



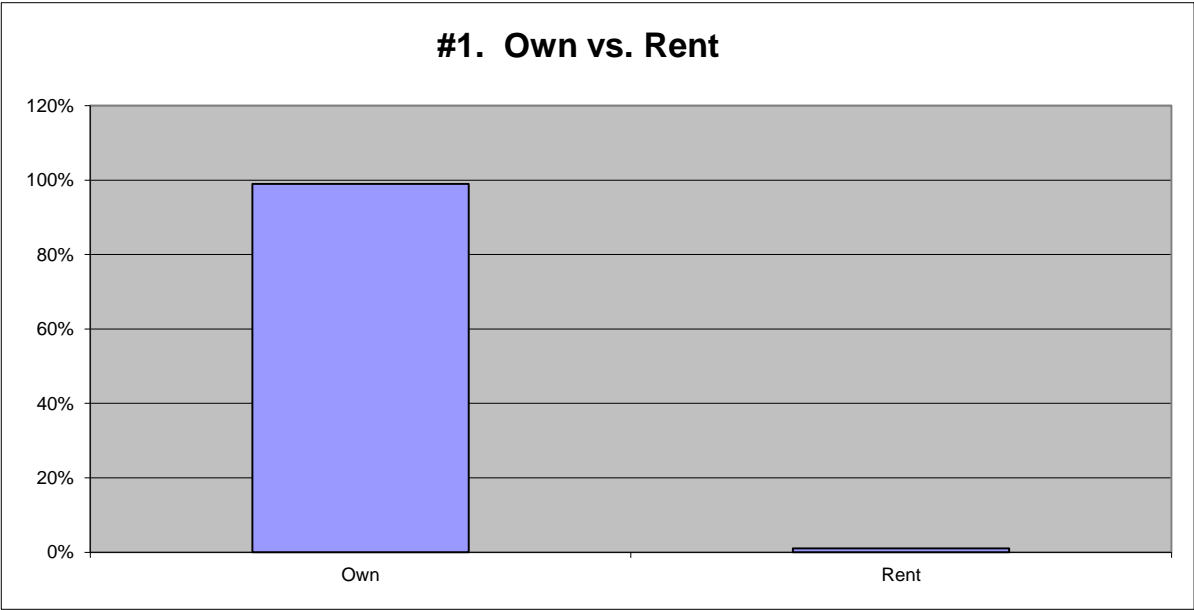
# **Hilton Head Plantation**

## **2015 Resident Opinion Questionnaire**

### **Survey Results**

**Hilton Head Plantation POA**  
**7 Surrey Lane, Hilton Head Island, SC 29926**  
**843-681-8800**  
[www.hiltonheadplantation.com](http://www.hiltonheadplantation.com)

9/10/15



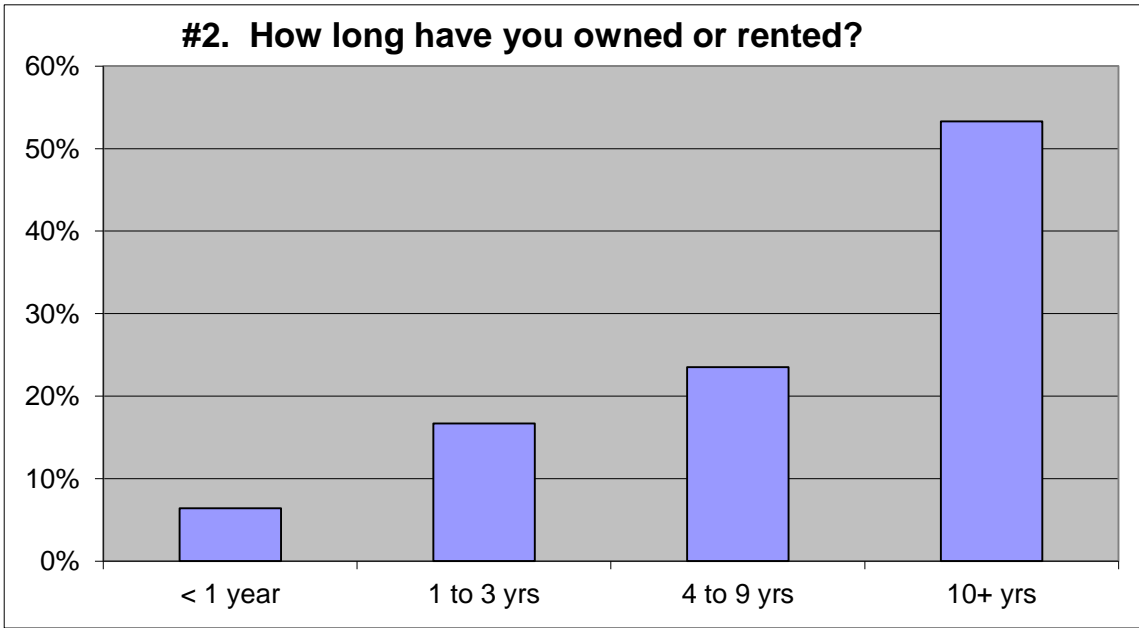
**2015**  
Own  
Rent

99%      1136  
1%      19  
100%     1155

**2012**      98% Own      1034  
                 2% Rent      20  
100%           1054

**2009**      98% Own      954  
                 2% Rent      15  
100%           969

**2006**      98% Own      1016  
                 2% Rent      16  
100%           1032



**2015**

< 1 year	6%	74
1 to 3 yrs	17%	192
4 to 9 yrs	24%	270
10+ yrs	<u>53%</u>	<u>613</u>
	100%	1149

**2012**

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

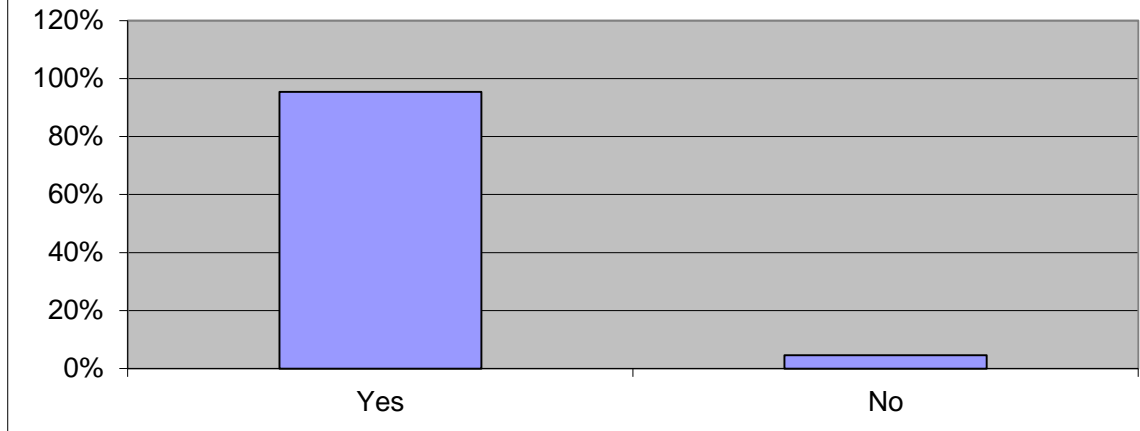
**2009**

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

**2006**

	5%	52
	17%	177
	33%	340
	<u>45%</u>	<u>464</u>
	100%	1033

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



**2015**  
Yes  
No

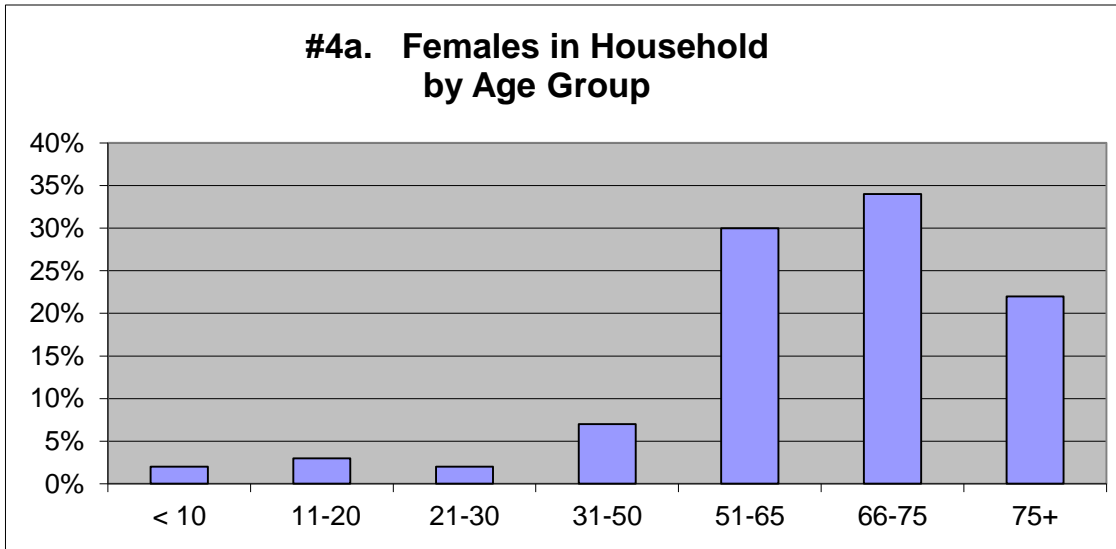
95% 1056  
5% 51  
100% 1107  
50 skipped

**2012** Yes 95% 991  
No 5% 47  
100% 1038

**2009** Yes 95% 900  
No 5% 47  
100% 947

**2006** question not asked

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



**2015**

< 10	2%	30
11-20	3%	31
21-30	2%	19
31-50	7%	83
51-65	30%	368
66-75	34%	412
75+	<u>22%</u>	<u>264</u>
	100%	1207

**2012**

	11%	
	4%	
	2%	
	7%	
	32%	
	27%	
	<u>19%</u>	<u>195</u>
	102%	195

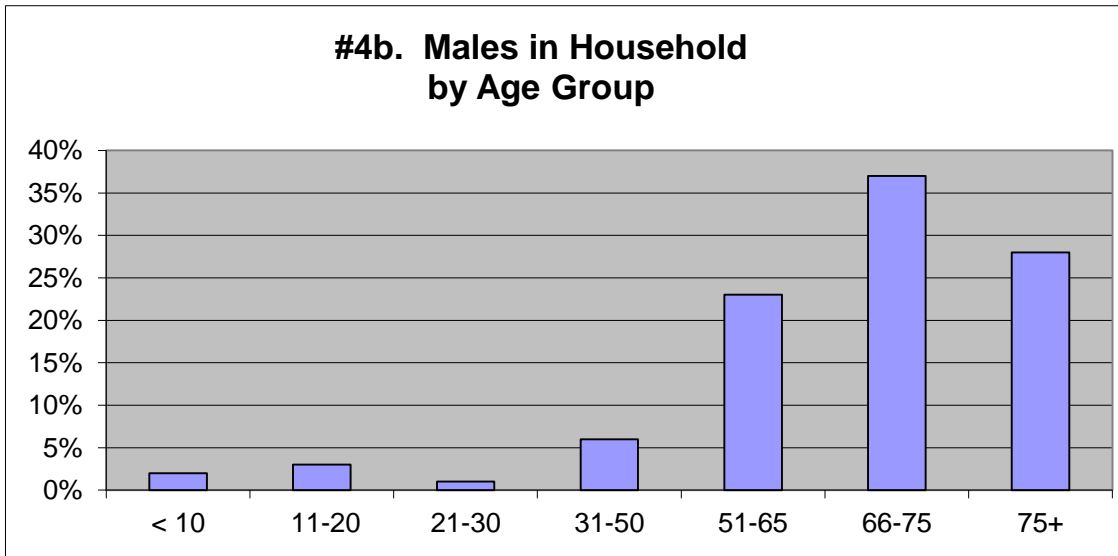
**2009**

	8%	
	3%	
	2%	
	7%	
	35%	
	27%	
	<u>18%</u>	<u>195</u>
	100%	1060

**2006**

	7%	76
	4%	49
	3%	29
	9%	106
	36%	418
	25%	293
	<u>16%</u>	<u>184</u>
	100%	1155

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

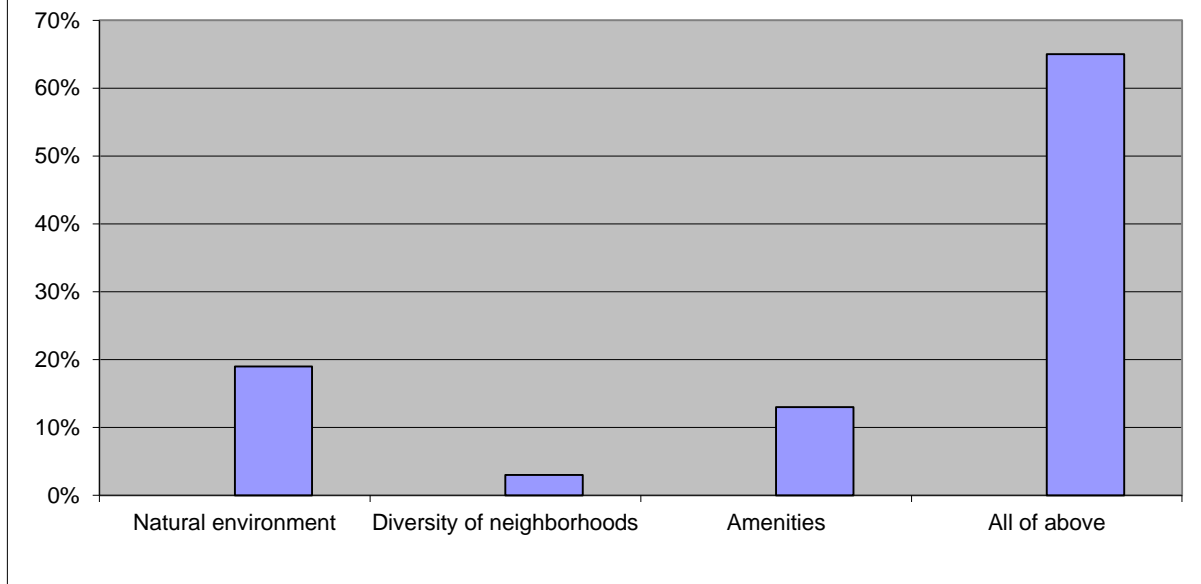


< 10	2%	20
11-20	3%	29
21-30	1%	17
31-50	6%	60
51-65	23%	246
66-75	37%	397
75+	<u>28%</u>	<u>299</u>
	100%	1068

2012		2009		2006	
9%	91	7%	65	7%	76
3%	34	3%	33	4%	46
1%	15	1%	12	3%	34
6%	65	6%	55	8%	82
24%	254	27%	258	28%	304
32%	320	30%	283	27%	294
<u>25%</u>	<u>259</u>	<u>26%</u>	<u>238</u>	<u>23%</u>	<u>248</u>
100%	1038	100%	944	100%	1084

1157  
total surveys 2015

### #5. What attracted you to Hilton Head Plantation?

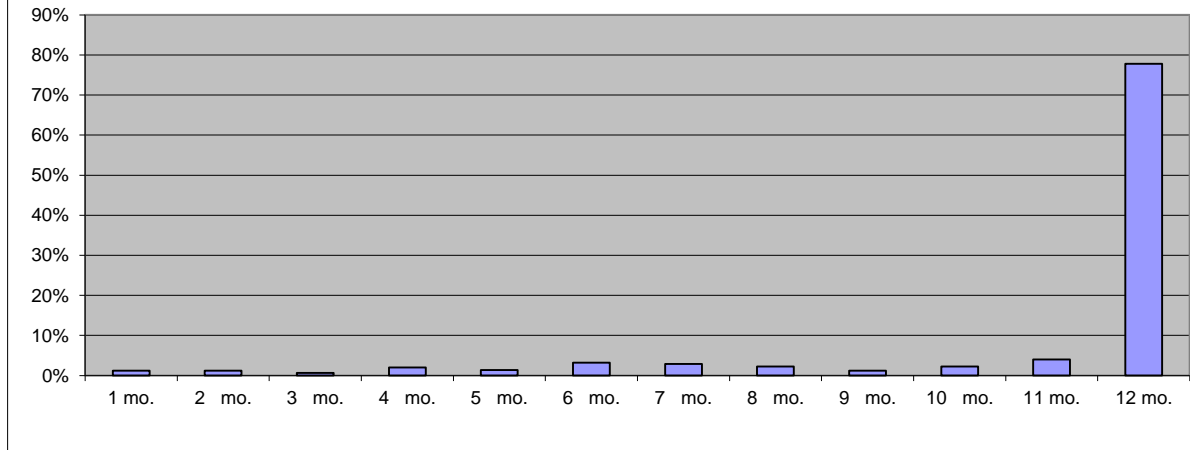


2015			2012		2009	
Natural environment	19%	250	17	201	16%	151
Diversity of neighborhoods	3%	41	3	36	2%	23
Amenities	13%	165	12	141	4%	33
All of above	<u>65%</u>	<u>834</u>	<u>68</u>	<u>775</u>	<u>78%</u>	<u>723</u>
	100%	1290	100	1153	100%	930

(Note: Multiple answers were allowed.)

1157  
total surveys 2015

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



**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.	78%	839
	100%	1079

78 skipped ques.  
1157

**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.	76%	792
	100%	1046

**2009**

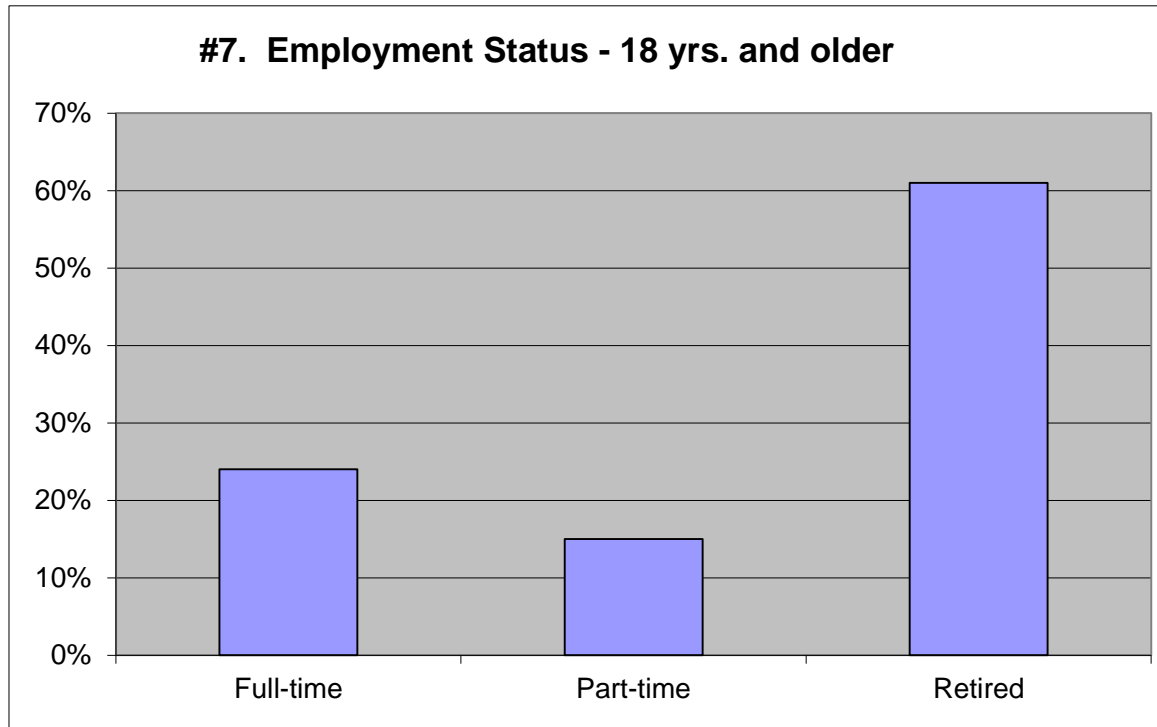
1 mo.	1%	6
2 mo.	1%	14
3 mo.	1%	12
4 mo.	1%	9
5 mo.	2%	19
6 mo.	4%	34
7 mo.	2%	21
8 mo.	2%	20
9 mo.	2%	18
10 mo.	3%	27
11 mo.	5%	45
12 mo.	76%	740
	100%	965

**2006**

1 mo.	1%	10
2 mo.	2%	18
3 mo.	1%	9
4 mo.	1%	12
5 mo.	2%	16
6 mo.	3%	25
7 mo.	2%	18
8 mo.	2%	21
9 mo.	2%	21
10 mo.	2%	14
11 mo.	5%	45
12 mo.	77%	659
	100%	868



### #7. Employment Status - 18 yrs. and older

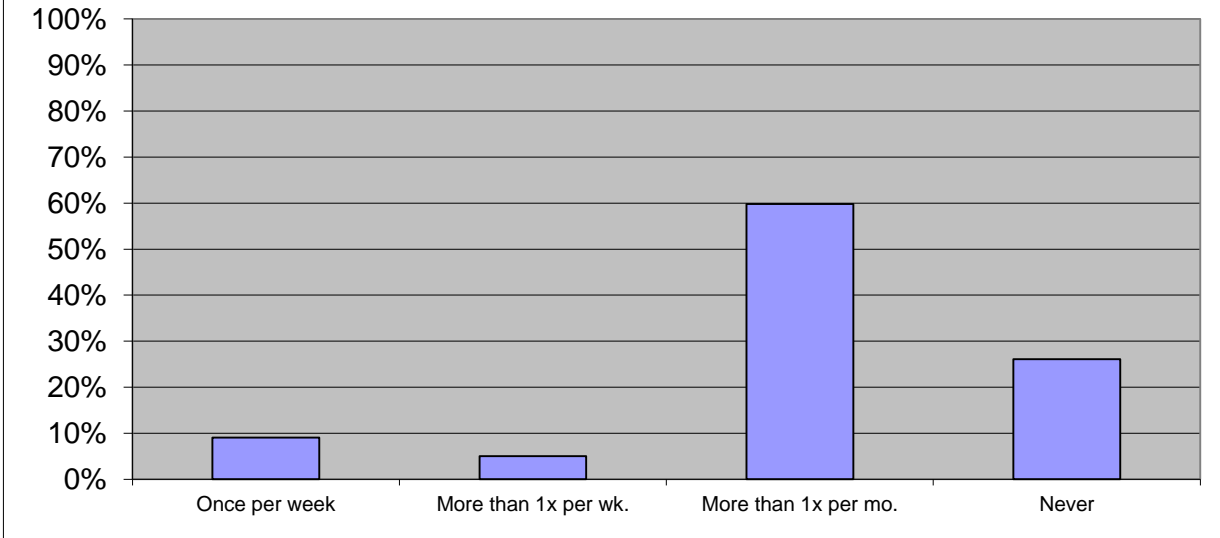


			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Full-time	24%	275	20%	390	19%	341	18%	433
Part-time	15%	175	11%	211	12%	208	12%	210
Retired	<u>61%</u>	<u>686</u>	<u>69%</u>	<u>1350</u>	<u>69%</u>	<u>1236</u>	<u>70%</u>	<u>1253</u>
	100%	1136	100%	1951	100%	1785	100%	1896

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

1157  
total surveys 2015

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

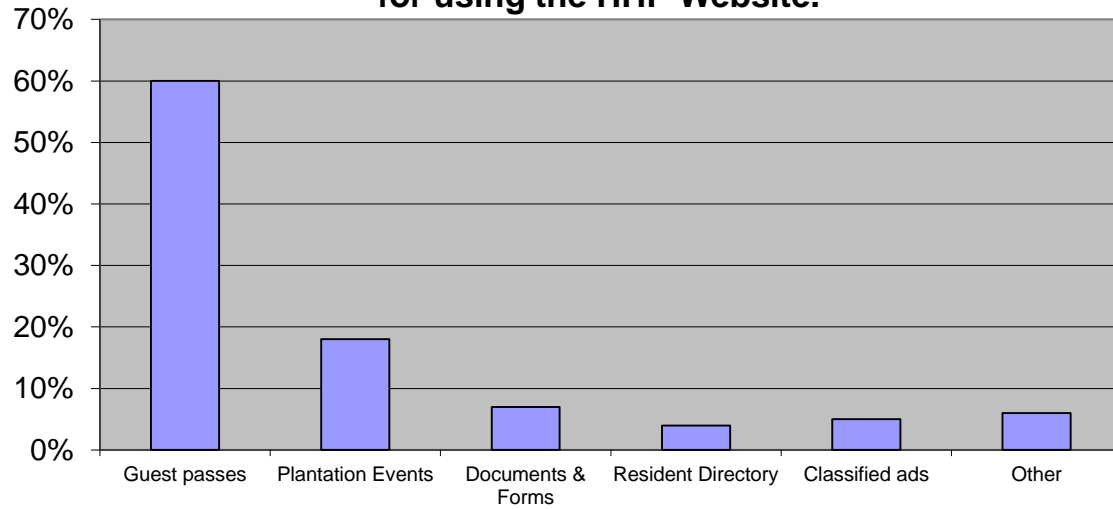


2015		
Once per week	9%	101
More than 1x per wk.	5%	56
More than 1x per mo.	60%	665
Never	<u>26%</u>	<u>290</u>
	100%	1112

2012		2009*		2006	
9%	95	11%	99		
4%	40	5%	49		
58%	591	50%	467	52%	
<u>28%</u>	<u>285</u>	<u>34%</u>	<u>317</u>	<u>48%</u>	At least 1x/mo
100%	1011	100%	932	100%	

\*Question changed

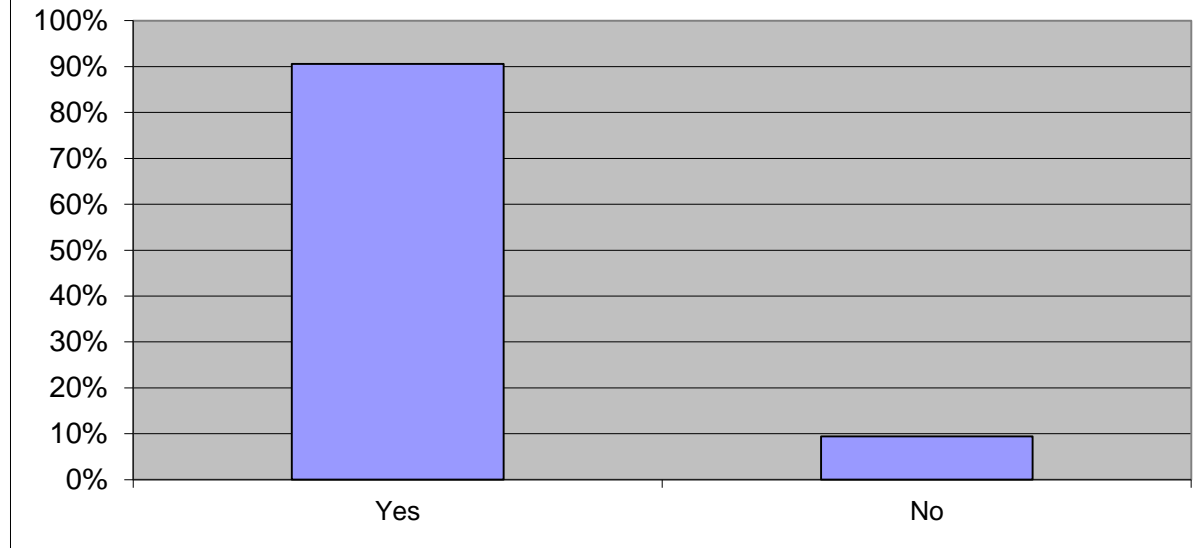
**#9. Rank (1-6, with 1 being the highest) your reasons for using the HHP Website.**



			<b>2012</b>		<b>2009</b>	
Guest passes	60%	517	37%	474	36%	400
Plantation Events	18%	149	25%	312	27%	305
Documents & Forms	7%	57	14%	179	14%	156
Resident Directory	4%	34	7%	91	9%	106
Classified ads	5%	43	10%	121	8%	86
Other	6%	47	7%	94	6%	69
	100%	847	100%	1271	100%	1122
		<u>234</u> skipped ques.				
		1081				

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

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



**2015**

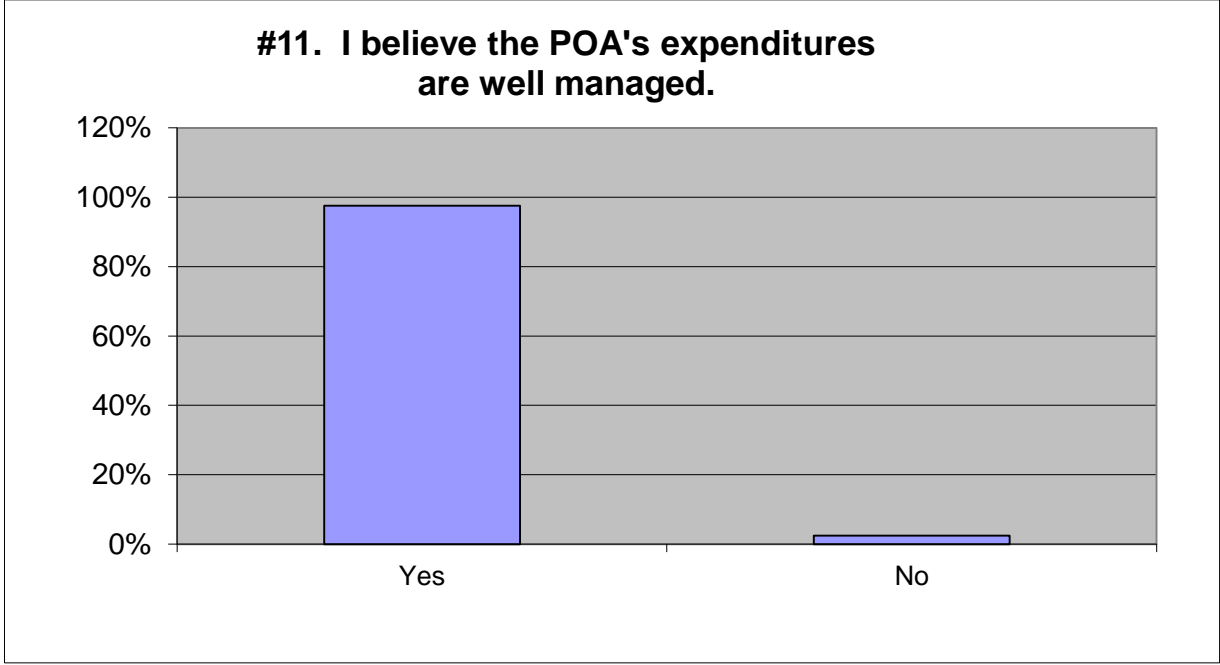
Yes 91% 1024  
 No 9% 107  
 100% 1131

**2012**

95% 976  
 5% 53  
 100% 1029

**2009**

93% 884  
 7% 63  
 100% 947



**2015**

Yes	98%	1082
No	<u>2%</u>	<u>27</u>
	100%	1109

**2012**

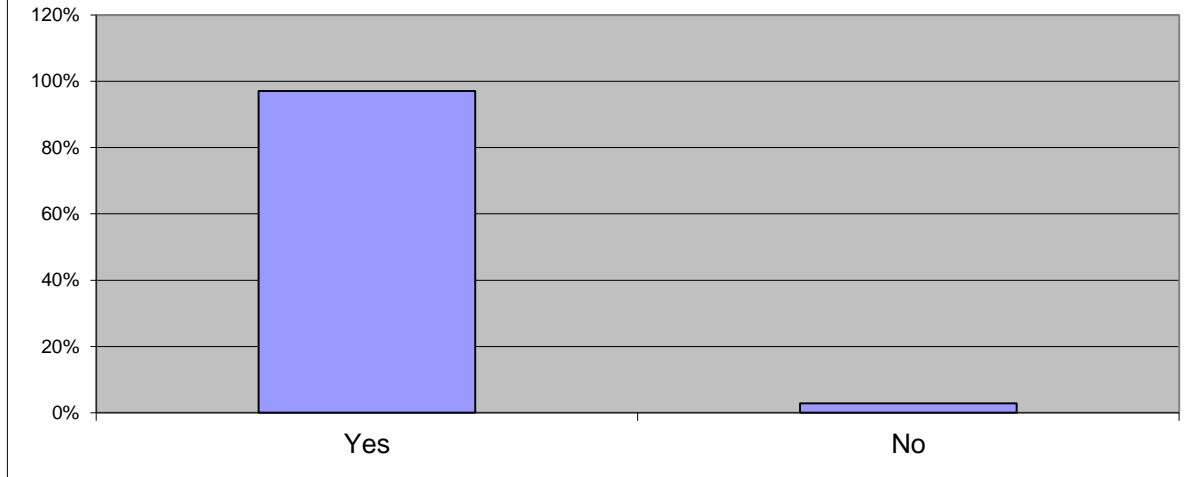
Yes	98%	993
No	<u>2%</u>	<u>21</u>
	100%	1014

**2009**

Yes	96%	869
No	<u>4%</u>	<u>32</u>
	100%	901

2006 question not asked

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



**2015**

Yes	97%	1083
No	<u>3%</u>	<u>32</u>
	100%	1115

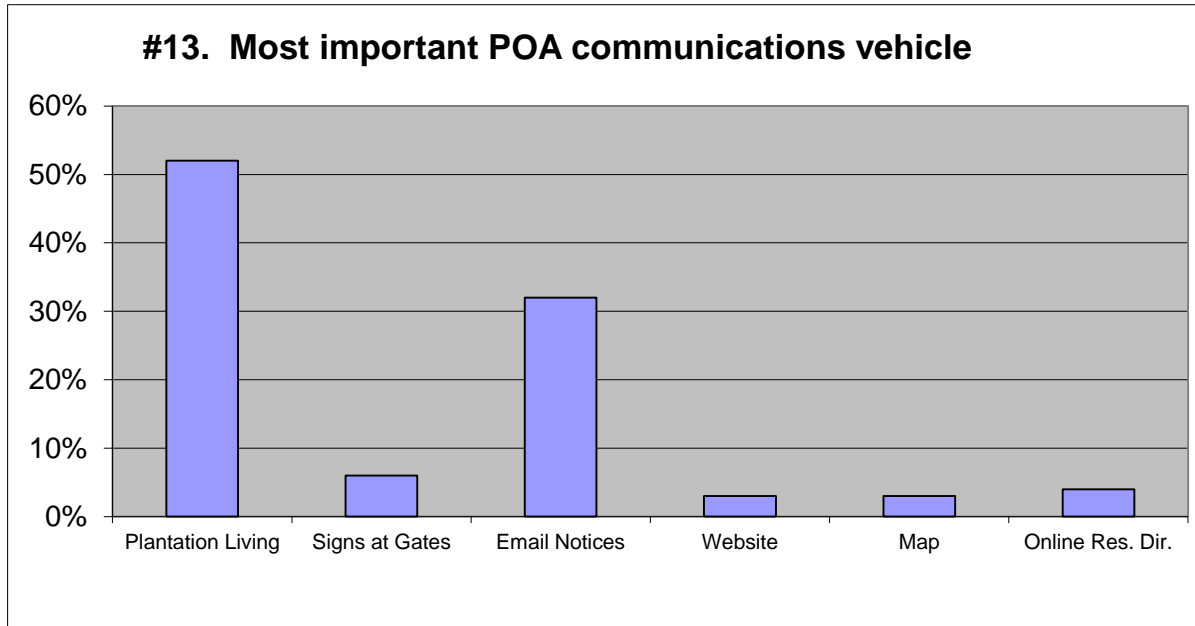
**2012**

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

**2009**

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

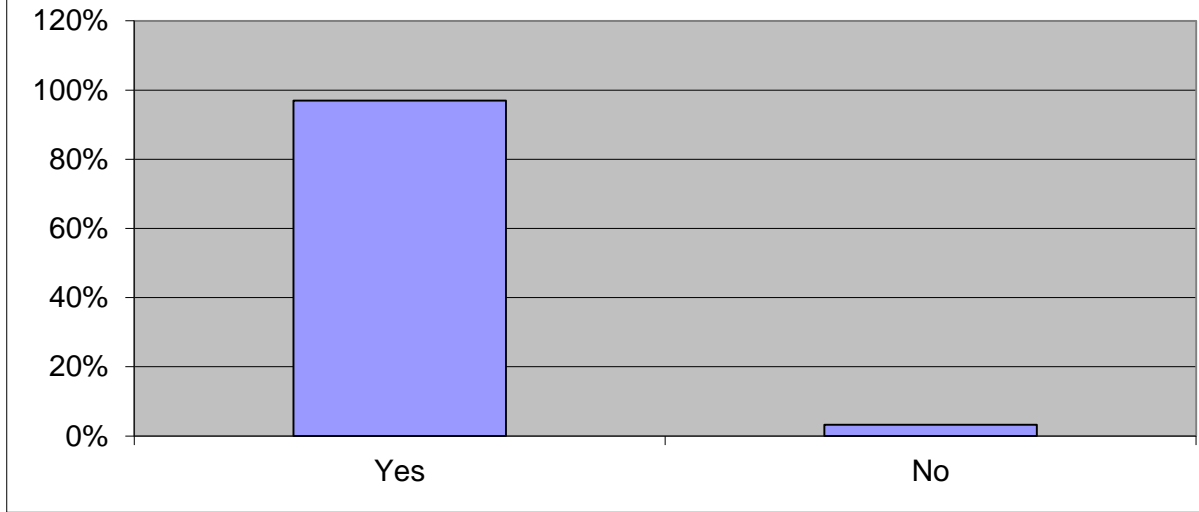
2006 question not asked



			2012	2009	2006
Plantation Living	52%	569	37%	40%	43%
Signs at Gates	6%	65	18%	19%	18%
Email Notices	32%	345	22%	19%	no eblasts yet
Website	3%	33	11%	10%	12%
Map	3%	34	8%	9%	14%
Online Res. Dir.	4%	40	4%	3%	13%
	100%	1086	100%	100%	100%
					Paper Dir.

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

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



**2015**  
Yes  
No

97% 1057  
3% 35  
100% 1092

**2012**

97% 1008  
3% 27  
100% 1035

**2009**

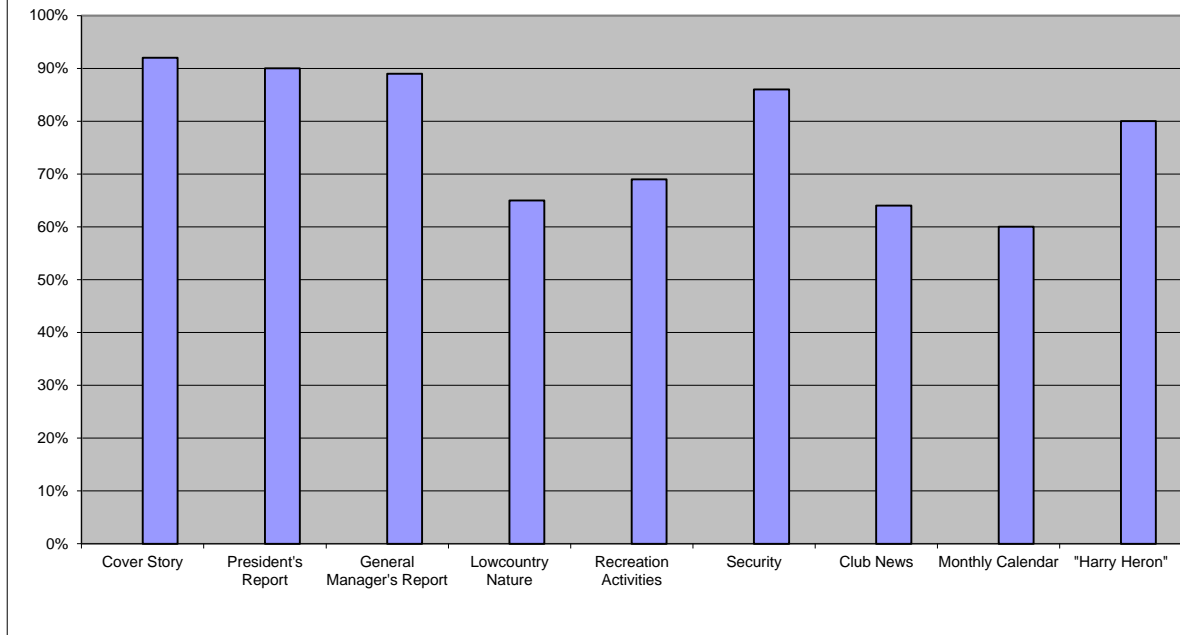
99% 943  
1% 11  
100% 954

**2006**

98% 962  
2% 17  
100% 979



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



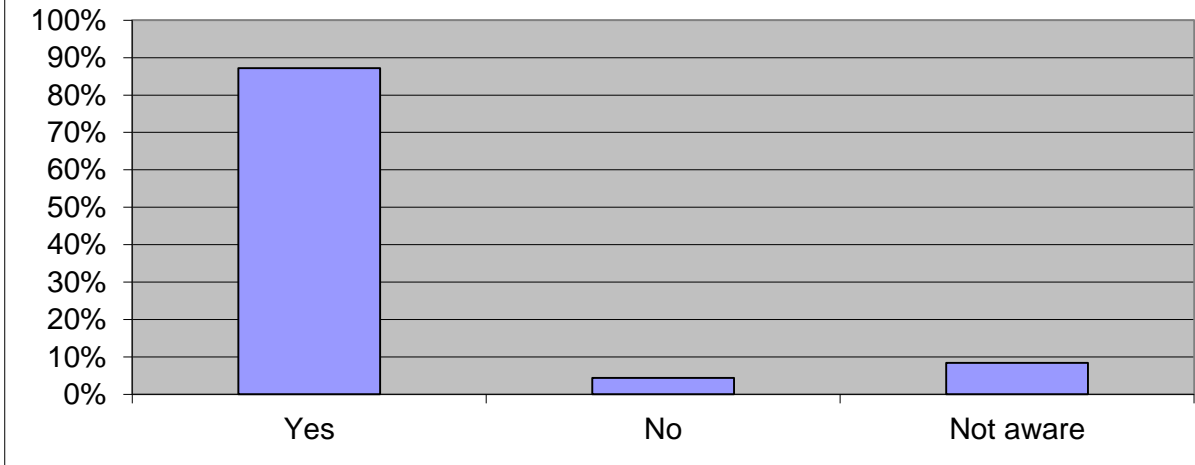
Cover Story	92%	1022
President's Report	90%	1000
General Manager's Report	89%	986
Lowcountry Nature	65%	726
Recreation Activities	69%	764
Security	86%	955
Club News	64%	715
Monthly Calendar	60%	665
"Harry Heron"	80%	892

	2012		2009		2006
	15%		16%		16%
	14%		15%		15%
	14%		15%		15%
12%	Nature	13%	Feature	14%	14%
11%		11%		10%	10%
14%	Security	11%	Nature	11%	11%
11%		10%		10%	10%
9%		9%		9%	9%
100%		100%		100%	100%

(2015: 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?**



**2015**

Yes	87%	983
No	4%	49
Not aware	<u>8%</u>	<u>95</u>
	100%	1127

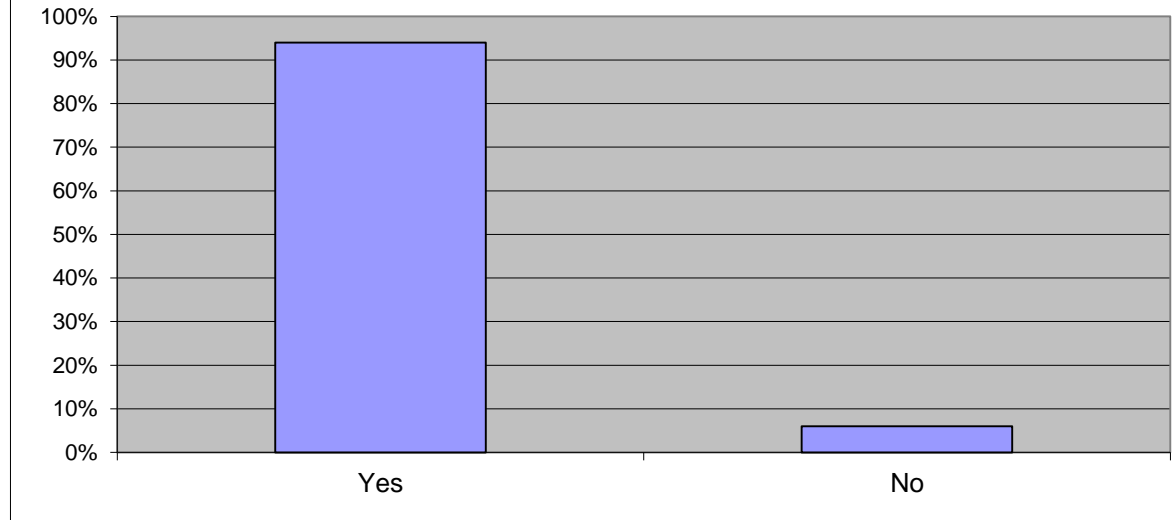
**2012**

Yes	90%	930
No	3%	34
Not aware	<u>7%</u>	<u>75</u>
	100%	1039

**2009**

Yes	88%	822
No	3%	31
Not aware	<u>9%</u>	<u>84</u>
	100%	937

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



**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

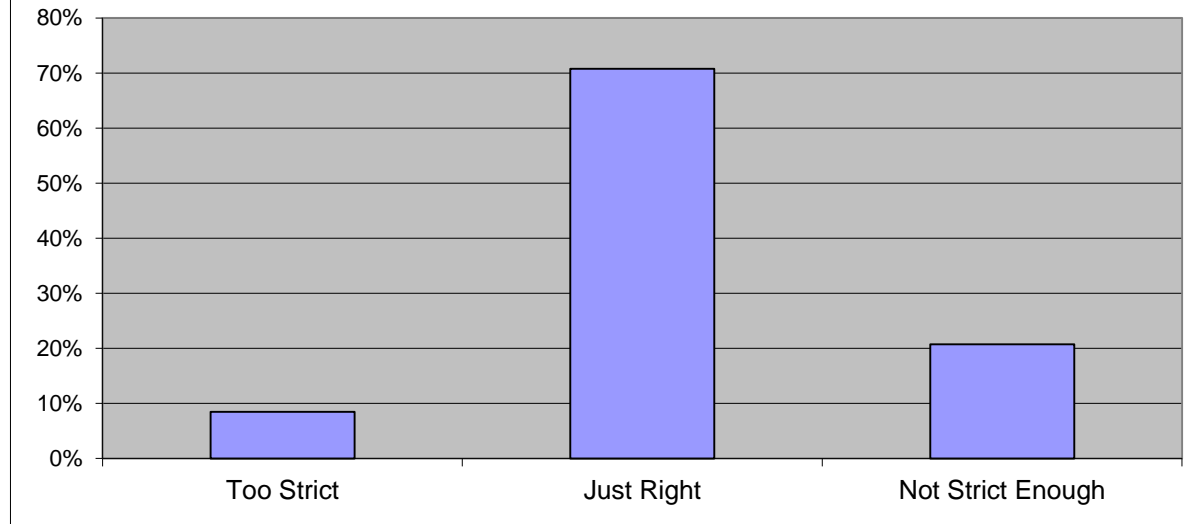
**2009**

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

**2006**

Yes	93%	898
No	<u>7%</u>	<u>68</u>
	100%	966

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



#### 2015

Too Strict	8%	93
Just Right	71%	776
Not Strict Enough	21%	227
	100%	1096

#### 2012

Too Strict	10%	104
Just Right	70%	711
Not Strict Enough	20%	202
	100%	1017

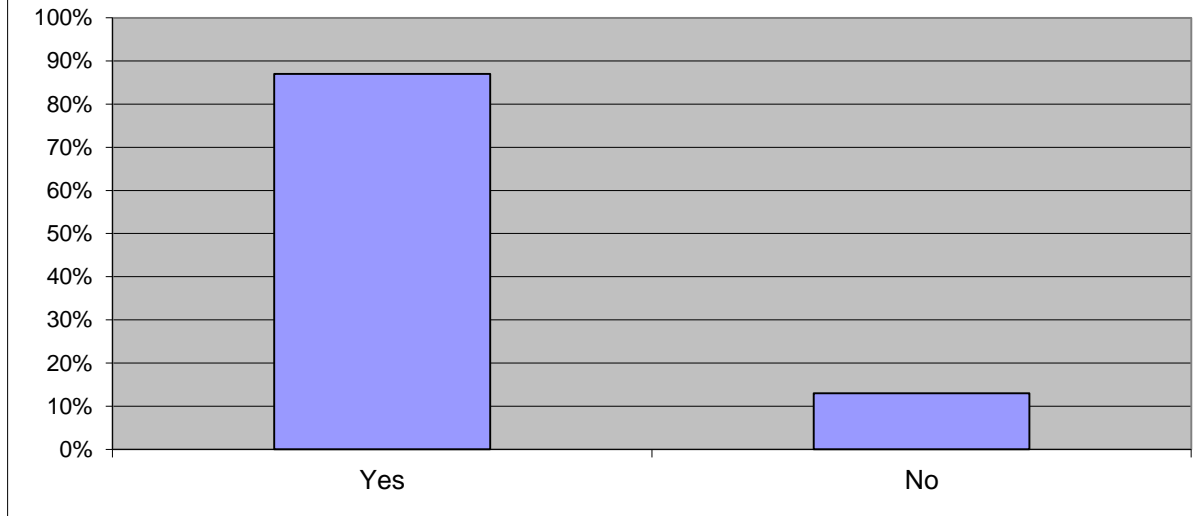
#### 2009

Too Strict	12%	108
Just Right	69%	639
Not Strict Enough	19%	177
	100%	924

#### 2006

Too Strict	10%	88
Just Right	65%	631
Not Strict Enough	25%	250
	100%	969

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



**2015**

Yes	87%	963
No	13%	144
	100%	1107

**2012**

Yes	95%	973
No	5%	51
	100%	1024

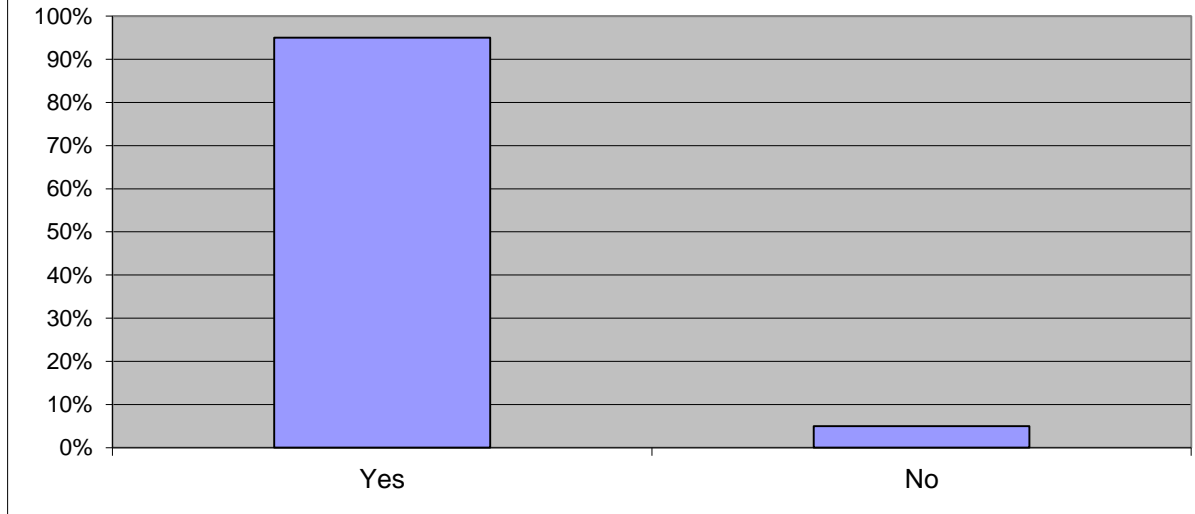
**2009**

Yes	98%	911
No	2%	22
	100%	933

**2006**

Yes	97%	933
No	3%	63
	100%	996

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



**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

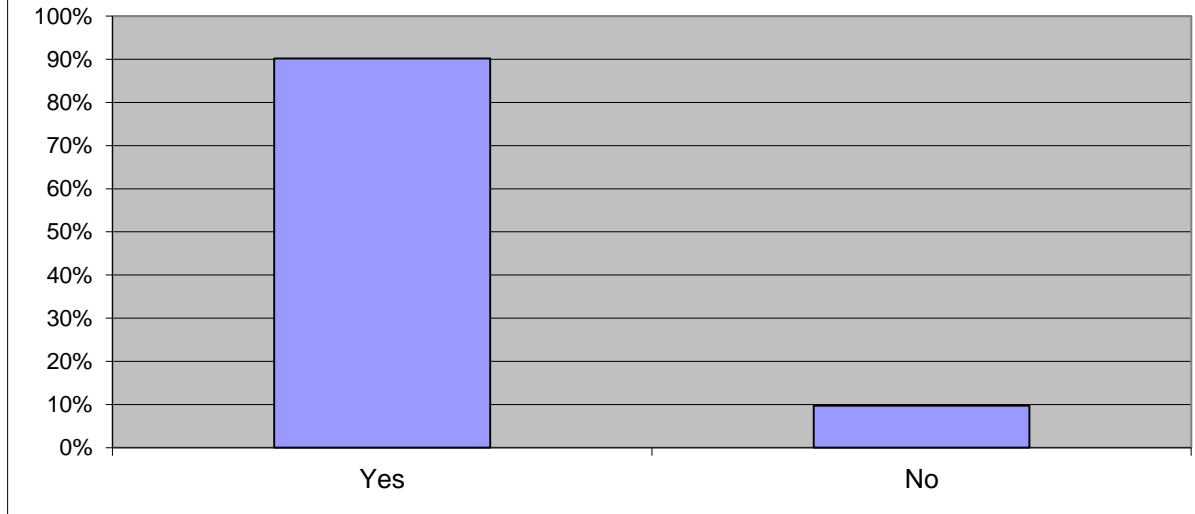
**2009**

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

**2006**

Yes	96%	978
No	<u>4%</u>	<u>38</u>
	100%	1016

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



**2015**

Yes

90% 973

No

10% 106  
100% 1079

**2012**

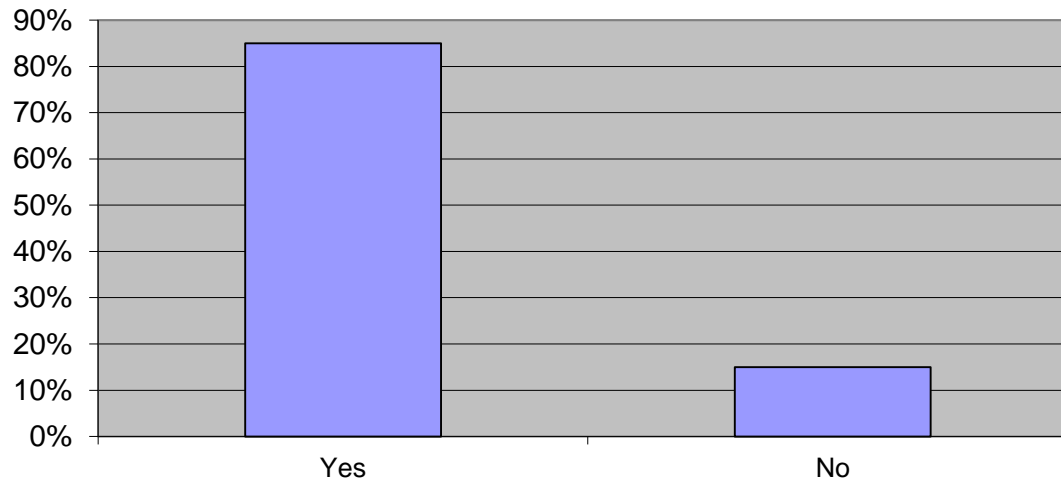
93% 938

7% 73  
100% 1011

2009 no question

2006 no question

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



**2015**

Yes  
No

85%	914
<u>15%</u>	<u>161</u>
100%	1075

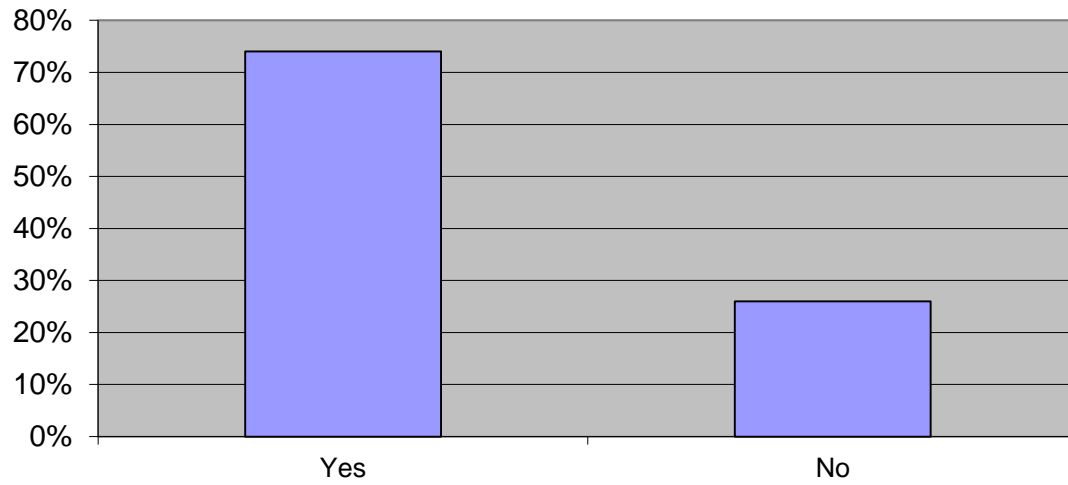
**2012**

90%	896
<u>10%</u>	<u>105</u>
100%	1001

2009 no question  
2006 no question



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



**2015**

Yes

74% 827

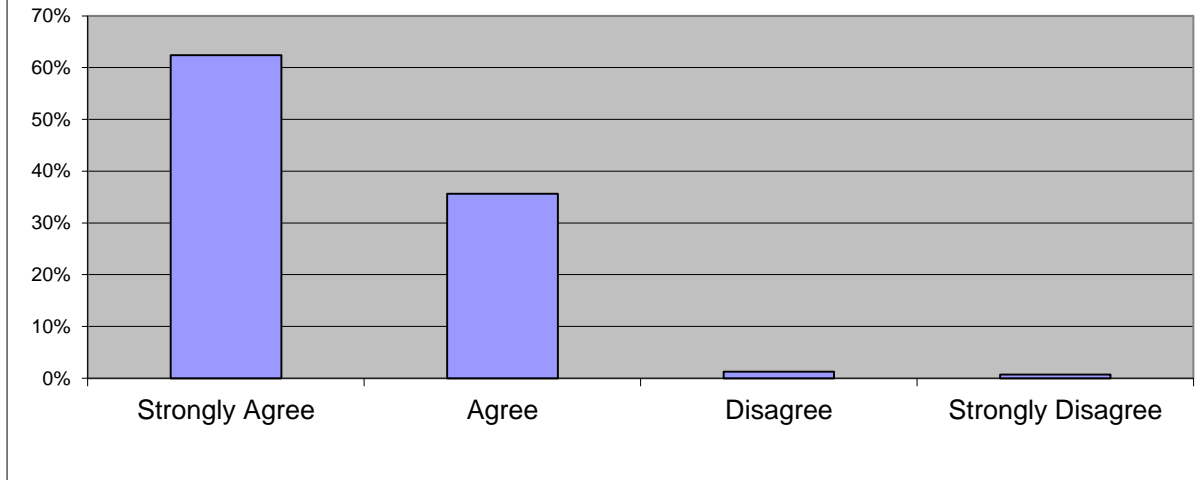
No

26% 296

100% 1123

**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.**

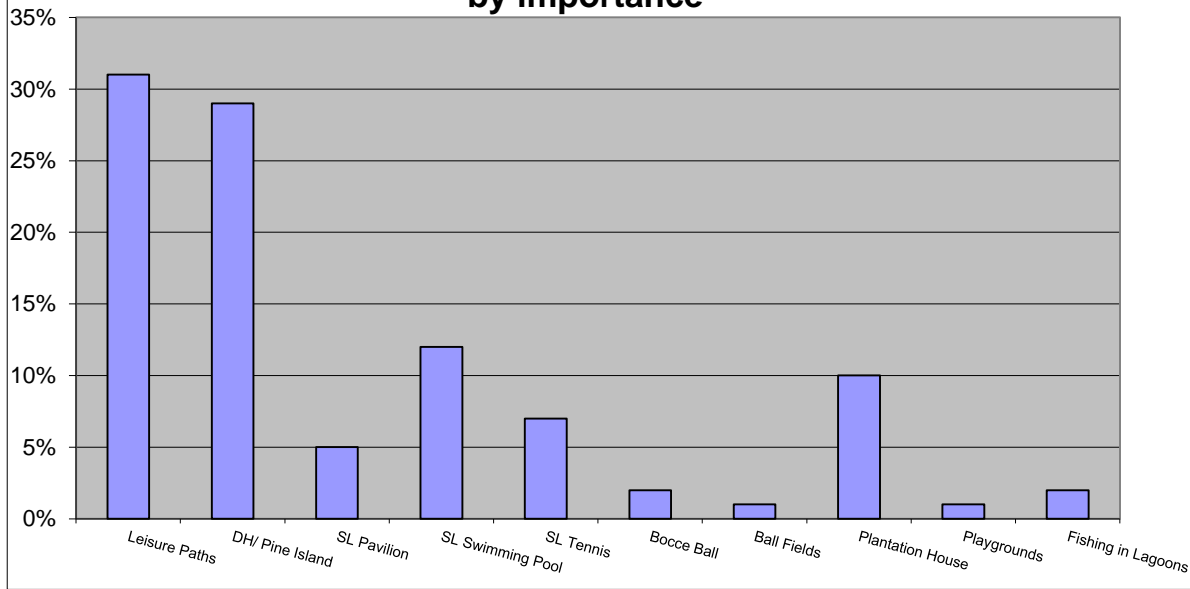


<b>2015</b>		
Strongly Agree	62%	693
Agree	36%	396
Disagree	1%	14
Strongly Disagree	1%	8
	100%	1111

<b>2012</b>		<b>2009</b>	
63%	651	60%	564
36%	372	39%	366
1%	13	1%	11
0%	3	0%	1
100%	1039	100%	942

**2006** question not asked

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



**2015**

Leisure Paths	31%	323
DH/ Pine Island	29%	293
SL Pavilion	5%	48
SL Swimming Pool	12%	118
SL Tennis	7%	70
Bocce Ball	2%	15
Ball Fields	1%	5
Plantation House	10%	99
Playgrounds	1%	6
Fishing in Lagoons	2%	21
	100%	998

**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%

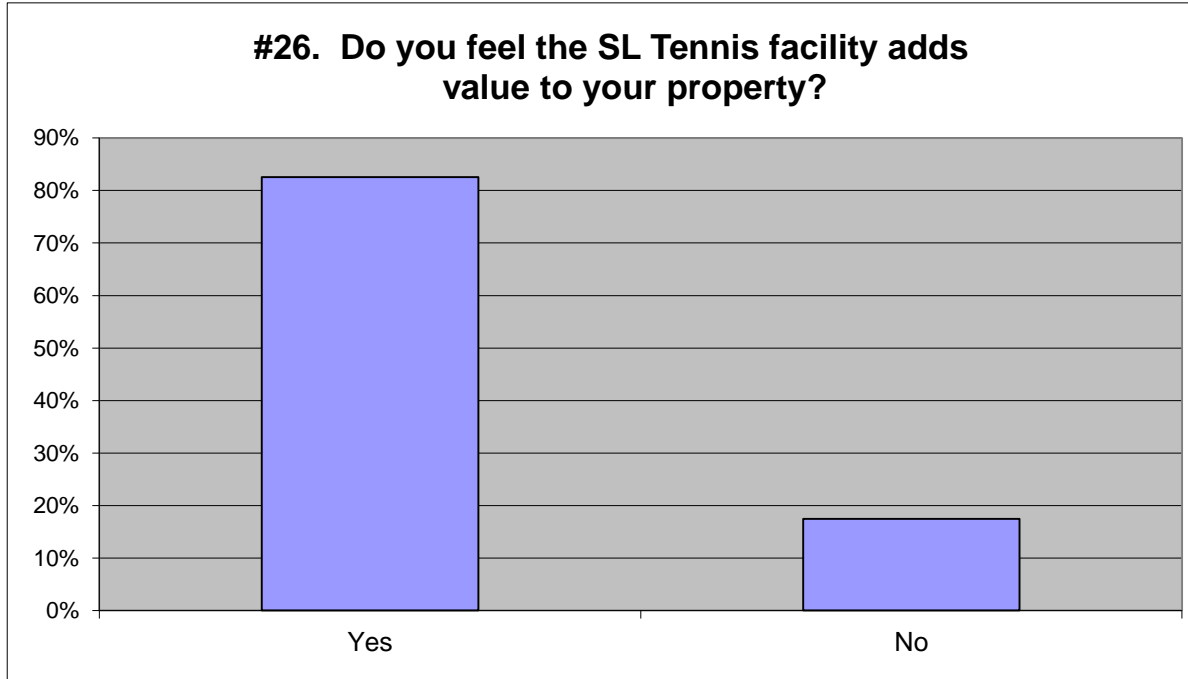
**2006**

Leisure Paths	29%
Dolphin Head	31%
PH/SL	13%
SL Pool	12%
Tennis	6%
Whoop. Conv.	6%
RV/Boat	3%
	100%

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

1157  
total surveys 2015

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



**2015**

Yes	83%	880
No	<u>17%</u>	<u>186</u>
	100%	1066

**2012**

Yes	82%	829
No	<u>18%</u>	<u>183</u>
	100%	1012

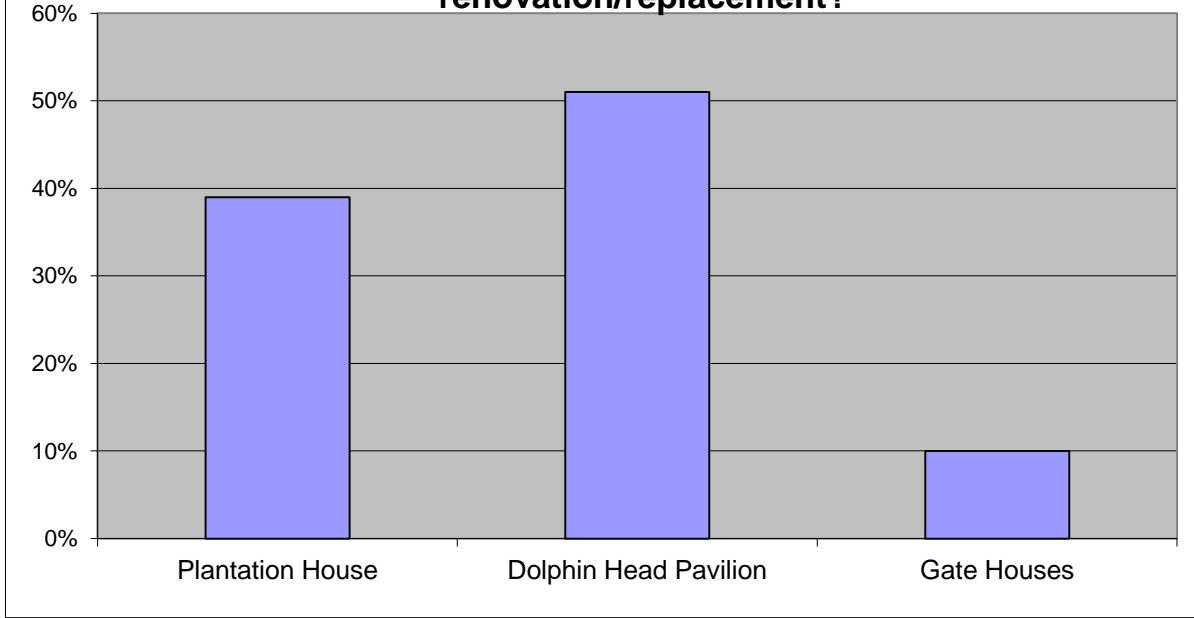
**2009**

Yes	81%	734
No	<u>19%</u>	<u>172</u>
	100%	906

**2006**

Yes	69%	678
No	<u>31%</u>	<u>300</u>
	100%	978

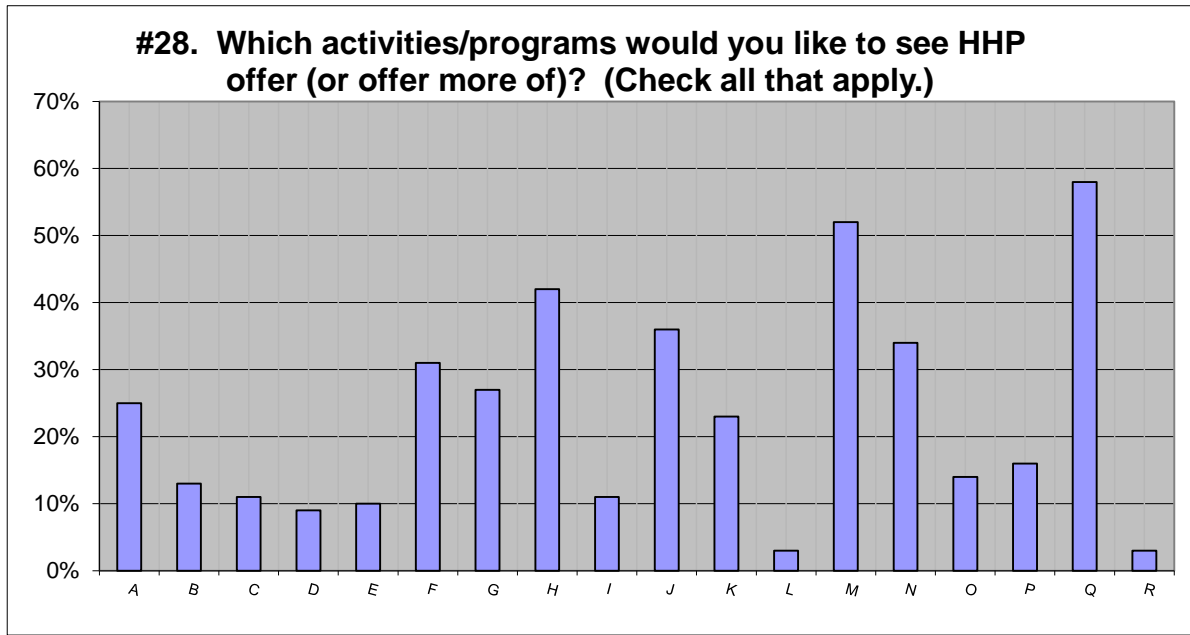
**#27. After the SL Pool/Boardwalk Project has been completed, which POA facility would you prefer to be the next Board-approved project for renovation/replacement?**



**2015**

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

**NEW QUESTION IN 2015**



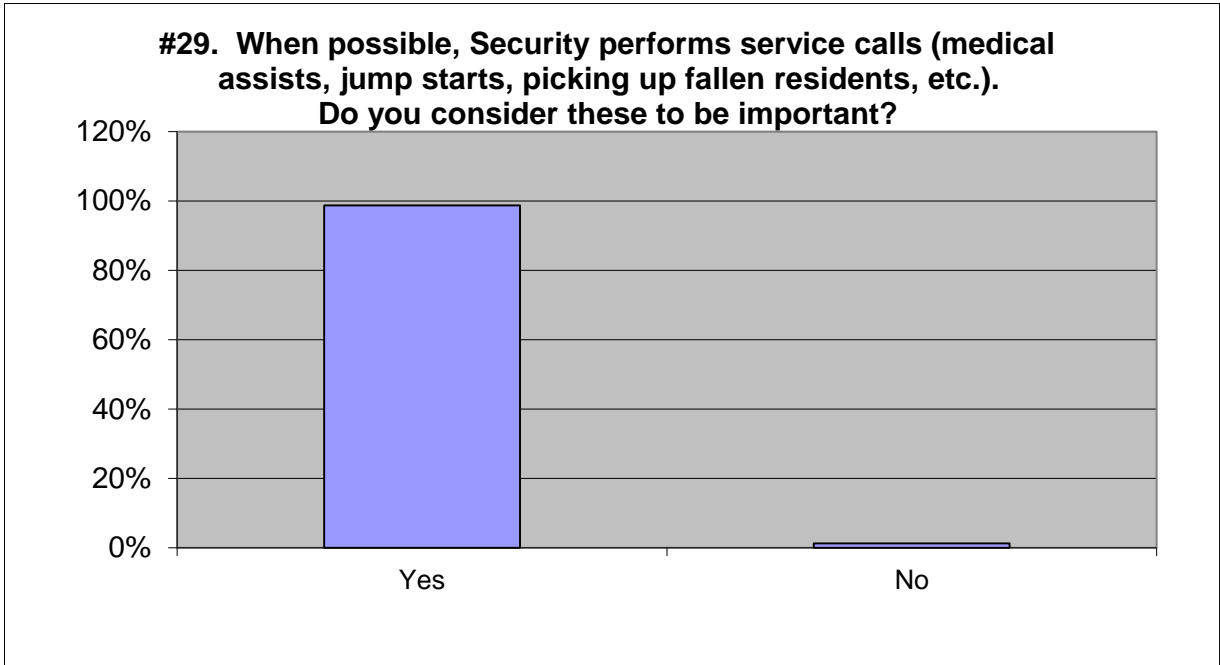
	Percentage	Individuals	Legend:
A	25%	241	A - Movie nights
B	13%	127	B - Dinner dances
C	11%	103	C - Overnight trips
D	9%	83	D - Kid-friendly events
E	10%	95	E - Themed Bingo nights
F	31%	296	F - Community Yard Sales
G	27%	258	G - Cooking demonstrations
H	42%	395	H - Health/Wellness programs
I	11%	104	I - Pool parties
J	36%	344	J - Fitness classes
K	23%	214	K - Off-Plantation trips
L	3%	30	L - Teen/Tween events
M	52%	492	M - Educational seminars
N	34%	325	N - Theater/Performing Arts
O	14%	128	O - Sporting events
P	16%	151	P - Golf events
Q	58%	546	Q - Concerts
R	3%	25	R - Other

**New question in 2015**

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

1157 total surveys 2015

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



**2015**

Yes

99% 1096

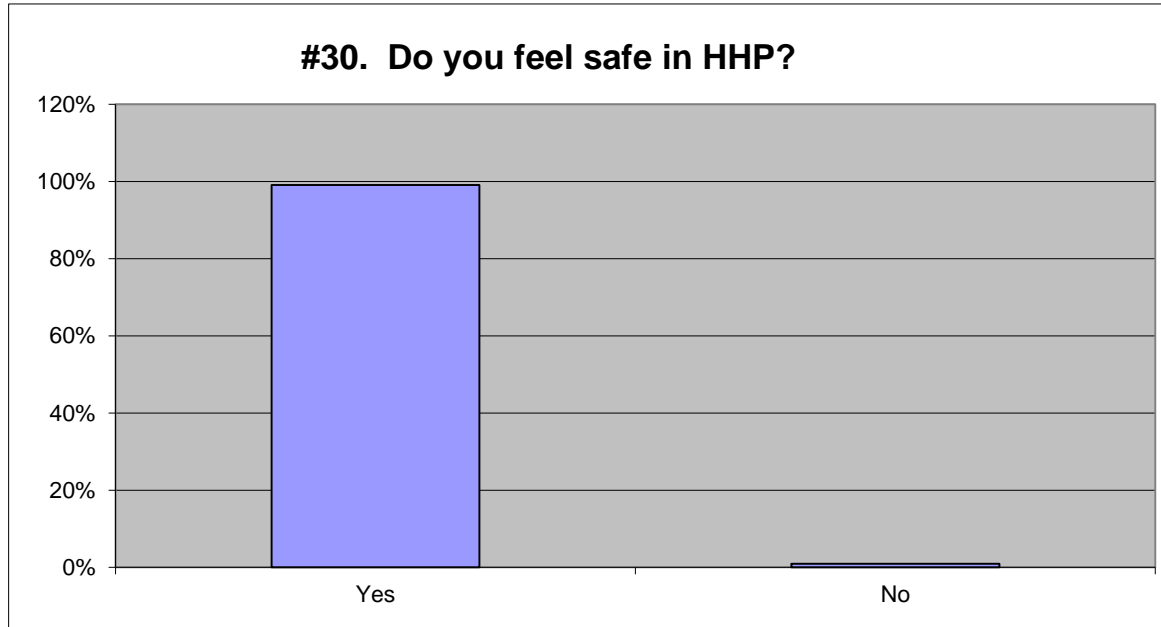
No

1% 14  
100% 1110

**2012**

98% 1022

2% 17  
100% 1039



**2015**

Yes	99%	1074
No	1%	10
	100%	1084

**2012**

98%	1028
2%	18
100%	1046

**2009**

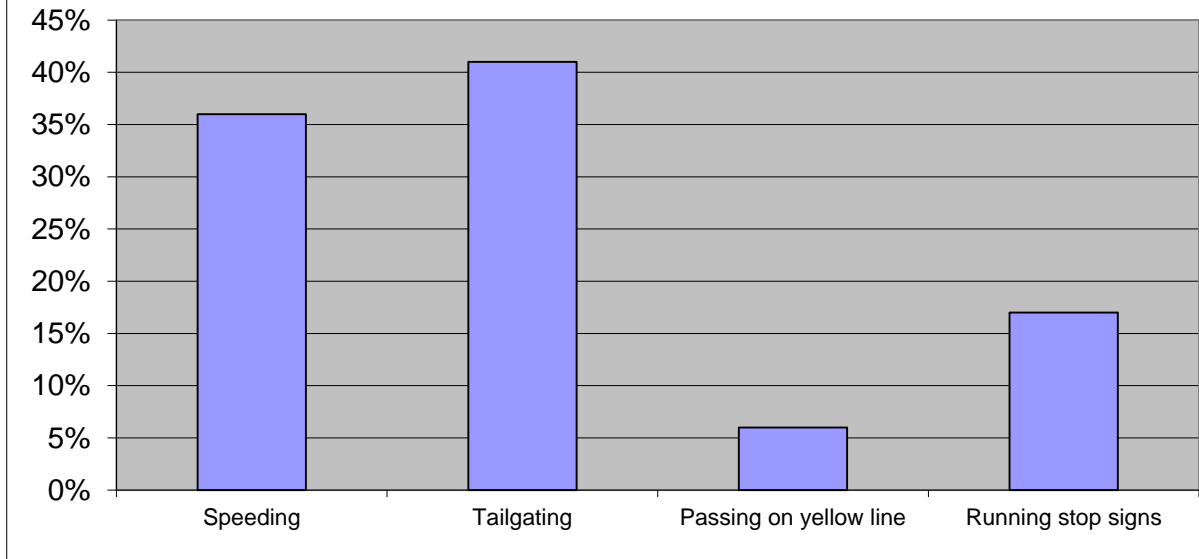
98%	940
2%	15
100%	955

**2006**

98%	989
2%	24
100%	1013



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

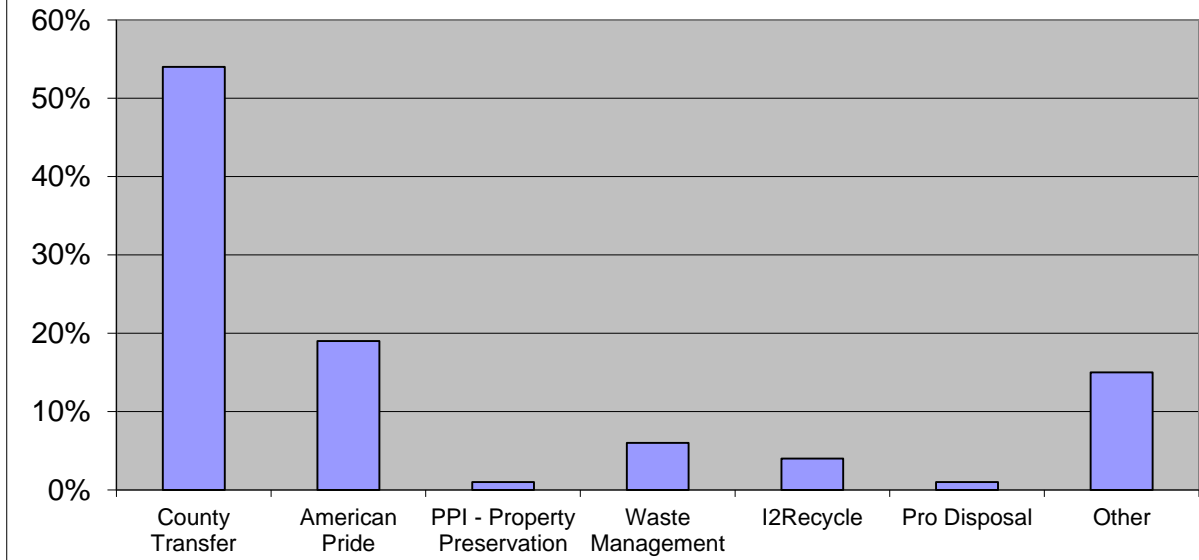


Speeding	36%	340
Tailgating	41%	377
Passing on yellow line	6%	60
Running stop signs	17%	156
	100%	933

<b>2012</b>	
36%	340
41%	377
6%	60
17%	156
100%	933

Question not asked in 2009 or 2006

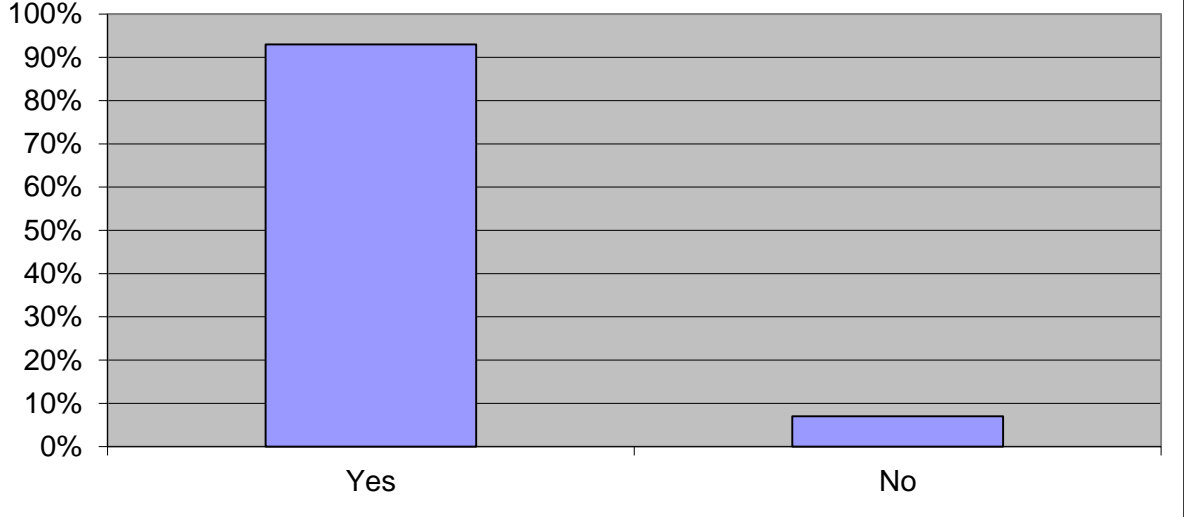
**#32. Which company do you use on a regular basis for your trash and recycling?**



County Transfer	54%	569
American Pride	19%	196
PPI - Property Preservation	1%	15
Waste Management	6%	58
I2Recycle	4%	43
Pro Disposal	1%	13
Other	15%	154
	100%	1048

**New question in 2015**

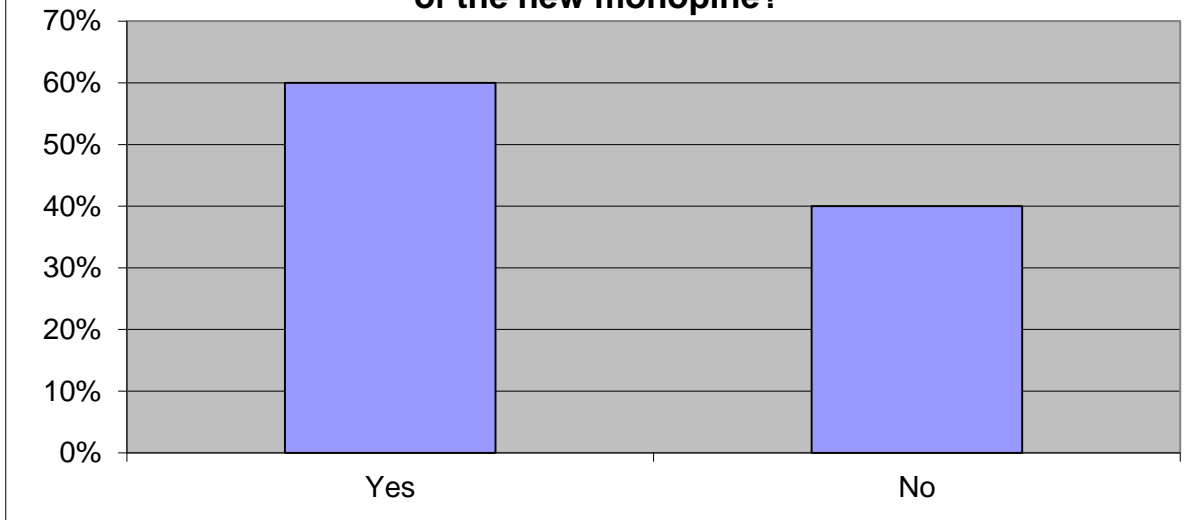
**#33. Are you satisfied with the service your current trash hauler is providing?**



Yes	93%	541
No	7%	38
	100%	579

**New question in 2015**

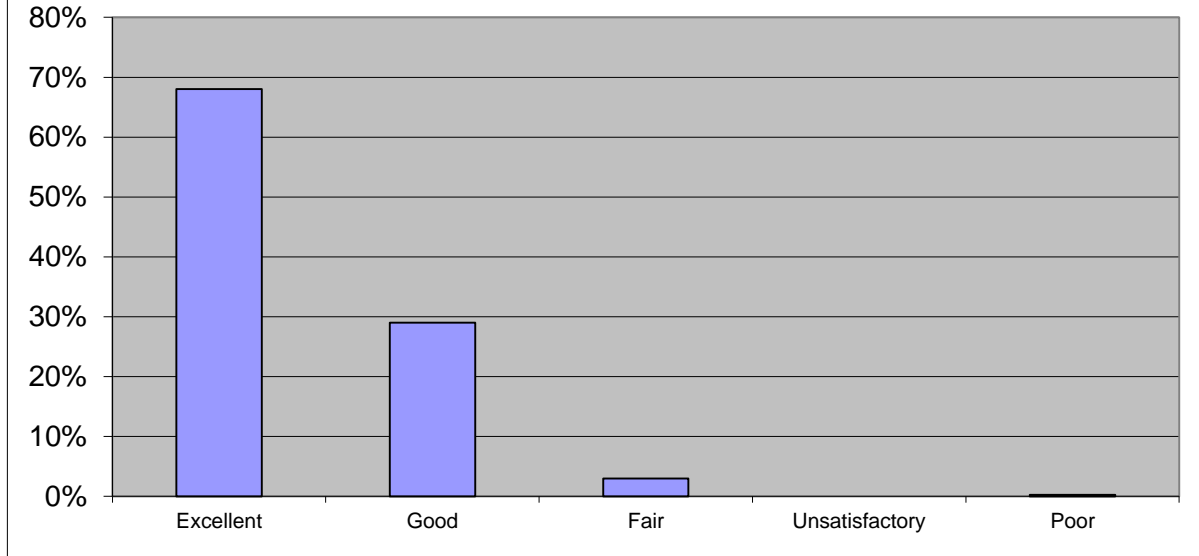
**#34. If you experienced poor cell phone service before, has your service improved since the installation of the new monopine?**



Yes	60%	428
No	<u>40%</u>	<u>283</u>
	100%	711

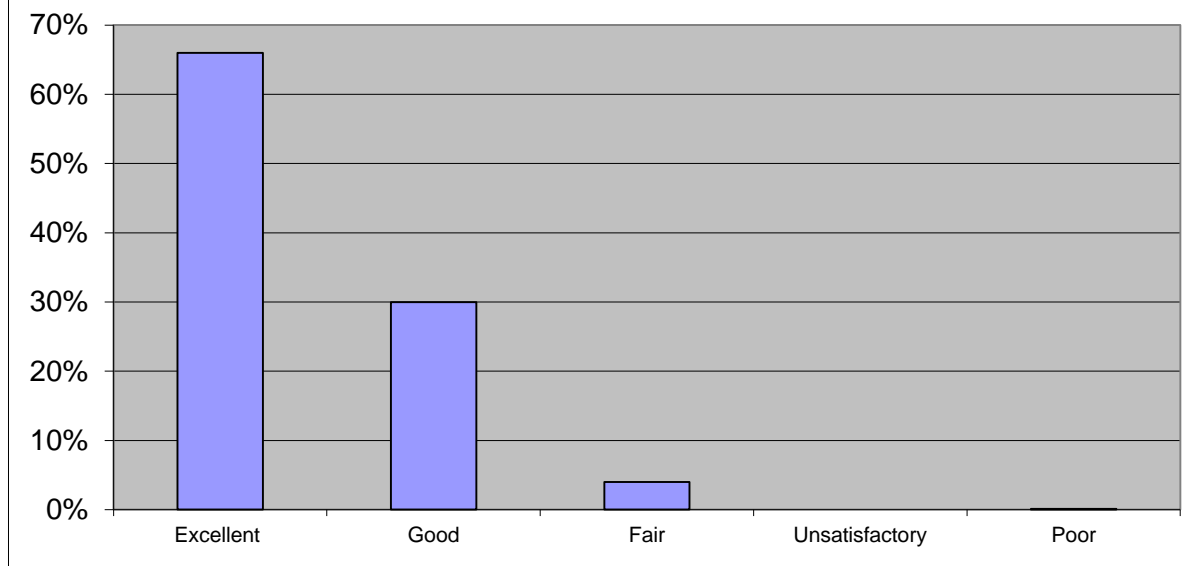
**New question in 2015**

### #35a. Activities/Recreation - Courteous



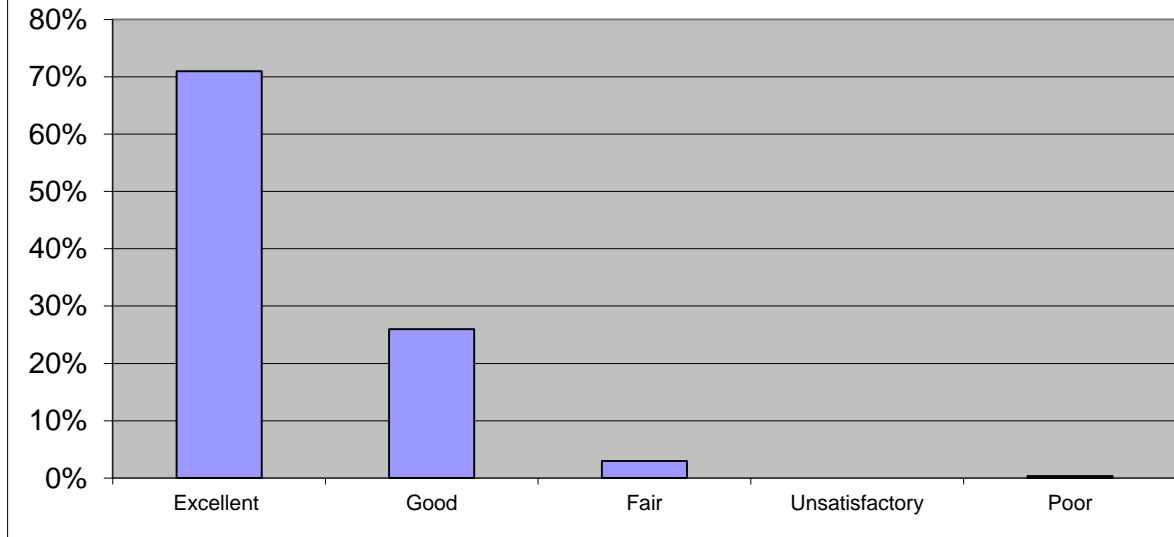
			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	68%	500	74%	433	75%	365	75%	426
Good	29%	210	18%	107	22%	105	13%	73
Fair	3%	22	3%	20	1%	5	5%	29
Unsatisfactory	0%	1	1%	8	1%	5	2%	11
Poor	0%	2	4%	21	1%	6	5%	27
	100%	<u>735</u>	100%	589	100%	486	100%	566
		<u>115</u> skipped						
		850						

### #35b. Activities/Recreation - Responsive



			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	66%	436	69%	372	69%	304	70%	377
Good	30%	200	21%	115	25%	111	15%	86
Fair	4%	25	4%	24	3%	13	7%	36
Unsatisfactory	0%	0	2%	9	2%	8	3%	17
Poor	0%	1	4%	22	1%	5	5%	25
	100%	662	100%	542	100%	441	100%	541
		154 skipped						
		816						

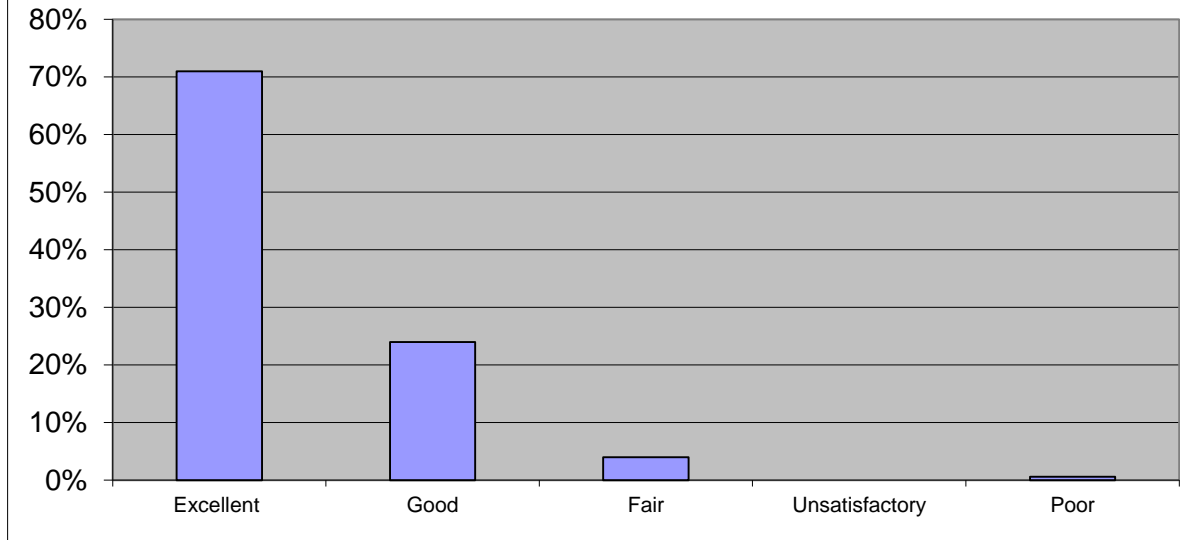
### #35c. Activities/Recreation - Knowledgeable



Excellent	71%	464
Good	26%	170
Fair	3%	21
Unsatisfactory	0%	0
Poor	0%	3
	100%	658
		<u>185</u> skipped
		843

2012		2009		2006	
70%	374	70%	304	70%	377
20%	109	25%	109	17%	89
4%	19	3%	11	6%	32
2%	8	2%	7	3%	16
4%	20	0%	3	4%	21
100%	530	100%	434	100%	535

### #35d. Activities/Recreation - Professional

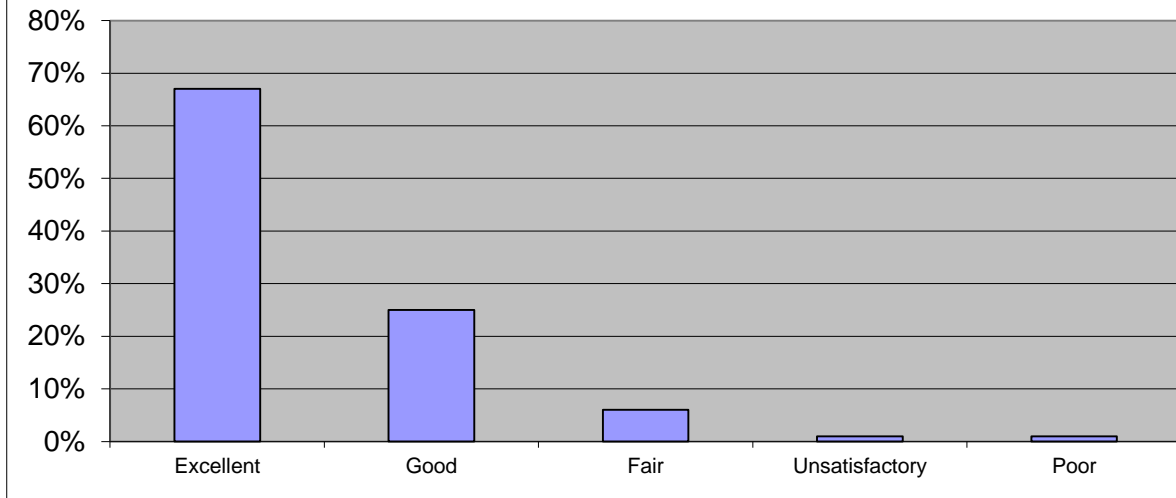


Excellent	71%	485
Good	24%	166
Fair	4%	26
Unsatisfactory	0%	0
Poor	1%	5
	100%	682
		<u>171</u> skipped
		853

2012		2009		2006	
70%	383	74%	322	71%	381
20%	107	22%	96	16%	89
4%	21	2%	9	6%	33
2%	9	1%	5	2%	12
4%	<u>22</u>	1%	<u>5</u>	5%	<u>26</u>
100%	542	100%	437	100%	541



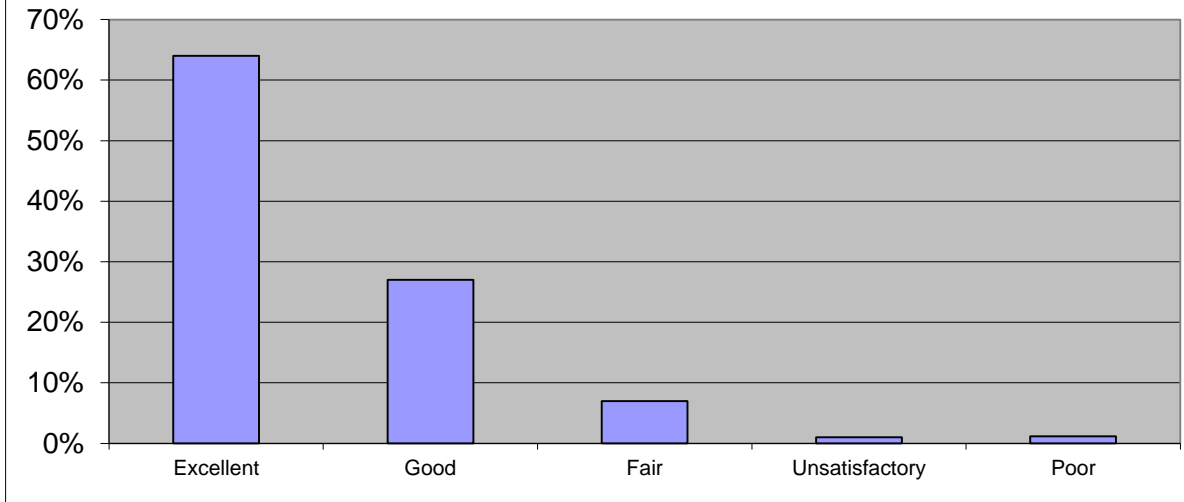
### #35a. Admin/General Manager - Courteous



Excellent	67%	518
Good	25%	197
Fair	6%	44
Unsatisfactory	1%	8
Poor	1%	9
	100%	776
		<u>115</u> skipped
		891

2012		2009		2006	
69%	425	70%	363	72%	419
19%	115	23%	121	12%	71
6%	38	3%	14	7%	40
2%	15	2%	9	3%	16
4%	<u>25</u>	2%	<u>10</u>	6%	<u>33</u>
100%	618	100%	517	100%	579

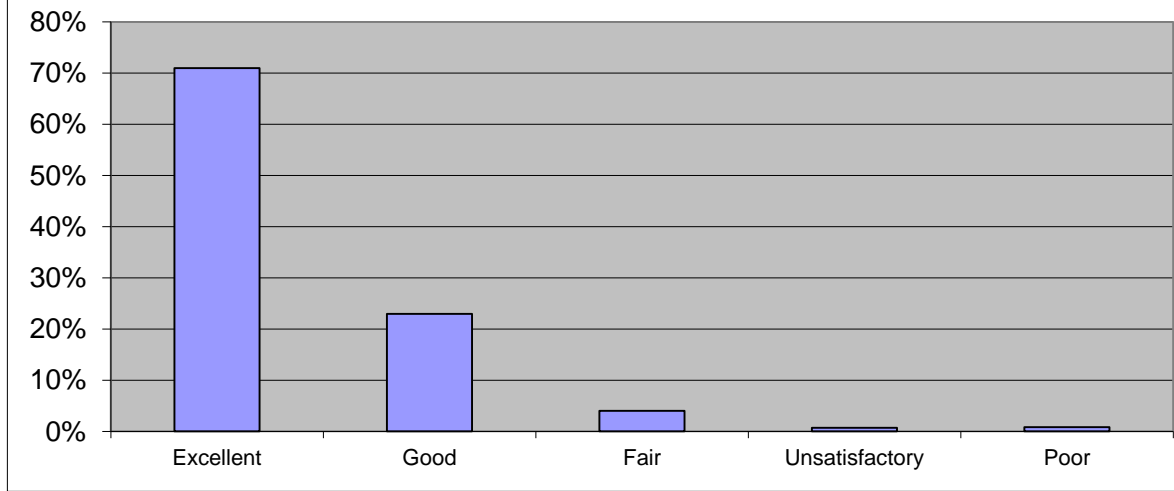
### #35b. Admin/General Manager - Responsive



Excellent	64%	446
Good	27%	186
Fair	7%	49
Unsatisfactory	1%	6
Poor	1%	10
	100%	697
		<u>154</u> skipped
		851

2012		2009		2006	
68%	384	68%	315	68%	377
19%	111	24%	114	15%	85
6%	37	4%	20	8%	46
3%	17	2%	9	3%	18
4%	24	2%	11	6%	35
100%	573	100%	469	100%	561

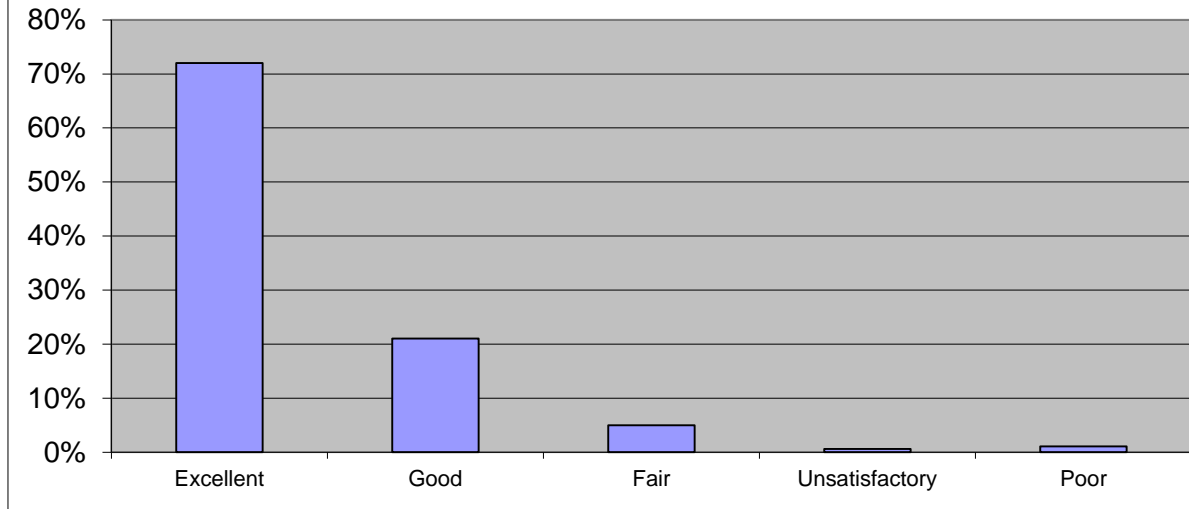
### #35c. Admin/General Manager - Knowledgeable



Excellent	71%	512
Good	23%	163
Fair	4%	29
Unsatisfactory	1%	6
Poor	1%	7
	100%	717
		<u>185</u> skipped
		902

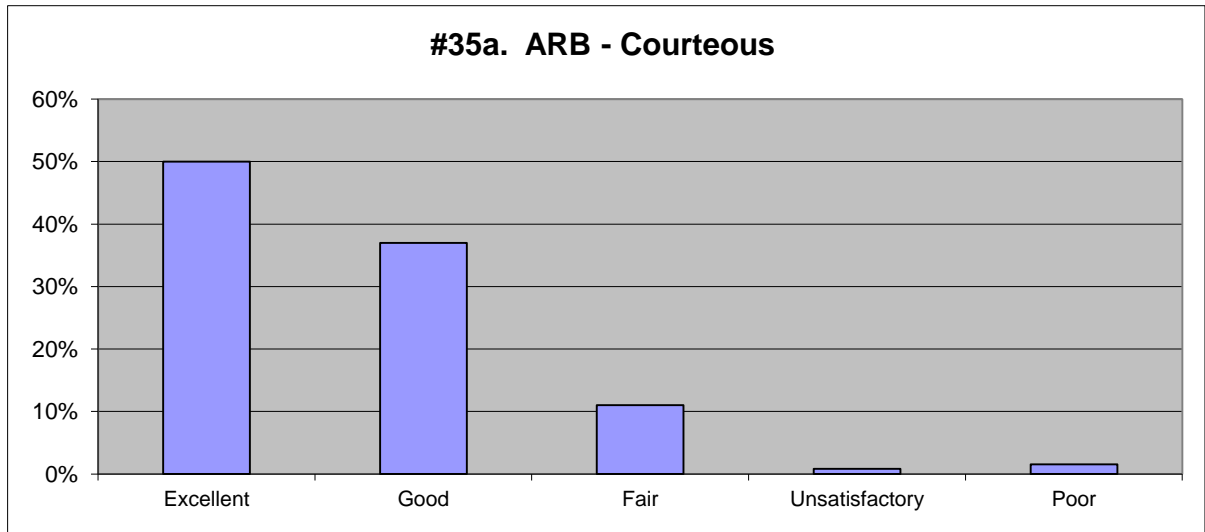
2012		2009		2006	
74%	429	75%	351	71%	402
17%	98	20%	96	14%	80
2%	13	2%	10	6%	33
2%	9	1%	3	3%	18
5%	<u>27</u>	2%	<u>11</u>	6%	<u>35</u>
100%	576	100%	471	100%	568

### #35d. Admin/General Manager - Professional

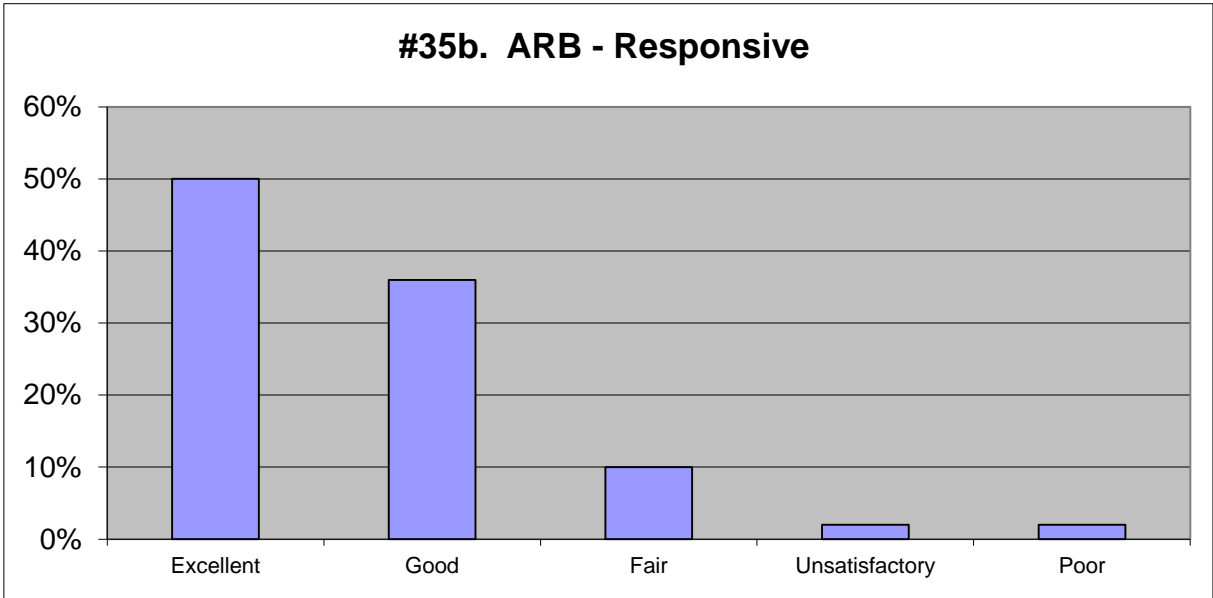


Excellent	72%	523
Good	21%	158
Fair	5%	36
Unsatisfactory	1%	5
Poor	1%	9
	100%	731
		<u>171</u> skipped
		902

2012		2009		2006	
73%	440	75%	362	71%	403
16%	95	20%	98	13%	75
4%	24	1%	7	6%	37
2%	10	2%	11	3%	16
5%	29	2%	10	7%	41
100%	598	100%	488	100%	572



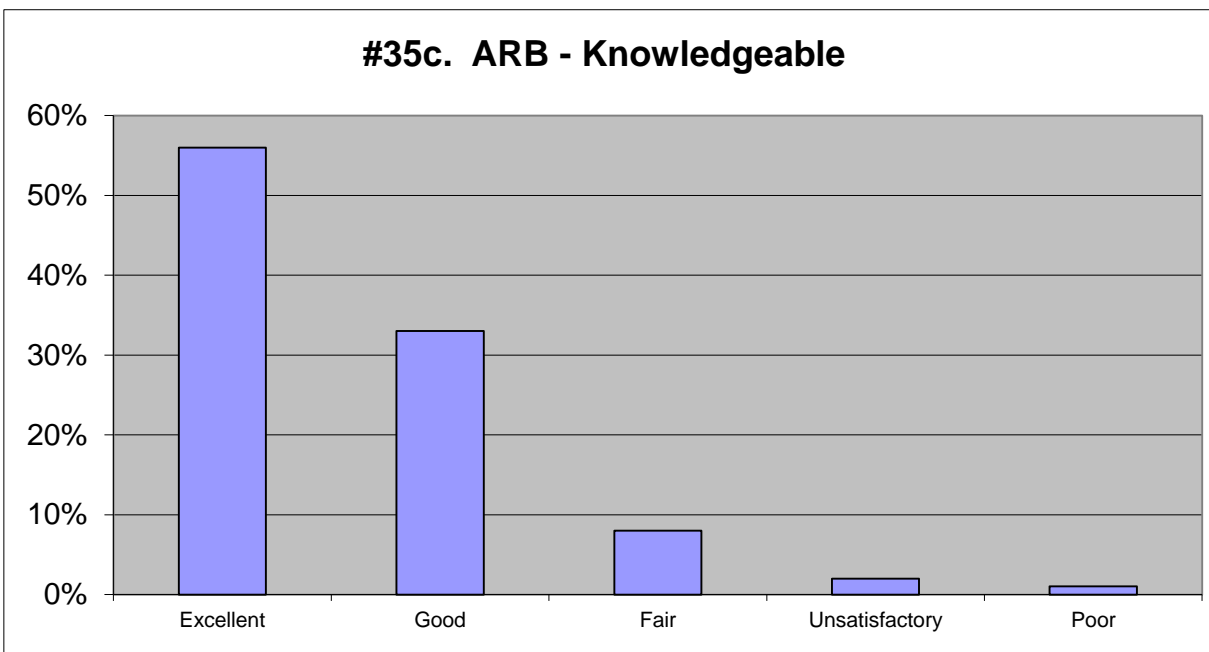
			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	50%	291	50%	217	53%	200	62%	314
Good	37%	216	31%	133	28%	105	16%	80
Fair	11%	64	12%	54	14%	54	12%	60
Unsatisfactory	1%	7	3%	11	3%	13	4%	21
Poor	<u>2%</u>	<u>13</u>	<u>4%</u>	<u>18</u>	<u>2%</u>	<u>8</u>	<u>6%</u>	<u>28</u>
	100%	591	100%	433	100%	380	100%	503
		<u>115</u> skipped						
		706						



Excellent	50%	268
Good	36%	190
Fair	10%	55
Unsatisfactory	2%	11
Poor	<u>2%</u>	<u>10</u>
	100%	534
		<u>154</u> skipped
		688

2012		2009		2006	
48%	192	48%	170	59%	289
31%	127	31%	111	20%	96
12%	50	15%	53	11%	52
4%	18	4%	14	4%	21
<u>5%</u>	<u>22</u>	<u>2%</u>	<u>6</u>	<u>6%</u>	<u>31</u>
100%	409	100%	354	100%	489

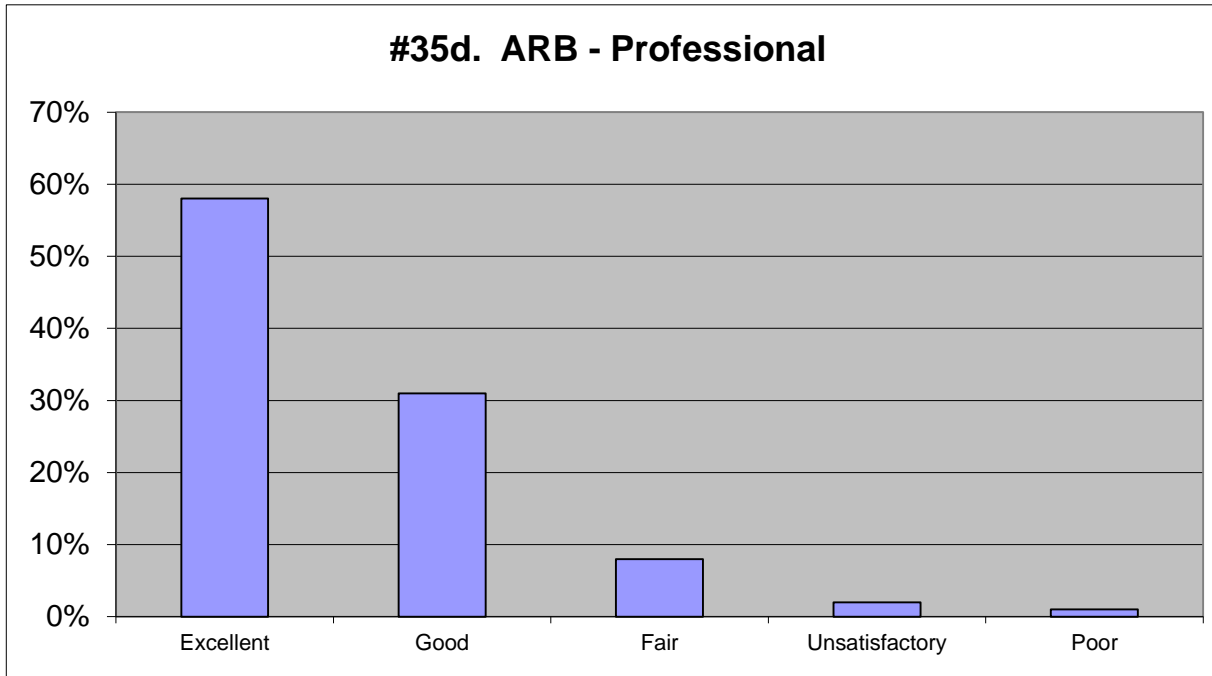
### #35c. ARB - Knowledgeable



Excellent	56%	305
Good	33%	179
Fair	8%	42
Unsatisfactory	2%	9
Poor	1%	8
	100%	543
		<u>185</u> skipped
		728

2012		2009		2006	
52%	208	51%	180	62%	309
30%	123	30%	107	17%	85
10%	39	12%	43	10%	48
3%	14	4%	15	5%	26
5%	<u>21</u>	3%	<u>11</u>	6%	<u>28</u>
100%	405	100%	356	100%	496

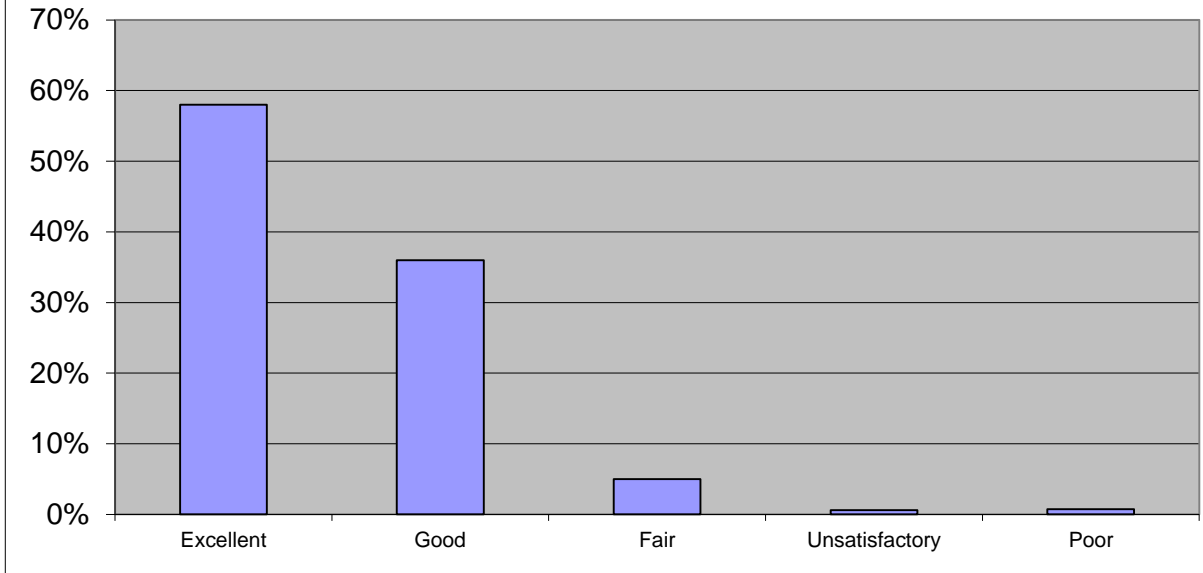
### #35d. ARB - Professional



Excellent	58%	318	<b>2012</b>		<b>2009</b>		<b>2006</b>	
			51%	207	54%	189	62%	301
Good	31%	171	32%	132	28%	102	18%	86
Fair	8%	39	9%	35	12%	44	10%	47
Unsatisfactory	2%	9	3%	13	4%	16	4%	20
Poor	1%	8	5%	21	2%	8	6%	31
	100%	545	100%	408	100%	359	100%	485
		<u>171</u> skipped						
		716						

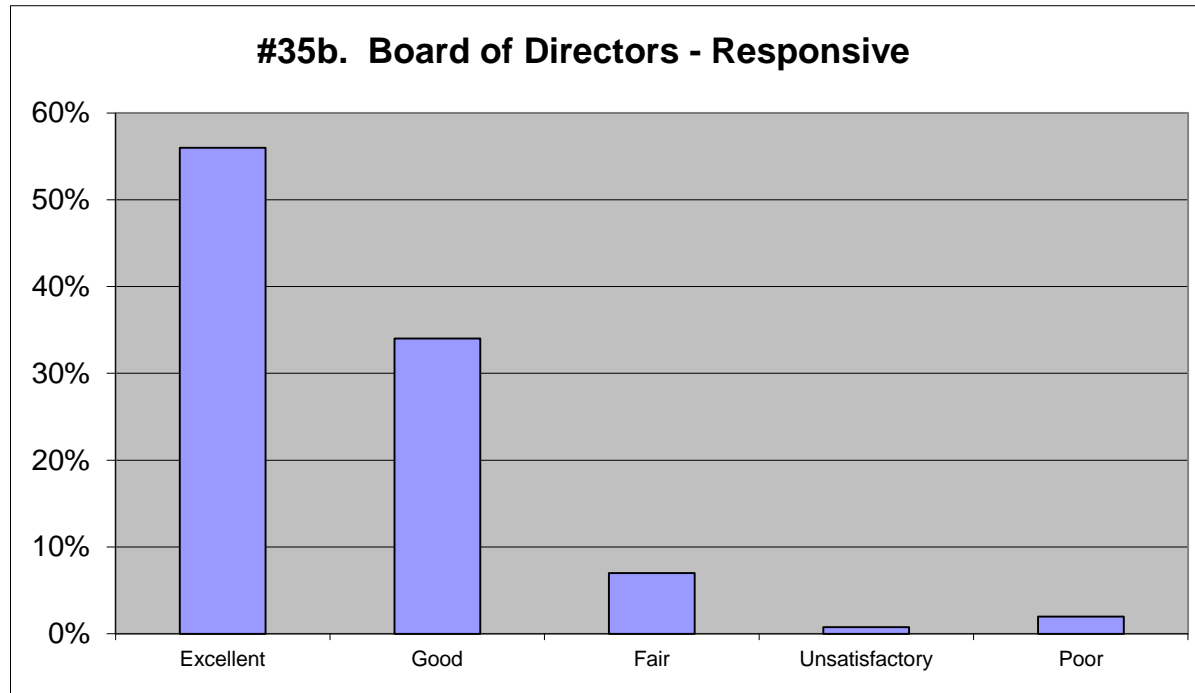


### #35a. Board of Directors - Courteous



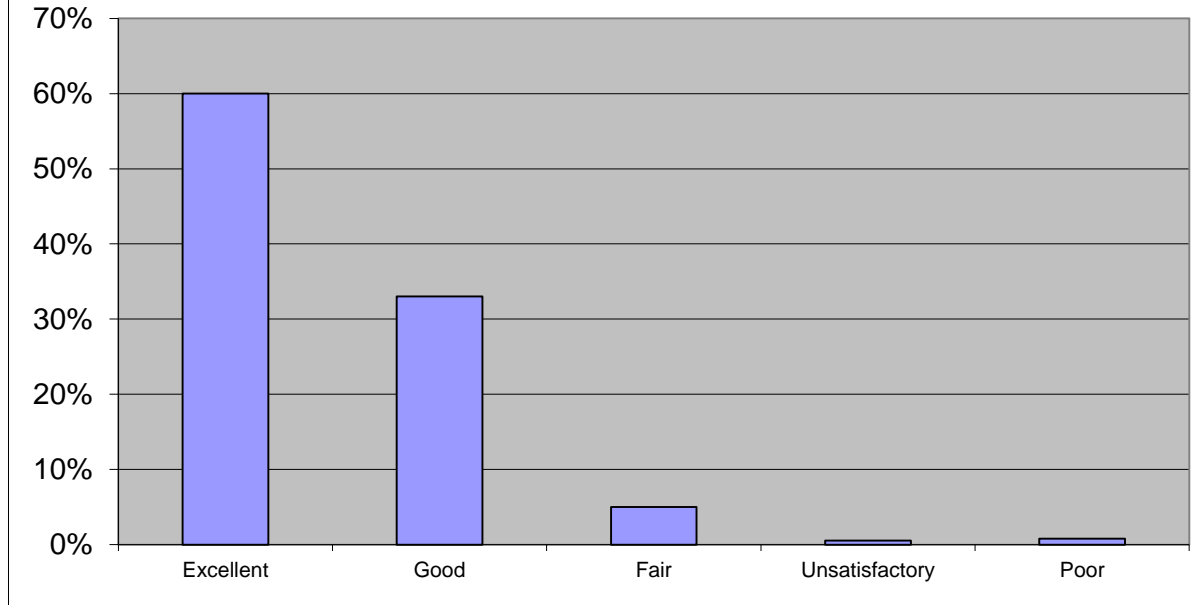
			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	58%	307	63%	230	61%	185	71%	295
Good	36%	191	28%	101	32%	99	15%	61
Fair	5%	29	5%	17	5%	16	6%	25
Unsatisfactory	1%	5	2%	6	1%	4	4%	15
Poor	1%	6	2%	8	1%	4	4%	15
	100%	538	100%	362	100%	308	100%	411
		<u>115</u> skipped						
		653						

### #35b. Board of Directors - Responsive



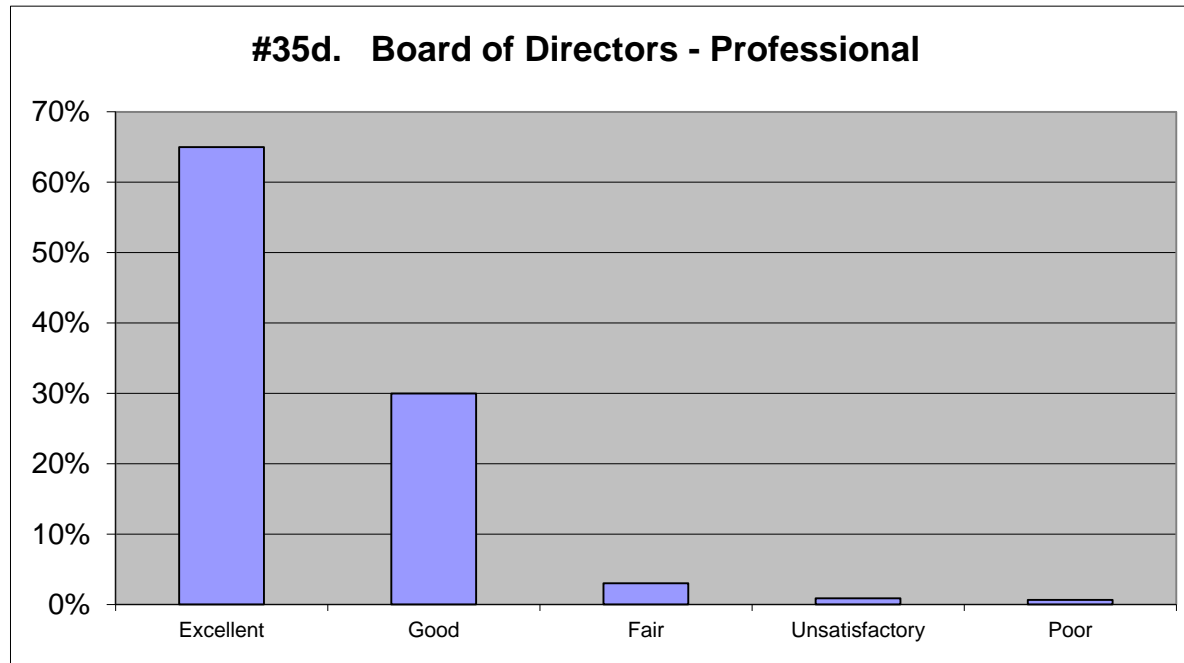
			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	56%	266	60%	208	56%	159	69%	273
Good	34%	164	28%	95	34%	97	15%	61
Fair	7%	31	7%	25	7%	20	9%	38
Unsatisfactory	1%	6	1%	3	2%	6	3%	14
Poor	<u>2%</u>	<u>8</u>	<u>4%</u>	<u>13</u>	<u>1%</u>	<u>4</u>	<u>4%</u>	<u>15</u>
	100%	475	100%	344	100%	286	100%	401
		<u>154</u> skipped						
		629						

### #35c. Board of Directors - Knowledgeable



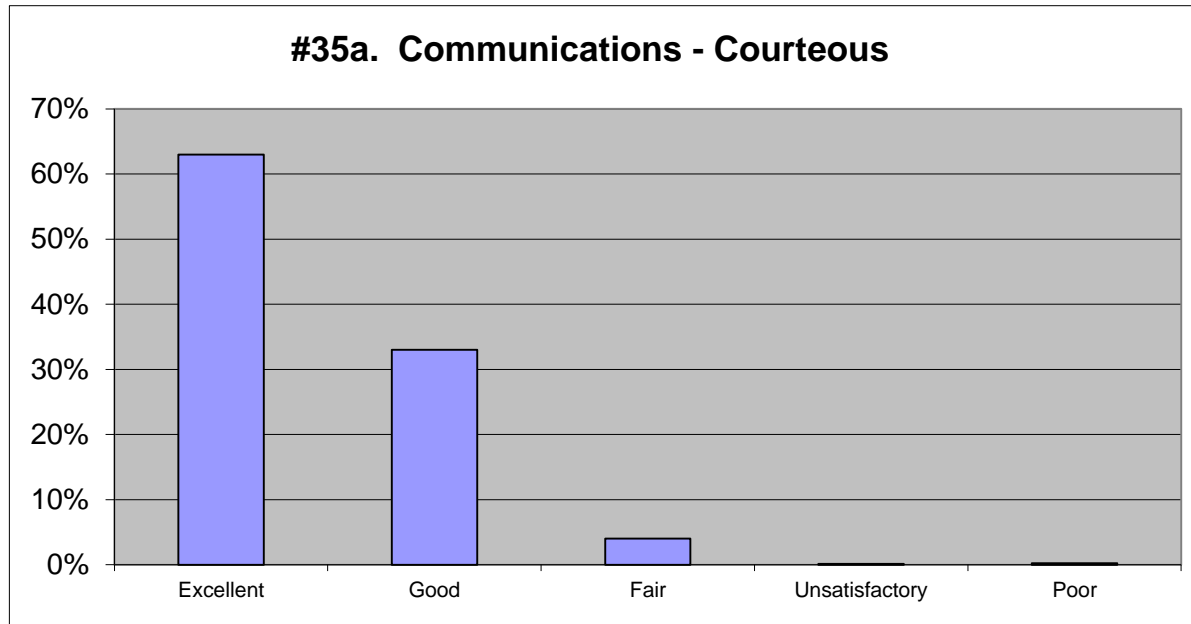
			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	60%	304	61%	213	57%	166	68%	272
Good	33%	166	28%	98	35%	103	16%	66
Fair	5%	23	7%	24	6%	17	10%	42
Unsatisfactory	1%	4	1%	3	1%	3	4%	16
Poor	1%	6	3%	11	1%	4	2%	8
	100%	503	100%	349	100%	293	100%	404
		185 skipped						
		688						

### #35d. Board of Directors - Professional



			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	65%	337	64%	239	60%	179	68%	274
Good	30%	154	27%	99	32%	94	17%	67
Fair	3%	18	5%	18	5%	16	8%	34
Unsatisfactory	1%	7	1%	2	2%	5	4%	15
Poor	1%	5	3%	10	1%	3	3%	12
	100%	521	100%	368	100%	297	100%	402
		<u>171</u> skipped						
		692						

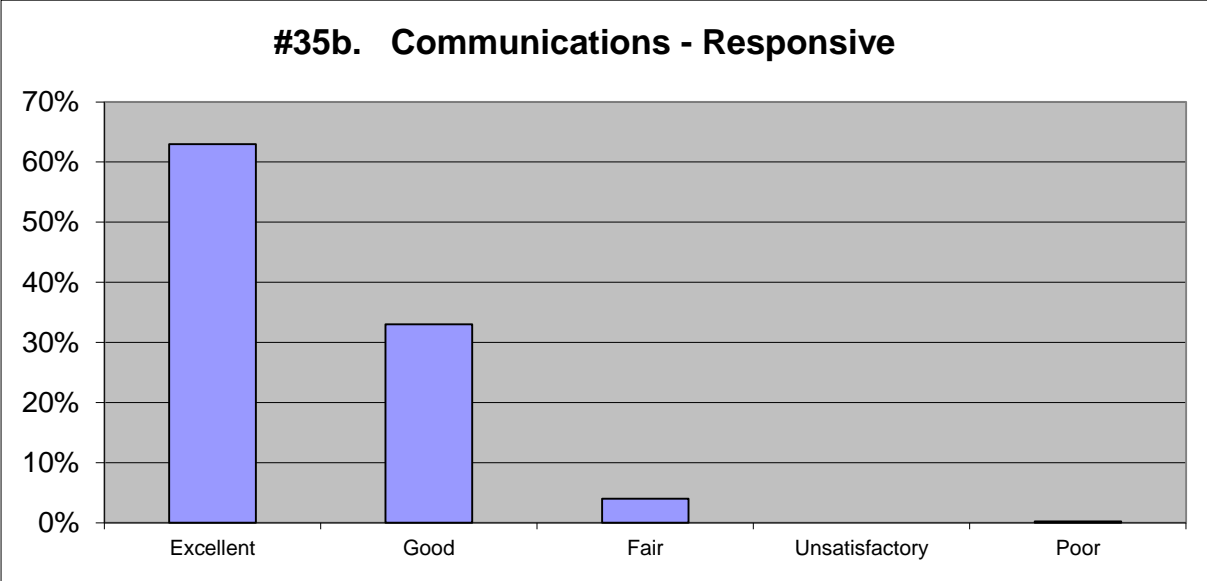
### #35a. Communications - Courteous



Excellent	63%	420
Good	33%	224
Fair	4%	26
Unsatisfactory	0%	1
Poor	0%	2
	100%	673
		<u>115</u> skipped
		788

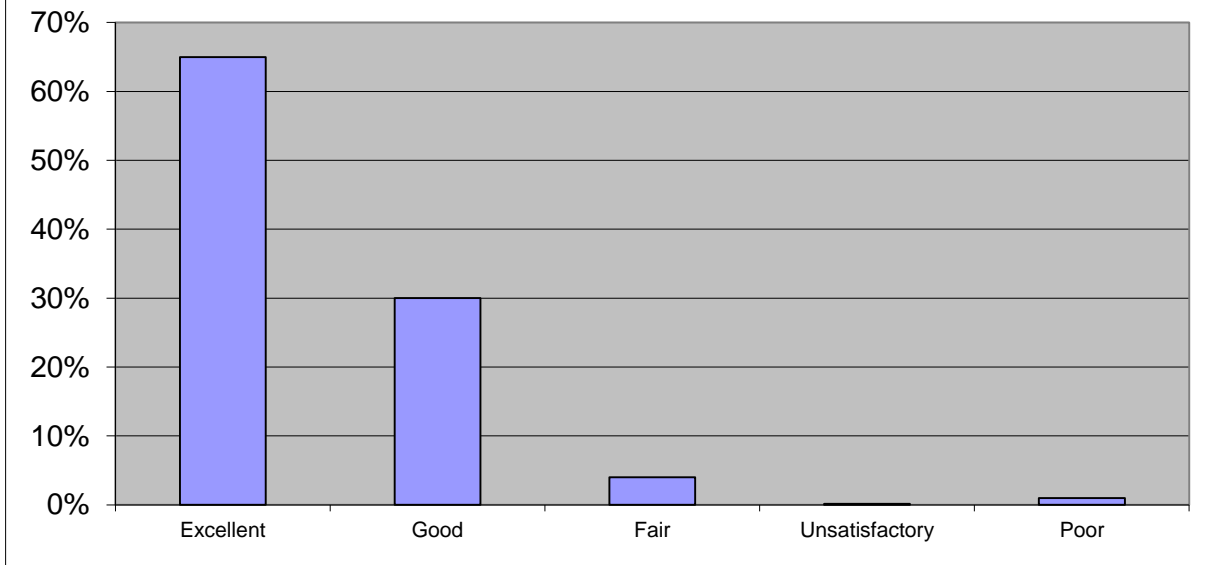
2012		2009		2006	
69%	316	60%	238	73%	334
25%	117	33%	130	16%	75
3%	14	5%	20	6%	29
1%	6	0%	1	2%	8
2%	11	2%	6	3%	14
100%	464	100%	395	100%	460

**#35b. Communications - Responsive**



			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	63%	378	66%	289	59%	218	69%	303
Good	33%	198	25%	110	35%	132	18%	81
Fair	4%	23	5%	20	4%	15	7%	31
Unsatisfactory	0%	0	1%	3	1%	5	3%	12
Poor	0%	2	3%	11	1%	4	3%	11
	100%	601	100%	433	100%	374	100%	438
		<u>154</u> skipped						
		755						

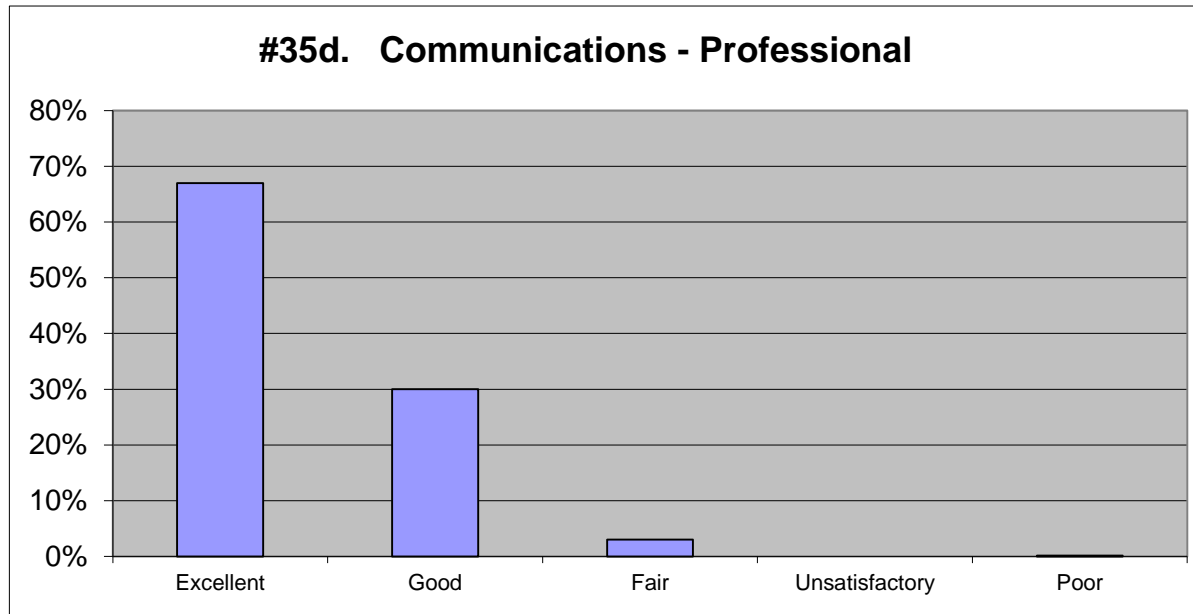
### #35c. Communications - Knowledgeable



Excellent	65%	386
Good	30%	185
Fair	4%	22
Unsatisfactory	0%	1
Poor	1%	3
	100%	597
		<u>185</u> skipped
		782

2012		2009		2006	
65%	286	58%	208	70%	310
27%	118	36%	129	16%	71
4%	16	4%	13	8%	33
1%	3	1%	4	3%	13
3%	11	1%	5	3%	12
100%	434	100%	359	100%	439

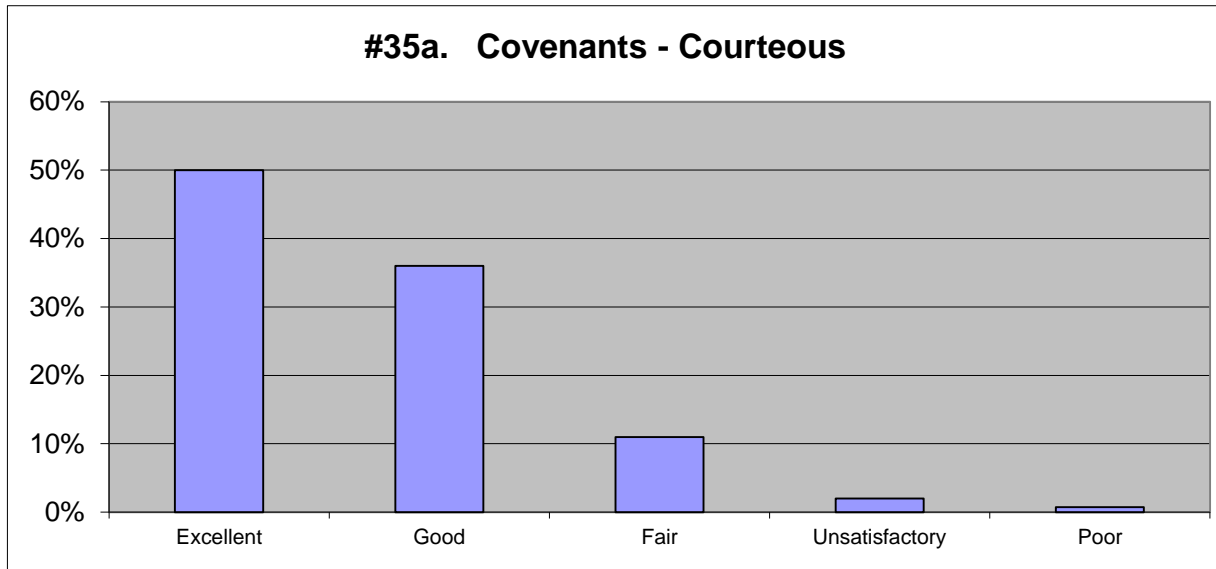
### #35d. Communications - Professional



Excellent	67%	397
Good	30%	177
Fair	3%	20
Unsatisfactory	0%	0
Poor	0%	1
	100%	595
		<u>171</u> skipped
		766

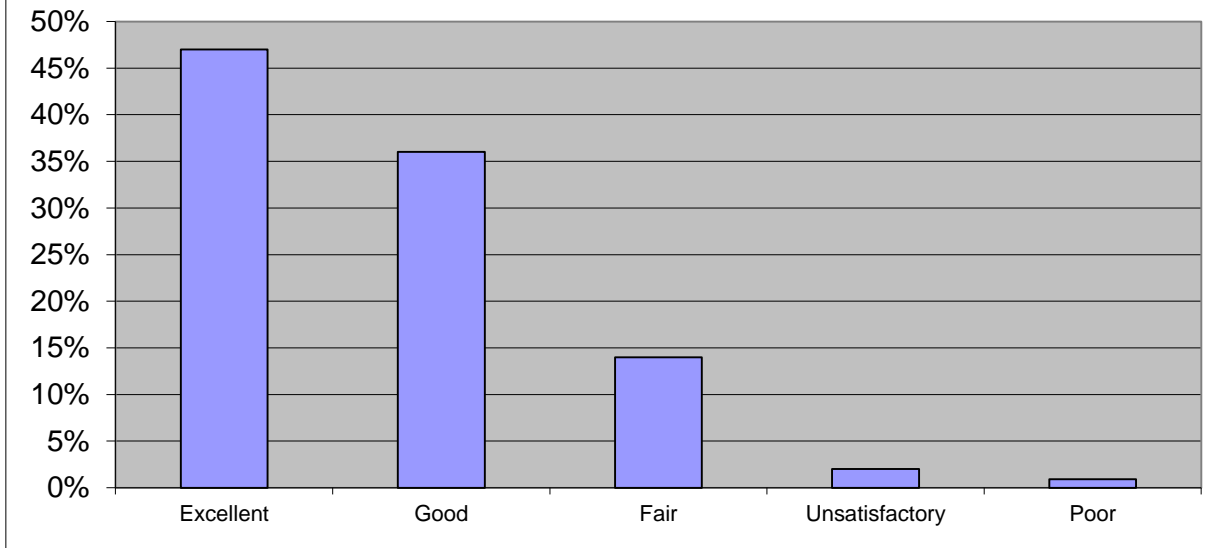
2012		2009		2006	
69%	311	61%	225	72%	317
26%	117	33%	122	17%	75
2%	11	4%	15	5%	22
1%	3	1%	3	3%	12
2%	11	1%	4	3%	15
100%	453	100%	369	100%	441





			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	50%	278	51%	186	48%	153	63%	255
Good	36%	202	33%	118	35%	108	19%	75
Fair	11%	65	10%	36	11%	33	10%	41
Unsatisfactory	2%	9	2%	9	3%	8	4%	17
Poor	1%	6	4%	13	3%	8	4%	17
	100%	560	100%	362	100%	310	100%	405
		<u>115</u> skipped						
		675						

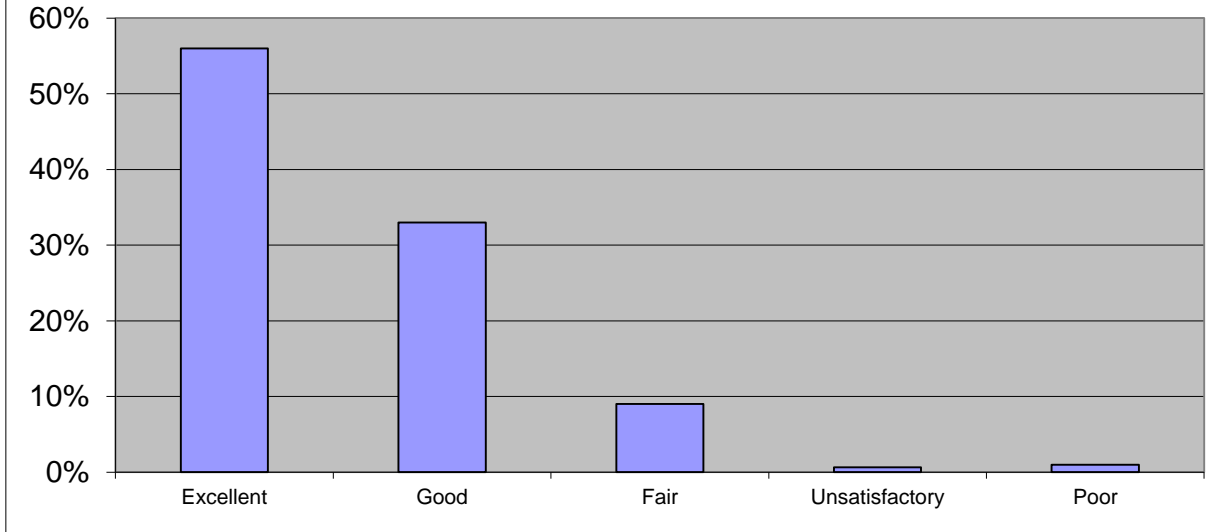
### #35b. Covenants - Responsive



Excellent	47%	236
Good	36%	179
Fair	14%	71
Unsatisfactory	2%	8
Poor	1%	7
	100%	501
		<u>154</u> skipped
		655

2012		2009		2006	
48%	162	45%	132	61%	237
35%	115	38%	108	17%	66
9%	29	9%	26	13%	51
4%	13	5%	13	4%	16
4%	14	3%	9	5%	19
100%	333	100%	288	100%	389

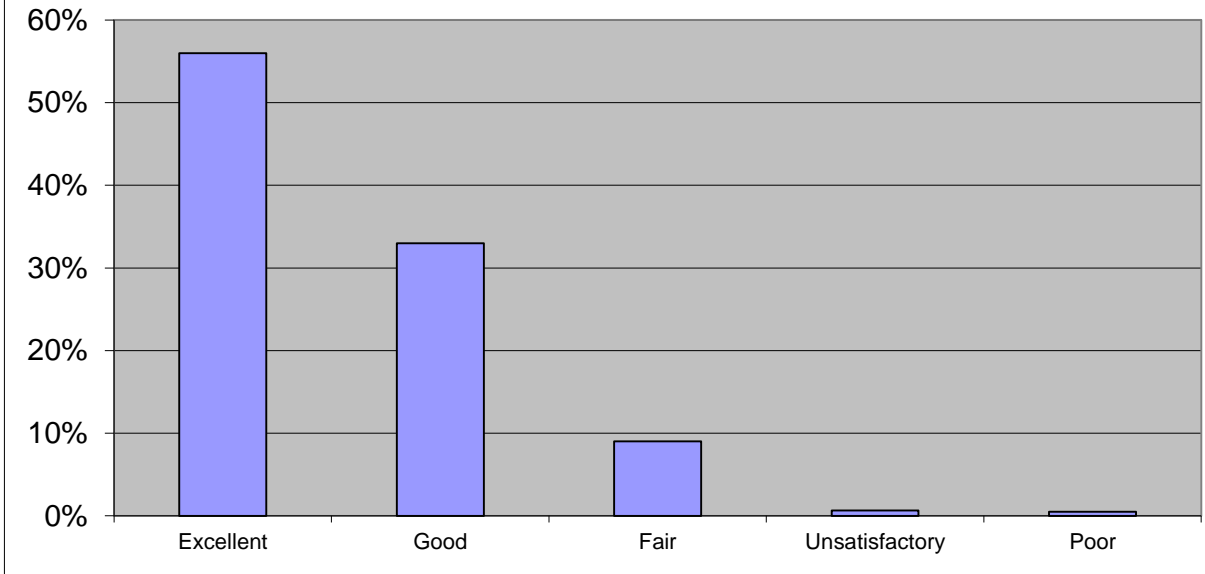
### #35c. Covenants - Knowledgeable



Excellent	56%	284
Good	33%	167
Fair	9%	44
Unsatisfactory	1%	5
Poor	1%	3
	100%	503
		<u>185</u> skipped
		688

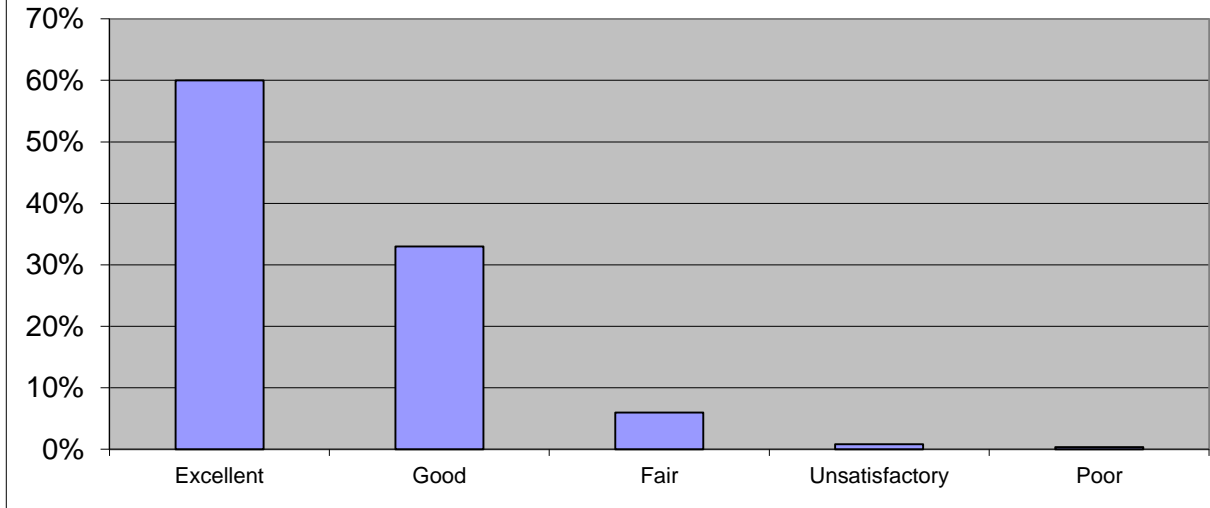
	2012		2009		2006	
Excellent	54%	178	51%	140	65%	249
Good	33%	108	40%	110	17%	68
Fair	8%	26	6%	18	10%	40
Unsatisfactory	2%	8	2%	6	4%	17
Poor	3%	10	1%	3	4%	15
	100%	330	100%	277	100%	389

### #35d. Covenants - Professional



Excellent	56%	288	<b>2012</b>		<b>2009</b>		<b>2006</b>	
			55%	186	51%	146	64%	246
Good	33%	167	33%	114	39%	109	17%	67
Fair	9%	46	7%	24	5%	14	11%	41
Unsatisfactory	1%	5	2%	8	3%	9	4%	16
Poor	1%	4	3%	10	2%	5	4%	16
	100%	510	100%	342	100%	283	100%	386
		<u>171</u> skipped						
		681						

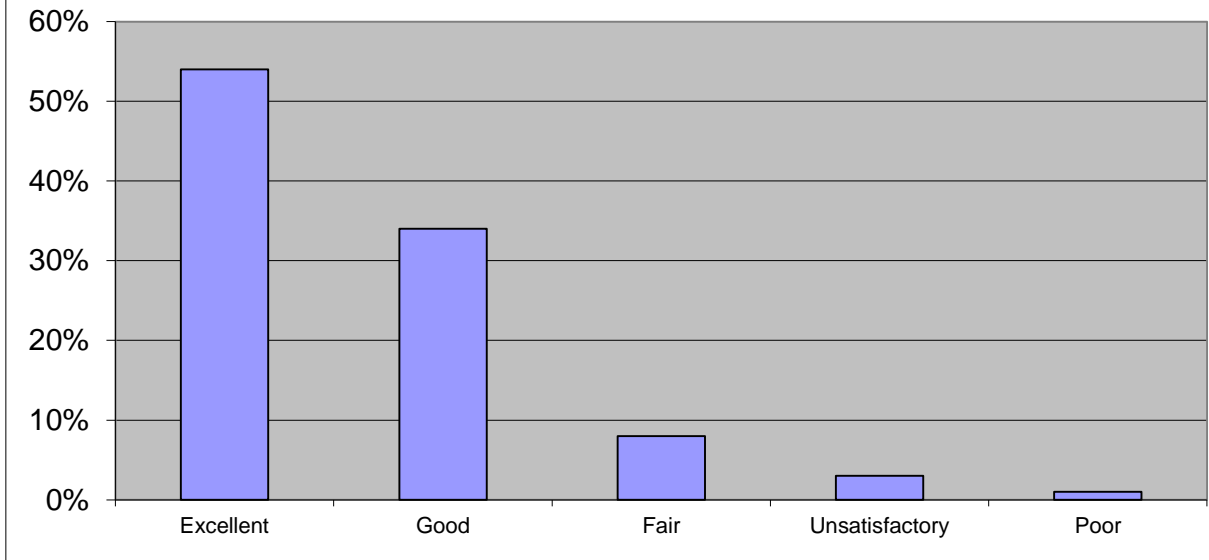
### #35a. Maintenance - Courteous



Excellent	60%	433
Good	33%	241
Fair	6%	43
Unsatisfactory	1%	7
Poor	0%	3
	100%	727
		<u>115</u> skipped
		842

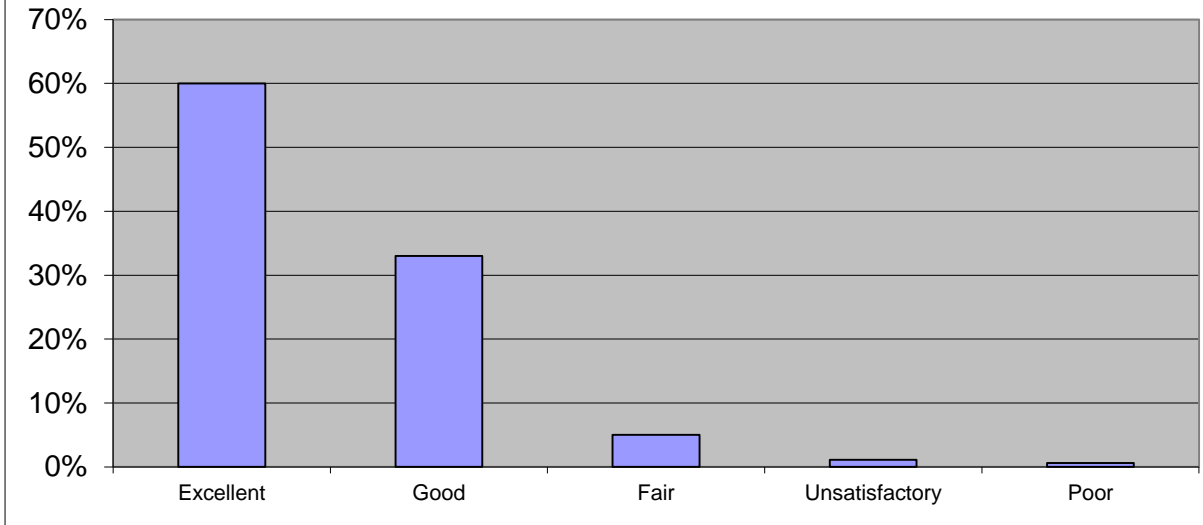
2012		2009		2006	
64%	350	65%	304	74%	412
25%	137	30%	145	15%	84
5%	27	4%	17	5%	29
2%	9	0%	1	2%	12
4%	22	1%	3	4%	25
100%	545	100%	470	100%	562

### #35b. Maintenance - Responsive



			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	54%	368	59%	290	59%	260	66%	355
Good	34%	231	28%	141	31%	137	18%	95
Fair	8%	57	5%	27	8%	36	7%	38
Unsatisfactory	3%	18	3%	13	1%	4	4%	19
Poor	1%	4	5%	24	1%	5	5%	28
	100%	678	100%	495	100%	442	100%	535
		154 skipped						
		832						

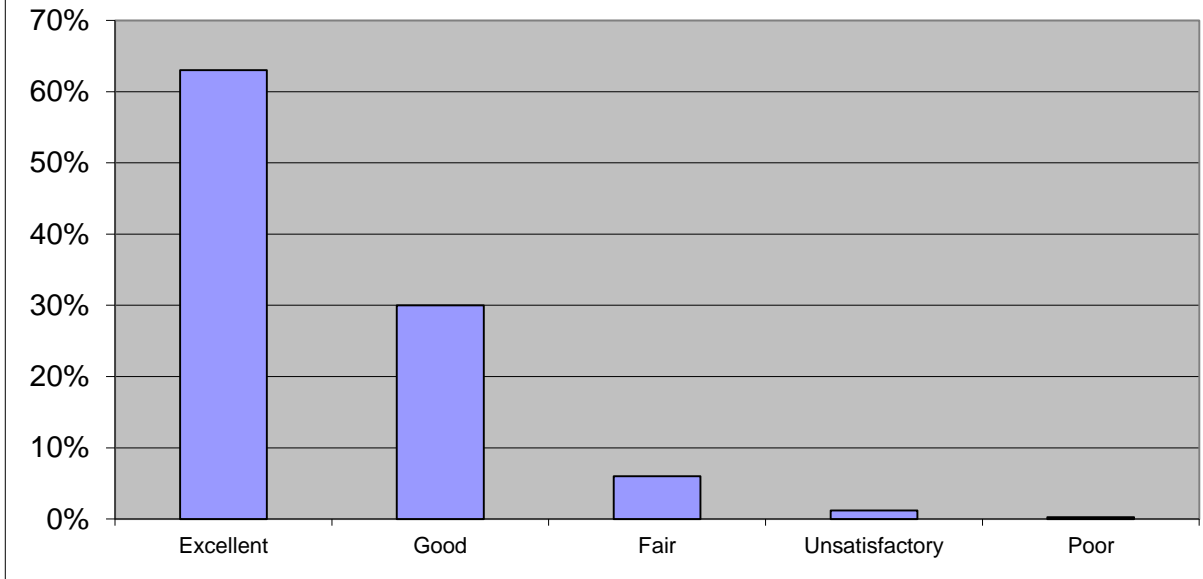
### #35c. Maintenance - Knowledgeable



Excellent	60%	376
Good	33%	209
Fair	5%	31
Unsatisfactory	1%	9
Poor	1%	5
	100%	630
		<u>185</u> skipped
		815

2012		2009		2006	
64%	299	60%	243	70%	371
25%	118	35%	144	16%	88
5%	23	4%	18	7%	35
2%	9	0%	2	2%	10
4%	<u>21</u>	1%	<u>3</u>	5%	<u>24</u>
100%	470	100%	410	100%	528

### #35d. Maintenance - Professional

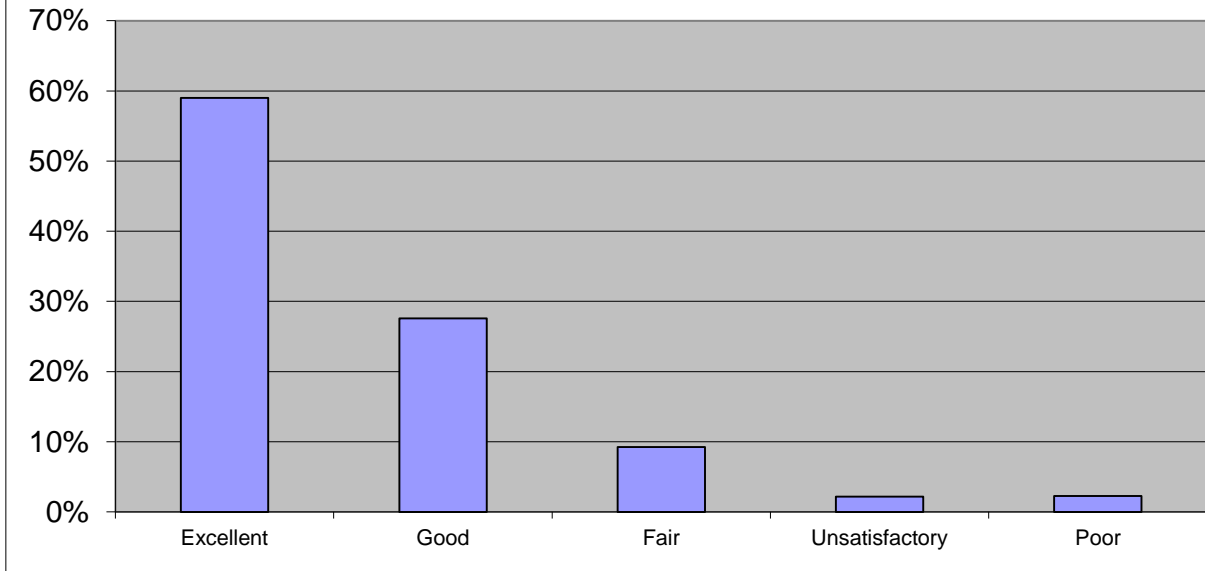


Excellent	63%	419
Good	30%	201
Fair	6%	41
Unsatisfactory	1%	10
Poor	0%	2
	100%	673
		<u>171</u> skipped
		844

2012		2009		2006	
63%	313	62%	266	70%	376
27%	134	31%	134	18%	95
4%	21	5%	23	5%	29
2%	10	1%	5	2%	11
4%	<u>21</u>	1%	<u>3</u>	5%	<u>27</u>
100%	499	100%	431	100%	538



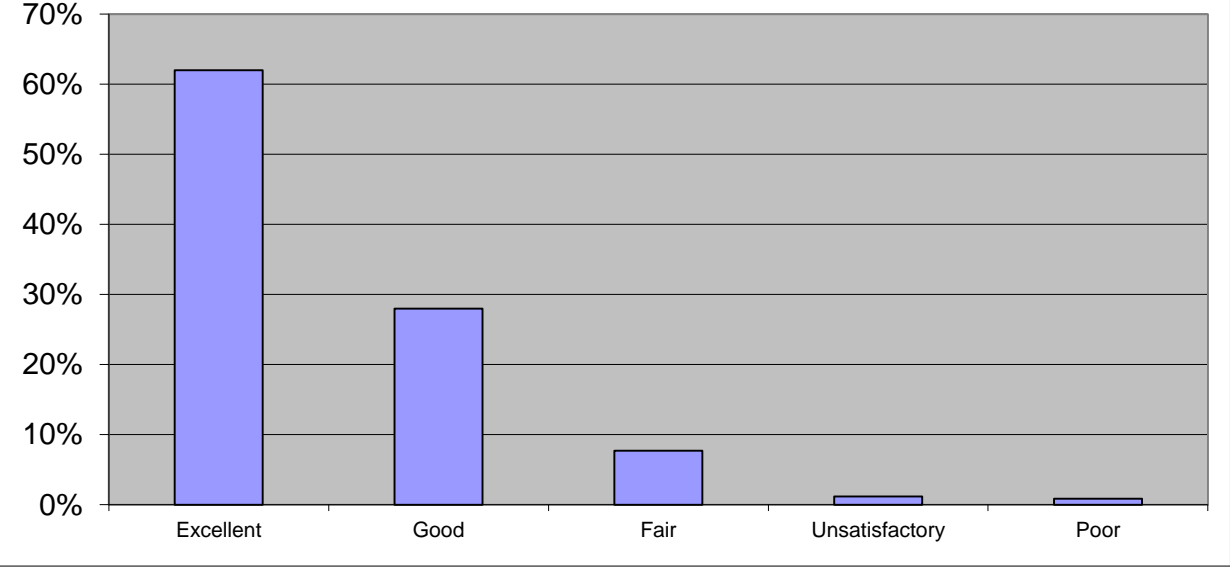
### #35a. Reception/Decal - Courteous



Excellent	59%	554
Good	28%	268
Fair	9%	90
Unsatisfactory	2%	21
Poor	2%	22
	100%	955
		<u>115</u> skipped
		1070

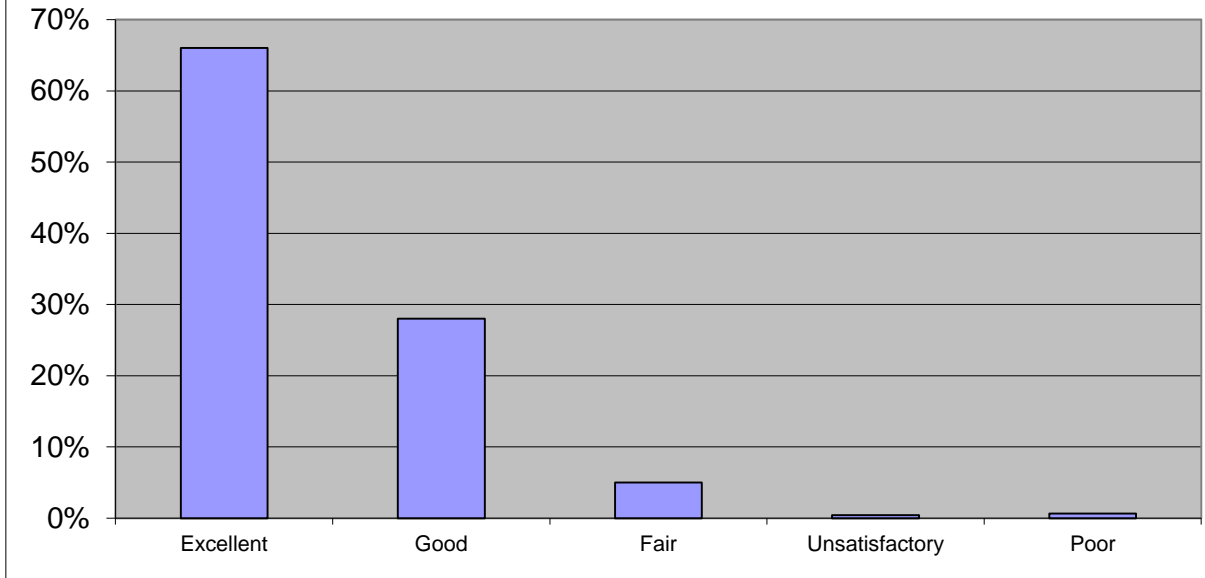
	2012		2009		2006	
Excellent	49%	397	59%	405	69%	517
Good	27%	220	26%	179	13%	96
Fair	12%	100	10%	71	6%	45
Unsatisfactory	5%	44	2%	16	5%	36
Poor	7%	57	3%	24	7%	53
	100%	818	100%	695	100%	747

### #35b. Reception/Decal - Responsive



			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	62%	550	52%	390	59%	377	69%	484
Good	28%	249	28%	214	29%	190	17%	117
Fair	8%	71	11%	84	7%	48	6%	42
Unsatisfactory	1%	11	4%	27	2%	14	3%	22
Poor	<u>1%</u>	<u>8</u>	<u>5%</u>	<u>39</u>	<u>3%</u>	<u>17</u>	<u>5%</u>	<u>38</u>
	100%	889	100%	754	100%	646	100%	703
		<u>154</u> skipped						
		1043						

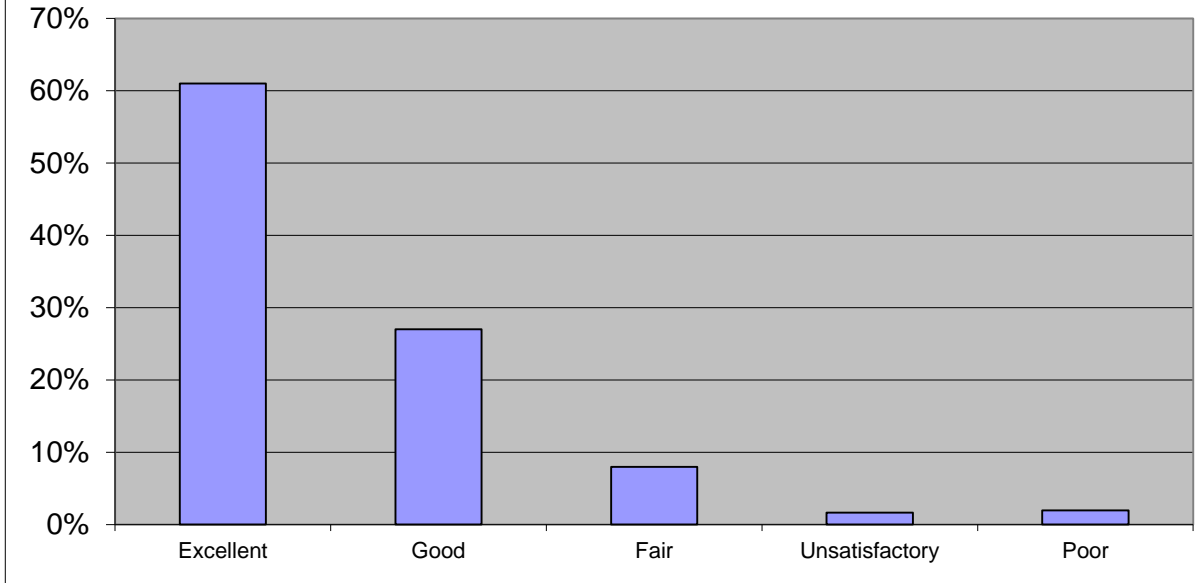
### #35c. Reception/Decal - Knowledgeable



Excellent	66%	566
Good	28%	242
Fair	5%	42
Unsatisfactory	0%	4
Poor	1%	6
	100%	860
		<u>185</u> skipped
		1045

2012		2009		2006	
58%	438	60%	380	69%	476
26%	189	30%	187	16%	113
9%	63	6%	37	8%	53
3%	19	2%	10	3%	23
4%	<u>32</u>	2%	<u>12</u>	4%	<u>31</u>
100%	741	100%	626	100%	696

### #35d. Reception/Decal - Professional



Excellent	61%	545
Good	27%	237
Fair	8%	73
Unsatisfactory	2%	15
Poor	2%	18
	100%	888
		<u>171</u> skipped
		1059

2012		2009		2006	
51%	386	57%	363	66%	471
26%	200	28%	182	16%	115
12%	91	10%	66	7%	50
4%	33	2%	15	5%	33
7%	51	3%	20	6%	41
100%	761	100%	646	100%	710

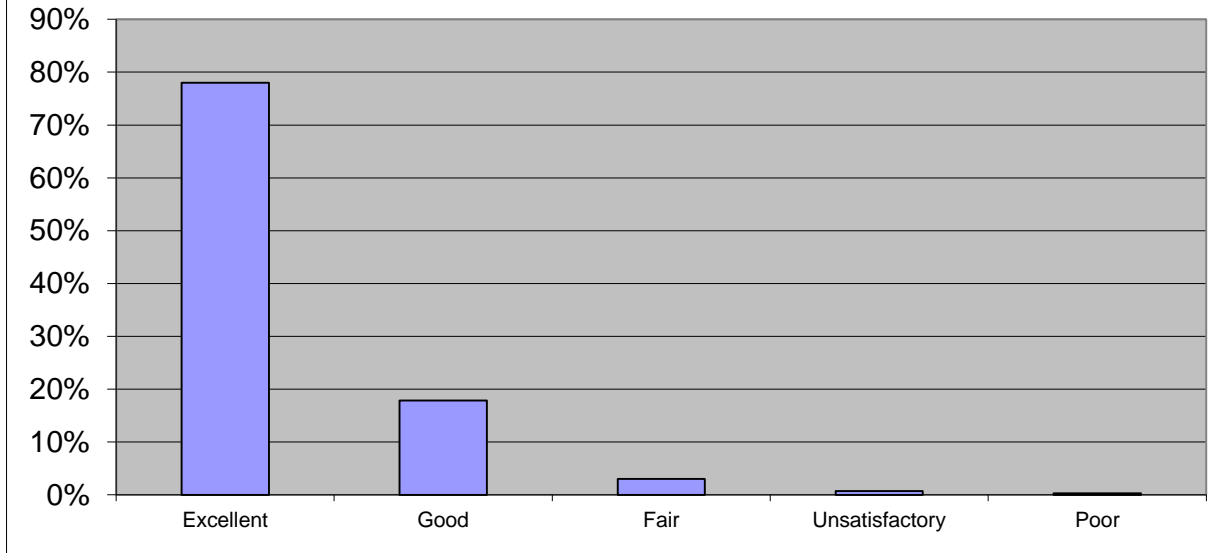
### #35a. Security - Courteous



Excellent	73%	729
Good	20%	203
Fair	6%	59
Unsatisfactory	1%	7
Poor	1%	6
	100%	1004
		<u>115</u> skipped
		1119

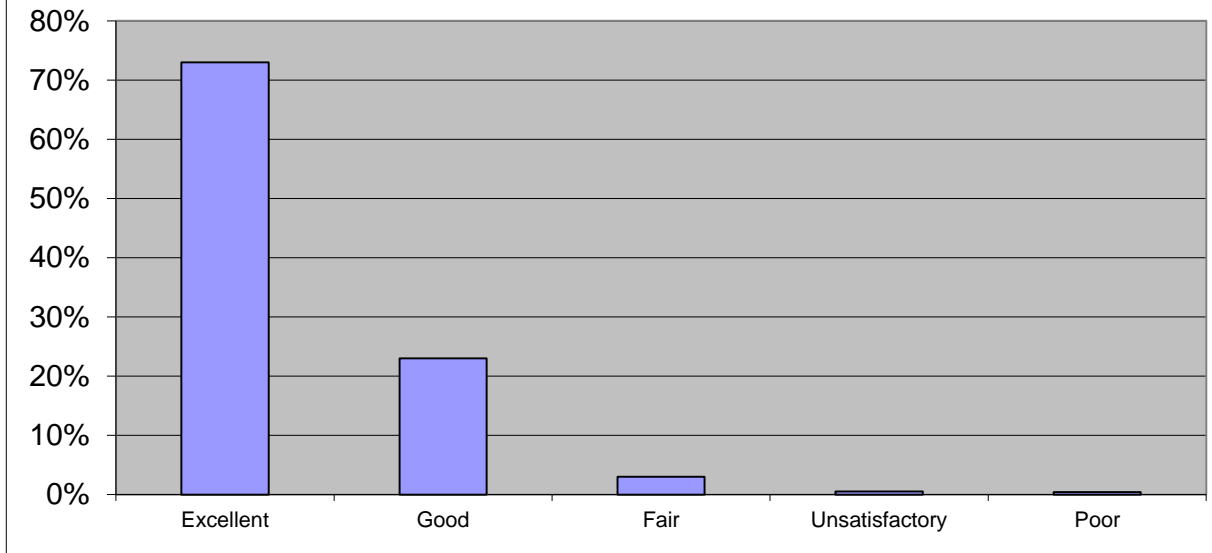
2012		2009		2006	
70%	627	70%	523	70%	588
19%	169	21%	155	14%	116
4%	36	4%	31	6%	46
2%	16	2%	14	4%	32
5%	40	3%	22	6%	47
100%	888	100%	745	100%	829

### #35b. Security - Responsive



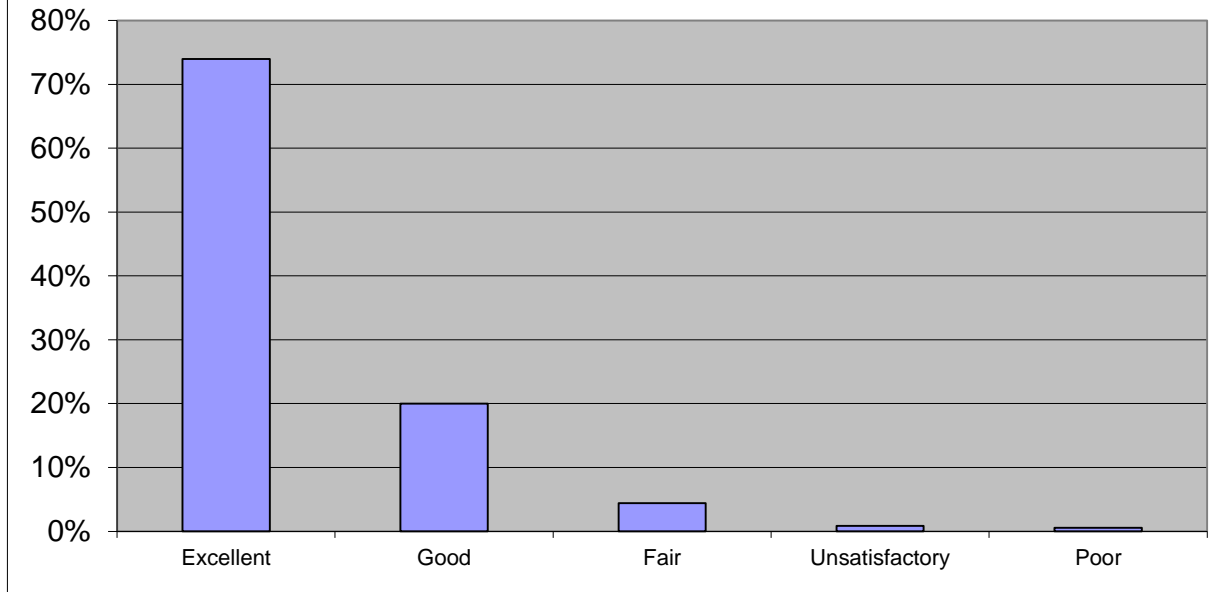
			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	78%	731	74%	600	75%	510	71%	550
Good	18%	172	17%	143	19%	134	15%	117
Fair	3%	29	3%	25	3%	20	6%	46
Unsatisfactory	1%	7	1%	12	1%	8	3%	21
Poor	0%	3	5%	40	2%	17	5%	42
	100%	942	100%	820	100%	689	100%	776
		<u>154</u> skipped						
		1096						

### #35c. Security - Knowledgeable



			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	73%	655	70%	551	69%	459	69%	514
Good	23%	204	21%	170	22%	145	17%	125
Fair	3%	28	3%	22	5%	32	6%	47
Unsatisfactory	1%	5	1%	11	2%	13	3%	24
Poor	0%	4	5%	37	2%	13	5%	40
	100%	896	100%	791	100%	662	100%	750
		<u>185</u> skipped						
		1081						

### #35d. Security - Professional



			<b>2012</b>		<b>2009</b>		<b>2006</b>	
Excellent	74%	698	71%	586	70%	490	69%	553
Good	20%	185	18%	154	21%	145	15%	116
Fair	4%	42	4%	34	5%	36	6%	49
Unsatisfactory	1%	8	2%	19	2%	17	3%	25
Poor	1%	5	5%	40	2%	14	7%	53
	100%	938	100%	833	100%	702	100%	796
		<u>171</u> skipped						
		1109						