



2018 EAGLE TERRACE HOA SURVEY:
FINAL REPORT

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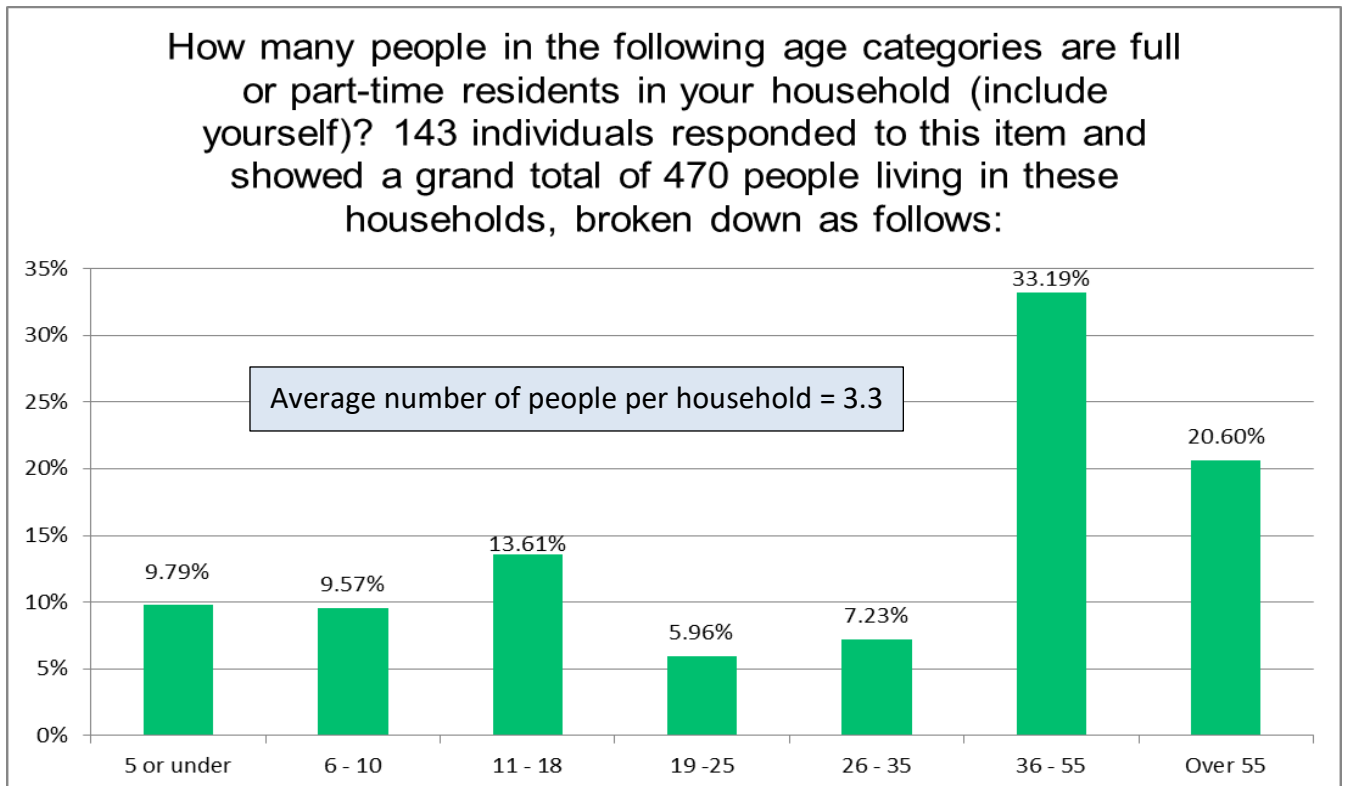
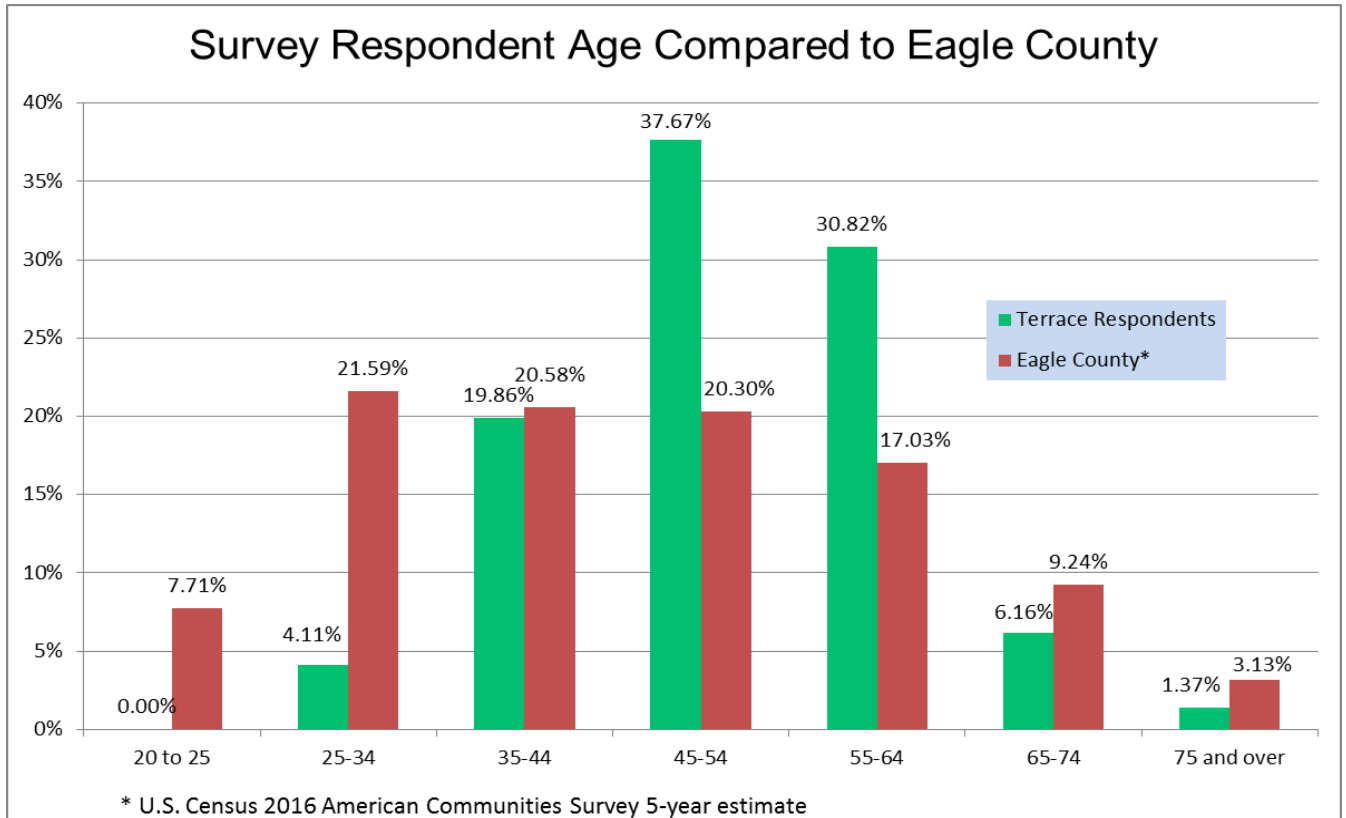
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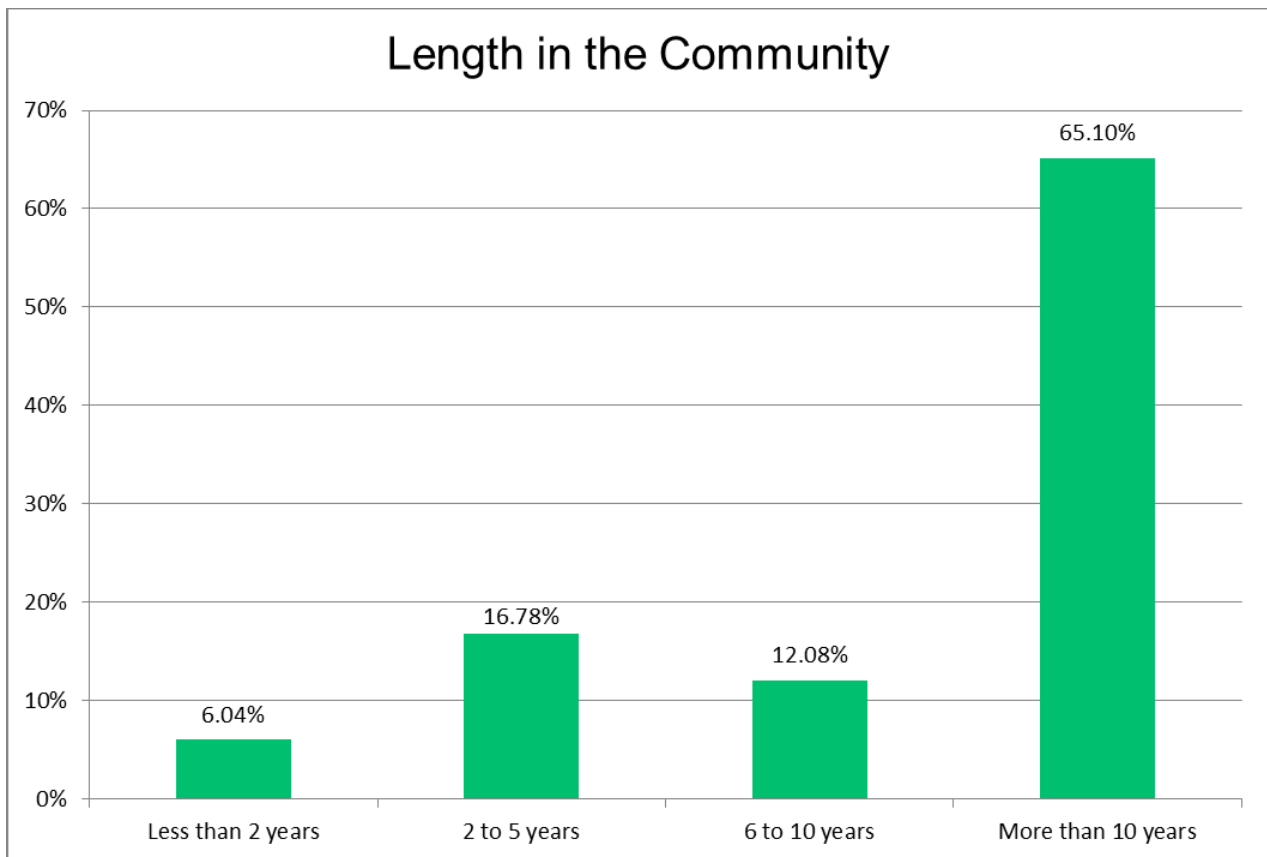
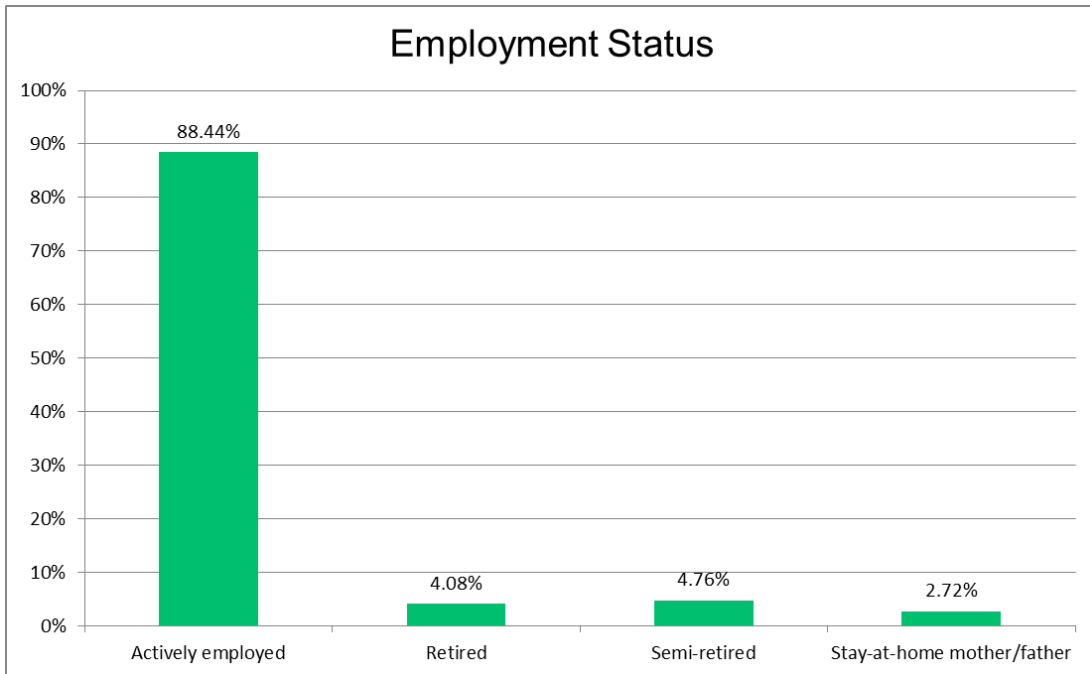
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I. Sample and Highlights of Findings

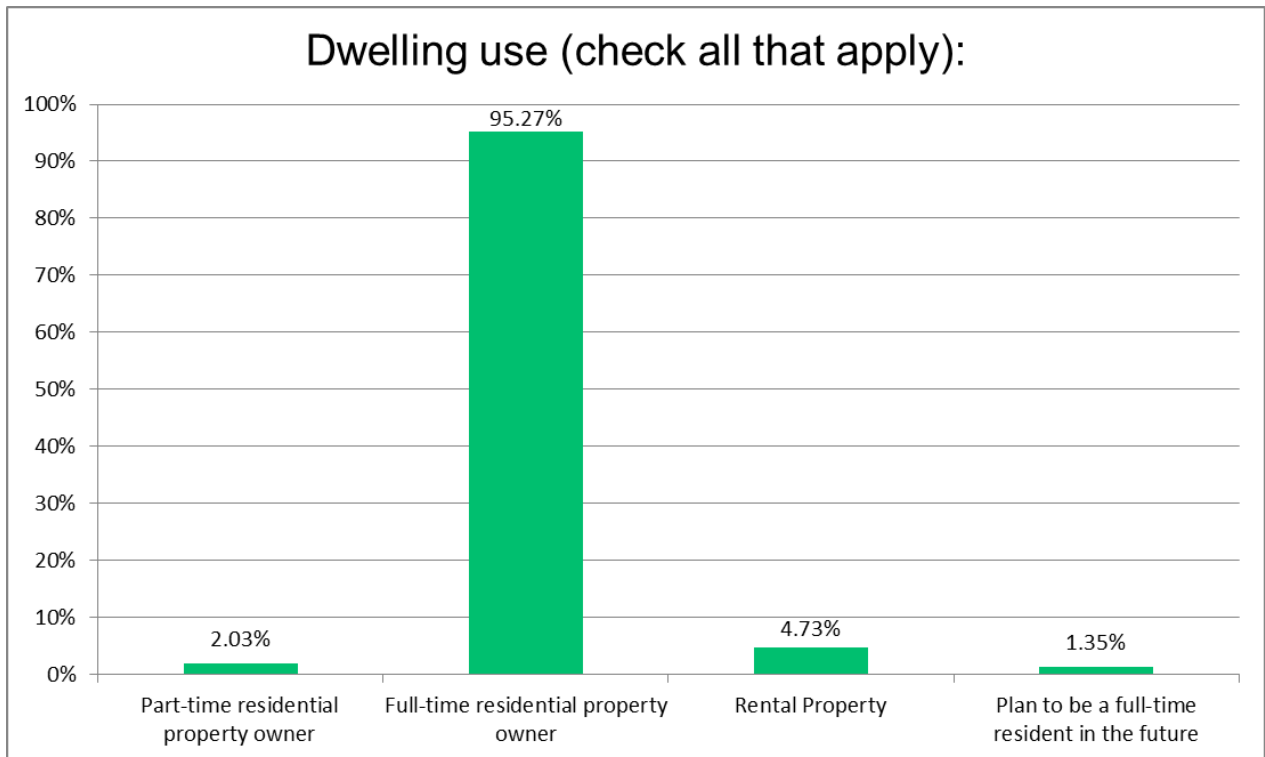
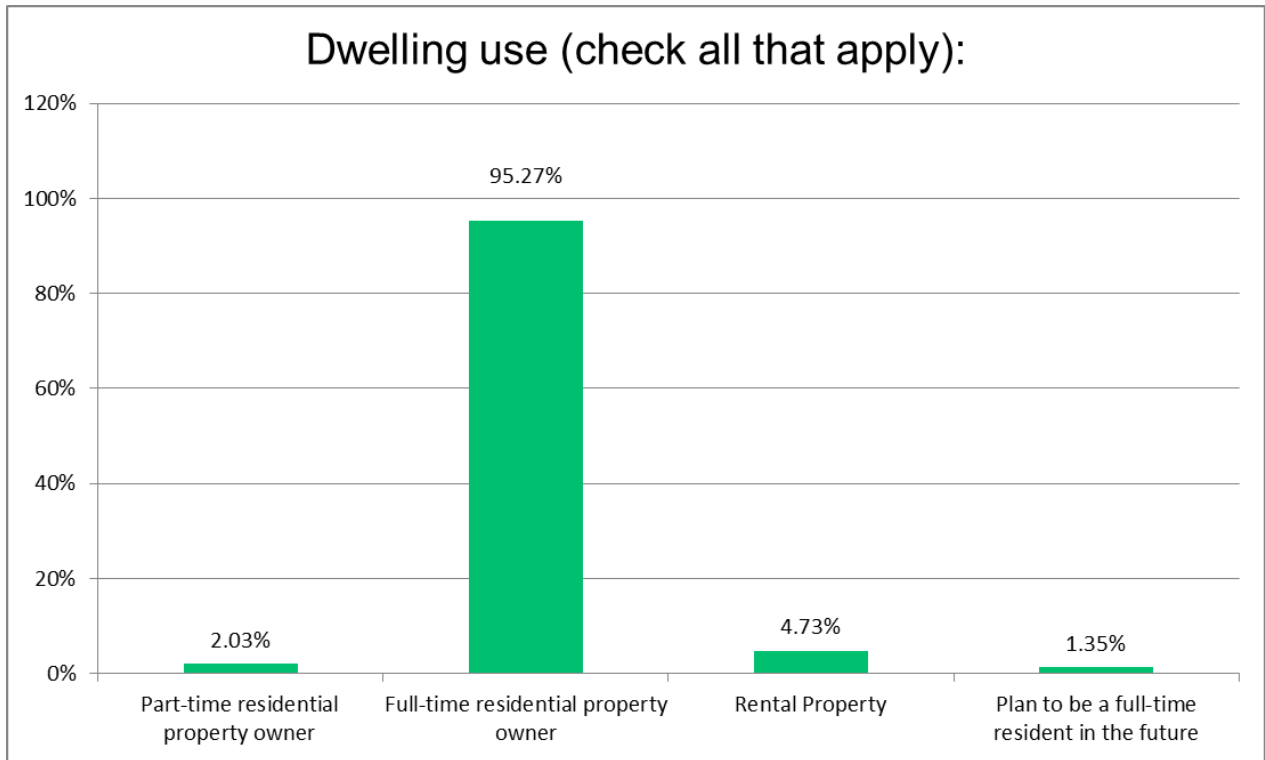
- After cleaning duplicate responses, a total of 148 individuals completed the survey for a response rate of 65%. One respondent owns two properties and that record was entered twice into the database.
- The majority of survey invitations were sent via Email. Thirty-five homeowners did not have an Email address on record or blocked the Email invitation and these individuals were mailed an invitation via regular postal service mail. After the initial invitations, follow-up reminders were sent to those who had yet to respond at two subsequent points in time. Response rate for those that received the Email invitation was 67% and it was 54% for those that received the invitation via regular mail.
- The majority (65%) of respondents have lived in the Terrace for over 10 years.
- Respondents largely feel that the sense of community has stayed the same over the past two years and the Net Promotor score yielded a value of 37, which is approaching the benchmark considered “excellent”. Over half of respondents (53%) are active promoters of the Terrace.
- About one out of three homes in the Terrace has some type of rental activity.
- The majority of respondents do not favor restricting the number of vehicles parked on homeowner properties and a slimmer majority also does not favor restricting the parking of campers, trailers, and motor homes. Those that favor restrictions on campers, trailers and motor homes, favored seasonal parking only and height, weight and width limitations.
- About two out of three respondents are in favor of clarifying the definition of commercial vehicle.
- The majority of respondents do not support any additional restrictions, except for disallowing the use of drones over other property other than one’s own.
- Improvement to and maintenance of boulevard area was the most favored possible improvement to the Terrace.
- Only about 1 out 3 respondents support an increase in annual HOA dues.
- Email, Word of Mouth, the Terrace Newsletter, and Sandwich boards are the most frequently used sources of information among respondents.
- Only about 1 out 4 respondents supports the dissolution of the Terrace HOA.
- A number of key questions were examined for differences by length in the community and age of respondent. As expected, there is a strong positive correlation between age and length in the community (Pearson $r=.55$) and therefore, each of these items provides a degree of overlapping information. The key questions examined were sense of community, Net Promotor, parking, enforcement level, possible changes, HOA dues, and the role of the HOA. Only a handful of statistically significant differences emerged and these are noted adjacent to the overall results for that question in this report. For the purpose of this analysis, length in community was dichotomized into 10 years or less versus more than 10 years due to small sample sizes in a number of the categories. For age, 25-35 year olds were collapsed with 35-44 year olds and 65-74 year olds were collapsed with the 75+ category, also because of sample size issues.

II. Respondent Demographics

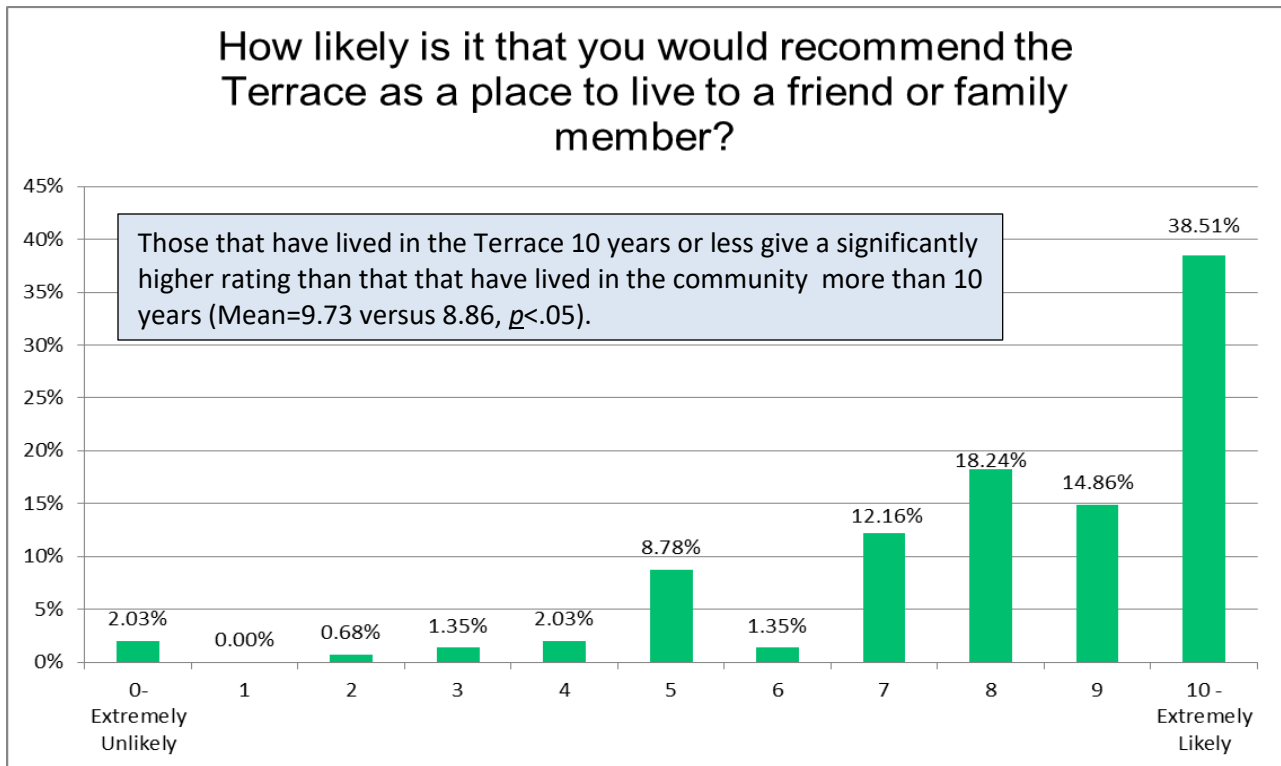
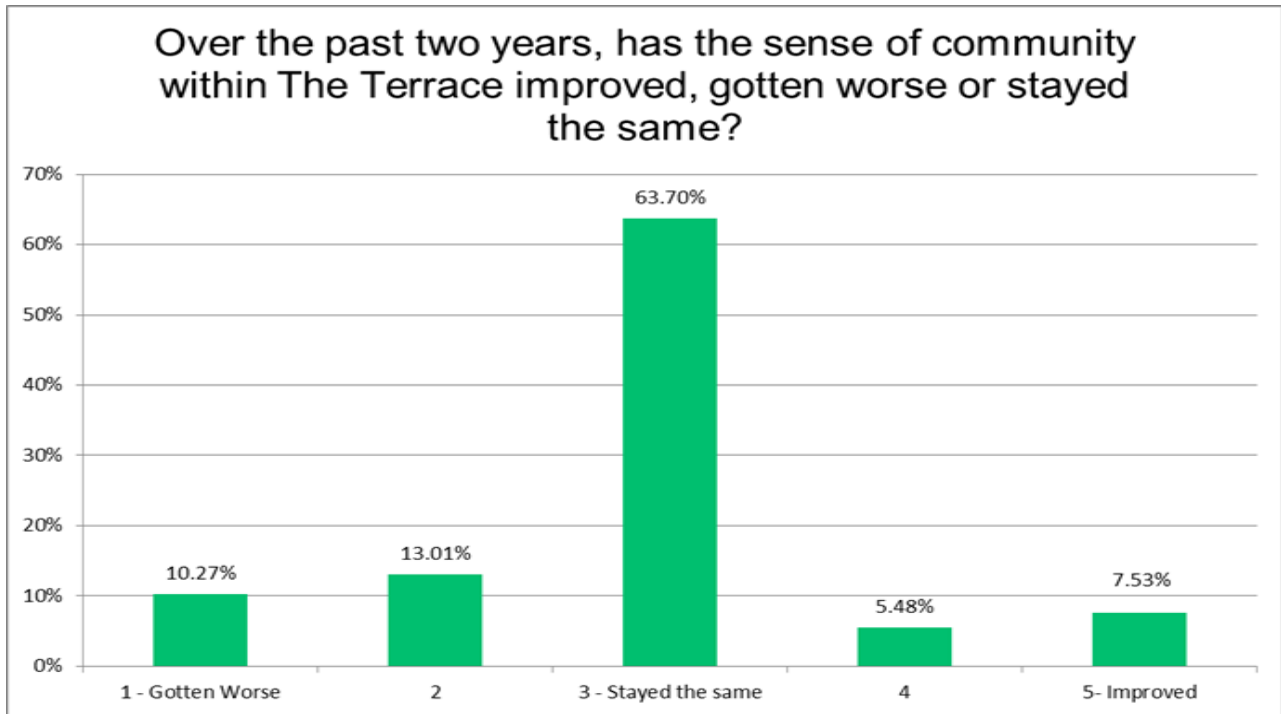




III. Dwelling Characteristics



IV. Sense of Community and Net Promotor

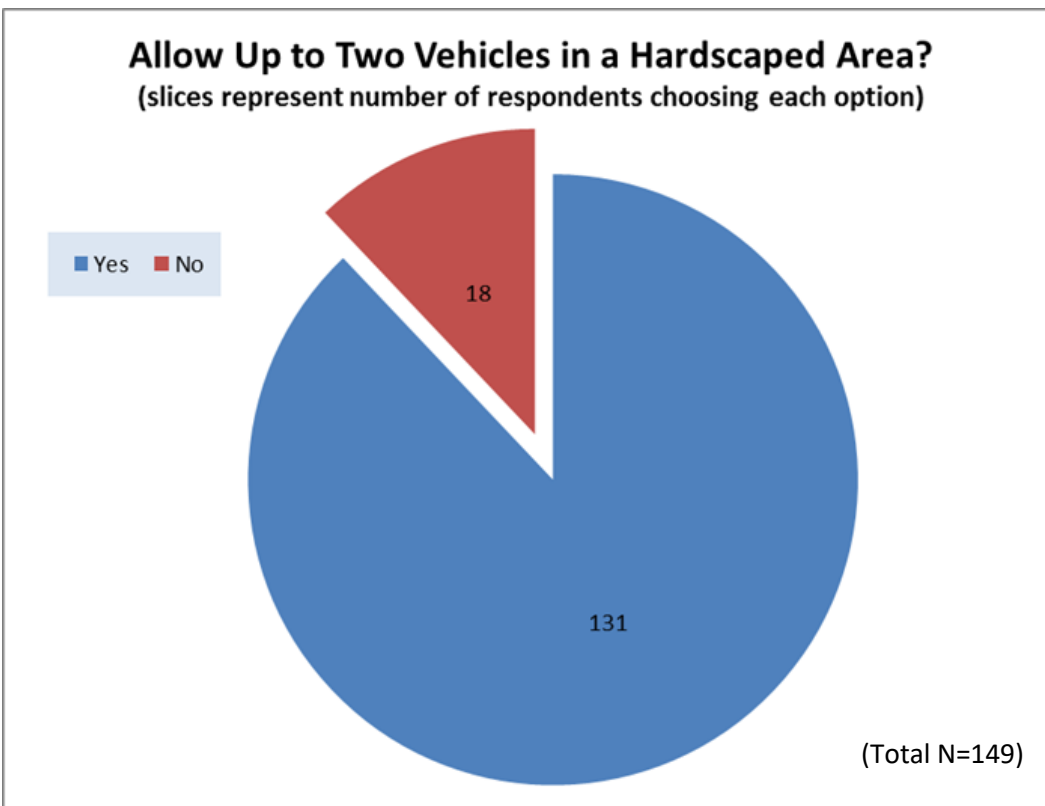
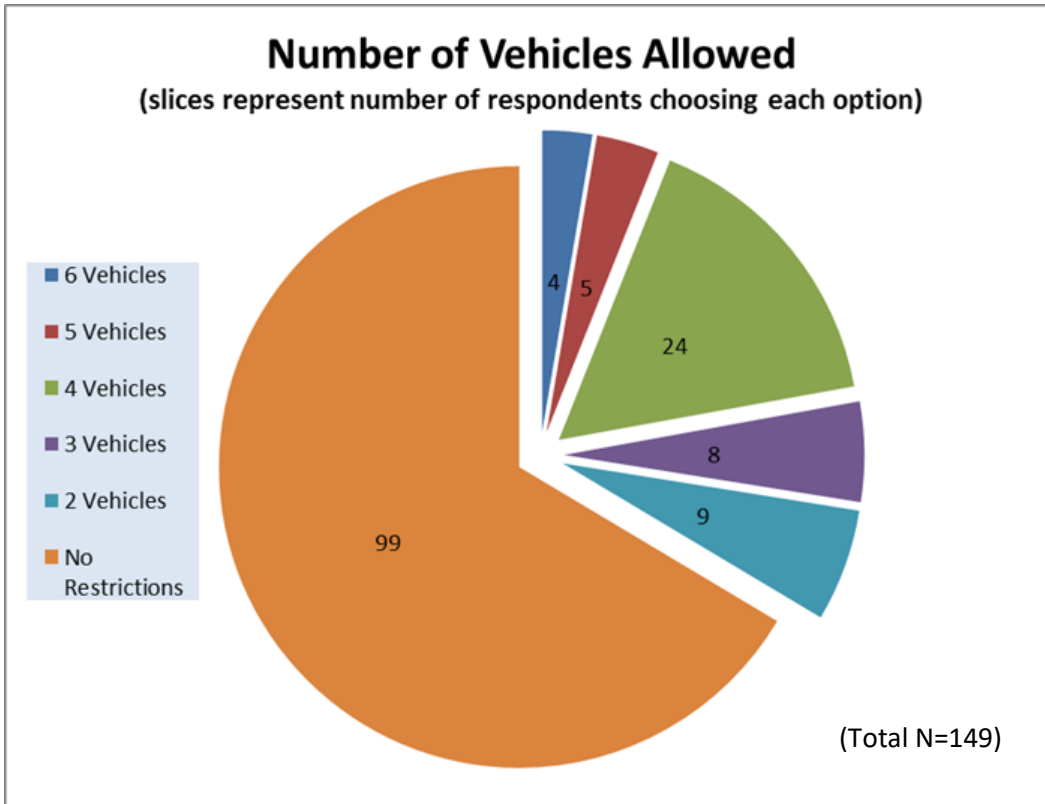


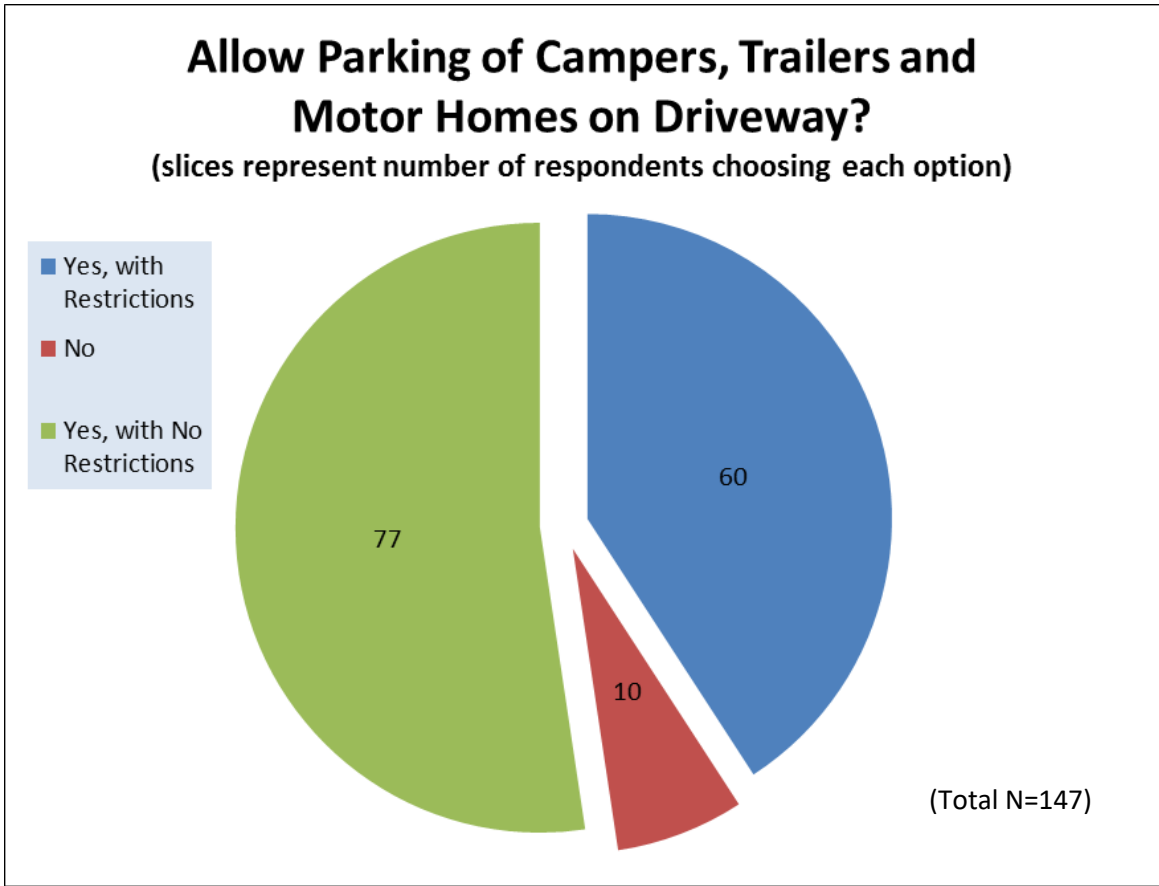
Net Promotor Score

Promoters: 53%, Passives: 30% and Detractors: 16%.

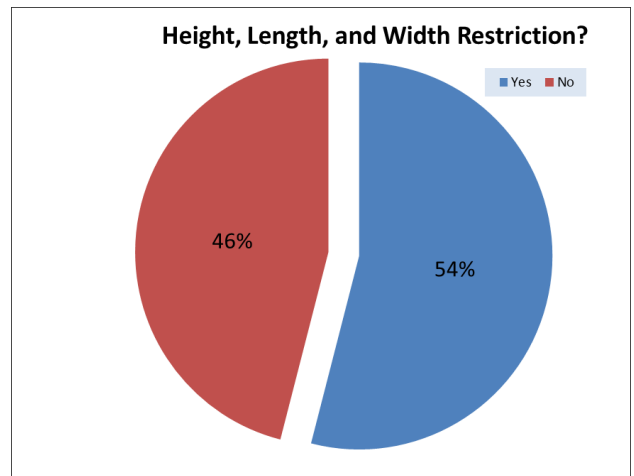
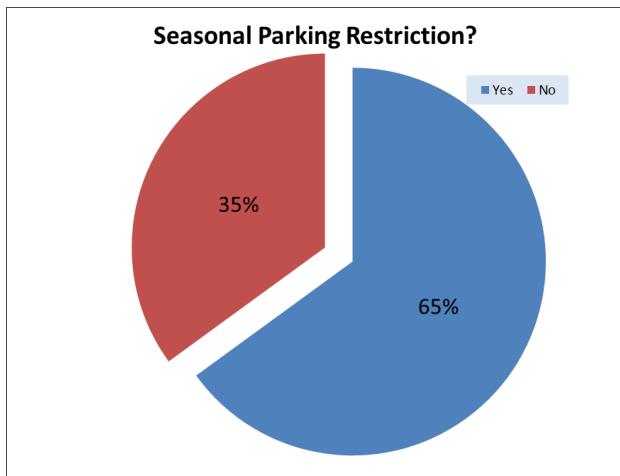
Overall Score: 37 (0 is considered "good" and 50 is considered "excellent").

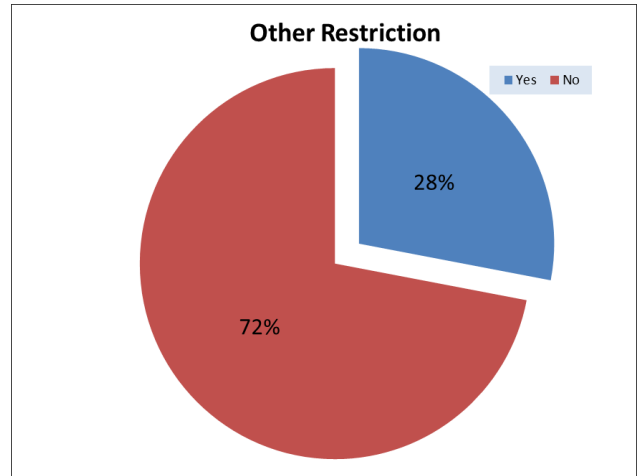
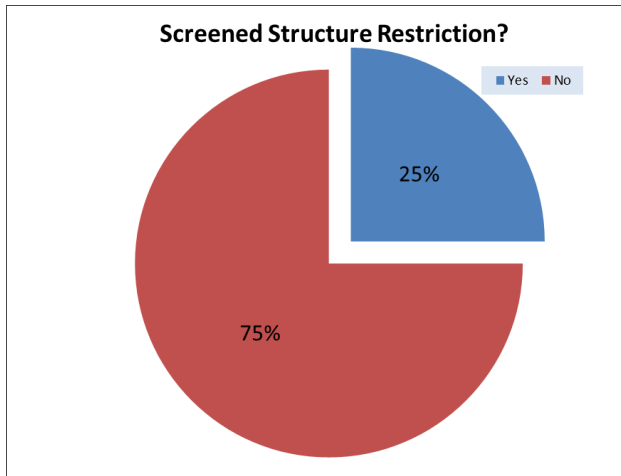
V. Parking on Homeowner Lots





- The 60 individuals that indicated that the HOA should allow parking of Campers, Trailers and Motor Homes on the Driveway selected the below restrictions as follows (respondents were allowed to check more than one option):

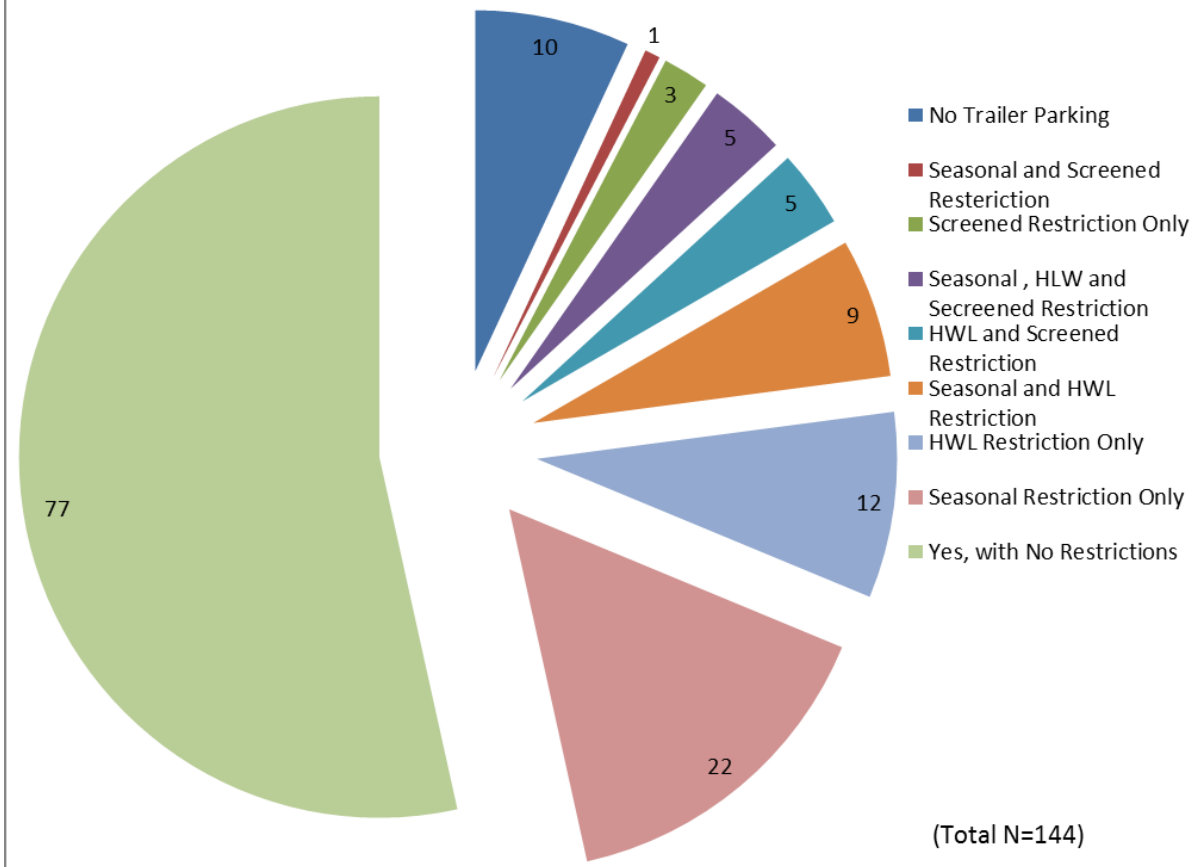




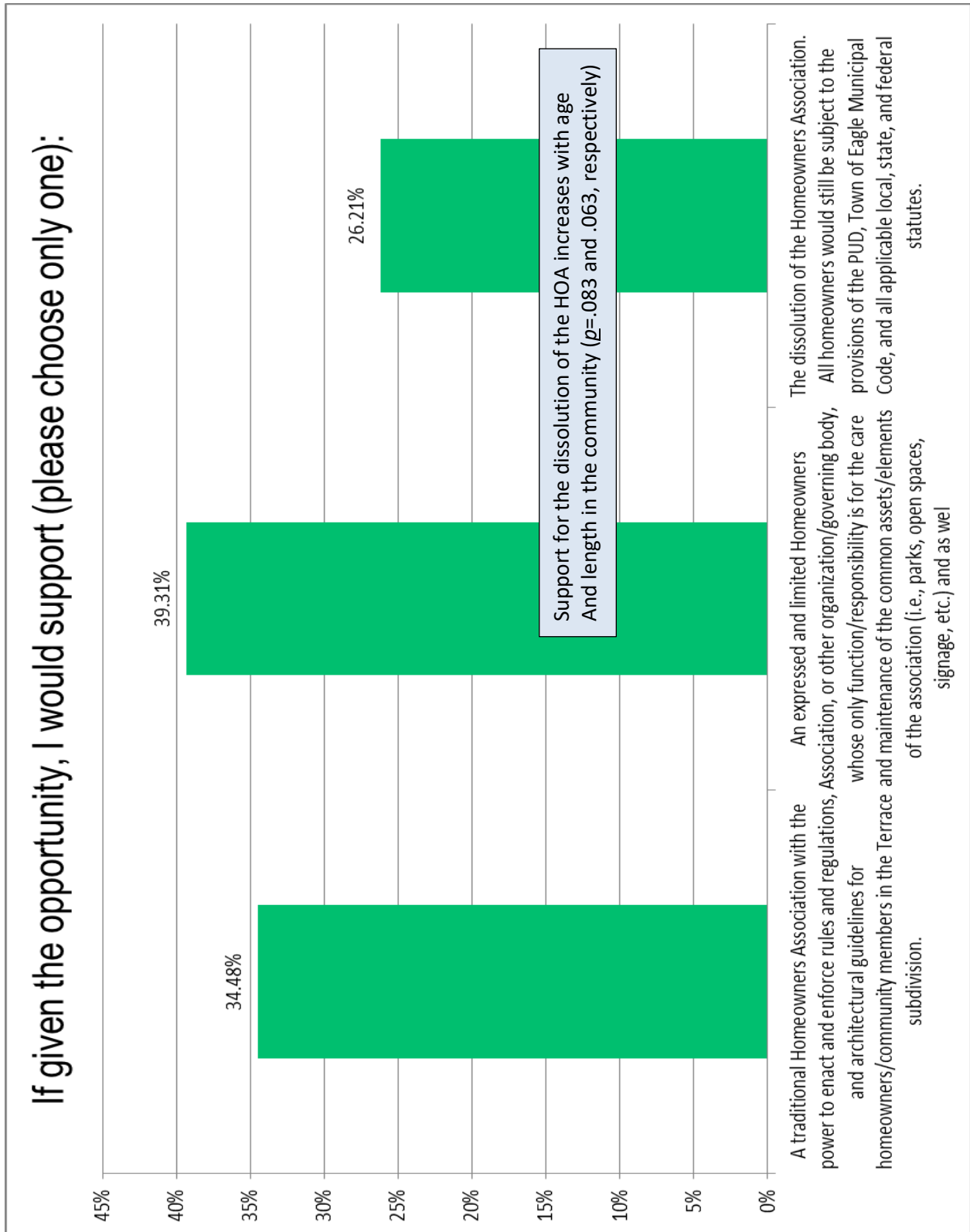
➤ Other restrictions suggested for campers, trailers and motor homes:

- Trailer must be in good repair (3 respondents)
- Do not allow other people to live in on site in camper or motor home for extended time (2 respondents)
- Only one per house hold
- If over a certain size, campers should be in a screened area next to the house. Not next to the curb parallel to the road
- Must have current license and registration
- No commercial trailers or work related trailers

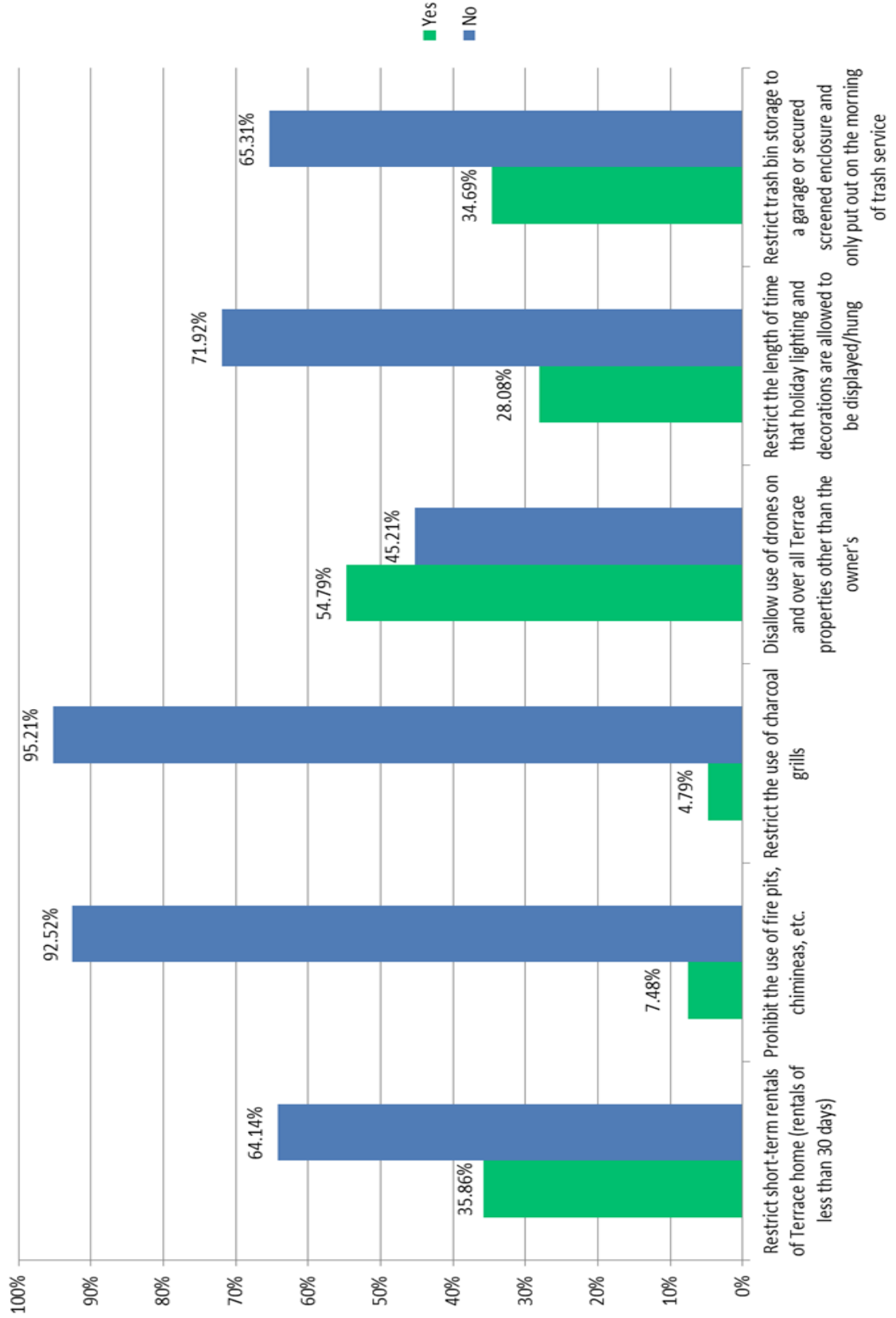
Trailer Parking combinations (slices represent number of people choosing each option)



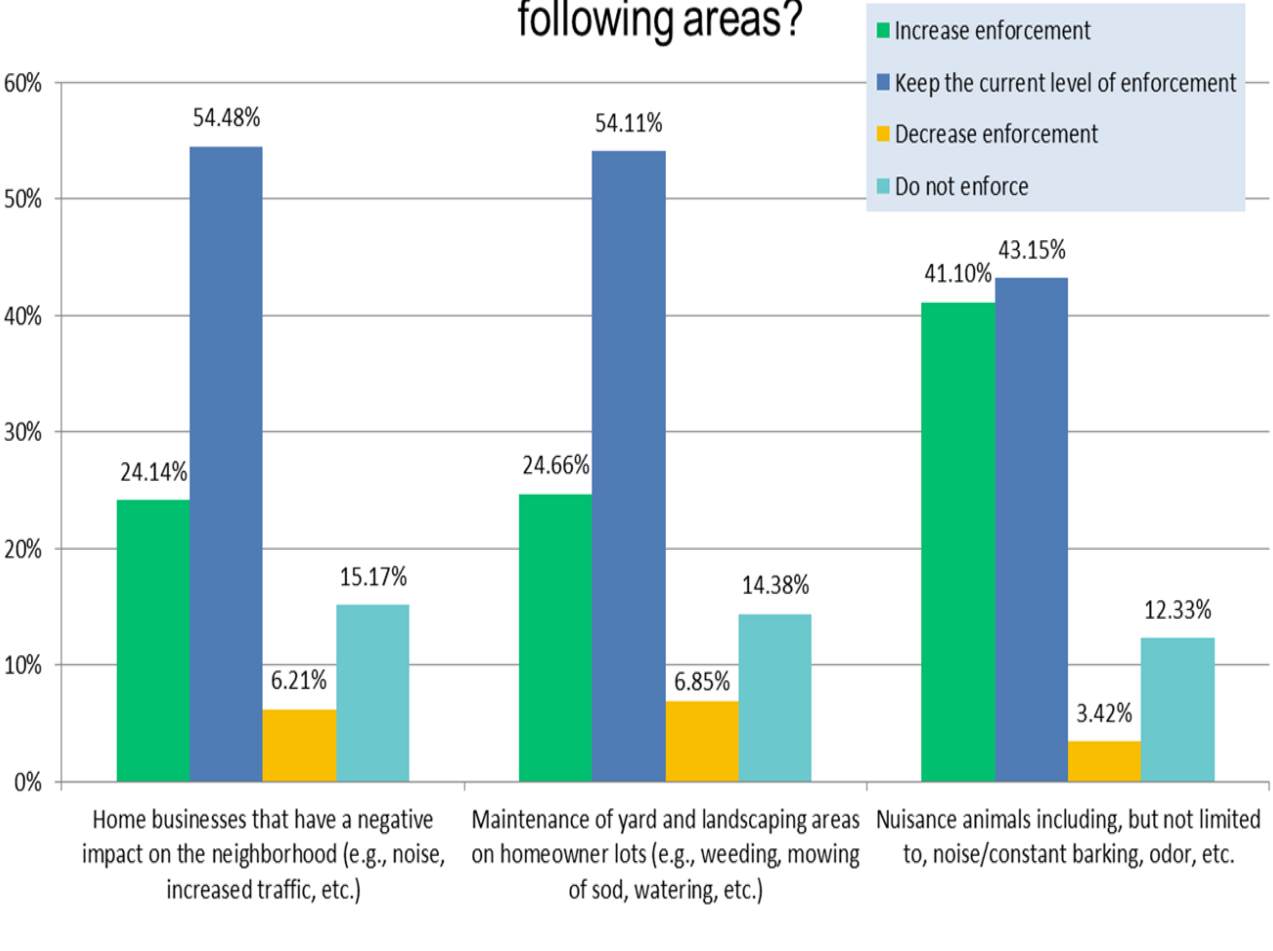
VI. Additional Restrictions, Enforcement and Possible Changes



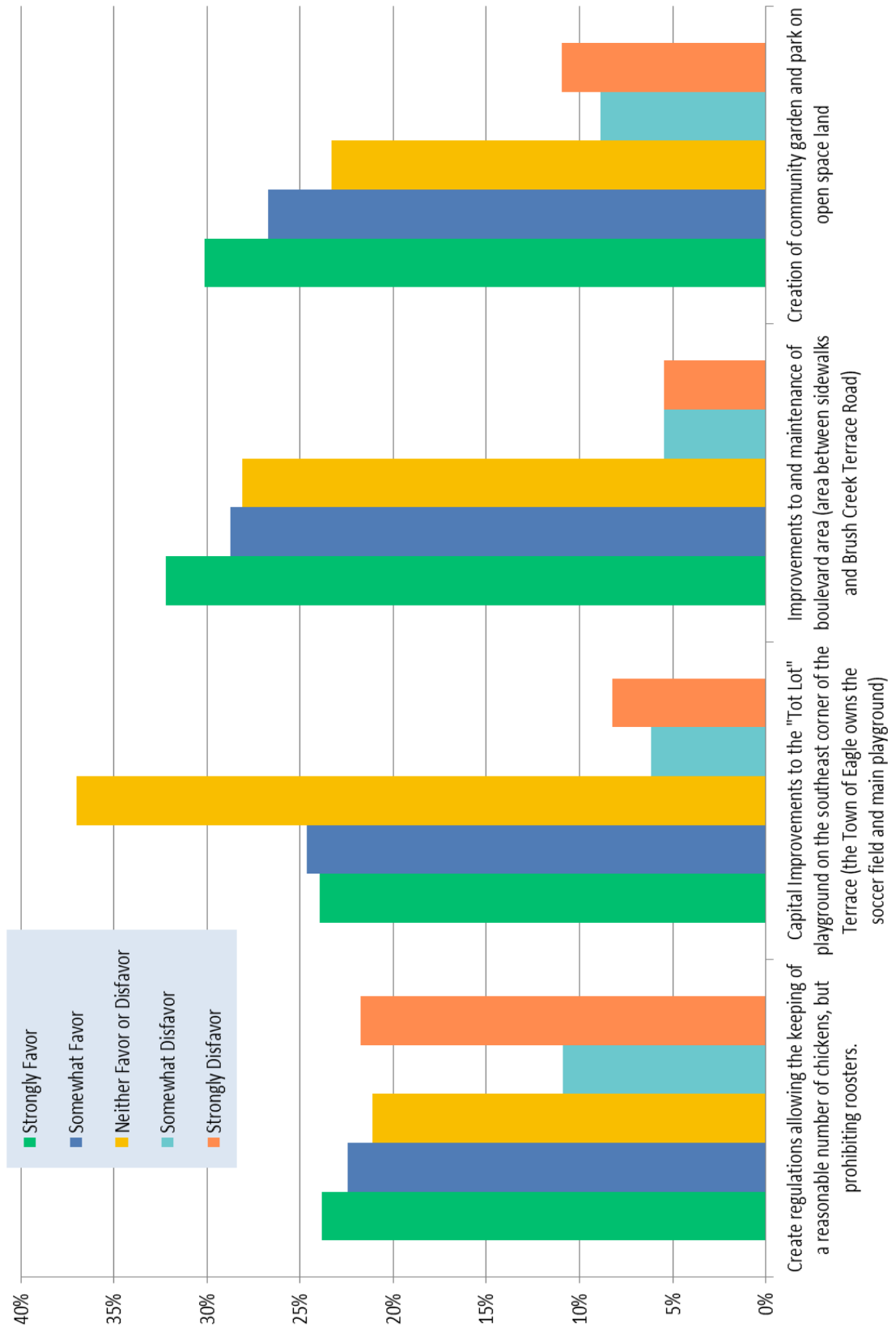
Should the Terrace HOA add the following restrictions to their governing documents?



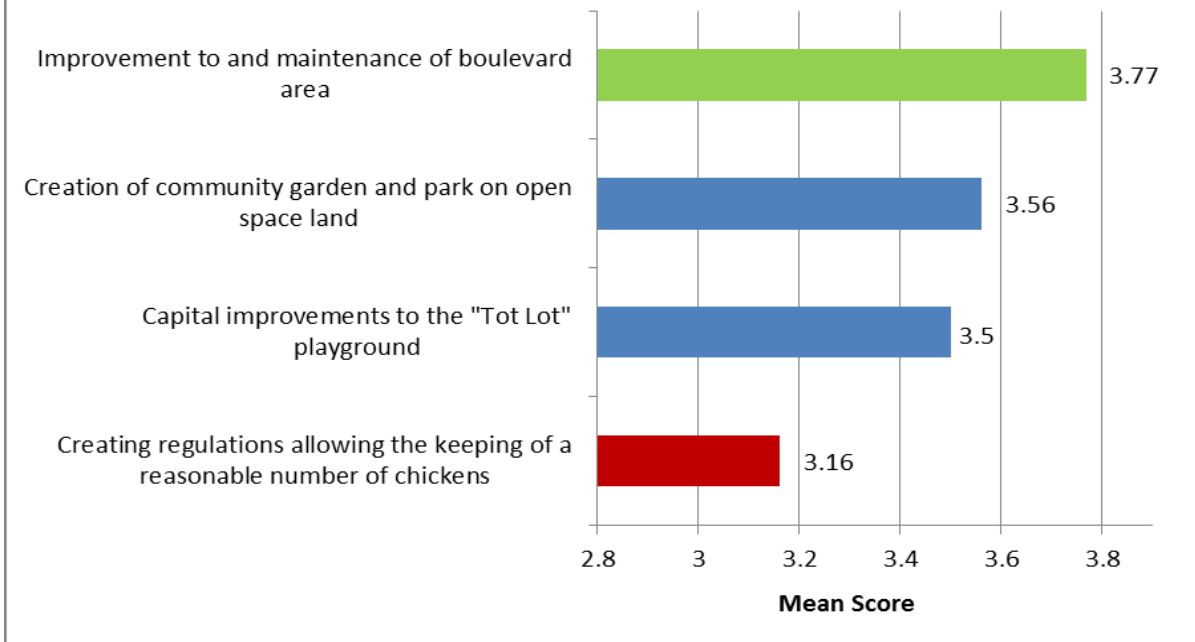
Should the HOA change its level of enforcement in the following areas?



Please rate the extent to which you would either favor or disfavor each of the following possible changes in the Terrace:

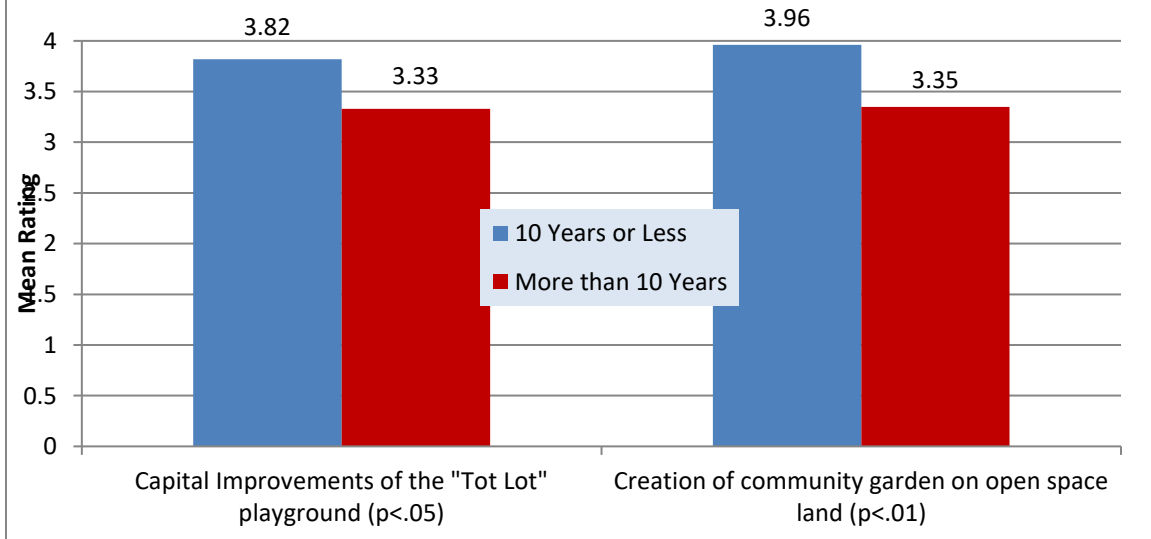


Changes in the Terrace, Mean Scores (1 =Strongly Disfavor, 5= Strongly Favor)

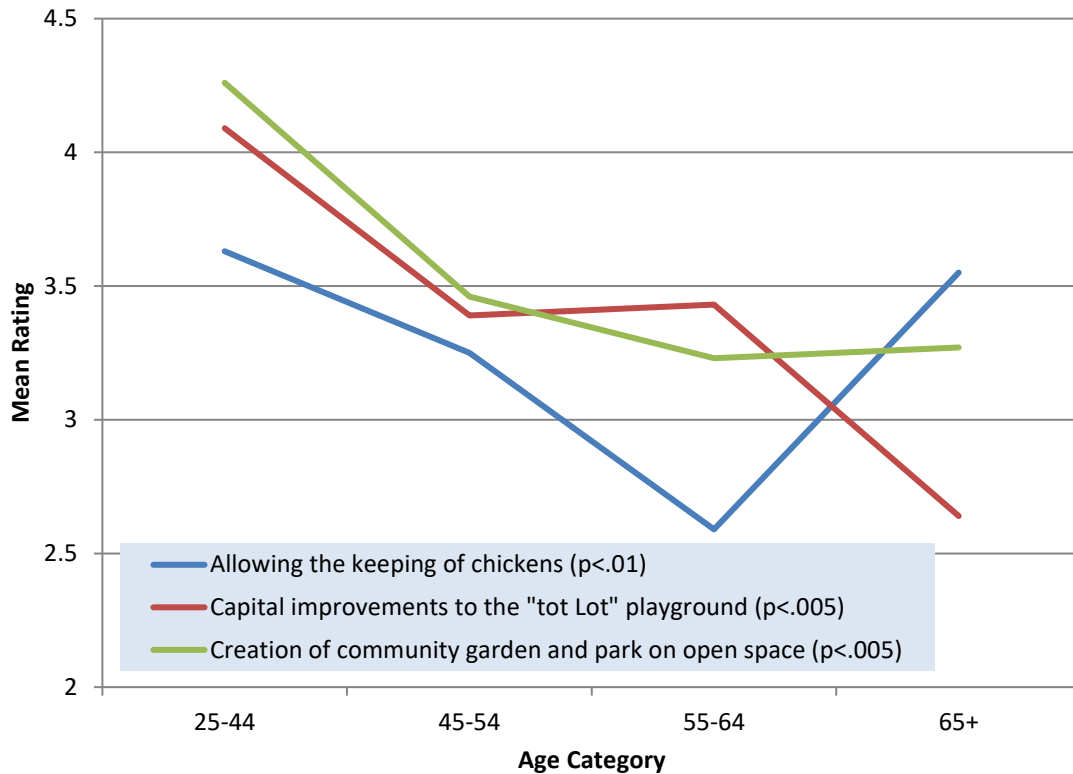


- Paired samples *t*-tests support 3 levels of preferences. The improvement to and maintenance of boulevard area scores significantly higher than all other options ($p < .01$ for all pairwise comparisons except community garden which only approached statistical significance). Allowing chickens scores significantly lower than all other options ($p < .05$ for all pairwise comparisons).

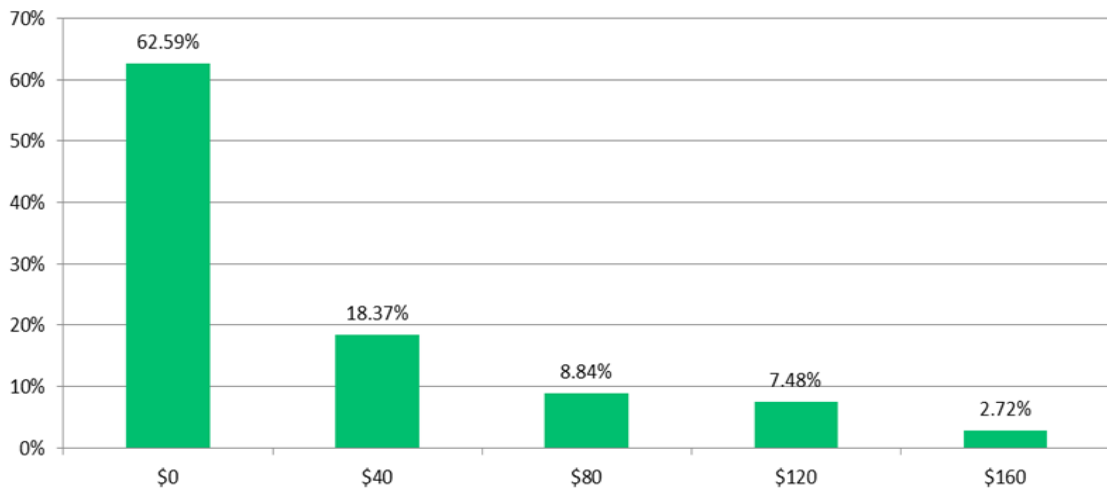
Significant Differences in Possible Changes by Length in The Community

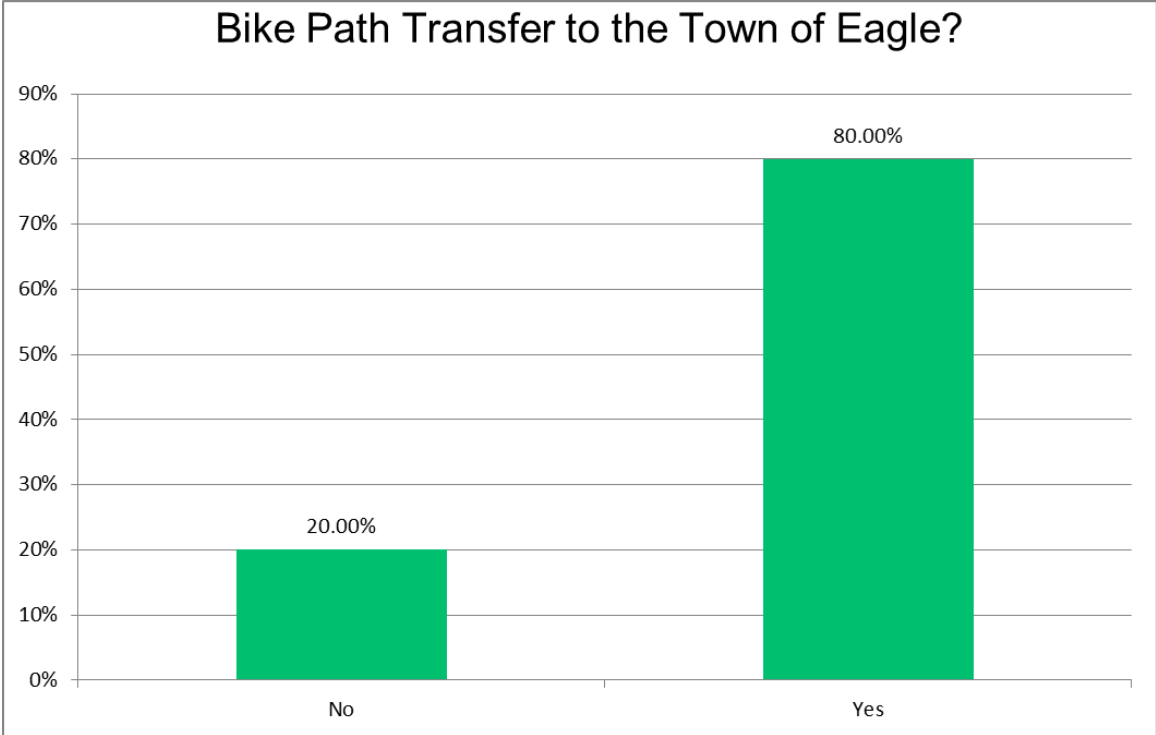


Significant Differences in Possible Changes by Age

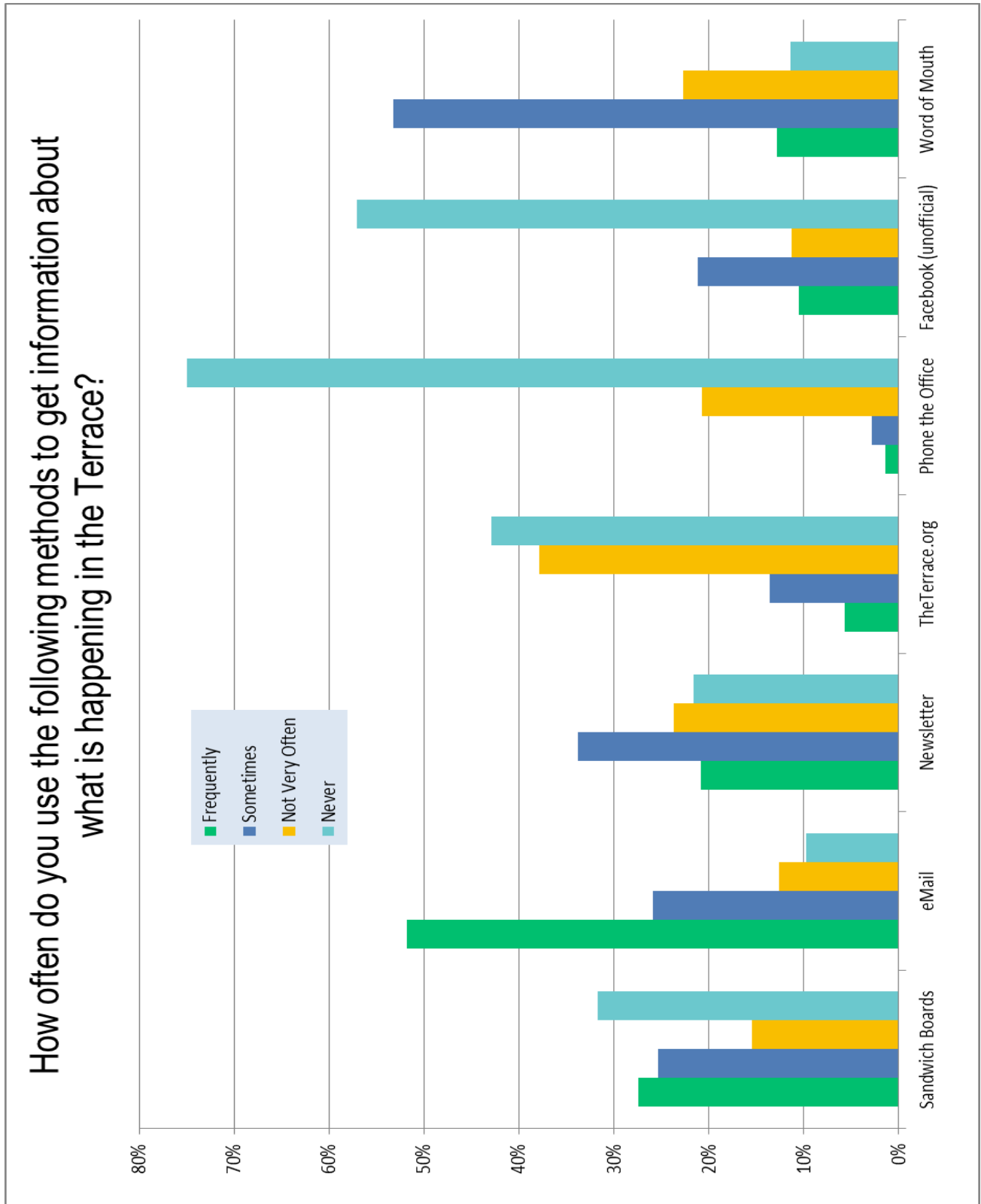


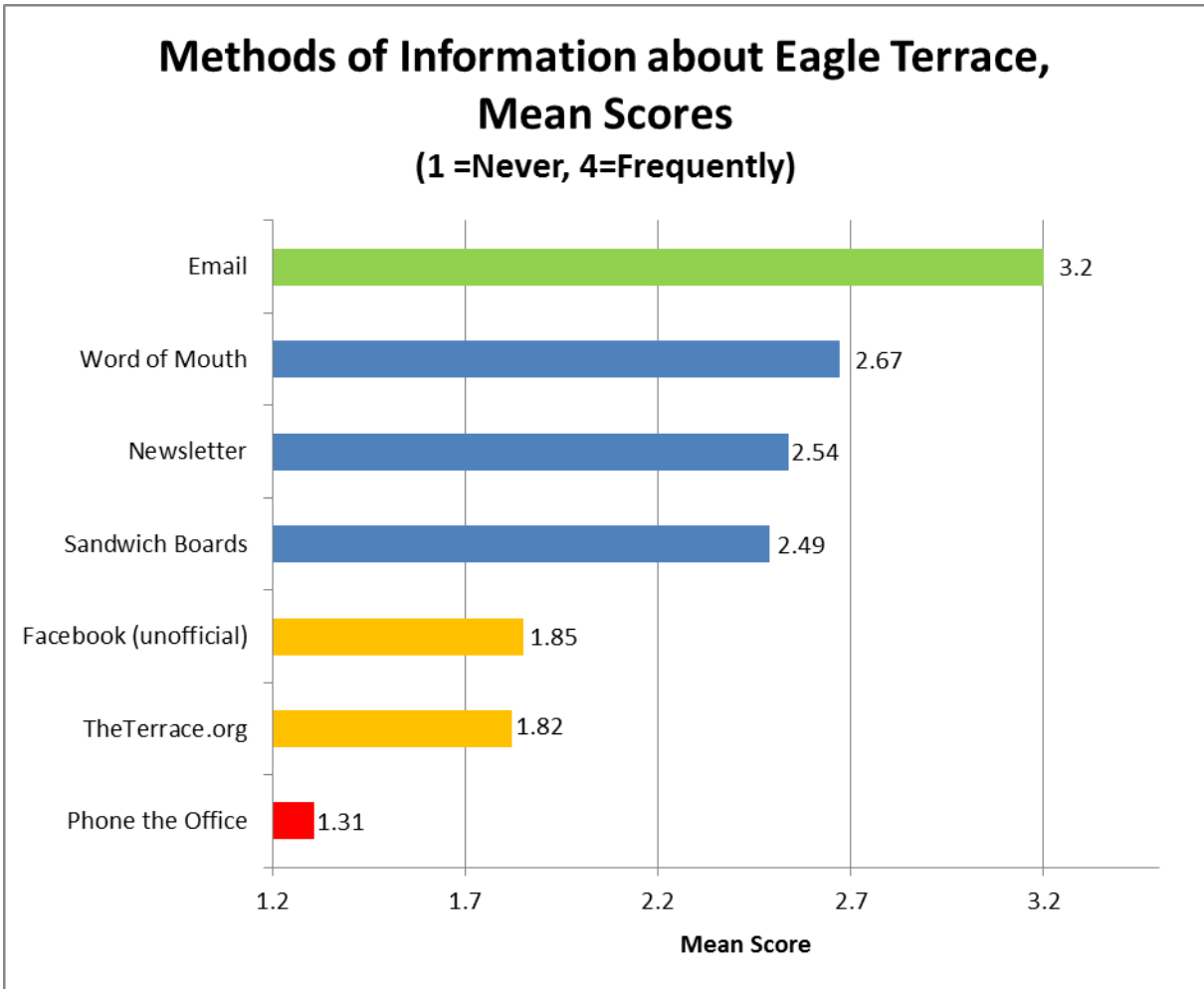
Current annual HOA fees are \$280. How much more would you be willing to pay, over and above this amount to make these and other capital/community improvements in the Terrace?





VII. Sources of Information





- Paired samples *t*-tests support 4 levels of use of the various sources of information. Email is used significantly more often than any other source of information ($p < .001$ for all pairwise comparisons). The second tier is comprised of Word of Mouth, Newsletter, and Sandwich Boards. Mean differences in use of the sources within this tier are not statistically significant and all items within this tier are used significantly more frequently often than the third or fourth tier ($p < .001$ for all pairwise comparisons). The third tier is comprised of Facebook and Word of Mouth. Mean differences in use between these two sources are not statistically significant and all items within this tier are used significantly more frequently often than Phone the Office ($p < .001$ for all pairwise comparisons).