



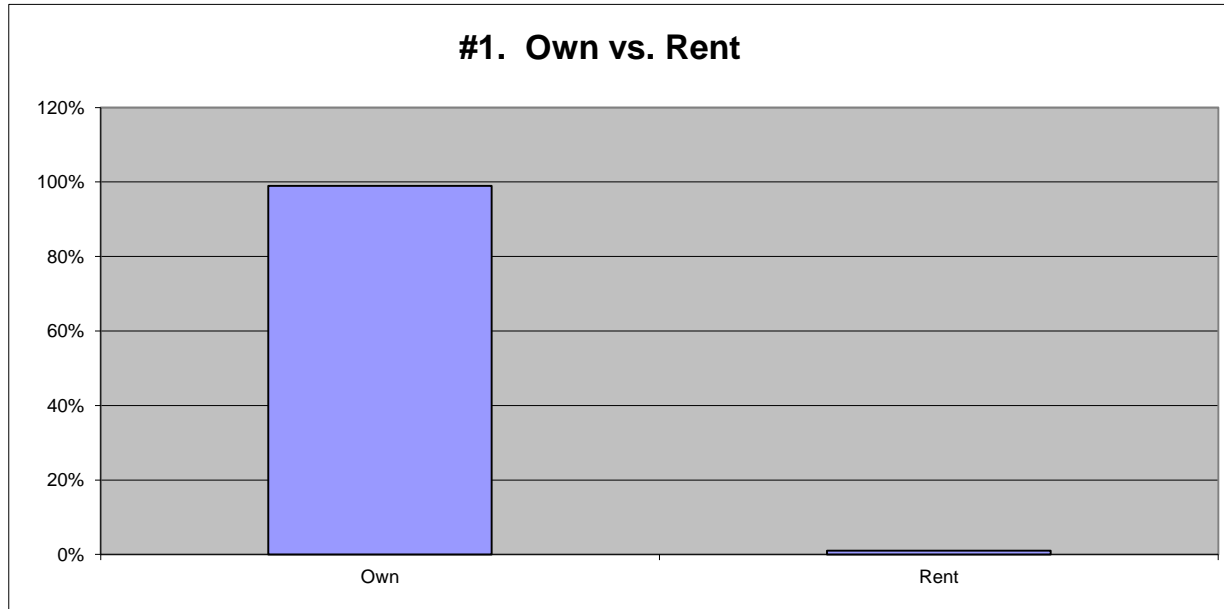
Hilton Head Plantation

2018 Resident Opinion Questionnaire

Survey Results

Hilton Head Plantation POA
7 Surrey Lane, Hilton Head Island, SC 29926
843-681-8800
www.hiltonheadplantation.com

6/5/18



2018

Own	99%	1717
Rent	<u>1%</u>	<u>24</u>
	100%	1741

37 skipped

2015

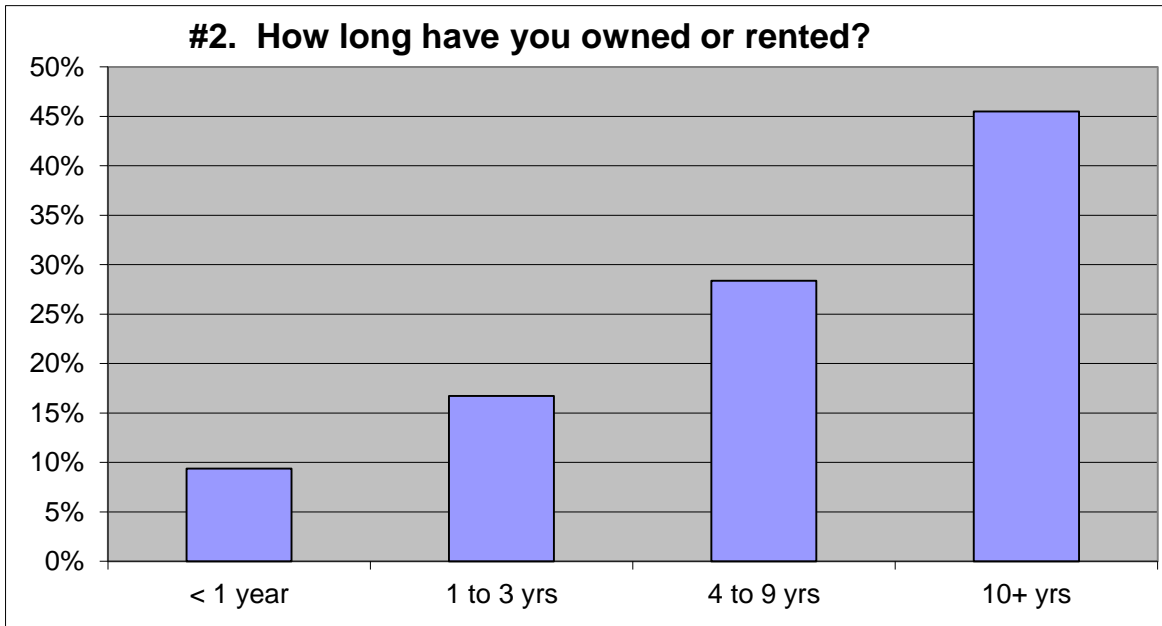
98% Own	1136
<u>1%</u> Rent	<u>19</u>
99%	1155

2012

98% Own	1034
<u>2%</u> Rent	<u>20</u>
100%	1054

2009

98% Own	954
<u>2%</u> Rent	<u>15</u>
100%	969



2018

< 1 year	9%	162
1 to 3 yrs	17%	289
4 to 9 yrs	28%	490
10+ yrs	<u>46%</u>	<u>786</u>
	100%	1727

2015

	6%	74
	17%	192
	24%	270
	<u>53%</u>	<u>613</u>
	100%	1149

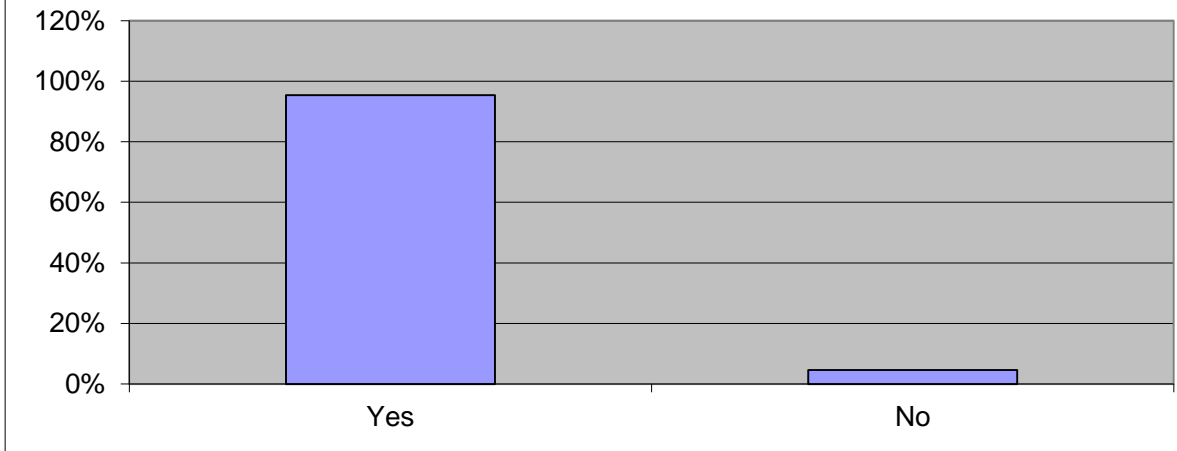
2012

	7%	75
	15%	154
	24%	254
	<u>54%</u>	<u>567</u>
	100%	1050

2009

	4%	35
	13%	126
	34%	326
	<u>49%</u>	<u>480</u>
	100%	967

#3. I anticipate living in HHP for at least the next 5 years.



2015

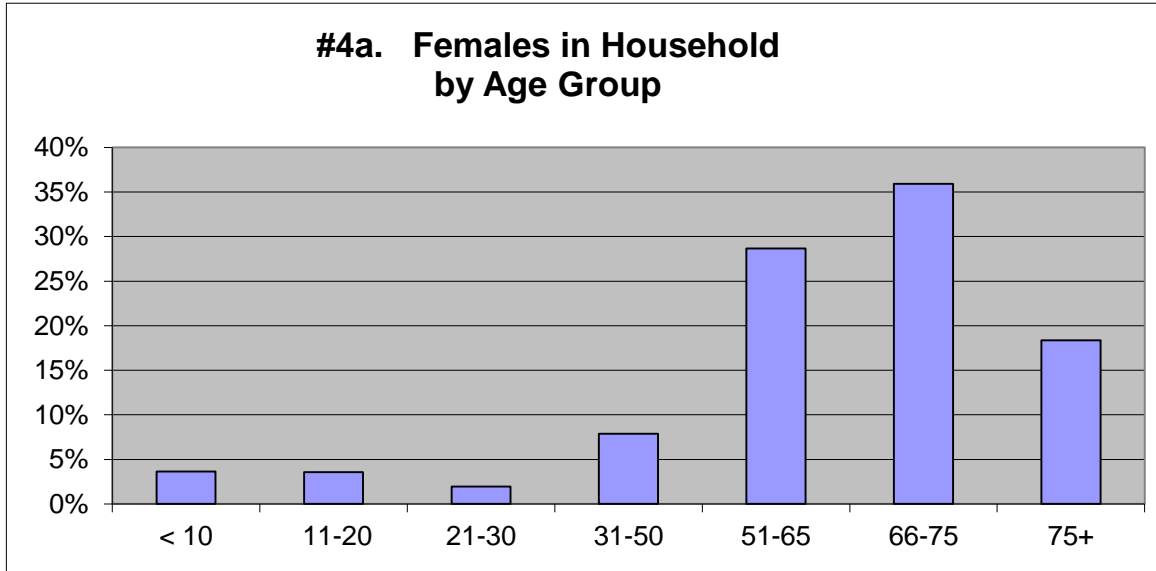
Yes	95%	1597
No	<u>5%</u>	<u>92</u>
	100%	1689
		65 skipped

2015	Yes	95%	1056
	No	<u>5%</u>	<u>51</u>
		100%	1107

2012	Yes	95%	991
	No	<u>5%</u>	<u>47</u>
		100%	1038

2009	Yes	95%	900
	No	<u>5%</u>	<u>47</u>
		100%	947

**#4a. Females in Household
by Age Group**



2018

< 10	4%	69
11-20	4%	68
21-30	2%	37
31-50	8%	150
51-65	29%	545
66-75	36%	683
75+	18%	<u>349</u>
	100%	1901

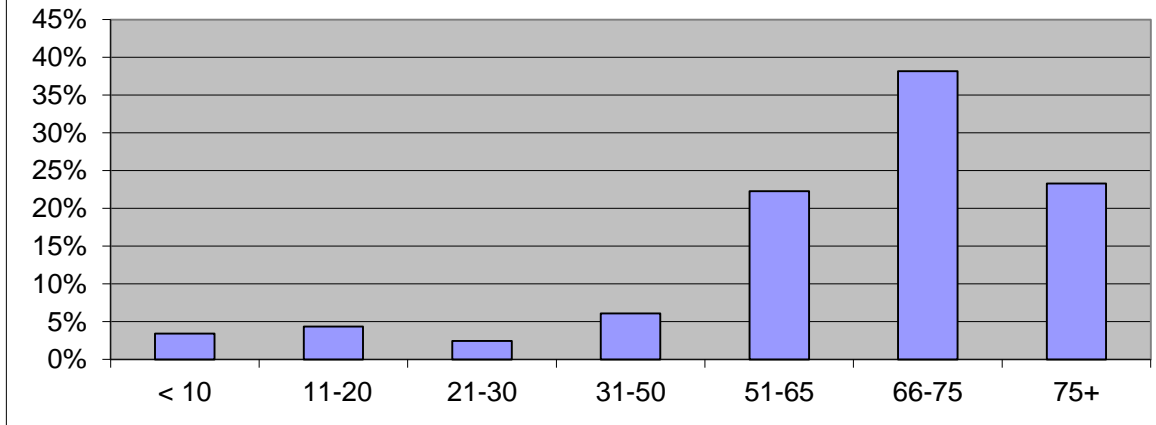
2015

	2%	30	11%	80
	3%	31	4%	33
	2%	19	2%	16
	7%	83	7%	78
	30%	368	32%	370
	34%	412	27%	288
	22%	<u>264</u>	<u>19%</u>	<u>195</u>
	100%	1207	102%	195
				1060

2012

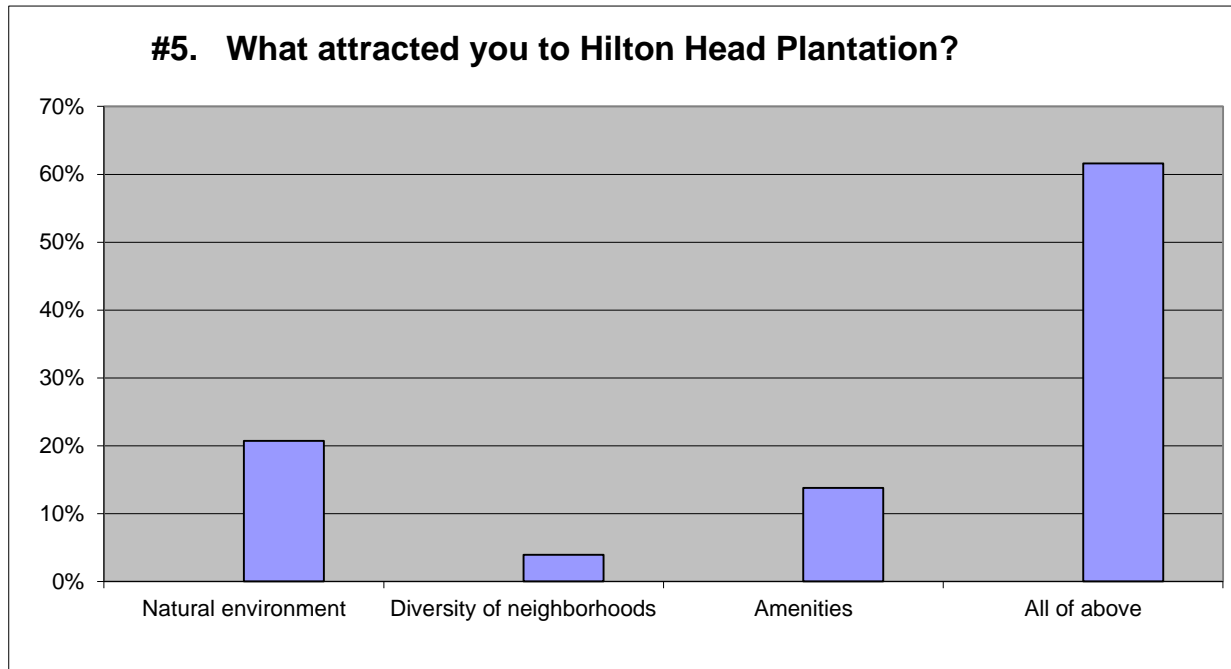
2009

**#4b. Males in Household
by Age Group**



	2018		2015		2012		2009	
< 10	3%	57	2%	20	9%	91	7%	65
11-20	4%	73	3%	29	3%	34	3%	33
21-30	2%	41	1%	17	1%	15	1%	12
31-50	6%	102	6%	60	6%	65	6%	55
51-65	22%	374	23%	246	24%	254	27%	258
66-75	38%	640	37%	397	32%	320	30%	283
75+	23%	<u>391</u>	<u>26%</u>	<u>299</u>	<u>25%</u>	<u>259</u>	<u>26%</u>	<u>238</u>
	100%	1678	98%	1068	100%	1038	100%	944

#5. What attracted you to Hilton Head Plantation?

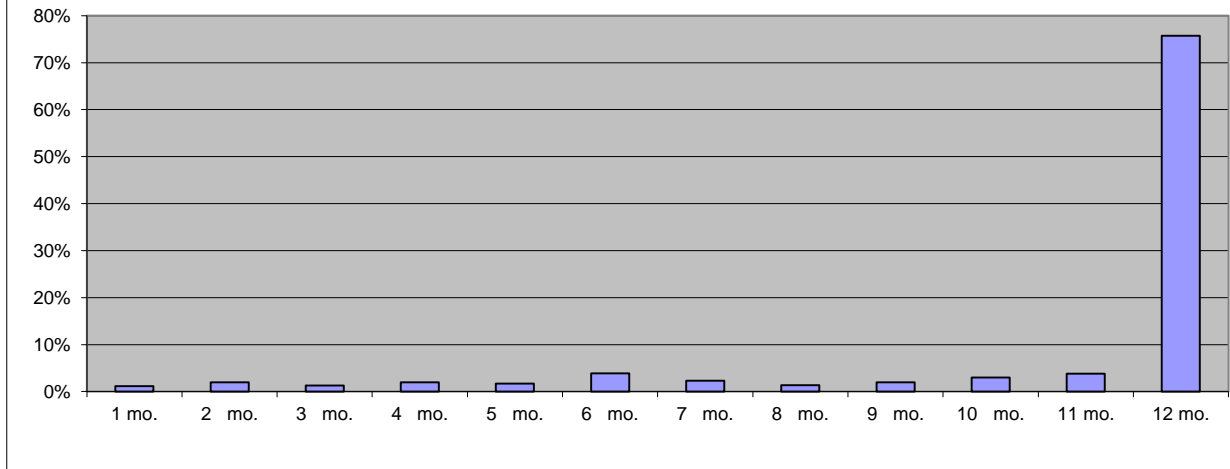


2018			2015		2012		2009	
Natural environment	21%	410	19%	250	17%	201	16%	151
Diversity of neighborhoods	4%	78	3%	41	3%	36	2%	23
Amenities	14%	273	13%	165	12%	141	4%	33
All of above	62%	<u>1220</u>	<u>65%</u>	<u>834</u>	<u>68%</u>	<u>775</u>	<u>78%</u>	<u>723</u>
	100%	1981	100	1290	100	1153	100%	930

(Note: Multiple answers were allowed.)

48 skipped

#6. How many months per year do you stay in the Plantation?



2018

1 mo.	1%	19
2 mo.	2%	32
3 mo.	1%	21
4 mo.	2%	32
5 mo.	2%	28
6 mo.	4%	64
7 mo.	2%	38
8 mo.	1%	22
9 mo.	2%	32
10 mo.	3%	50
11 mo.	4%	63
12 mo.	<u>76%</u>	<u>1252</u>
	100%	1653

101 skipped ques.

2015

1 mo.	1%	13
2 mo.	1%	13
3 mo.	1%	7
4 mo.	2%	22
5 mo.	1%	15
6 mo.	3%	35
7 mo.	3%	31
8 mo.	2%	24
9 mo.	1%	13
10 mo.	2%	24
11 mo.	4%	43
12 mo.	<u>78%</u>	<u>839</u>
	99%	1079

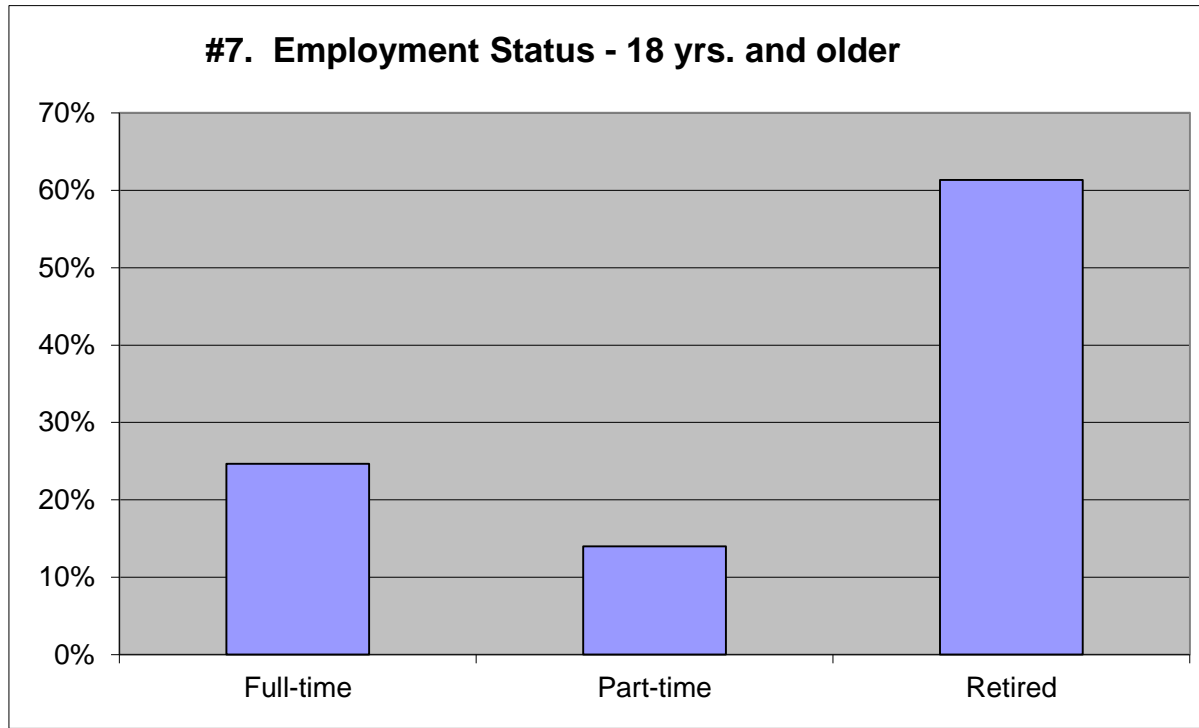
2012

1 mo.	1%	15
2 mo.	2%	24
3 mo.	2%	16
4 mo.	2%	19
5 mo.	2%	19
6 mo.	3%	35
7 mo.	2%	25
8 mo.	2%	20
9 mo.	2%	19
10 mo.	2%	22
11 mo.	4%	40
12 mo.	<u>76%</u>	<u>792</u>
	100%	1046

2009

1 mo.	1%	6
2 mo.	1%	14
3 mo.	1%	12
4 mo.	1%	9
5 mo.	2%	19
6 mo.	4%	34
7 mo.	2%	21
8 mo.	2%	20
9 mo.	2%	18
10 mo.	3%	27
11 mo.	5%	45
12 mo.	<u>76%</u>	<u>740</u>
	100%	965

#7. Employment Status - 18 yrs. and older

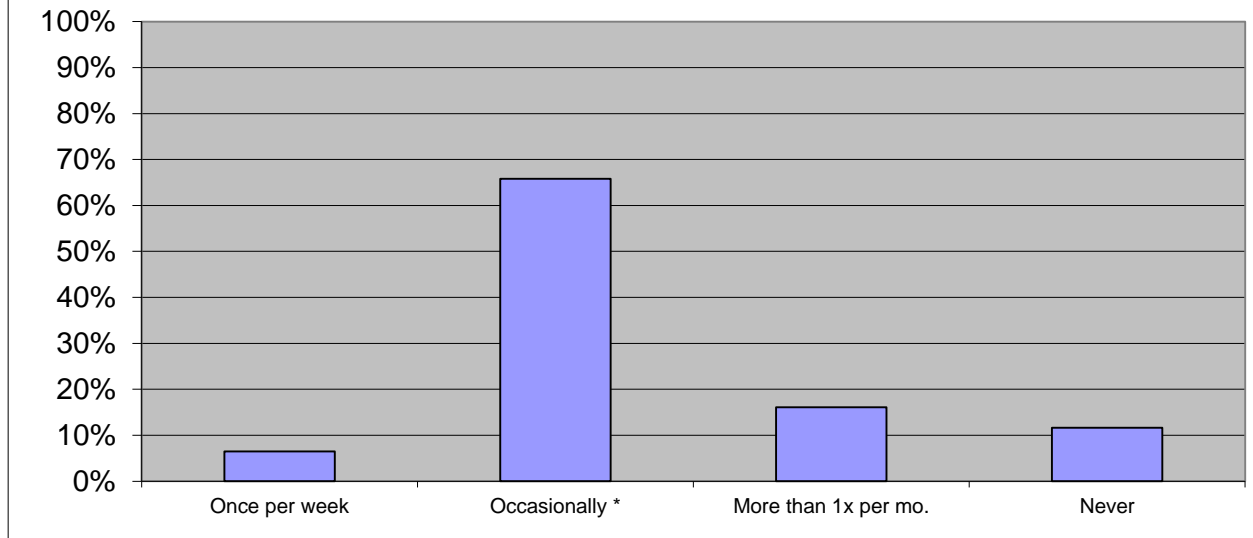


	2018		2015		2012		2009	
Full-time	25%	516	24%	275	20%	390	19%	341
Part-time	14%	293	15%	175	11%	211	12%	208
Retired	61%	<u>1284</u>	<u>61%</u>	<u>686</u>	<u>69%</u>	<u>1350</u>	<u>69%</u>	<u>1236</u>
	100%	2093	100%	1136	100%	1951	100%	1785

(Note: Survey Monkey used different data analysis methods than our previous surveys.)

59 skipped

#8. How often do you visit the HHP Website?



2018

Once per week	7%	111
Occasionally *	66%	1,122
More than 1x per mo.	16%	274
Never	<u>12%</u>	<u>198</u>
	100%	1705

49 skipped

2015

9%	101
5%	56
60%	665
<u>26%</u>	<u>290</u>
100%	1112

2012

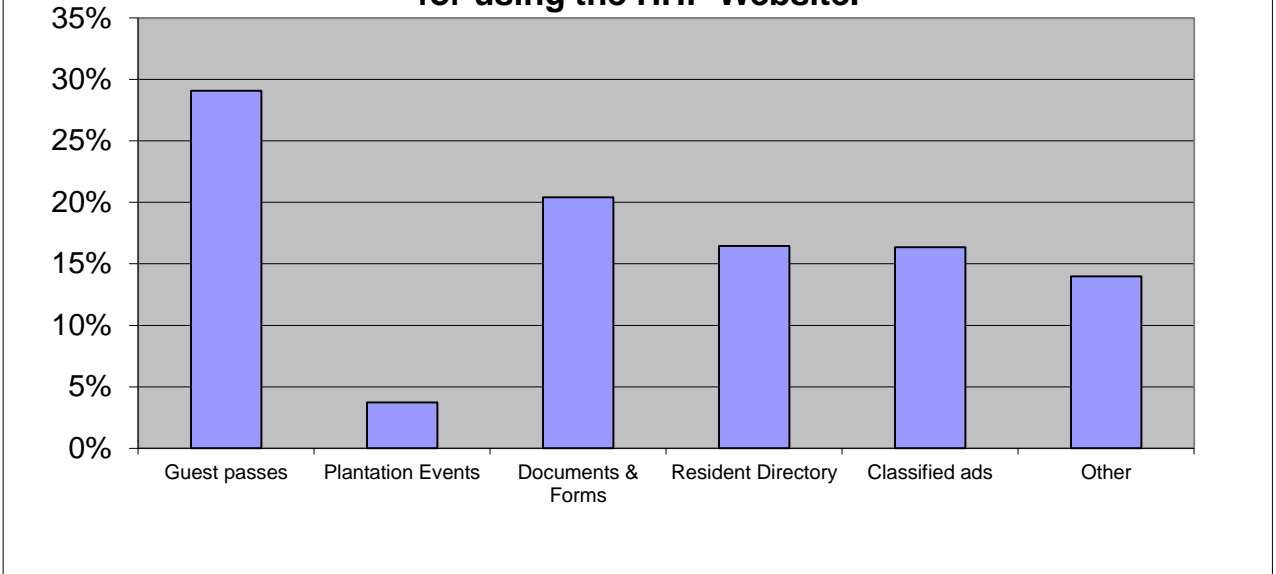
9%	95
4%	40
58%	591
<u>28%</u>	<u>285</u>
100%	1011

2009*

11%	99
5%	49
50%	467
<u>34%</u>	<u>317</u>
100%	932

* Question changed from More than 1x per week to occasionally in 2018 survey

#9. Rank (1-6, with 1 being the highest) your reasons for using the HHP Website.

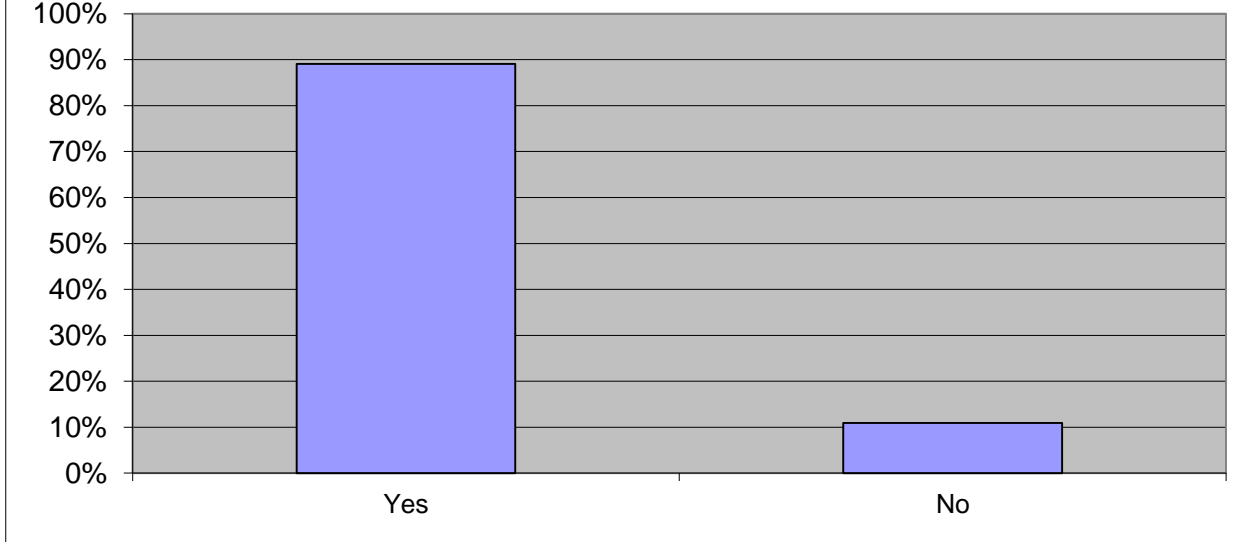


	2018		2015		2012		2009	
Guest passes	29%	1164	60%	517	37%	474	36%	400
Plantation Events	4%	149	18%	149	25%	312	27%	305
Documents & Forms	20%	817	7%	57	14%	179	14%	156
Resident Directory	16%	659	4%	34	7%	91	9%	106
Classified ads	16%	655	5%	43	10%	121	8%	86
Other	14%	<u>560</u>	<u>6%</u>	<u>47</u>	<u>7%</u>	<u>94</u>	<u>6%</u>	<u>69</u>
	100%	4004	100%	847	100%	1271	100%	1122

256 skipped

(Note: Survey Monkey used different data analysis methods than our previous surveys.)

#10. Do you value the Whooping Crane and Cypress conservancies?



2018

Yes	89%	1501
No	<u>11%</u>	<u>184</u>
	100%	1685

2015

Yes	91%	1024
No	<u>9%</u>	<u>107</u>
	100%	1131

2012

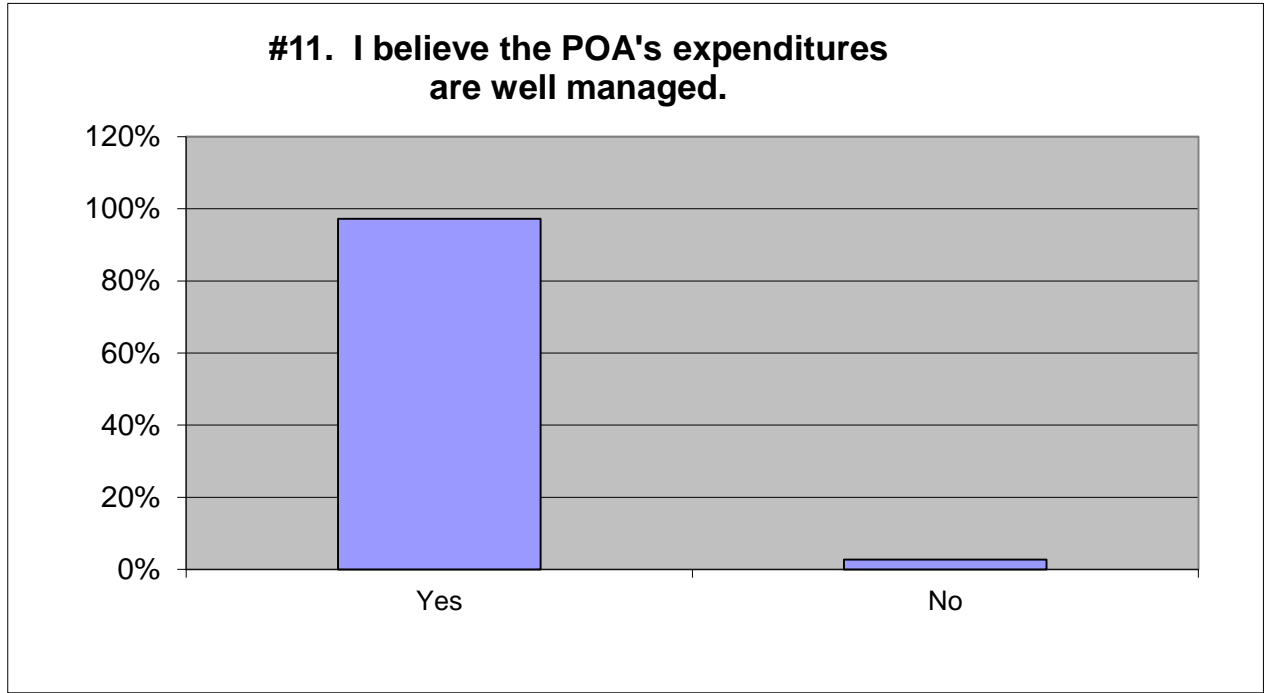
Yes	95%	976
No	<u>5%</u>	<u>53</u>
	100%	1029

2009

Yes	93%	884
No	<u>7%</u>	<u>63</u>
	100%	947

69 skipped

#11. I believe the POA's expenditures are well managed.



2018

Yes	97%	1586
No	3%	45
	100%	1631

2015

98%	1082
2%	27
100%	1109

2012

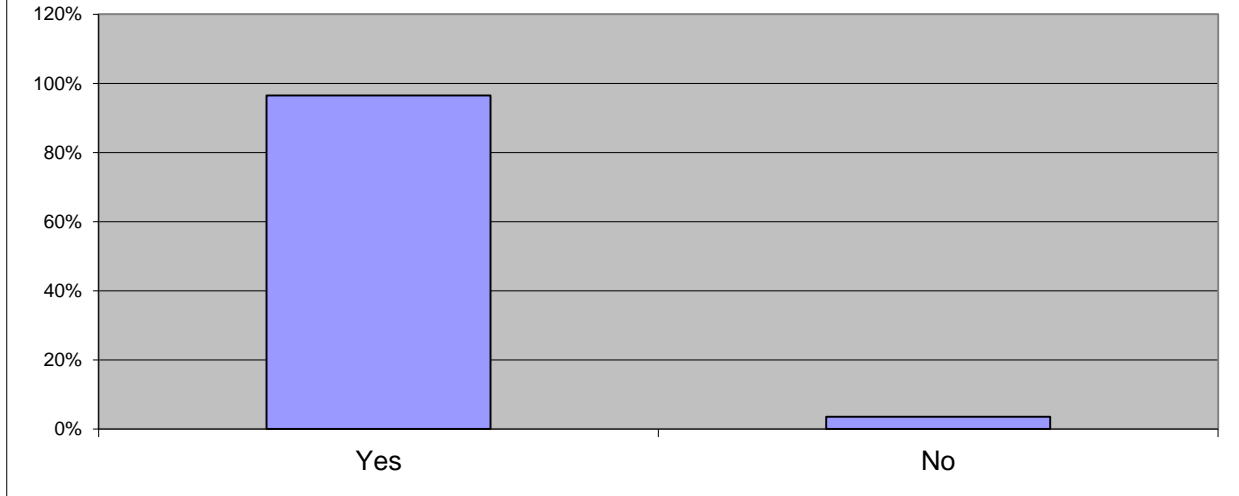
98%	993
2%	21
100%	1014

2009

96%	869
4%	32
100%	901

123 skipped

#12. I receive value for the Association dues I pay.



2018

Yes	96%	1596
No	<u>4%</u>	<u>58</u>
	100%	1654

2015

97%	1083
<u>3%</u>	<u>32</u>
100%	1115

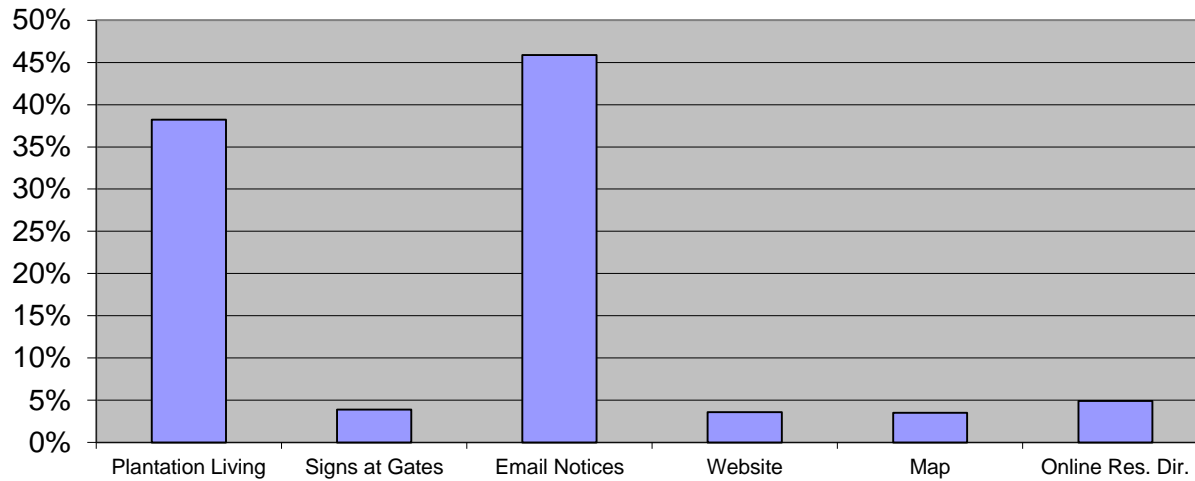
2012

98%	992
<u>2%</u>	<u>22</u>
100%	1014

2009

96%	881
<u>4%</u>	<u>35</u>
100%	916

#13. Most important POA communications vehicle

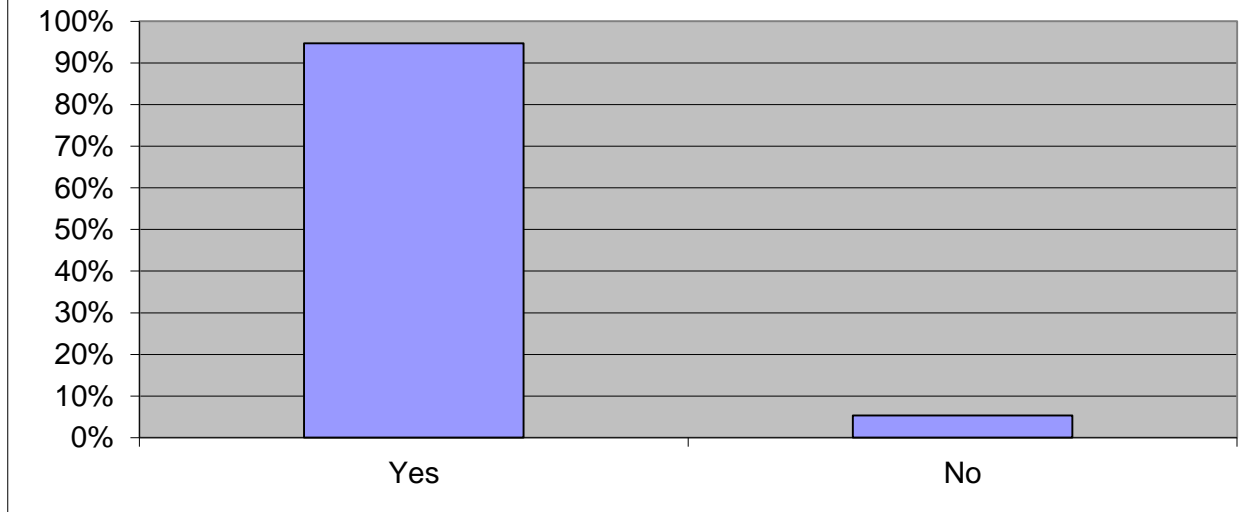


			2015		2012	2009
2018						
Plantation Living	38%	599	52%	569	37%	40%
Signs at Gates	4%	61	6%	65	18%	19%
Email Notices	46%	719	32%	345	22%	19%
Website	4%	56	3%	33	11%	10%
Map	4%	55	3%	34	8%	9%
Online Res. Dir.	5%	77	4%	40	4%	3%
	100%	1567	100%	1086	100%	100%

(Note: Survey Monkey used different data analysis methods than our previous surveys.)

126 skipped

#14. Do you read *Plantation Living* on a regular basis?



2018

Yes
No

95% 1547
5% 87
100% 1634

2015

97% 1057
3% 35
100% 1092

2012

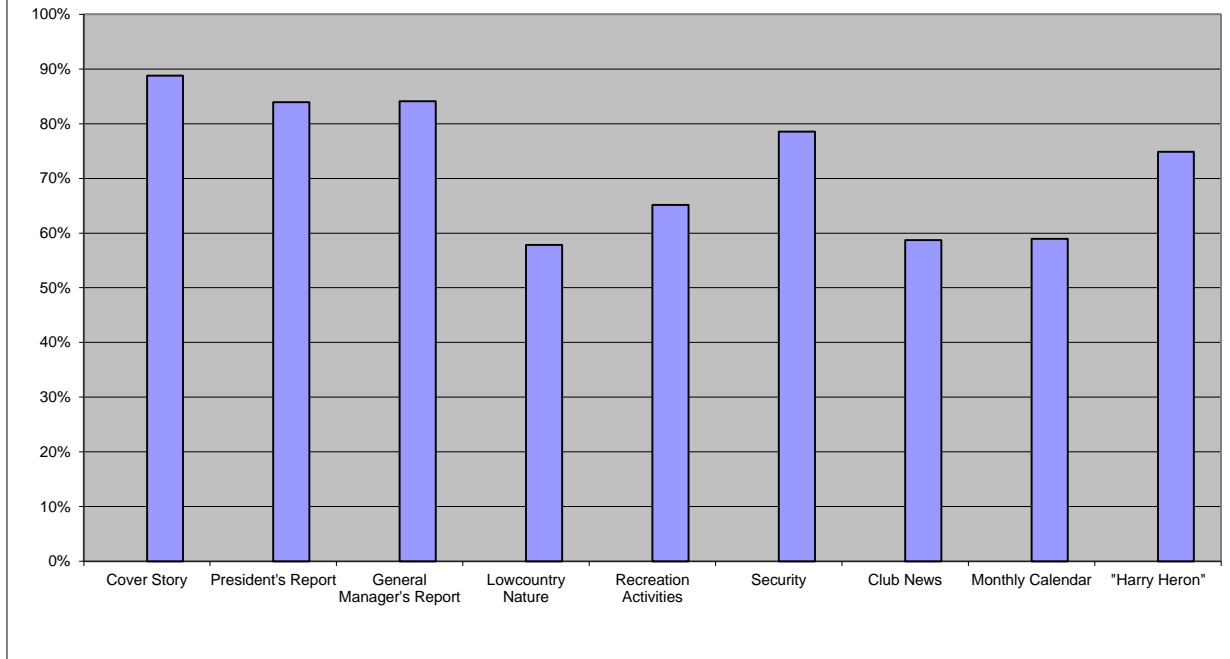
97% 1008
3% 27
100% 1035

2009

99% 943
1% 11
100% 954

120 skipped

**#15. What sections of *Plantation Living* do you read?
(check all that apply)**

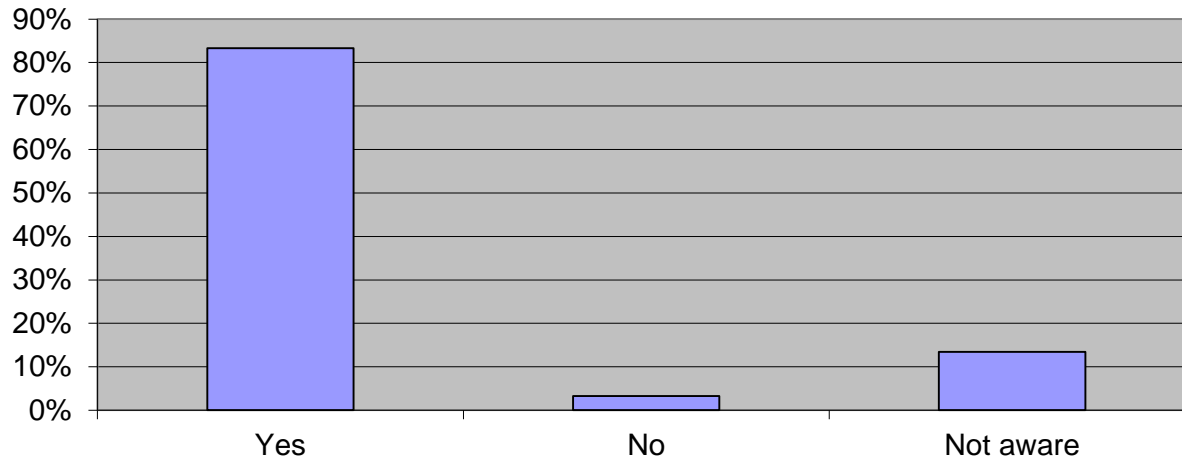


2018			2015		2012		2009	
Cover Story	89%	1458	92%	1022	15%		16%	
President's Report	84%	1378	90%	1000	14%		15%	
General Manager's Report	84%	1381	89%	986	14%		15%	
Lowcountry Nature	58%	950	65%	726	12%	Nature	13%	Feature
Recreation Activities	65%	1070	69%	764	11%		11%	
Security	79%	1290	86%	955	14%	Security	11%	Nature
Club News	59%	964	64%	715	11%		10%	
Monthly Calendar	59%	968	60%	665	9%		9%	
"Harry Heron"	75%	1229	80%	892	100%		100%	

(2018: Multiplied answers allowed)

(Note: Survey Monkey used different data analysis methods than our previous surveys.)

#16. *Plantation Living* features a monthly article focused on Covenants issues. If you are familiar with "Harry Heron", do you think the material informs you of the Rules & Regulations?



2018

Yes	83%	1386
No	3%	54
Not aware	13%	223
	100%	1663

2015

83%	983
4%	49
8%	95
95%	1127

2012

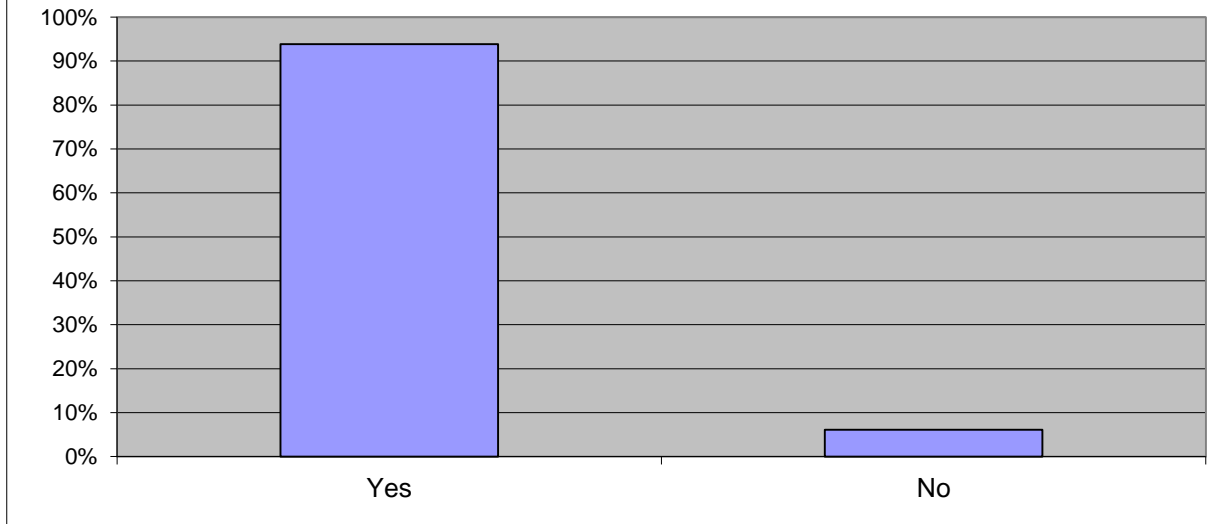
90%	930
3%	34
7%	75
100%	1039

2009

88%	822
3%	31
9%	84
100%	937

91 skipped

#17. Do the ARB's decisions protect property values?



2018

Yes	94%	1489
No	<u>6%</u>	<u>97</u>
	100%	1586

2015

Yes	94%	1021
No	<u>6%</u>	<u>65</u>
	100%	1086

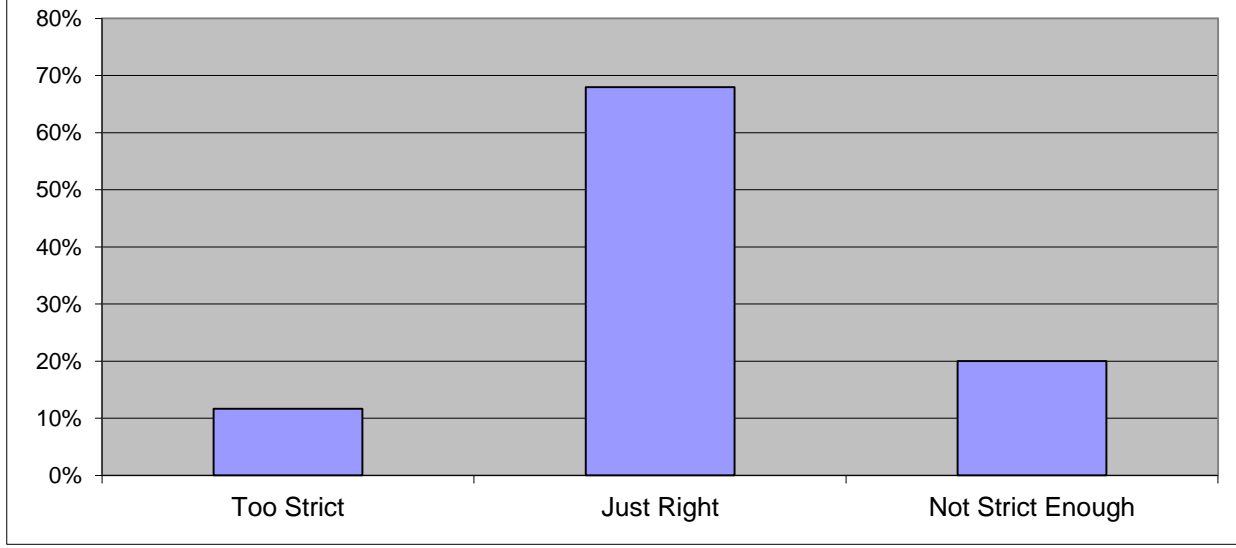
2012

Yes	93%	923
No	<u>7%</u>	<u>73</u>
	100%	996

2009

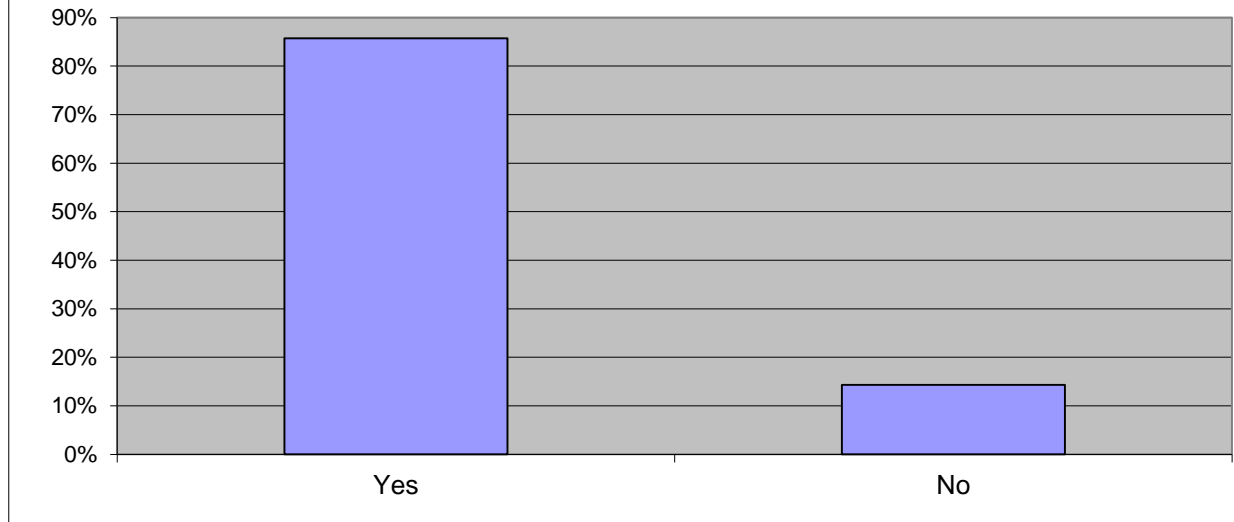
Yes	95%	851
No	<u>5%</u>	<u>48</u>
	100%	899

#18. Are the Plantation's Covenants and Rules & Regs enforced?



2018			2015		2012		2009	
Too Strict	12%	186	8%	93	10%	104	12%	108
Just Right	68%	1094	71%	776	70%	711	69%	639
Not Strict Enough	<u>20%</u>	<u>311</u>	<u>21%</u>	<u>227</u>	<u>20%</u>	<u>202</u>	<u>19%</u>	<u>177</u>
	100%	1591	100%	1096	100%	1017	100%	924

#19. Is the present road-resurfacing schedule adequate?



2018

Yes	86%	1384
No	<u>14%</u>	<u>231</u>
	100%	1615

2015

Yes	87%	963
No	<u>13%</u>	<u>144</u>
	100%	1107

2012

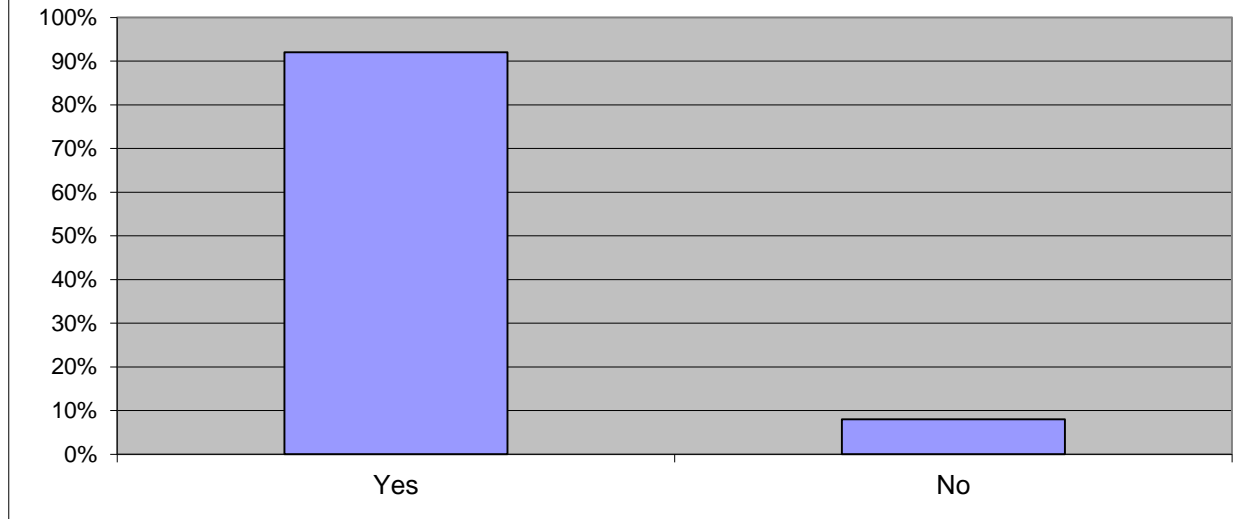
Yes	95%	973
No	<u>5%</u>	<u>51</u>
	100%	1024

2009

Yes	98%	911
No	<u>2%</u>	<u>22</u>
	100%	933

139 skipped

#20. Is the Plantation maintained to an appropriate level?



2018

Yes	92%	1509
No	<u>8%</u>	<u>131</u>
	100%	1640

2015

Yes	95%	1061
No	<u>5%</u>	<u>59</u>
	100%	1120

2012

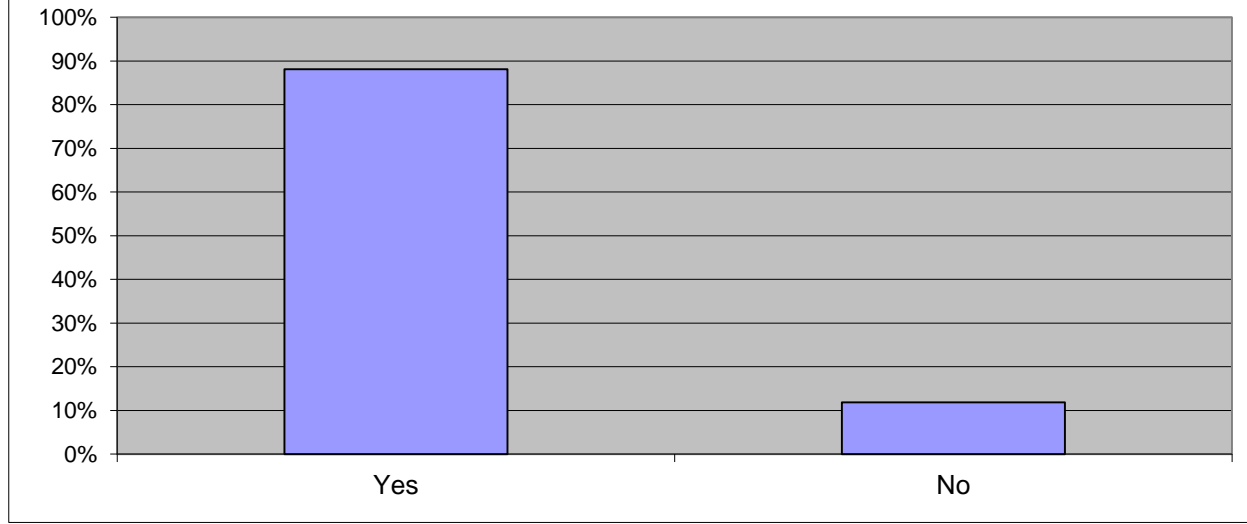
Yes	96%	1000
No	<u>4%</u>	<u>37</u>
	100%	1037

2009

Yes	98%	933
No	<u>2%</u>	<u>16</u>
	100%	949

114 skipped

#21. Do you feel that the present road restriping schedule is adequate?



2018

Yes	88%	1420
No	<u>12%</u>	<u>191</u>
	100%	1611

2015

Yes	90%	973
No	10%	106
	100%	1079

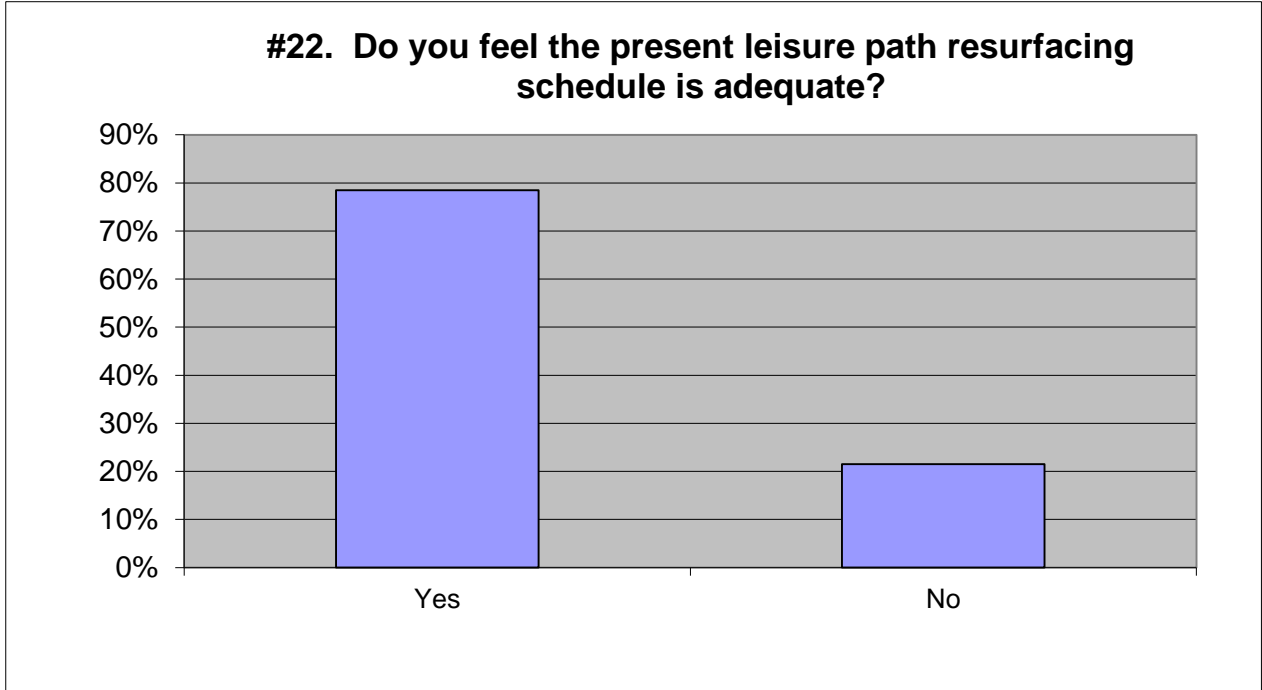
2012

Yes	93%	938
No	<u>7%</u>	<u>73</u>
	100%	1011

143 skipped

2009 no question

#22. Do you feel the present leisure path resurfacing schedule is adequate?



2015
Yes
No

78% 1226
22% 336
100% 1562

2015

85% 914
15% 161
100% 1075

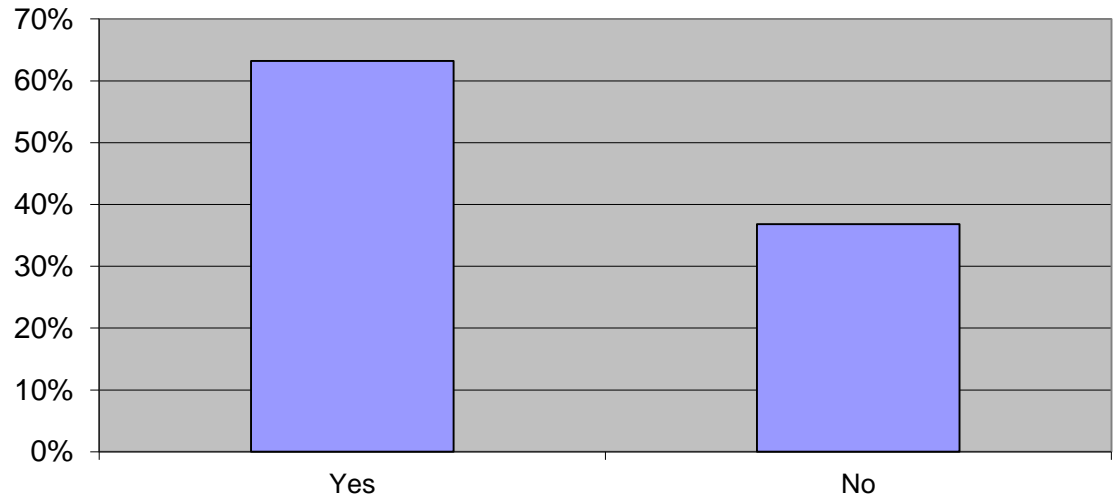
2012

90% 896
10% 105
100% 1001

192 skipped

2009 no question

#23. Do you subscribe to the *Island Packet* (either online or the print edition)?



2018
Yes
No

63% 1035
37% 603
100% 1638

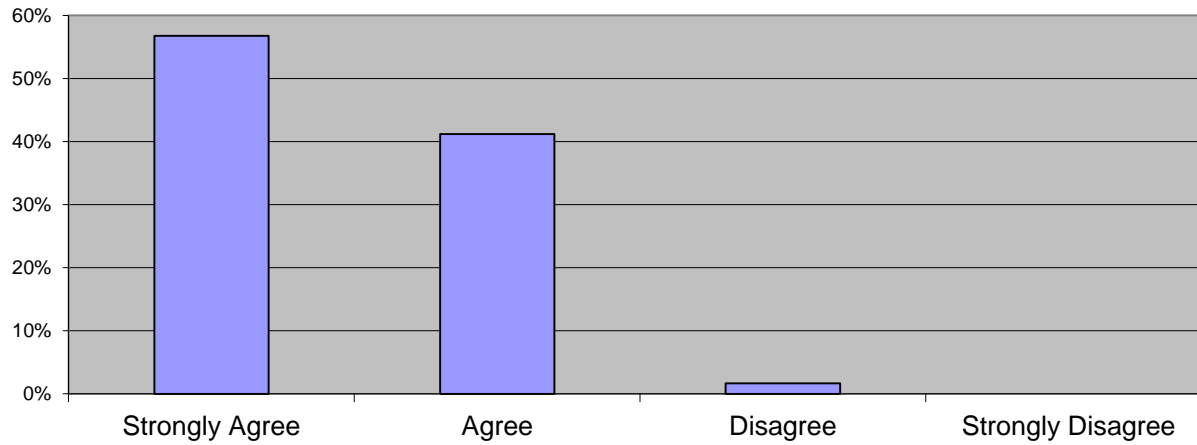
2015

New question in 2015

74% 827
26% 296
100% 1123

116 skipped

#24. I find the quality of life in Hilton Head Plantation is preferable to other communities and is consistent with my needs and wants.

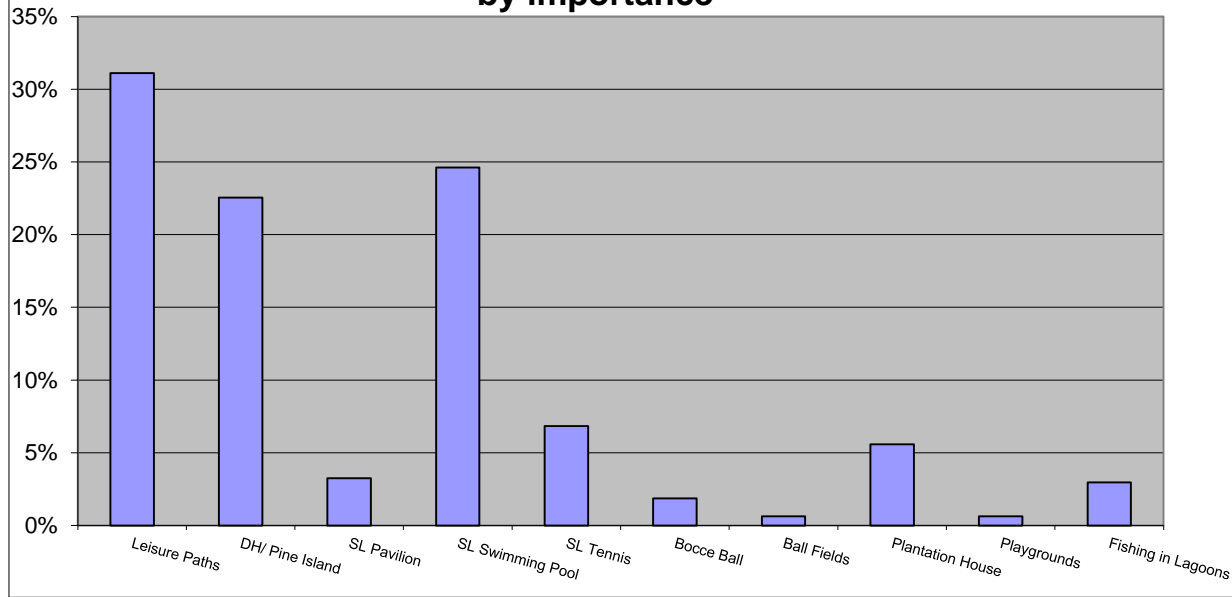


2015		
Strongly Agree	57%	926
Agree	41%	672
Disagree	2%	27
Strongly Disagree	0%	6
	100%	1631

2015		2012		2009	
62%	693	63%	651	60%	564
36%	396	36%	372	39%	366
1%	14	1%	13	1%	11
1%	8	0%	3	0%	1
100%	1111	100%	1039	100%	942

123 skipped

#25. Rank only the Amenities you use, by importance



2018

Leisure Paths	31%	451
DH/ Pine Island	23%	327
SL Pavilion	3%	47
SL Swimming Pool	25%	357
SL Tennis	7%	99
Bocce Ball	2%	27
Ball Fields	1%	9
Plantation House	6%	81
Playgrounds	1%	9
Fishing in Lagoons	3%	43
	100%	1450

2015

Leisure Paths	31%
DH/ Pine Island	29%
SL Pavilion	5%
SL Swimming Pool	12%
SL Tennis	7%
Bocce Ball	2%
Ball Fields	1%
Plantation House	10%
Playgrounds	1%
Fishing in Lagoons	2%
	100%

2012

Leisure Paths	22%
DH/ Pine Isl	22%
PH/SL	11%
SL Pool	10%
Tennis	8%
Bocce	6%
Ball Fields	4%
Shuffleboard	6%
	5%
	6%
	100%

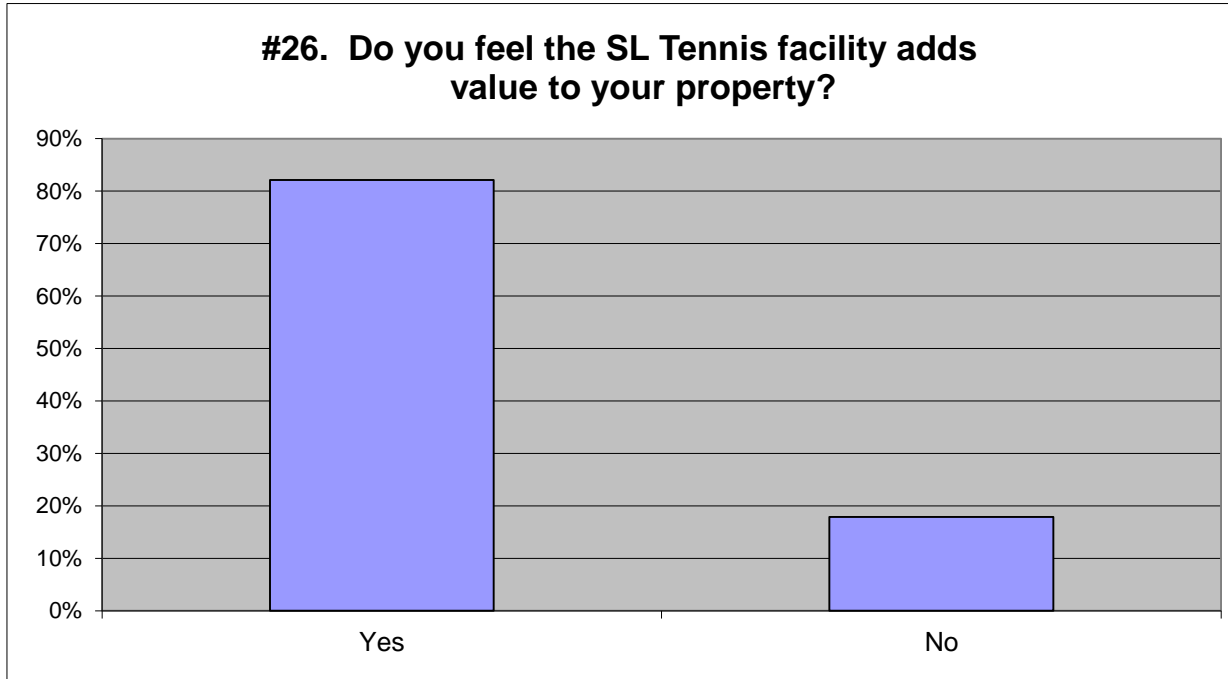
2009

Leisure Paths	35%
DH/ Pine Isl	29%
PH/SL	15%
SL Pool	10%
Tennis	8%
Bocce	1%
Ball Fields	1%
Shuffleboard	1%
	100%

202 skipped

(Note: Survey Monkey used different data analysis methods than our previous surveys.)

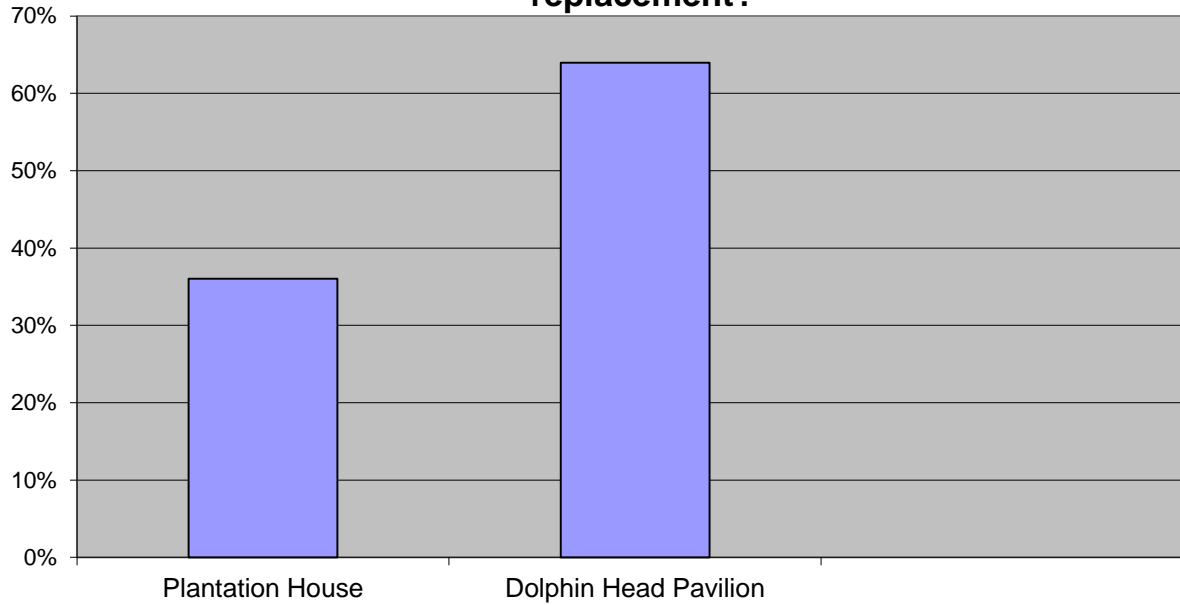
#26. Do you feel the SL Tennis facility adds value to your property?



2018				2015		2012		2009	
Yes	82%	1294		83%	880	82%	829	81%	734
No	18%	282		17%	186	18%	183	19%	172
	100%	1576		100%	1066	100%	1012	100%	906

178 skipped

#27. The Spring Lake Pool and Boardwalk project has been completed. Which POA facility would you prefer to be the next Board approved project for renovation or replacement?



2018

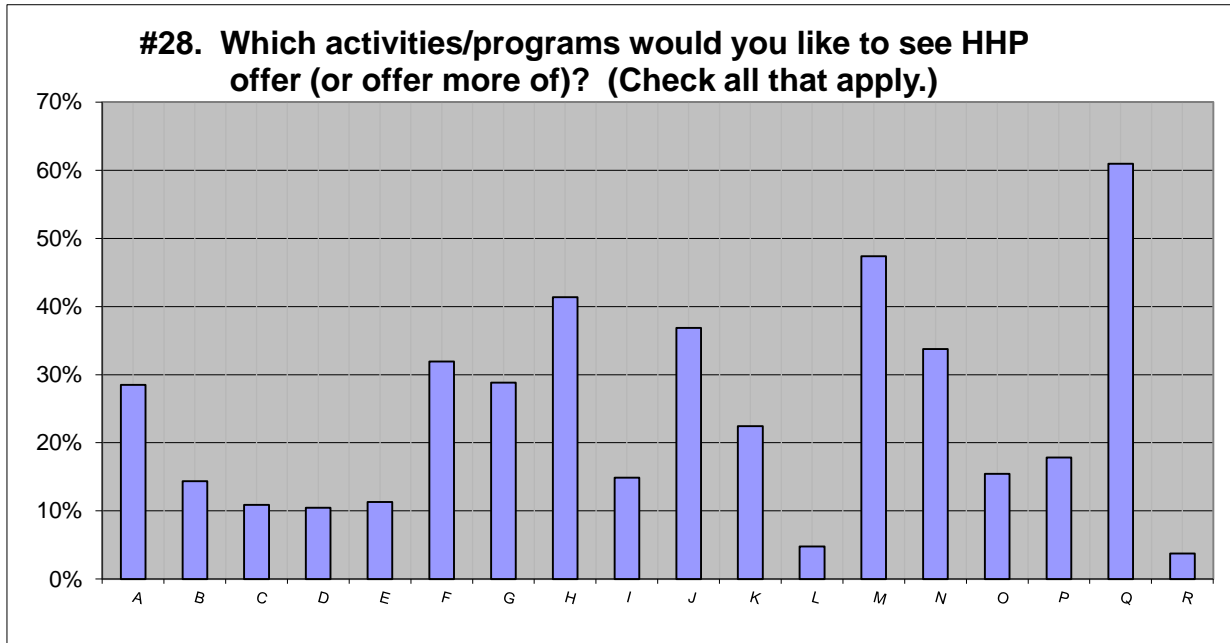
Plantation House	36%	545
Dolphin Head Pavilion	64%	967
	100%	1512

* Gate Houses removed in 2018 Survey

2015

Plantation House	39%	413%
Dolphin Head Pavilion	51%	538%
<u>Gate Houses</u>	<u>10%</u>	<u>103%</u>
	100%	1054%

New Question in 2015
242 Skipped



		Individuals	Legend:
A	29%	393	A - Movie nights
B	14%	198	B - Dinner dances
C	11%	150	C - Overnight trips
D	10%	144	D - Kid-friendly events
E	11%	156	E - Themed Bingo nights
F	32%	440	F - Community Yard Sales
G	29%	398	G - Cooking demonstrations
H	41%	570	H - Health/Wellness programs
I	15%	205	I - Pool parties
J	37%	508	J - Fitness classes
K	22%	309	K - Off-Plantation trips
L	5%	66	L - Teen/Tween events
M	47%	653	M - Educational seminars
N	34%	465	N - Theater/Performing Arts
O	15%	213	O - Sporting events
P	18%	246	P - Golf events
Q	61%	840	Q - Concerts
R	4%	52	R - Other

Multiple Answers Accepted

(Note: Survey Monkey used different data analysis methods than our previous surveys.)

376 Skipped

#29. When possible, Security performs service calls (medical assists, jump starts, picking up fallen residents, critter removal, carrying groceries, etc.). Do you consider these types of service calls to be important?



2018

Yes	99%	1602
No	<u>1%</u>	<u>18</u>
	100%	1620

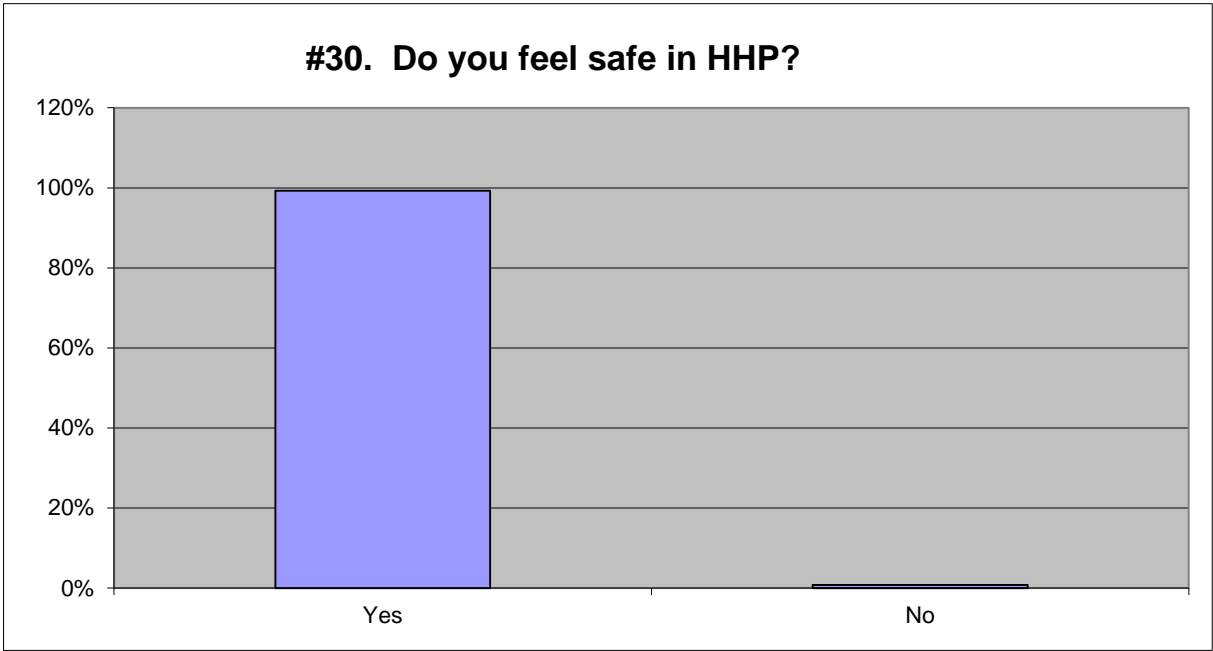
2015

Yes	99%	1096
No	1%	14
	100%	1110

2012

Yes	98%	1022
No	<u>2%</u>	<u>17</u>
	100%	1039

134 Skipped



2018

Yes	99%	1594
No	<u>1%</u>	<u>12</u>
	100%	1606

2015

Yes	99%	1074
No	<u>1%</u>	<u>10</u>
	100%	1084

2012

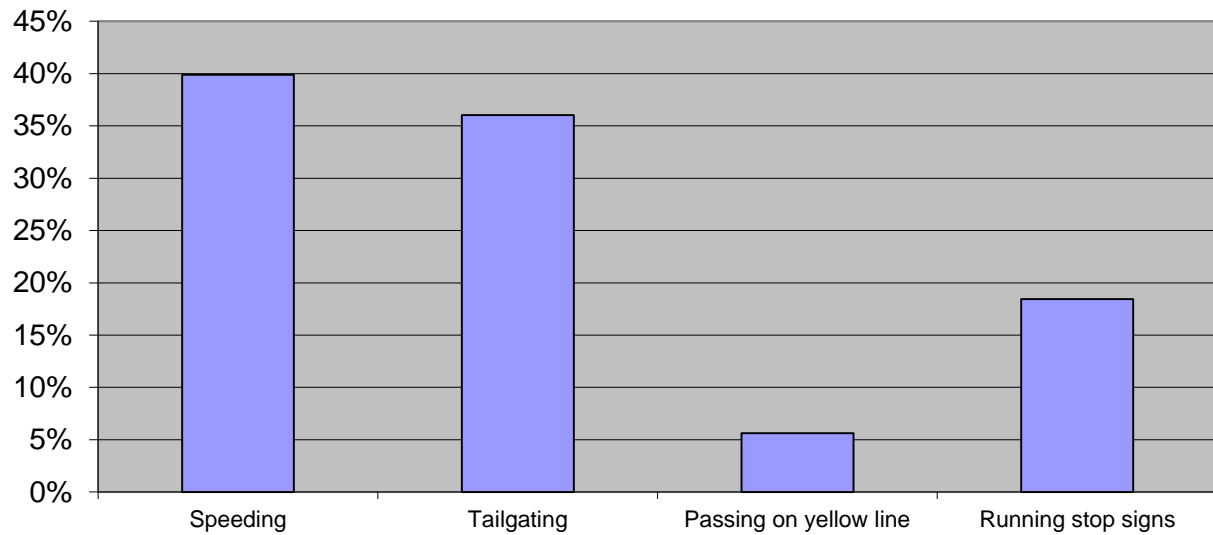
Yes	98%	1028
No	<u>2%</u>	<u>18</u>
	100%	1046

2009

Yes	98%	940
No	<u>2%</u>	<u>15</u>
	100%	955

148 Skipped

#31. Are any of the following traffic safety issues a problem on the Plantation (check all that apply) ?



2018

Speeding	40%	653
Tailgating	36%	590
Passing on yellow line	6%	92
Running stop signs	18%	<u>302</u>
	100%	1637

2015

Speeding	36%	340
Tailgating	41%	377
Passing on yellow line	6%	60
Running stop signs	<u>17%</u>	<u>156</u>
	100%	933

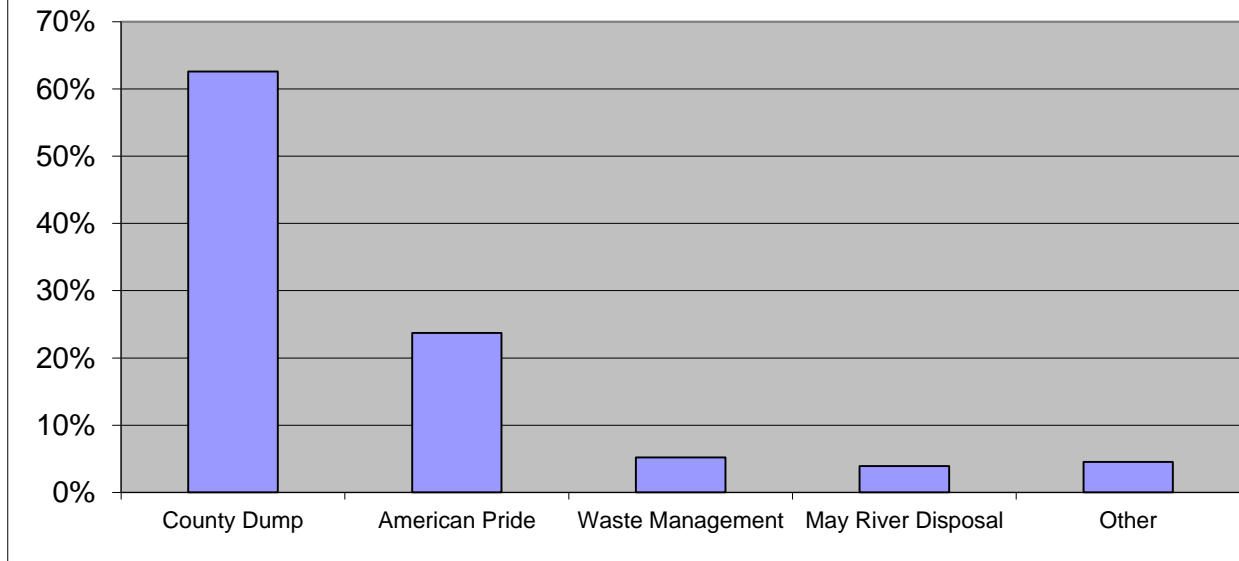
2012

Speeding	36%	340
Tailgating	41%	377
Passing on yellow line	6%	60
Running stop signs	<u>17%</u>	<u>156</u>
	100%	933

Multiple Answers Accepted
766 Skipped

Question not asked in 2009

#32. Which company do you use on a regular basis for your trash and recycling?



2018

County Dump	63%	994
American Pride	24%	337
Waste Management	5%	83
May River Disposal	4%	62
Other	5%	72
	100%	1548

2015

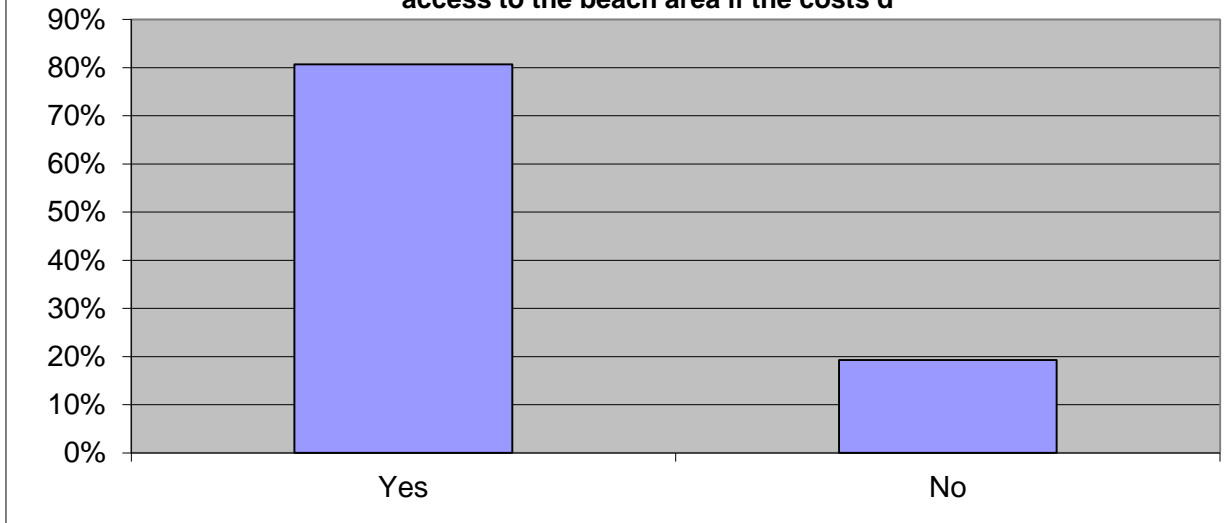
	54%	569
	19%	196
	6%	58
	4%	43
	15%	154
	98%	1020

PPI Property Preservation 1% (taken out of 2018 survey)

I2Recycle 4% (taken out of 2018 survey)

Pro Disposal 15% (taken out of 2018 survey)

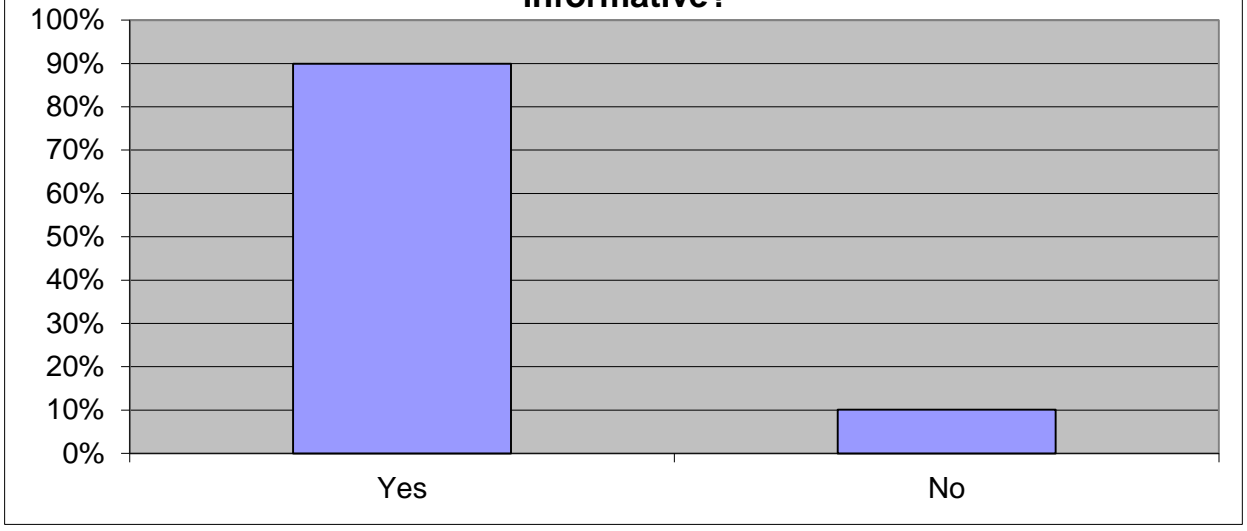
#33. Maintaining access to the Pine Island beach currently costs about \$24/year per household, but could double to \$48/year per household due to regulatory and environmental requirements. Do you support maintaining access to the beach area if the costs d



Yes	81%	1280
No	19%	306
	100%	1586

New question in 2018

#34. Do you find the quarterly ARB articles in Plantation Living about building and ARB Guideline procedures to be informative?



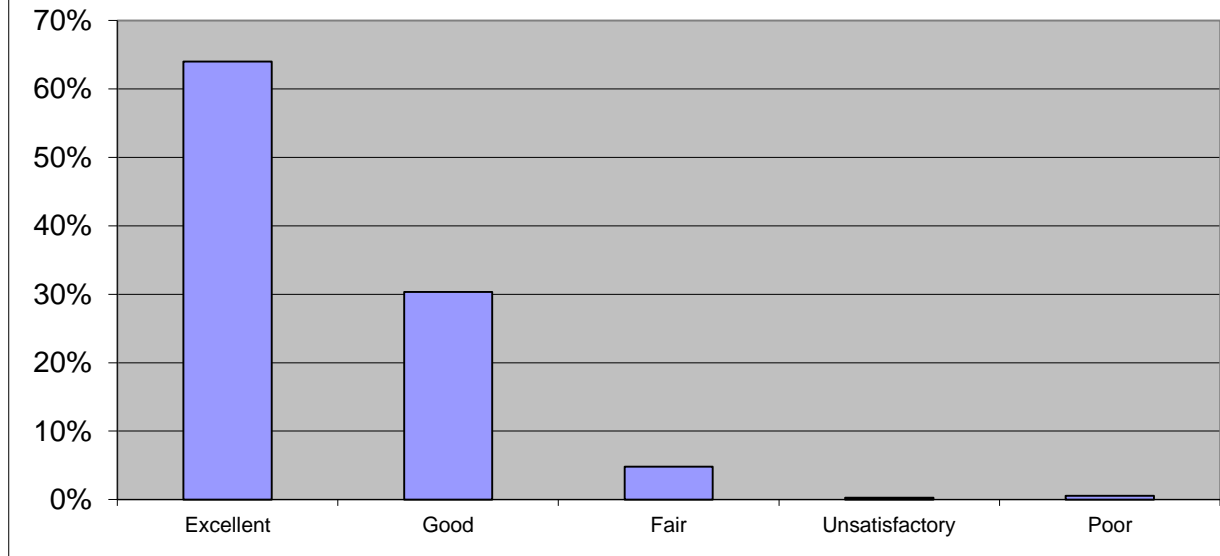
2018

Yes	90%	1383
No	<u>10%</u>	<u>155</u>
	100%	1538

2015

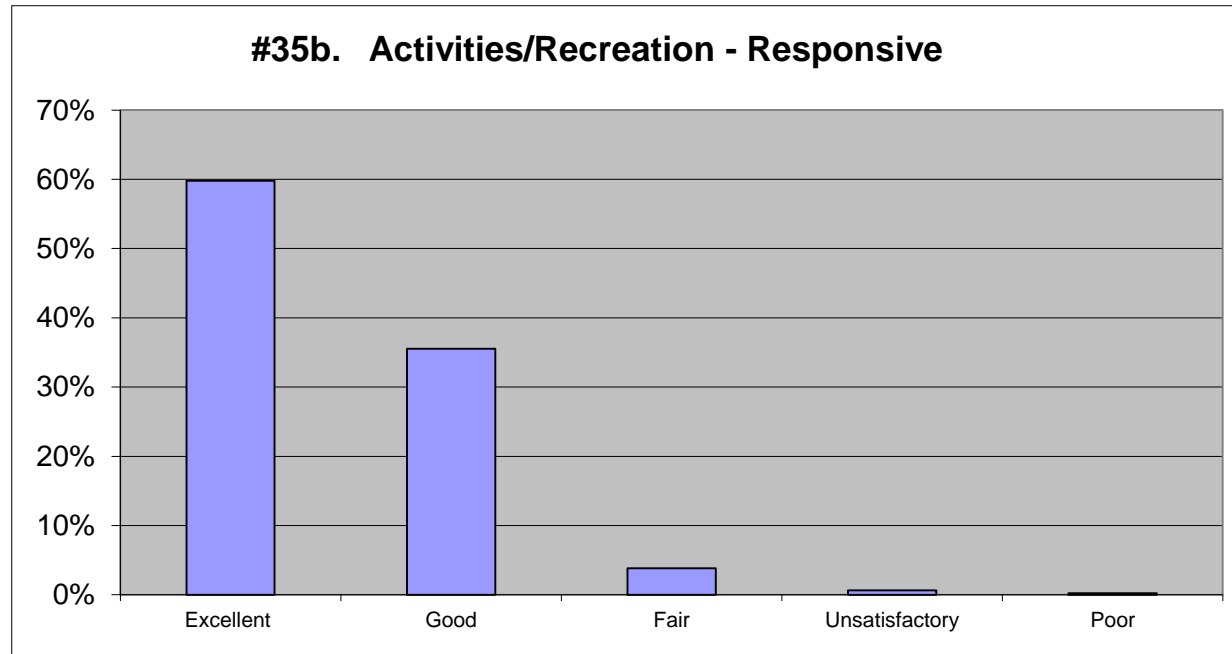
	60%	428
	40%	283
	100%	711

#35a. Activities/Recreation - Courteous



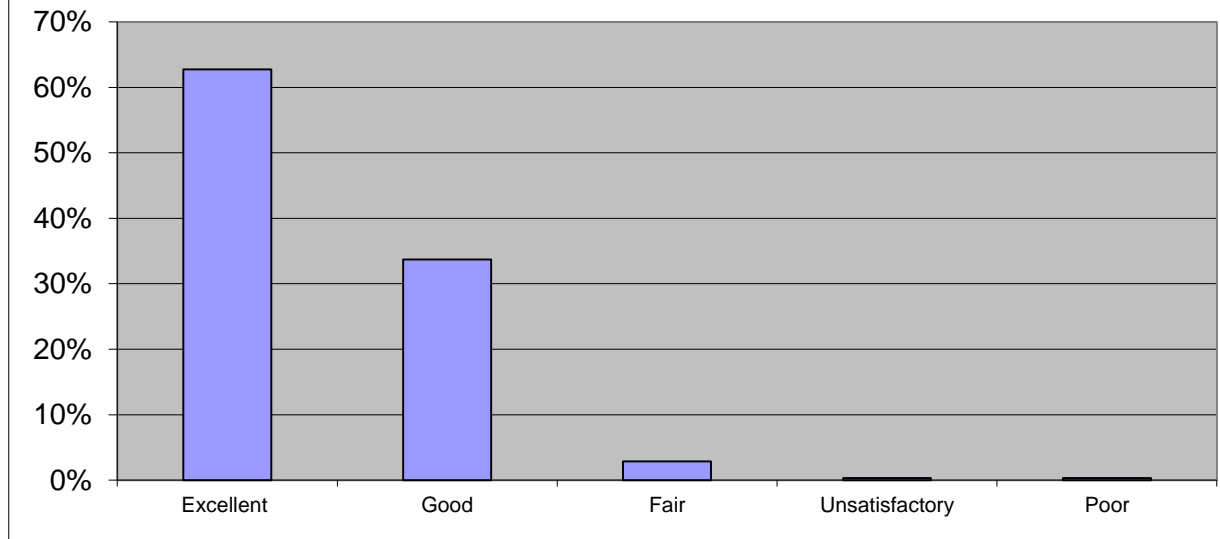
2018			2015		2012		2009	
Excellent	64%	667	68%	500	74%	433	75%	365
Good	30%	316	29%	210	18%	107	22%	105
Fair	5%	50	3%	22	3%	20	1%	5
Unsatisfactory	0%	3	0%	1	1%	8	1%	5
Poor	1%	<u>6</u>	<u>0%</u>	<u>2</u>	<u>4%</u>	<u>21</u>	<u>1%</u>	<u>6</u>
	100%	<u>1042</u>	100%	735	100%	589	100%	486

#35b. Activities/Recreation - Responsive



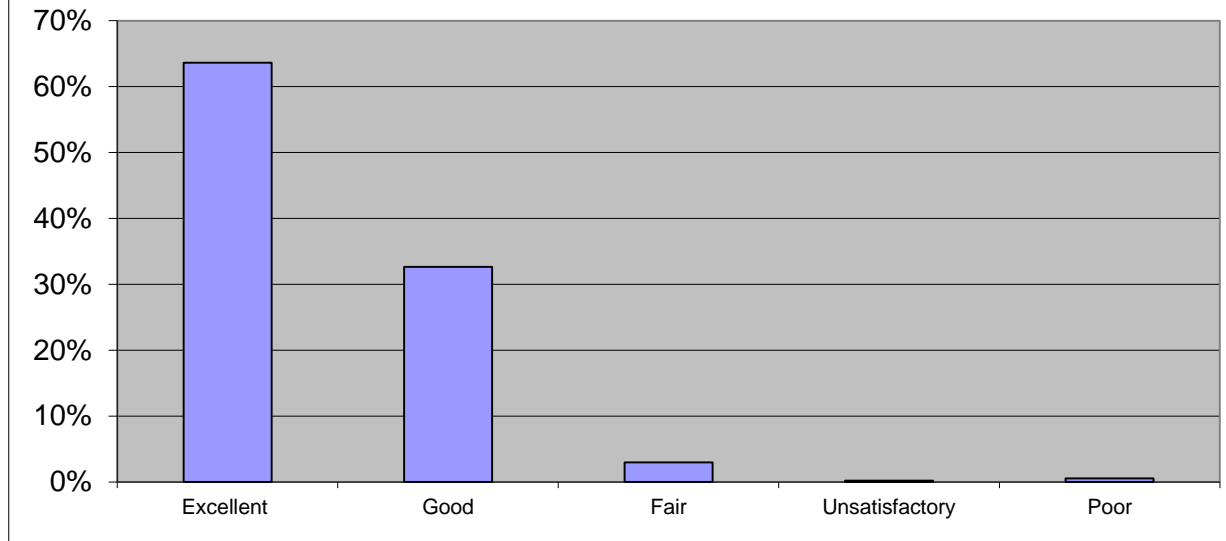
	2018		2015		2012		2009	
Excellent	60%	565	66%	436	69%	372	69%	304
Good	36%	336	30%	200	21%	115	25%	111
Fair	4%	36	4%	25	4%	24	3%	13
Unsatisfactory	1%	6	0%	0	2%	9	2%	8
Poor	0%	2	0%	1	4%	22	1%	5
	100%	945	100%	662	100%	542	100%	441

#35c. Activities/Recreation - Knowledgeable



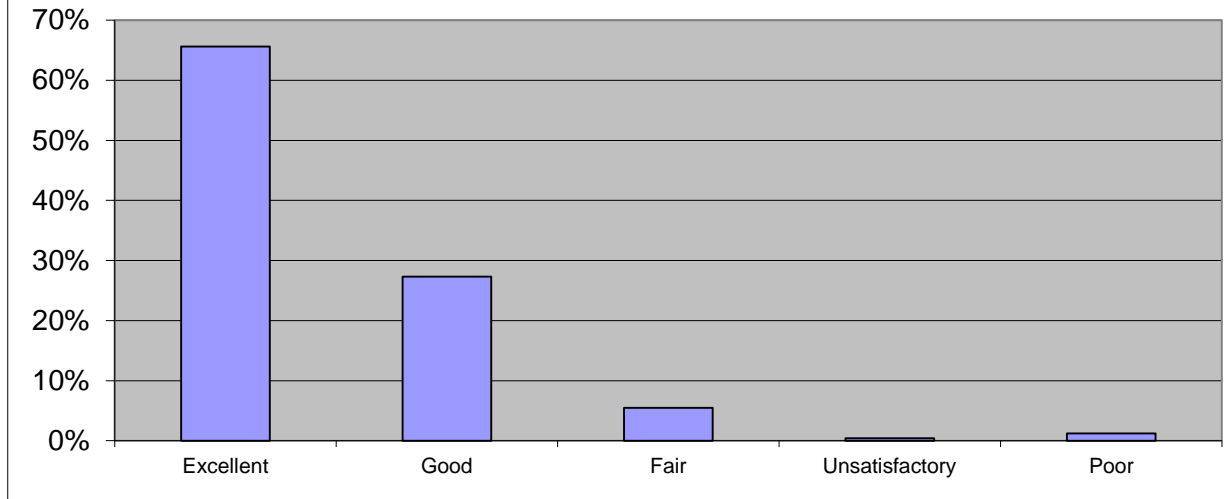
2018			2015		2012		2009	
Excellent	63%	588	71%	464	70%	374	70%	304
Good	34%	316	26%	170	20%	109	25%	109
Fair	3%	27	3%	21	4%	19	3%	11
Unsatisfactory	0%	3	0%	0	2%	8	2%	7
Poor	0%	<u>3</u>	<u>0%</u>	<u>3</u>	<u>4%</u>	<u>20</u>	<u>0%</u>	<u>3</u>
	100%	937	100%	658	100%	530	100%	434

#35d. Activities/Recreation - Professional



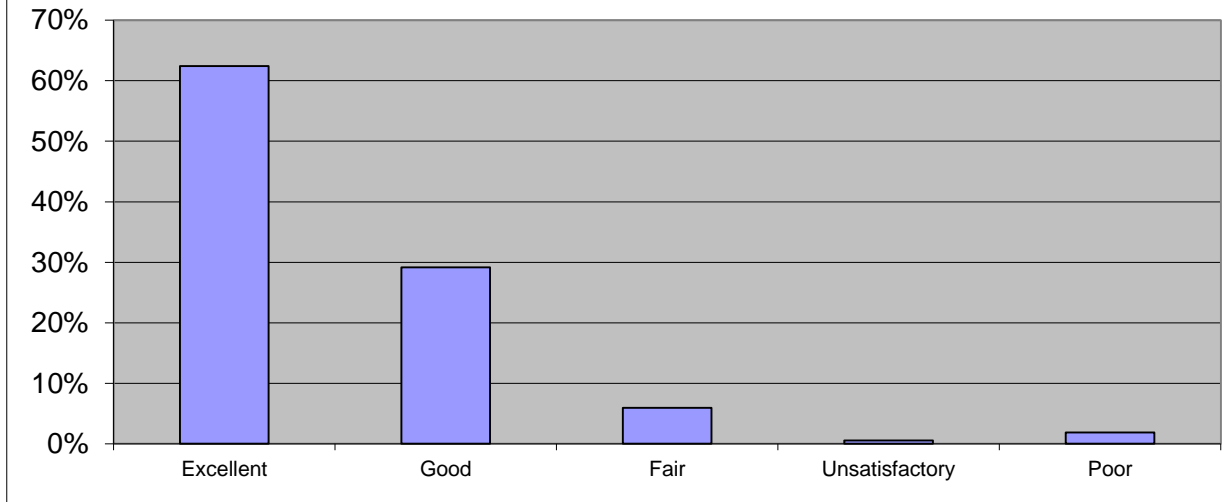
	2018		2015		2012		2009	
Excellent	64%	602	71%	485	70%	383	74%	322
Good	33%	309	24%	166	20%	107	22%	96
Fair	3%	28	4%	26	4%	21	2%	9
Unsatisfactory	0%	2	0%	0	2%	9	1%	5
Poor	1%	5	1%	5	4%	22	1%	5
	100%	946	100%	682	100%	542	100%	437

#35a. Admin/General Manager - Courteous



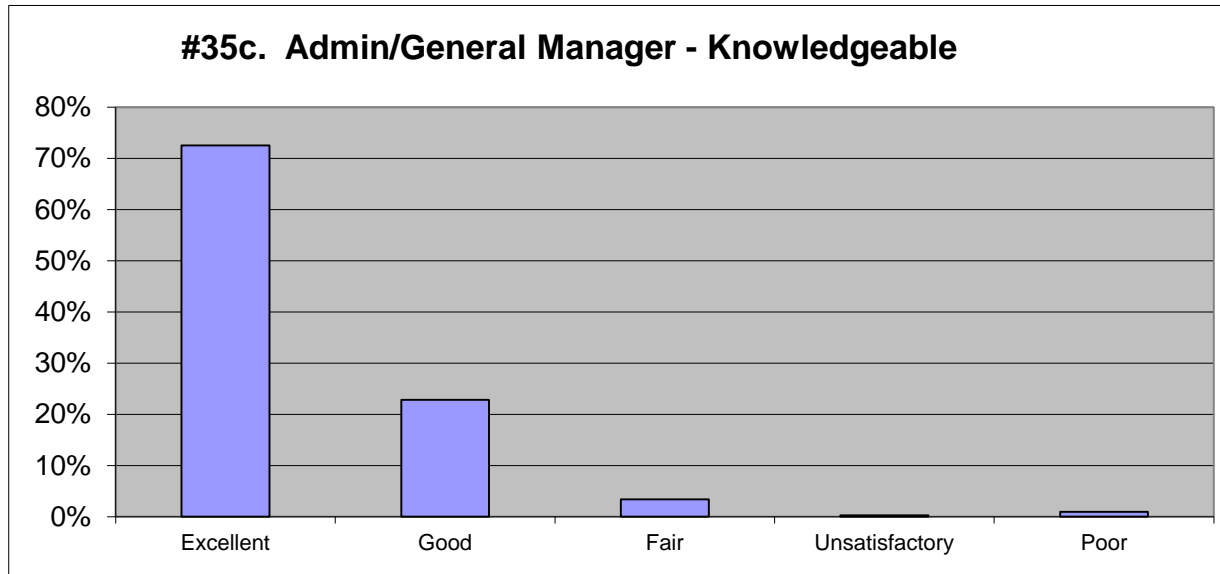
2018			2015		2012		2009	
Excellent	66%	769	67%	518	69%	425	70%	363
Good	27%	320	25%	197	19%	115	23%	121
Fair	5%	64	6%	44	6%	38	3%	14
Unsatisfactory	0%	5	1%	8	2%	15	2%	9
Poor	1%	<u>14</u>	<u>1%</u>	<u>9</u>	<u>4%</u>	<u>25</u>	<u>2%</u>	<u>10</u>
	100%	1172	100%	776	100%	618	100%	517

#35b. Admin/General Manager - Responsive



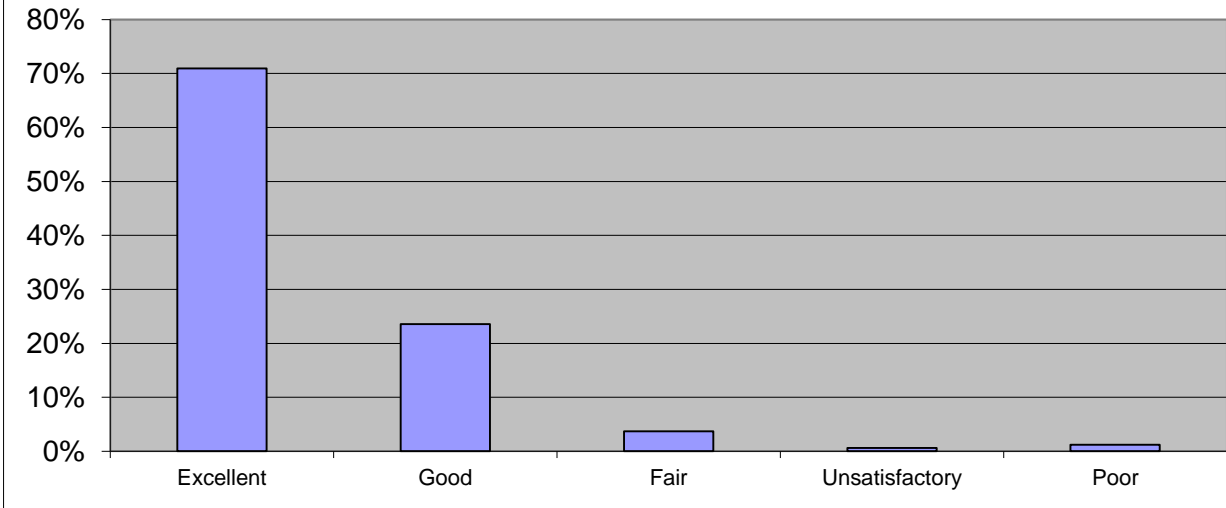
2018			2015		2012		2009	
Excellent	62%	662	64%	446	68%	384	68%	315
Good	29%	309	27%	186	19%	111	24%	114
Fair	6%	63	7%	49	6%	37	4%	20
Unsatisfactory	1%	6	1%	6	3%	17	2%	9
Poor	2%	20	1%	10	4%	24	2%	11
	100%	1060	100%	697	100%	573	100%	469

#35c. Admin/General Manager - Knowledgeable



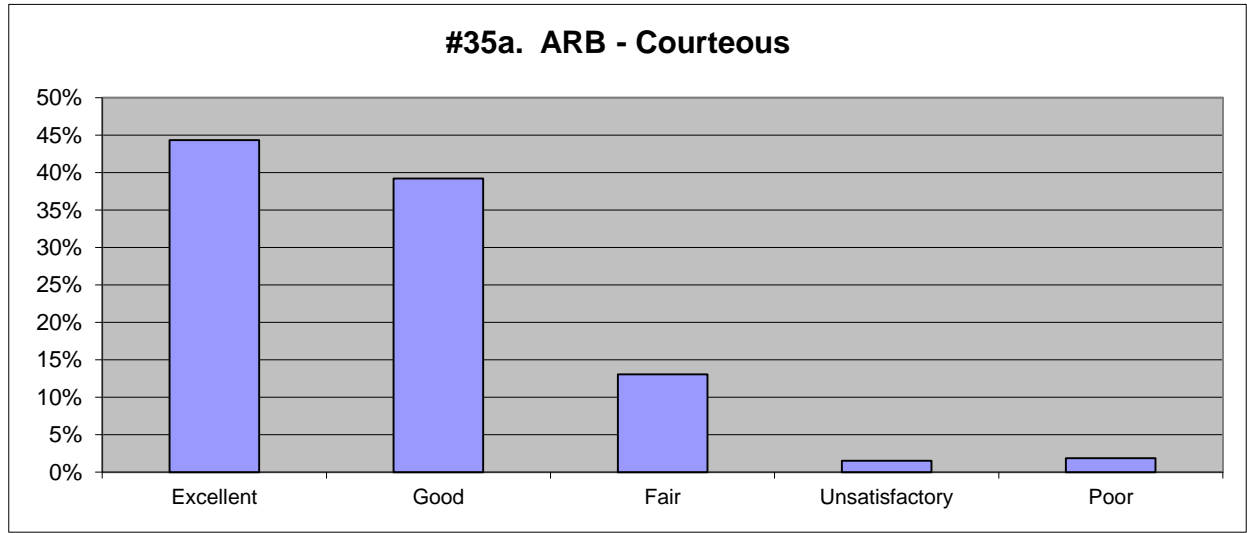
2018			2015		2012		2009	
Excellent	73%	774	71%	512	74%	429	75%	351
Good	23%	244	23%	163	17%	98	20%	96
Fair	3%	36	4%	29	2%	13	2%	10
Unsatisfactory	0%	3	1%	6	2%	9	1%	3
Poor	1%	<u>10</u>	<u>1%</u>	<u>7</u>	<u>5%</u>	<u>27</u>	<u>2%</u>	<u>11</u>
	100%	1067	100%	717	100%	576	100%	471

#35d. Admin/General Manager - Professional



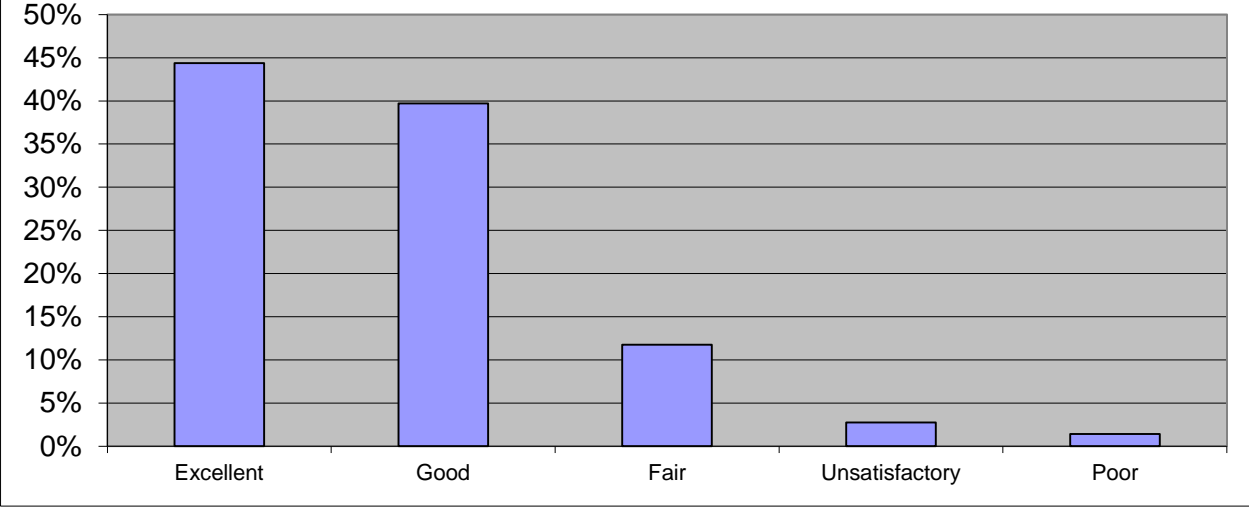
2018			2015		2012		2009	
Excellent	71%	768	72%	523	73%	440	75%	362
Good	24%	255	21%	158	16%	95	20%	98
Fair	4%	40	5%	36	4%	24	1%	7
Unsatisfactory	1%	7	1%	5	2%	10	2%	11
Poor	1%	13	1%	9	5%	29	2%	10
	100%	1083	100%	731	100%	598	100%	488

#35a. ARB - Courteous

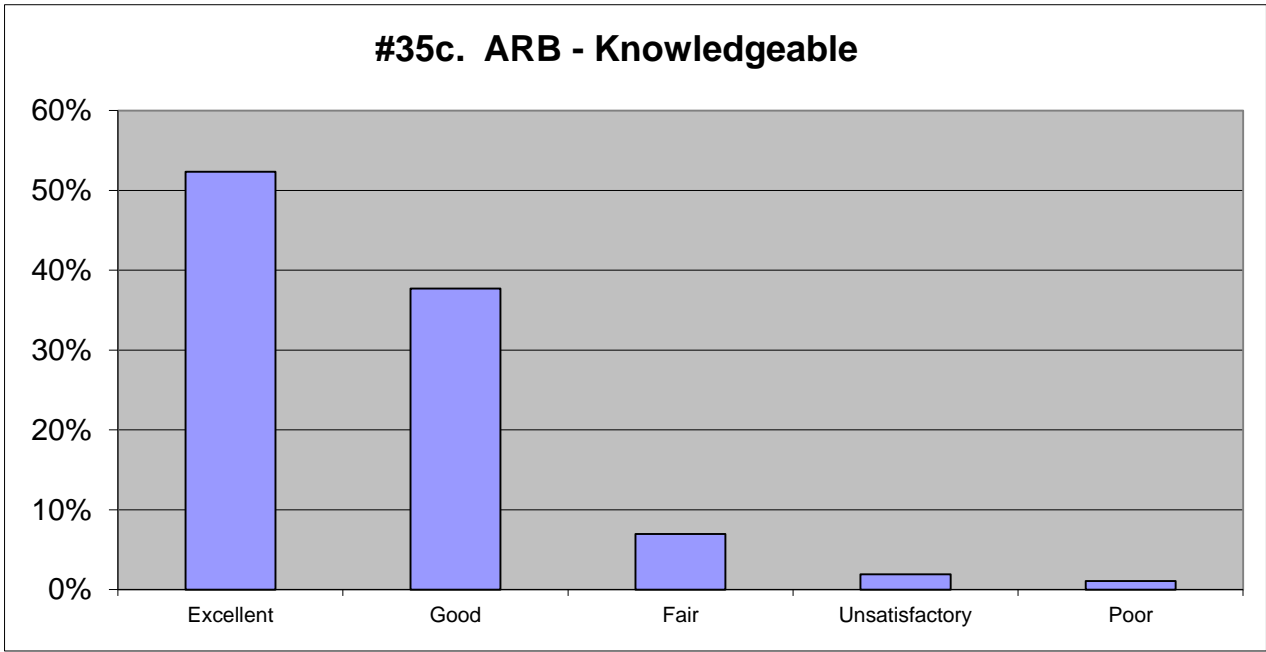


2018			2015		2012		2009	
Excellent	44%	404	50%	2291	50%	217	53%	200
Good	39%	357	37%	216	31%	133	28%	105
Fair	13%	119	11%	64	12%	54	14%	54
Unsatisfactory	2%	14	1%	7	3%	11	3%	13
Poor	2%	<u>17</u>	<u>2%</u>	<u>13</u>	<u>4%</u>	<u>18</u>	<u>2%</u>	<u>8</u>
	100%	911	101%	2591	100%	433	100%	380

#35b. ARB - Responsive

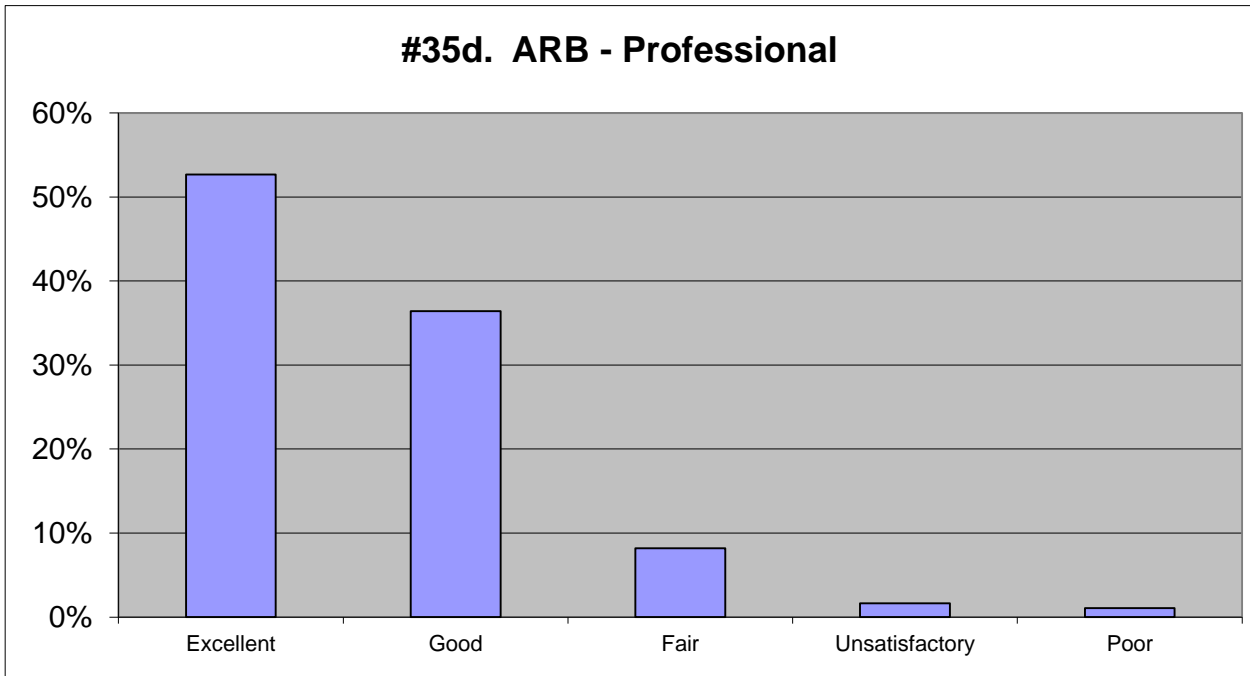


2018			2015		2012		2009	
Excellent	44%	370	50%	268	48%	192	48%	170
Good	40%	331	36%	190	31%	127	31%	111
Fair	12%	98	10%	55	12%	50	15%	53
Unsatisfactory	3%	23	2%	11	4%	18	4%	14
Poor	1%	<u>12</u>	<u>2%</u>	<u>10</u>	<u>5%</u>	<u>22</u>	<u>2%</u>	<u>6</u>
	100%	834	100%	534	100%	409	100%	354



2018			2015		2012		2009		
Excellent	52%	436	56%	305	52%	208	51%	180	
Good	38%	314	33%	179	30%	123	30%	107	
Fair	7%	58	8%	42	10%	39	12%	43	
Unsatisfactory	2%	16	2%	9	3%	14	4%	15	
Poor	1%	<u>9</u>	<u>1%</u>	<u>8</u>	<u>5%</u>	<u>21</u>	<u>3%</u>	<u>11</u>	
	100%	833	100%	543	100%	405	100%	356	

#35d. ARB - Professional



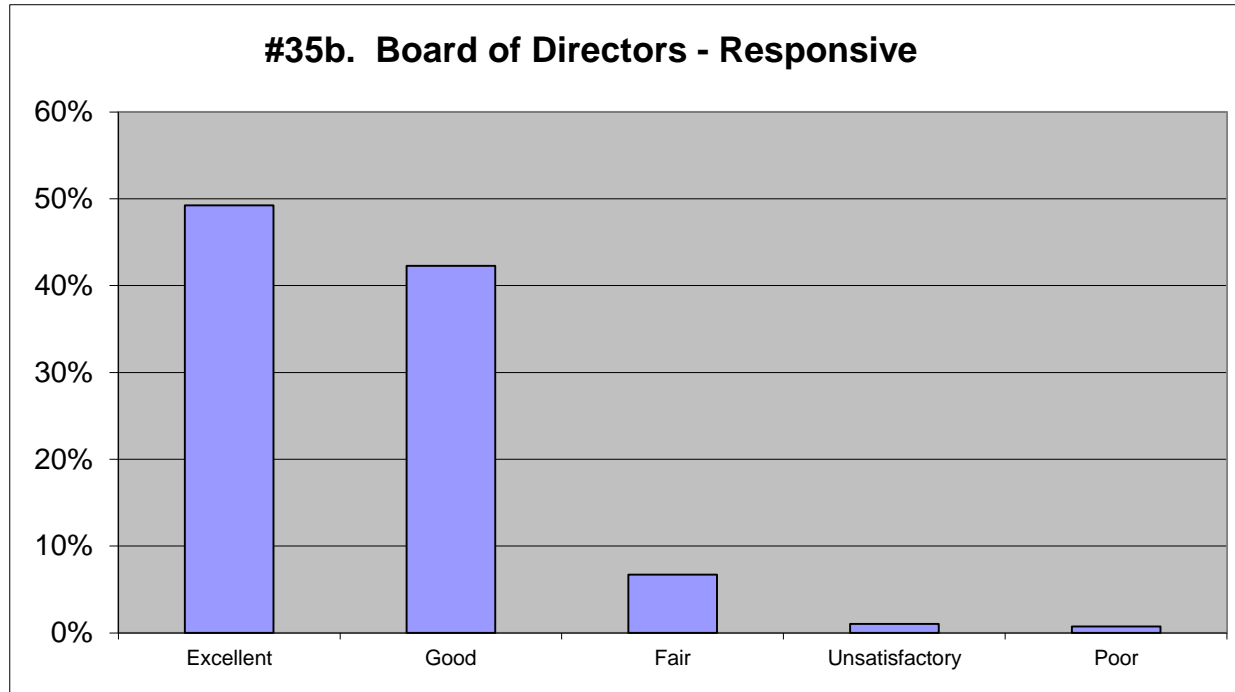
			2015		2012		2009		
Excellent	53%	444	58%	318	51%	207	54%	189	
Good	36%	307	31%	171	32%	132	28%	102	
Fair	8%	69	8%	39	9%	35	12%	44	
Unsatisfactory	2%	14	2%	9	3%	13	4%	16	
Poor	1%	<u>9</u>	<u>1%</u>	<u>8</u>	<u>5%</u>	<u>21</u>	<u>2%</u>	<u>8</u>	
	100%	843	100%	545	100%	408	100%	359	

#35a. Board of Directors - Courteous



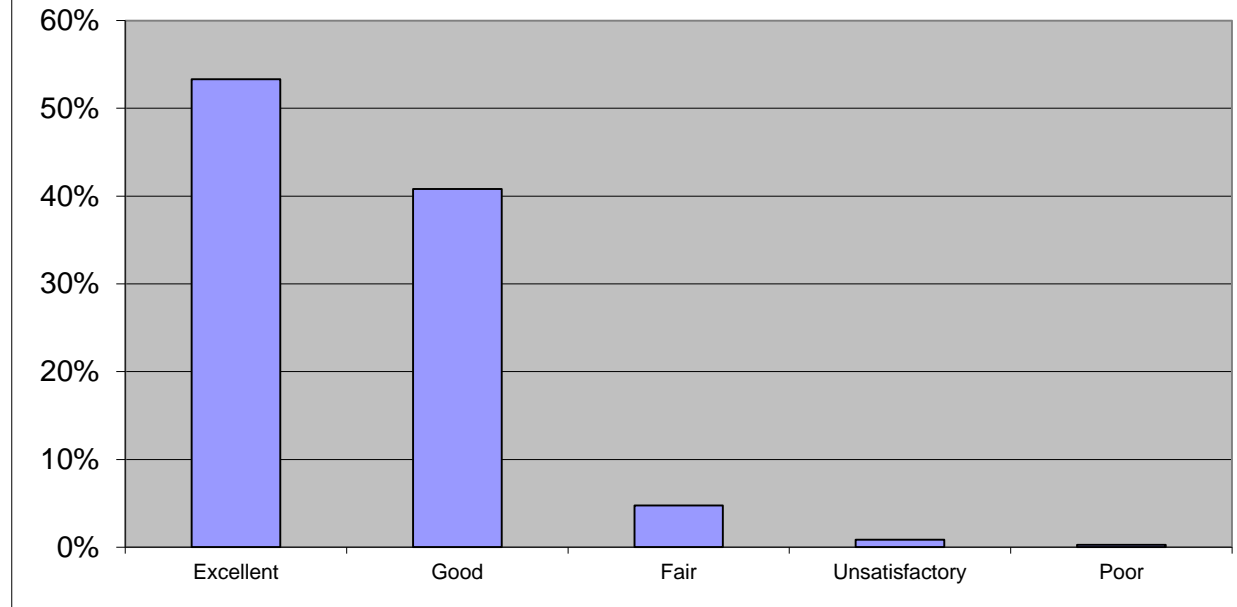
2018			2015		2012		2009	
Excellent	51%	394	58%	307	63%	230	61%	185
Good	41%	320	36%	191	28%	101	32%	99
Fair	7%	53	5%	29	5%	17	5%	16
Unsatisfactory	0%	3	1%	5	2%	6	1%	4
Poor	1%	4	1%	6	2%	8	1%	4
	100%	774	101%	538	100%	362	100%	308

#35b. Board of Directors - Responsive



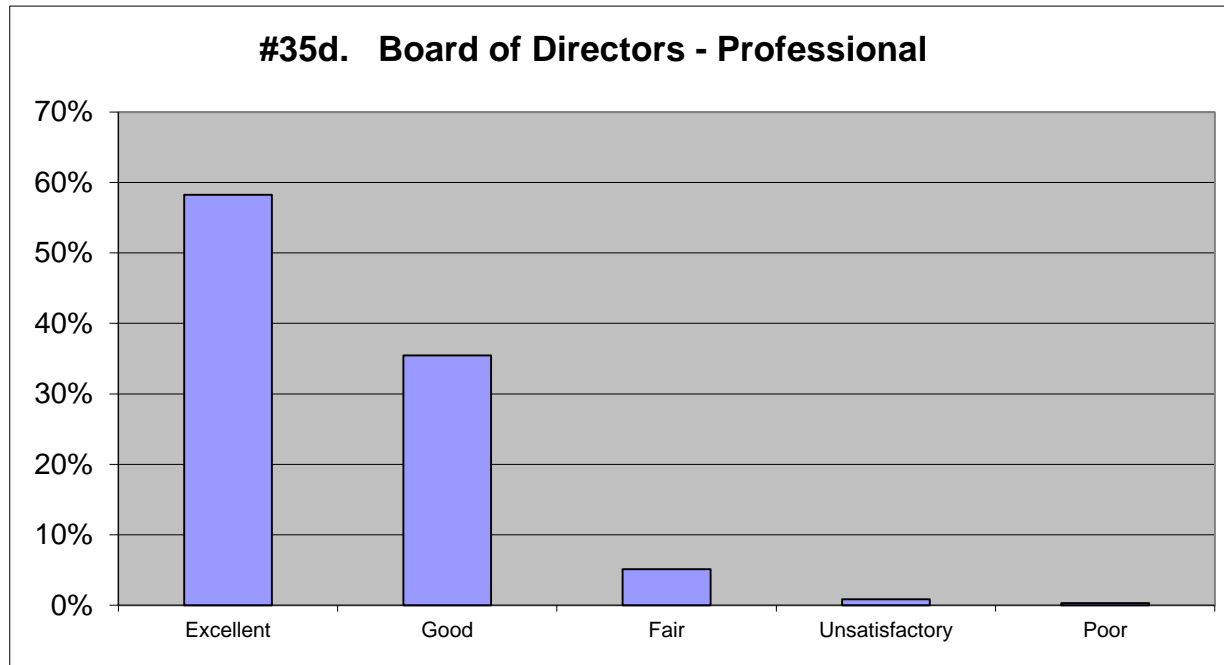
2018			2015		2012		2009	
Excellent	49%	331	56%	266	60%	208	56%	159
Good	42%	284	34%	164	28%	95	34%	97
Fair	7%	45	7%	31	7%	25	7%	20
Unsatisfactory	1%	7	1%	6	1%	3	2%	6
Poor	1%	5	2%	8	4%	13	1%	4
	100%	672	100%	475	100%	344	100%	286

#35c. Board of Directors - Knowledgeable



			2015		2012		2009	
Excellent	53%	371	60%	304	61%	213	57%	166
Good	41%	284	33%	166	28%	98	35%	103
Fair	5%	33	5%	23	7%	24	6%	17
Unsatisfactory	1%	6	1%	4	1%	3	1%	3
Poor	0%	2	1%	6	3%	11	1%	4
	100%	696	100%	503	100%	349	100%	293

#35d. Board of Directors - Professional



2018

Excellent	58%	409
Good	35%	249
Fair	5%	36
Unsatisfactory	1%	6
Poor	0%	2
Total	100%	702

2015

Excellent	65%	337
Good	30%	154
Fair	3%	7
Unsatisfactory	1%	7
Poor	1%	5
Total	100%	510

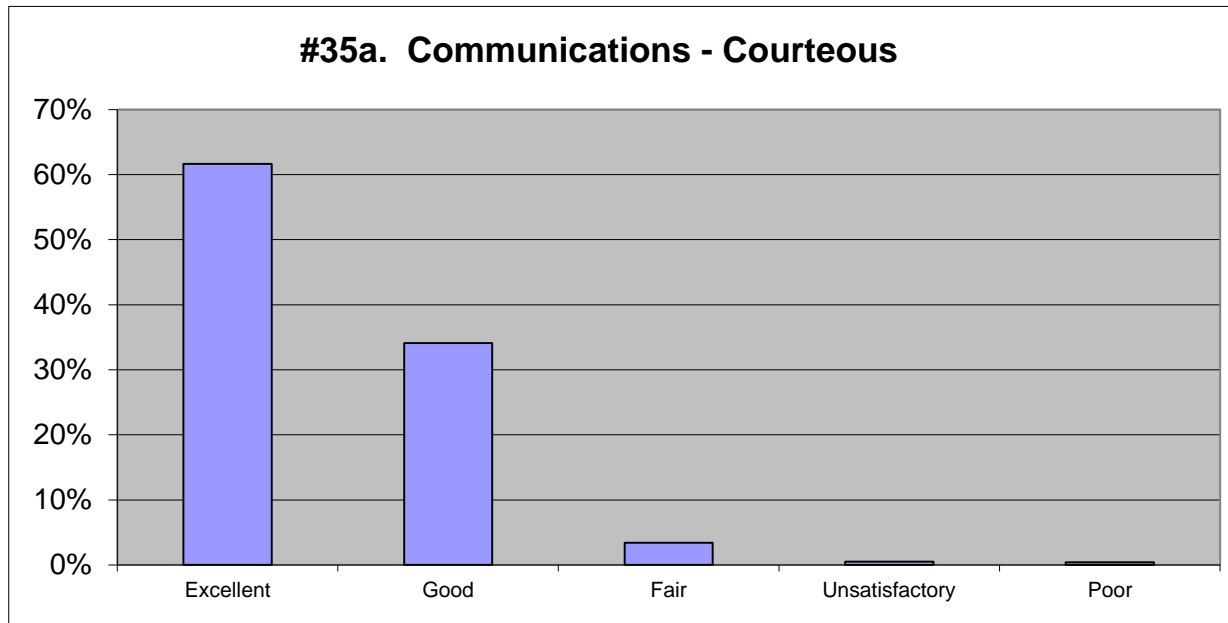
2012

Excellent	64%	239
Good	27%	99
Fair	5%	18
Unsatisfactory	1%	2
Poor	3%	10
Total	100%	368

2009

Excellent	60%	179
Good	32%	94
Fair	5%	16
Unsatisfactory	2%	5
Poor	1%	3
Total	100%	297

#35a. Communications - Courteous



2018

Excellent	62%	633
Good	34%	350
Fair	3%	35
Unsatisfactory	0%	5
Poor	0%	4
	100%	1027

2009

Excellent	63%	420
Good	33%	224
Fair	4%	26
Unsatisfactory	0%	1
Poor	0%	2
	100%	673

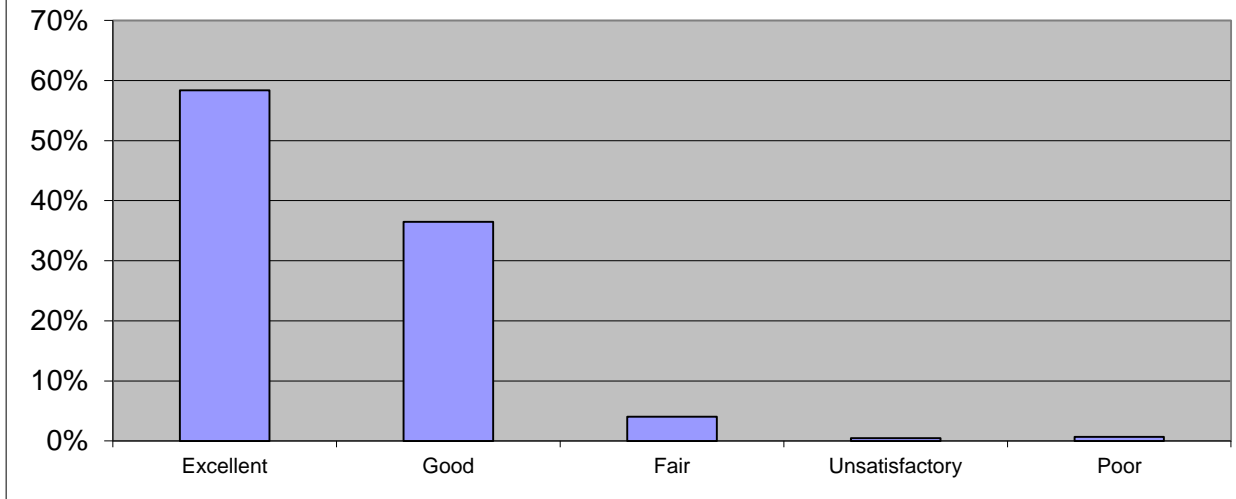
2012

Excellent	69%	316
Good	25%	117
Fair	3%	14
Unsatisfactory	1%	6
Poor	2%	11
	100%	464

2009

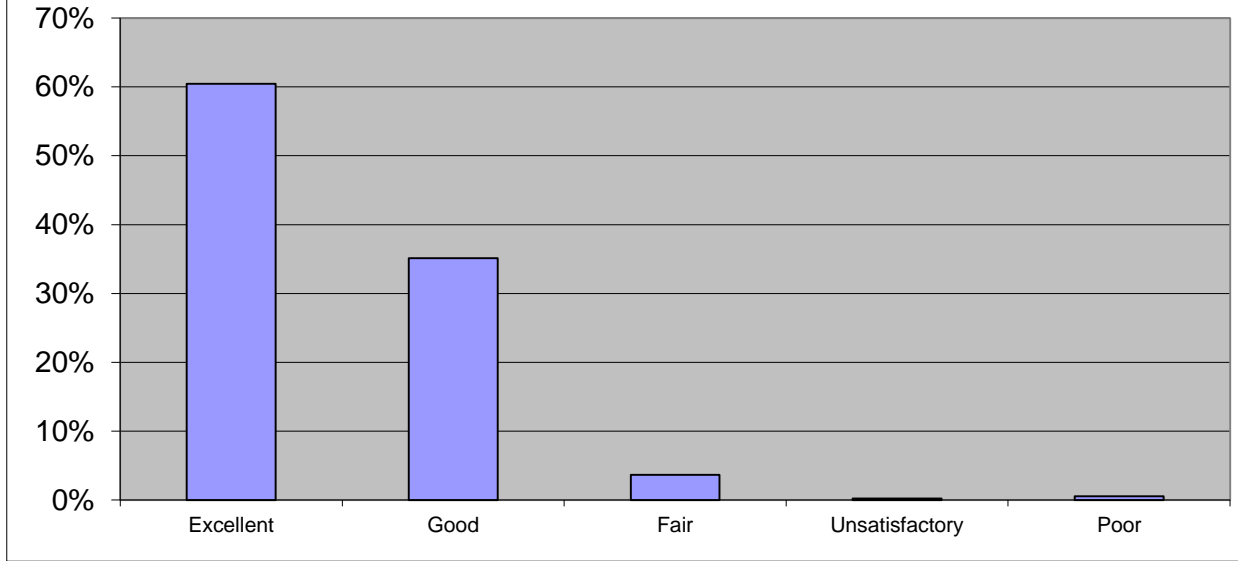
Excellent	60%	238
Good	33%	130
Fair	5%	20
Unsatisfactory	0%	1
Poor	2%	6
	100%	395

#35b. Communications - Responsive



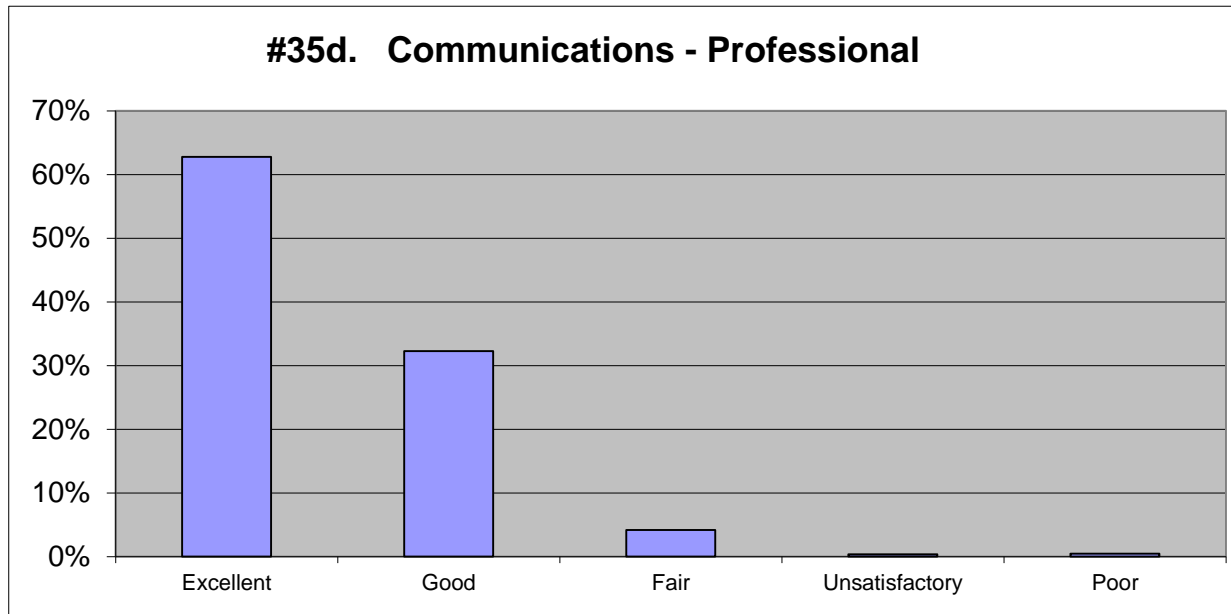
2018			2015		2012		2009	
Excellent	58%	522	63%	378	66%	289	59%	218
Good	36%	326	33%	198	25%	110	35%	132
Fair	4%	36	4%	23	5%	20	4%	15
Unsatisfactory	0%	4	0%	0	1%	3	1%	5
Poor	1%	6	0%	2	3%	11	1%	4
	100%	894	100%	601	100%	433	100%	374

#35c. Communications - Knowledgeable



2018			2015		2012		2009	
Excellent	60%	544	65%	386	65%	286	58%	208
Good	35%	316	30%	185	27%	118	36%	129
Fair	4%	33	4%	22	4%	16	4%	13
Unsatisfactory	0%	2	0%	1	1%	3	1%	4
Poor	1%	5	1%	3	3%	11	1%	5
	100%	900	100%	597	100%	434	100%	359

#35d. Communications - Professional



2018

Excellent	63%	558
Good	32%	287
Fair	4%	37
Unsatisfactory	0%	3
Poor	0%	4
Total	100%	889

2015

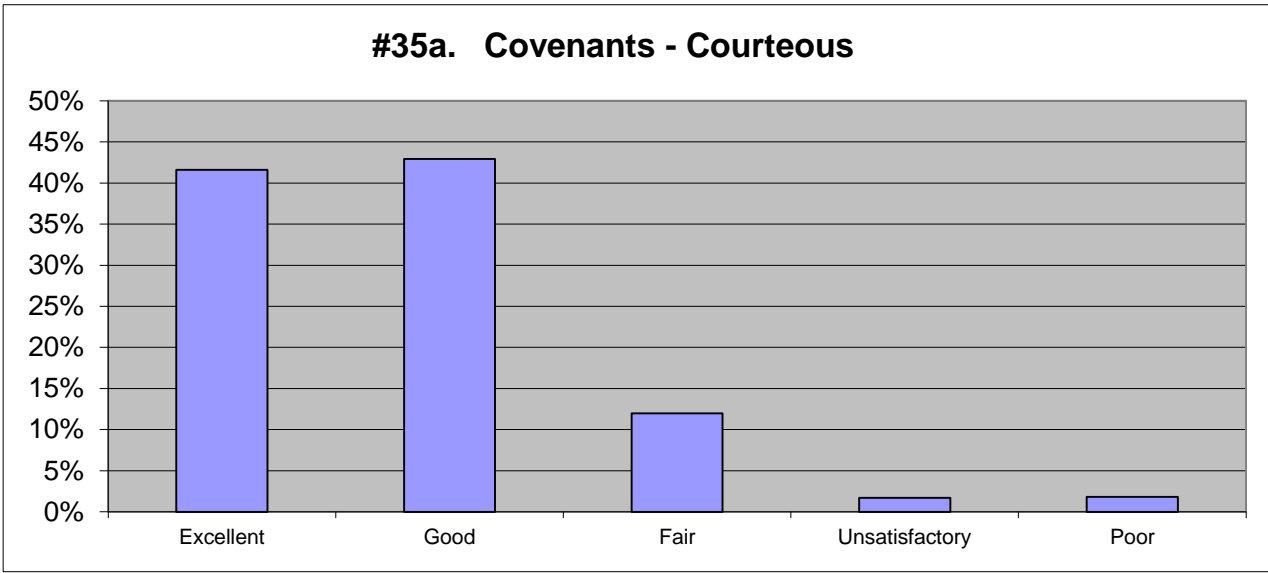
Excellent	67%	397
Good	30%	177
Fair	3%	20
Unsatisfactory	0%	0
Poor	0%	1
Total	100%	595

2012

Excellent	69%	311
Good	26%	117
Fair	2%	11
Unsatisfactory	1%	3
Poor	2%	11
Total	100%	453

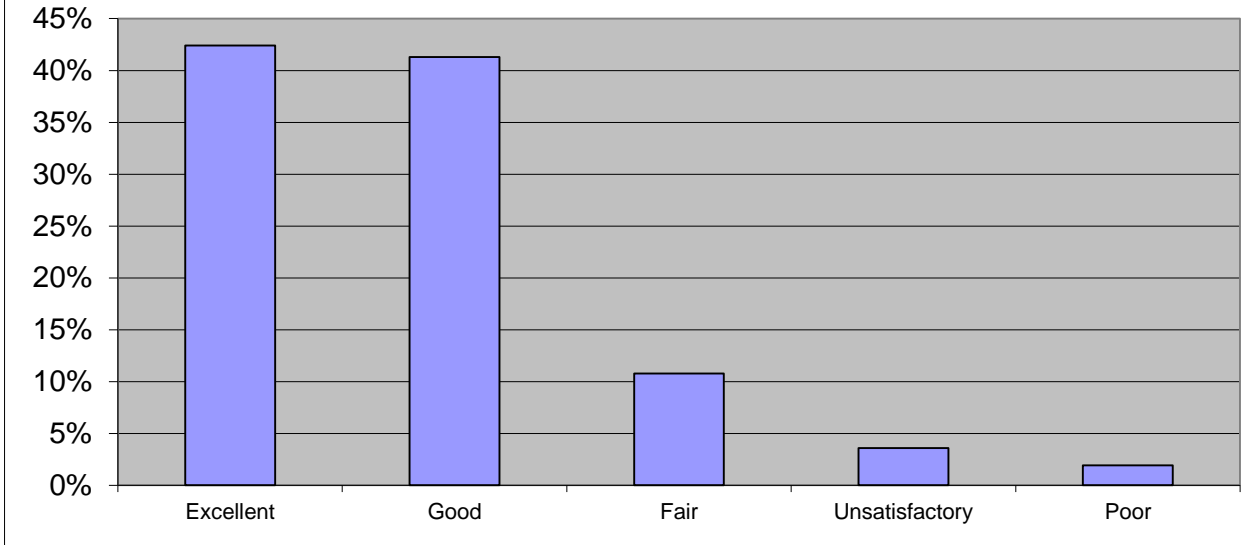
2009

Excellent	61%	225
Good	33%	122
Fair	4%	15
Unsatisfactory	1%	3
Poor	1%	4
Total	100%	369



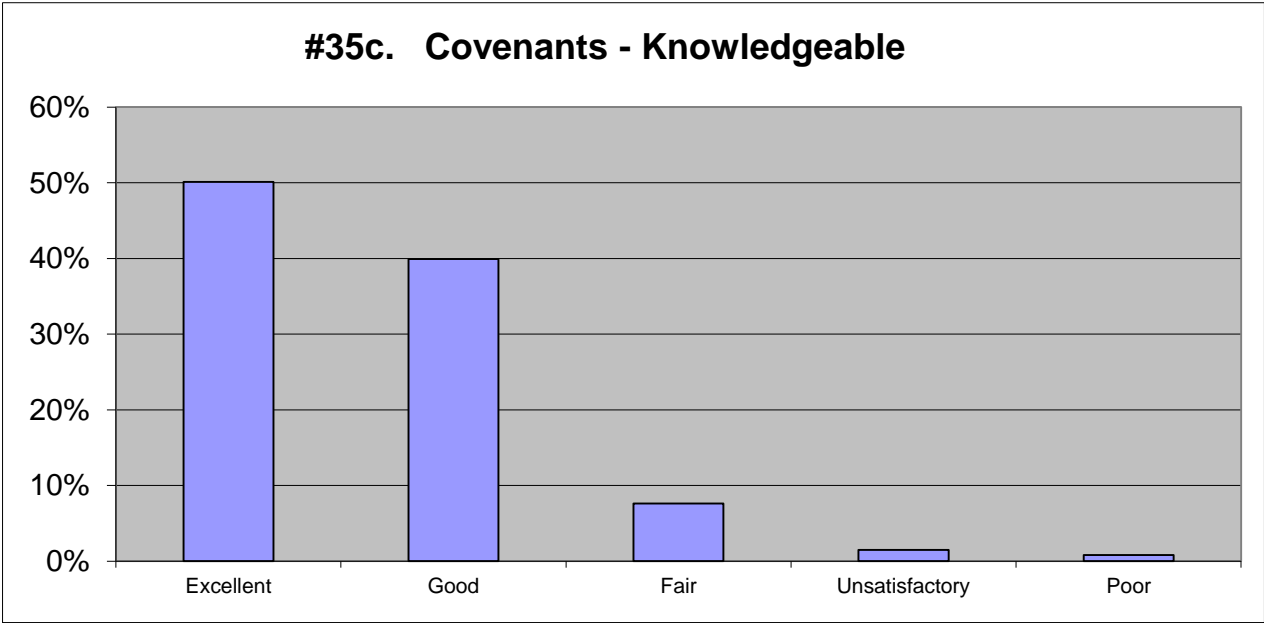
2018			2009		2012		2009	
Excellent	42%	344	50%	278	51%	186	48%	153
Good	43%	355	36%	202	33%	118	35%	108
Fair	12%	99	11%	65	10%	36	11%	33
Unsatisfactory	2%	14	2%	9	2%	9	3%	8
Poor	2%	<u>15</u>	<u>1%</u>	<u>6</u>	<u>4%</u>	<u>13</u>	<u>3%</u>	<u>8</u>
	100%	827	100%	560	100%	362	100%	310

#35b. Covenants - Responsive



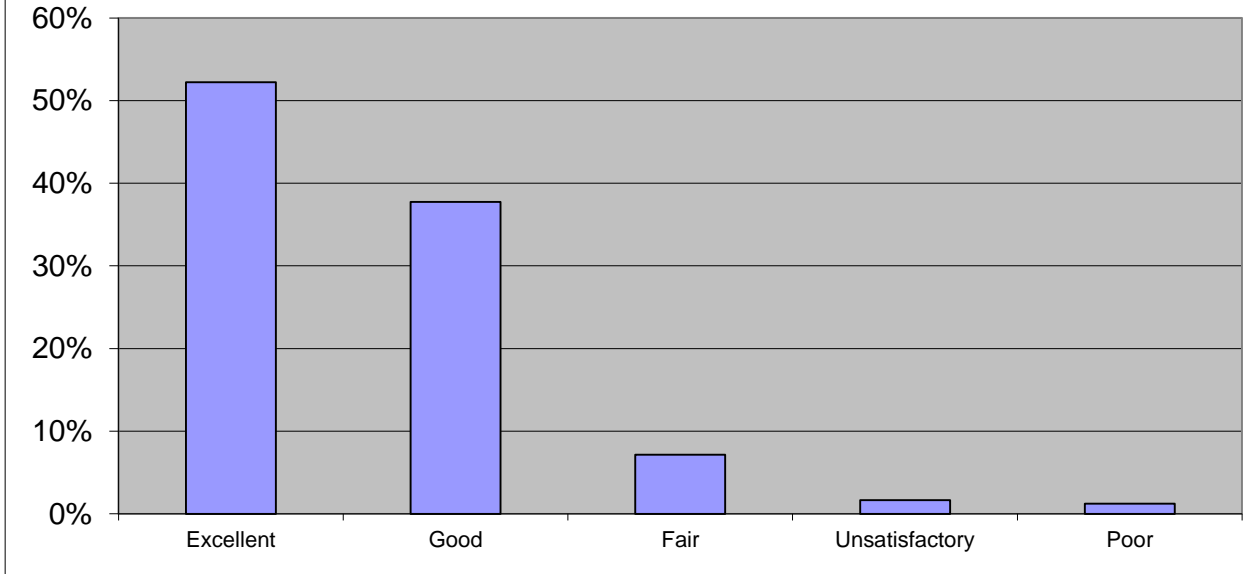
2018			2015		2012		2009	
Excellent	42%	307	47%	236	48%	162	45%	132
Good	41%	299	36%	179	35%	115	38%	108
Fair	11%	78	14%	71	9%	29	9%	26
Unsatisfactory	4%	26	2%	8	4%	13	5%	13
Poor	2%	14	1%	7	4%	14	3%	9
	100%	724	100%	501	100%	333	100%	288

#35c. Covenants - Knowledgeable

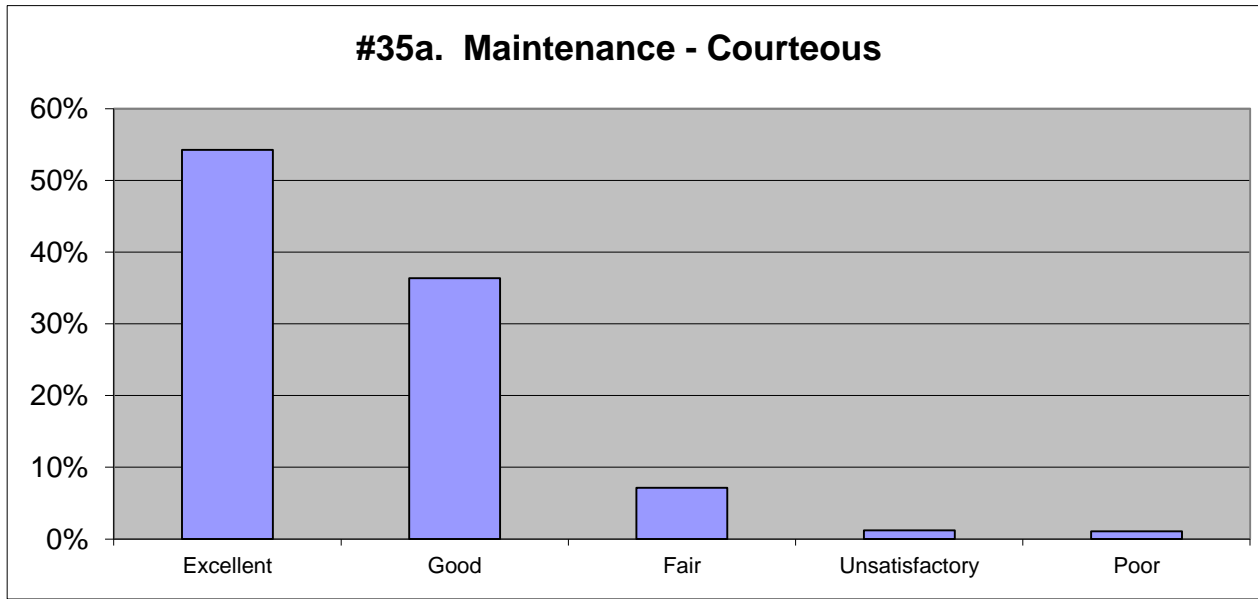


2018			2015		2012		2009	
Excellent	50%	369	56%	284	54%	178	51%	140
Good	40%	294	33%	167	33%	108	40%	110
Fair	8%	56	9%	44	8%	26	6%	18
Unsatisfactory	1%	11	1%	5	2%	8	2%	6
Poor	1%	6	1%	3	3%	10	1%	3
	100%	736	100%	503	100%	330	100%	277

#35d. Covenants - Professional

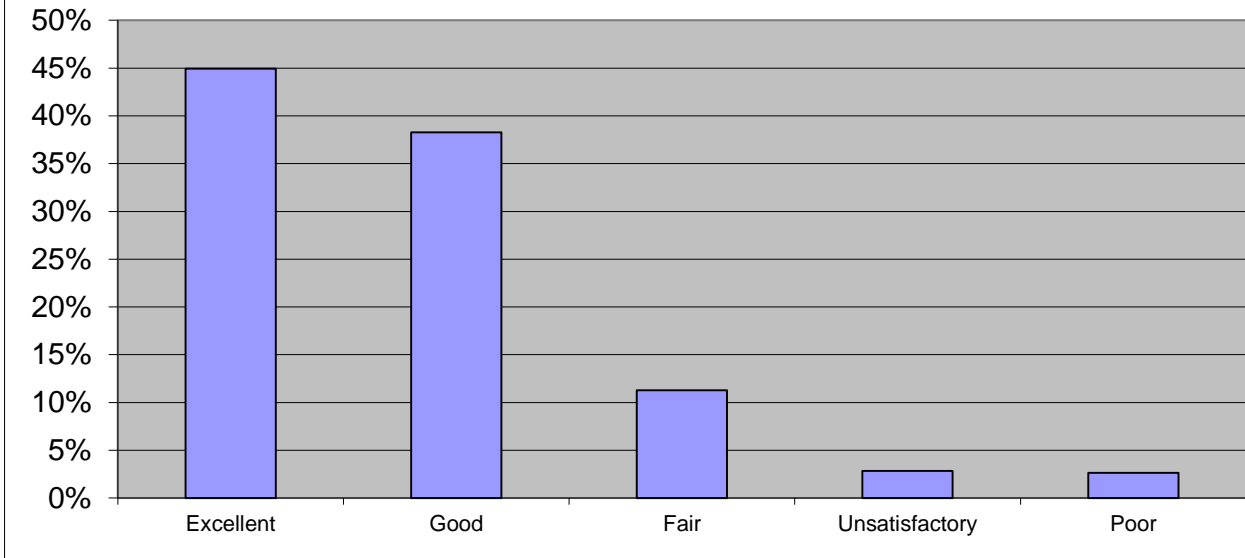


2018			2015		2012		2009	
Excellent	52%	379	56%	288	55%	186	51%	146
Good	38%	274	33%	167	33%	114	39%	109
Fair	7%	52	9%	46	7%	24	5%	14
Unsatisfactory	2%	12	1%	5	2%	8	3%	9
Poor	1%	<u>9</u>	<u>1%</u>	<u>4</u>	<u>3%</u>	<u>10</u>	<u>2%</u>	<u>5</u>
	100%	726	100%	510	100%	342	100%	283



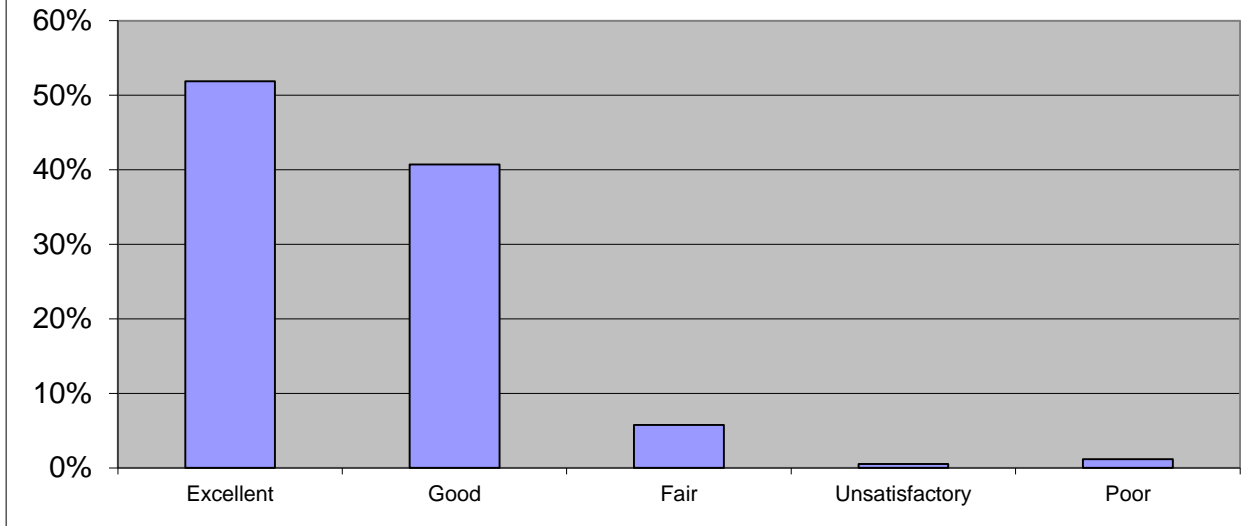
2018			2015		2012		2009	
Excellent	54%	594	60%	433	64%	350	65%	304
Good	36%	398	33%	241	25%	137	30%	145
Fair	7%	78	6%	43	5%	27	4%	17
Unsatisfactory	1%	13	1%	7	2%	9	0%	1
Poor	1%	<u>12</u>	<u>0%</u>	<u>3</u>	<u>4%</u>	<u>22</u>	<u>1%</u>	<u>3</u>
	100%	1095	100%	727	100%	545	100%	470

#35b. Maintenance - Responsive



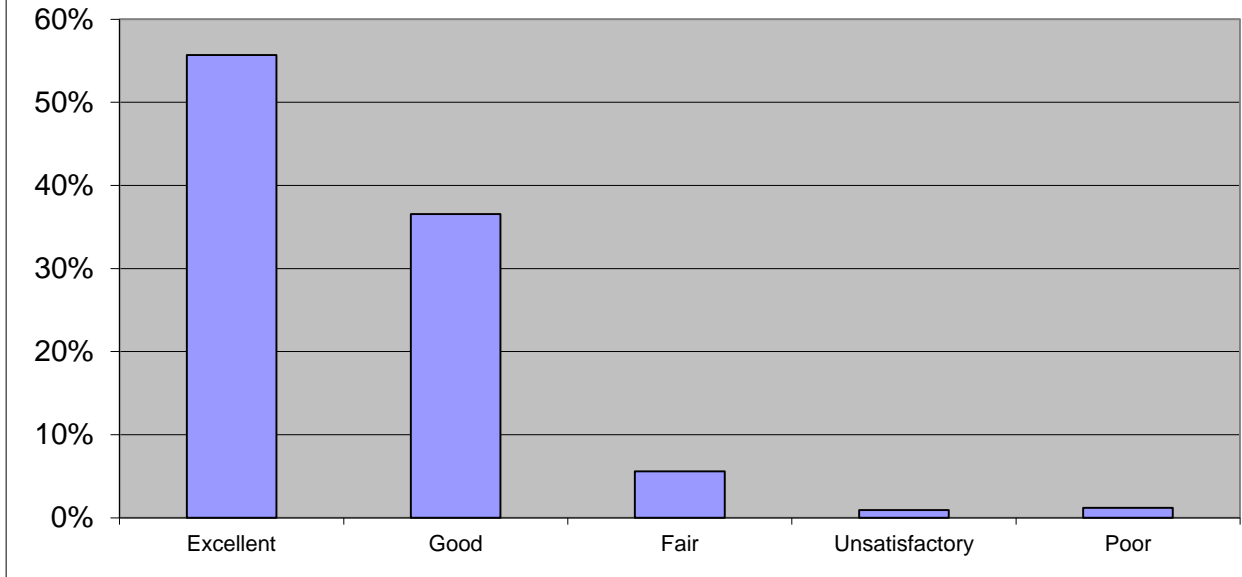
2018			2015		2012		2009	
Excellent	45%	458	54%	368	59%	290	59%	260
Good	38%	390	34%	231	28%	141	31%	137
Fair	11%	115	8%	57	5%	27	8%	36
Unsatisfactory	3%	29	3%	18	3%	13	1%	4
Poor	3%	<u>27</u>	<u>1%</u>	<u>4</u>	<u>5%</u>	<u>24</u>	<u>1%</u>	<u>5</u>
	100%	1019	100%	678	100%	495	100%	442

#35c. Maintenance - Knowledgeable



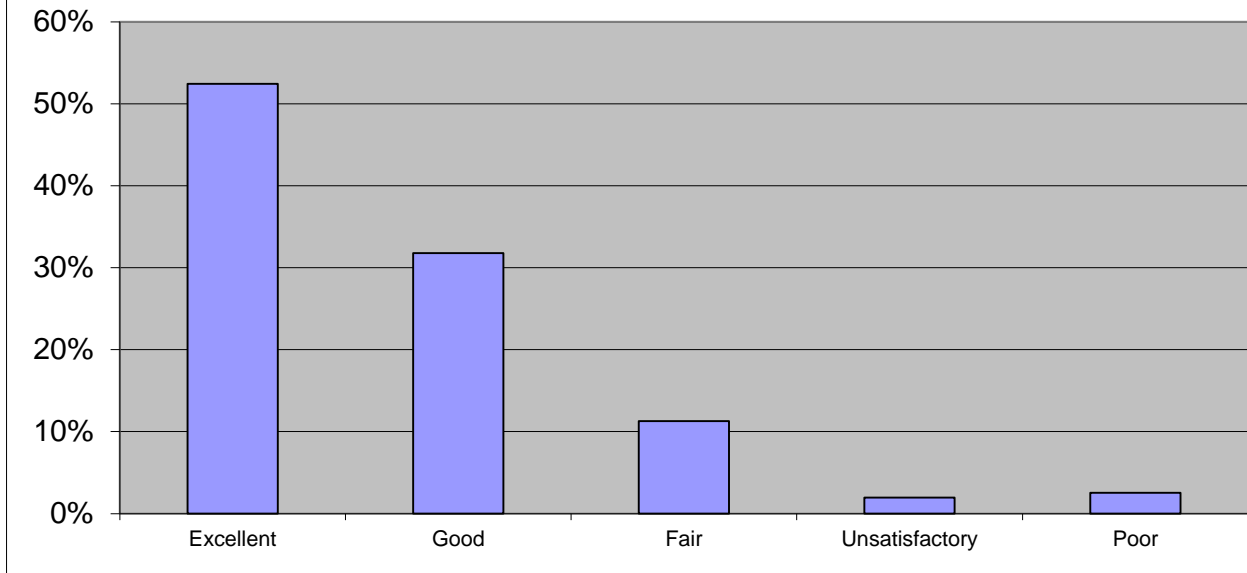
2018			2015		2012		2009	
Excellent	52%	496	60%	376	64%	299	60%	243
Good	41%	389	33%	209	25%	118	35%	144
Fair	6%	55	5%	31	5%	23	4%	18
Unsatisfactory	1%	5	1%	9	2%	9	0%	2
Poor	1%	<u>11</u>	<u>1%</u>	<u>5</u>	<u>4%</u>	<u>21</u>	<u>1%</u>	<u>3</u>
	100%	956	100%	630	100%	470	100%	410

#35d. Maintenance - Professional



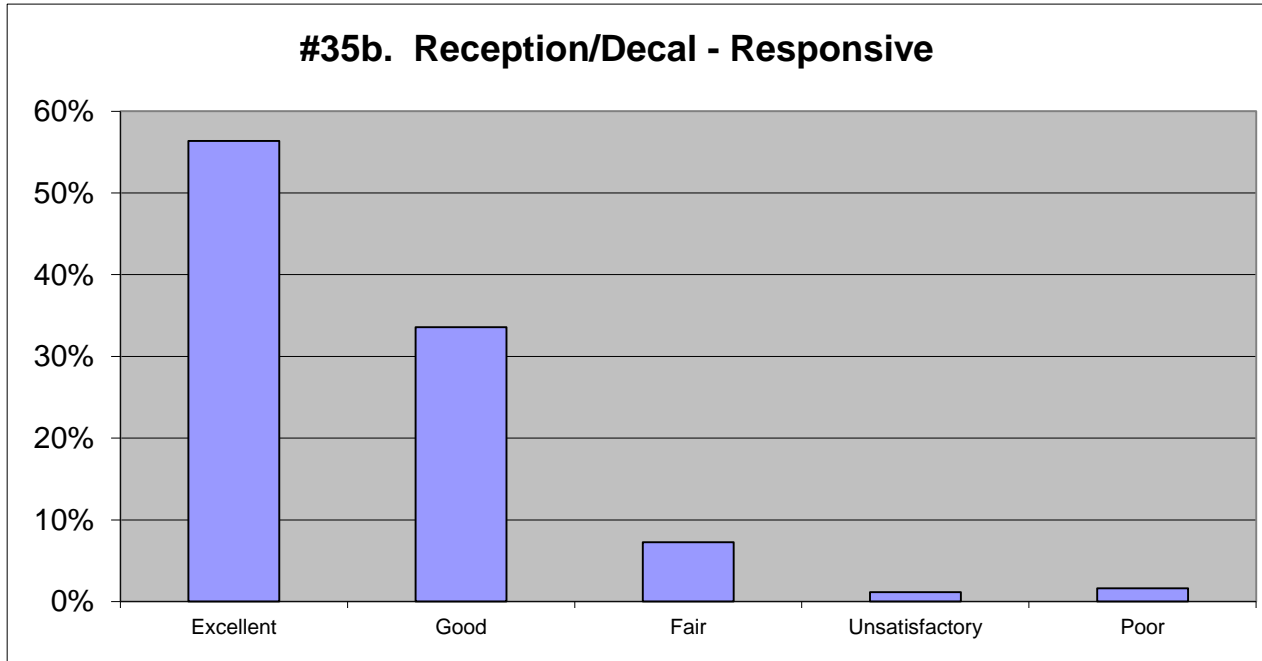
2018			2015		2012		2009	
Excellent	56%	547	63%	419	63%	313	62%	266
Good	37%	359	30%	201	27%	134	31%	134
Fair	6%	55	6%	41	4%	21	5%	23
Unsatisfactory	1%	9	1%	10	2%	10	1%	5
Poor	1%	<u>12</u>	<u>0%</u>	<u>2</u>	<u>4%</u>	<u>21</u>	<u>1%</u>	<u>3</u>
	100%	982	100%	673	100%	499	100%	431

#35a. Reception/Decal - Courteous



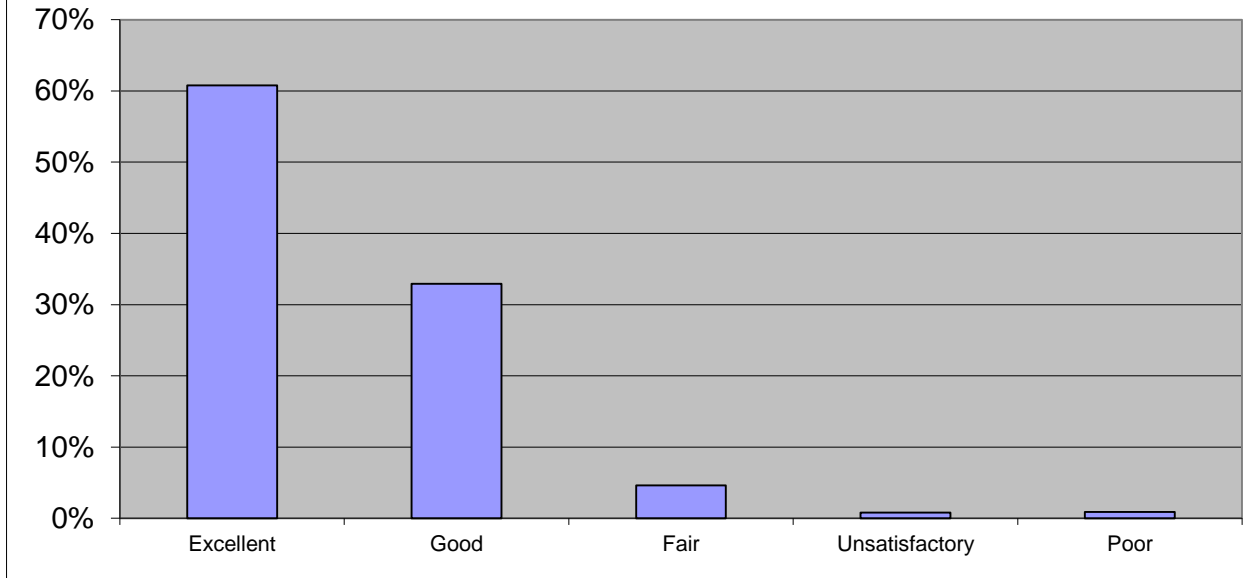
2018			2015		2012		2009	
Excellent	52%	726	59%	554	49%	397	59%	405
Good	32%	440	28%	268	27%	220	26%	179
Fair	11%	156	9%	90	12%	100	10%	71
Unsatisfactory	2%	27	2%	21	5%	44	2%	16
Poor	3%	35	2%	22	7%	57	3%	24
	100%	1384	100%	955	100%	818	100%	695

#35b. Reception/Decal - Responsive



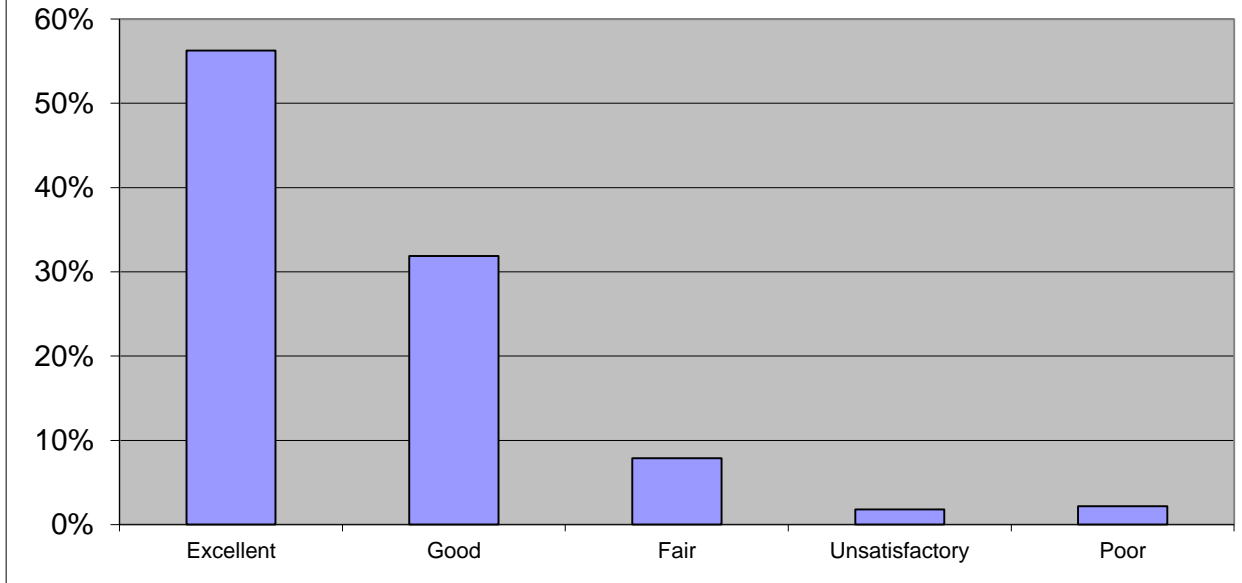
2018			2015		2012		2009	
Excellent	56%	728	62%	550	52%	390	59%	377
Good	34%	434	28%	249	28%	214	29%	190
Fair	7%	94	8%	71	11%	84	7%	48
Unsatisfactory	1%	15	1%	11	4%	27	2%	14
Poor	2%	21	1%	8	5%	39	3%	17
	100%	1292	100%	889	100%	754	100%	646

#35c. Reception/Decal - Knowledgeable



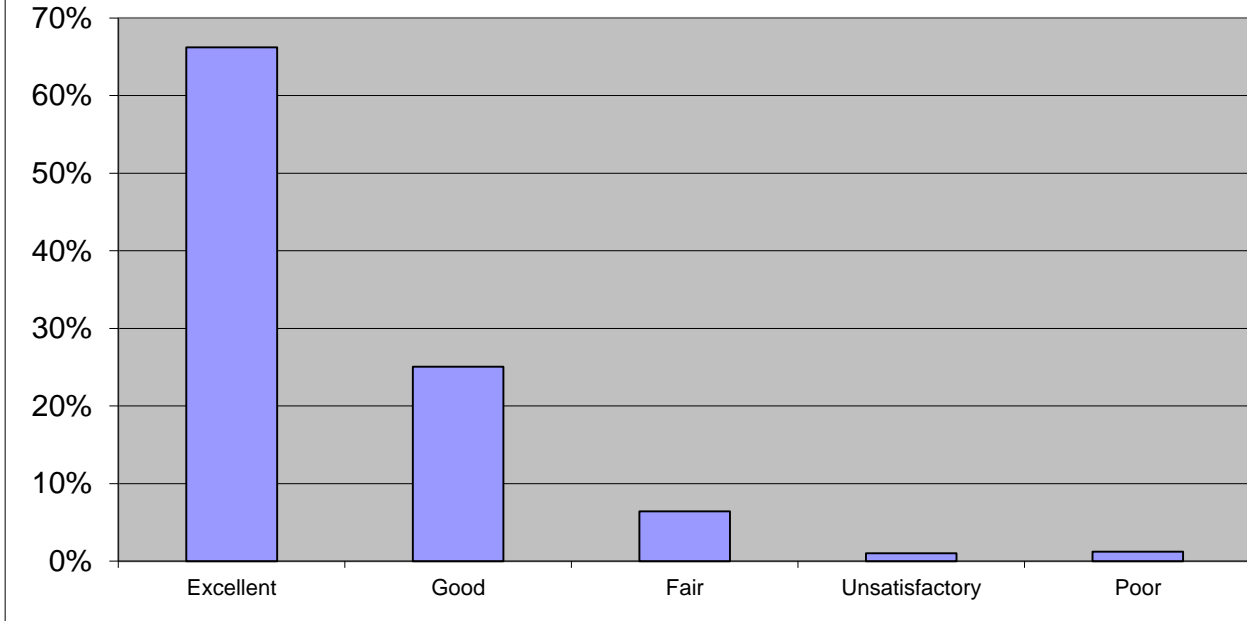
2018			2015		2012		2009	
Excellent	61%	763	66%	566	58%	438	60%	380
Good	33%	413	28%	242	26%	189	30%	187
Fair	5%	58	5%	42	9%	63	6%	37
Unsatisfactory	1%	10	0%	4	3%	19	2%	10
Poor	1%	11	1%	6	4%	32	2%	12
	100%	1255	100%	860	100%	741	100%	626

#35d. Reception/Decal - Professional



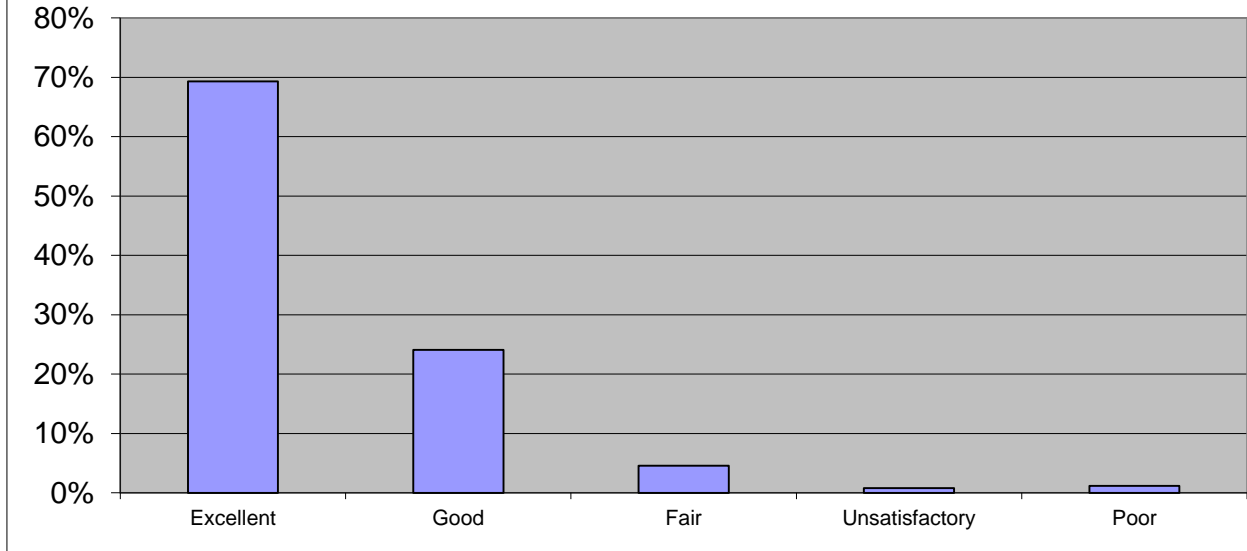
2018			2015		2012		2009	
Excellent	56%	720	61%	545	51%	386	57%	363
Good	32%	408	27%	237	26%	200	28%	182
Fair	8%	101	8%	73	12%	91	10%	66
Unsatisfactory	2%	23	2%	15	4%	33	2%	15
Poor	2%	<u>28</u>	<u>2%</u>	<u>18</u>	<u>7%</u>	<u>51</u>	<u>3%</u>	<u>20</u>
	100%	1280	100%	888	100%	761	100%	646

#35a. Security - Courteous



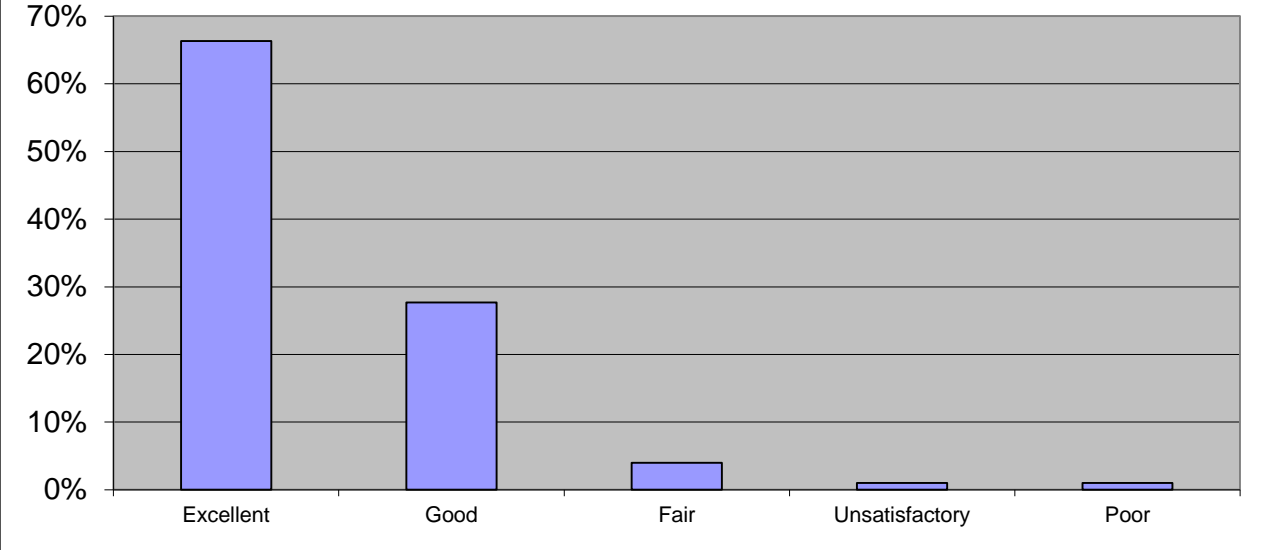
2018			2015		2012		2009	
Excellent	66%	957	73%	729	70%	627	70%	523
Good	25%	362	20%	203	19%	169	21%	155
Fair	6%	93	5%	59	4%	36	4%	31
Unsatisfactory	1%	15	1%	7	2%	16	2%	14
Poor	1%	18	1%	6	5%	40	3%	22
	100%	1445	100%	1004	100%	888	100%	745

#35b. Security - Responsive

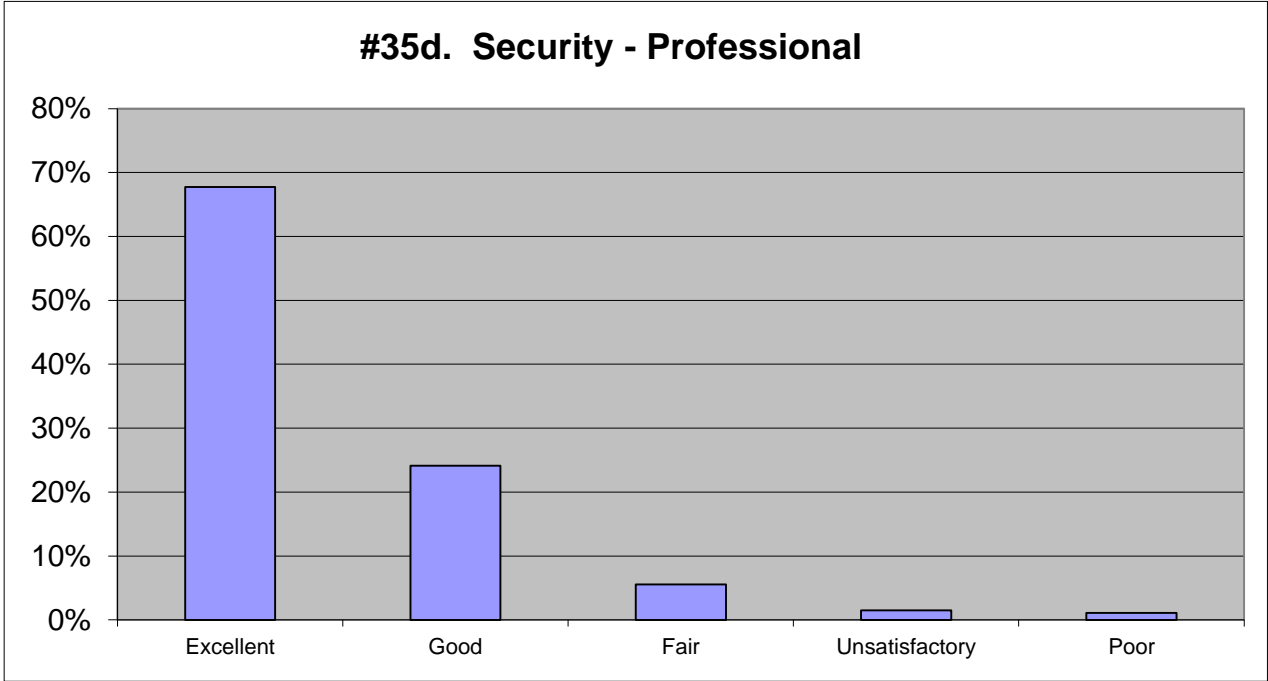


2018			2015		2012		2009	
Excellent	69%	935	78%	731	74%	600	75%	510
Good	24%	325	18%	172	17%	143	19%	134
Fair	5%	62	3%	29	3%	25	3%	20
Unsatisfactory	1%	11	1%	7	1%	12	1%	8
Poor	1%	16	0%	3	5%	40	2%	17
	100%	1349	100%	942	100%	820	100%	689

#35c. Security - Knowledgeable



2018			2015		2012		2009	
Excellent	66%	853	73%	655	70%	551	69%	459
Good	28%	356	23%	204	21%	170	22%	145
Fair	4%	51	3%	28	3%	22	5%	32
Unsatisfactory	1%	13	1%	5	1%	11	2%	13
Poor	1%	<u>13</u>	<u>0%</u>	<u>4</u>	<u>5%</u>	<u>37</u>	<u>2%</u>	<u>13</u>
	100%	1286	100%	896	100%	791	100%	662



	2018		2015		2012		2009	
Excellent	68%	913	74%	698	71%	586	70%	490
Good	24%	325	20%	185	18%	154	21%	145
Fair	6%	75	4%	42	4%	34	5%	36
Unsatisfactory	1%	20	1%	8	2%	19	2%	17
Poor	1%	<u>15</u>	<u>1%</u>	<u>5</u>	<u>5%</u>	<u>40</u>	<u>2%</u>	<u>14</u>
	100%	1348	100%	938	100%	833	100%	702