

## HOA Communications Survey Results

### January, 2019

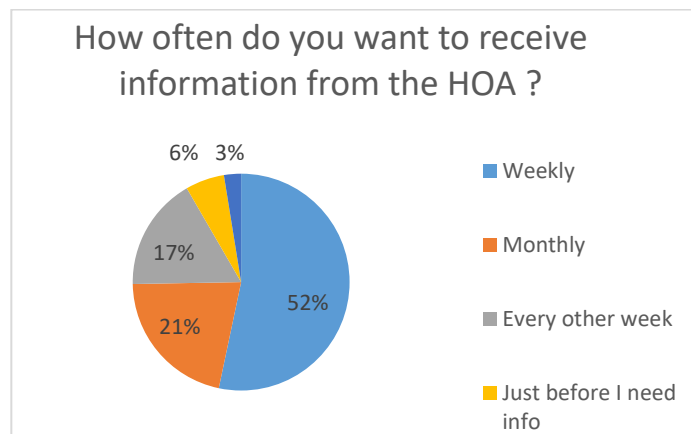
We asked for your input as to **how you prefer HOA communicate**, specifically the **how/when/about what** of those communications.

**We had a Great response rate.** We heard from 520 households and 1488 individuals! The survey was sent to both current and prior members. 73% of current members who opened the survey responded, 33% of prior members who opened it responded. 724 optional comments were included.

**Thank you for responding, and thank you for the many compliments we received in the survey results.** Your volunteer HOA leaders work hard to help make your Tellico Village experience fun and informed. We have passed your compliments on to those working for you!

### SURVEY RESULTS

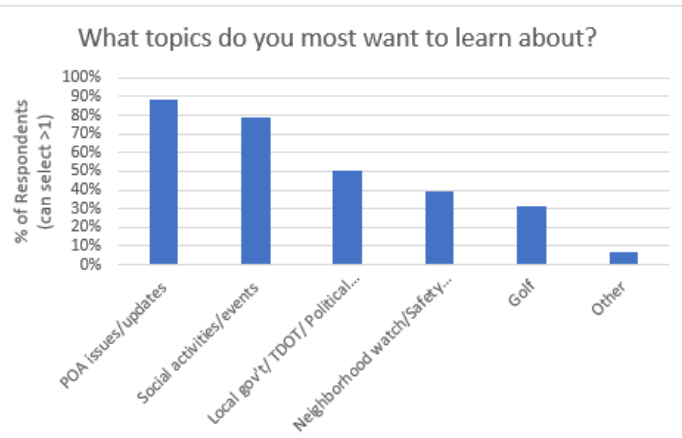
**You want to hear from the HOA by Email, on a Weekly basis, so we are moving toward that approach.**



Over 78% of respondents said (in order of preference) email, newsletter, HOA or TellicoLife website were their most preferred; with email being preferred 3 times more often than the newsletter

### **You want the HOA to communicate about....**

51% of the optional comments requested POA updates on different topics  
 31% wanted more information on Social Activities



Frequently requested other topics include:

- POA**                      How is assessment money spent? Why is a 5% increase in assessments needed? Why are water & sewer rates going up? Process for collection of delinquent accounts. Infrastructure status. Updates on amenities. Where find # of lots owned by POA?
- HOA – Social**        Information on Events & Activities. Earlier communications about events.
- HOA - Other**        What do HOA dues cover? What are HOA plans & issues? What does HOA advocate for? See the HOA Web site ([www.boatv.org](http://www.boatv.org)) for high level information and we will get you more specifics soon,

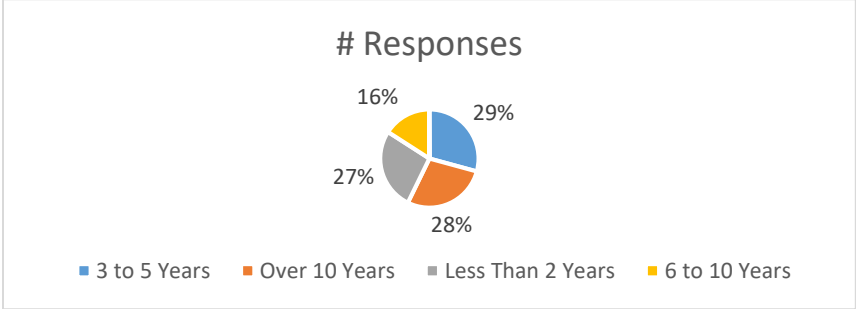
As a result of your comments, we have shared the specific POA topics you'd like more information on with the POA Board & General Manager. The HOA will continue to include important POA communications in our email blasts

Your specific suggestions about activities are being reviewed by our HOA social team and we'll update you

**Over 50% of HOA members are actively attending HOA sponsored events and information sessions,**



**The HOA Membership is a good cross section of homeowners by length of time in the village.** We often do surveys to take the pulse of the village, and having a representative cross section improves the value of those results.



***We sincerely thank you for helping us make HOA an even better organization***