

## SFPH 2020 Satisfaction Survey Results

Homeowner feedback is important to us. We appreciate the 49 responses returned and the homeowner who suggested this survey. It assessed 1) communication, 2) property appearance, 3) safety/security and 4) website usage.

### Survey Findings:

1. Are you satisfied with communications by our Board and management company?

Yes =38

No = 8

Neutral -1

2. Are you satisfied with the condition and/or appearance of our property?

Yes = 35

No= 11

Neutral = 2

3. Does the security in our neighborhood seem reasonably safe and protected?

Yes = 43

No = 3

Neutral = 2

4. Do you have access to a computer and use the SFPH website to communicate with the Board and management company and obtain information?

Yes = 31

No = 16

Neutral = - 1

### **Communication by Board and Cedar Comments:**

There were 4 comments indicating that responses appear to be slow and sometimes bureaucratic. There is never a response directly from the Board.

Actions Taken: Cedar Management Group responds on behalf of the Board of Directors so that Board members do not respond directly to homeowners as in the past when we did not have a management company. Cedar has a "Quick Chat" available on their website at <https://cedarmanagementgroup.com> that can be used for faster responses from SFPH's Property Manager.

### **Condition/Appearance of Our Property Comments:**

There were a few comments regarding more frequent gutter cleaning, removal of leaves and trimming of shrubs/trees.

Actions Taken: Specific comments were shared with appropriate Landscaping/Tree Committees. Note that committee members do “walk-arounds” of the property to ensure that issues are handled. Trimming of shrubs, removal of leaves and gutter cleaning are all done at scheduled times per contracts. More frequent services require additional costs.

### **Safety and Security of Neighborhood Comments:**

There were 3 comments suggesting additional lighting and/or cameras in back of townhomes and in common areas. Signage for traffic to slow down was suggested.

Action Taken: The Board is coordinating the installation of additional lighting with Duke Power in susceptible areas. Cameras would be too expensive and complex to install and maintain. Traffic is continuing to be monitored for ongoing upgrades, i.e., additional speed bumps, and 4-way Stops. Updates will continue to be provided on the SFPH website.

### **Access to Computer and Use of SFPH Website Comments:**

Based on responses received, it is unclear which of **three** websites were assessed by homeowners in the survey. All three of the following websites contain valuable information:

1. The Board suggests you start with the **SFPH website** for updates, documents and more at <http://sardisforestpatiohomes.com> .
2. The web portal for homeowners at Cedar is <https://web.mycmg.com> where you will sign in with a user name and password. If you do not have a user name and password, send an e-mail including your name, address and the name of our community to [password@mycmg.com](mailto:password@mycmg.com) and assistance will be provided for accessing the web portal.
3. Cedar’s website is <https://cedarmanagementgroup.com> – includes Live Chat

### **Miscellaneous Comments/Suggestions:**

As suggested, a list of individuals and companies available to help homeowners with home maintenance and improvements is being prepared and will be posted on the ASSOCIATION DOCUMENTS page of our website at <http://sardisforestpatiohomes.com>.

Note that our HOA has no responsibility for the pool, tennis courts or park. However, memberships at the Swim Club are available. For costs and other information, please see their website at <https://sardisforestswimclub.com> .