



# HILTON HEAD PLANTATION PROPERTY OWNERS' ASSOCIATION 2024 RESIDENT OPINION QUESTIONNAIRE RESULTS

Questions or comments pertaining to this document can be directed to [board@hhppoa.org](mailto:board@hhppoa.org)

DEAR HILTON HEAD PLANTATION RESIDENTS,

We are excited to present to you the results of our recent community survey, and we extend our heartfelt thanks to each one of you who took the time to participate. Your invaluable feedback has provided us with crucial insights into what matters most to our community, guiding us towards better serving your needs and aspirations.

In every response received, we see a reflection of your commitment to making our community a better place. Your voices have illuminated paths for improvement, highlighted strengths we can build upon, and revealed areas where we can direct our efforts for positive change.

This survey was more than just a collection of data; it was a collaborative effort that underscores the power of community involvement. Your input has not only shaped this report but has laid the foundation for future initiatives that will directly benefit our collective well-being.

As you review the findings, we encourage you to recognize the significance of your contributions. Each opinion shared represents a piece of a larger puzzle—a testament to the diversity and strength of our community. Together, we can embrace the outcomes of this survey and harness its insights to propel us towards a future that aligns with our shared values and aspirations.

With gratitude,  
The HHP Board and Communications Committee

**QUESTION 1**

**Do you own or rent a home or villa?**

**2021 Responses**

**OWN - 99%**

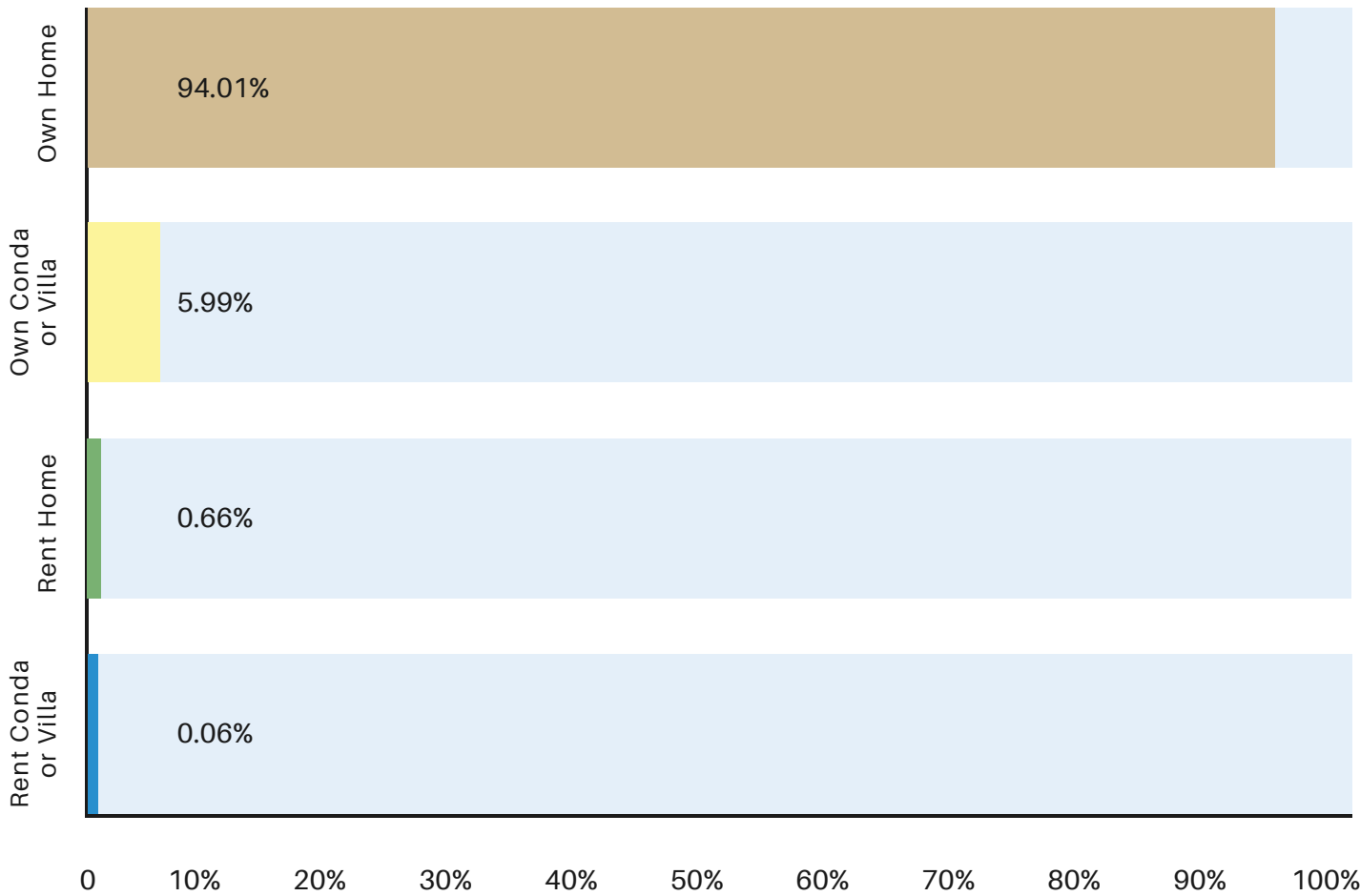
**RENT - 1%**

**2018 Responses**

**OWN - 99%**

**RENT - 1%**

**2024 Responses**



## QUESTION 2

How long (in years)  
have you owned or  
rented?

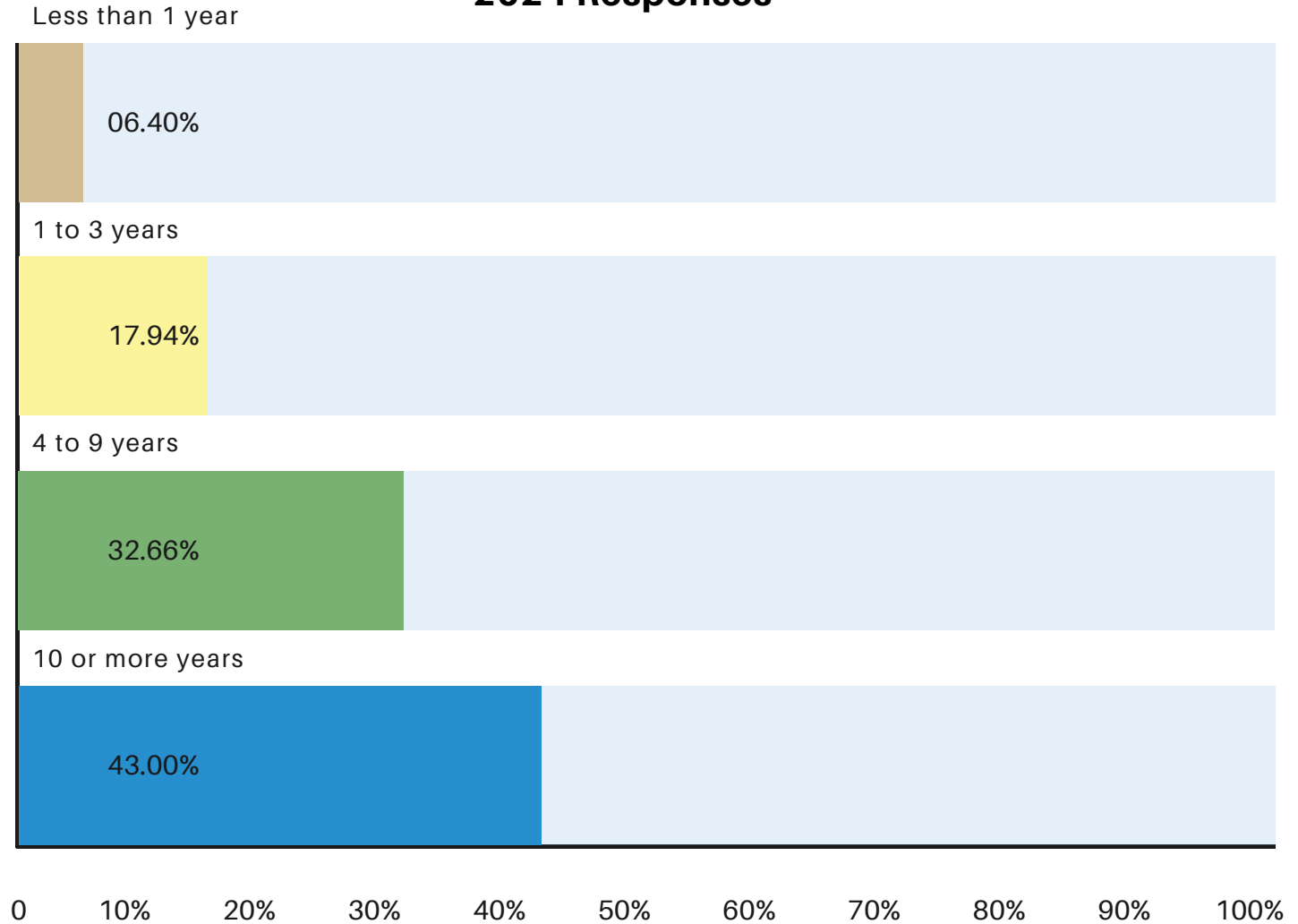
### 2021 Responses

<1 year	10%
1 to 3 years	20%
4 to 9 years	28%
10+ years	42%

### 2018 Responses

<1 year	9%
1 to 3 years	17%
4 to 9 years	28%
10+ years	46%

### 2024 Responses

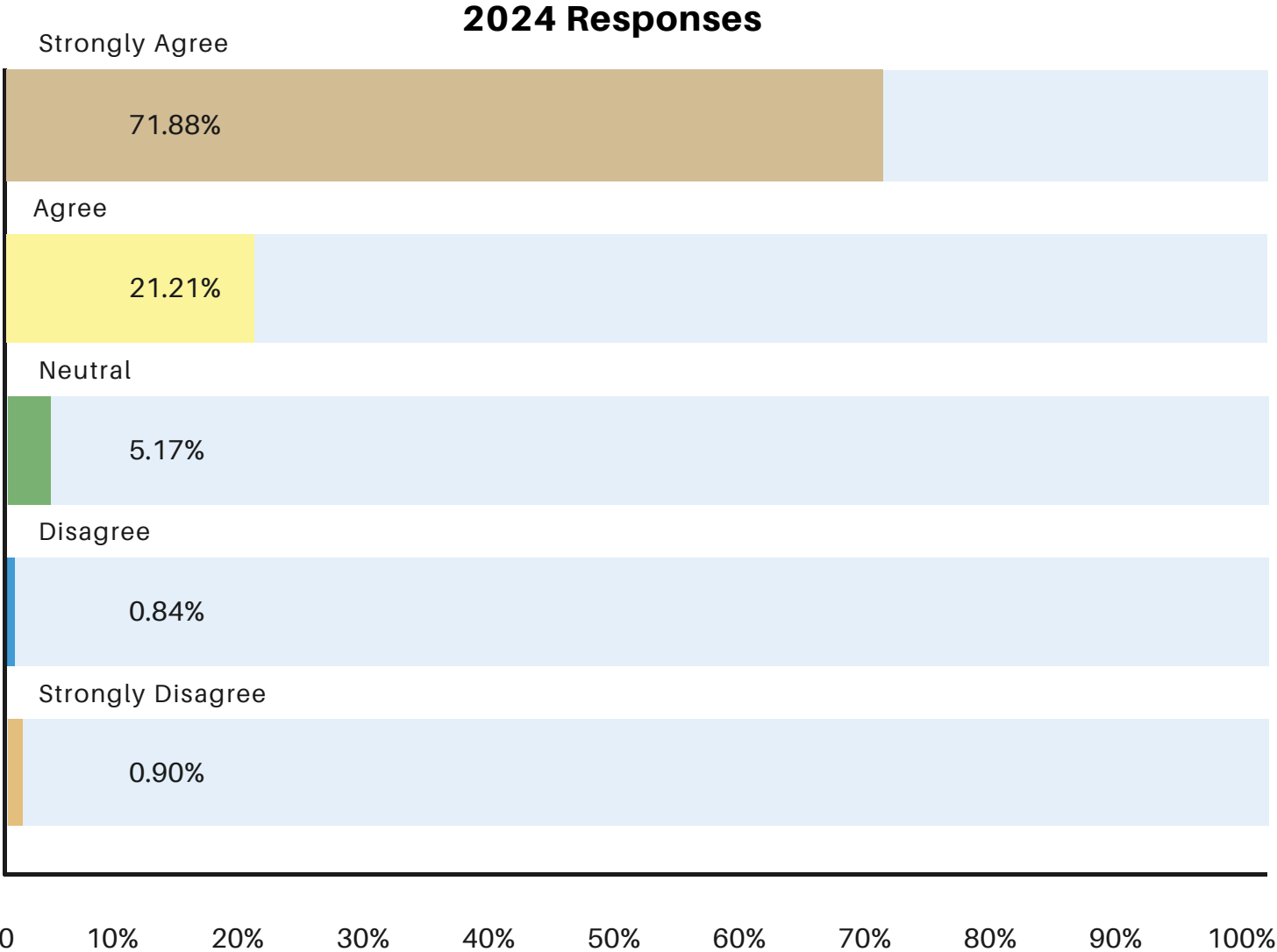


**QUESTION 3**  
**I anticipate living in HHP for at least the next 5 years.**

**2021 Responses**  
**YES - 96%**  
**NO - 4%**

**2018 Responses**  
**YES - 95%**  
**NO - 5%**

**Please note: In the 2024 survey, the formatting of this question was changed from a yes / no question to a tiered response that allowed more granularity.**



# QUESTION 4a

## Females in Household by Age Group

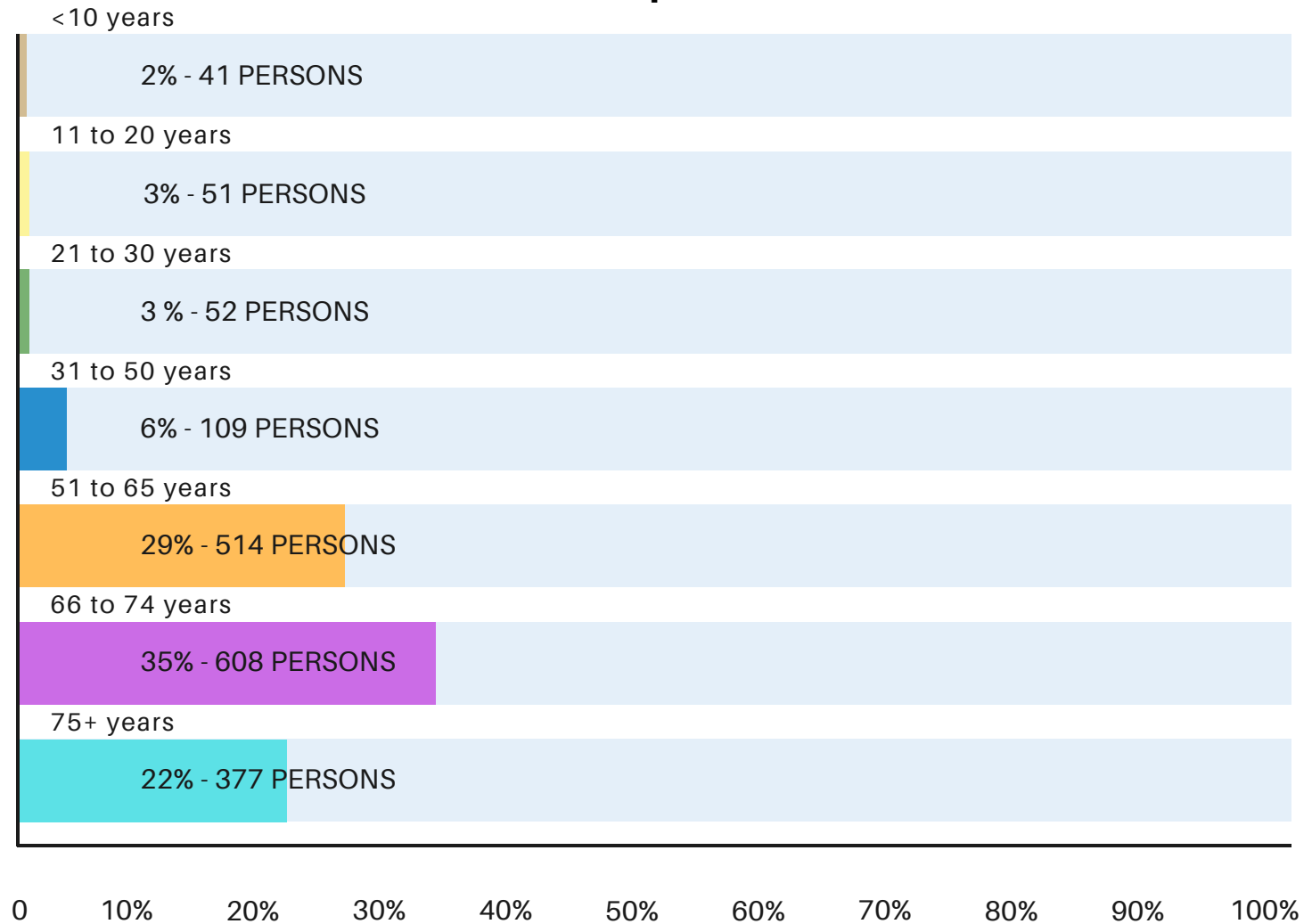
### 2021 Responses

<10 years	3%
11 to 20 years	4%
21 to 30 years	2%
31 to 50 years	8%
51 to 65 years	28%
66 to 75 years	36%
75+ years	19%

### 2018 Responses

<10 years	3%
11 to 20 years	4%
21 to 30 years	2%
31 to 50 years	7%
51 to 65 years	29%
66 to 75 years	37%
75+ years	18%

### 2024 Responses



# QUESTION 4b

## Males in Household by Age Group

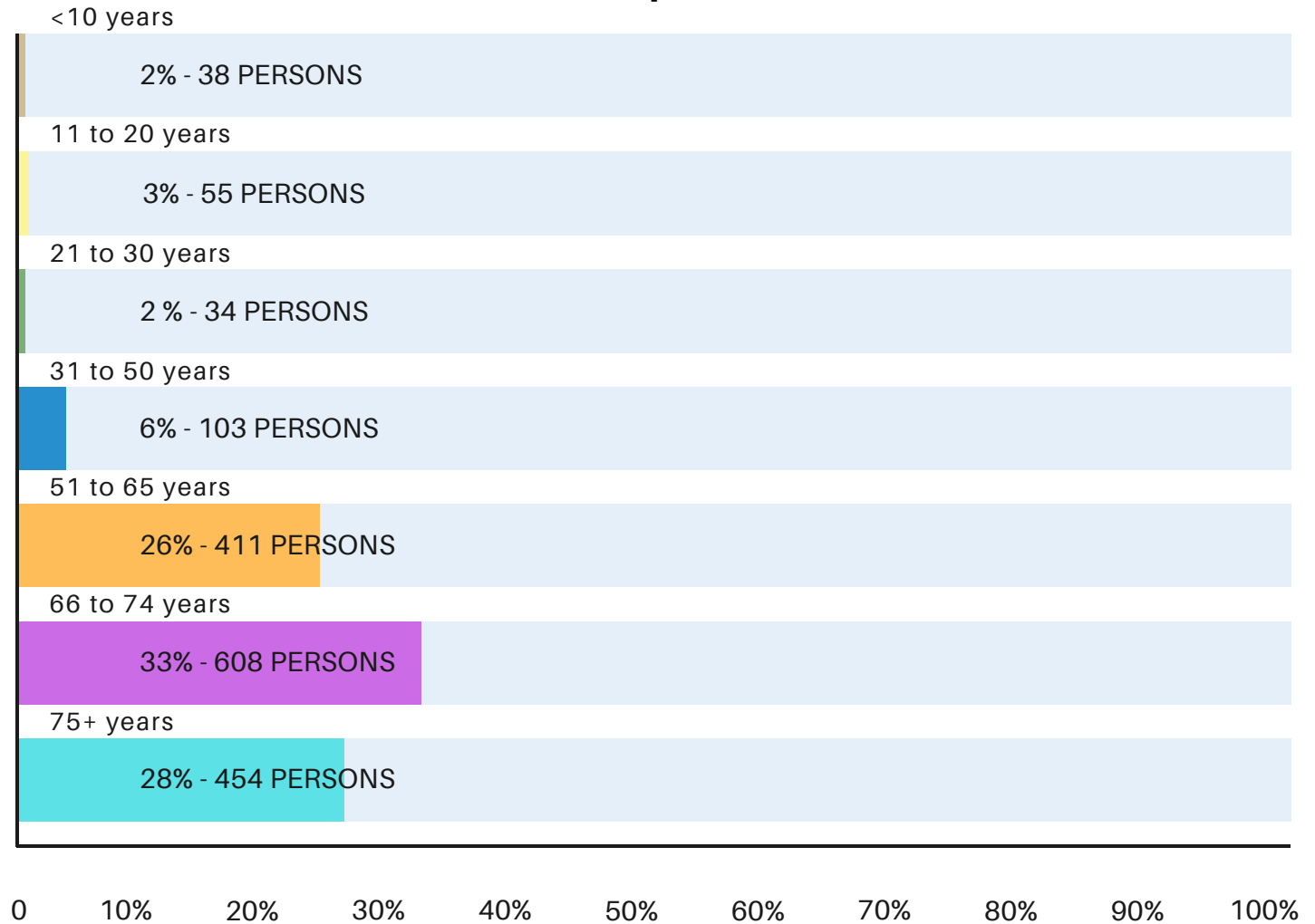
### 2021 Responses

<10 years	3%
11 to 20 years	5%
21 to 30 years	3%
31 to 50 years	7%
51 to 65 years	22%
66 to 75 years	34%
75+ years	26%

### 2018 Responses

<10 years	3%
11 to 20 years	4%
21 to 30 years	2%
31 to 50 years	7%
51 to 65 years	22%
66 to 75 years	38%
75+ years	24%

### 2024 Responses



## QUESTION 5

### What attracted you to HHP?

(check all that apply)

#### 2021 Responses

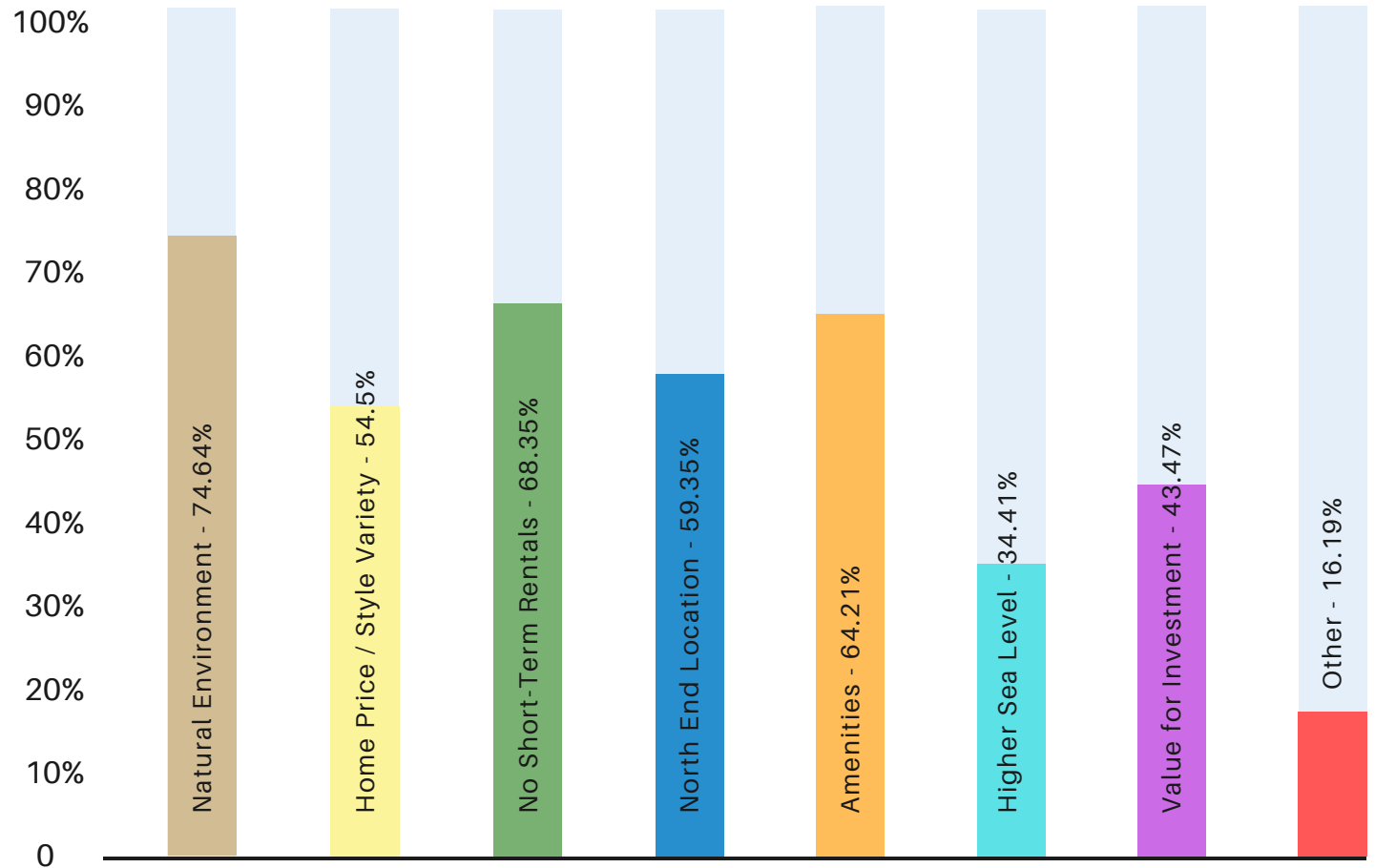
Natural Environment	26%
Diversity of neighborhoods	3%
Amenities	18%
All of the above	53%

#### 2018 Responses

Natural Environment	21%
Diversity of neighborhoods	4%
Amenities	14%
All of the above	62%

Please note: In 2024 we elected a "check all that reply" response which results in a different perspective in percentages. 2018 and 2021 had fewer selections and a "pick one" format.

### 2024 Responses

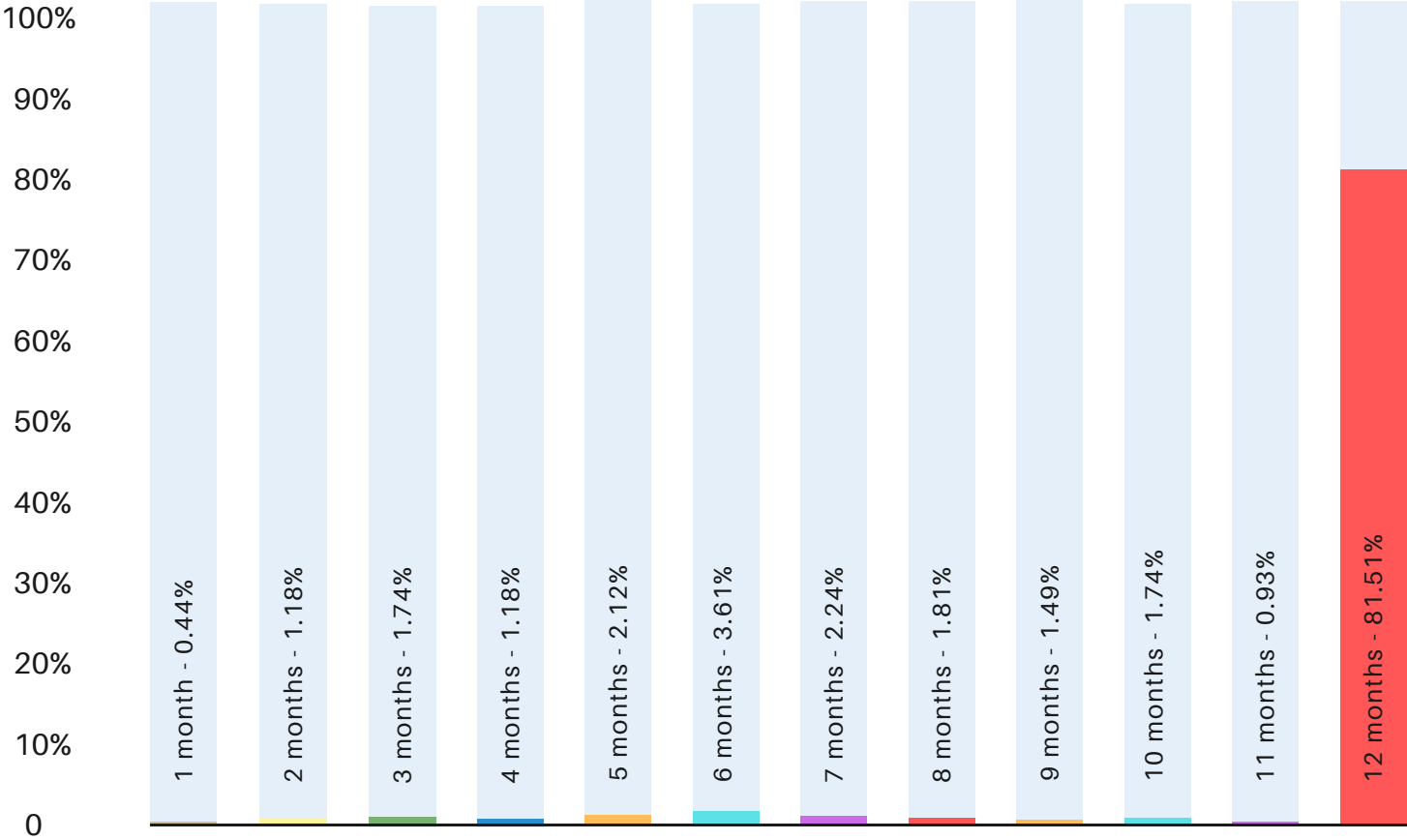


# QUESTION 6

How many months of the year do you actively reside in HHP?

2021 Responses		2018 Responses	
1 month	> 1%	1 month	1%
2 months	1%	2 months	2%
3 months	2%	3 months	1%
4 months	2%	4 months	2%
5 months	1%	5 months	2%
6 months	3%	6 months	4%
7 months	3%	7 months	2%
8 months	2%	8 months	1%
9 months	1%	9 months	2%
10 months	2%	10 months	3%
11 months	3%	11 months	4%
12 months	80%	12 months	76%

## 2024 Responses



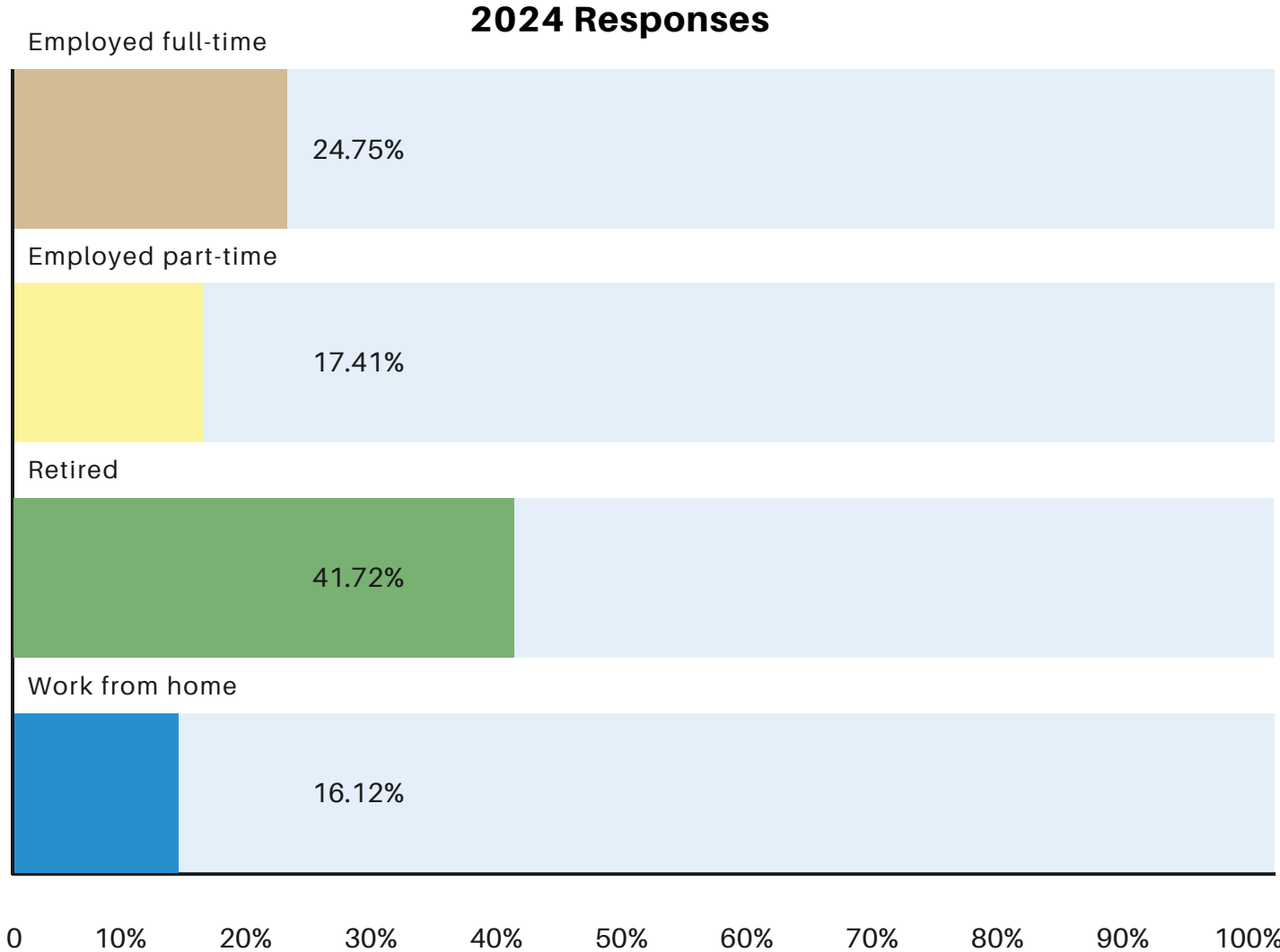


**QUESTION 7**  
**What is the employment status of household members 18 years and older.**

**2021 Responses**  
**Employed full-time 31%**  
**Employed part-time 21%**  
**Retired 48%**

**2018 Responses**  
**Employed full-time 28%**  
**Employed part-time 22%**  
**Retired 50%**

**Please note: In 2024 a 4th option of "work from home" was added due to the post-pandemic rising population of that status.**



# QUESTION 8

I visit the HHP website:

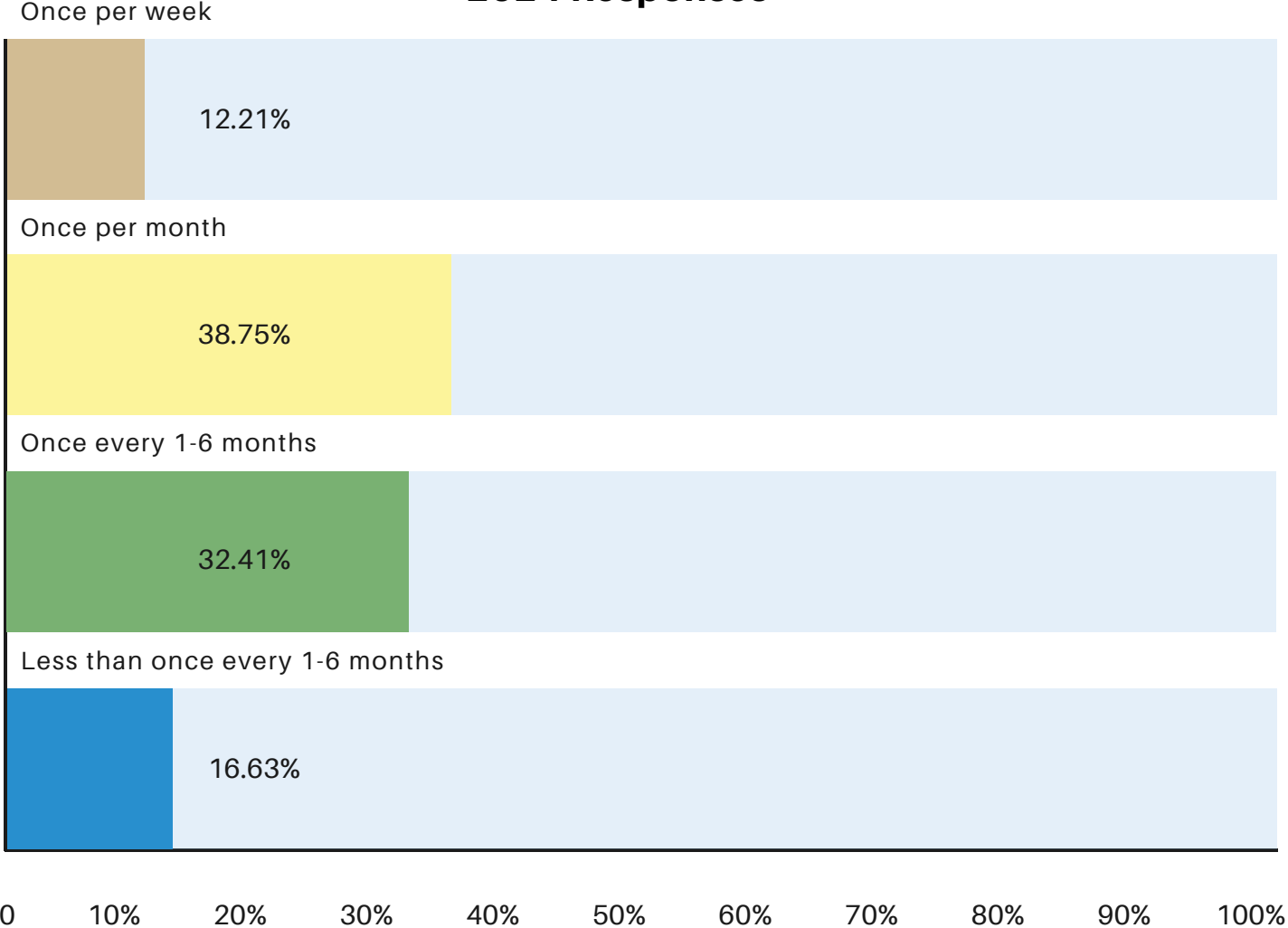
## 2021 Responses

Once per week	12%
Once per month	23%
Once every 1-6 months	43%
Less than once every 6 months	22%

## 2018 Responses

Once per week	7%
Once per month	66%
Once every 1-6 months	16%
Less than once every 6 months	11%

## 2024 Responses



## QUESTION 9

Rank 1-6, with 1 being the highest, your reasons for using the HHP website.

### 2021 Responses

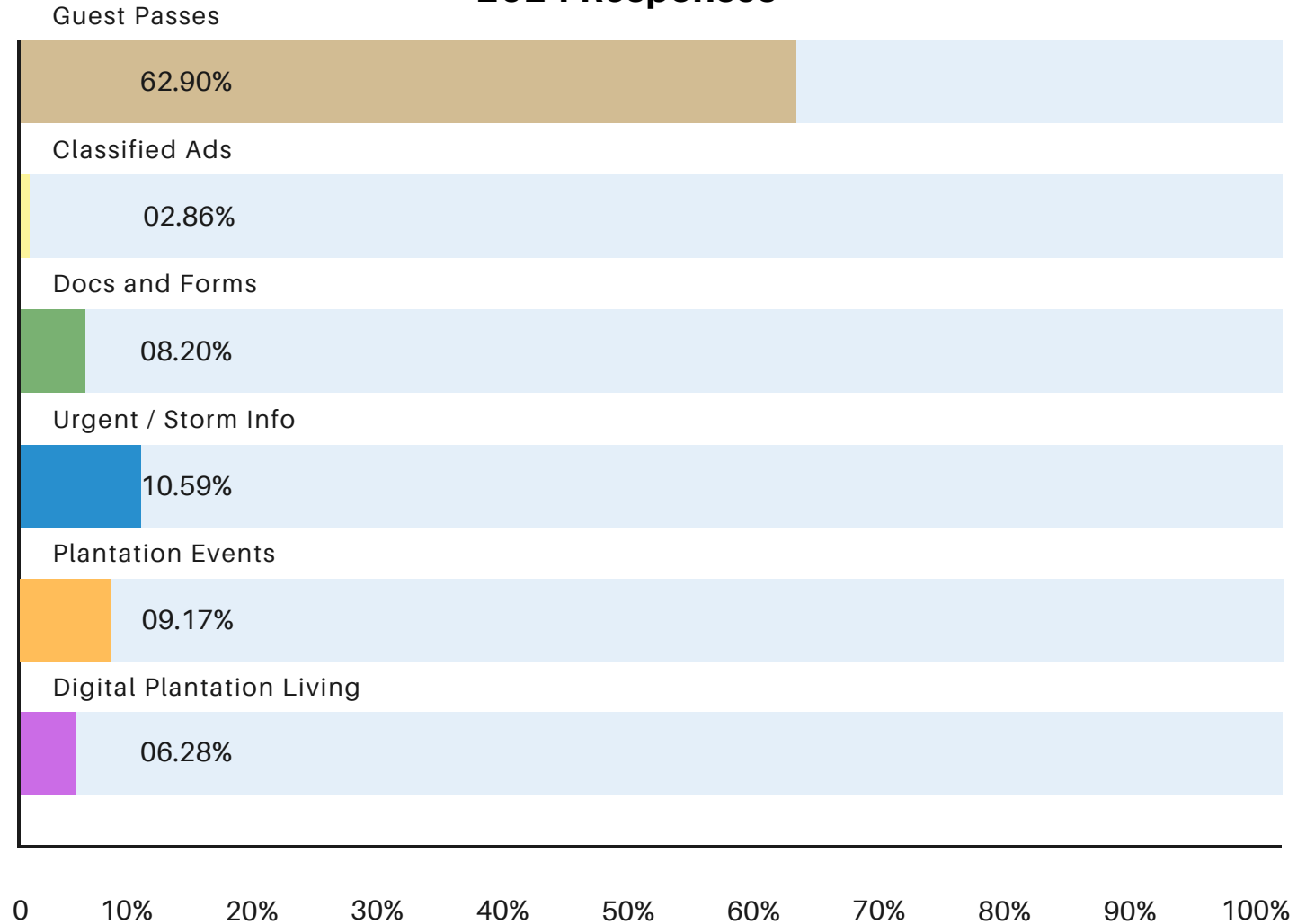
Guest Passes	60%
Classified Ads	4%
Docs & Forms	11%
Resident Directory	3%
Plantation Events	14%
Digital Plantation Living	8%

### 2018 Responses

Guest Passes	64%
Classified Ads	3%
Docs & Forms	8%
Resident Directory	3%
Plantation Events	15%
Digital Plantation Living	7%

Please note: In 2024 the defunct Resident Directory was removed and Urgent/Storm Info was added.

### 2024 Responses



# QUESTION 10

## I value Whooping Crane and Cypress Conservancies.

### 2021 Responses

YES - 90%

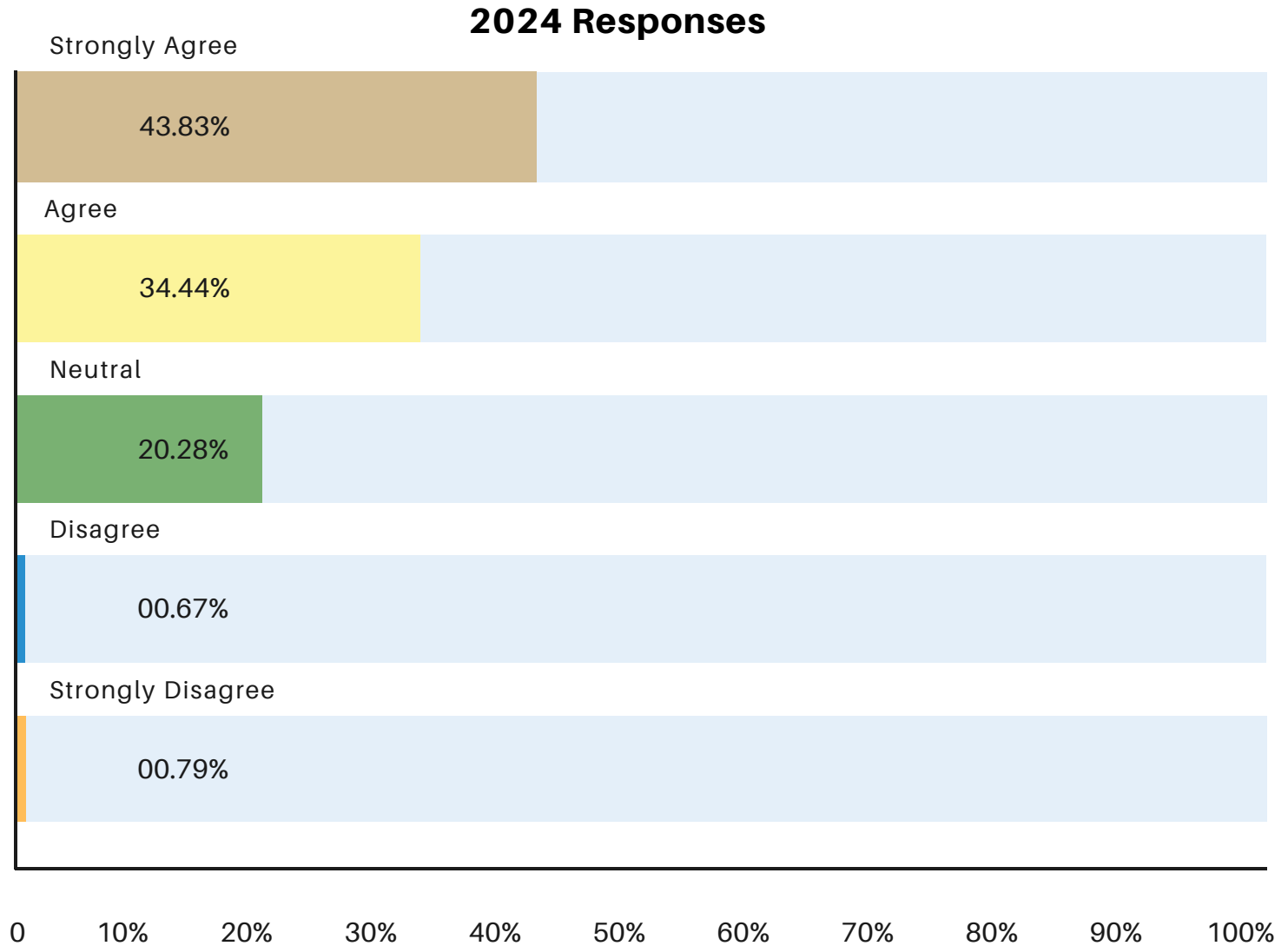
NO - 10%

### 2018 Responses

YES - 89%

NO - 11%

Please note: In the 2024 survey, the formatting of this question was changed from a yes / no question to a tiered response that allowed more granularity.

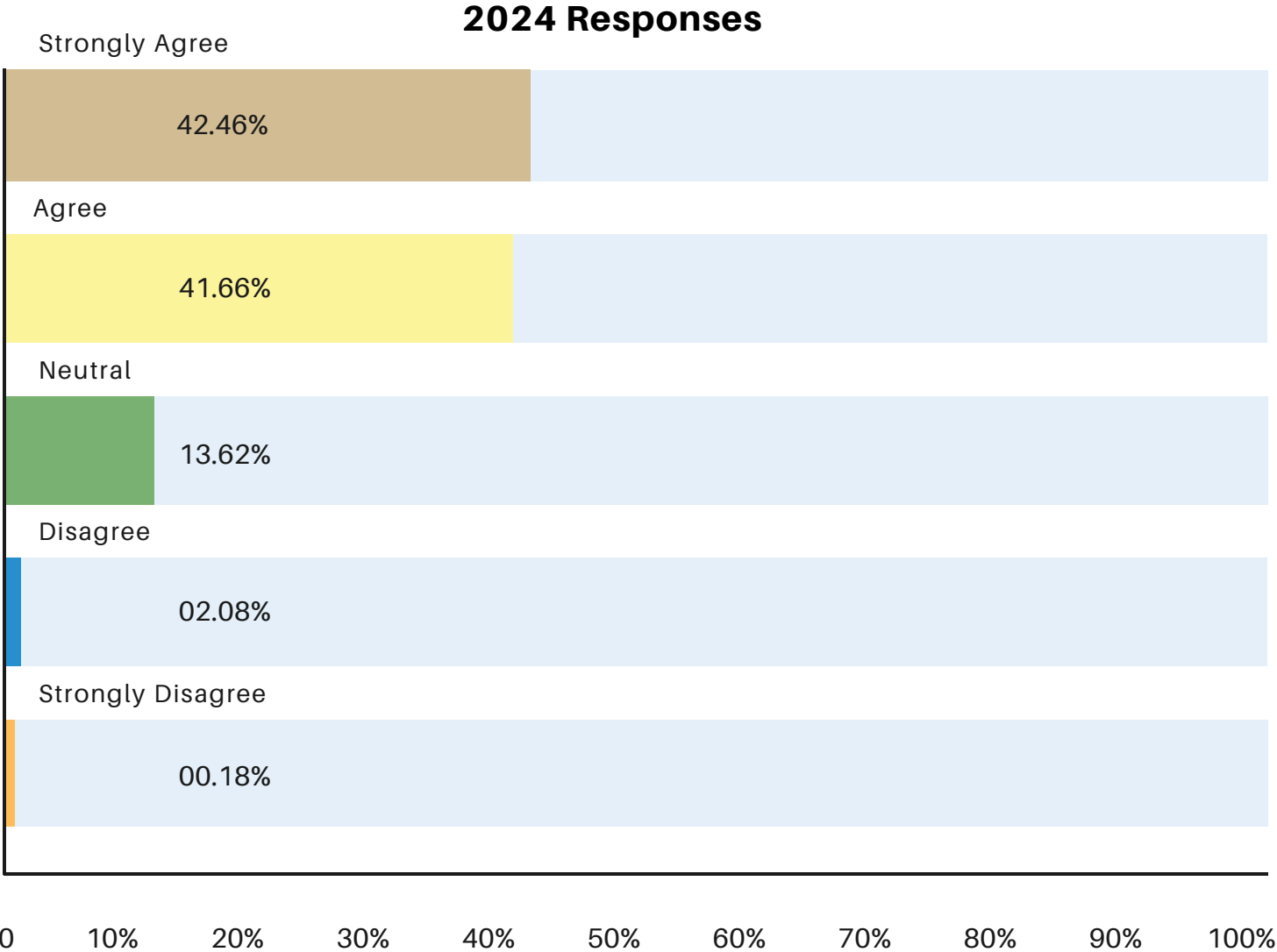


**QUESTION 11**  
**HHP expenditures**  
**are well-managed.**

**2021 Responses**  
**YES - 97%**  
**NO - 3%**

**2018 Responses**  
**YES - 97%**  
**NO - 3%**

**Please note: In the 2024**  
**survey, the formatting of this**  
**question was changed from a**  
**yes / no question to a tiered**  
**response that allowed more**  
**granularity.**



## QUESTION 12

I receive value for the Association dues I pay.

### 2021 Responses

YES - 97%

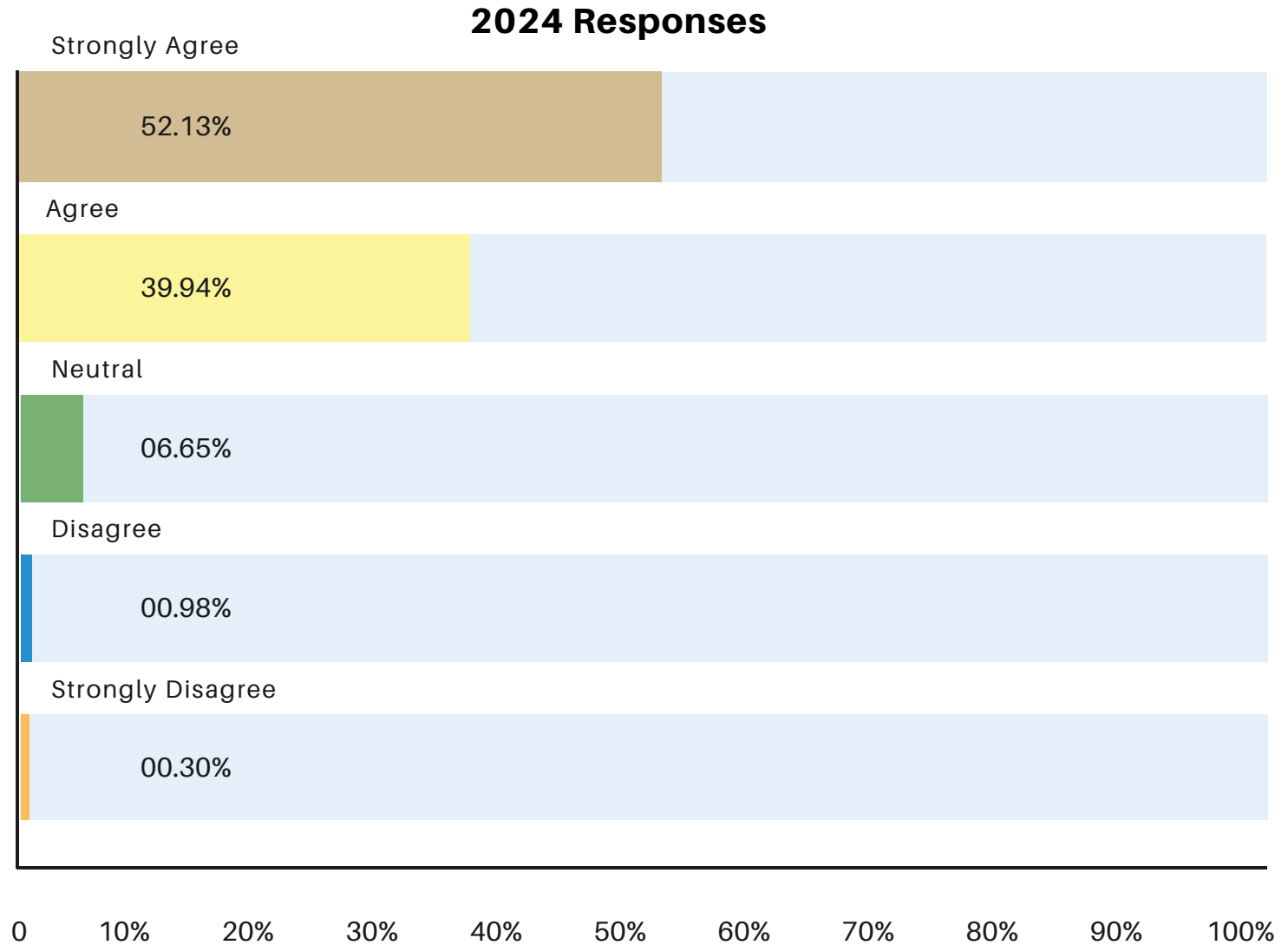
NO - 3%

### 2018 Responses

YES - 96%

NO - 4%

Please note: In the 2024 survey, the formatting of this question was changed from a yes / no question to a tiered response that allowed more granularity.



### QUESTION 13

Please rank the following POA Communications vehicles in order of importance.

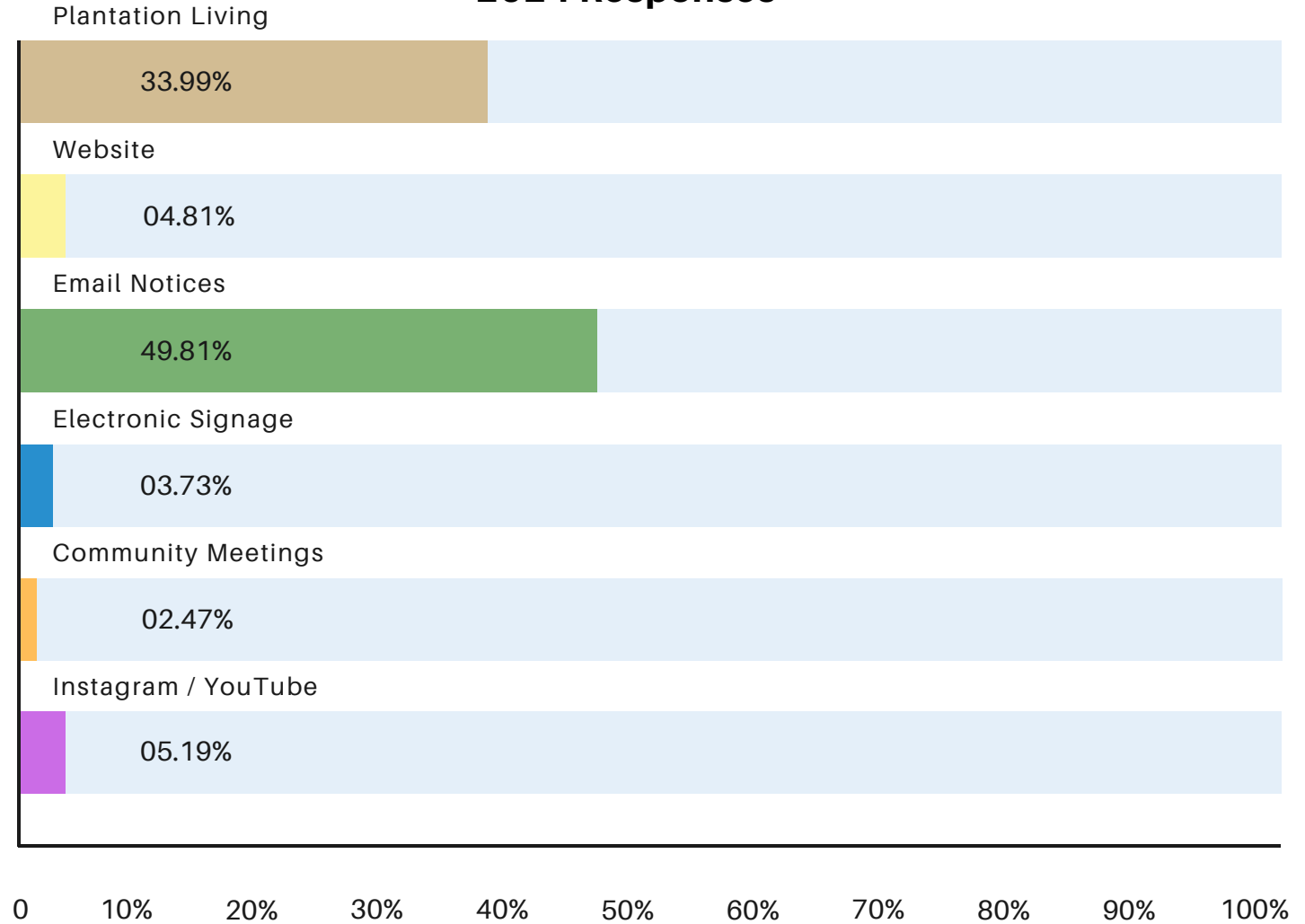
#### 2021 Responses

Community Meetings	2%
Plantation Living	29%
Signs at Gate	4%
EMail Notices	53%
Website	5%
Instagram/YouTube	5%
Online Res. Dir.	2%

#### 2018 Responses

Map	4%
Plantation Living	38%
Signs at Gate	4%
EMail Notices	46%
Website	4%
Online Res. Dir.	5%

### 2024 Responses

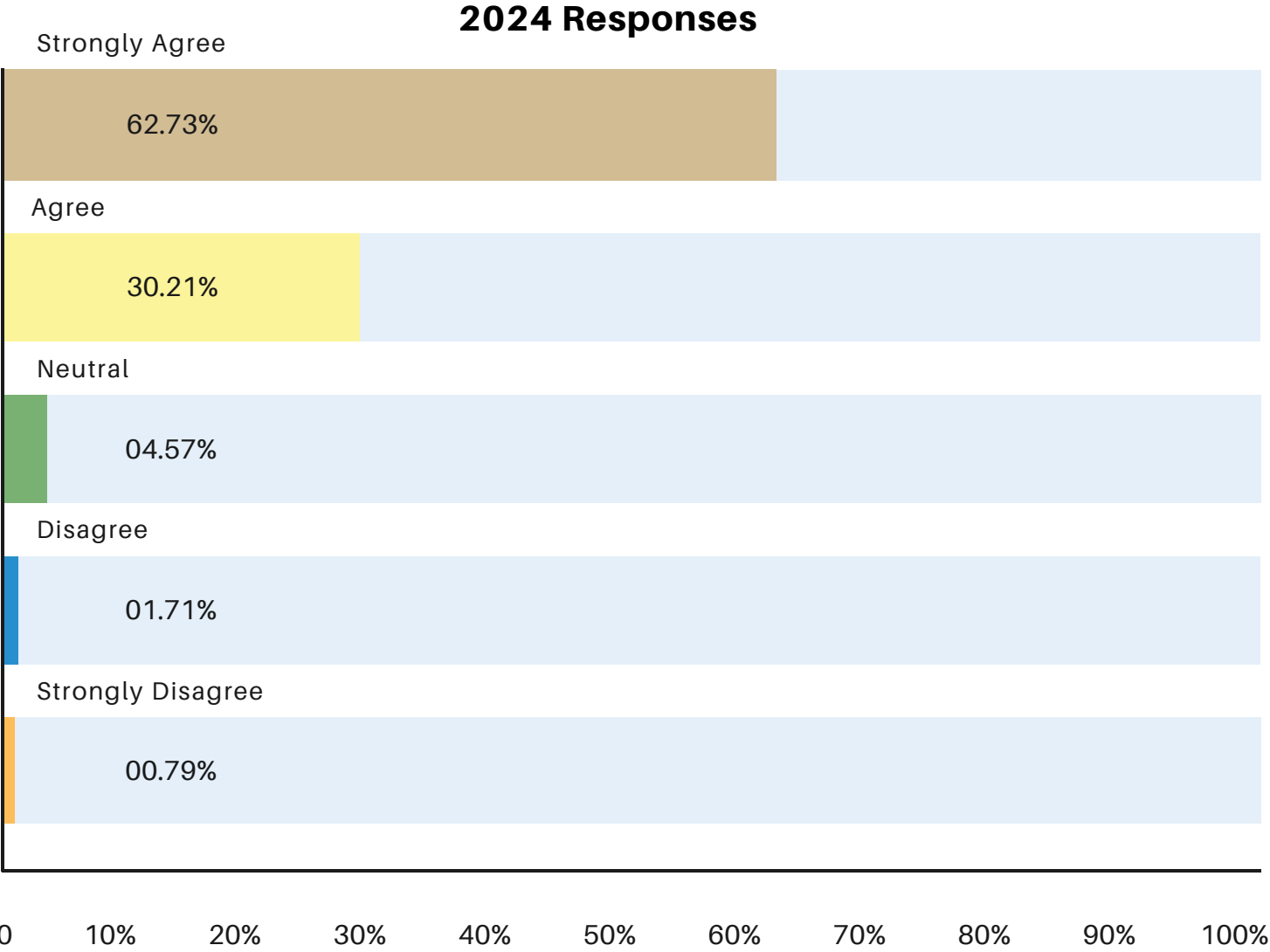


**QUESTION 14**  
**I read Plantation**  
**Living on a regular**  
**basis.**

**2021 Responses**  
**YES - 95%**  
**NO - 5%**

**2018 Responses**  
**YES - 95%**  
**NO - 5%**

**Please note: In the 2024**  
**survey, the formatting of this**  
**question was changed from a**  
**yes / no question to a tiered**  
**response that allowed more**  
**granularity.**





## QUESTION 15

What sections of  
Plantation Living do you  
read?

(check all that apply)

### 2021 Responses

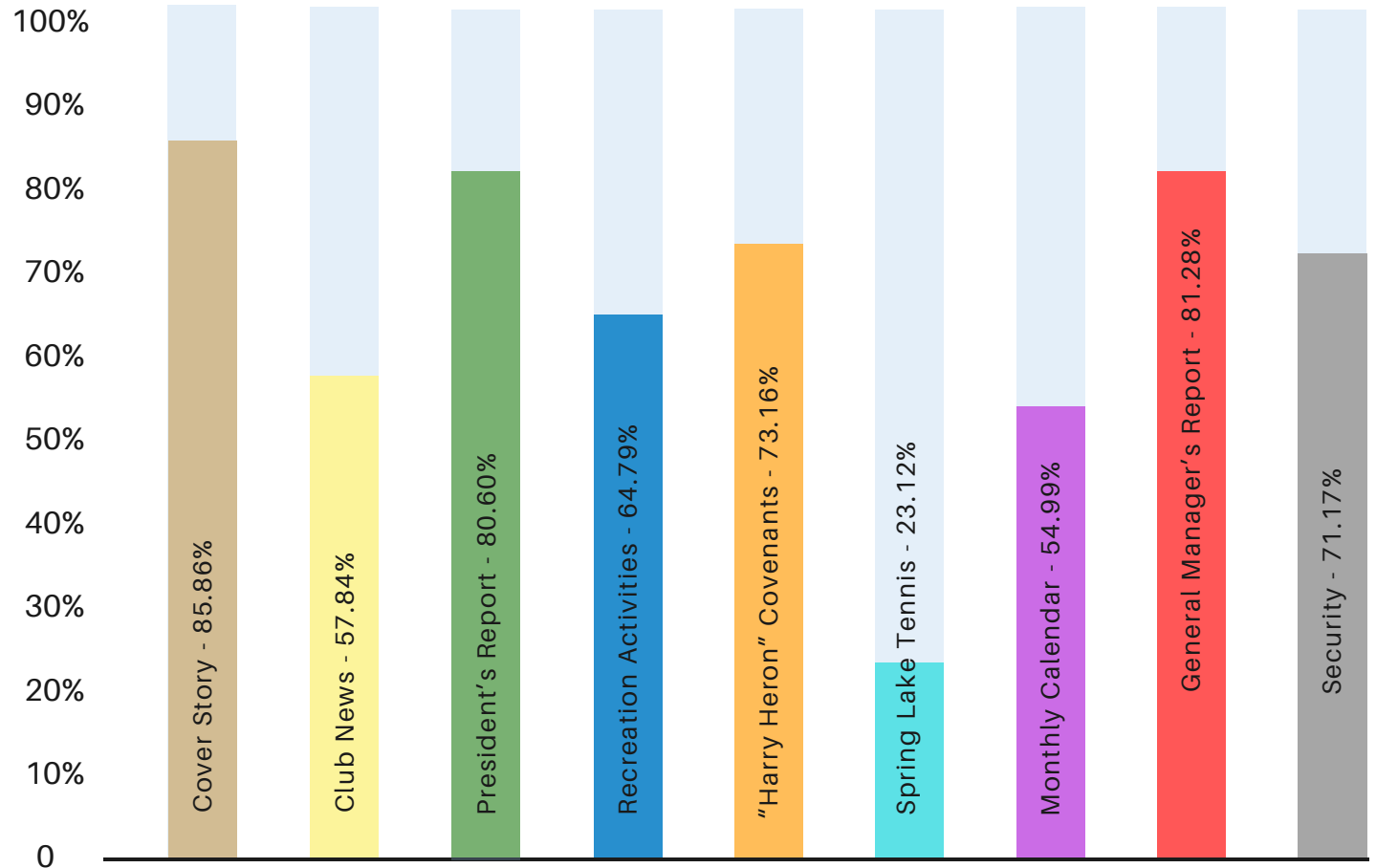
Cover Story	87%
President's Report	83%
General Manager's Report	83%
Lowcountry Nature	60%
Recreation Activities	70%
Security	76%
Club News	61%
Monthly Calendar	61%
Harry Heron	75%

### 2018 Responses

Cover Story	89%
President's Report	84%
General Manager's Report	84%
Lowcountry Nature	58%
Recreation Activities	65%
Security	79%
Club News	59%
Monthly Calendar	59%
Harry Heron	75%

Please note: In 2018, 2021 and 2024 we elected a "check all that reply" response which results in a different perspective in percentages. These percentages will not add up to 100%.

## 2024 Responses



## QUESTION 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 and Regulations?

### 2021 Responses

**YES - 85%**

**NO - 4%**

**NOT AWARE - 11%**

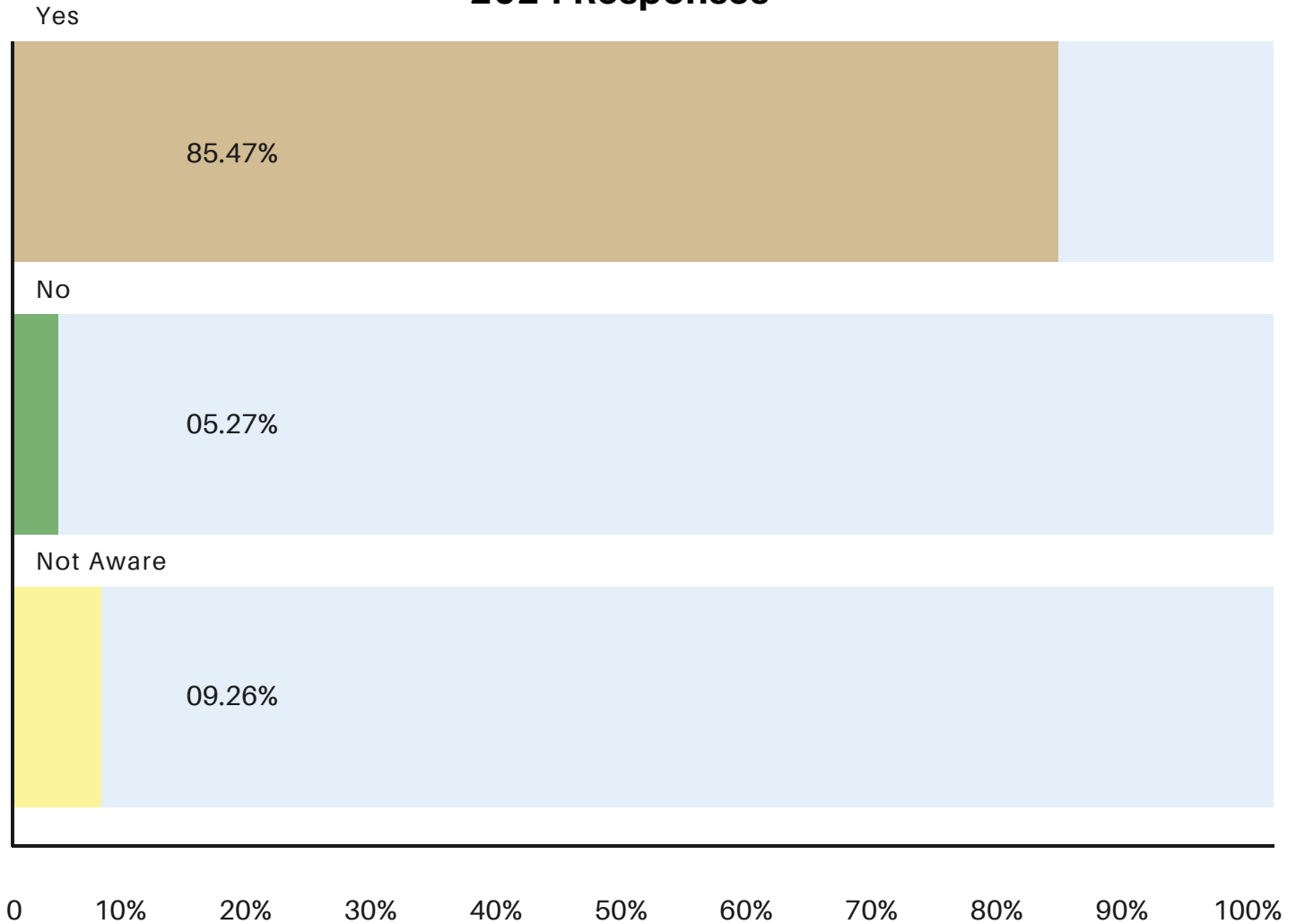
### 2018 Responses

**YES - 83%**

**NO - 3%**

**NOT AWARE - 13%**

### 2024 Responses



**QUESTION 17**  
**The Architectural**  
**Review Board's (ARB)**  
**decisions protect**  
**property values.**

**2021 Responses**

**YES - 92%**

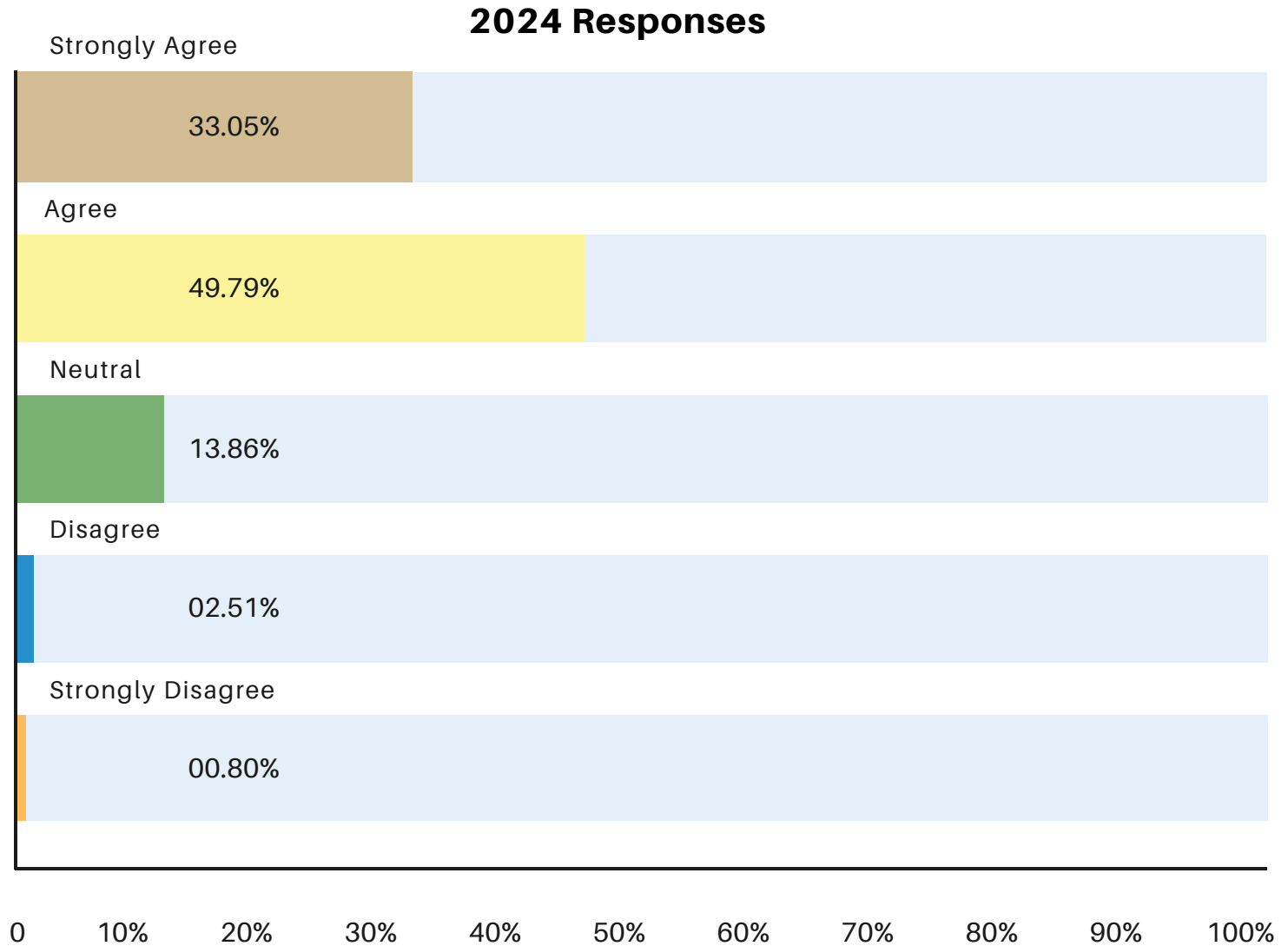
**NO - 8%**

**2018 Responses**

**YES - 94%**

**NO - 6%**

**Please note: In the 2024**  
**survey, the formatting of this**  
**question was changed from a**  
**yes / no question to a tiered**  
**response that allowed more**  
**granularity.**



# QUESTION 18

Are the Plantation's Covenants and Rules and Regulations enforced?

## 2021 Responses

Too strict - 16%

Just right - 67%

Not strict enough - 17%

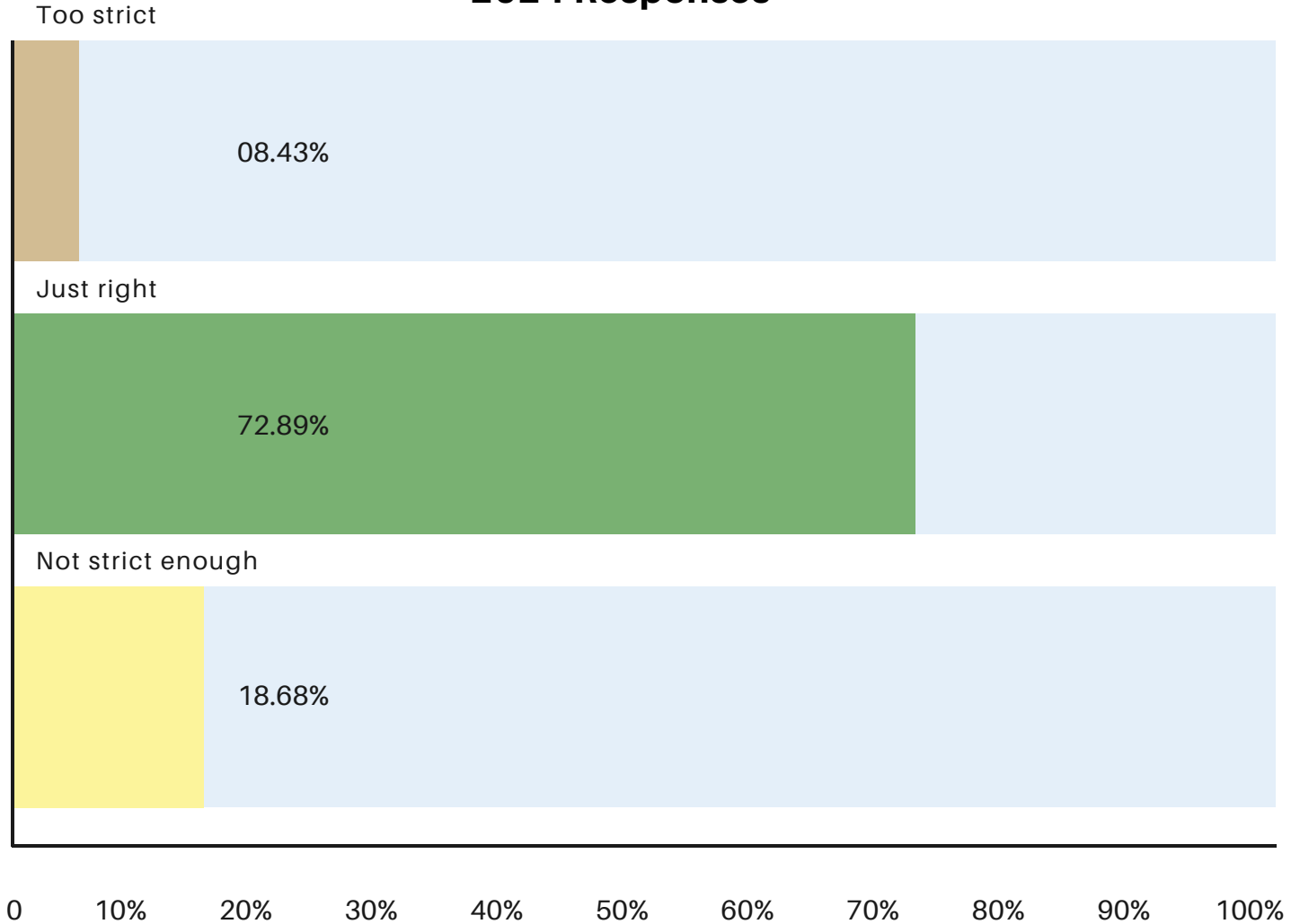
## 2018 Responses

Too strict - 12%

Just right - 69%

Not strict enough - 19%

## 2024 Responses



## QUESTION 19

HHP is maintained to an appropriate level.  
ie: appearance, functionality, lagoon maintenance, etc.

### 2021 Responses

YES - 93%

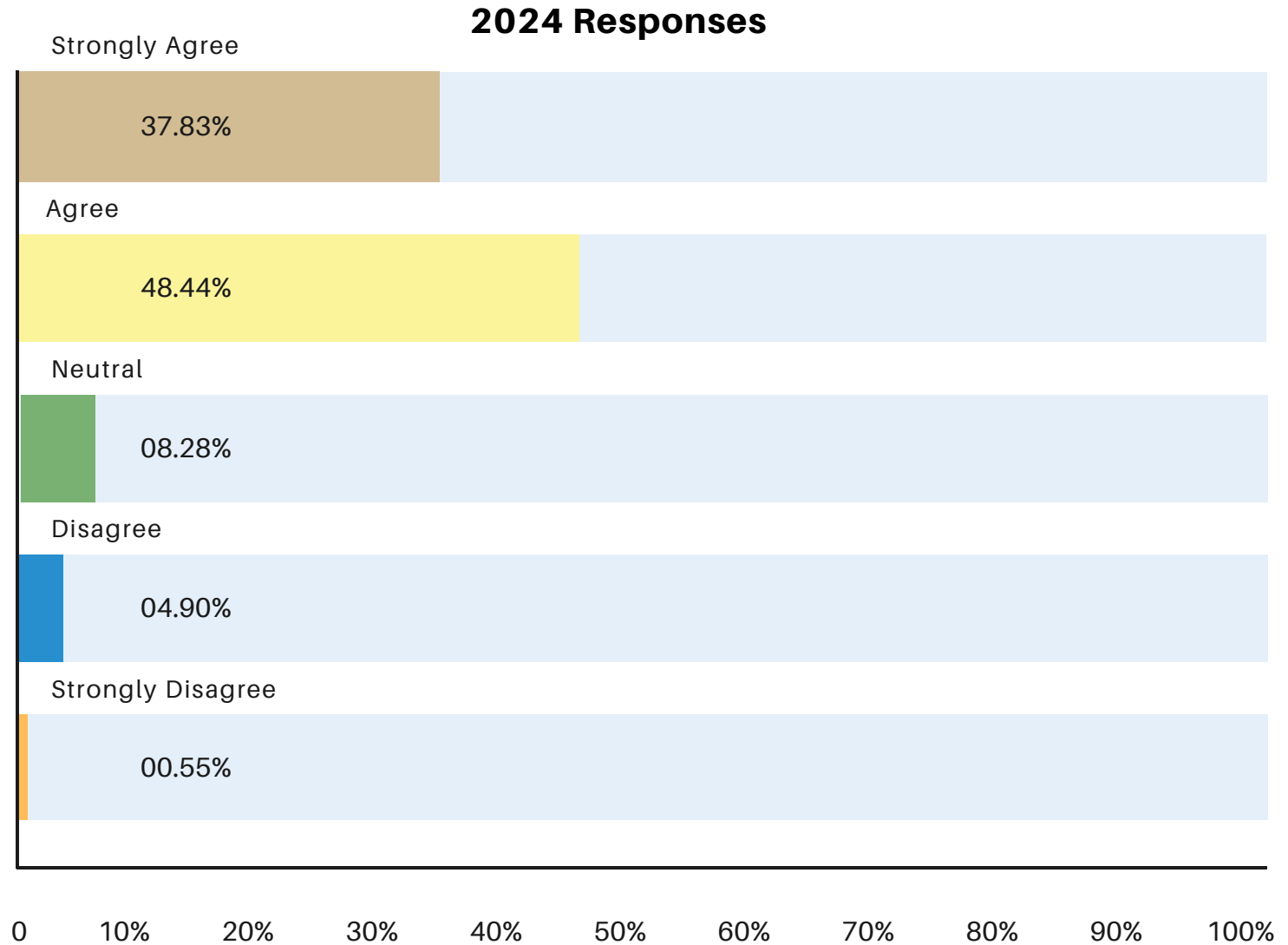
NO - 7%

### 2018 Responses

YES - 92%

NO - 8%

Please note: In the 2024 survey, the formatting of this question was changed from a yes / no question to a tiered response that allowed more granularity.

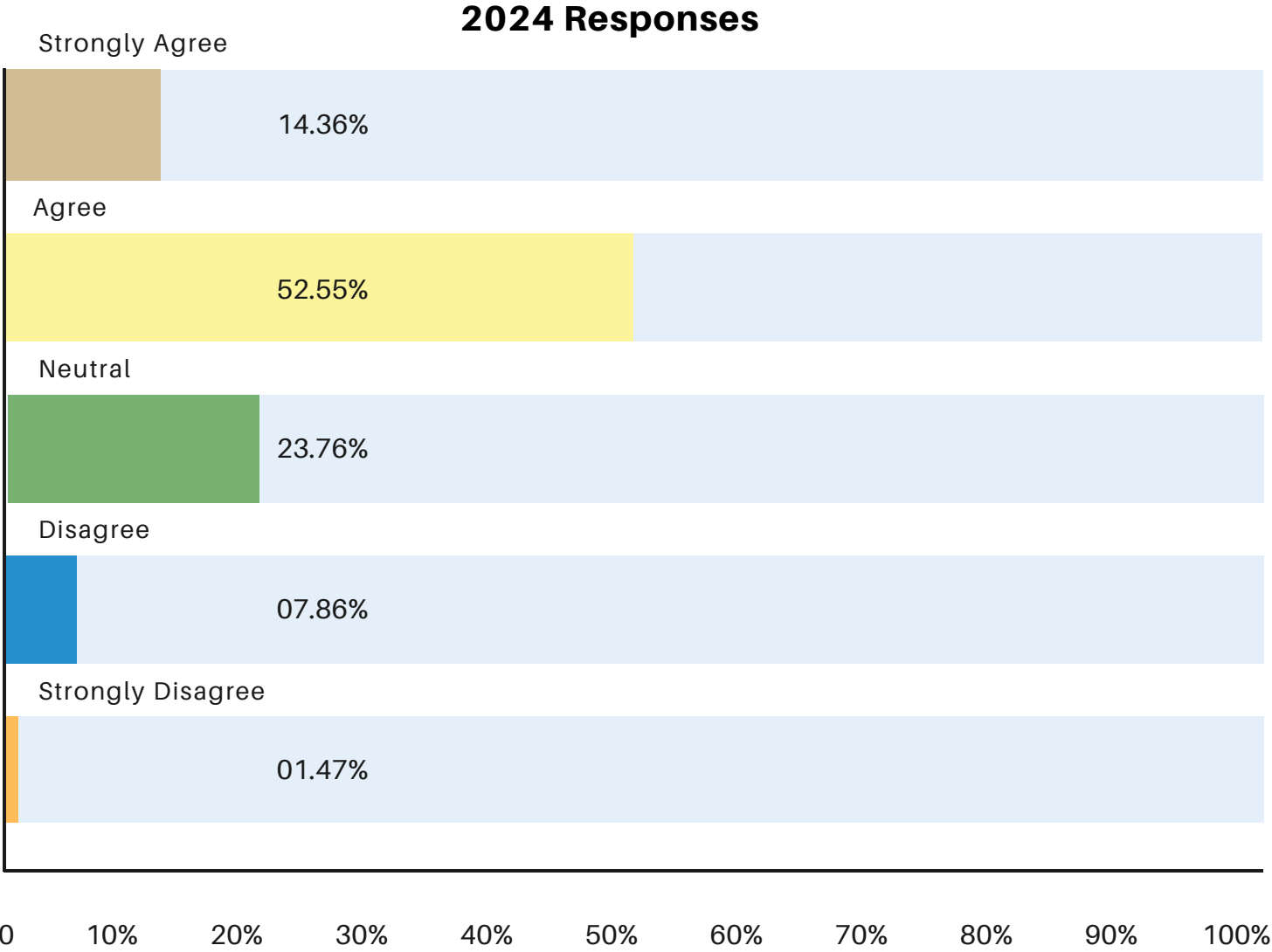


**QUESTION 20**  
**The frequency of the road-resurfacing schedule is adequate.**

**2021 Responses**  
**YES - 83%**  
**NO - 17%**

**2018 Responses**  
**YES - 86%**  
**NO - 14%**

**Please note: In the 2024 survey, the formatting of this question was changed from a yes / no question to a tiered response that allowed more granularity.**



## QUESTION 21

The frequency of the road restriping is adequate.

### 2021 Responses

YES - 85%

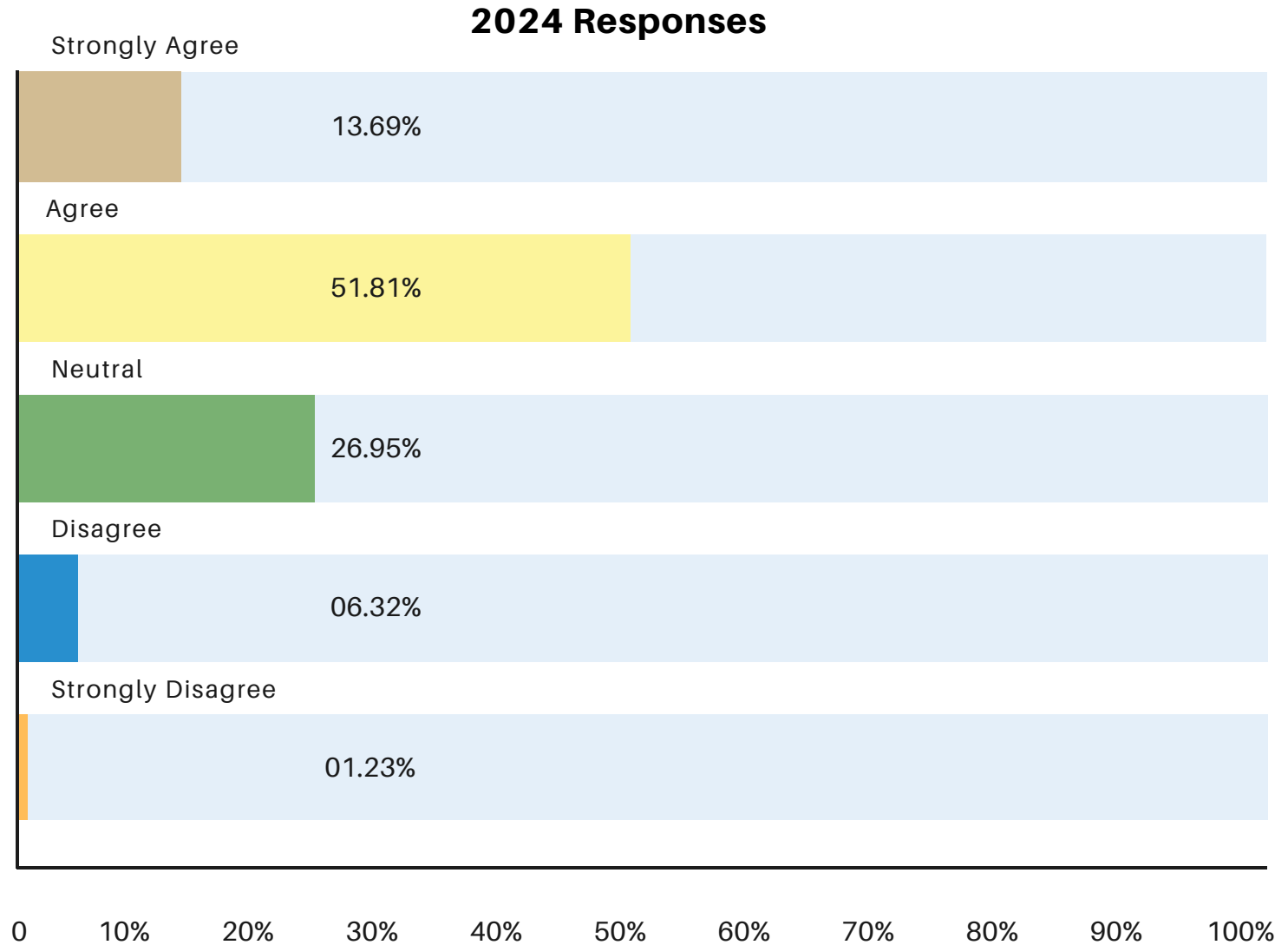
NO - 15%

### 2018 Responses

YES - 88%

NO - 12%

Please note: In the 2024 survey, the formatting of this question was changed from a yes / no question to a tiered response that allowed more granularity.



## QUESTION 22

The frequency of the leisure path resurfacing is adequate.

### 2021 Responses

YES - 66%

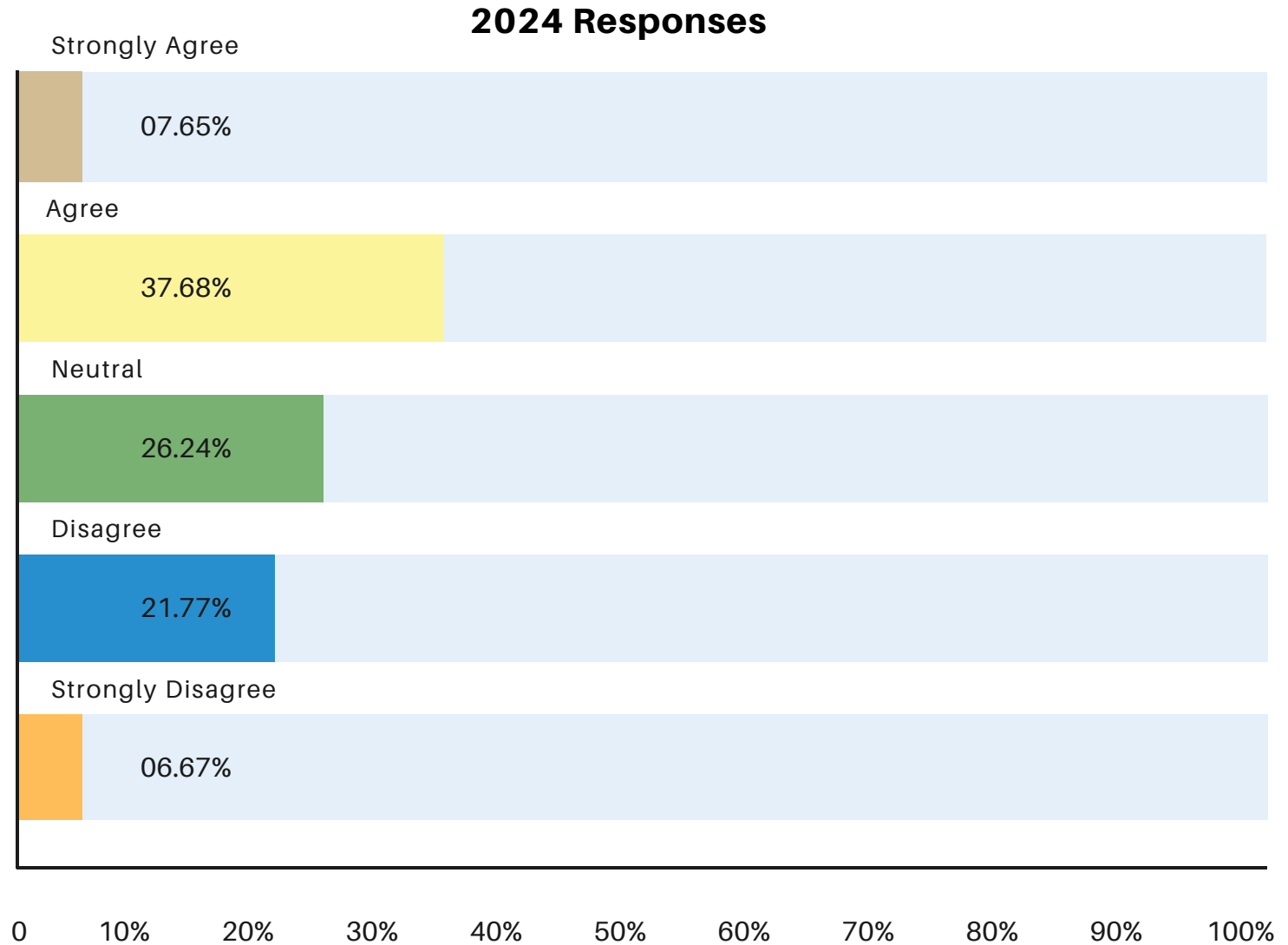
NO - 34%

### 2018 Responses

YES - 78%

NO - 22%

Please note: In the 2024 survey, the formatting of this question was changed from a yes / no question to a tiered response that allowed more granularity.



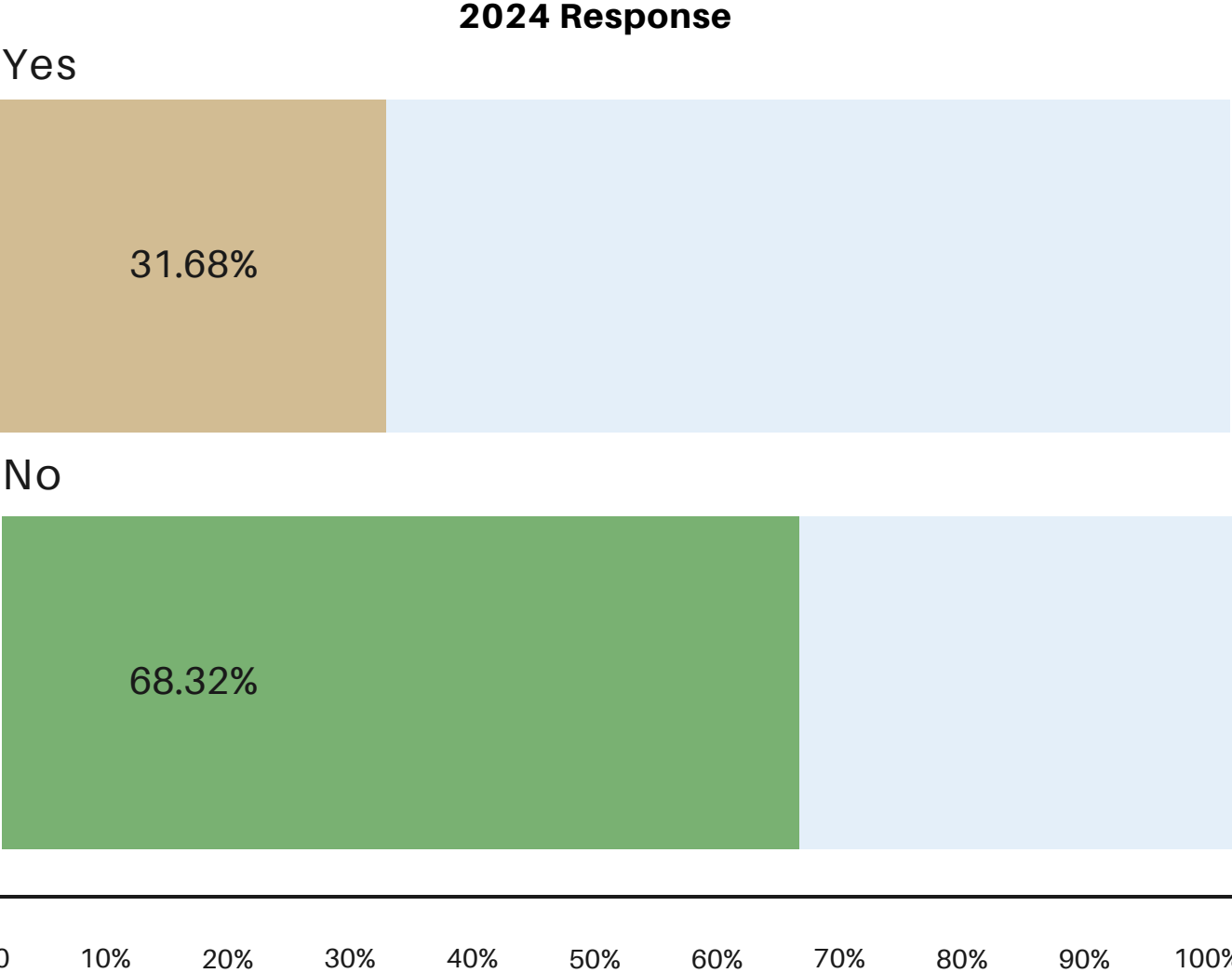


**QUESTION 23**  
**I subscribe to the**  
**Island Packet.**

**2021 Responses**  
**YES - 56%**  
**NO - 44%**

**2018 Responses**  
**YES - 63%**  
**NO - 37%**

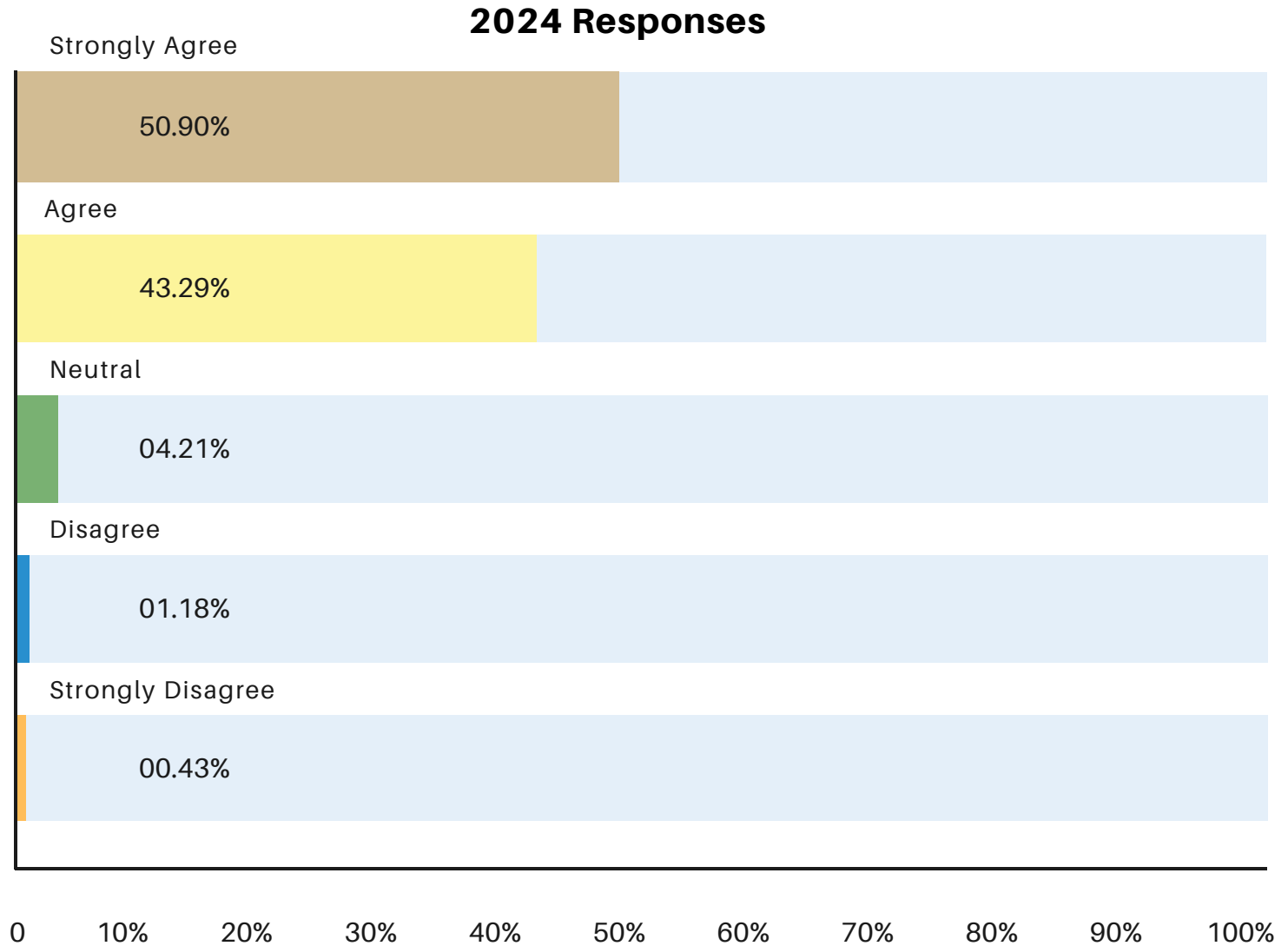
**Please note: In the 2024**  
**survey, the formatting of this**  
**question was changed from a**  
**yes / no question to a tiered**  
**response that allowed more**  
**granularity.**



**QUESTION 24**  
**The quality of life in**  
**Hilton Head Plantation**  
**is consistent with my**  
**needs and wants.**

**2021 Responses**  
**Strongly Agree**      **58%**  
**Agree**                **39%**  
**Disagree**            **3%**  
**Strongly Disagree**   **> 1%**

**2021 Responses**  
**Strongly Agree**      **57%**  
**Agree**                **41%**  
**Disagree**            **2%**  
**Strongly Disagree**   **> 1%**



# QUESTION 25

Rank only the following amenities that you use, by importance. Rank 1-12, with 1 being the highest.

## 2021 Responses (1st choice only)

Leisure Paths	37%
DH / Pine Island	27%
SL Pavillion	2%
SL Swimming Pool	18%
SL Racquet Club	7%
Bocce Ball	1%
Ball Fields	1%
Plantation House	3%
Playgrounds	1%
Fishing in Lagoons	3%

## 2018 Responses (1st choice only)

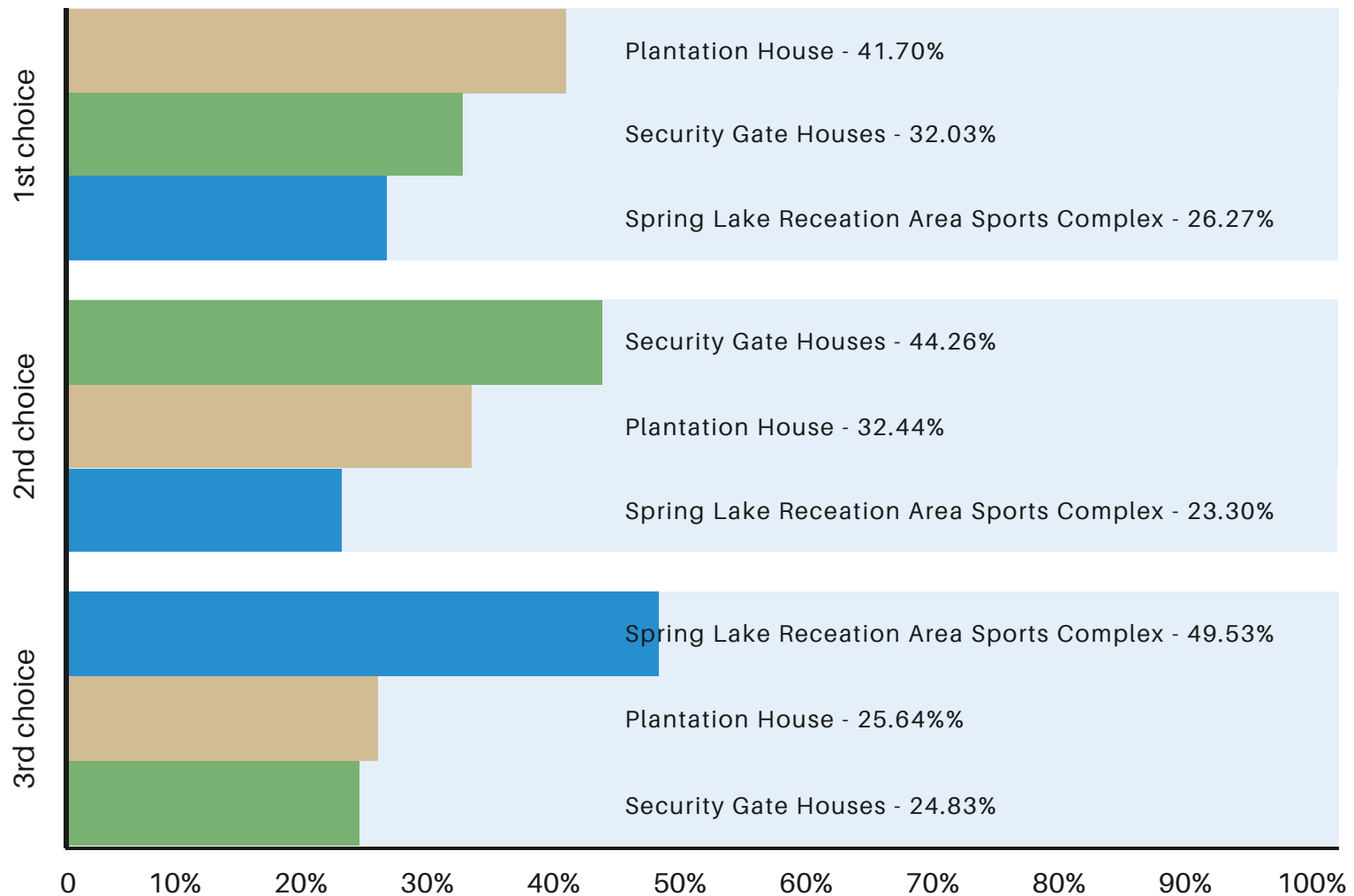
Leisure Paths	31%
DH / Pine Island	22%
SL Pavillion	3%
SL Swimming Pool	25%
SL Racquet Club	7%
Bocce Ball	2%
Ball Fields	1%
Plantation House	5%
Playgrounds	1%
Fishing in Lagoons	3%

## 2024 Responses

	SL Swimming Pool	SL Tennis	SL Pavillion	Plantation House	Dolphin Head/Pine Island	Pickleball	Bocce Ball	Ball Fields	Playgrounds	Leisure Paths	Fishing in Lagoons	Basketball
1ST	18%	7%	3%	5%	24%	4%	2%	<1%	<1%	34%	2%	<1%
2ND	17%	2%	6%	9%	33%	3%	3%	1%	2%	23%	1%	<1%
3RD	19%	2%	11%	15%	20%	3%	2%	2%	6%	16%	2%	2%
4TH	14%	2%	20%	17%	12%	4%	3%	3%	9%	10%	4%	1%
5TH	12%	4%	19%	20%	7%	4%	4%	4%	10%	9%	4%	3%
6TH	8%	5%	15%	20%	4%	8%	4%	6%	14%	5%	7%	4%
7TH	4%	10%	12%	10%	2%	10%	8%	13%	12%	3%	8%	8%
8TH	3%	10%	7%	5%	2%	10%	13%	13%	14%	3%	11%	9%
9TH	2%	11%	5%	5%	2%	10%	14%	16%	11%	2%	11%	11%
10TH	3%	10%	4%	3%	2%	9%	15%	21%	8%	2%	12%	11%
11TH	4%	11%	4%	1%	2%	13%	14%	10%	5%	3%	14%	19%
12TH	4%	19%	<1%	2%	3%	15%	8%	26%	4%	2%	16%	22%

## QUESTION 26

The results of the 2021 Resident Opinion Survey designated the Plantation House to be the next Capital Improvement Project to be considered. Which Capital Improvement Project would you like the Board to consider next for complete facility redesign / upgrade? Rank 1 through 3, with 1 being the top priority. Do not duplicate numbers.



**QUESTION 27**

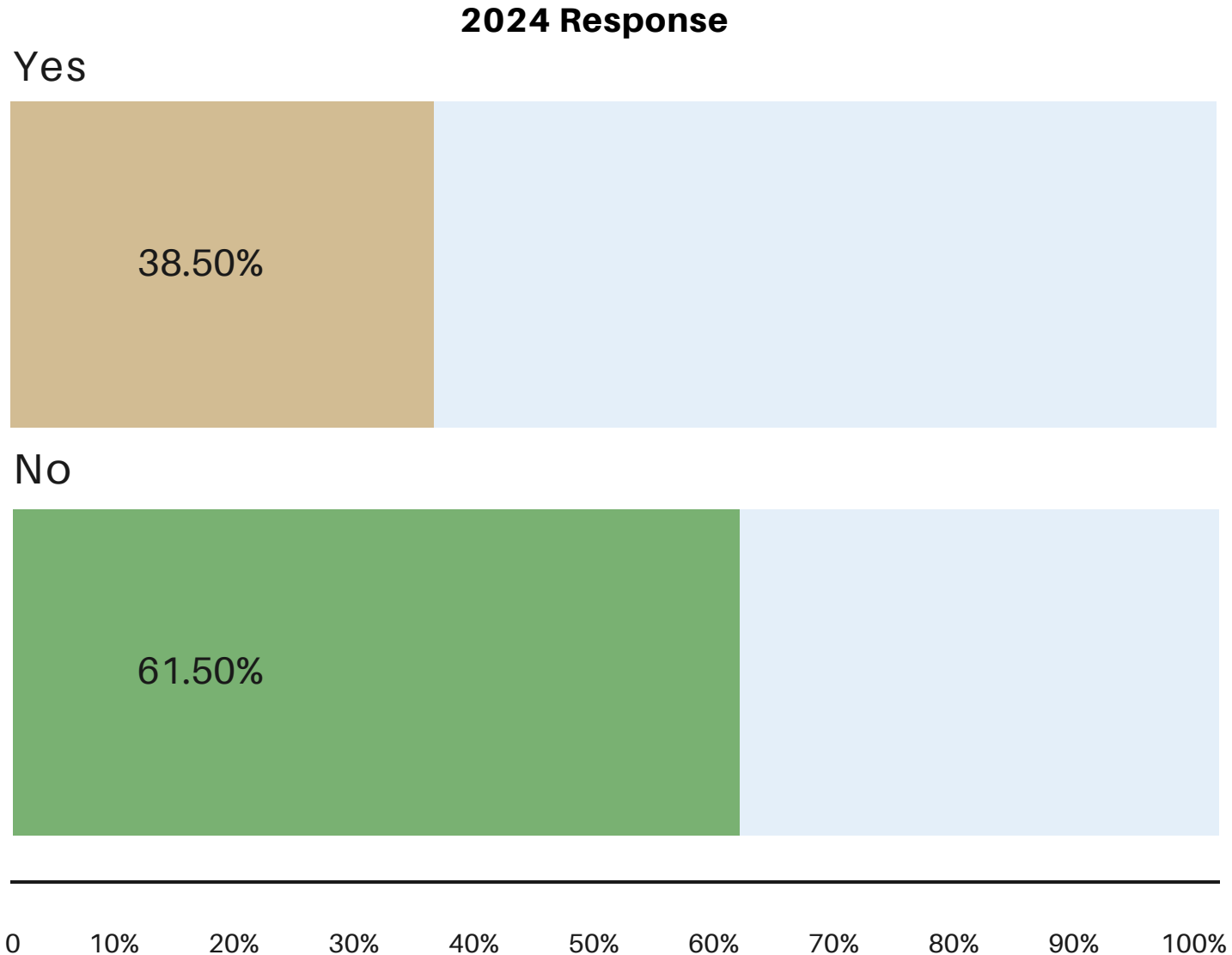
**Which activities / programs would you like to see HHP offer (or offer more of)? Check all that apply.**

<b>2024</b>		<b>2021</b>	<b>2018</b>
<b>Movie Night</b>	25.73%	29%	29%
<b>Dinner Dances</b>	12.40%	15%	14%
<b>Organized Group Travel</b>	27.23%	10%	11%
<b>Kid-Friendly Events</b>	09.62%	13%	11%
<b>Themed Bingo Nights</b>	14.97%	15%	11%
<b>Trash and Treasure Sale</b>	31.50%	37%	32%
<b>Cooking Demonstrations</b>	30.51%	33%	29%
<b>Health/Wellness Programs</b>	40.13%	38%	41%
<b>Pool Parties</b>	12.40%	15%	15%
<b>Fitness Classes</b>	36.07%	36%	37%
<b>Off-Plantation Trips</b>	26.44%	21%	22%
<b>Teen/Tween Events</b>	03.78%	06%	05%
<b>Educational Seminars</b>	42.12%	43%	47%
<b>Theater/Performing Arts</b>	32.36%	34%	34%
<b>Sporting Events</b>	17.39%	16%	16%
<b>Golf Events</b>	18.18%	21%	18%
<b>Concerts</b>	57.23%	64%	61%
<b>Other</b>	11.33%	07%	04%

**Please note: In 2018, 2021 and 2024 we elected a "check all that reply" response which results in a different perspective in percentages. These percentages will not add up to 100%.**

## QUESTION 28

Would you be in favor of permitting HHP motorcycle property owners to ride their motorcycles from the HHP gate to their homes (and vice versa) ONLY?



### QUESTION 29

When possible, Security performs courtesy assists and service calls (medical assistance, roadside assistance, critter removal, assisting residents, etc.). I consider these types of services to be important.

#### 2021 Responses

YES - 99%

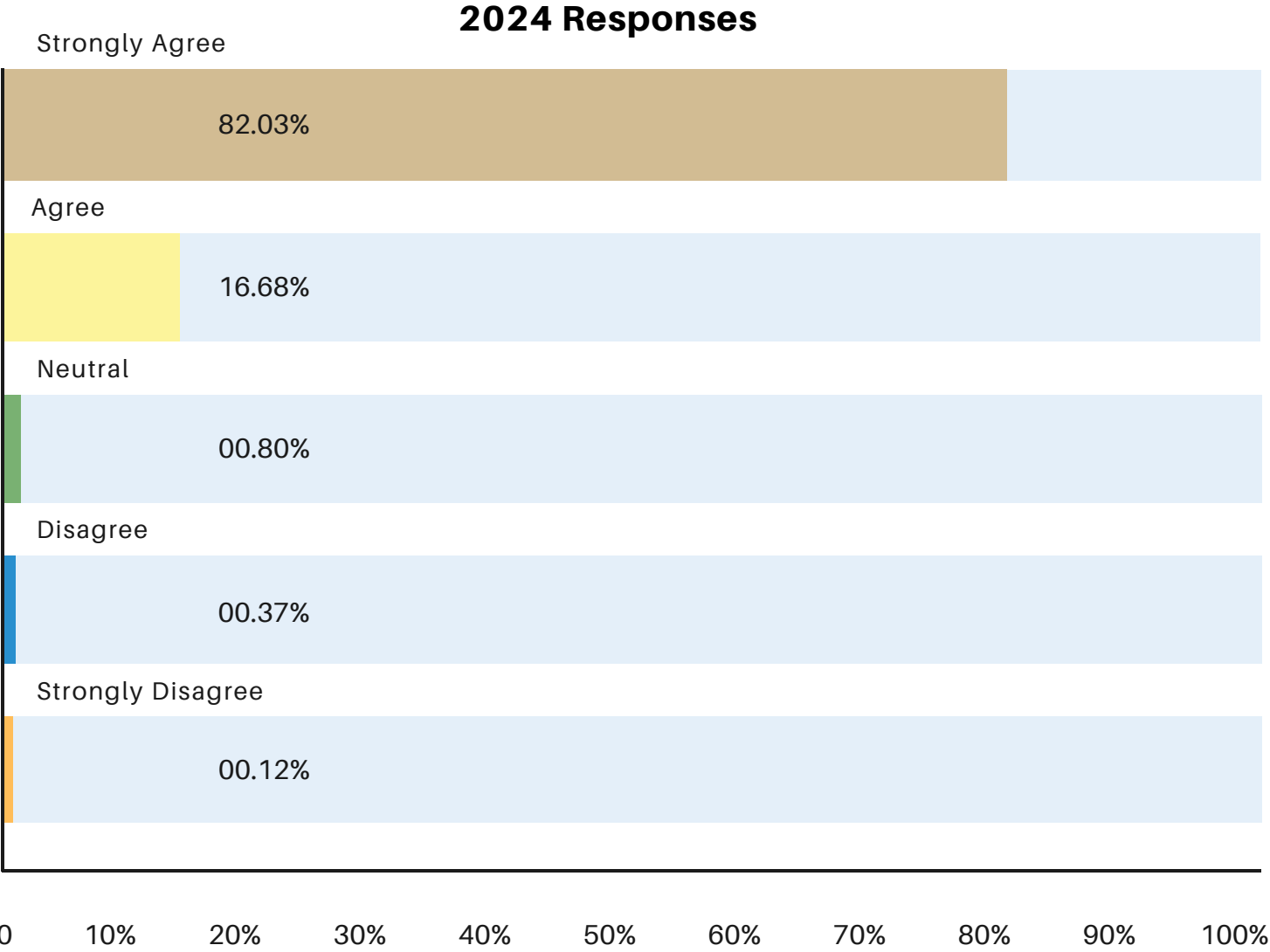
NO - 1%

#### 2018 Responses

YES - 99%

NO - 1%

Please note: In the 2024 survey, the formatting of this question was changed from a yes / no question to a tiered response that allowed more granularity.

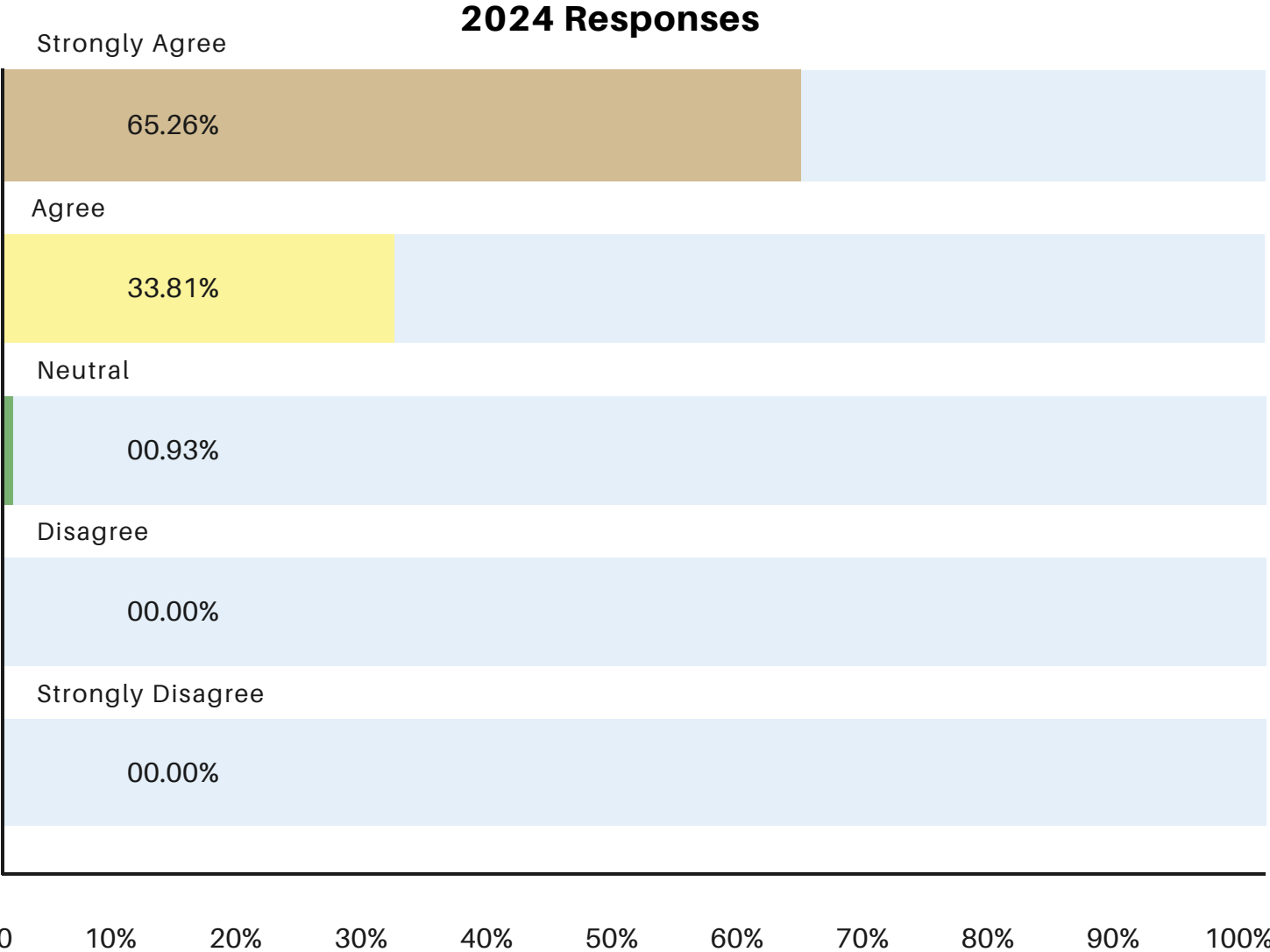


**QUESTION 30**  
**I feel safe in HHP.**

**2021 Responses**  
**YES - 99%**  
**NO - 1%**

**2018 Responses**  
**YES - 99%**  
**NO - 1%**

**Please note: In the 2024 survey, the formatting of this question was changed from a yes / no question to a tiered response that allowed more granularity.**





**QUESTION 31**  
**Are any of the traffic safety problems in HHP?**

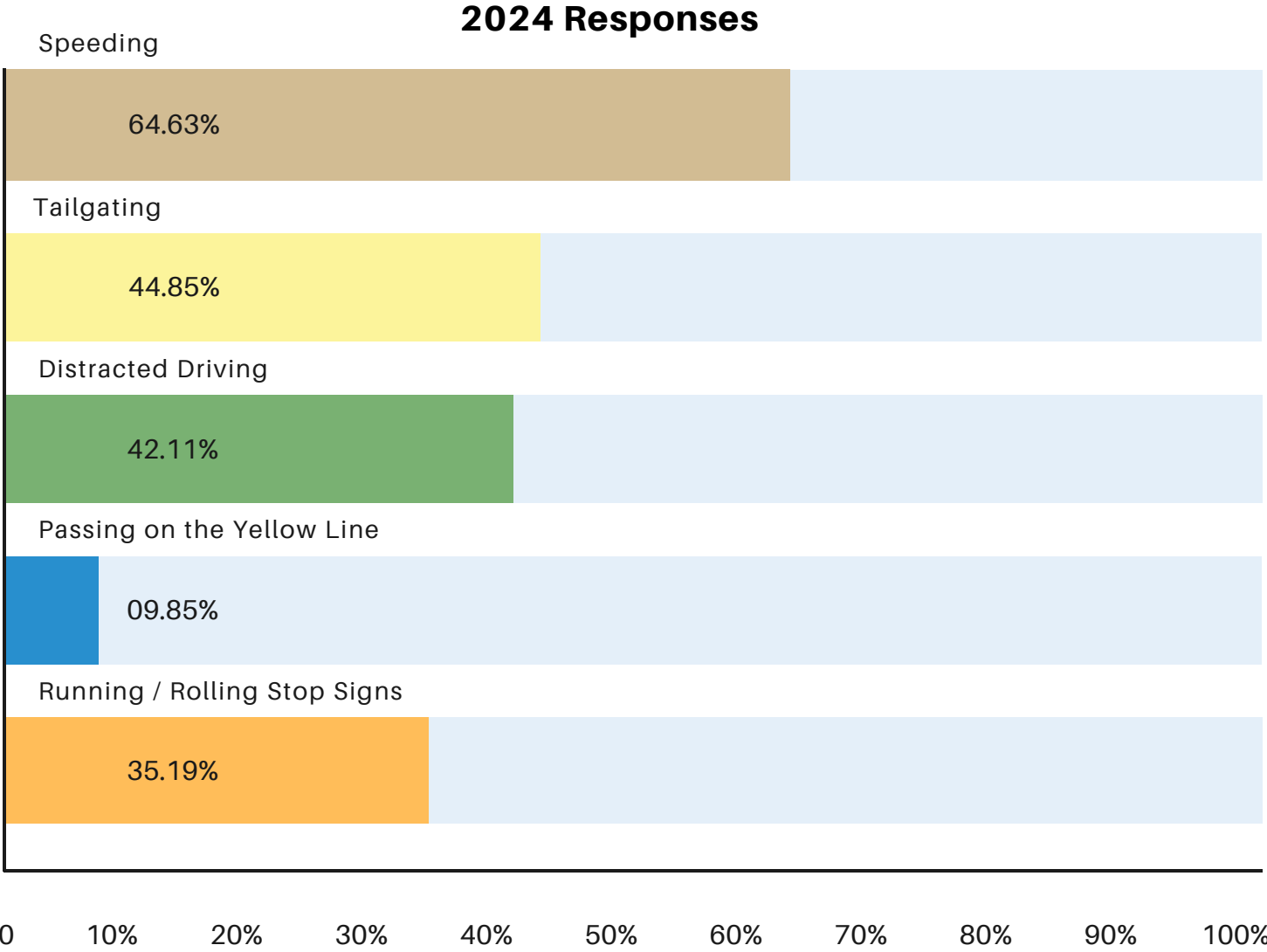
**2021 Responses**

<b>Distracted Driving</b>	<b>39%</b>
<b>Speeding</b>	<b>66%</b>
<b>Tailgating</b>	<b>45%</b>
<b>Passing on Yellow Line</b>	<b>12%</b>
<b>Running Stop Sign</b>	<b>28%</b>

**2018 Responses**

<b>Speeding</b>	<b>66%</b>
<b>Tailgating</b>	<b>60%</b>
<b>Passing on Yellow Line</b>	<b>9%</b>
<b>Running Stop Sign</b>	<b>31%</b>

Please note: In 2018, 2021 and 2024 we elected a "check all that reply" response which results in a different perspective in percentages. These percentages will not add up to 100%.



# QUESTION 32

Do you contract with a residential trash collection service?

## 2021 Responses

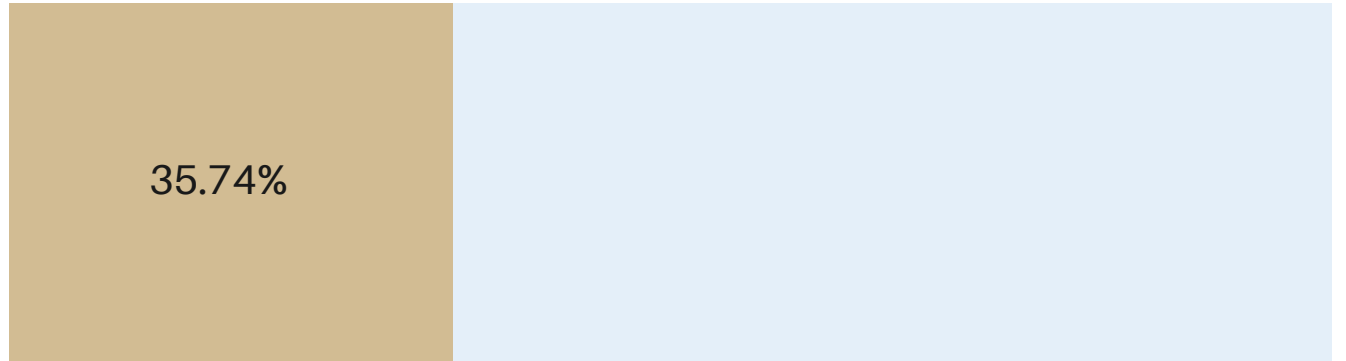
County Dump	61%
American Pride	27%
Waste Management	4%
Creek Life Waste Sol.	4%
Other	4%

## 2018 Responses

County Dump	63%
American Pride	24%
Waste Management	5%
Creek Life Waste Sol.	4%
Other	4%

## 2024 Response

Yes



No



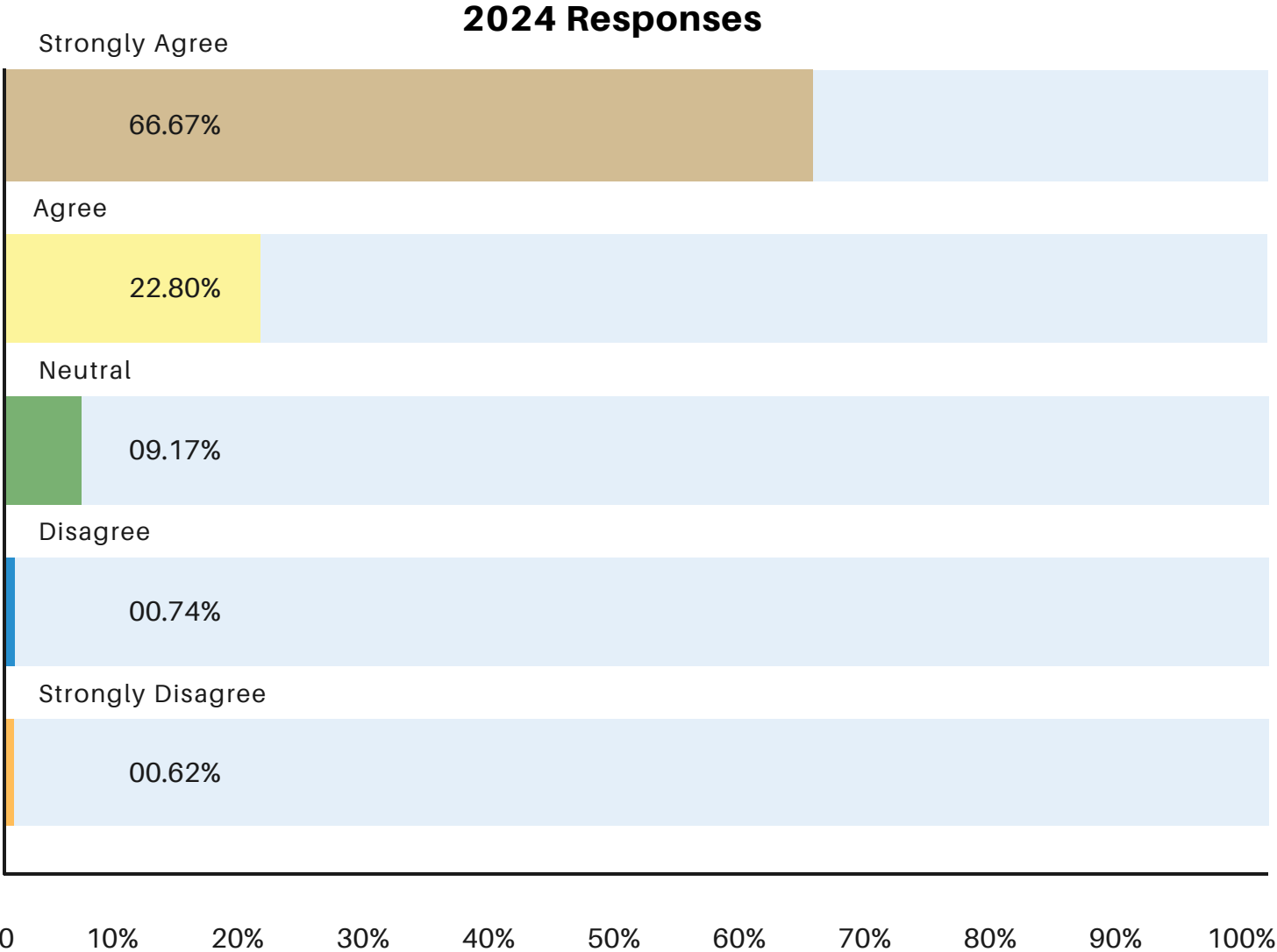
0 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

**QUESTION 33**  
**I value Pine Island as**  
**an HHP amenity.**

**2021 Responses**  
**YES - 83%**  
**NO - 17%**

**2018 Responses**  
**YES - 81%**  
**NO - 19%**

**Please note: Question**  
**wording in 2021 and 2018: Do**  
**you support maintaining**  
**access to the beach area if the**  
**cost doubles.**



## **QUESTION 34**

**Please note, there is no page 34 in the on-line version of the survey.**

35.a. Please rank HHPPOA personnel from 1-5 (1-Excellent 2-Good 3-Fair 4-Unsatisfactory 5-Poor 0-N/A) with regard to them being: Courteous

Answered: 1,572 Skipped: 112

	EXCELLENT	GOOD	FAIR	UNSATISFACTORY	POOR	N/A	TOTAL	WEIGHTED AVERAGE
▼ Activities/Recreation	57.50% 866	23.17% 349	2.59% 39	0.27% 4	0.20% 3	16.27% 245	1,506	1.36
▼ Administration/General Manager	46.35% 692	25.92% 387	8.84% 132	2.14% 32	2.75% 41	14.00% 209	1,493	1.71
▼ Architectural Review Board (ARB)	35.43% 524	28.67% 424	6.63% 98	1.15% 17	0.74% 11	27.38% 405	1,479	1.67
▼ Board of Directors	27.80% 400	25.92% 373	7.99% 115	1.67% 24	1.81% 26	34.82% 501	1,439	1.83
▼ Communications	45.88% 673	30.06% 441	4.23% 62	0.82% 12	0.34% 5	18.68% 274	1,467	1.52
▼ Covenants	27.54% 398	29.83% 431	9.13% 132	1.73% 25	0.48% 7	31.28% 452	1,445	1.80
▼ Maintenance	40.49% 600	33.81% 501	6.88% 102	1.69% 25	0.88% 13	16.26% 241	1,482	1.67
▼ Reception/Decal	53.38% 821	34.20% 526	7.74% 119	0.91% 14	0.72% 11	3.06% 47	1,538	1.57
▼ Security	62.91% 982	27.93% 436	5.89% 92	1.41% 22	0.90% 14	0.96% 15	1,561	1.48

2021	Excellent	Good	Fair	Unsatisfactory	Poor	2018	Excellent	Good	Fair	Unsatisfactory	Poor
Activities/Recreation	53%	26%	4%	0%	0%	Activities/Recreation	64%	30%	5%	0%	1%
Admin/GM	59%	31%	7%	1%	1%	Admin/GM	66%	27%	5%	0%	1%
ARB	44%	42%	12%	2%	1%	ARB	44%	39%	13%	2%	2%
Board of Directors	45%	42%	10%	2%	1%	Board of Directors	51%	41%	7%	0%	1%
Communications	60%	36%	4%	0%	0%	Communications	62%	34%	3%	0%	0%
Covenants	41%	44%	11%	2%	1%	Covenants	42%	43%	12%	2%	2%
Maintenance	53%	39%	7%	1%	1%	Maintenance	54%	36%	7%	1%	1%
Reception Decal	54%	33%	9%	2%	2%	Reception Decal	52%	32%	11%	2%	3%
Security	68%	25%	5%	1%	1%	Security	66%	25%	6%	1%	1%

35.b. Please rank HHPPOA personnel from 1-5 (1-Excellent 2-Good 3-Fair 4-Unsatisfactory 5-Poor 0-N/A) with regard to them being: Responsive

Answered: 1,546 Skipped: 138

	EXCELLENT	GOOD	FAIR	UNSATISFACTORY	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Activities/Recreation	49.79% 727	23.63% 345	2.67% 39	0.48% 7	0.21% 3	23.22% 339	1,460	1.41
Administration/General Manager	36.59% 532	25.31% 368	9.22% 134	3.30% 48	3.65% 53	21.94% 319	1,454	1.87
Architectural Review Board (ARB)	34.86% 503	24.88% 359	6.51% 94	1.39% 20	0.76% 11	31.60% 456	1,443	1.66
Board of Directors	20.94% 295	22.29% 314	8.45% 119	2.63% 37	2.98% 42	42.73% 602	1,409	2.03
Communications	39.90% 567	27.87% 396	3.80% 54	0.77% 11	0.35% 5	27.30% 388	1,421	1.54
Covenants	23.99% 337	26.05% 366	7.62% 107	1.35% 19	1.28% 18	39.72% 558	1,405	1.84
Maintenance	32.11% 463	31.69% 457	9.99% 144	2.84% 41	2.91% 42	20.46% 295	1,442	1.90
Reception/Decal	55.83% 838	32.51% 488	5.20% 78	0.60% 9	0.33% 5	5.53% 83	1,501	1.49
Security	67.85% 1,030	23.39% 355	4.28% 65	0.46% 7	0.07% 1	3.95% 60	1,518	1.35

2021	Excellent	Good	Fair	Unsatisfactory	Poor	2018	Excellent	Good	Fair	Unsatisfactory	Poor
Activities/Recreation	49%	28%	3%	0%	0%	Activities/Recreation	60%	36%	4%	1%	0%
Admin/GM	59%	31%	7%	1%	1%	Admin/GM	62%	29%	6%	1%	2%
ARB	44%	41%	12%	2%	1%	ARB	44%	40%	12%	3%	1%
Board of Directors	42%	42%	10%	3%	2%	Board of Directors	56%	34%	7%	1%	2%
Communications	58%	37%	4%	1%	0%	Communications	58%	36%	4%	0%	1%
Covenants	41%	44%	11%	3%	1%	Covenants	42%	41%	11%	4%	1%
Maintenance	48%	39%	9%	2%	2%	Maintenance	45%	38%	11%	3%	3%
Reception Decal	57%	33%	7%	1%	1%	Reception Decal	56%	34%	7%	1%	2%
Security	71%	25%	3%	1%	1%	Security	69%	24%	5%	1%	1%

35.c. Please rank HHPPOA personnel from 1-5 (1-Excellent 2-Good 3-Fair 4-Unsatisfactory 5-Poor 0-N/A) with regard to them being: Knowledgeable

Answered: 1,515 Skipped: 169

	EXCELLENT	GOOD	FAIR	UNSATISFACTORY	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Activities/Recreation	52.40% 754	23.70% 341	2.02% 29	0.35% 5	0.07% 1	21.47% 309	1,439	1.37
Administration/General Manager	48.18% 688	23.18% 331	6.16% 88	1.12% 16	1.61% 23	19.75% 282	1,428	1.56
Architectural Review Board (ARB)	39.29% 556	24.45% 346	5.58% 79	0.71% 10	0.49% 7	29.47% 417	1,415	1.56
Board of Directors	27.59% 381	23.61% 326	6.81% 94	1.38% 19	1.67% 23	38.96% 538	1,381	1.79
Communications	42.29% 590	26.38% 368	3.73% 52	0.43% 6	0.29% 4	26.88% 375	1,395	1.50
Covenants	29.99% 413	24.47% 337	6.46% 89	1.02% 14	0.65% 9	37.40% 515	1,377	1.69
Maintenance	38.44% 542	30.64% 432	6.38% 90	0.92% 13	0.57% 8	23.05% 325	1,410	1.63
Reception/Decal	58.08% 855	30.43% 448	4.55% 67	0.20% 3	0.34% 5	6.39% 94	1,472	1.44
Security	62.84% 930	27.23% 403	4.19% 62	0.54% 8	0.27% 4	4.93% 73	1,480	1.40

2021	Excellent	Good	Fair	Unsatisfactory	Poor	2018	Excellent	Good	Fair	Unsatisfactory	Poor
Activities/Recreation	51%	27%	2%	0%	0%	Activities/Recreation	63%	34%	3%	0%	1%
Admin/GM	67%	28%	3%	1%	1%	Admin/GM	73%	23%	3%	0%	1%
ARB	53%	38%	7%	1%	1%	ARB	52%	38%	7%	2%	1%
Board of Directors	50%	40%	8%	1%	1%	Board of Directors	53%	41%	5%	1%	0%
Communications	60%	36%	4%	0%	0%	Communications	60%	35%	4%	0%	1%
Covenants	49%	39%	9%	2%	1%	Covenants	50%	40%	8%	1%	1%
Maintenance	55%	37%	7%	1%	1%	Maintenance	52%	41%	6%	1%	1%
Reception Decal	60%	33%	5%	0%	1%	Reception Decal	61%	33%	9%	1%	1%
Security	68%	27%	4%	0%	0%	Security	66%	28%	4%	1%	1%

35.d. Please rank HHPPOA personnel from 1-5 (1-Excellent 2-Good 3-Fair 4-Unsatisfactory 5-Poor 0-N/A) with regard to them being: Professional

Answered: 1,509 Skipped: 175

	EXCELLENT	GOOD	FAIR	UNSATISFACTORY	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Activities/Recreation	56.41% 805	21.02% 300	2.17% 31	0.42% 6	0.21% 3	19.76% 282	1,427	1.34
Administration/General Manager	46.55% 662	22.43% 319	7.45% 106	1.90% 27	3.23% 46	18.42% 262	1,422	1.69
Architectural Review Board (ARB)	41.54% 582	22.13% 310	4.50% 63	0.71% 10	0.64% 9	30.48% 427	1,401	1.52
Board of Directors	31.00% 425	21.23% 291	5.91% 81	1.53% 21	1.97% 27	38.37% 526	1,371	1.74
Communications	43.67% 604	26.54% 367	3.11% 43	0.22% 3	0.43% 6	26.03% 360	1,383	1.48
Covenants	31.94% 435	21.73% 296	5.80% 79	0.88% 12	0.51% 7	39.13% 533	1,362	1.62
Maintenance	42.08% 592	29.21% 411	5.54% 78	1.35% 19	1.00% 14	20.82% 293	1,407	1.61
Reception/Decal	57.67% 842	30.21% 441	5.75% 84	0.89% 13	0.41% 6	5.07% 74	1,460	1.48
Security	65.05% 968	24.87% 370	5.65% 84	1.01% 15	0.81% 12	2.62% 39	1,488	1.44

2021	Excellent	Good	Fair	Unsatisfactory	Poor	2018	Excellent	Good	Fair	Unsatisfactory	Poor
Activities/Recreation	53%	27%	2%	0%	0%	Activities/Recreation	64%	33%	3%	0%	1%
Admin/GM	63%	28%	5%	2%	1%	Admin/GM	71%	24%	4%	1%	1%
ARB	54%	37%	7%	1%	1%	ARB	53%	36%	8%	2%	1%
Board of Directors	52%	36%	8%	2%	2%	Board of Directors	58%	35%	5%	1%	0%
Communications	61%	34%	4%	0%	0%	Communications	63%	32%	4%	0%	0%
Covenants	51%	38%	8%	2%	1%	Covenants	52%	38%	7%	2%	1%
Maintenance	55%	36%	7%	1%	1%	Maintenance	56%	37%	6%	1%	1%
Reception Decal	59%	31%	7%	1%	2%	Reception Decal	56%	32%	8%	2%	2%
Security	69%	26%	4%	1%	1%	Security	68%	24%	6%	1%	1%