

BBH Homeowner Survey 2012



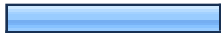

1. How long have you owned a home in Bluebonnet Highlands? If you have owned more than one home in BBH, please respond with the total number of years.

		Response Percent	Response Count
Less than one year		10.9%	54
1-3 years		30.4%	151
4-6 years		26.0%	129
7-10 years		17.1%	85
Over 10 years		15.7%	78
		answered question	497
		skipped question	7


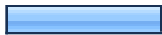





2. Which best describes your current status as part of the Bluebonnet Highlands Homeowner's Association?

		Response Percent	Response Count
I currently live in the home that I own in the subdivision		97.2%	487
I currently live in a home that I rent in the subdivision		0.2%	1
I currently own a home in the subdivision that I rent to a tenant		2.0%	10
I currently own two or more homes in the subdivision and live in one of them		0.4%	2
I currently own two or more homes in the subdivision and do not live in the subdivision		0.2%	1
	Other (please specify)		0
		answered question	501
		skipped question	3

3. Is your home on a lake?

		Response Percent	Response Count
Yes		18.4%	92
No		81.6%	407
		answered question	499
		skipped question	5

4. Which of the following BBH amenities have you used in the past year? Please select all that apply.



		Response Percent	Response Count
Swimming Pool		57.3%	286
Athletic Field		13.2%	66
Playground		28.5%	142
Tennis Court		14.6%	73
Basketball Court		13.6%	68
Clubhouse		16.8%	84
None of the above		35.3%	176
		answered question	499
		skipped question	5

5. When thinking about potential master improvements to the subdivision, please rank the following in order of importance to you (1 being the most important.)

	1	2	3	4	5	6	7	8	9	10	11	12	Rating Average	Response Count
Change pool to salt water/ionized	5.1% (23)	11.6% (52)	8.5% (38)	9.8% (44)	9.6% (43)	7.8% (35)	6.7% (30)	8.5% (38)	7.3% (33)	6.5% (29)	9.8% (44)	8.9% (40)	6.47	449
Dog park (would be located in common area on Bluebonnet between Hilmont and Springtree)	5.3% (24)	9.8% (44)	12.7% (57)	9.1% (41)	6.0% (27)	6.5% (29)	5.6% (25)	6.5% (29)	7.1% (32)	8.2% (37)	9.4% (42)	13.8% (62)	6.74	449
Fence in perimeter of BBH	14.3% (64)	14.5% (65)	11.6% (52)	12.5% (56)	11.2% (50)	9.2% (41)	7.4% (33)	4.2% (19)	5.6% (25)	2.0% (9)	3.6% (16)	4.0% (18)	4.82	448
More fountains in the lakes	3.8% (17)	4.4% (20)	6.2% (28)	7.1% (32)	10.0% (45)	10.9% (49)	9.1% (41)	11.8% (53)	9.5% (43)	9.8% (44)	7.3% (33)	10.2% (46)	7.19	451
More landscaping at entrances and on Bluebonnet	5.3% (24)	9.8% (44)	12.2% (55)	13.1% (59)	18.4% (83)	14.4% (65)	12.4% (56)	6.2% (28)	3.8% (17)	2.7% (12)	1.1% (5)	0.4% (2)	5.08	450
New clustered mailboxes in Springlake	4.4% (20)	4.9% (22)	5.8% (26)	6.7% (30)	7.8% (35)	8.6% (39)	12.0% (54)	9.5% (43)	12.0% (54)	5.5% (25)	8.6% (39)	14.2% (64)	7.37	451
New fencing along Bluebonnet	8.9% (40)	10.7% (48)	10.9% (49)	10.2% (46)	10.0% (45)	12.0% (54)	13.1% (59)	13.8% (62)	5.6% (25)	3.3% (15)	1.1% (5)	0.4% (2)	5.29	450
New signs for Springlake and Fairhill entrances	6.0% (27)	7.3% (33)	12.2% (55)	12.0% (54)	8.7% (39)	11.8% (53)	11.6% (52)	11.3% (51)	9.6% (43)	7.3% (33)	1.3% (6)	0.9% (4)	5.76	450
Pay off loan	26.2% (118)	8.4% (38)	7.3% (33)	6.7% (30)	4.0% (18)	7.1% (32)	5.5% (25)	7.8% (35)	9.5% (43)	10.9% (49)	4.2% (19)	2.4% (11)	5.25	451
Timed lights for the tennis court (would go out at 8pm when	1.3% (6)	2.9% (13)	2.2% (10)	4.2% (19)	5.1% (23)	5.1% (23)	6.9% (31)	10.7% (48)	15.6% (70)	20.7% (93)	20.7% (93)	4.7% (21)	8.50	450

Recreational Center closes)														
Website make-over (see www.bluebonnethighlands.org for current aesthetic)	0.7%	2.2%	0.9%	1.8%	4.2%	3.3%	5.3%	6.7%	9.8%	18.0%	25.3%	22.0%	9.55	451
	(3)	(10)	(4)	(8)	(19)	(15)	(24)	(30)	(44)	(81)	(114)	(99)		
Workout facility (would cut into Athletic Field)	18.9%	13.8%	9.6%	6.9%	5.3%	3.6%	4.7%	3.3%	4.9%	4.9%	7.6%	16.7%	5.86	450
	(85)	(62)	(43)	(31)	(24)	(16)	(21)	(15)	(22)	(22)	(34)	(75)		
													answered question	451
													skipped question	53

6. Has your home been robbed, burglarized, or broken into in the past year?

		Response Percent	Response Count	
Yes		6.5%	29	
No		93.5%	419	
			answered question	448
			skipped question	56

7. The BBH HOA Council has received many requests during the past year to increase security. They have also been told that security should not be the responsibility of the HOA Council. Please give your opinion on the following statements regarding security in BBH:

	Completely Agree	Somewhat Agree	Neutral	Somewhat Disagree	Completely Disagree	Rating Average	Response Count
Police patrols of the subdivision should be increased (current patrols cost 4.3% of the 2012 budget)	46.3% (212)	30.8% (141)	16.8% (77)	3.3% (15)	2.8% (13)	1.86	458
Security cameras should be installed at the 8 entrances into BBH (estimates are coming in around \$70,000)	24.9% (113)	27.6% (125)	19.0% (86)	13.5% (61)	15.0% (68)	2.66	453
The perimeter of BBH should be fenced in	41.0% (185)	26.6% (120)	19.1% (86)	7.3% (33)	6.0% (27)	2.11	451
There is currently too much time and money spent by the HOA on security	3.1% (14)	4.5% (20)	25.1% (112)	22.6% (101)	44.7% (200)	4.01	447
Any other thoughts/ideas regarding security in BBH?							111
answered question							459
skipped question							45

8. Please rank your level of satisfaction with the BBH HOA in the following areas:

	Very Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Very Unsatisfied	No Experience	Rating Average	Response Count
BBH Representative (Kate)	46.0% (201)	11.0% (48)	2.3% (10)	0.7% (3)	40.0% (175)	1.29	437
Ability to contact the BBH Representative	43.9% (190)	17.3% (75)	2.5% (11)	1.2% (5)	35.1% (152)	1.40	433
Ability to have general homeowner questions answered	31.9% (138)	21.1% (91)	2.8% (12)	1.9% (8)	42.4% (183)	1.56	432
BBH Administrator (Jamie)	20.4% (88)	10.7% (46)	2.3% (10)	4.4% (19)	62.2% (268)	1.75	431
Ability to contact the BBH Administrator	19.8% (85)	10.7% (46)	3.7% (16)	4.0% (17)	61.9% (266)	1.79	430
Speed at which issues/complaints are handled	18.8% (81)	19.5% (84)	6.7% (29)	4.0% (17)	50.9% (219)	1.91	430
BBH Accountant (Daniel)	19.9% (85)	8.2% (35)	1.4% (6)	0.7% (3)	69.9% (299)	1.43	428
Ability to contact the BBH Accountant	15.2% (65)	9.1% (39)	2.1% (9)	0.7% (3)	72.8% (311)	1.57	427
Ability to have billing related questions answered	18.8% (80)	11.3% (48)	2.3% (10)	0.9% (4)	66.7% (284)	1.56	426
BBH Council	23.2% (98)	18.2% (77)	8.5% (36)	1.9% (8)	48.2% (204)	1.79	423
Value received for dues	19.5% (84)	40.0% (172)	18.8% (81)	13.5% (58)	8.1% (35)	2.29	430
Information available online (website, Facebook, forum)	31.3% (134)	41.8% (179)	11.7% (50)	2.1% (9)	13.1% (56)	1.82	428
Vendor, Green Up (landscaping)	23.9% (102)	46.1% (197)	10.5% (45)	2.8% (12)	16.6% (71)	1.91	427

Vendor, Vision Pools (swimming pool)	12.6% (54)	26.2% (112)	15.0% (64)	11.4% (49)	34.8% (149)	2.39	428
Vendor, Cage N Critters (aquatic animals)	10.3% (44)	18.3% (78)	7.3% (31)	2.8% (12)	61.4% (262)	2.07	427
Vendor, Aquatic Solutions (aquatic vegetation)	10.3% (44)	17.9% (77)	7.5% (32)	5.4% (23)	59.0% (253)	2.19	429
Vendor, CCR Ponds (fountains)	12.8% (55)	22.8% (98)	9.6% (41)	3.5% (15)	51.3% (220)	2.08	429
answered question							439
skipped question							65

9. Please give your opinion on the following aspects on the BBH Recreational Center:

	Excellent	Good	Average	Fair	Poor	No Experience	Rating Average	Response Count
Recreational Center rules (http://bluebonnethighlands.org/Amenities.html)	14.0% (59)	38.8% (163)	14.0% (59)	3.8% (16)	3.1% (13)	26.2% (110)	2.23	420
Security in Recreational Center	4.3% (18)	25.2% (106)	21.6% (91)	9.0% (38)	7.1% (30)	32.8% (138)	2.84	421
Condition of Clubhouse	8.3% (35)	33.5% (141)	17.1% (72)	6.2% (26)	0.7% (3)	34.2% (144)	2.35	421
Size of Clubhouse for Rentals	7.0% (29)	30.3% (126)	13.7% (57)	8.4% (35)	2.4% (10)	38.2% (159)	2.50	416
Price of Clubhouse Rental (\$100/day)	13.1% (55)	29.8% (125)	13.8% (58)	7.4% (31)	4.5% (19)	31.3% (131)	2.42	419
Price of Pool Rental (\$25/hour)	11.7% (49)	27.3% (114)	15.3% (64)	5.0% (21)	5.5% (23)	35.2% (147)	2.46	418
Restrooms	8.1% (34)	31.3% (131)	16.0% (67)	7.6% (32)	1.9% (8)	35.1% (147)	2.44	419
Appearance of Clubhouse exterior	11.8% (49)	40.8% (170)	19.9% (83)	8.6% (36)	1.9% (8)	17.0% (71)	2.38	417
Condition of Athletic Field	10.3% (43)	30.4% (127)	14.4% (60)	5.3% (22)	1.4% (6)	38.3% (160)	2.31	418
Condition of Playground	11.0% (46)	36.1% (151)	11.0% (46)	4.5% (19)	2.4% (10)	34.9% (146)	2.25	418
Variety of playground equipment	12.4% (52)	29.4% (123)	16.5% (69)	2.9% (12)	1.9% (8)	36.8% (154)	2.25	418
Quality of playground equipment	12.5% (52)	30.9% (129)	13.7% (57)	3.6% (15)	1.7% (7)	37.6% (157)	2.22	417
Quality of picnic tables	5.5% (23)	23.7% (99)	16.3% (68)	8.9% (37)	3.3% (14)	42.3% (177)	2.67	418
Condition of Tennis Court	19.4% (81)	26.8% (112)	7.9% (33)	0.5% (2)	0.5% (2)	45.0% (188)	1.83	418
Condition of fences behind ends of tennis court	9.1% (38)	24.2% (101)	13.9% (58)	4.3% (18)	1.4% (6)	47.0% (196)	2.33	417

Condition of Basketball Court	21.9% (91)	24.8% (103)	5.8% (24)	0.5% (2)	0.2% (1)	46.7% (194)	1.73	415
Overall Ranking of Recreational Center	9.9% (41)	43.4% (180)	20.7% (86)	3.6% (15)	1.9% (8)	20.5% (85)	2.30	415
answered question								425
skipped question								79

10. Please give your opinion on the BBH Swimming Pool in the following areas:

	Excellent	Good	Average	Fair	Poor	No Experience	Rating Average	Response Count
Size of large pool	26.8% (112)	36.8% (154)	8.9% (37)	2.4% (10)	1.7% (7)	23.4% (98)	1.89	418
Condition of large pool	8.9% (37)	32.5% (136)	16.5% (69)	8.6% (36)	6.9% (29)	26.6% (111)	2.62	418
Size of kiddie pool	11.8% (49)	26.1% (109)	15.6% (65)	6.2% (26)	2.6% (11)	37.6% (157)	2.39	417
Condition of kiddie pool	6.0% (25)	22.2% (92)	15.9% (66)	8.2% (34)	7.5% (31)	40.2% (167)	2.81	415
Amount of pool furniture	6.7% (28)	28.9% (120)	21.0% (87)	9.4% (39)	6.5% (27)	27.5% (114)	2.72	415
Condition of pool furniture	6.8% (28)	31.1% (128)	18.0% (74)	9.7% (40)	6.6% (27)	27.9% (115)	2.70	412
Amenities (showers, water fountains, restrooms)	7.2% (30)	32.2% (134)	19.5% (81)	6.0% (25)	3.1% (13)	32.0% (133)	2.49	416
Black iron fence	18.1% (75)	41.9% (174)	11.3% (47)	2.9% (12)	1.4% (6)	24.3% (101)	2.04	415
Water quality	5.1% (21)	22.9% (95)	20.0% (83)	9.2% (38)	14.0% (58)	28.9% (120)	3.06	415
Pool rules (http://bluebonnethighlands.org/Amenities.html)	12.7% (53)	36.3% (151)	15.6% (65)	5.8% (24)	4.3% (18)	25.2% (105)	2.37	416
Overall pool appearance	7.2% (30)	37.3% (155)	21.4% (89)	6.5% (27)	4.3% (18)	23.1% (96)	2.52	415

answered question 421

skipped question 83

11. Please rank the following, regarding the lakes, in their order of importance to you (1 being the most important.)

	1	2	3	4	5	Rating Average	Response Count
Condition of water	52.6% (214)	31.9% (130)	9.3% (38)	4.2% (17)	2.0% (8)	1.71	407
Condition of banks	19.8% (80)	45.2% (183)	23.0% (93)	10.1% (41)	2.0% (8)	2.29	405
Condition of fountains	6.9% (28)	12.5% (51)	50.6% (206)	29.0% (118)	1.0% (4)	3.05	407
Number of fountains	4.2% (17)	4.9% (20)	10.1% (41)	51.8% (211)	29.0% (118)	3.97	407
Fishing access (if you don't live on a lake)	16.7% (68)	5.7% (23)	7.1% (29)	4.9% (20)	65.6% (267)	3.97	407
						answered question	407
						skipped question	97

12. Have you attended an HOA social in the past year?

		Response Percent	Response Count
Yes		26.5%	115
No		73.5%	319
answered question			434
skipped question			70

13. Would you like to see the Council continue to host social events for BBH? The social budget is 2.6% of the total 2012 budget.

		Response Percent	Response Count
Yes		69.0%	290
No		31.0%	130

Please share your thoughts on BBH socials 91

answered question			420
skipped question			84

14. Thank you very much for taking time to complete this survey!! Please leave any other additional ideas, comments, thoughts or concerns that you would like to share with the BBH HOA Council here.

	Response Count
	153
answered question	153
skipped question	351