

BBH Neighborhood Improvements Survey

1. How long have you owned a home in Springlake or Fairhill at Bluebonnet Highlands? (If you've owned more than one home in our subdivision, please respond with the total number of years.)


		Response Percent	Response Count
Less than one year		5.6%	18
1-3 Years		35.1%	113
4-6 Years		34.5%	111
7-10 Years		14.3%	46
More than 10 years		10.6%	34
		answered question	322
		skipped question	0

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


		Response Percent	Response Count
I currently live in the home I own in this subdivision.		96.3%	309
I currently live in a home I rent in this subdivision, but do not own a home.		0.3%	1
I currently own a home in this subdivision that I rent to a tenant.		1.9%	6
I do not own or live in a home in this subdivision.		0.6%	2
Other (please specify)		0.9%	3
		answered question	321
		skipped question	1

3. Please rank your level of satisfaction of the Bluebonnet Highlands Homeowners' Association in each of the following areas.

	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	No Experience	Rating Average	Response Count
Value received for your dues	7.3% (22)	17.9% (54)	42.7% (129)	28.5% (86)	3.6% (11)	2.96	302
Information available on the website	1.3% (4)	7.7% (23)	43.5% (130)	37.8% (113)	9.7% (29)	3.30	299


Ability to have billing-related questions answered	1.3% (4)	4.0% (12)	20.6% (62)	32.9% (99)	41.2% (124)	3.45	301
Ability to have general homeowner questions answered	3.3% (10)	6.7% (20)	25.8% (77)	26.1% (78)	38.1% (114)	3.21	299
Speed at which minor issues/complaints are handled	3.7% (11)	8.7% (26)	26.2% (78)	16.8% (50)	44.6% (133)	3.01	298
Ability to easily contact the Homeowners Representative	3.0% (9)	6.4% (19)	20.9% (62)	38.7% (115)	31.0% (92)	3.38	297
Landscaping of common elements (cul-de-sac islands, Bluebonnet, Clubhouse area, etc.)	5.0% (15)	15.9% (48)	45.7% (138)	31.5% (95)	2.0% (6)	3.06	302
Comments 							52
answered question							303
skipped question							19


4. Please rate your opinions of the Bluebonnet Highlands Clubhouse.


	Poor	Fair	Average	Good	Excellent	No Experience	Rating Average	Response Count
Condition of Rental Area	0.7% (2)	3.4% (10)	13.6% (40)	30.6% (90)	12.6% (37)	39.1% (115)	3.84	294
Size of Rental Area	0.7% (2)	4.8% (14)	17.1% (50)	29.7% (87)	9.2% (27)	38.6% (113)	3.68	293
Price of Rental (\$100/day)	4.8% (14)	11.9% (35)	14.7% (43)	22.5% (66)	10.9% (32)	35.2% (103)	3.35	293
Restrooms	1.7% (5)	4.2% (12)	16.0% (46)	31.3% (90)	10.4% (30)	36.5% (105)	3.70	288
Exterior Appearance	1.4% (4)	4.5% (13)	17.8% (52)	43.8% (128)	15.8% (46)	16.8% (49)	3.82	292
Amount of Parking	2.7% (8)	8.8% (26)	18.7% (55)	34.4% (101)	13.6% (40)	21.8% (64)	3.60	294
Comments 							24	
answered question							295	
skipped question							27	


5. Please rate your opinions of the Bluebonnet Highlands swimming pool area.

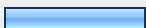
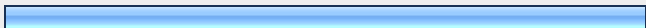
	Poor	Fair	Average	Good	Excellent	No	Rating	Response
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						Experience	Average	Count
Size of kiddie pool	1.4% (4)	4.9% (14)	16.0% (46)	26.7% (77)	12.2% (35)	38.9% (112)	3.71	288
Condition of kiddie pool	2.4% (7)	5.9% (17)	17.8% (51)	25.1% (72)	8.0% (23)	40.8% (117)	3.51	287
Size of large pool	0.7% (2)	1.4% (4)	12.6% (36)	35.1% (100)	24.2% (69)	26.0% (74)	4.09	285
Condition of large pool	3.5% (10)	8.4% (24)	17.8% (51)	29.7% (85)	11.9% (34)	28.7% (82)	3.53	286
Amount of pool furniture available	1.4% (4)	5.9% (17)	16.7% (48)	34.4% (99)	13.5% (39)	28.1% (81)	3.73	288
Condition of pool furniture	0.7% (2)	3.9% (11)	10.9% (31)	34.2% (97)	21.1% (60)	29.2% (83)	4.00	284
Ammenities (shower, vending machines, water fountains, etc.)	3.1% (9)	8.3% (24)	19.1% (55)	24.0% (69)	10.8% (31)	34.7% (100)	3.47	288
New black iron fence	0.7% (2)	2.4% (7)	7.3% (21)	30.9% (89)	31.3% (90)	27.4% (79)	4.23	288
Water quality	7.0% (20)	9.9% (28)	20.4% (58)	21.8% (62)	10.6% (30)	30.3% (86)	3.27	284
Overall pool area maintenance and upkeep	2.8% (8)	6.2% (18)	19.7% (57)	32.2% (93)	12.1% (35)	27.0% (78)	3.61	289
Comments 								45
answered question								290
skipped question								32

6. Please rate your opinions of the Bluebonnet Highlands playground.								
	Poor	Fair	Average	Good	Excellent	No Experience	Rating Average	Response Count
Variety of activities offered	2.4% (7)	3.8% (11)	14.3% (41)	24.4% (70)	17.8% (51)	37.3% (107)	3.82	287
Availability of activities for a variety of ages	2.4% (7)	4.2% (12)	16.1% (46)	24.1% (69)	14.0% (40)	39.2% (112)	3.71	286
Quality of equipment	0.3% (1)	2.4% (7)	6.3% (18)	27.6% (79)	25.9% (74)	37.4% (107)	4.22	286
Quality of new picnic tables	0.0% (0)	1.0% (3)	7.0% (20)	25.1% (72)	20.6% (59)	46.3% (133)	4.21	287
Number of new picnic tables	0.4% (1)	3.5% (10)	11.2% (32)	26.3% (75)	12.3% (35)	46.3% (132)	3.87	285
Surfacing on ground	1.0% (3)	3.8% (11)	11.5% (33)	31.5% (90)	12.9% (37)	39.2% (112)	3.84	286
Comments 								26
answered question								288
skipped question								34

7. Please rate your opinions of the Bluebonnet Highlands tennis courts.								
	Poor	Fair	Average	Good	Excellent	No Experience	Rating Average	Response Count
Condition of the court surface	4.9% (14)	6.6% (19)	16.3% (47)	15.3% (44)	3.1% (9)	53.8% (155)	3.11	288
Condition of fences	2.4% (7)	9.1% (26)	14.6% (42)	19.9% (57)	3.8% (11)	50.2% (144)	3.27	287
Condition of the net	6.0% (17)	6.3% (18)	13.7% (39)	16.1% (46)	3.2% (9)	54.7% (156)	3.09	285
Comments 								16
<i>answered question</i>								288
<i>skipped question</i>								34

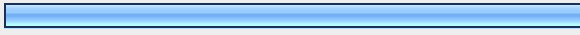


8. Please rate your OVERALL OPINION of the Bluebonnet Highlands Recreation Center.								
	Poor	Fair	Average	Good	Excellent	No Experience	Rating Average	Response Count
OVERALL RATING	0.0% (0)	5.9% (17)	19.9% (57)	45.8% (131)	10.1% (29)	18.2% (52)	3.74	286
Comments 								12
<i>answered question</i>								286
<i>skipped question</i>								36

9. Is your home on a lake or detention pond?			Response Percent	Response Count
Yes			17.9%	52
No			82.1%	238
<i>answered question</i>				290
<i>skipped question</i>				32

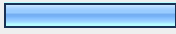

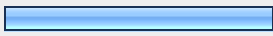
10. Please rank the following in their order of importance to you, 1 being the least important.					
	1 - Most Important	2	3	4 - Least Important	Response Count
Condition of water	65.8% (150)	17.1% (39)	9.2% (21)	7.9% (18)	228
Condition of banks	17.4% (38)	51.4% (112)	17.9% (39)	13.3% (29)	218

Condition of fountains	10.3% (23)	25.6% (57)	58.7% (131)	5.4% (12)	223
Number of fountains	9.7% (23)	10.5% (25)	13.4% (32)	66.4% (158)	238
<i>answered question</i>					252
<i>skipped question</i>					70

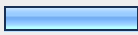
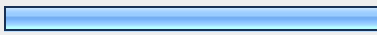
11. The Council has received multiple requests from homeowners who live on these lakes for improvements to the banks, the addition of fountains, and other improvements to the lakes. All of these improvements have high cost values and require a large allocation of the HOA annual budget. Only about 20% of the homes in the subdivision are on these lakes; therefore, the Council has been approach with the idea of a having these homeowners pay higher dues or a special assessment to cover the costs. Would you be in favor of this arrangement?



		Response Percent	Response Count
Yes		73.8%	208
No		26.2%	74
Comments 			87
<i>answered question</i>			282
<i>skipped question</i>			40

12. Did you attend the Christmas Social hosted by the HOA this past December?


		Response Percent	Response Count
Yes, I attended.		21.8%	63
No, I did not attend.		43.9%	127
I wanted to, but was unable to attend.		34.3%	99
<i>answered question</i>			289
<i>skipped question</i>			33

13. Would you like to see the Council continue to host social events for the subdivision? (FYI, the final cost of the Christmas Social was about \$4,750, about 1% of the annual buget.)


		Response Percent	Response Count
Yes, continue to host a Christmas Social only.		17.1%	48
Yes, continue to host a Christmas Social and maybe add a Spring/Summer Pool Party / BBQ Social as well.		47.7%	134

No, I think hosting socials is a waste of my dues.		35.2%	99
Please share your thoughts about subdivision socials. 			69
answered question			281
skipped question			41

14. When thinking about potential master improvements to the subdivision, please rank the following ideas in order of their importance to you, 1 being the most important.

	1 - Most Important	2	3	4	5	6	7	8	9	10 - Least Important	Response Count
More fountains for the lakes	11.7% (28)	3.3% (8)	3.8% (9)	4.6% (11)	6.7% (16)	10.5% (25)	9.2% (22)	10.5% (25)	14.6% (35)	25.1% (60)	239
New signs for the Springlake and Fairhill entrances	14.1% (34)	20.7% (50)	13.7% (33)	15.4% (37)	9.1% (22)	9.5% (23)	4.6% (11)	5.0% (12)	5.0% (12)	2.9% (7)	241
Covered pavilion near the playground	8.3% (20)	13.2% (32)	12.0% (29)	8.3% (20)	12.4% (30)	14.0% (34)	9.5% (23)	12.8% (31)	5.8% (14)	3.7% (9)	242
Lights at the tennis courts	6.6% (16)	5.0% (12)	8.7% (21)	11.6% (28)	7.9% (19)	9.5% (23)	15.7% (38)	13.2% (32)	12.8% (31)	9.1% (22)	242
Resurfacing the large pool	5.6% (13)	6.0% (14)	8.1% (19)	12.4% (29)	13.2% (31)	12.8% (30)	12.0% (28)	17.9% (42)	10.3% (24)	1.7% (4)	234
Continuing sidewalks along Bluebonnet	21.3% (54)	19.4% (49)	13.8% (35)	8.7% (22)	9.9% (25)	9.1% (23)	8.3% (21)	4.0% (10)	3.2% (8)	2.4% (6)	253
More landscaping at the enterances and along Bluebonnet	14.8% (38)	17.1% (44)	21.0% (54)	12.5% (32)	9.3% (24)	7.8% (20)	10.5% (27)	4.3% (11)	1.9% (5)	0.8% (2)	257
New fences along Bluebonnet	10.2% (26)	12.6% (32)	14.6% (37)	16.9% (43)	15.0% (38)	10.2% (26)	6.7% (17)	7.9% (20)	4.7% (12)	1.2% (3)	254
New, improved clustered mailboxes in Springlake (The US Postal Service will not approve individual mailboxes. The Council has inquired multiple times.)	11.7% (30)	3.9% (10)	7.0% (18)	7.4% (19)	4.7% (12)	8.6% (22)	8.6% (22)	9.4% (24)	15.6% (40)	23.0% (59)	256
New larger clubhouse	1.9% (5)	4.6% (12)	1.9% (5)	4.6% (12)	10.4% (27)	6.9% (18)	10.4% (27)	10.8% (28)	17.8% (46)	30.5% (79)	259
Do you have any other ideas for master improvements? Think big! 											102
answered question											284
skipped question											38

15. Thank you very much for taking time to complete this survey. Please note any additional comments, thoughts, or ideas you would like to share with the new Bluebonnet Homeowners' Association Council.

		Response Count
		72
 view		72
<i>answered question</i>		72
<i>skipped question</i>		250