

Harborside Terrace Owners Association (HTOA) 2022 Survey

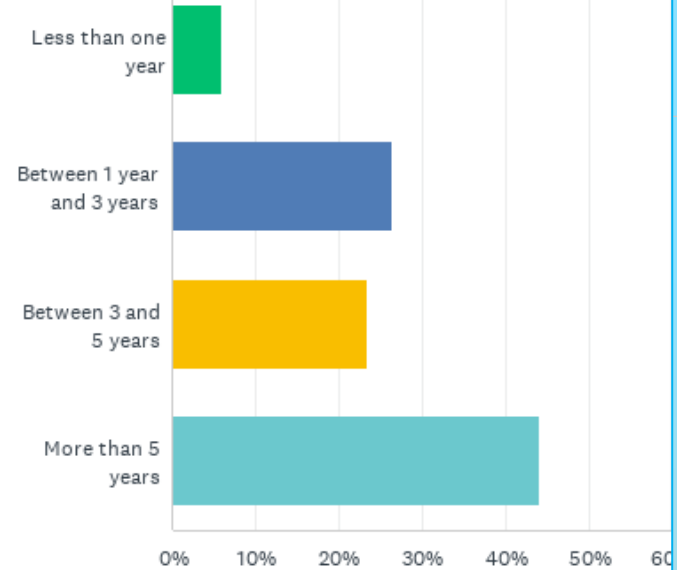
34 TOTAL RESPONSES

- ▶ **Date Created: Friday, February 11, 2022**
- ▶ **Date Closed: Monday, February 28, 2022**

Answered: 34 Skipped: 0

Q1: How long have you been an owner at HTOA?

50% have owned between 1 – 5 years



ANSWER CHOICES

Less than one year

Between 1 year and 3 years

Between 3 and 5 years

More than 5 years

TOTAL

RESPONSES

5.88%

26.47%

23.53%

44.12%

2

9

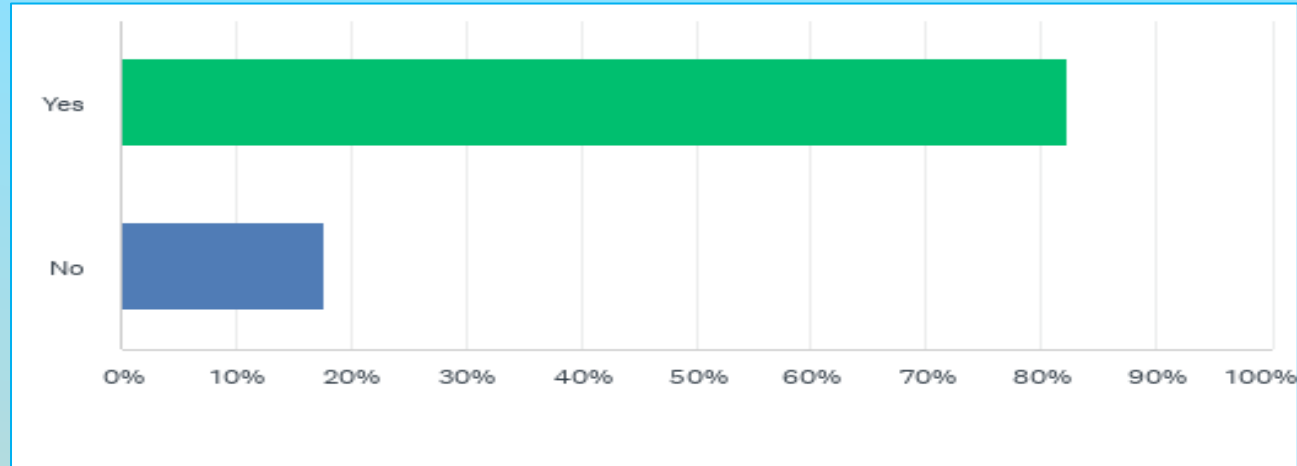
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15

34

Q2: As an owner, do you understand how to communicate with the Board regarding questions, concerns or issues that you might have?

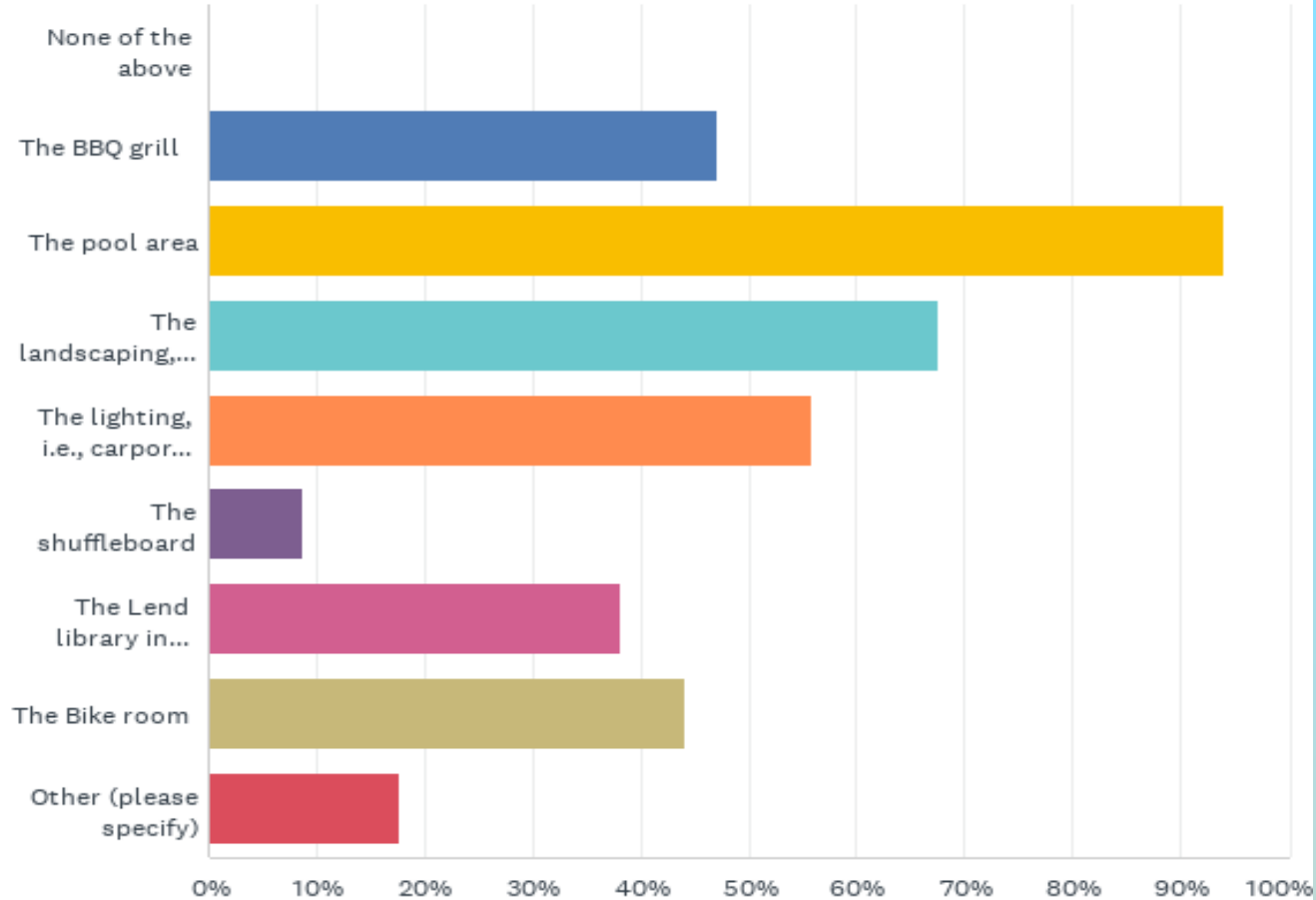
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.35%	28
No	17.65%	6
TOTAL		34

Answered: 34 Skipped: 0

Q3: Which of the following do you enjoy at Harborside? (select all that apply)



Answered: 34 Skipped: 0

Q3: Which of the following do you enjoy at Harborside? (select all that apply)

ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
The BBQ grill	47.06%	16
The pool area	94.12%	32
The landscaping, i.e., palm trees, flowers, calusas,	67.65%	23
The lighting, i.e., carport lights, entryway lights, walkway lights	55.88%	19
The shuffleboard	8.82%	3
The Lend library in community room	38.24%	13
The Bike room	44.12%	15
Other (please specify)	17.65%	6
Total Respondents: 34		

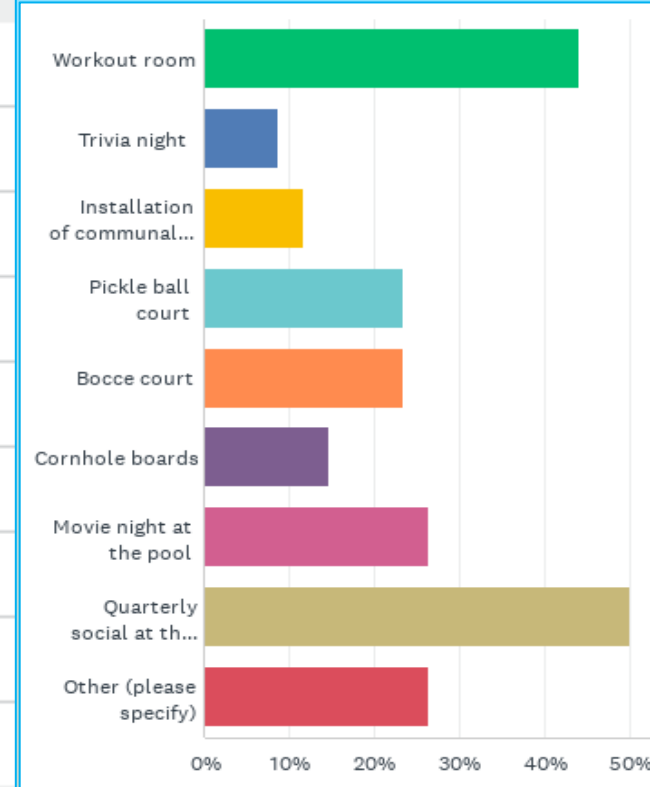
Q 3: “Other” answers re: Enjoyment of HTOA

- Friendship of other owners
- The location of the complex
- Friendly neighbors and good people
- Overall look of the building and grounds is significantly improved
- Friends

Q4: If anything were possible, what amenities or activities would you like to see at Harborside? (select all that apply)

Answered: 34 Skipped: 0

ANSWER CHOICES	RESPONSES	
Workout room	44.12%	15
Trivia night	8.82%	3
Installation of communal electric charging station	11.76%	4
Pickle ball court	23.53%	8
Bocce court	23.53%	8
Cornhole boards	14.71%	5
Movie night at the pool	26.47%	9
Quarterly social at the pool	50.00%	17
Other (please specify)	26.47%	9
Total Respondents: 34		

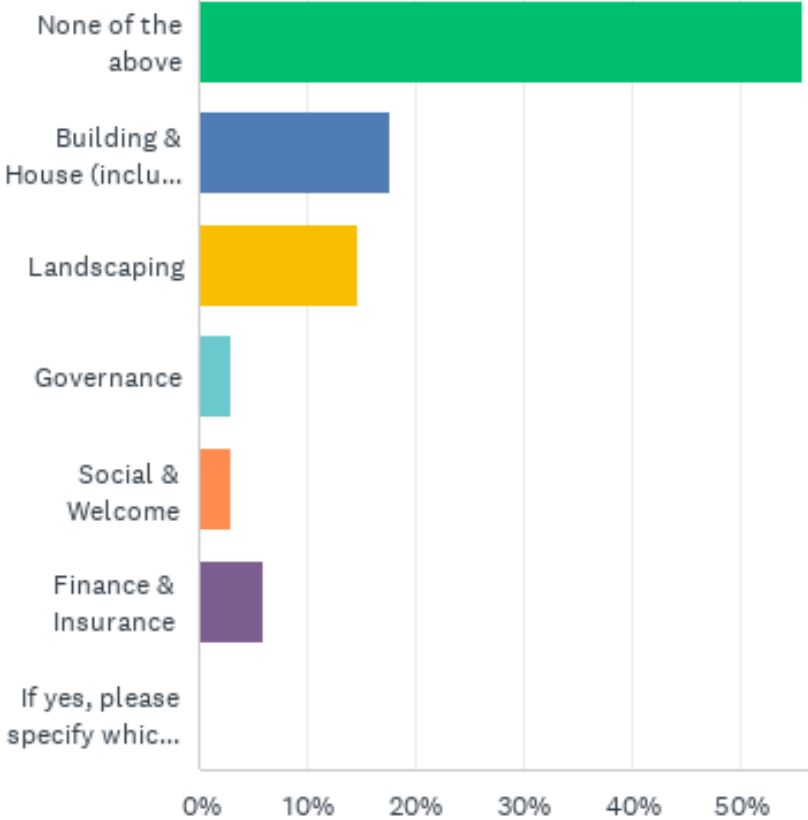


Q 4: “Other” response for what activities/amenities would you like to see?

- Too many planned activities sounds like the villages or assisted living
 - Spa/hot tub by the pool
 - Peace
 - Pet friendly
 - Have golf carts on premises
 - Game nights
 - Equipment in the community room for hybrid remote/in-person meetings
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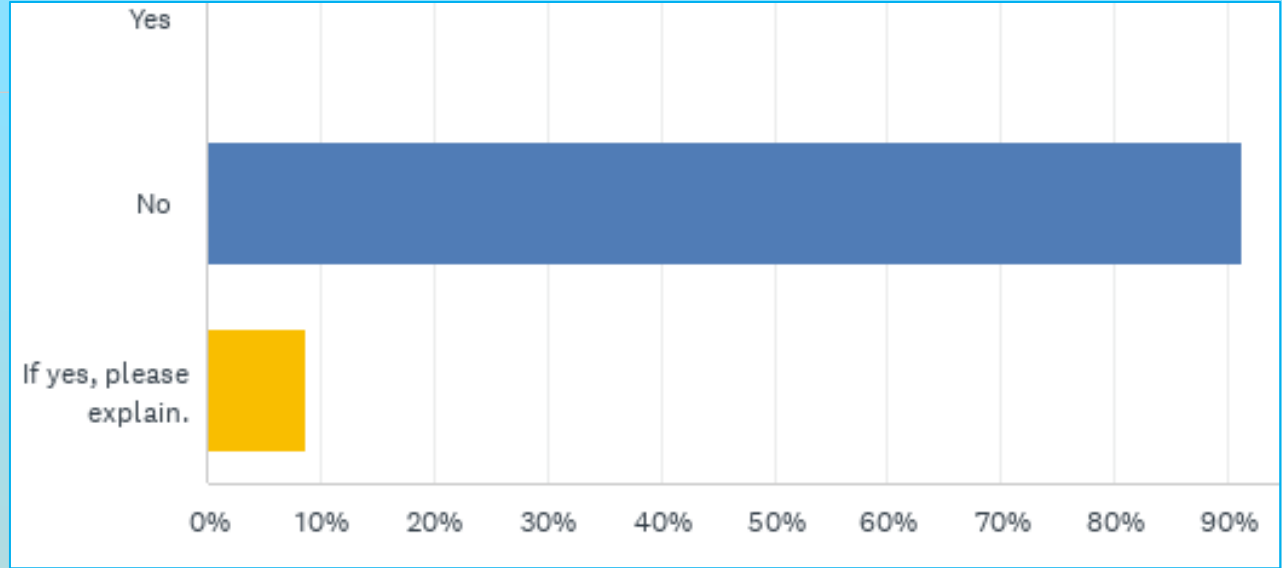
Q5: The Board is in need of volunteers for important committees and is appreciative to anyone who chooses to participate. Each committee will meet no less than once each quarter. Please indicate which committee might be of interest to you.

ANSWER CHOICES	RESPONSES	
None of the above	55.88%	19
Building & House (includes pool etc)	17.65%	6
Landscaping	14.71%	5
Governance	2.94%	1
Social & Welcome	2.94%	1
Finance & Insurance	5.88%	2
If yes, please specify which committee.	0.00%	0
TOTAL		34



Answered: 34 Skipped: 0

Q6: Has anyone in your family (or renter) been a victim of a crime while on HT property?



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	91.18%	31
If yes, please explain.	8.82%	3
TOTAL		34

Q 7 Please list the top 5 best things about living at HT

Answered: 30 Skipped: 4

1. Been here 32 years and love it, Mirrors in Community Room need to stay.
2. Climate and Friendliness of others
3. Proximity to Shops, Beach, and other facilities, respected neighbourhood, friendly helpful neighbours at Harborside
4. Watching Carmine cleaning. Nobody better. And the prices people are paying for units at Harborside
5. Location & Location & Location & Location
6. Walking distance to the beach. Private beach membership available. Central location to restaurants and shopping Majority of community very helpful to fellow neighbors Our morning sunrise to evening sunset
7. Some residents and Location.
8. Location, small community, pretty grounds, size of condo for money, pool
9. Pretty much everything! Very happy we have new board members and wishing you guys all the best on moving forward
10. Community, short distance to beach and shops, pool
11. Location Terrace Access to Park Shore Beach Bike rooms Grills and pool
12. Location, Pool, Beach Pass, Rental Policy, Building Upkeep - the repairs of the building, carports, roofs, pool, etc. has been outstanding.

Q 7 Please list the top 5 best things about living at HT , cont'd

Answered: 30 Skipped: 4

13. Cleanliness of the property location in Naples private beach nice pool with plenty of seating and grills easy access Climate and Friendliness of others
14. Ugh - some people Do they count as my 5
15. Location private beach community neighborhood
16. Proximity to the beach, proximity to Publix, The Bicycle room, pool area and the grills
17. New board
18. 1. Small number of units 2. Love the area 3. Love the private beach 4. Quiet 5. Close to restaurants and shops
19. Location, friends & Neighbors, location, pool
20. Location, park shore beach pass, apartment size
21. 1) Many nice people 2) Commitment to improvement by many 3) Consideration by most 4) Quiet 5) Clean
22. Location new look of building upgraded pool area and new lighting which makes us much
23. Location, pool, cleanliness, consistent updates to property, parking and storage
24. Convenience Beauty /nature Park shore Community Beach
25. Beach, pool location, Friends, weather
26. Location, pool, landscaping, carports, open terraces
27. Location, pool, some of the like-minded owners, carports, bike room

Q 8 Please list 5 things dissatisfied about living at HT

Answered: 28 Skipped: 6

1. 1. Disapprove the color of the roofs. 2. South Stairwell all busted up due to work being done this past year. 3. The wall in the community room needs improvement or decoration that goes with the room. 4. Allow cats/pets in our community
2. Lack of Planning and agreement for upgrading an ageing Property. Start to discuss/communicate/agree what are the Aims and Objectives for Harborside for the next 5 to 10 years for Modification and Improvement to the property
3. Place looks neglected. Carports look cheap, poorly built. Ashamed to tell ANYONE that the asphalt parking lot was just paid for. Need to be redone. Community room smells BAD and chairs are old. I'm running out of space here 🙄
4. Some building and grounds need to be upgraded in keeping with the upscale neighborhood. Specifically pavers in the guest parking. Updating the common room especially the dated tile floors. South stairway looks like we live in the Bronx!
5. Because I rarely socialize I have no real complaints.
6. The disrespectfulness of the previous board, no pets, ratty community room, ratty pool bathrooms, unused recreational space, stuffy bike rooms
7. Stairwells and walkways outside my door are filthy. Getting out of the elevator on 1st floor is filthy and paint is chipping .I think the paint should been a little darker because of so much traffic in these areas. North side stairwell has some deterioration with some iron coming out

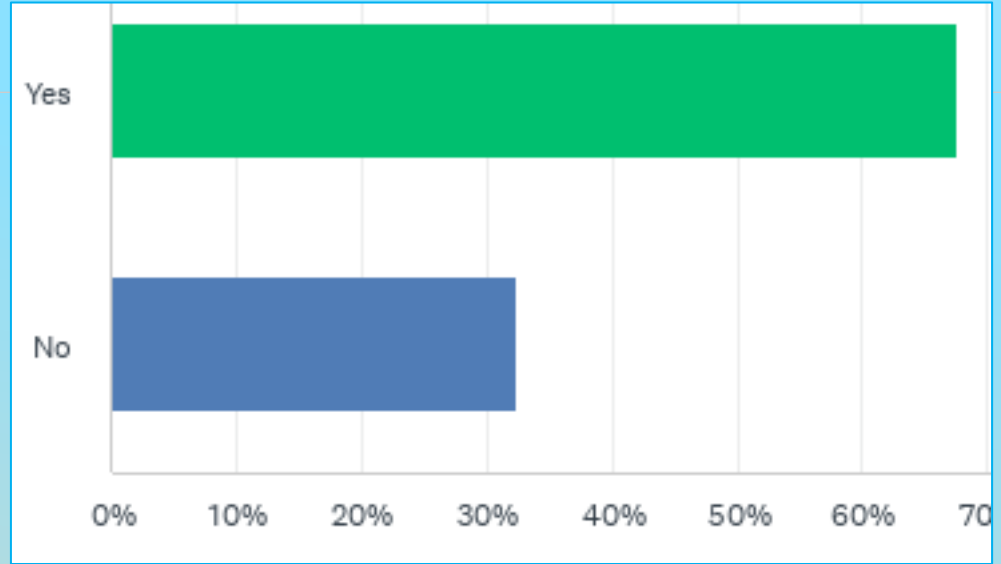
Q 8 Please list 5 things dissatisfied about living at HT cont'd

Answered: 28 Skipped: 6

10. Delete the shuffle board court
11. Division amongst the residents. People not cleaning up after themselves
12. My biggest issue is not allowing our pets on our property based on the fact that we will keep the property clean and respectful
13. Not really dissatisfied with much. Homeowner communication to the board: Frustrated homeowners need to be a little more discreet with how they communicate their frustrations with the board. The board should be clearer on how communications need to come to the board. New homeowners experiences can be tainted by the constant negative discourse that has occurred since we have bought and they can feel less welcome and less happy with their investment. If someone is frustrated, the entire community does not need to hear about it. Would be good to replace the shuffleboards with something a little more modern. I have never seen anyone out there enjoying that space and it is a space that could be tailored for more use. Lack of community feel. A social schedule might be beneficial. Pool lights/deep end need to be repaired as of Dec 2021.
14. Constant dissension
15. Nit picking by prior board, lack of felt pads on furniture above my condo, loud children
16. The bad landscaping/bad appearance along the back of the property and the poor look and condition of the lawn; owners who rent to unruly tenants; was told I could keep my scooter in the bike room--then after I bought it was told I couldn't keep it there; last minute notice of the need to enter my condo; all of the extra expenses
17. the on-going arguments between owners and the last board Condo rules and regulations the lack of tv at the pool lack of a hot tub at the pool
18. Style of communication and lack of inclusion from the BOD. Need to embrace committee

Answered: 34 Skipped: 0

Q9: Have you ever used the HTOA website?



ANSWER CHOICES	RESPONSES	
Yes	67.65%	23
No	32.35%	11
TOTAL		34

Q10: What suggestions do you have for the website?

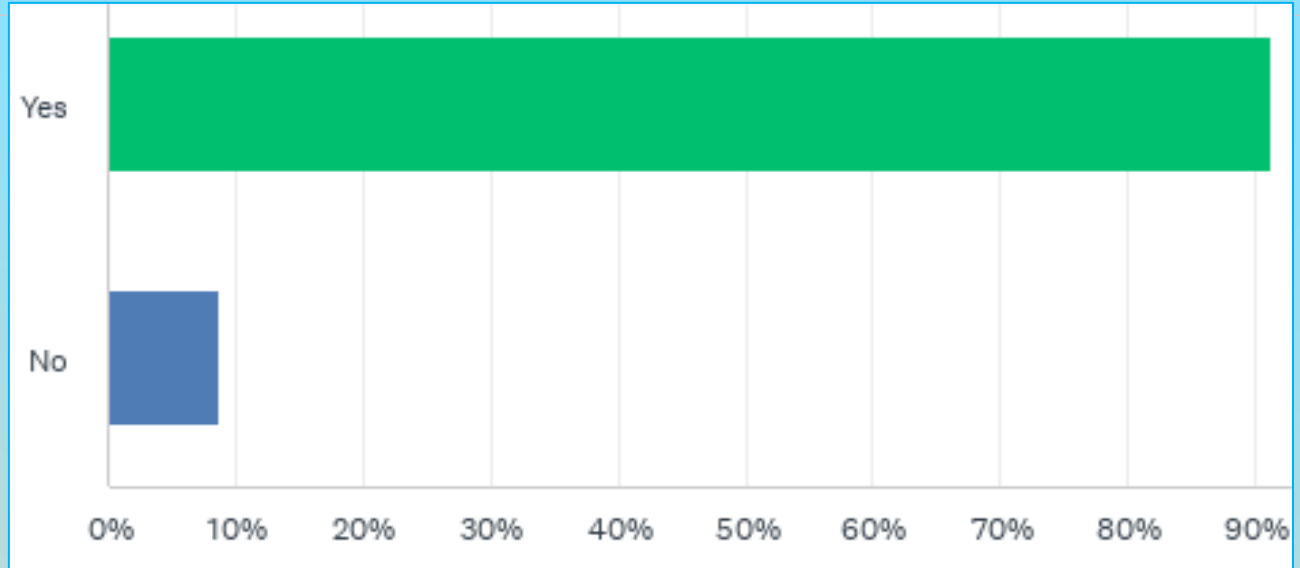
1. Quarterly newsletter updating owners points of interest for owners/renters
2. From what I heard this morning, you are on the right track
3. Keep the information current. Lenders once a year ask for building insurance verification...please keep that current
4. Let's have a communication capability on it.
5. Needs an update and more info about structure and regulations
6. Put information that might drive more homeowner traffic there. Can we partner with neighborhood restaurants, businesses to allow advertising on there to drive traffic to the website, coupons etc. from local businesses. Also, lists of 3 different contacts for trades, plumbing, AC, handiwork renovations etc. You might even find that some of these companies might pay for the space on the website, maybe. Use the website for the ability to submit suggestions/complaints to the board. Direct those to a feedback section of the website. That is where communications should go to the board, outside of emergencies and people would have the ability to submit for anonymous or not.
7. Any changes would be an improvement

Q10: What suggestions do you have for the website?

8. I think that it's old and needs to be updated and I think things like this survey monkey how much more useful
9. Easy access and better looking!!
10. Change of address form, a method to list available rentals, a way to welcome new owners so we know who they are, a method to notify owners if anyone has something to sell, a way to list contractors that owners have been happy with or not
11. Website is good
12. Documents need to be updated more often. The main photo is outdated and shows the old roof.
13. No, NA, None, None, NA, NA, None, None

Answered: 34 Skipped: 0

Q11: Would you like to be part of a HTOA directory made available to all owners?

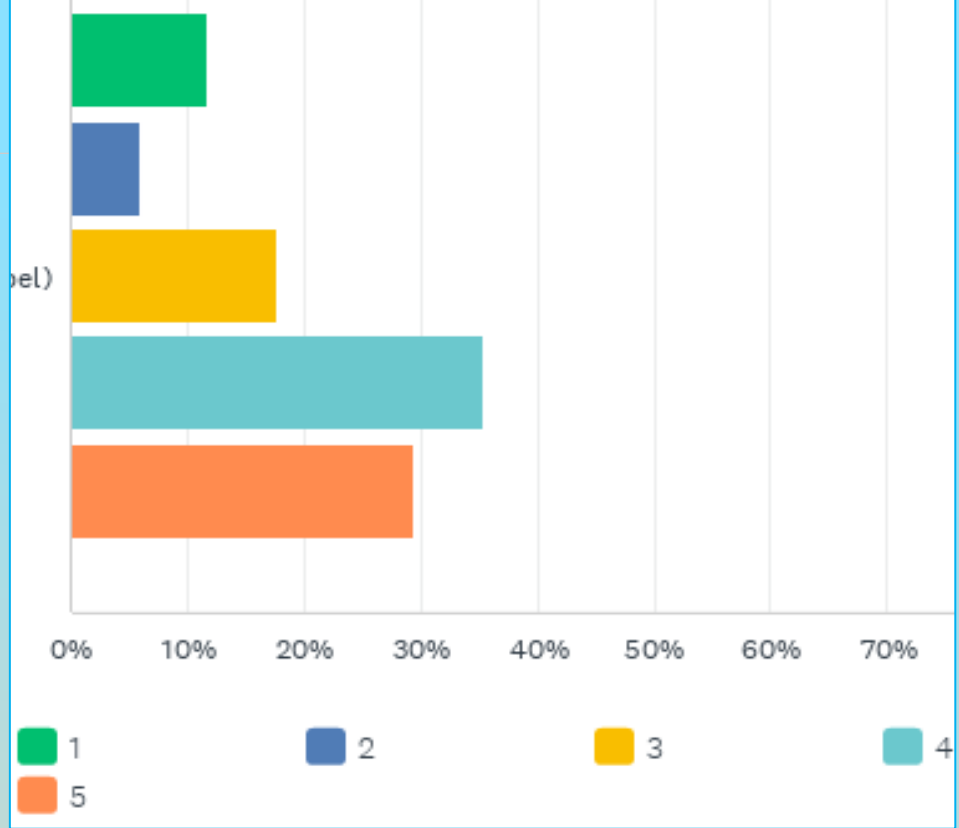


ANSWER CHOICES	RESPONSES	
Yes	91.18%	31
No	8.82%	3
TOTAL		34

Answered: 34 Skipped: 0

Q12: On a scale of 1 - 5 (one being the lowest and 5 being the highest) how would you rate the cleanliness of HTOA premises?

*Score of 3.65 is average of answers



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	11.76%	5.88%	17.65%	35.29%	29.41%	34	3.65
	4	2	6	12	10		

Q 13 Shared info re Committees

Q 14: Shared Owner Comments

Answered: 15 Skipped: 19

1. A short and concise Welcome book for new owners
2. I greatly enjoy being here
3. I was only able to check one committee(building)I would be willing to be a member of the finance and insurance, and I will help Candi with the landscaping
4. Go new board!
5. Not at this time.
6. Look forward to the newest board members being more inclusive and understanding towards our neighbors and friends
7. I feel our residents should be responsible for picking up after themselves cleaning and covering grill cleaning their own outside area (doors ect) lowering umbrellas when done
8. Anonymous comment requested
9. Looking forward to all the good work the new board will do
10. I am not able to devote time to the "committee system" right now in my work career but will do so in future years as I am committed to put my time in to help the community when I have the time available
11. I'm excited for changes
12. Landscaping and cleanliness need to step up

Q 14: Shared Owner Comments

Answered: 15 Skipped: 19

13. Landscaping and cleanliness need to step up
14. I appreciate the new board and their efforts in less than a week on the board in getting things done. I appreciate your efforts on behalf of the owners and your ability to ALL work together and no division among board members.
15. All of us who own at HT now own an asset that has dramatically appreciated in value. We need to take a more professional approach to maintaining its value. The days of Board members picking weeds are over - we need a more professional approach.
16. No
17. I appreciate the new board and their efforts in less than a week on the board in getting things done. I appreciate your efforts on behalf of the owners and your ability to ALL work together and no division among board members.
18. All of us who own at HT now own an asset that has dramatically appreciated in value. We need to take a more professional approach to maintaining its value. The days of Board members picking weeds are over - we need a more professional approach.
19. No

Thank you for your participation in the Survey!
