



Hilton Head Plantation

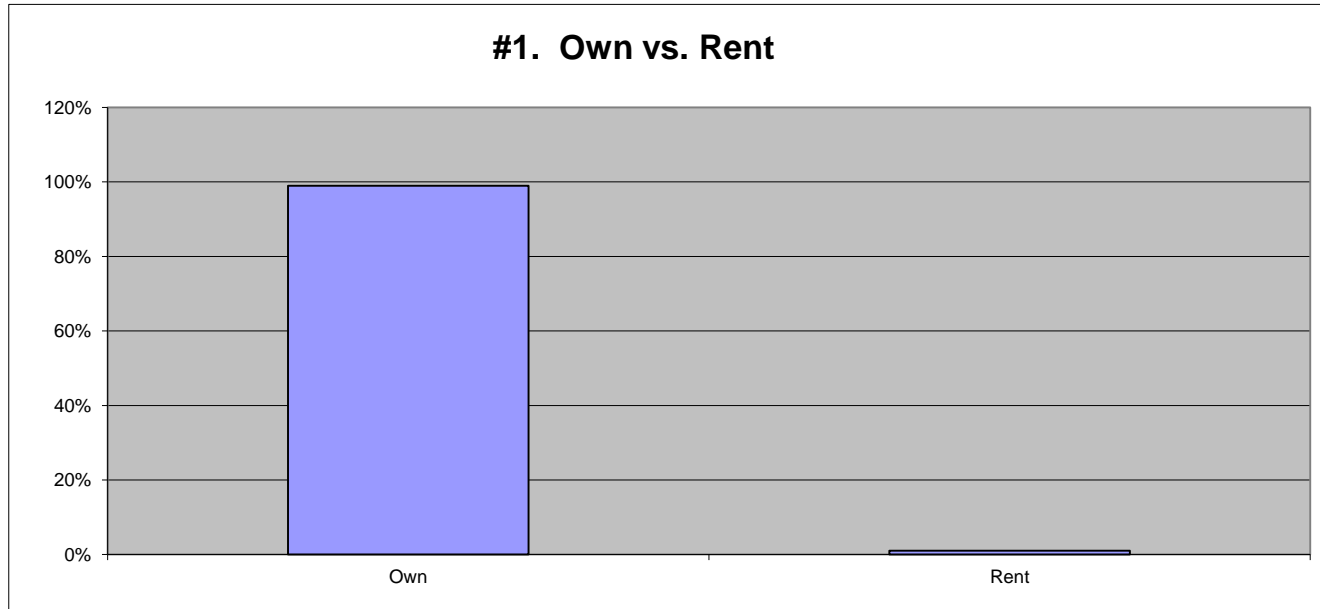
2021 Resident Opinion Questionnaire

Survey Results

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

1,823 surveys returned

7/20/21



2021

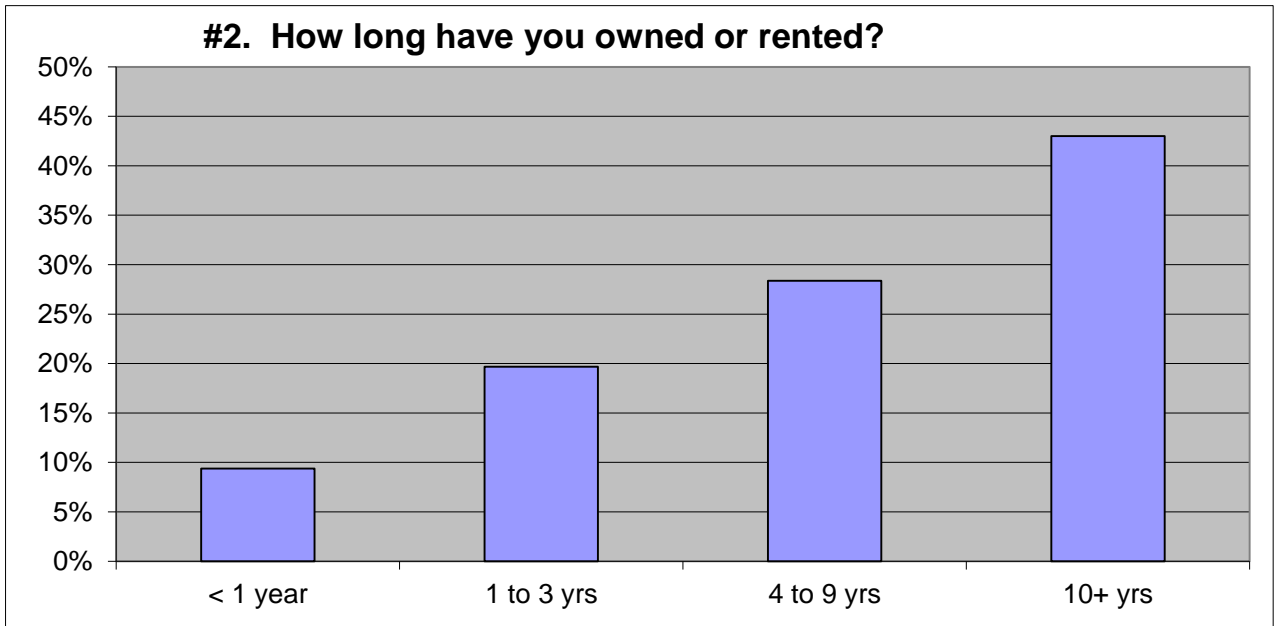
Own	99%	1789
Rent	<u>1%</u>	<u>23</u>
	100%	1812

17 skipped

2018	99% Own	1717
	<u>1%</u> Rent	<u>24</u>
	100%	1741

2015	98% Own	1136
	<u>1%</u> Rent	<u>19</u>
	99%	1155

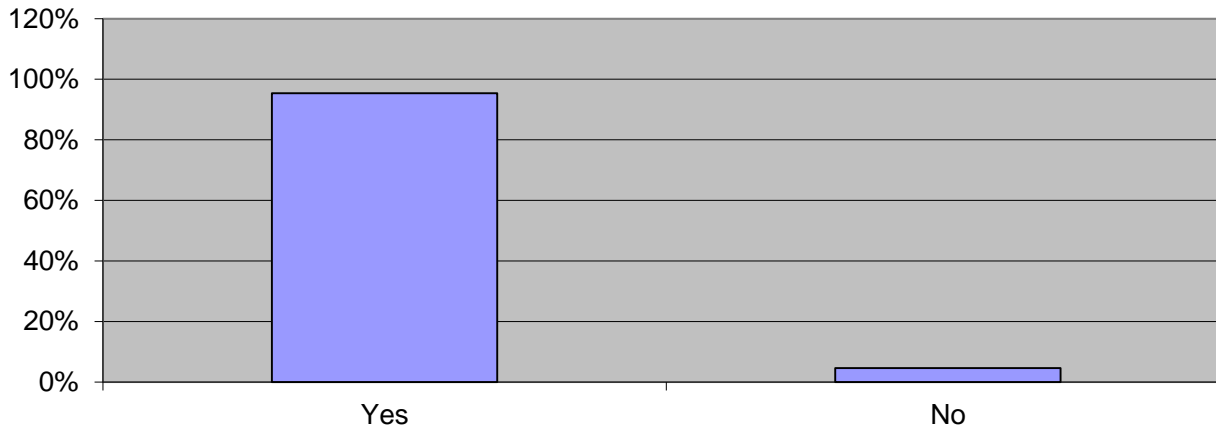
2012	98% Own	1034
	<u>2%</u> Rent	<u>20</u>
	100%	1054



2021			2018		2015		2012	
< 1 year	9%	172	9%	162	6%	74	7%	75
1 to 3 yrs	20%	355	17%	289	17%	192	15%	154
4 to 9 yrs	28%	513	28%	490	24%	270	24%	254
10+ yrs	<u>43%</u>	<u>764</u>	<u>46%</u>	<u>786</u>	<u>53%</u>	<u>613</u>	<u>54%</u>	<u>567</u>
	100%	1804	100%	1727	100%	1149	100%	1050

19 Skipped

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



2021

Yes
No

95% 1722
5% 71
 100% 1793
 30 skipped

2018

Yes
No

95% 1597
5% 92
 100% 1689

2015

Yes
No

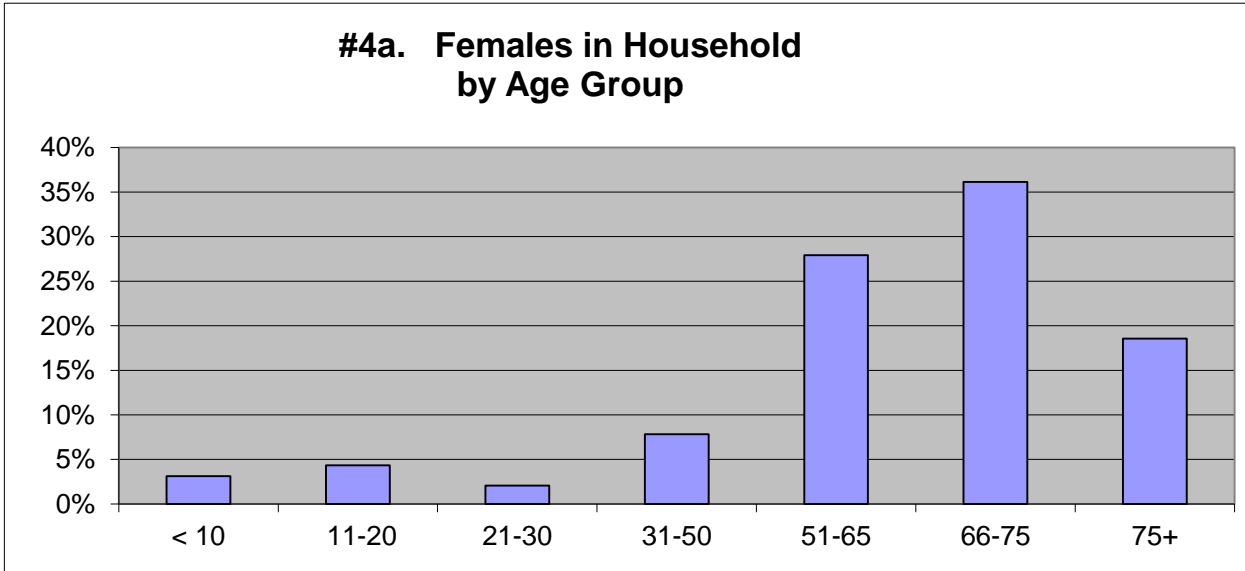
95% 1056
5% 51
 100% 1107

2012

Yes
No

95% 991
5% 47
 100% 1038

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



2021

< 10	3%	62
11-20	4%	86
21-30	2%	41
31-50	8%	155
51-65	28%	552
66-75	36%	715
75+	19%	<u>367</u>
	100%	1978

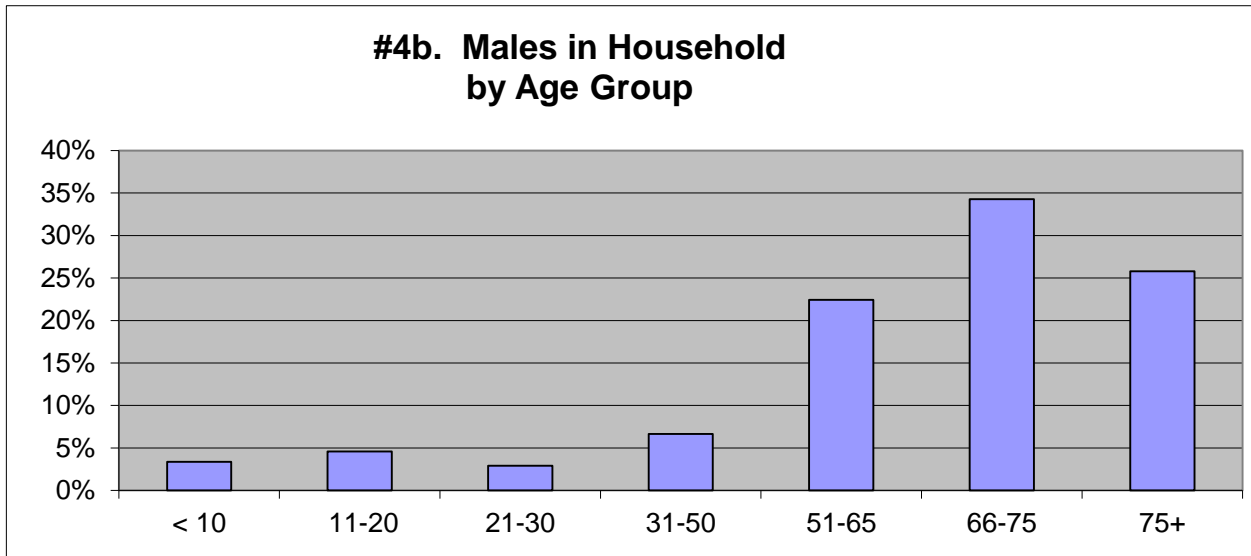
2018

	4%	69	2%	30	11%	80
	4%	68	3%	31	4%	33
	2%	37	2%	19	2%	16
	8%	150	7%	83	7%	78
	29%	545	30%	368	32%	370
	36%	683	34%	412	27%	288
	18%	<u>349</u>	<u>22%</u>	<u>264</u>	19%	<u>195</u>
	100%	1901	100%	1207	102%	1060

2015

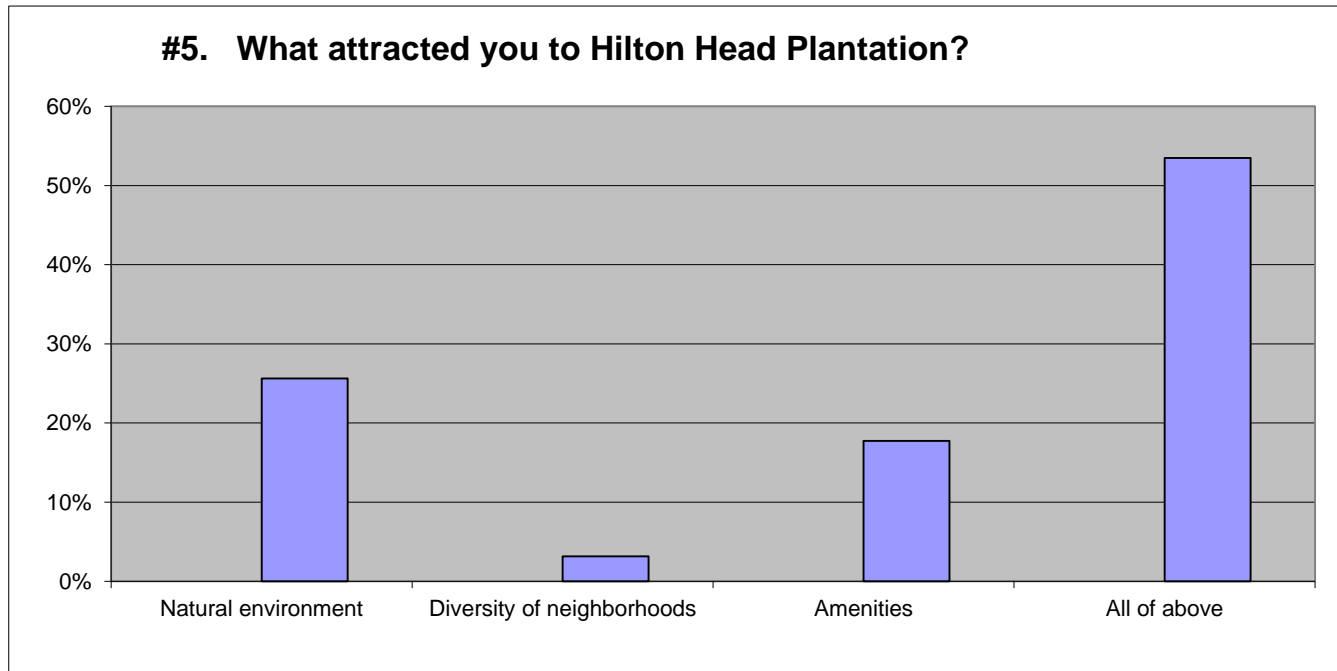
2012

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



	2021		2018		2015		2012	
< 10	3%	60	3%	57	2%	20	9%	91
11-20	5%	82	4%	73	3%	29	3%	34
21-30	3%	52	2%	41	1%	17	1%	15
31-50	7%	119	6%	102	6%	60	6%	65
51-65	22%	401	22%	374	23%	246	24%	254
66-75	34%	613	38%	640	37%	397	32%	320
75+	26%	<u>461</u>	<u>23%</u>	<u>391</u>	<u>26%</u>	<u>299</u>	<u>25%</u>	<u>259</u>
	100%	1788	98%	1678	98%	1068	100%	1038

#5. What attracted you to Hilton Head Plantation?

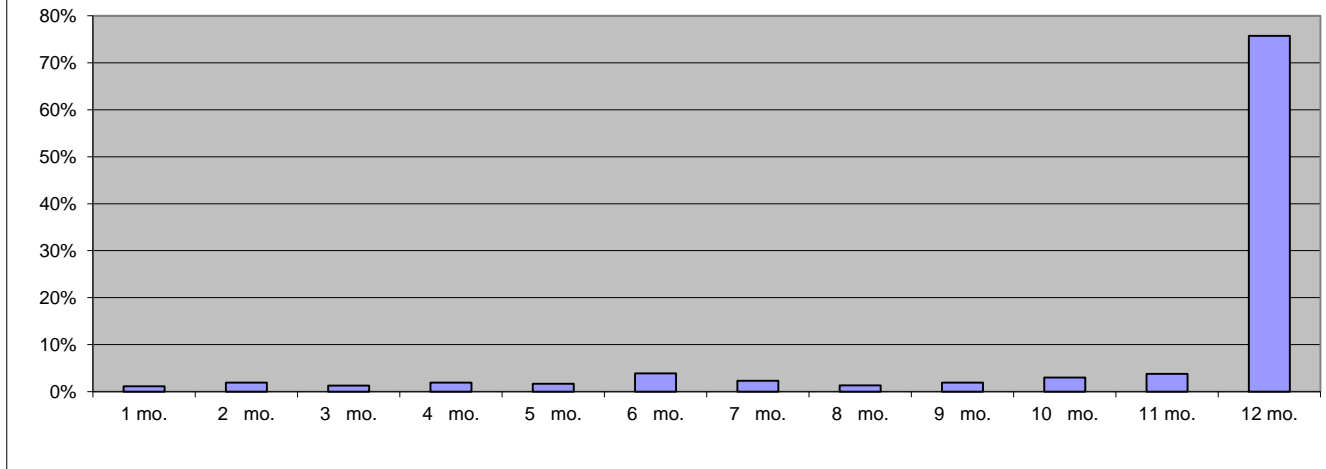


2021			2018		2015		2012	
Natural environment	26%	551	21%	410	19%	250	17%	201
Diversity of neighborhoods	3%	68	4%	78	3%	41	3%	36
Amenities	18%	381	14%	273	13%	165	12%	141
All of above	53%	<u>1149</u>	<u>62%</u>	<u>1220</u>	<u>65%</u>	<u>834</u>	<u>68%</u>	<u>775</u>
	100%	2149	100	1981	100	1290	100	1153

(Note: Multiple answers were allowed.)

55 skipped

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



2021

1 mo.	1%	8
2 mo.	2%	19
3 mo.	1%	30
4 mo.	2%	25
5 mo.	2%	24
6 mo.	4%	61
7 mo.	2%	45
8 mo.	1%	29
9 mo.	2%	24
10 mo.	3%	39
11 mo.	4%	44
12 mo.	<u>76%</u>	<u>1362</u>
	100%	1710

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

2015

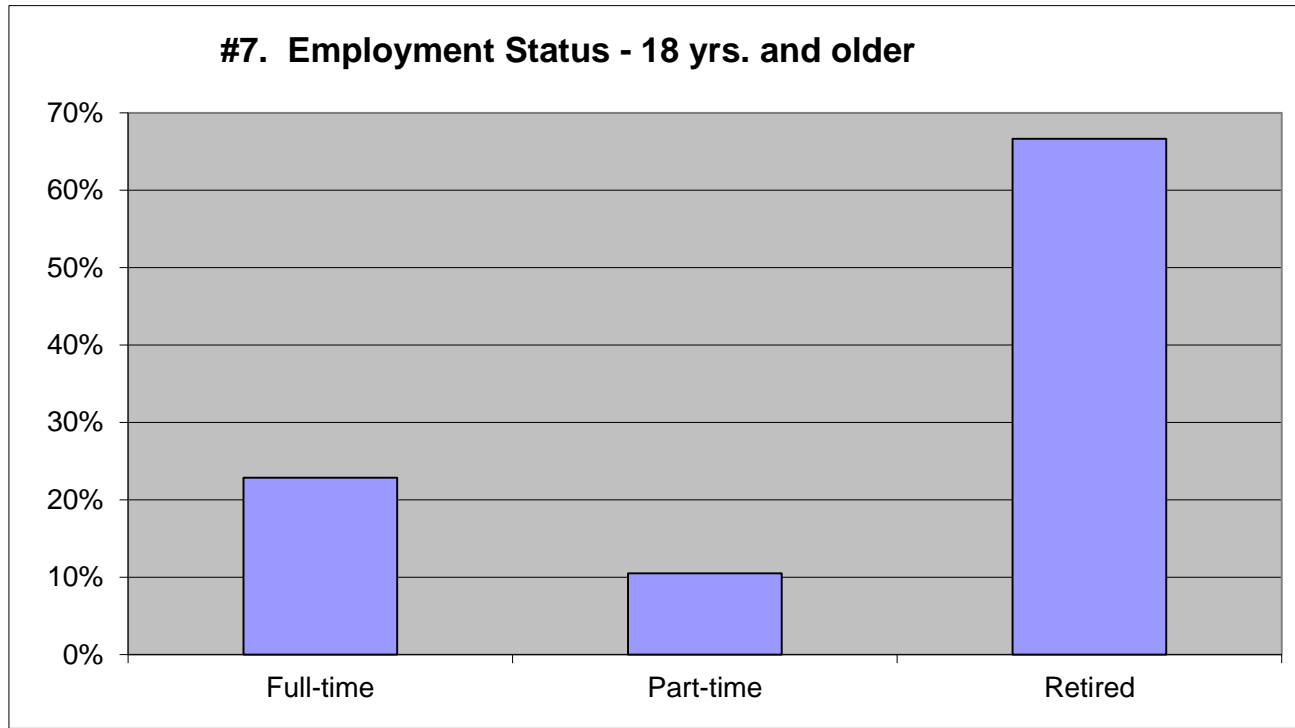
1 mo.	1%	13
2 mo.	1%	13
3 mo.	1%	7
4 mo.	2%	22
5 mo.	1%	15
6 mo.	3%	35
7 mo.	3%	31
8 mo.	2%	24
9 mo.	1%	13
10 mo.	2%	24
11 mo.	4%	43
12 mo.	<u>78%</u>	<u>839</u>
	99%	1079

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

113 skipped ques.

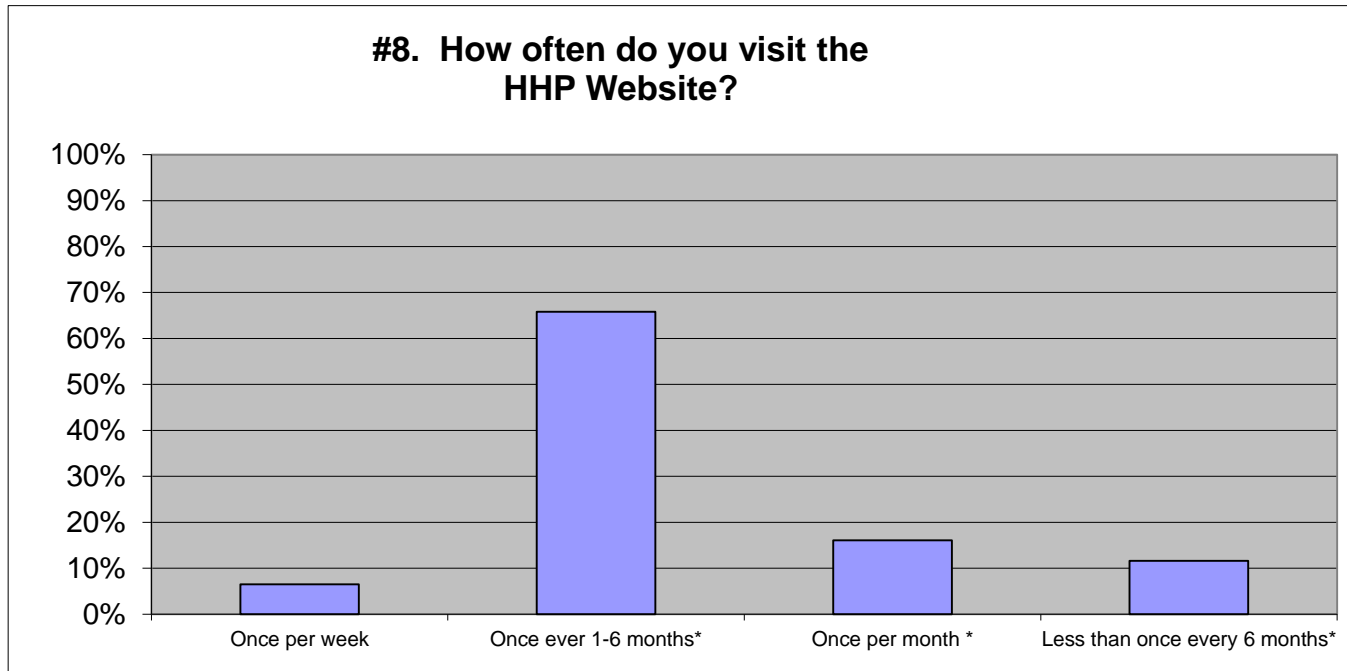
#7. Employment Status - 18 yrs. and older



	2021		2018		2015		2012	
Full-time	23%	815	25%	516	24%	275	20%	390
Part-time	10%	374	14%	293	15%	175	11%	211
Retired	67%	<u>2375</u>	<u>61%</u>	<u>1284</u>	<u>61%</u>	<u>686</u>	<u>69%</u>	<u>1350</u>
	100%	3564	100%	2093	100%	1136	100%	1951

46 skipped

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



2021

Once per week	7%	207
Once ever 1-6 months*	66%	411
Once per month*	16%	771
Less than once every 6 months*	<u>12%</u>	<u>389</u>
	100%	1778

2018

Once per week	7%	111
Once ever 1-6 months*	66%	1122
Once per month*	16%	274
Less than once every 6 months*	<u>12%</u>	<u>198</u>
	100%	1705

2015

Once per week	9%	101
Once ever 1-6 months*	5%	56
Once per month*	60%	665
Less than once every 6 months*	<u>26%</u>	<u>290</u>
	100%	1112

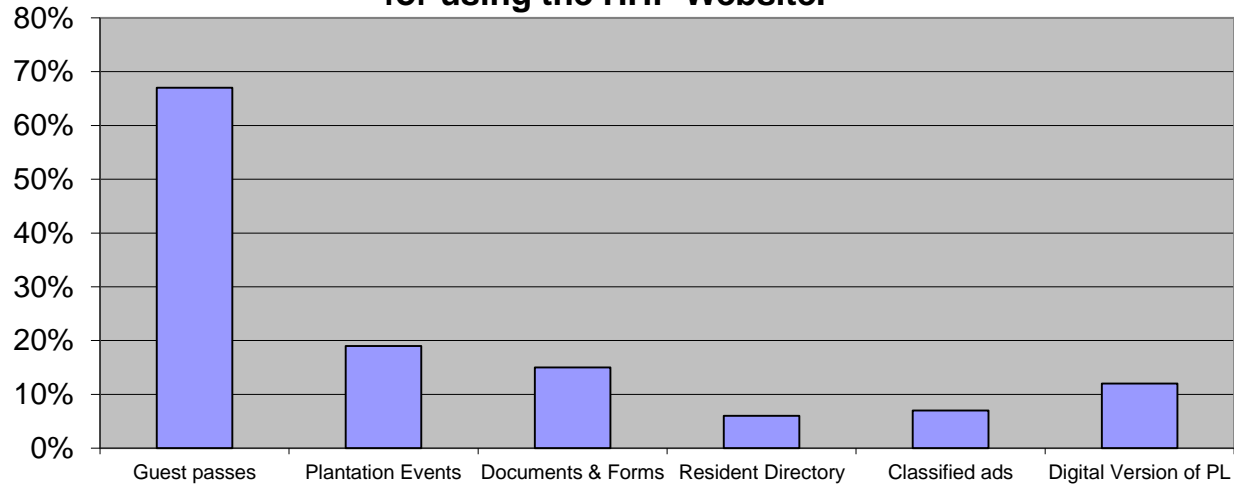
2012

Once per week	9%	95
Once ever 1-6 months*	4%	40
Once per month*	58%	591
Less than once every 6 months*	<u>28%</u>	<u>285</u>
	100%	1011

45 skipped

* Question layout changed from 2018.

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

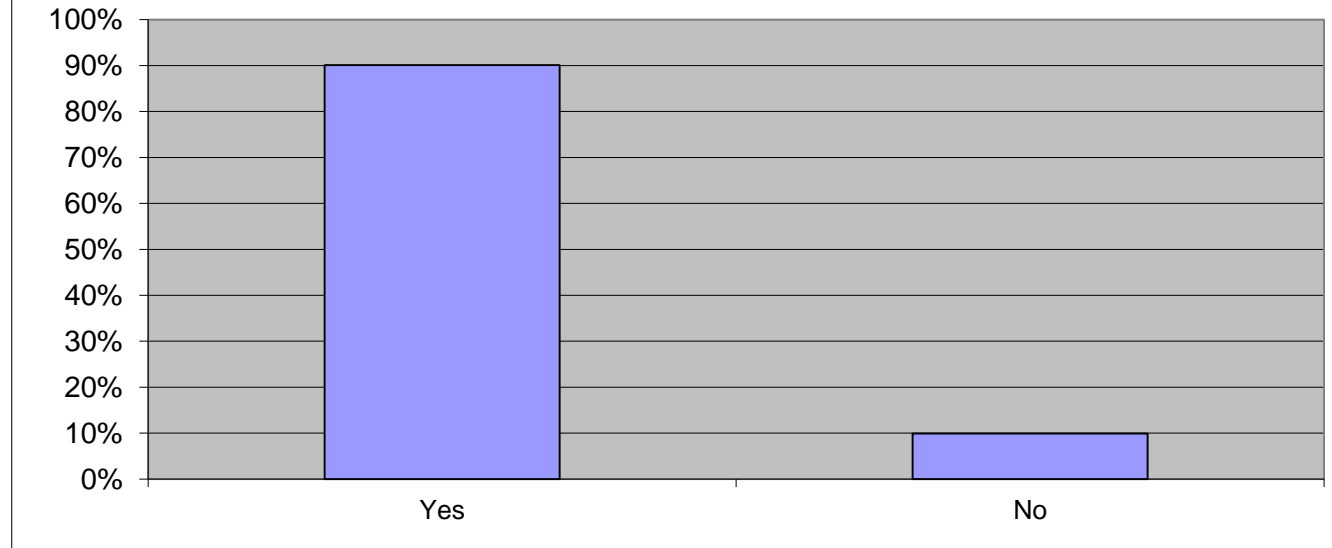


	2021		2018		2015		2012	
Guest passes	67%	872	29%	1164	60%	517	37%	474
Plantation Events	19%	209	4%	149	18%	149	25%	312
Documents & Forms	15%	154	20%	817	7%	57	14%	179
Resident Directory	6%	50	16%	659	4%	34	7%	91
Classified ads	7%	55	16%	655	5%	43	10%	121
Digital Version of PL	12%	<u>123</u>	<u>14%</u>	<u>560</u>	<u>6%</u>	<u>47</u>	<u>7%</u>	<u>94</u>
	126%	1463	100%	4004	100%	847	100%	1271

167 skipped
The 2021 results were based off the #1 choice

(Note: Survey Monkey used different data analysis methods than our previous surveys.)
In the 2018 Survey "Other" was used in place of Digital version of Plantation Living

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



2021
Yes
No

90% 1596
10% 176
100% 1772

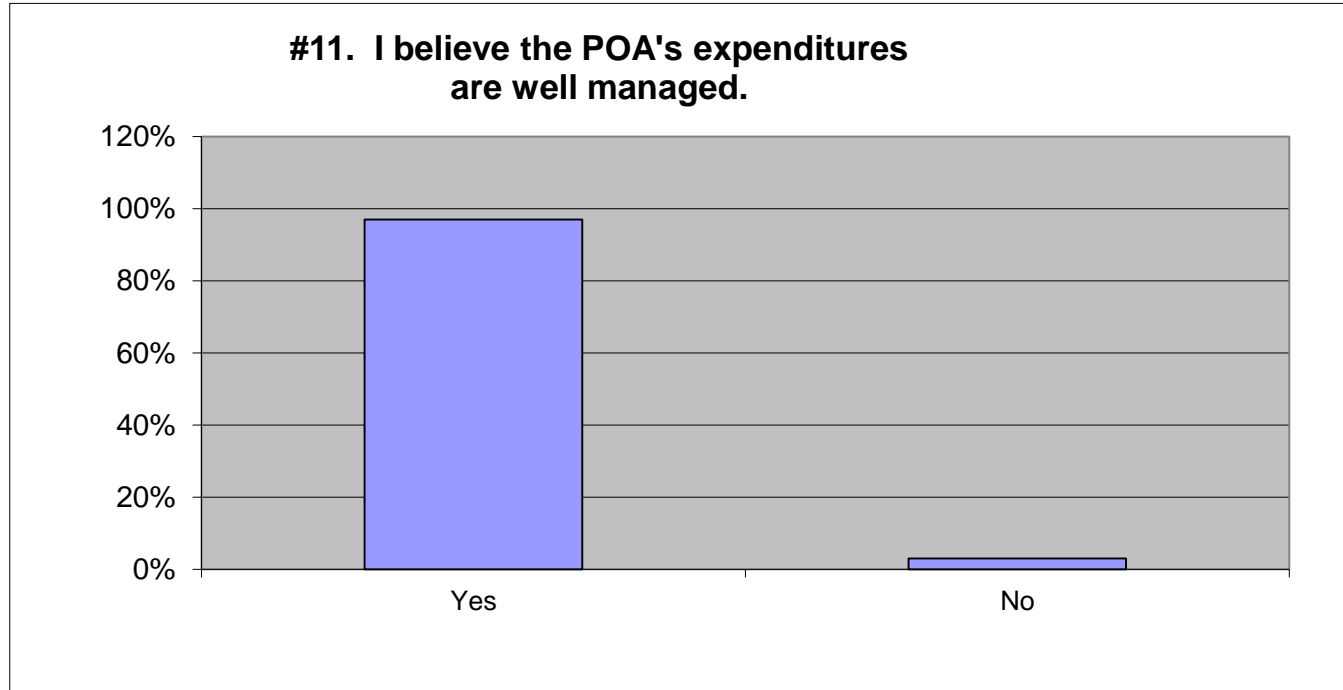
2018
89% 1501
11% 184
100% 1685

2015
91% 1024
9% 107
100% 1131

2012
95% 976
5% 53
100% 1029

51 skipped

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



2021

Yes	97%	1656
No	3%	52
	100%	1708

2018

Yes	97%	1586
No	3%	45
	100%	1631

2015

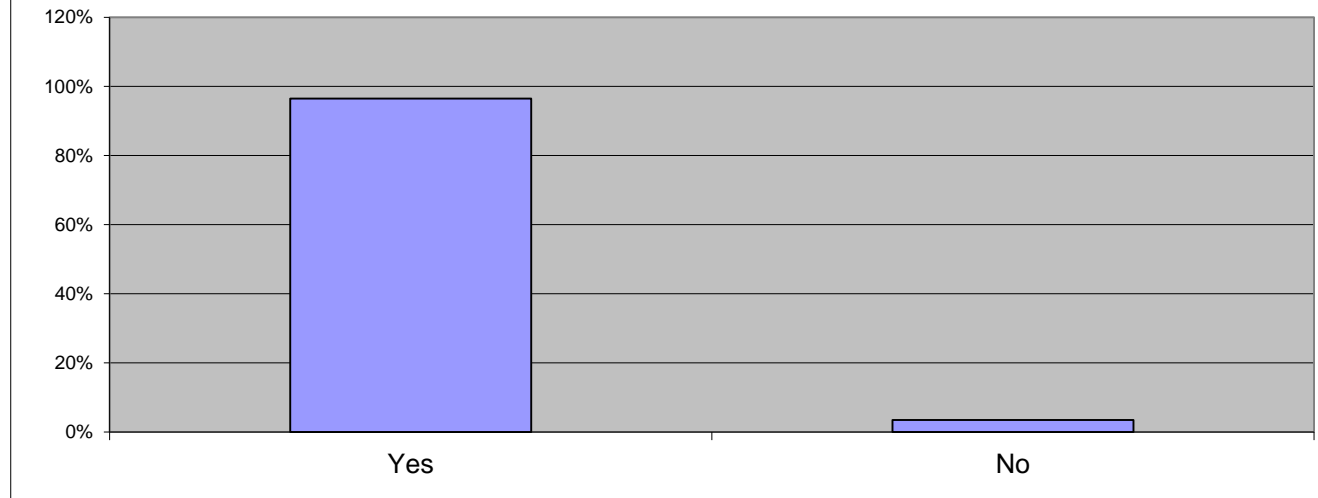
Yes	98%	1082
No	2%	27
	100%	1109

2012

Yes	98%	993
No	2%	21
	100%	1014

115 skipped

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



2021

Yes	96%	1672
No	<u>4%</u>	<u>55</u>
	100%	1727

2018

96%	1596
<u>4%</u>	<u>58</u>
100%	1654

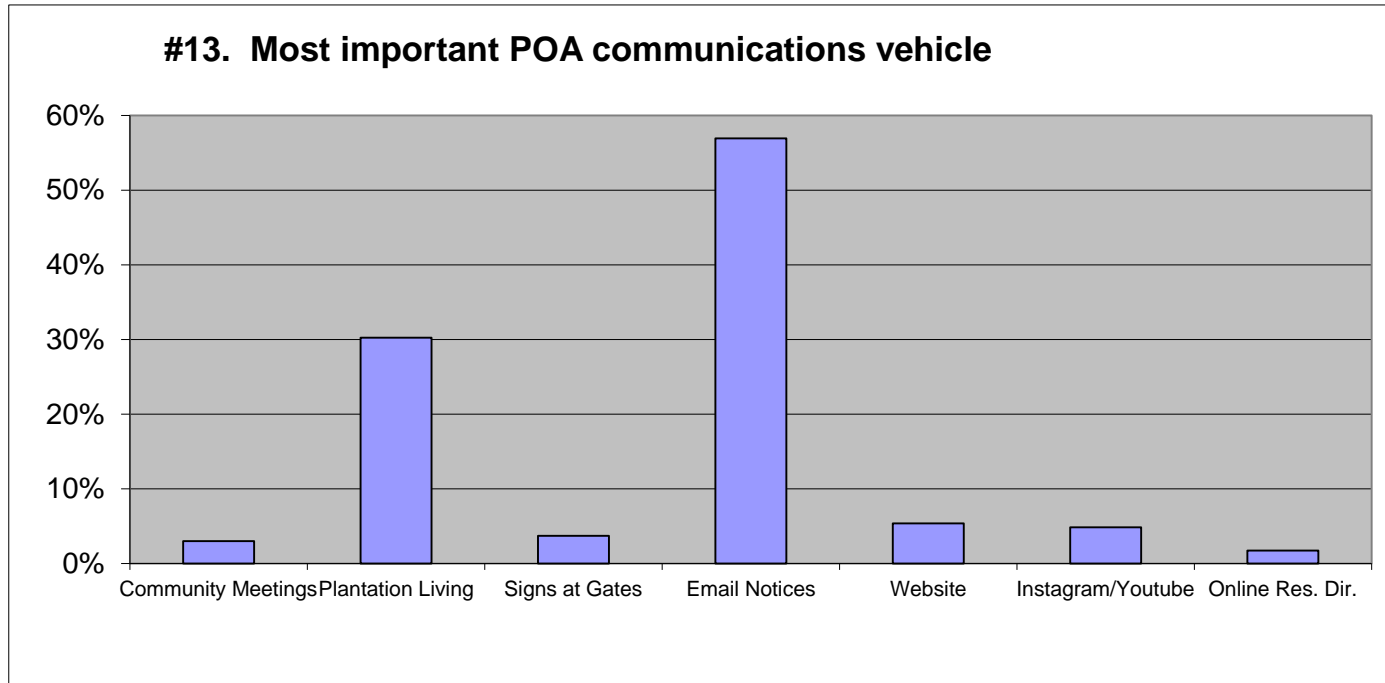
2015

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

2012

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

#13. Most important POA communications vehicle



2021

Community Meetings	3%	35
Plantation Living	30%	474
Signs at Gates	4%	58
Email Notices	57%	892
Website	5%	84
Instagram/Youtube	5%	76
Online Res. Dir.	2%	27
	103%	1567

Map

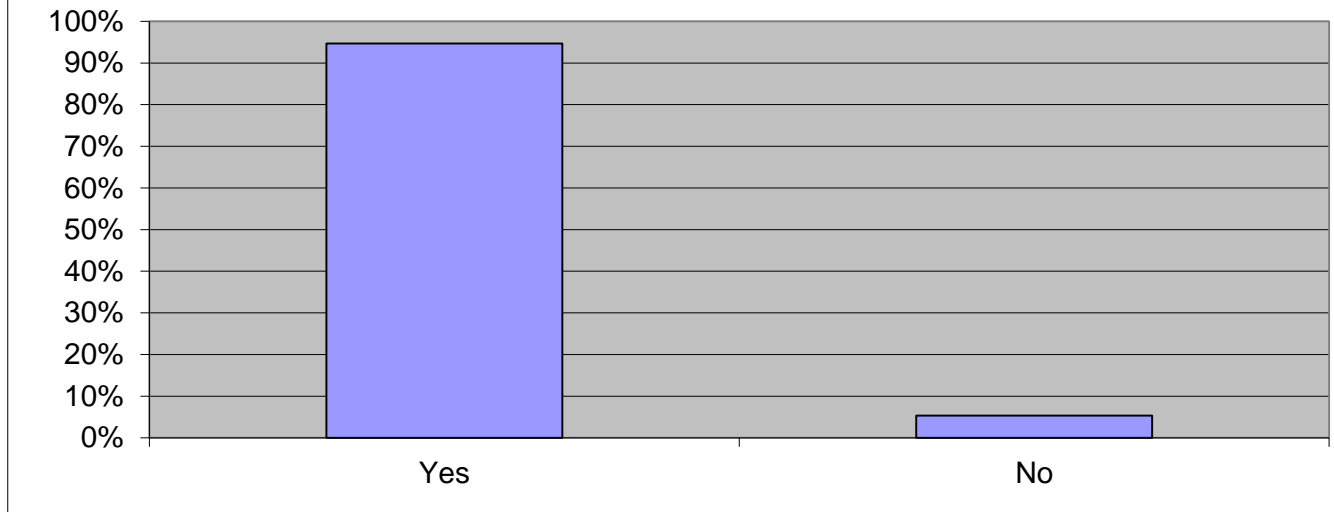
	2018	2015	2012
	38%	52%	37%
	4%	6%	18%
	46%	32%	22%
	4%	3%	11%
	4%	3%	8%
	5%	4%	4%
	100%	100%	100%

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

This question was changed from previous years. Map was removed - community meetings and Instagram/YouTube were added

102 skipped

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



2021
Yes
No

95% 1633
5% 93
100% 1726

2018

95% 1547
5% 87
100% 1634

2015

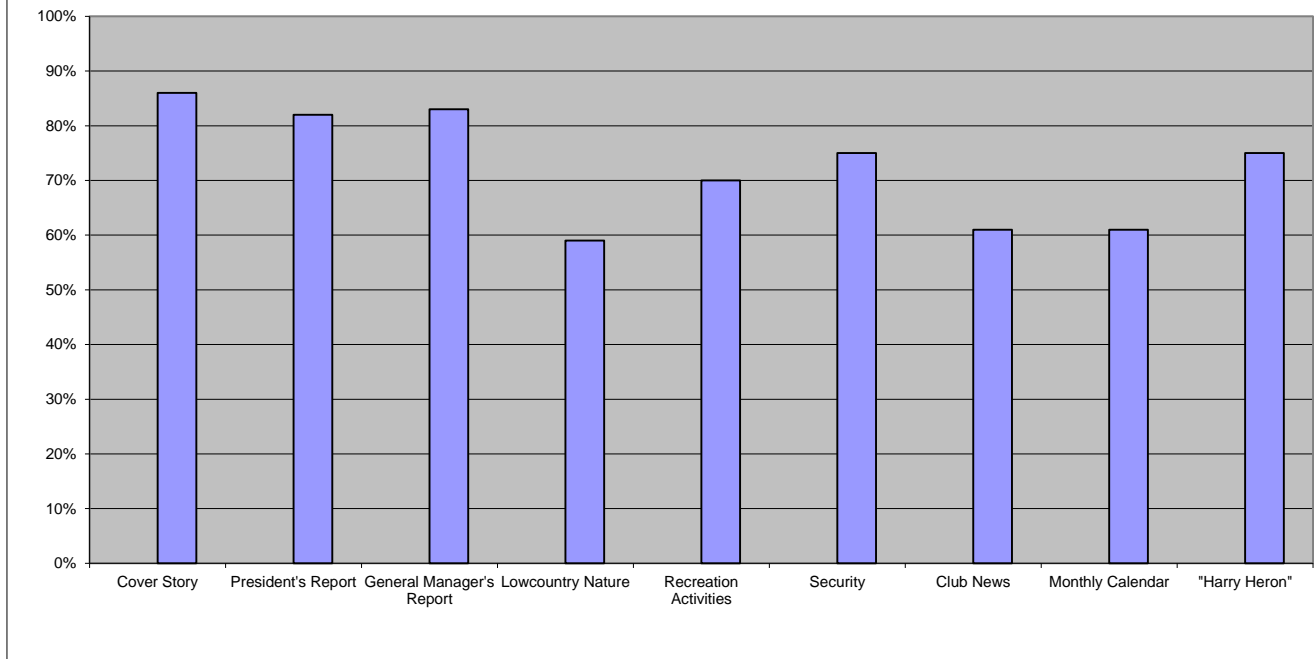
97% 1057
3% 35
100% 1092

2012

97% 1008
3% 27
100% 1035

97 skipped

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



2021

Cover Story	86%	1487
President's Report	82%	1413
General Manager's Report	83%	1423
Lowcountry Nature	59%	1023
Recreation Activities	70%	1196
Security	75%	1299
Club News	61%	1050
Monthly Calendar	61%	1045
"Harry Heron"	75%	1278

2018

89%	1458
84%	1378
84%	1381
58%	950
65%	1070
79%	1290
59%	964
59%	968
75%	1229

2015

92%	1022
90%	1000
89%	986
65%	726
69%	764
86%	955
64%	715
60%	665
80%	892

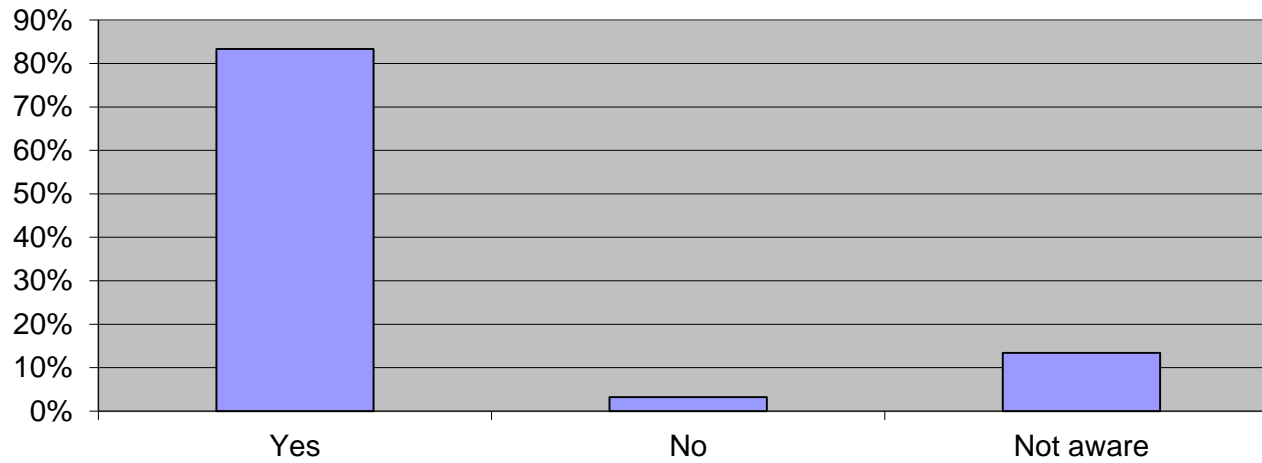
2012

15%	
14%	
14%	
12%	Nature
11%	
14%	Security
11%	
9%	
100%	

Multiple Answers Allowed

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

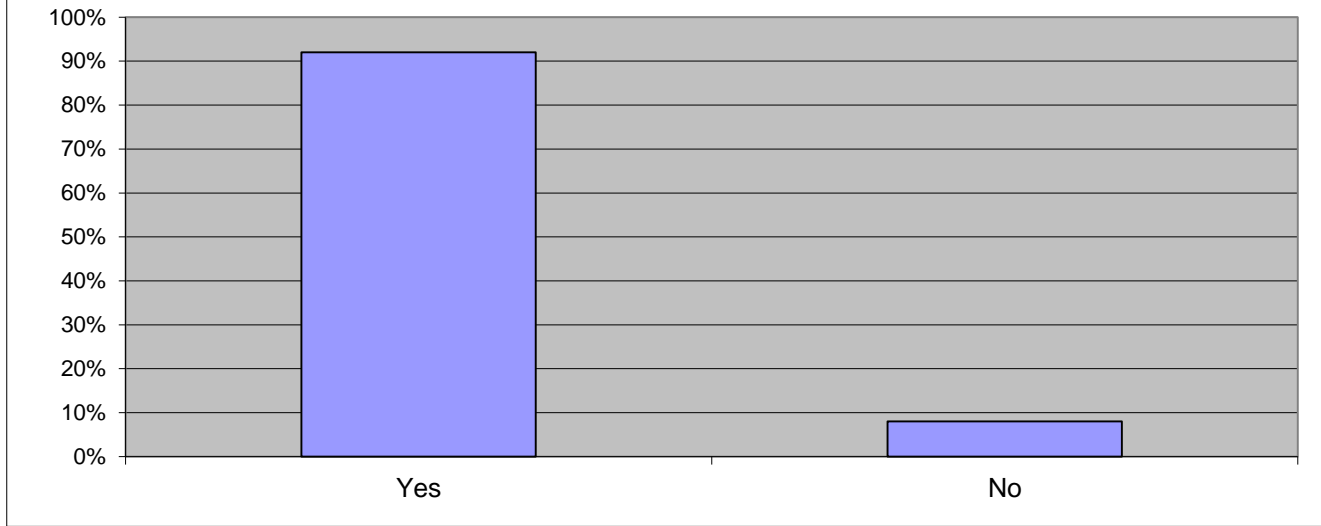
#16. *Plantation Living* features a monthly article focused on Covenants issues. If you are familiar with "Harry Heron", do you think the material informs you of the Rules & Regulations?



2021			2018		2015		2012	
Yes	83%	1470	83%	1386	83%	983	90%	930
No	3%	74	4%	54	4%	49	3%	34
Not aware	13%	196	8%	223	8%	95	7%	75
	100%	1740	95%	1663	95%	1127	100%	1039

83 skipped

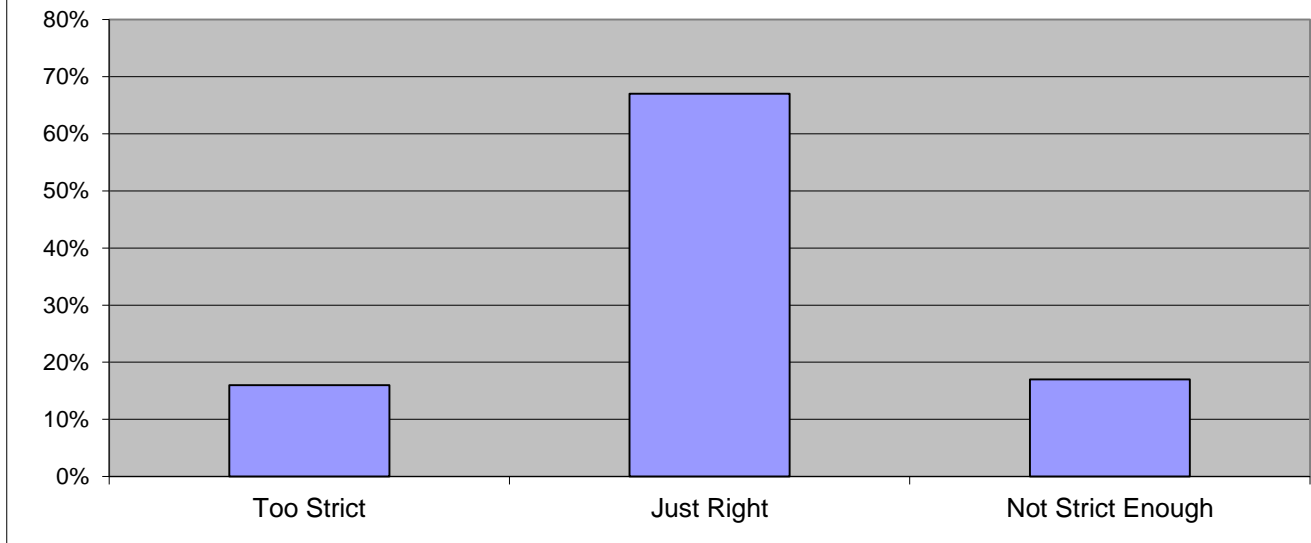
#17. Do the ARB's decisions protect property values?



2021			2018		2015		2012	
Yes	92%	1536	94%	1489	94%	1021	93%	923
No	<u>8%</u>	<u>137</u>	<u>6%</u>	<u>97</u>	<u>6%</u>	<u>65</u>	<u>7%</u>	<u>73</u>
	100%	1673	100%	1586	100%	1086	100%	996

150 skipped

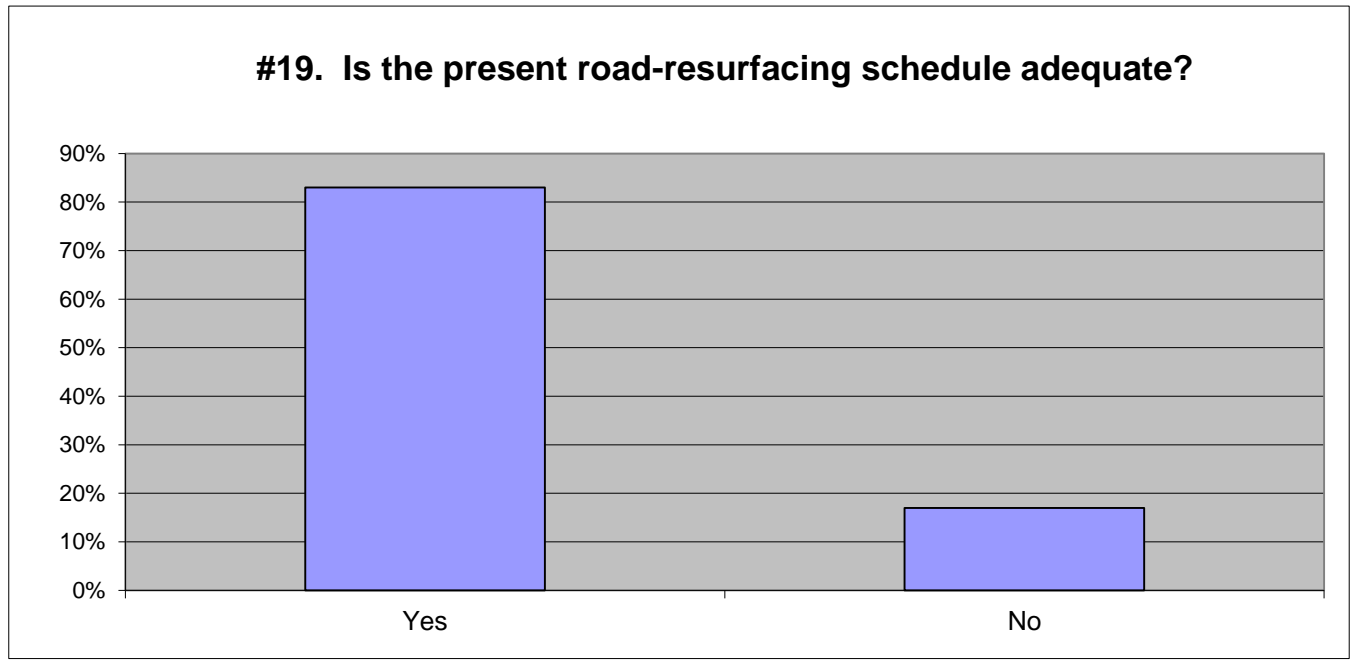
#18. Are the Plantation's Covenants and Rules & Regs enforced?



2021			2018		2015		2012	
Too Strict	16%	263	12%	186	8%	93	10%	104
Just Right	67%	1121	68%	1094	71%	776	70%	711
Not Strict Enough	<u>17%</u>	<u>294</u>	<u>20%</u>	<u>311</u>	<u>21%</u>	<u>227</u>	<u>20%</u>	<u>202</u>
	100%	1678	100%	1591	100%	1096	100%	1017

145 skipped

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



2021

Yes	83%	1400
No	<u>17%</u>	<u>289</u>
	100%	1689

2018

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

2015

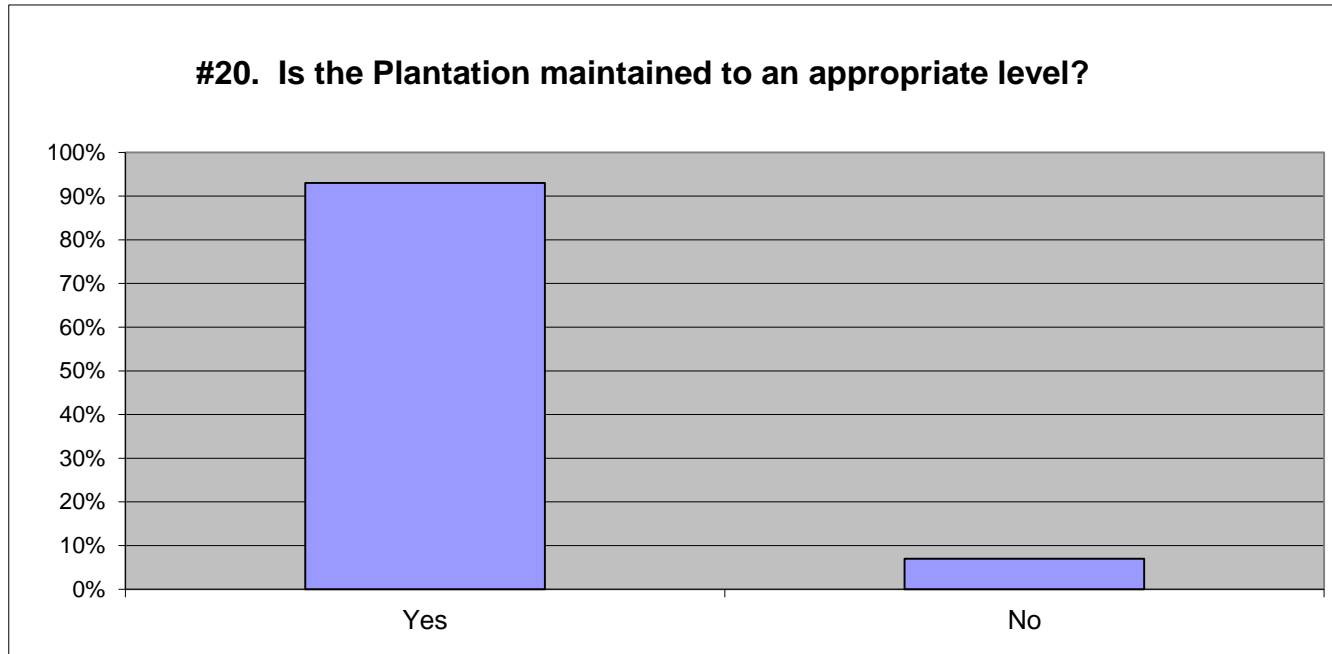
Yes	87%	963
No	<u>13%</u>	<u>144</u>
	100%	1107

2012

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

134 skipped

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



2021

Yes

93% 1595

No

7% 121

100% 1716

2018

92% 1509

8% 131

100% 1640

2015

95% 1061

5% 59

100% 1120

2012

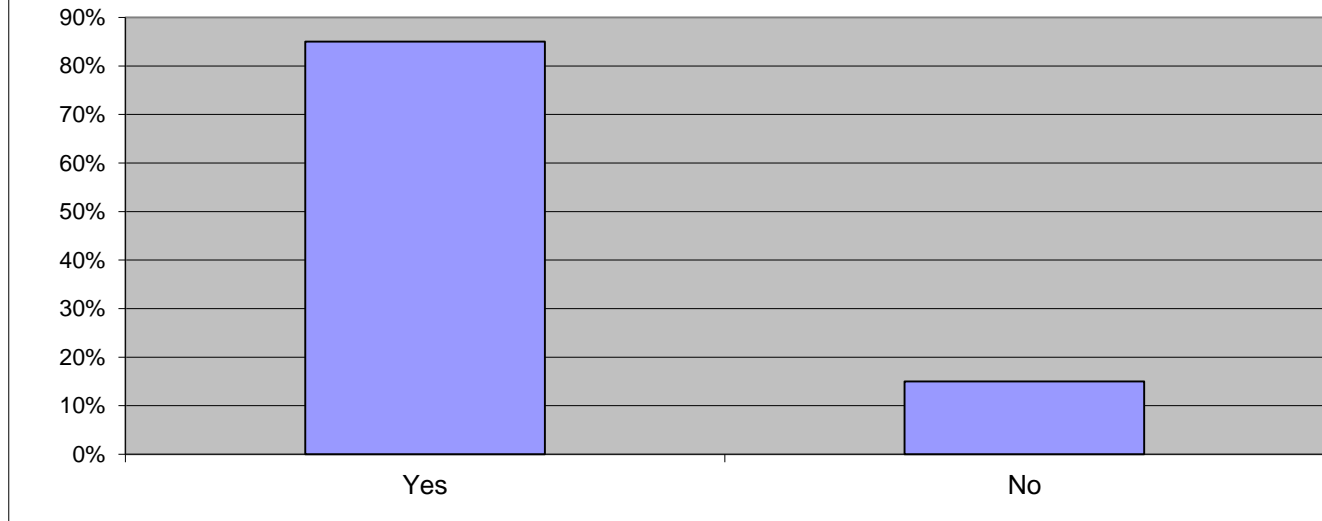
96% 1000

4% 37

100% 1037

107 skipped

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



2021

Yes

85% 1426

No

15% 257

100% 1683

2018

88%

1420

12%

191

100%

1611

2015

90%

973

10%

106

100%

1079

2012

93%

938

7%

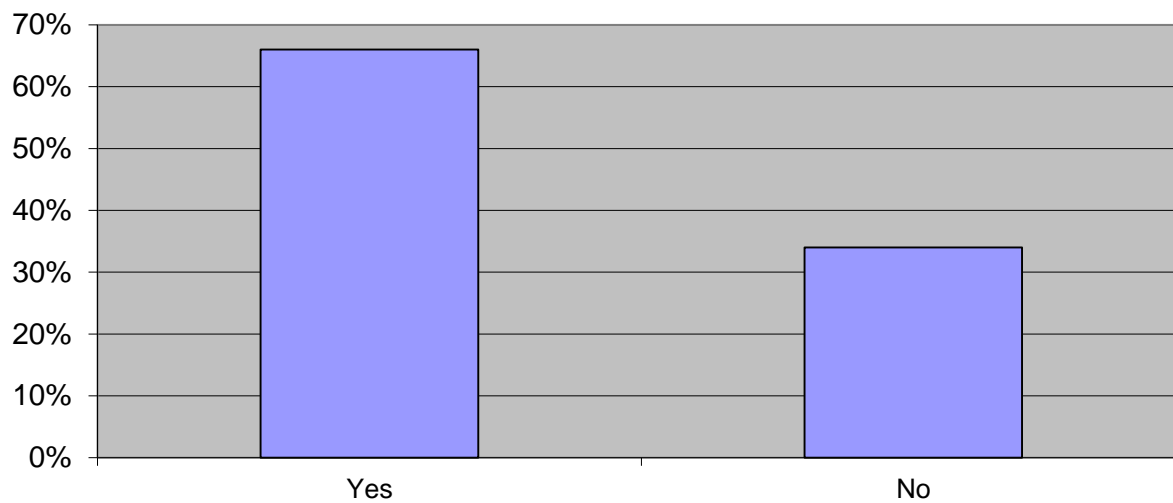
73

100%

1011

140 skipped

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



2021

Yes	66%	1110
No	<u>34%</u>	<u>560</u>
	100%	1670

2018

Yes	78%	1226
No	22%	336
	100%	1562

2015

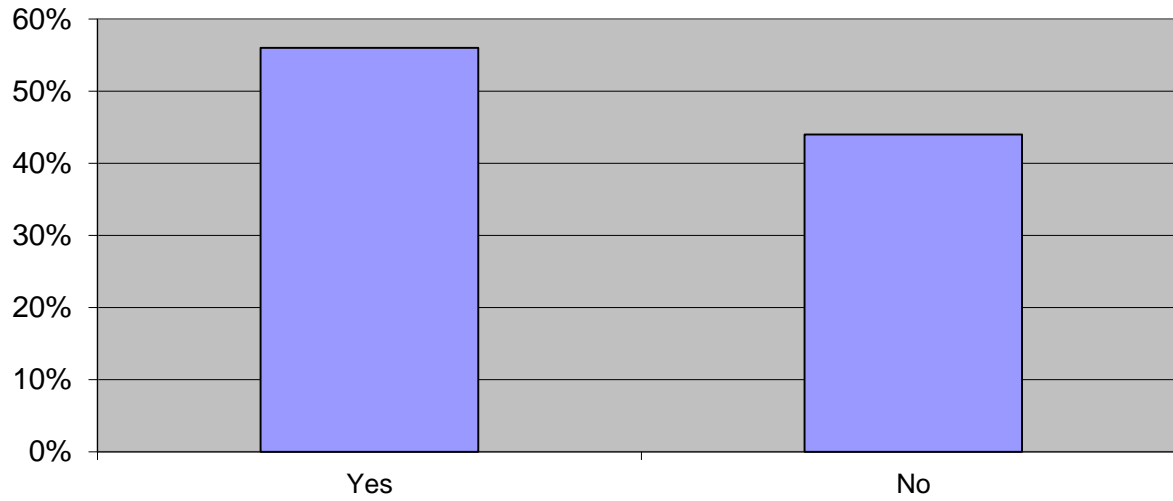
Yes	85%	914
No	15%	161
	100%	1075

2012

Yes	90%	896
No	<u>10%</u>	<u>105</u>
	100%	1001

153 skipped

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



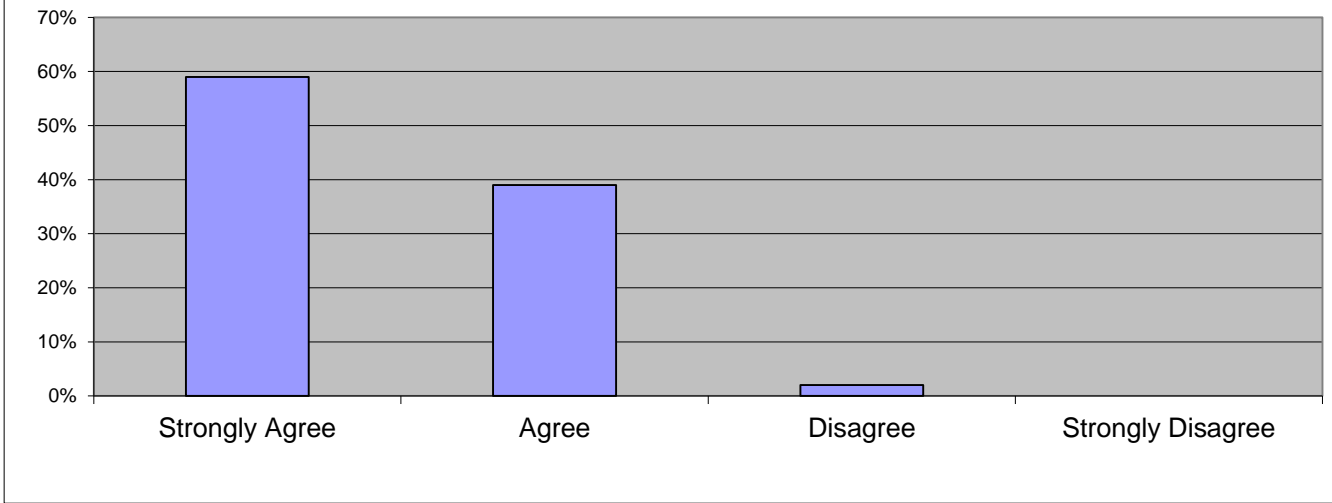
2021
Yes
No

56% 948
44% 756
100% 1704

2018		2015	
63%	1035	74%	827
37%	603	26%	296
100%	1638	100%	1123

119 skipped
New Question in 2015

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

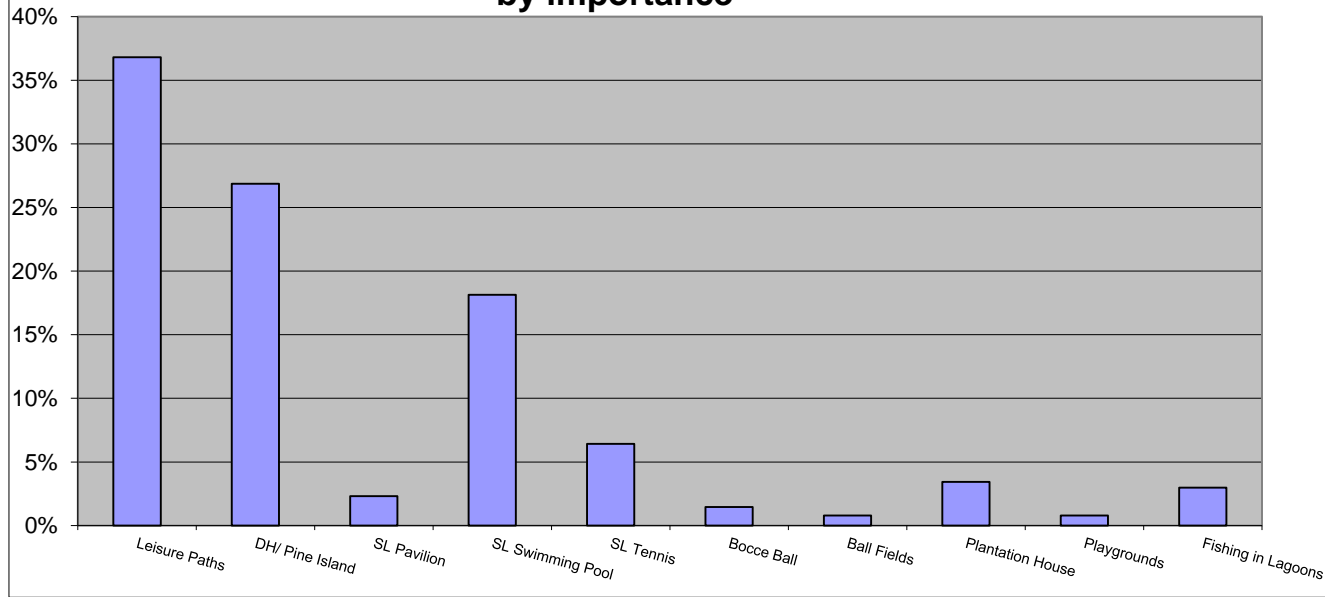


2021		
Strongly Agree	59%	992
Agree	39%	654
Disagree	2%	46
Strongly Disagree	0%	5
	100%	1697

2018	2015	2012
57%	62%	63%
41%	36%	36%
2%	1%	1%
0%	1%	0%
100%	100%	100%
926	693	651
672	396	372
27	14	13
6	8	3
1631	1111	1039

126 skipped

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



2021

Leisure Paths	37%	556
DH/ Pine Island	27%	406
SL Pavilion	2%	35
SL Swimming Pool	18%	274
SL Tennis	6%	97
Bocce Ball	1%	22
Ball Fields	1%	12
Plantation House	3%	52
Playgrounds	1%	12
Fishing in Lagoons	3%	45
	100%	1511

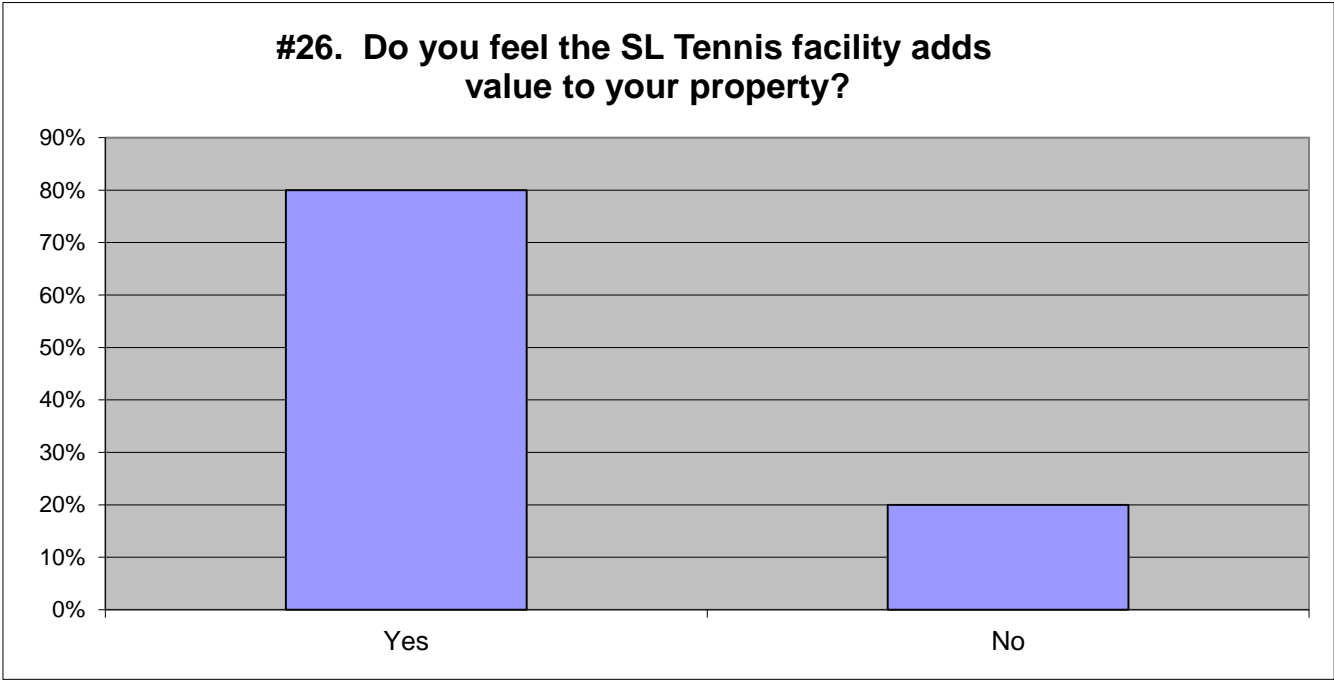
2018 2015

31%	31%	22%	Leisure Paths
23%	29%	22%	DH/ Pine Isl
3%	5%	11%	PH/SL
25%	12%	10%	SL Pool
7%	7%	8%	Tennis
2%	2%	6%	Bocce
1%	1%	4%	Ball Fields
6%	10%	6%	Shuffleboard
1%	1%	5%	
3%	2%	6%	
100%	100%	100%	

203 skipped

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

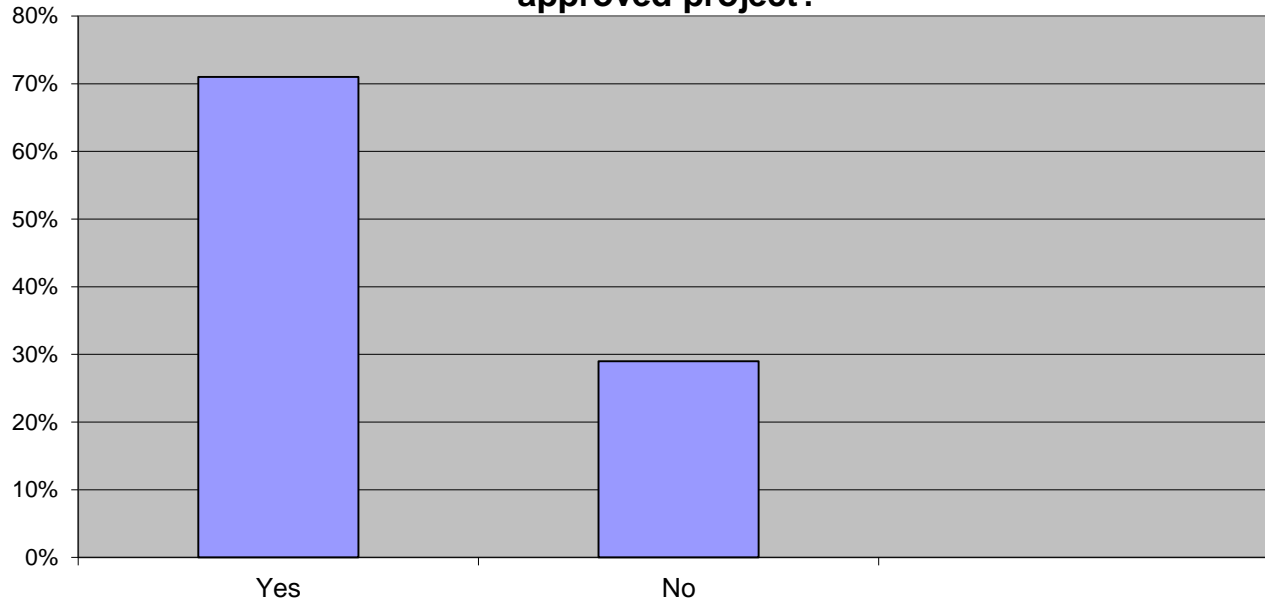
#26. Do you feel the SL Tennis facility adds value to your property?



2021			2018		2015		2012	
Yes	80%	1318	82%	1294	83%	880	82%	829
No	20%	322	18%	282	17%	186	18%	183
	100%	1640	100%	1576	100%	1066	100%	1012

183 skipped

#27. Once the Dolphin Head Rec Area renovation project has been completed in its entirety, would you be in favor of replacing/renovating the Plantation House as the next Board-approved project?



2021

Yes	71%	1142
No	29%	467
	100%	1609

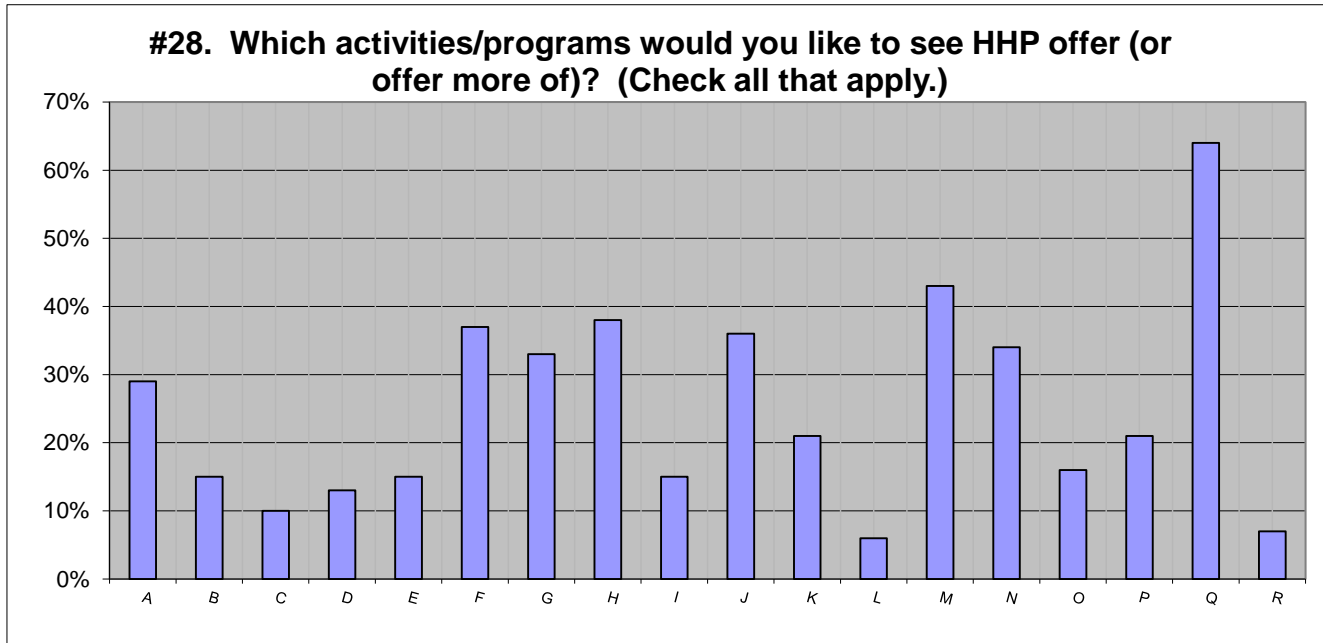
214 skipped

2015

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

2018

PH	36%	545
DH	64%	967



	Individuals	
A	29%	427
B	15%	214
C	10%	144
D	13%	184
E	15%	221
F	37%	551
G	33%	484
H	38%	569
I	15%	230
J	36%	526
K	21%	310
L	6%	90
M	43%	629
N	34%	497
O	16%	240
P	21%	310
Q	64%	942
R	7%	109

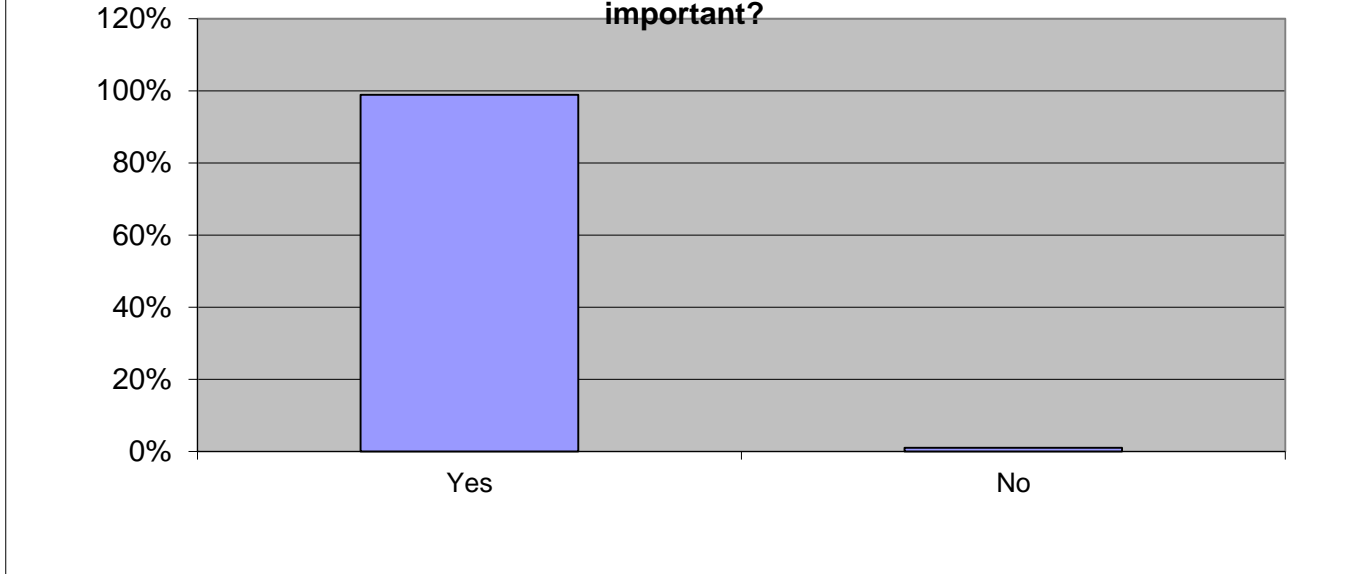
- Legend:**
- A - Movie nights
 - B - Dinner dances
 - C - Overnight trips
 - D - Kid-friendly events
 - E - Themed Bingo nights
 - F - Community Yard Sales
 - G - Cooking demonstrations
 - H - Health/Wellness programs
 - I - Pool parties
 - J - Fitness classes
 - K - Off-Plantation trips
 - L - Teen/Tween events
 - M - Educational seminars
 - N - Theater/Performing Arts
 - O - Sporting events
 - P - Golf events
 - Q - Concerts
 - R - Other

Multiple Answers Accepted

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

346 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?



2021
Yes
No

99% 1655
1% 16
100% 1671

2018

99%
1%
100%

1602
18
1620

2015

99%
1%
100%

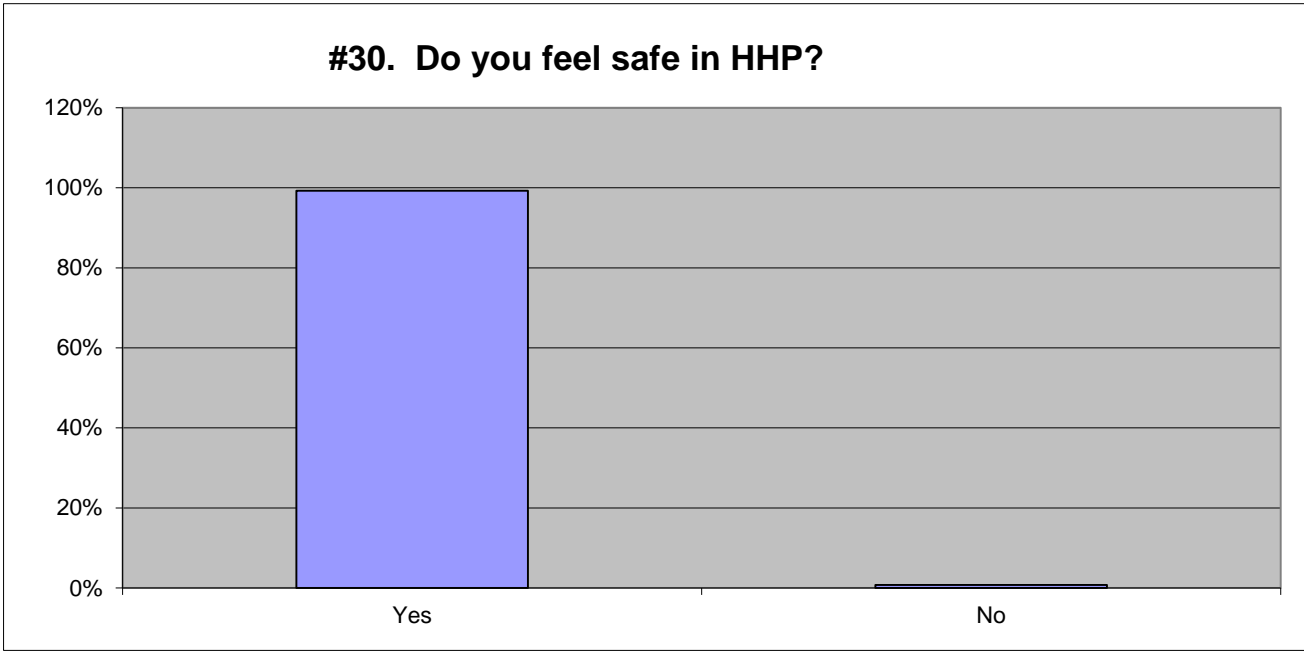
1096
14
1110

2012

98%
2%
100%

1022
17
1039

152 skipped



2021

Yes	99%	1665
No	<u>1%</u>	<u>10</u>
	100%	1675

2018

Yes	99%	1594
No	<u>1%</u>	<u>12</u>
	100%	1084

2015

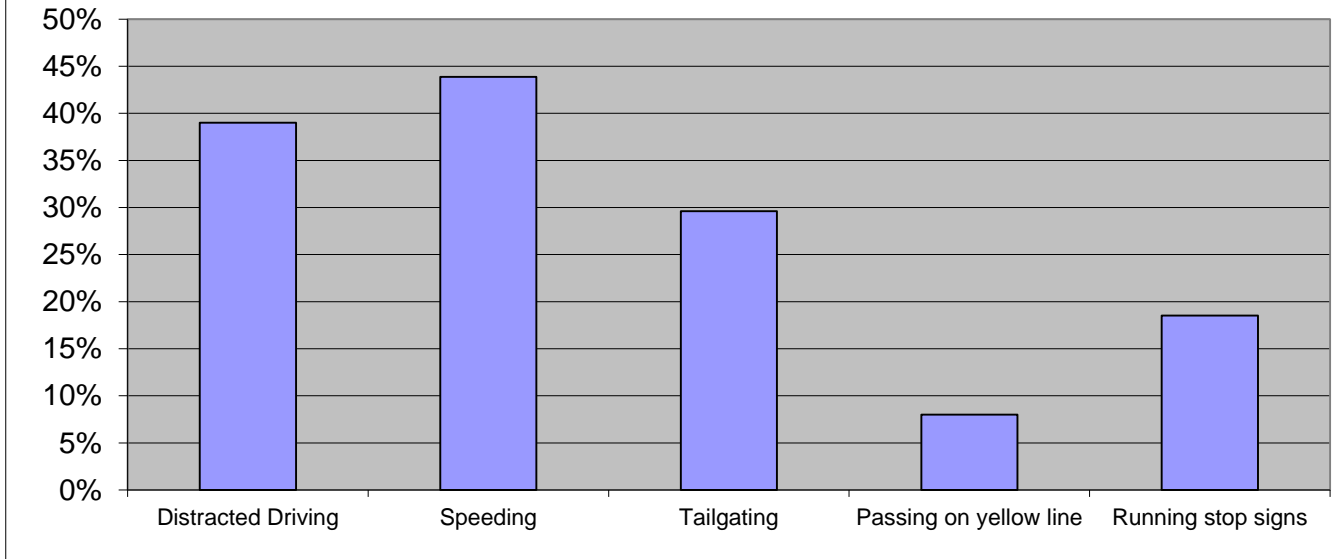
Yes	99%	1074
No	<u>1%</u>	<u>10</u>
	100%	1084

2012

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

148 Skipped

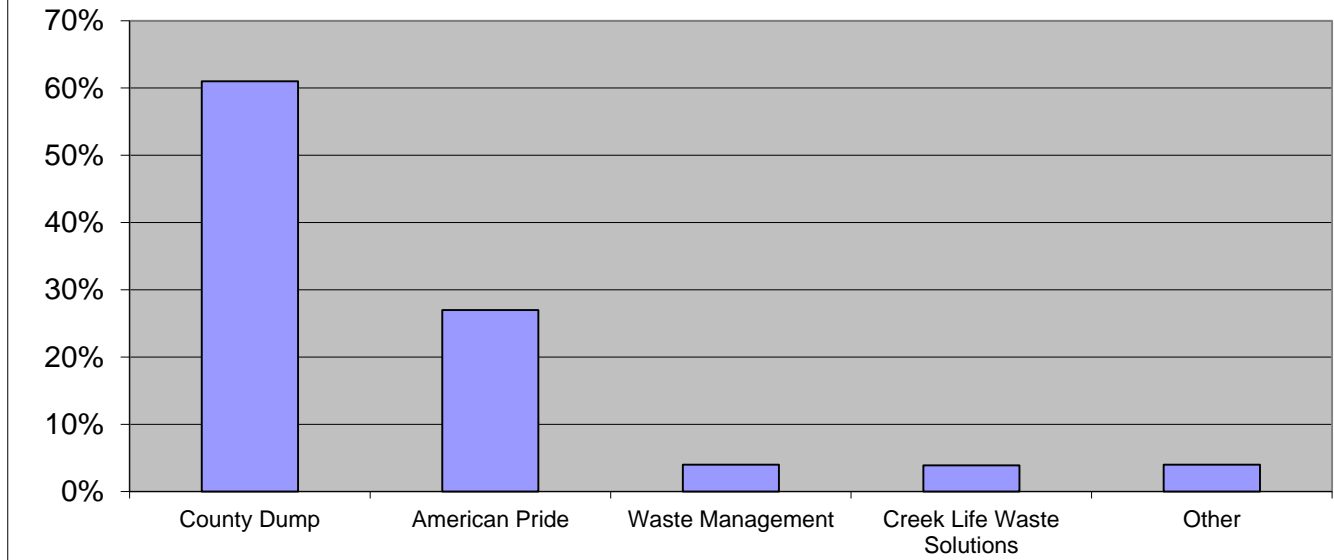
#31. Are any of the following traffic safety issues a problem on the Plantation (check all that apply) ?



	2021		2018		2015		2012	
Distracted Driving	39%	426 (new)	40%	653	36%	340	36%	340
Speeding	44%	725	36%	590	41%	377	41%	377
Tailgating	30%	489	6%	92	6%	60	6%	60
Passing on yellow line	19%	<u>306</u>	<u>18%</u>	<u>302</u>	<u>17%</u>	<u>156</u>	<u>17%</u>	<u>156</u>
Running stop signs	100%	1652	100%	1637	100%	933	100%	933

Multiple Answers Accepted
 731 Skipped
 Distracted Driving was added in 2021

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

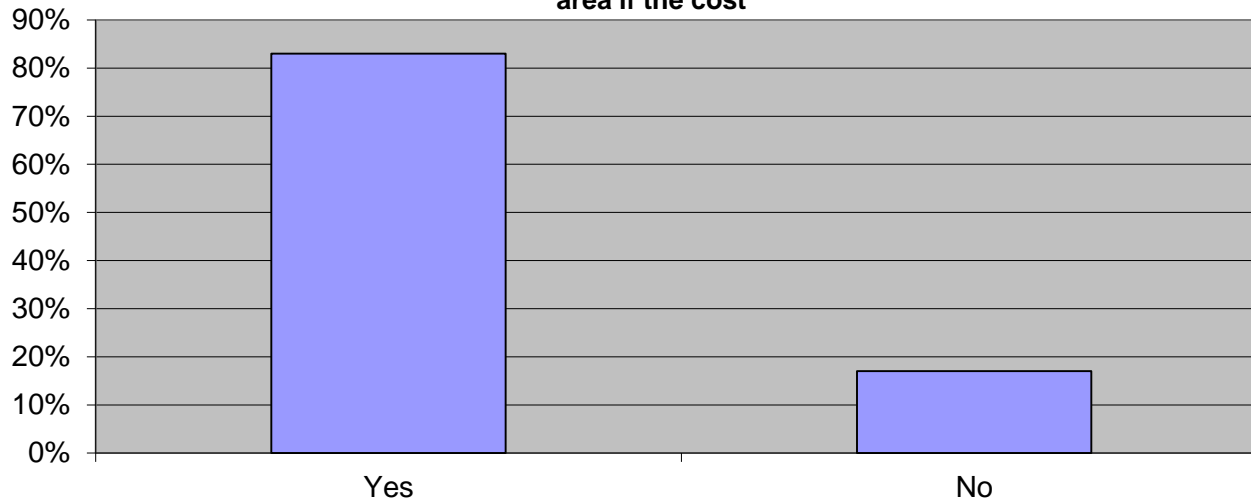


2021			2018		2015	
County Dump	61%	997	63%	994	54%	569
American Pride	27%	448	24%	337	19%	196
Waste Management	4%	62	5%	83	6%	58
Creek Life Waste Solutions	4%	71	4%	62	4%	43
Other	4%	71	5%	72	15%	154
	100%	1649	98%	1548	98%	1020

174 Skipped
 Creek Life Waste Solutions replaced May River Disposal in 2021

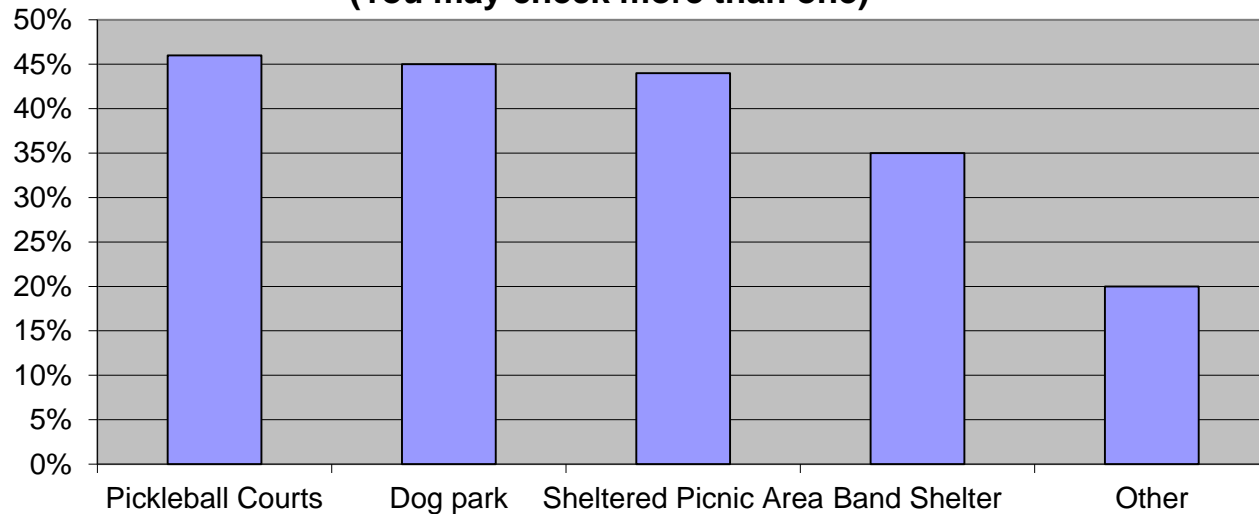
PPI Property Preservation 1% (taken out of 2018 survey)
 I2Recycle 4% (taken out of 2018 survey)
 Pro Disposal 15% (taken out of 2018 survey)

#33. Maintaining access to the Pine Island Beach currently costs about \$35/year per household, but could double to \$70 per year/per household due to regulatory and enviornmental requirements. Do you support maintaining access to the beach area if the cost



	2021		2018		
Yes	83%	1360	81%	1280	New question in 2018
No	17%	286	19%	306	
	100%	1646	100%	1586	

**#34. What other amenities/facilities would you be in favor of adding to the Plantation in the future?
(You may check more than one)**

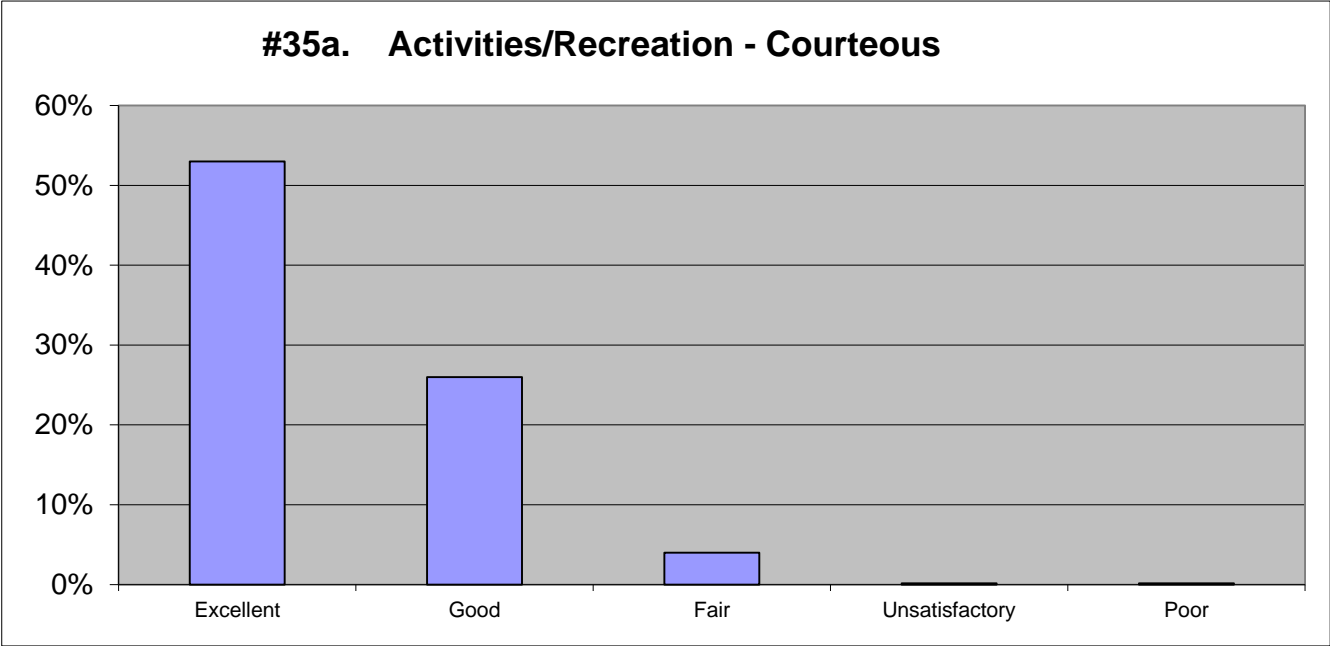


2021

Pickleball Courts	46%	655
Dog park	<u>45%</u>	<u>636</u>
Sheltered Picnic Area	44%	635
Band Shelter	35%	501
Other	20%	297

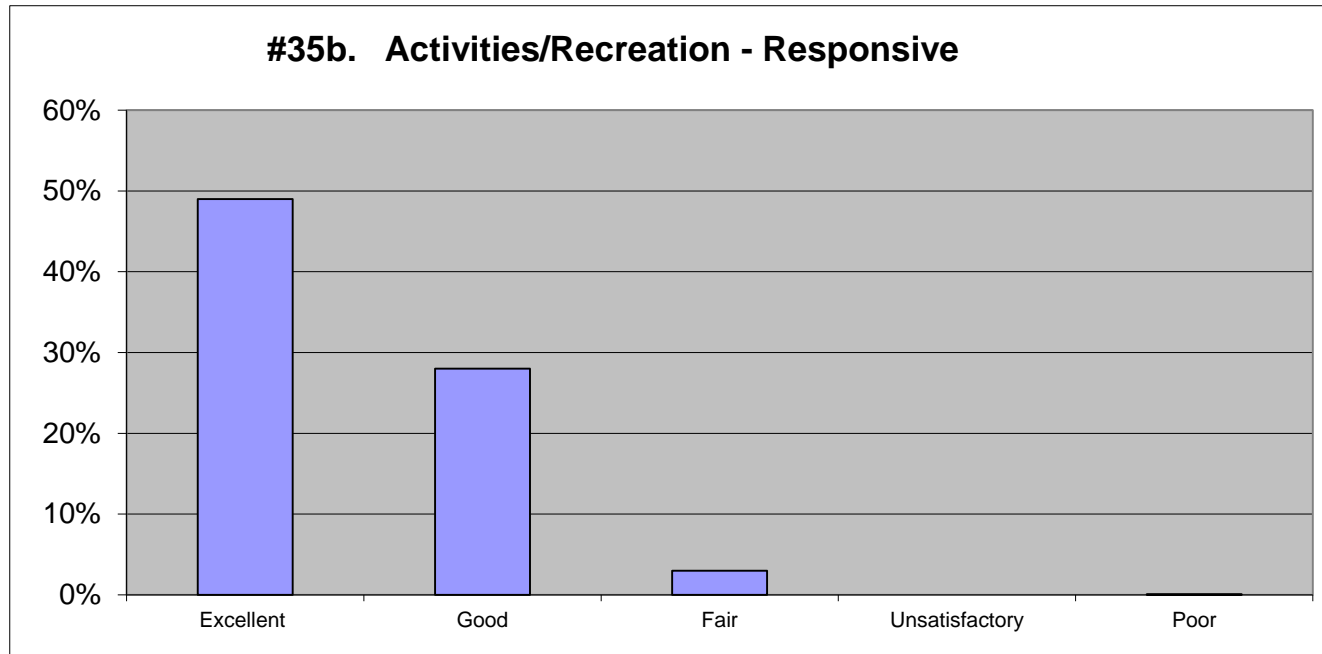
New Question for 2021

#35a. Activities/Recreation - Courteous



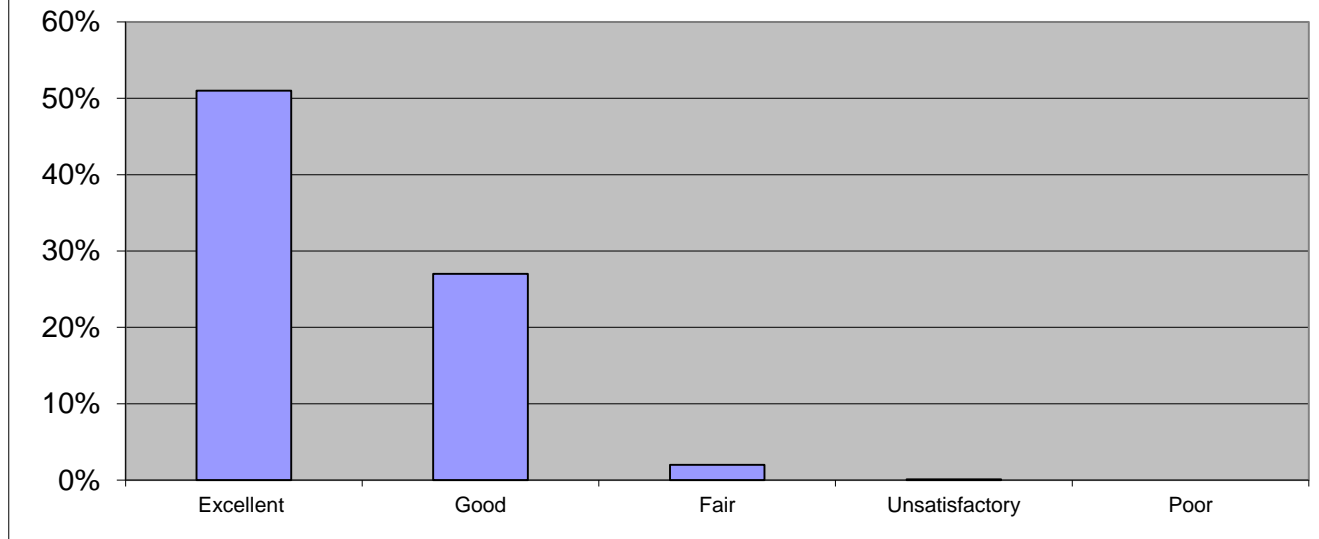
	2021		2018		2015		2012	
Excellent	53%	767	64%	667	68%	500	74%	433
Good	26%	380	30%	316	29%	210	18%	107
Fair	4%	53	5%	50	3%	22	3%	20
Unsatisfactory	0%	2	0%	3	0%	1	1%	8
Poor	0%	<u>2</u>	<u>1%</u>	<u>6</u>	<u>0%</u>	<u>2</u>	<u>4%</u>	<u>21</u>
	100%	<u>1204</u>	100%	1042	100%	735	100%	589

#35b. Activities/Recreation - Responsive



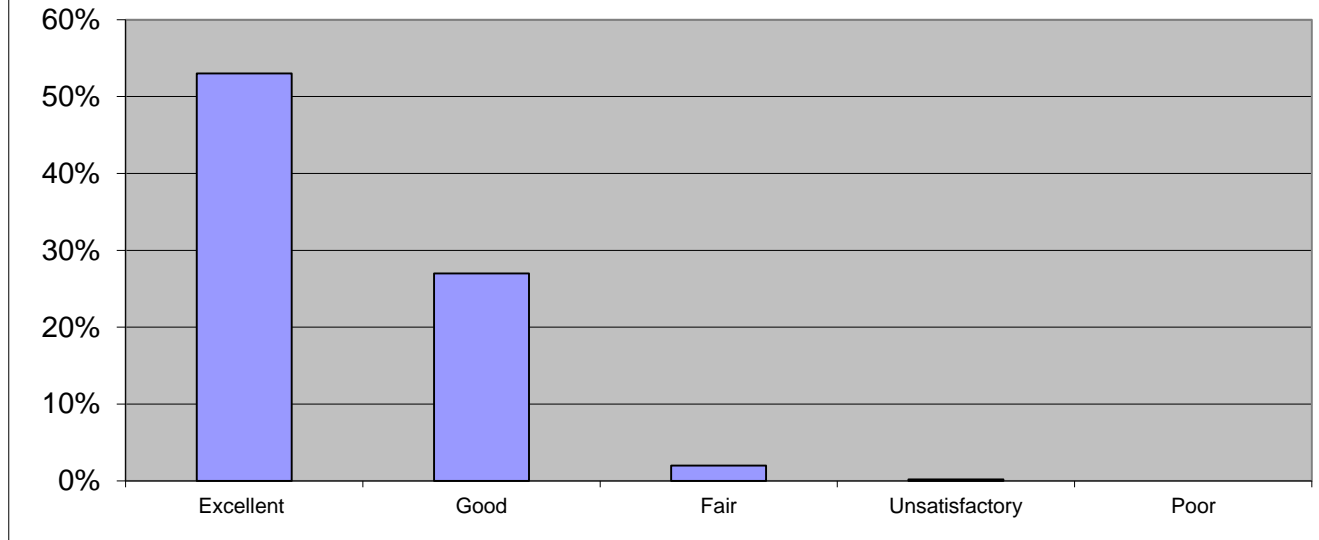
2021			2018		2015		2012	
Excellent	49%	673	60%	565	66%	436	69%	372
Good	28%	393	36%	336	30%	200	21%	115
Fair	3%	40	4%	36	4%	25	4%	24
Unsatisfactory	0%	1	1%	6	0%	0	2%	9
Poor	0%	1	0%	2	0%	1	4%	22
	100%	1108	101%	945	100%	662	100%	542

#35c. Activities/Recreation - Knowledgeable



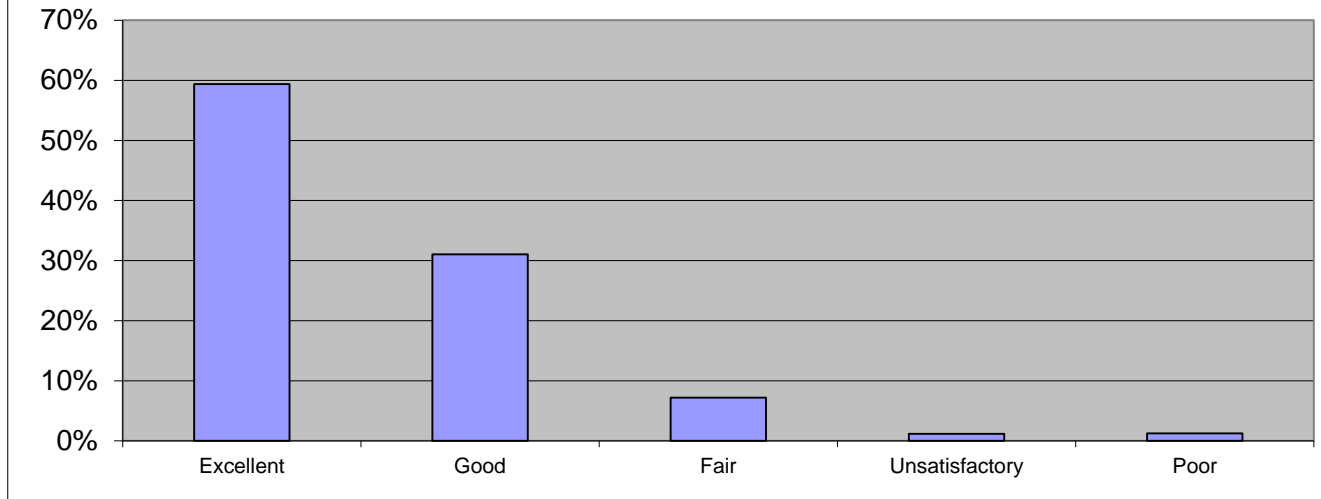
2021			2018		2015		2012	
Excellent	51%	690	63%	588	71%	464	70%	374
Good	27%	363	34%	316	26%	170	20%	109
Fair	2%	26	3%	27	3%	21	4%	19
Unsatisfactory	0%	1	0%	3	0%	0	2%	8
Poor	0%	0	0%	3	0%	3	4%	20
	100%	1080	100%	937	100%	658	100%	530

#35d. Activities/Recreation - Professional



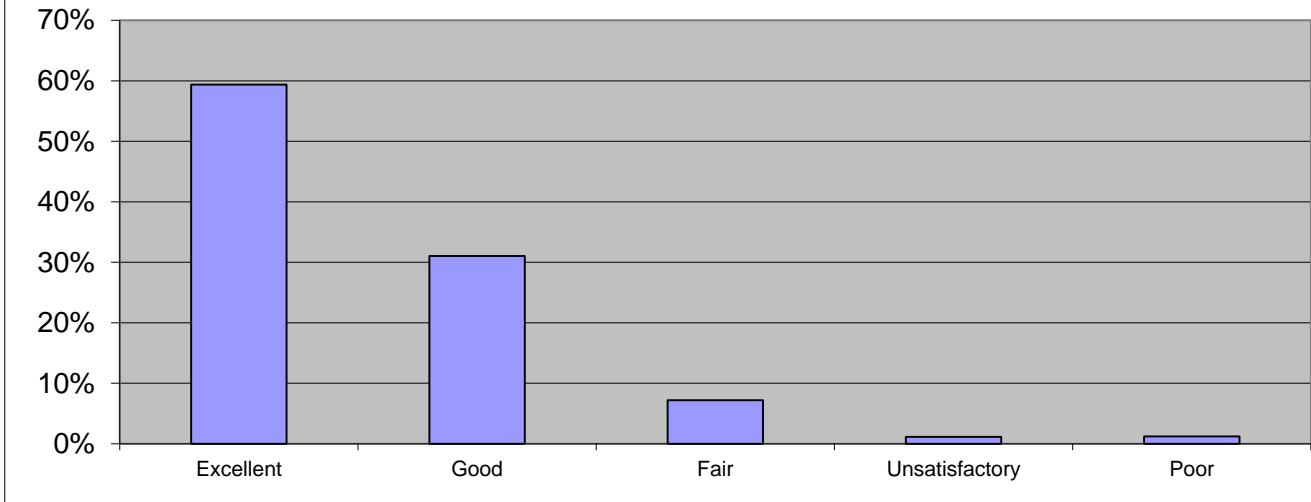
	2021		2018		2015		2012	
Excellent	53%	711	64%	602	71%	485	70%	383
Good	27%	366	33%	309	24%	166	20%	107
Fair	2%	34	3%	28	4%	26	4%	21
Unsatisfactory	0%	2	0%	2	0%	0	2%	9
Poor	0%	<u>1</u>	<u>1%</u>	<u>5</u>	<u>1%</u>	<u>5</u>	<u>4%</u>	<u>22</u>
	100%	1114	101%	946	100%	682	100%	542

#35e. Admin/General Manager - Courteous



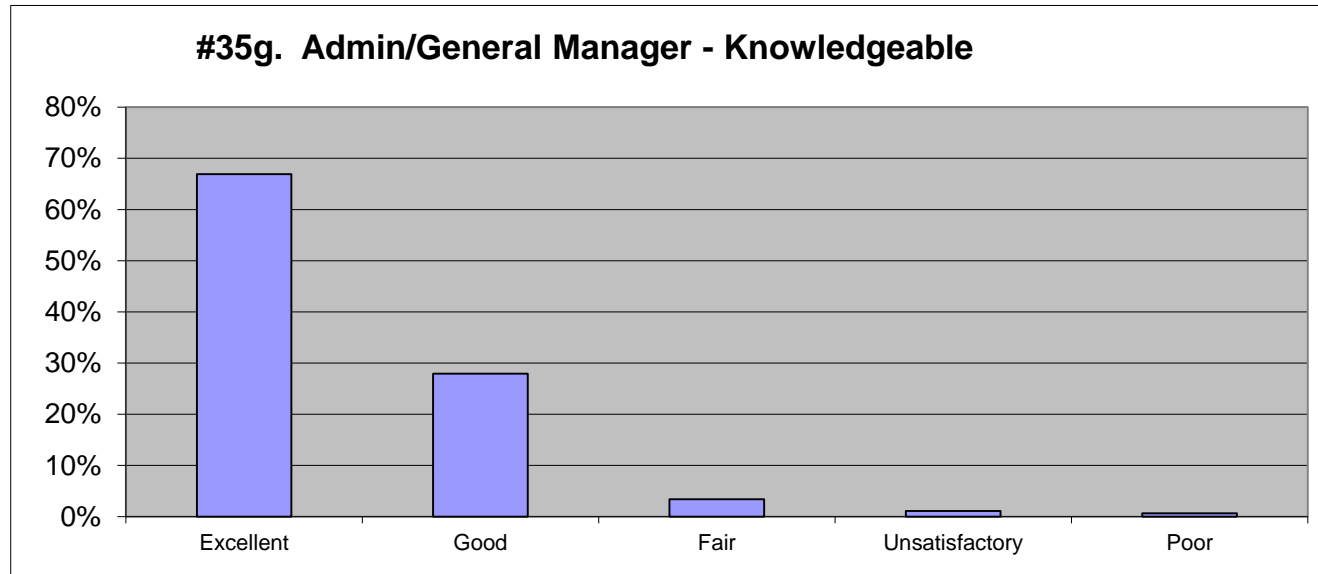
2021			2018		2015		2012	
Excellent	59%	767	66%	769	67%	518	69%	425
Good	31%	401	27%	320	25%	197	19%	115
Fair	7%	93	5%	64	6%	44	6%	38
Unsatisfactory	1%	15	0%	5	1%	8	2%	15
Poor	1%	<u>16</u>	<u>1%</u>	<u>14</u>	<u>1%</u>	<u>9</u>	<u>4%</u>	<u>25</u>
	100%	1292	99%	1172	100%	776	100%	618

#35f. Admin/General Manager - Responsive



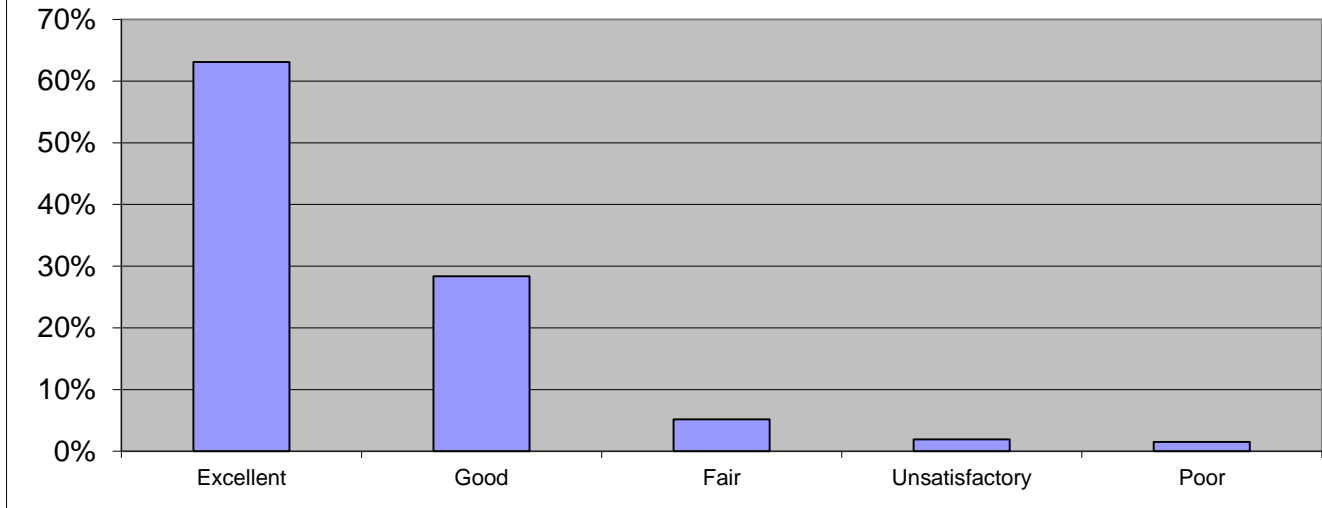
2021			2018		2015		2012	
Excellent	59%	767	62%	662	64%	446	68%	384
Good	31%	401	29%	309	27%	186	19%	111
Fair	7%	93	6%	63	7%	49	6%	37
Unsatisfactory	1%	15	1%	6	1%	6	3%	17
Poor	1%	<u>16</u>	<u>2%</u>	<u>20</u>	<u>1%</u>	<u>10</u>	<u>4%</u>	<u>24</u>
	100%	1292	100%	1060	100%	697	100%	573

#35g. Admin/General Manager - Knowledgeable

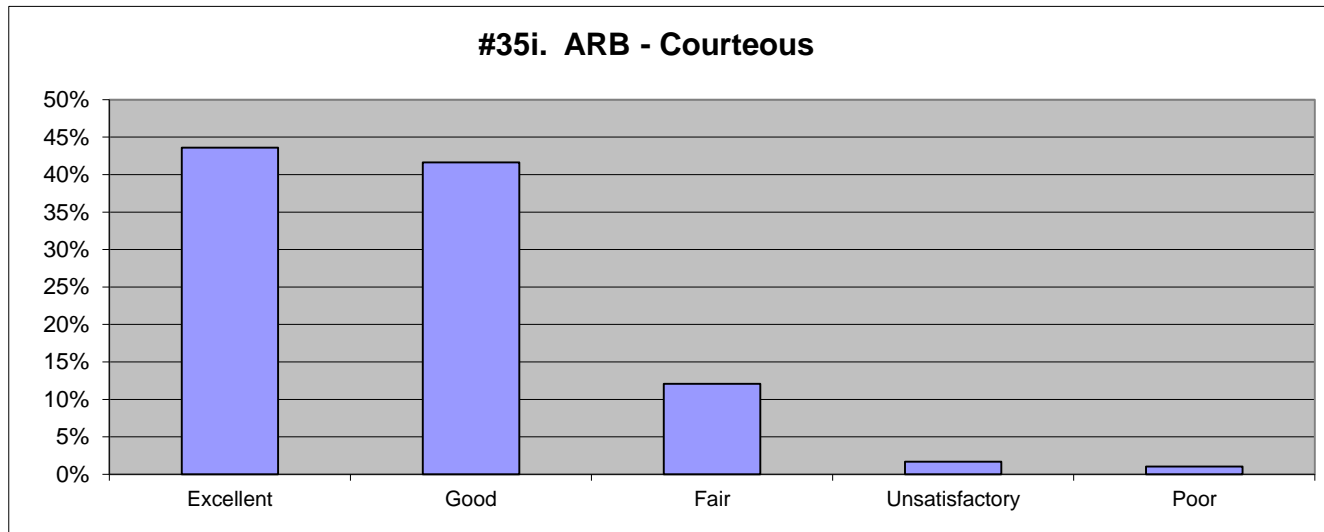


2021			2018		2015		2012	
Excellent	67%	788	73%	774	71%	512	74%	429
Good	28%	329	23%	244	23%	163	17%	98
Fair	3%	40	3%	36	4%	29	2%	13
Unsatisfactory	1%	13	0%	3	1%	6	2%	9
Poor	1%	<u>8</u>	<u>1%</u>	<u>10</u>	<u>1%</u>	<u>7</u>	<u>5%</u>	<u>27</u>
	100%	1178	100%	1067	100%	717	100%	576

#35h. Admin/General Manager - Professional

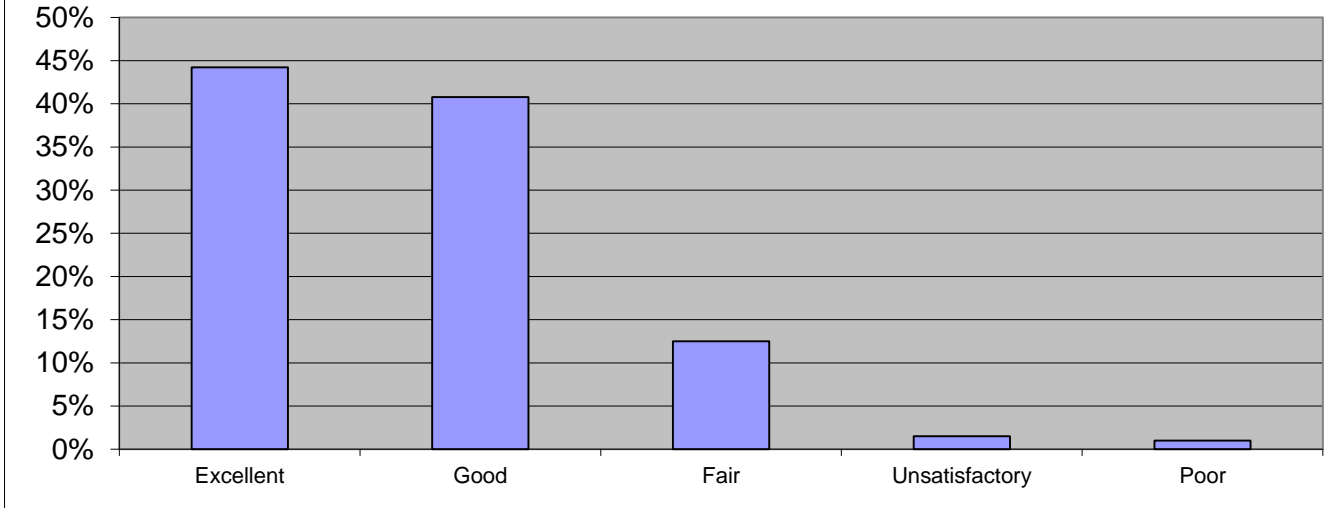


2021			2018		2015		2012	
Excellent	63%	759	71%	768	72%	523	73%	440
Good	28%	341	24%	255	21%	158	16%	95
Fair	5%	62	4%	40	5%	36	4%	24
Unsatisfactory	2%	23	1%	7	1%	5	2%	10
Poor	1%	18	1%	13	1%	9	5%	29
	100%	1203	101%	1083	100%	731	100%	598

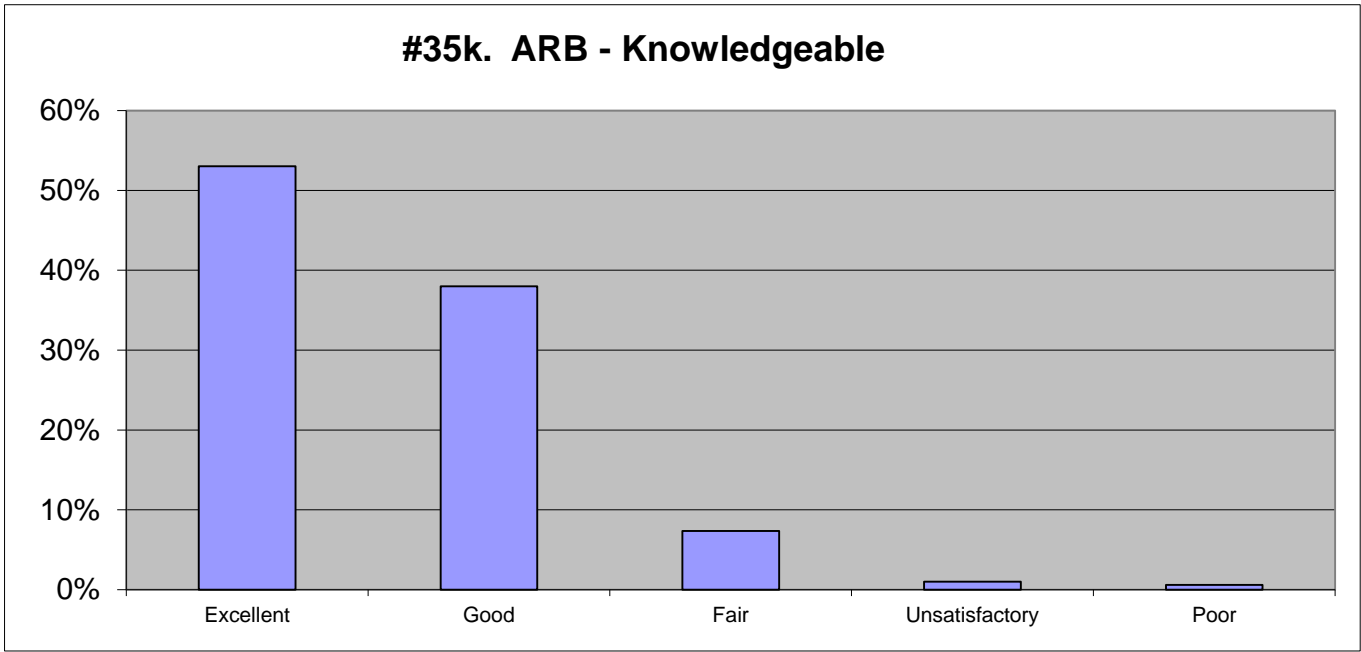


2021			2018		2015		2012	
Excellent	44%	466	44%	404	50%	2291	50%	217
Good	42%	445	39%	357	37%	216	31%	133
Fair	12%	129	13%	119	11%	64	12%	54
Unsatisfactory	2%	18	2%	14	1%	7	3%	11
Poor	1%	11	2%	17	2%	13	4%	18
	100%	1069	100%	911	101%	2591	100%	433

#35j. ARB - Responsive

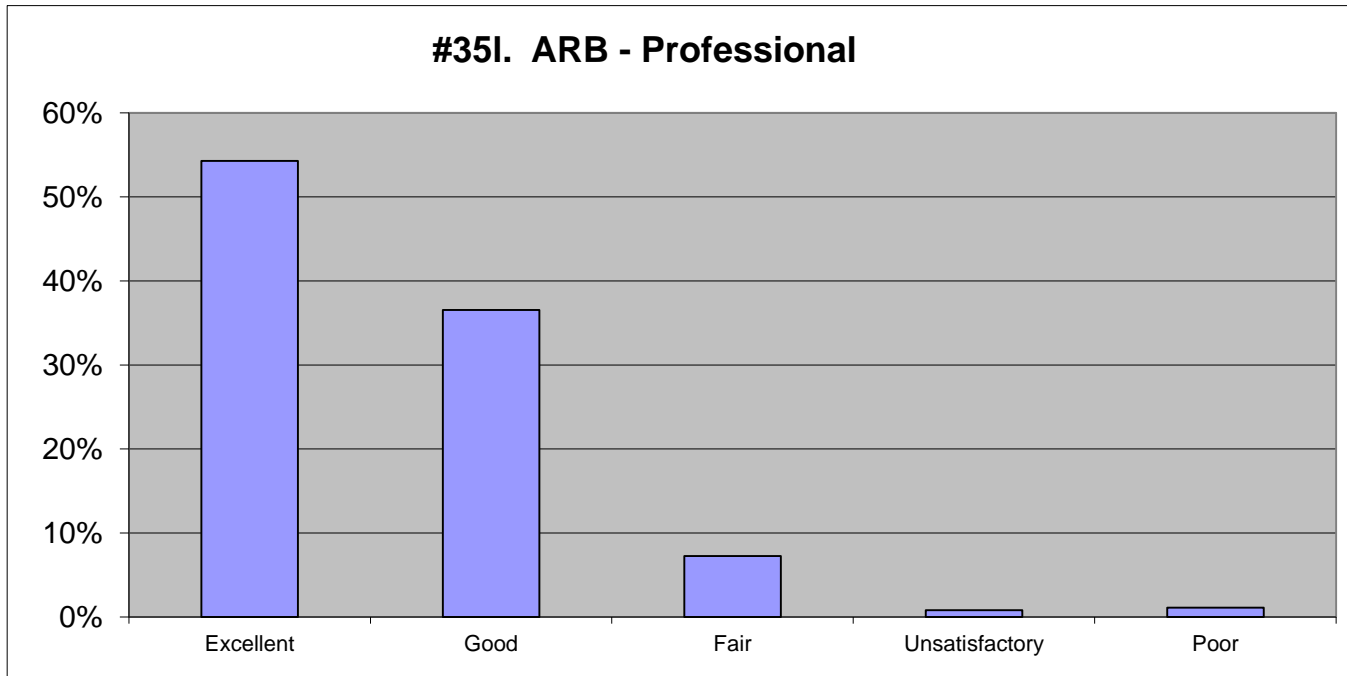


2021			2018		2015		2012	
Excellent	44%	439	44%	370	50%	268	48%	192
Good	41%	405	40%	331	36%	190	31%	127
Fair	12%	124	12%	98	10%	55	12%	50
Unsatisfactory	2%	15	3%	23	2%	11	4%	18
Poor	1%	<u>10</u>	<u>1%</u>	<u>12</u>	<u>2%</u>	<u>10</u>	<u>5%</u>	<u>22</u>
	100%	993	100%	834	100%	534	100%	409



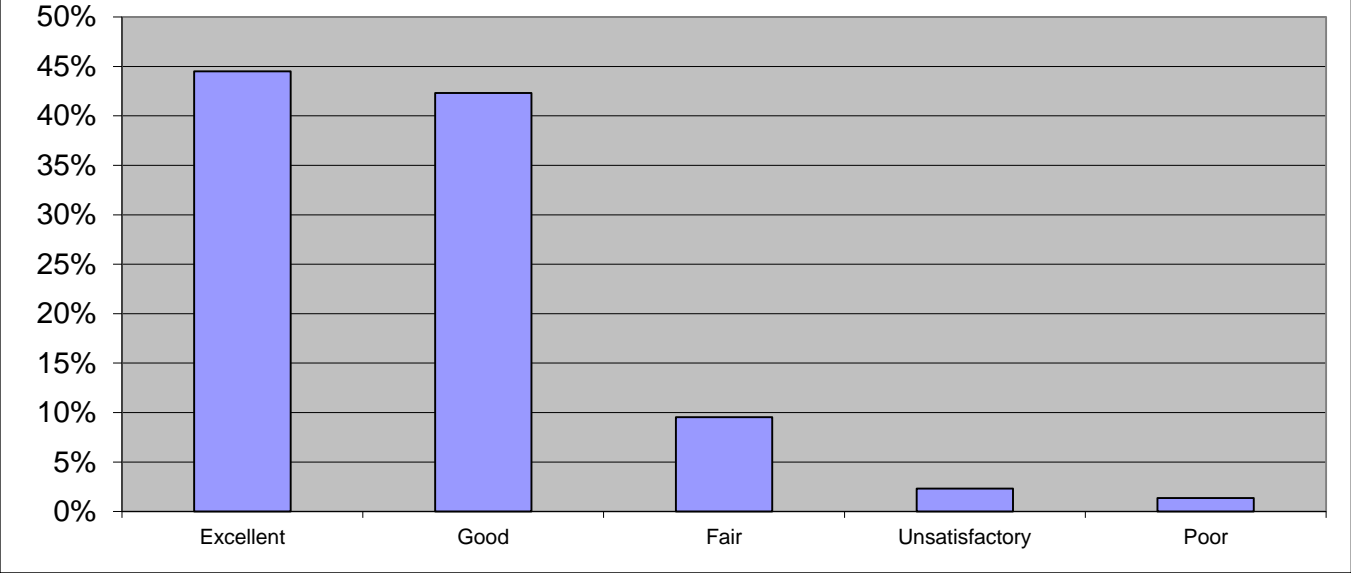
2021			2018		2015		2012	
Excellent	53%	526	52%	436	56%	305	52%	208
Good	38%	377	38%	314	33%	179	30%	123
Fair	7%	73	7%	58	8%	42	10%	39
Unsatisfactory	1%	10	2%	16	2%	9	3%	14
Poor	1%	<u>6</u>	<u>1%</u>	<u>9</u>	<u>1%</u>	<u>8</u>	<u>5%</u>	<u>21</u>
	100%	992	100%	833	100%	543	100%	405

#35I. ARB - Professional



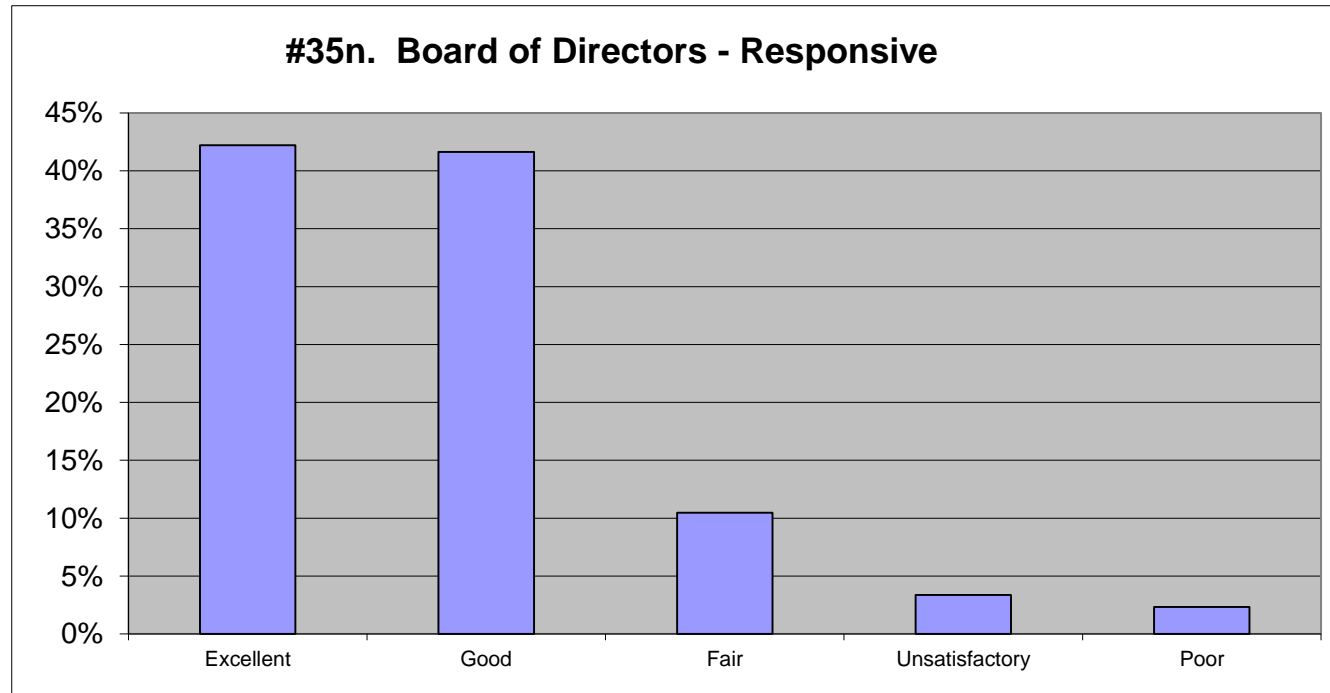
	2021		2018		2015		2012	
Excellent	54%	532	53%	444	58%	318	51%	207
Good	37%	358	36%	307	31%	171	32%	132
Fair	7%	71	8%	69	8%	39	9%	35
Unsatisfactory	1%	8	2%	14	2%	9	3%	13
Poor	1%	<u>11</u>	<u>1%</u>	<u>9</u>	<u>1%</u>	<u>8</u>	<u>5%</u>	<u>21</u>
	100%	980	100%	843	100%	545	100%	408

#35m. Board of Directors - Courteous



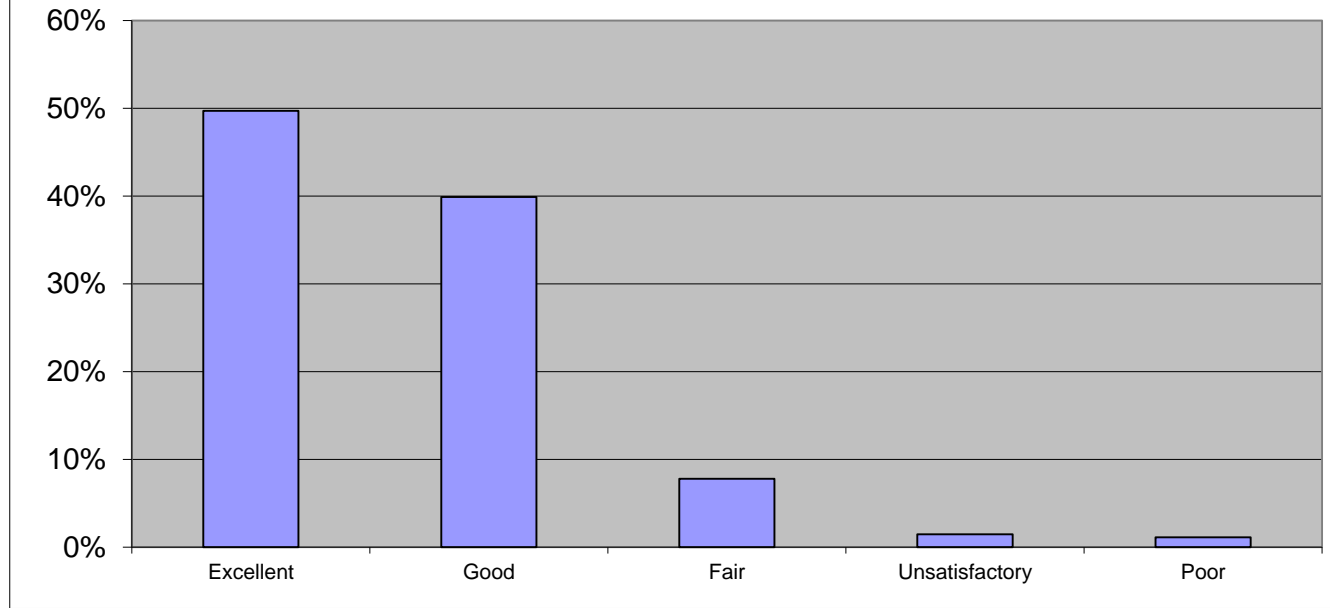
2021			2018		2015		2012	
Excellent	45%	425	51%	394	58%	307	63%	230
Good	42%	404	41%	320	36%	191	28%	101
Fair	10%	91	7%	53	5%	29	5%	17
Unsatisfactory	2%	22	0%	3	1%	5	2%	6
Poor	1%	<u>13</u>	<u>1%</u>	<u>4</u>	<u>1%</u>	<u>6</u>	<u>2%</u>	<u>8</u>
	100%	955	100%	774	101%	538	100%	362

#35n. Board of Directors - Responsive



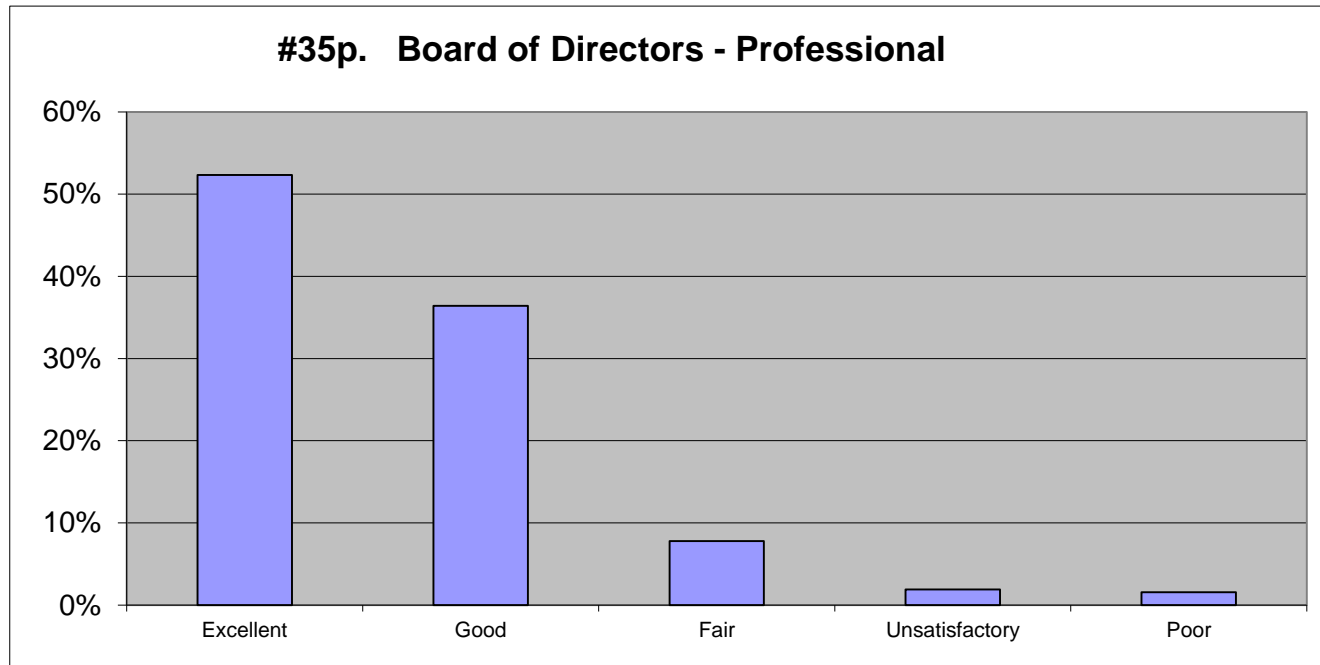
2021			2018		2015		2012	
Excellent	42%	363	56%	266	56%	266	60%	208
Good	42%	358	34%	164	34%	164	28%	95
Fair	10%	90	7%	31	7%	31	7%	25
Unsatisfactory	3%	29	1%	6	1%	6	1%	3
Poor	2%	20	2%	8	2%	8	4%	13
	100%	860	100%	475	100%	475	100%	344

#35o. Board of Directors - Knowledgeable



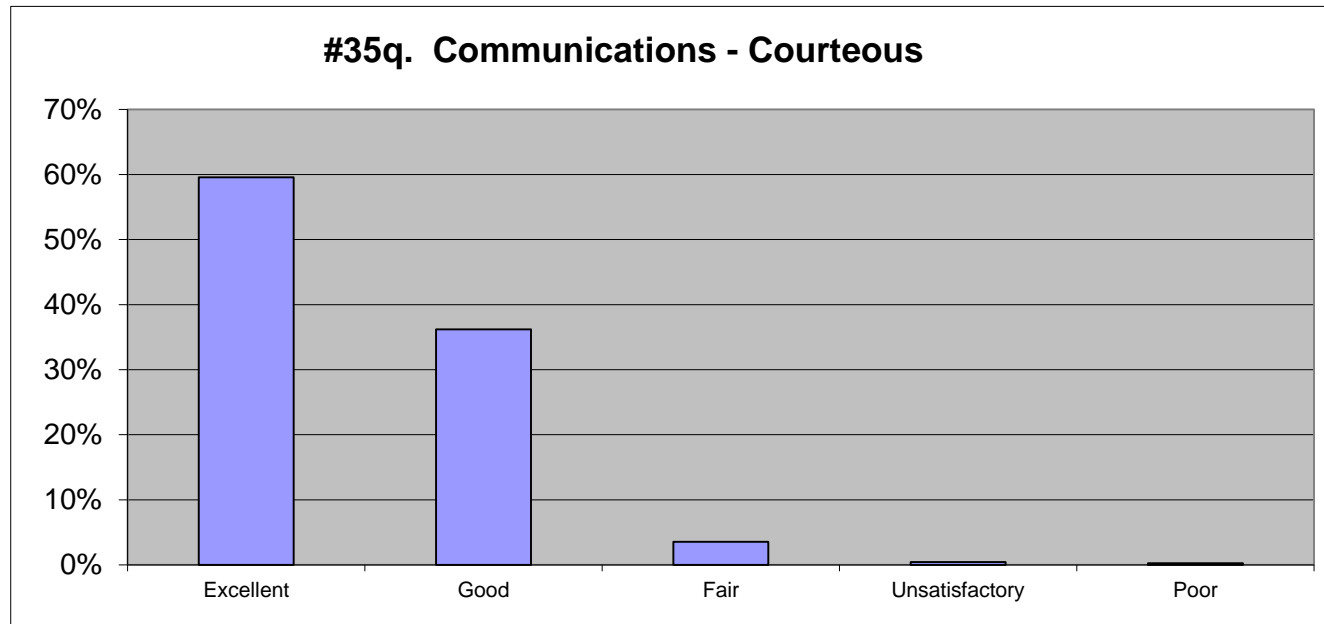
	2021		2018		2015		2012	
Excellent	50%	440	53%	371	60%	304	61%	213
Good	40%	353	41%	284	33%	166	28%	98
Fair	8%	69	5%	33	5%	23	7%	24
Unsatisfactory	1%	13	1%	6	1%	4	1%	3
Poor	1%	10	0%	2	1%	6	3%	11
	100%	885	100%	696	100%	503	100%	349

#35p. Board of Directors - Professional



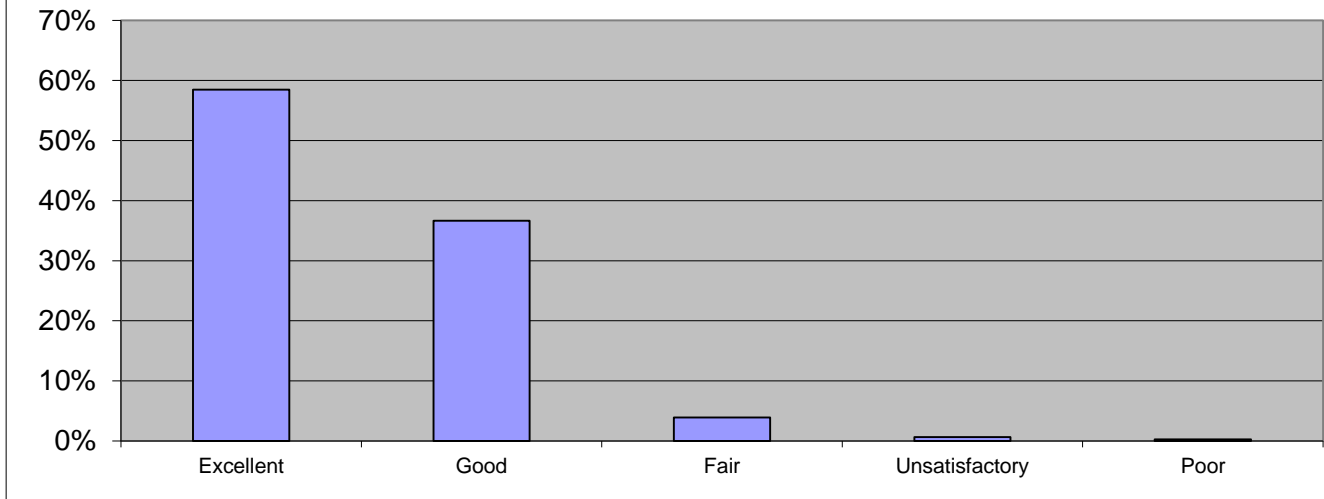
2021			2018		2015		2012	
Excellent	52%	470	58%	409	65%	337	64%	239
Good	36%	327	35%	249	30%	154	27%	99
Fair	8%	70	5%	36	3%	7	5%	18
Unsatisfactory	2%	17	1%	6	1%	7	1%	2
Poor	2%	14	0%	2	1%	5	3%	10
	100%	898	99%	702	100%	510	100%	368

#35q. Communications - Courteous



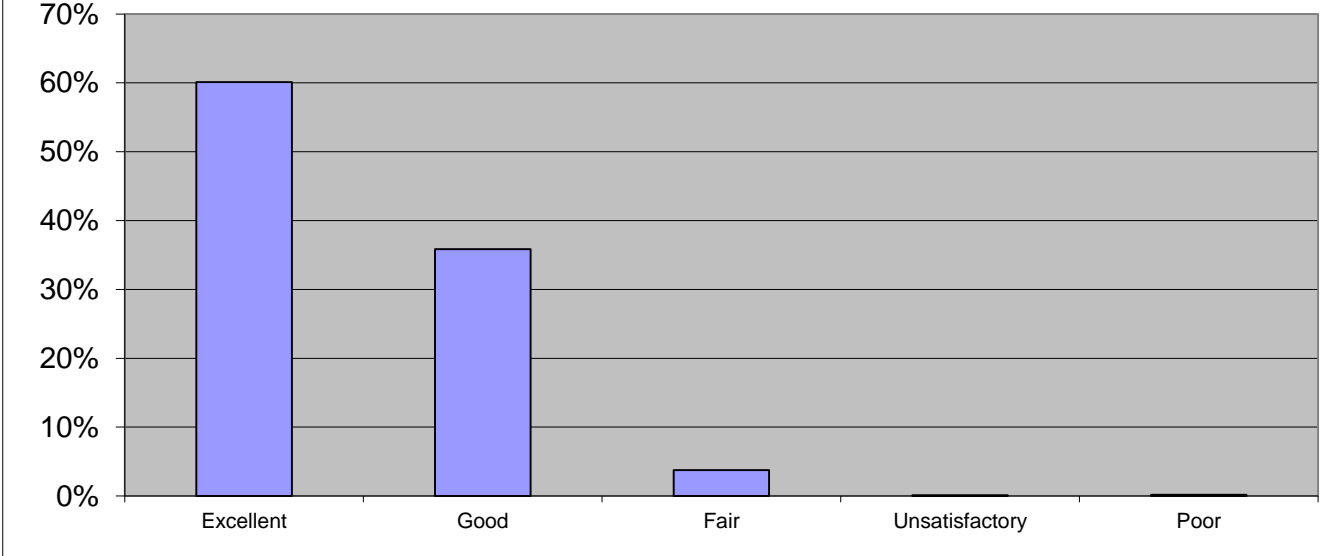
2021			2018		2015		2012	
Excellent	60%	719	62%	633	63%	420	69%	316
Good	36%	437	34%	350	33%	224	25%	117
Fair	4%	43	3%	35	4%	26	3%	14
Unsatisfactory	0%	5	0%	5	0%	1	1%	6
Poor	0%	3	0%	4	0%	2	2%	11
	100%	1207	99%	1027	100%	673	100%	464

#35r. Communications - Responsive



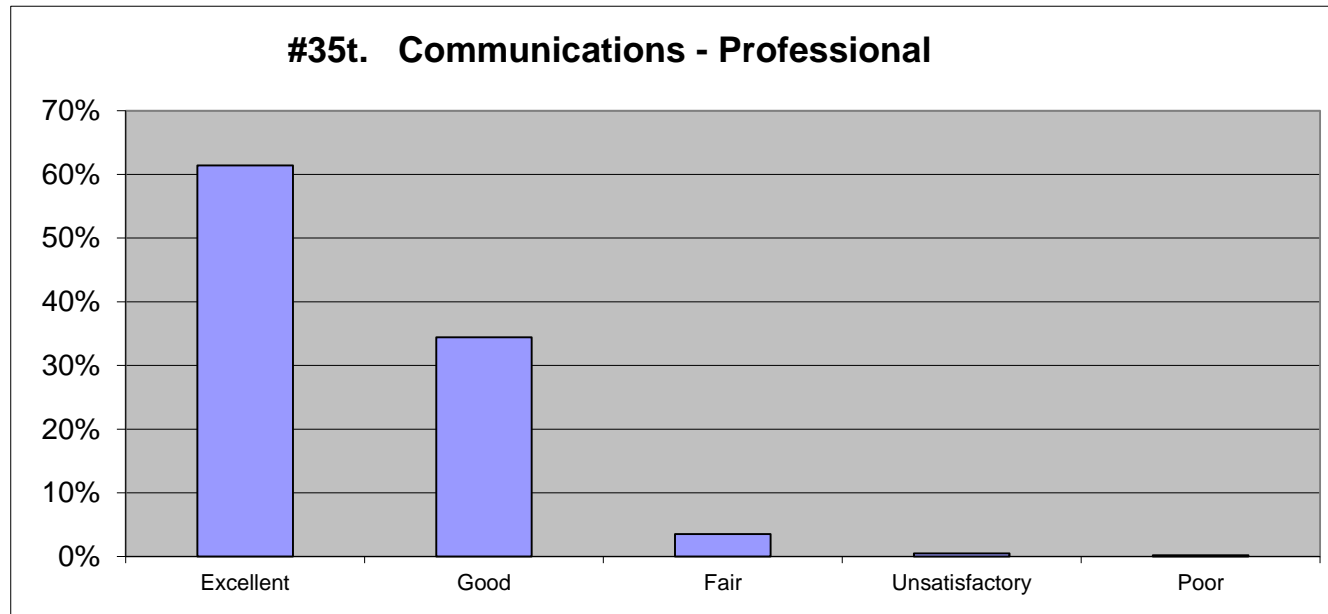
2021			2018		2015		2012	
Excellent	58%	630	58%	522	63%	378	66%	289
Good	37%	395	36%	326	33%	198	25%	110
Fair	4%	42	4%	36	4%	23	5%	20
Unsatisfactory	1%	7	0%	4	0%	0	1%	3
Poor	0%	3	1%	6	0%	2	3%	11
	100%	1077	99%	894	100%	601	100%	433

#35s. Communications - Knowledgeable



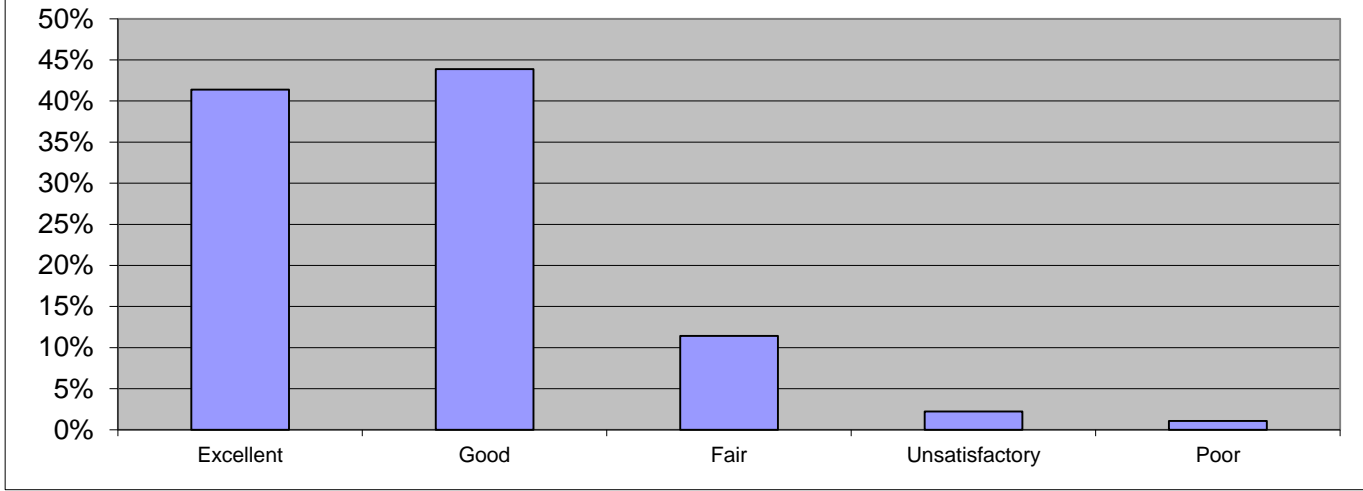
	2021		2018		2015		2012	
Excellent	60%	642	60%	544	65%	386	65%	286
Good	36%	383	35%	316	30%	185	27%	118
Fair	4%	40	4%	33	4%	22	4%	16
Unsatisfactory	0%	1	0%	2	0%	1	1%	3
Poor	0%	2	1%	5	1%	3	3%	11
	100%	1068	100%	900	100%	597	100%	434

#35t. Communications - Professional



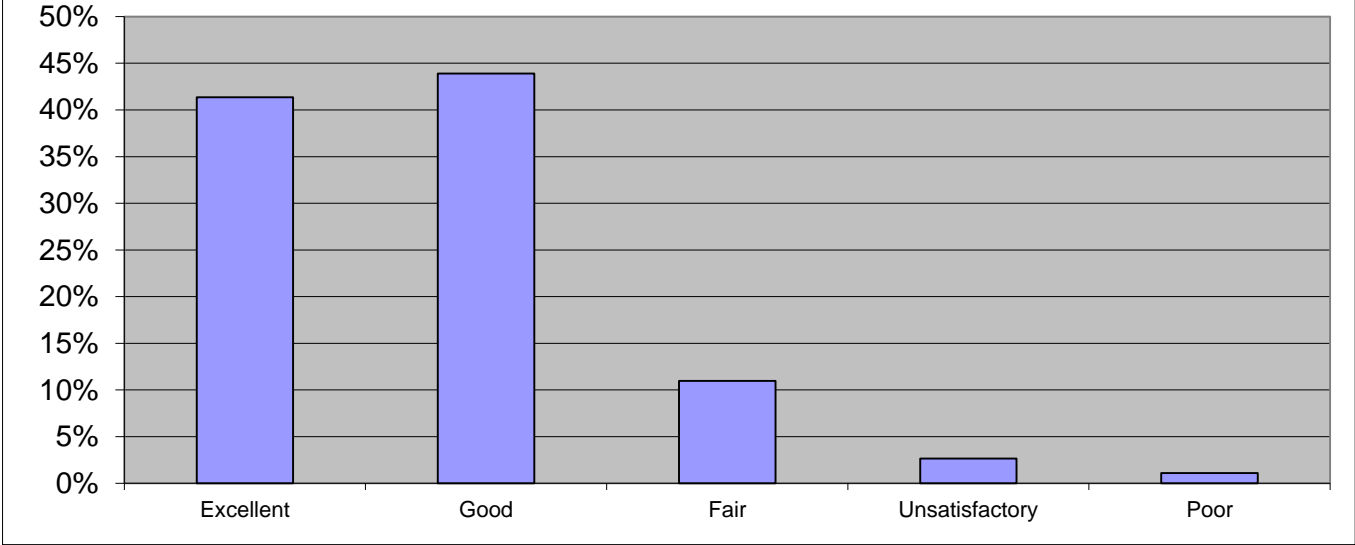
2021			2018		2015		2012	
Excellent	61%	648	63%	558	67%	397	69%	311
Good	34%	363	32%	287	30%	177	26%	117
Fair	4%	37	4%	37	3%	20	2%	11
Unsatisfactory	0%	5	0%	3	0%	0	1%	3
Poor	0%	<u>2</u>	<u>0%</u>	<u>4</u>	<u>0%</u>	<u>1</u>	<u>2%</u>	<u>11</u>
	100%	1055	99%	889	100%	595	100%	453

#35u. Covenants - Courteous



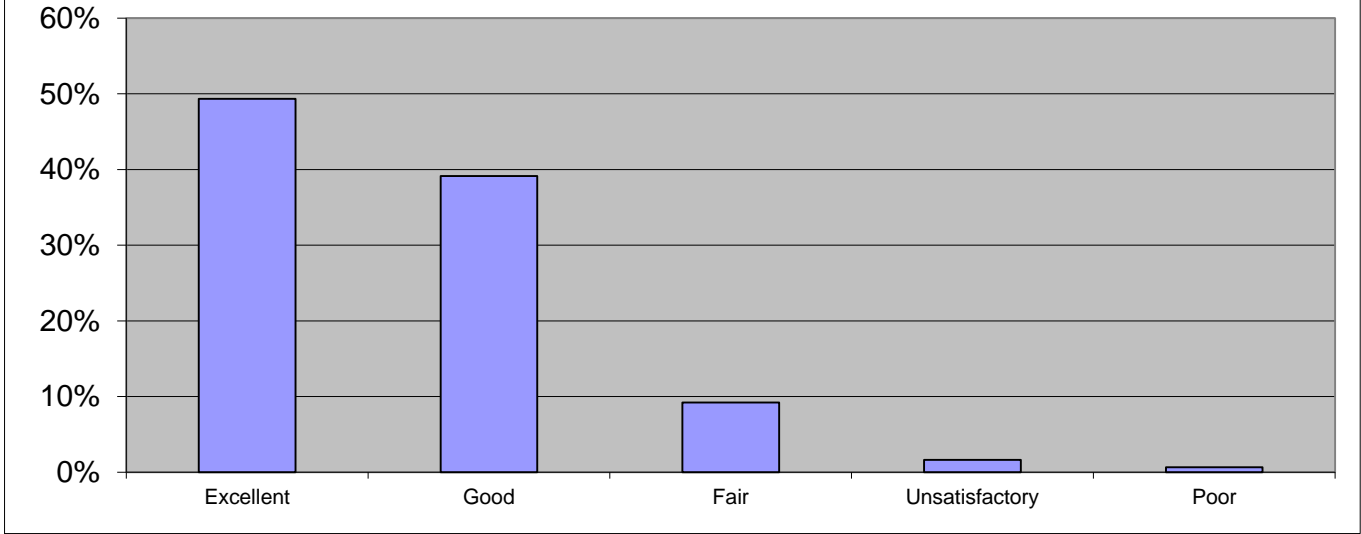
2021			2018		2015		2012	
Excellent	41%	427	42%	344	50%	278	51%	186
Good	44%	453	43%	355	36%	202	33%	118
Fair	11%	118	12%	99	11%	65	10%	36
Unsatisfactory	2%	23	2%	14	2%	9	2%	9
Poor	1%	<u>11</u>	<u>2%</u>	<u>15</u>	<u>1%</u>	<u>6</u>	<u>4%</u>	<u>13</u>
	100%	1032	101%	827	100%	560	100%	362

#35v. Covenants - Responsive



	22021		2018		2015		2012	
Excellent	41%	373	42%	307	47%	236	48%	162
Good	44%	396	41%	299	36%	179	35%	115
Fair	11%	99	11%	78	14%	71	9%	29
Unsatisfactory	3%	24	4%	26	2%	8	4%	13
Poor	1%	10	2%	14	1%	7	4%	14
	100%	902	100%	724	100%	501	100%	333

#35w. Covenants - Knowledgeable



2021

Excellent	49%	450
Good	39%	357
Fair	9%	84
Unsatisfactory	2%	15
Poor	1%	6
Total	100%	912

2018

Excellent	50%	369
Good	40%	294
Fair	8%	56
Unsatisfactory	1%	11
Poor	1%	6
Total	100%	736

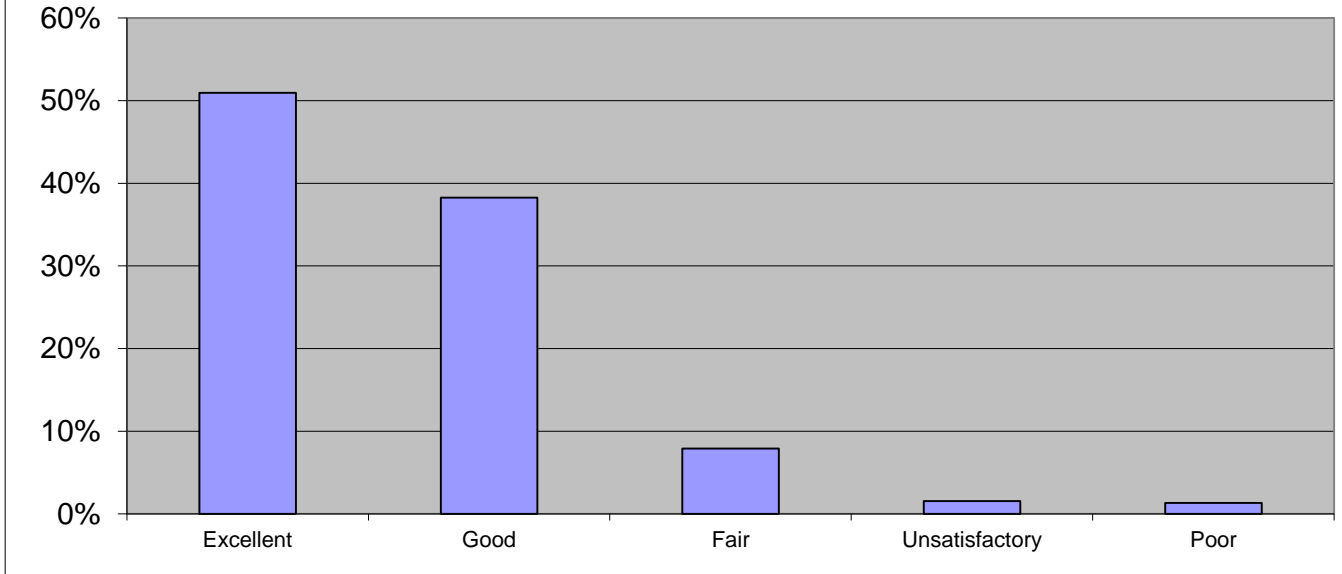
2015

Excellent	56%	284
Good	33%	167
Fair	9%	44
Unsatisfactory	1%	5
Poor	1%	3
Total	100%	503

2012

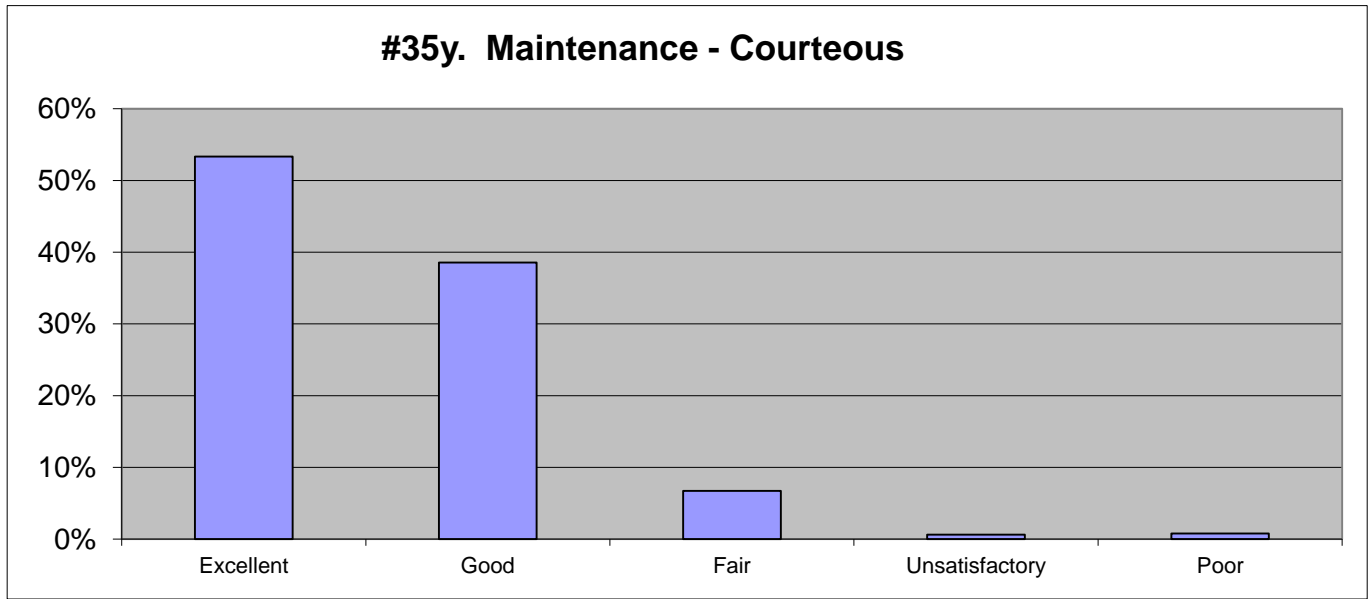
Excellent	54%	178
Good	33%	108
Fair	8%	26
Unsatisfactory	2%	8
Poor	3%	10
Total	100%	330

#35x. Covenants - Professional



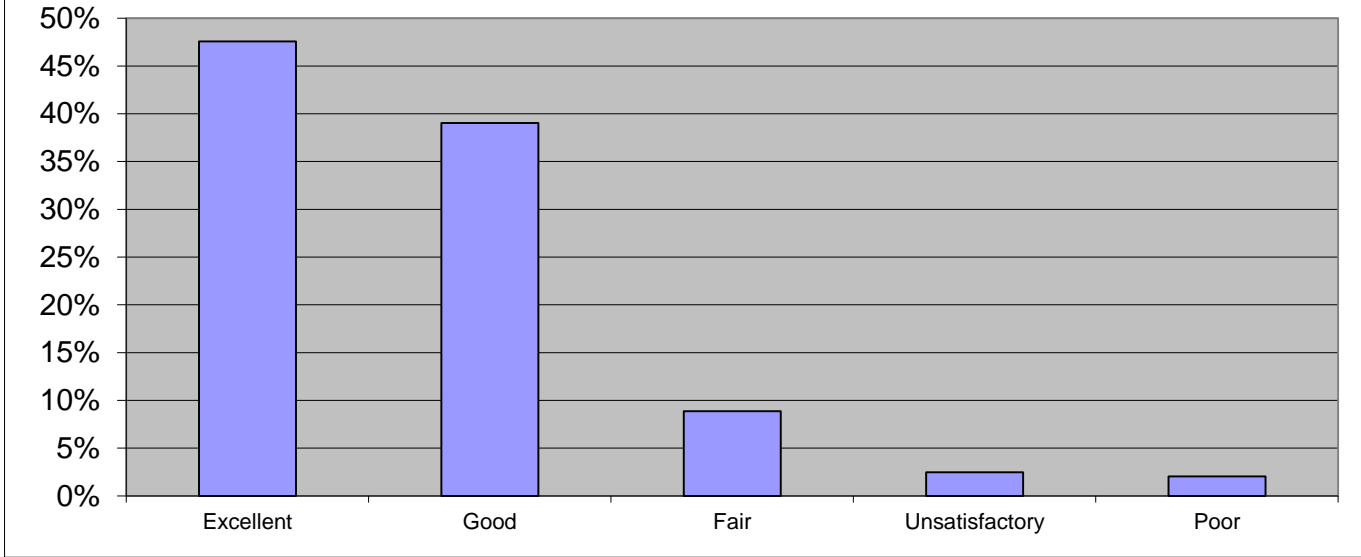
2021			2018		2015		2012	
Excellent	51%	458	52%	379	56%	288	55%	186
Good	38%	344	38%	274	33%	167	33%	114
Fair	8%	71	7%	52	9%	46	7%	24
Unsatisfactory	2%	14	2%	12	1%	5	2%	8
Poor	1%	<u>12</u>	<u>1%</u>	<u>9</u>	<u>1%</u>	<u>4</u>	<u>3%</u>	<u>10</u>
	100%	899	100%	726	100%	510	100%	342

#35y. Maintenance - Courteous



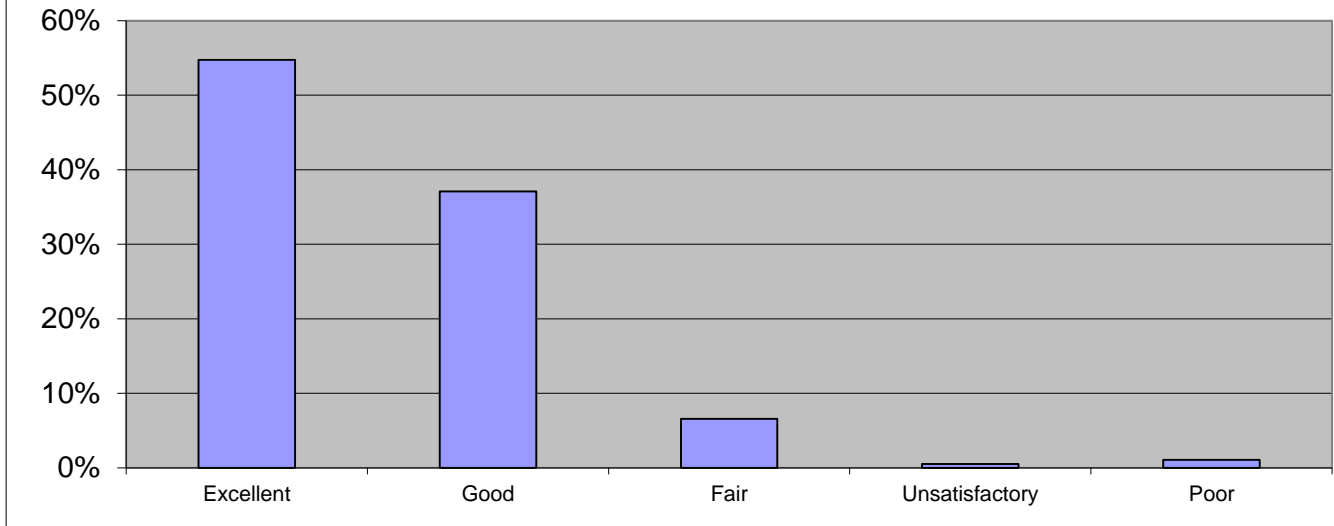
2021			2018		2015		2012	
Excellent	53%	675	54%	594	60%	433	64%	350
Good	39%	488	36%	398	33%	241	25%	137
Fair	7%	85	7%	78	6%	43	5%	27
Unsatisfactory	1%	8	1%	13	1%	7	2%	9
Poor	1%	<u>10</u>	<u>1%</u>	<u>12</u>	<u>0%</u>	<u>3</u>	<u>4%</u>	<u>22</u>
	100%	1266	99%	1095	100%	727	100%	545

#35z. Maintenance - Responsive



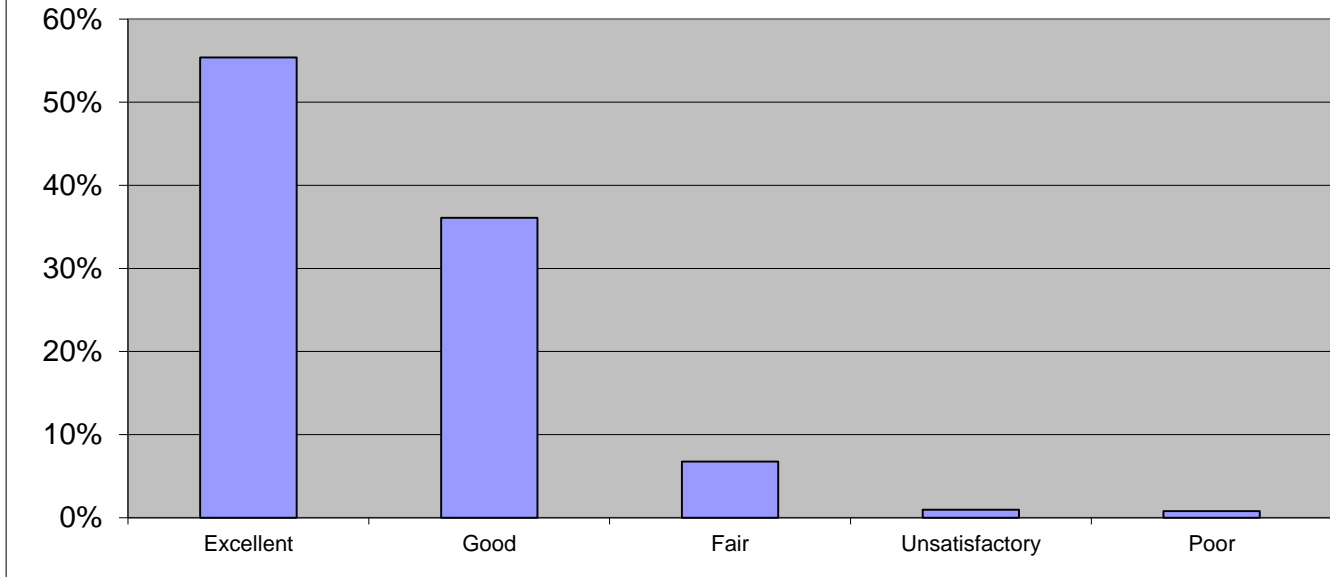
2021			2018		2015		2012	
Excellent	48%	558	45%	458	54%	368	59%	290
Good	39%	458	38%	390	34%	231	28%	141
Fair	9%	104	11%	115	8%	57	5%	27
Unsatisfactory	2%	29	3%	29	3%	18	3%	13
Poor	2%	<u>24</u>	<u>3%</u>	<u>27</u>	<u>1%</u>	<u>4</u>	<u>5%</u>	<u>24</u>
	100%	1173	100%	1019	100%	678	100%	495

#35aa. Maintenance - Knowledgeable



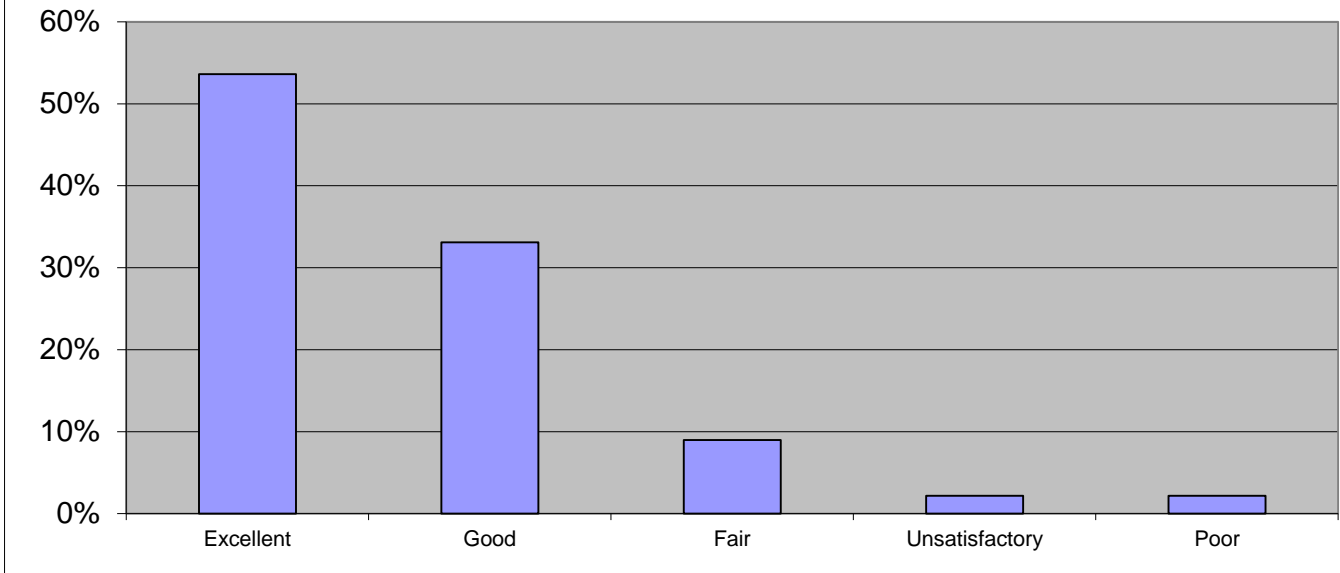
2021			2018		2015		2012	
Excellent	55%	617	52%	496	60%	376	64%	299
Good	37%	418	41%	389	33%	209	25%	118
Fair	7%	74	6%	55	5%	31	5%	23
Unsatisfactory	1%	6	1%	5	1%	9	2%	9
Poor	1%	<u>12</u>	<u>1%</u>	<u>11</u>	<u>1%</u>	<u>5</u>	<u>4%</u>	<u>21</u>
	100%	1127	101%	956	100%	630	100%	470

#35bb. Maintenance - Professional



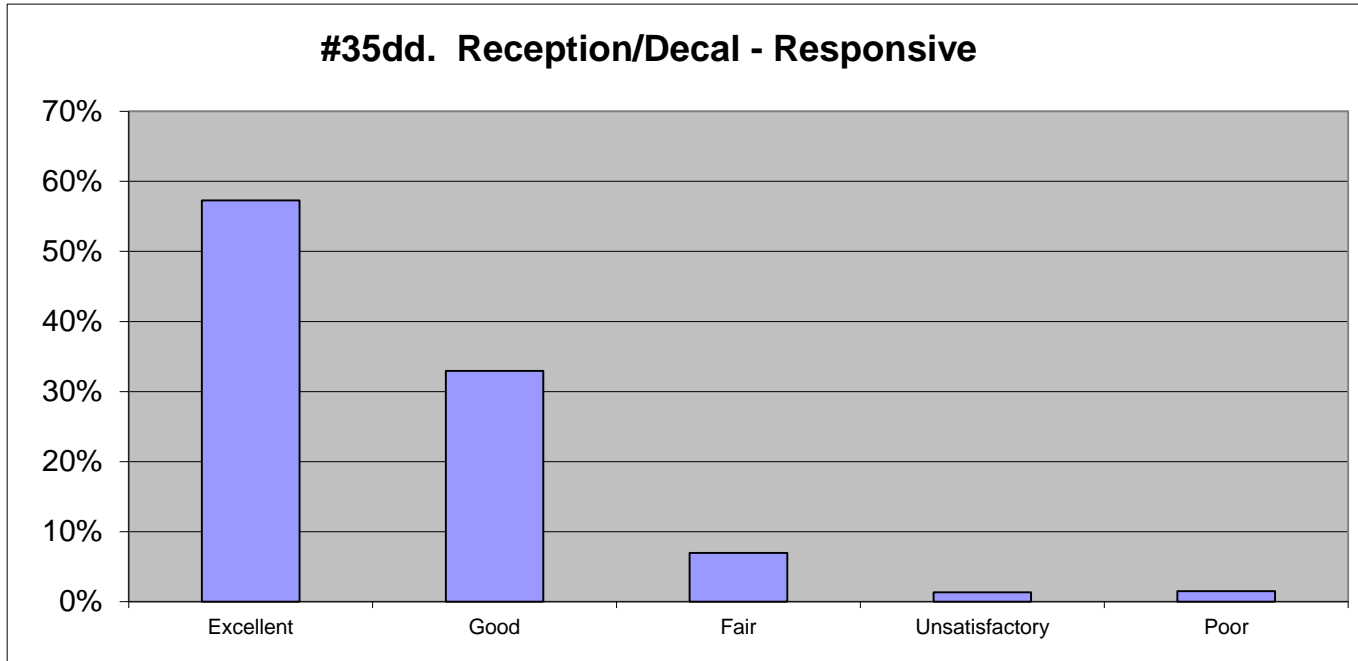
2021			2018		2015		2012	
Excellent	55%	631	56%	547	63%	419	63%	313
Good	36%	411	37%	359	30%	201	27%	134
Fair	7%	77	6%	55	6%	41	4%	21
Unsatisfactory	1%	11	1%	9	1%	10	2%	10
Poor	1%	<u>9</u>	<u>1%</u>	<u>12</u>	<u>0%</u>	<u>2</u>	<u>4%</u>	<u>21</u>
	100%	1139	101%	982	100%	673	100%	499

#35cc. Reception/Decal - Courteous



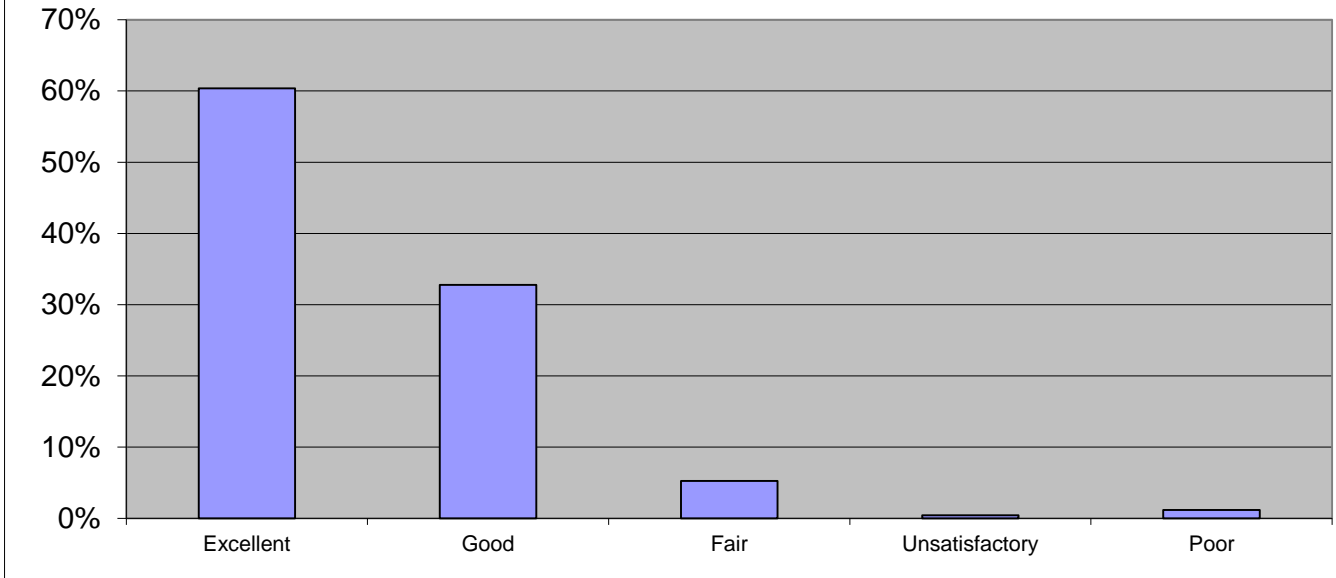
2021			2018		2015		2012	
Excellent	54%	794	52%	726	59%	554	49%	397
Good	33%	490	32%	440	28%	268	27%	220
Fair	9%	133	11%	156	9%	90	12%	100
Unsatisfactory	2%	32	2%	27	2%	21	5%	44
Poor	2%	32	3%	35	2%	22	7%	57
	100%	1481	100%	1384	100%	955	100%	818

#35dd. Reception/Decal - Responsive



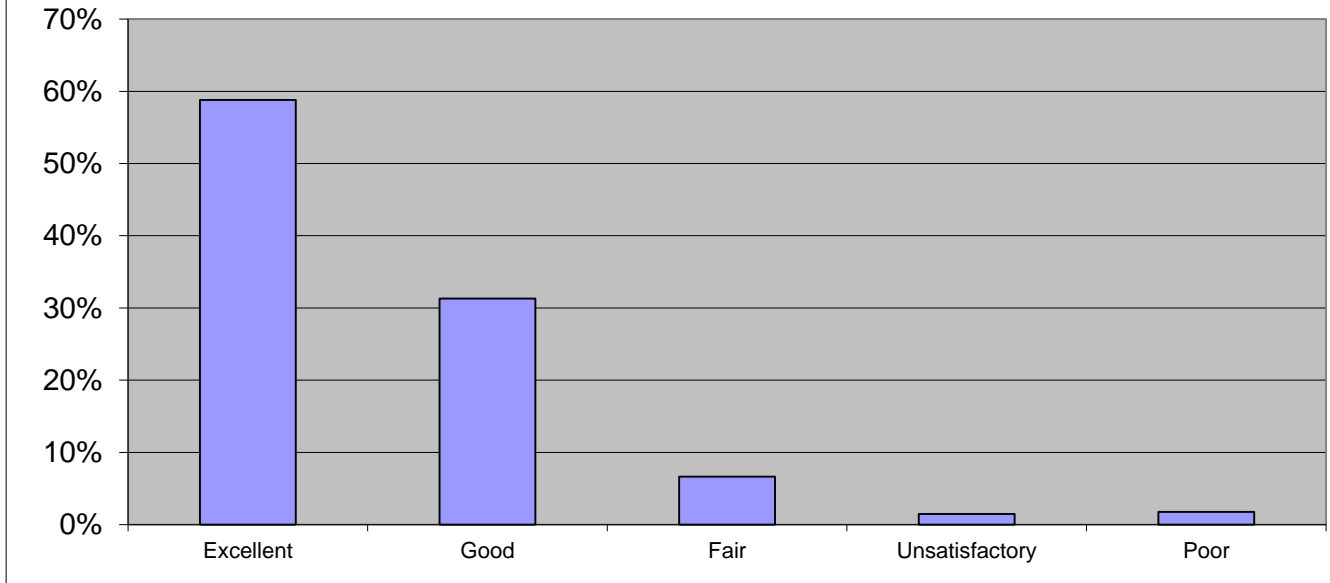
2021			2018		2015		2012	
Excellent	57%	807	56%	728	62%	550	52%	390
Good	33%	464	34%	434	28%	249	28%	214
Fair	7%	98	7%	94	8%	71	11%	84
Unsatisfactory	1%	19	1%	15	1%	11	4%	27
Poor	1%	21	2%	21	1%	8	5%	39
	100%	1409	100%	1292	100%	889	100%	754

#35ee. Reception/Decal - Knowledgeable



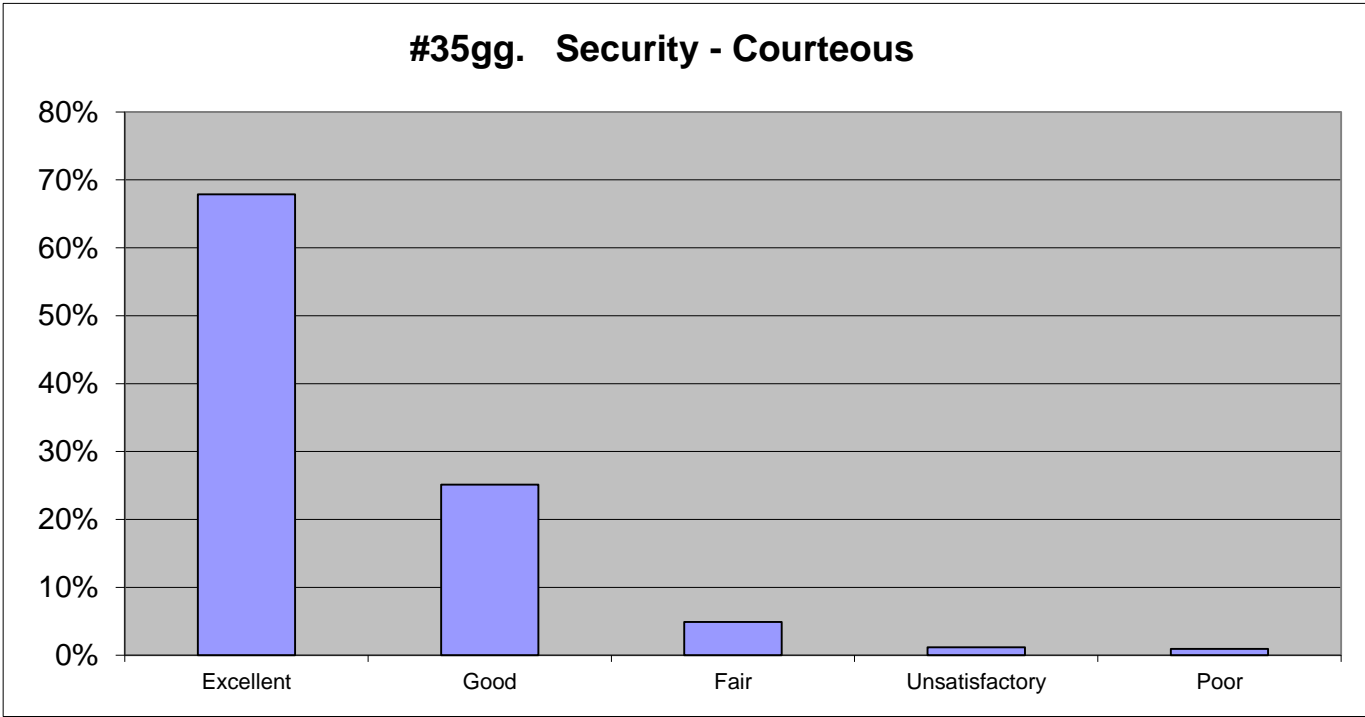
2021			2018		2015		2012	
Excellent	60%	818	61%	763	66%	566	58%	438
Good	33%	444	33%	413	28%	242	26%	189
Fair	5%	71	5%	58	5%	42	9%	63
Unsatisfactory	0%	6	1%	10	0%	4	3%	19
Poor	1%	16	1%	11	1%	6	4%	32
	100%	1355	101%	1255	100%	860	100%	741

#35ff. Reception/Decal - Professional



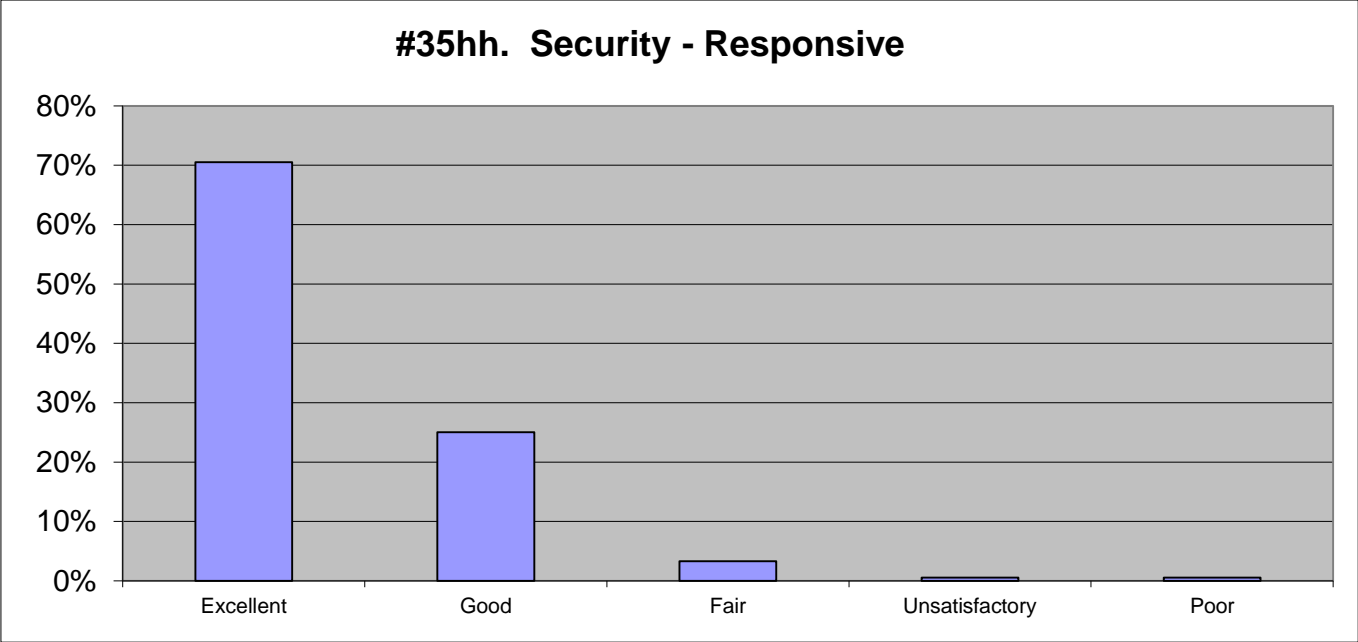
2021			2018		2015		2012	
Excellent	59%	804	56%	720	61%	545	51%	386
Good	31%	428	32%	408	27%	237	26%	200
Fair	7%	91	8%	101	8%	73	12%	91
Unsatisfactory	1%	20	2%	23	2%	15	4%	33
Poor	2%	24	2%	28	2%	18	7%	51
	100%	1367	100%	1280	100%	888	100%	761

#35gg. Security - Courteous



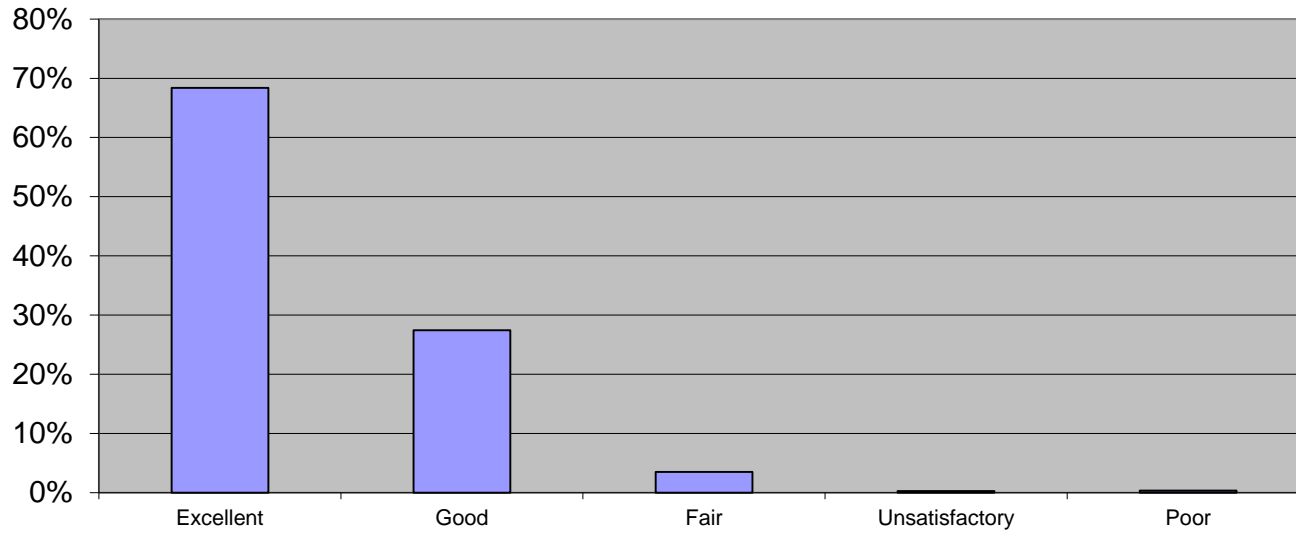
2021			2018		2015		2012	
Excellent	68%	1040	66%	957	73%	729	70%	627
Good	25%	385	25%	362	20%	203	19%	169
Fair	5%	75	6%	93	5%	59	4%	36
Unsatisfactory	1%	18	1%	15	1%	7	2%	16
Poor	1%	<u>14</u>	<u>1%</u>	<u>18</u>	<u>1%</u>	<u>6</u>	<u>5%</u>	<u>40</u>
	100%	1532	99%	1445	100%	1004	100%	888

#35hh. Security - Responsive



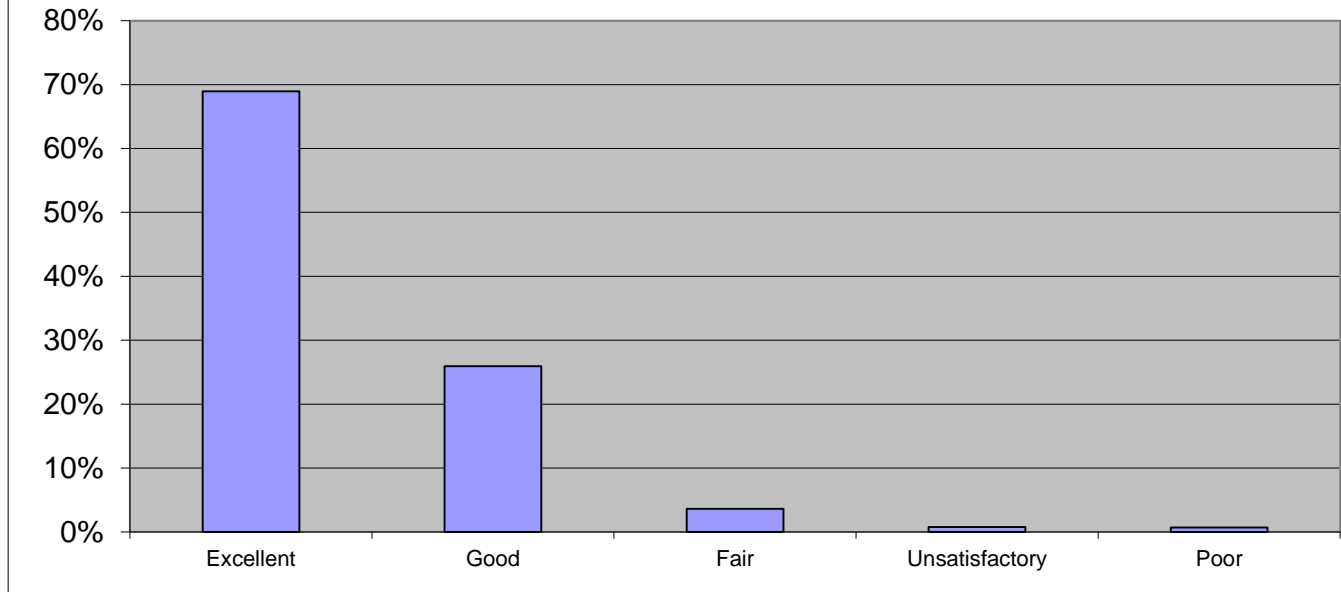
2021			2018		2015		2012	
Excellent	71%	1022	69%	935	78%	731	74%	600
Good	25%	363	24%	325	18%	172	17%	143
Fair	3%	48	5%	62	3%	29	3%	25
Unsatisfactory	1%	8	1%	11	1%	7	1%	12
Poor	1%	8	1%	16	0%	3	5%	40
	100%	1449	100%	1349	100%	942	100%	820

#35ii. Security - Knowledgeable



2021			2018		2015		2012	
Excellent	68%	935	66%	853	73%	655	70%	551
Good	27%	375	28%	356	23%	204	21%	170
Fair	4%	48	4%	51	3%	28	3%	22
Unsatisfactory	0%	4	1%	13	1%	5	1%	11
Poor	0%	<u>5</u>	<u>1%</u>	<u>13</u>	<u>0%</u>	<u>4</u>	<u>5%</u>	<u>37</u>
	100%	1367	100%	1286	100%	896	100%	791

#35jj. Security - Professional



	2021		2018		2015		2012	
Excellent	69%	973	68%	913	74%	698	71%	586
Good	26%	366	24%	325	20%	185	18%	154
Fair	4%	51	6%	75	4%	42	4%	34
Unsatisfactory	1%	11	1%	20	1%	8	2%	19
Poor	1%	<u>10</u>	<u>1%</u>	<u>15</u>	<u>1%</u>	<u>5</u>	<u>5%</u>	<u>40</u>
	100%	1411	100%	1348	100%	938	100%	833