**
- **Written homeowner expectations**
  - Deck needs paint/stain.
  - Need specifics on special assessment.
  - Concern: Pine needles are abundant in both fall and spring - Would be good if the HOA could arrange to do this twice a year than just once.
  - Would favor special assessment if it would lower HO dues later on!
  - Would like better weed control in common areas.
  - Want the overall general appearance to improve and reflect the quality and value of our project.
  - Paint is faded and mismatched in color.
  - Rental units look like trailer trash.
  - Snow removal! Snow removal last winter was marginal at best. When it was “moved” the snow was pushed in front of walk ways, driveways, and passage ways. Snow is not removed, but pushed around requiring shoveling and repeated phone calls for repeat of job. Very dissatisfied.
  - Trash containers visible.
  - All dogs should be leashed.
  - I have lived here 10 years and feel satisfied with all your hard work! I was on many boards earlier and do understand the frustrations you must face. Some people are never satisfied. Thank you for all your hard work and interest.
  - I would like to see a uniform paving contractor to do all driveways.
  - The outside deck - I sanded and used the stain Don Meyer prescribed two years ago. Quite a bit of time and effort and it is

already in need of rework. The mountain weather is pretty tough on it.

- The weeds along the road. I understand this may be a Navajo County responsibility.
- Roofs - I think that doing 1-3/year as necessary depending more on if there is a leak problem.
- Maybe add the maintenance queue to the website so people know (to the nearest season) when exterior work would be done. The info on roof conversions is good, but it has no information regarding when (at current pace) these would be completed.
- Open street sooner in morning snowing. I have to leave for Tucson in morning. All in all I am satisfied.
- I have asked for the past two years to have the unit repainted.
- The entry to Juniper is SAD.
- The upkeep of the area is the poorest of the other areas (Quality Hills, Stone Pines, Sportsman's Village). The entry to Juniper should be improved to be at least as attractive as Ponderosa - better weed control along Mark Twain.
- At last year's HOA I thought that the landscaping maintenance was going to be less aggressive. I have personally placed a couple of ring rocks around some young aspens. They have regularly been sprayed and are not dead. I am not satisfied as we are trying to naturally protect ourselves from headlights from all the traffic that uses Spruce Circle as a U-TURN area off Bucksprings Road.
- The driveways are awful where they join the street. Also, rake the yards.
- I would like to have a list of repairs and upkeep homeowners are responsible for. Thank you.
- Extremely dissatisfied with weed control in drainage areas.
- Favor special assessment provided ALL units got an assessment. You should make sure all homeowners know the downside to not speeding up conversions; e.g., higher costs down the road and possible loss of fire insurance, etc.
- Ideas/concerns: 1) Progress on changing out roofs; 2) Weed control; 3) Deck refinishing; 4) Establishing a "Reserve Fund."
- Unit needs to be painted.
- Some areas of MPE need attention.
- Need an assessment to complete the rest of the roofs and painting. Owners should be taking care or repairing their own decks.
- A set of Rules and Regulations should be adopted which a tenant must sign and abide by just like any H.O. The renting H.O. should be subject to fines or liens for failure to enforce tenants' adherence to R&R.
- Exterior street facing. Units should not be allowed to fade in color as a first impression is important in keeping the overall value of the entire community up.

- Repairs are slow.
- Special Assessment: I need more info. How much? What are the benefits?
- We use our unit in the winter and often find the driveway blocked with snow from the snowplows. Very frustrating!
- Special Assessment: Need to hear benefits.
- Landscaping is not being maintained well - many weeds. Drainage ditch full of dirt and weeds at culvert on west cul de sac of Juniper Circle.
- This is a great way to collect data! Thank you.
- Can we beautify the MPE monument to hide the utility green panels? Wild flowers? The weeds that face Bucksprings are unsightly.
- All streets look neat with the exception of the "ORPHAN" - Spruce Circle.
- Please request "NO OUTLET" signs for our streets. The amount of traffic on Spruce Circle is crazy - hard on our roads.
- Ponderosa Circle has been kept up this summer. I do not feel a special assessment would be good in this economy.
- I am tired of finding dog poop in my yard. Maybe a reminder to clean up after your dog and that all dogs must be on a leash at all times (even for nice, friendly dogs) would be helpful.
- Roofs - Barking dogs
- Questions: 1) Do we have anyone that will do repairs (?) since Don Meyers left? 2) Is there anyone that would do asphalt for driveways for residents that need it done? If we have a few that requested this, maybe they would give us a deal.
- Concern: Renters who do not care about upkeep of the unit or area.
- MPE did not landscape my lot. The grounds cleaning was minimal this summer.
- Mark Twain and our entrance to Juniper are bad.
- Work that Don Meyer started was not finished.
- Roof leak/mold problem was fixed with a glob of putty.
- I want to get rid of all rentals. Dogs run loose; my parking space is invaded.
- Would like to have someone contact me regarding paving of the Circle. Our unit is in need of bringing the pavement up to the rest!
- Some renters seem to be a problem - excess cars and people/rental unit.
- We are very concerned about our roof. Every time we visit, we find several pieces of shingle on the ground. Thank you.
- Re Unit # \_\_: Street entrance foliage has made it nicer and more appealing. Mark Twain, however, is a constant eyesore with the drainage ditch weeds.

- Re Unit #\_: Would favor a special assessment if it included exterior painting as well. This will bring all of MPE units up to a quality baseline!
- If you can't afford to complete repairs you should notify the owner instead of ignoring the request.
- Paint peeling off my unit. Yard maintenance is non-existent.
- I am an Arizona licensed realtor. My opinion is that our HOA fees are at a maximum amount. I think if we need to build our reserve we should impose a transfer fee when a unit is sold. Not a percentage of the sale. Instead a flat fee such as \$1,000. Just a thought.
- My #1 concern is the owners that rent to families that have young children. There is no where for them to play.
- The quality of paint used outside seems poor.