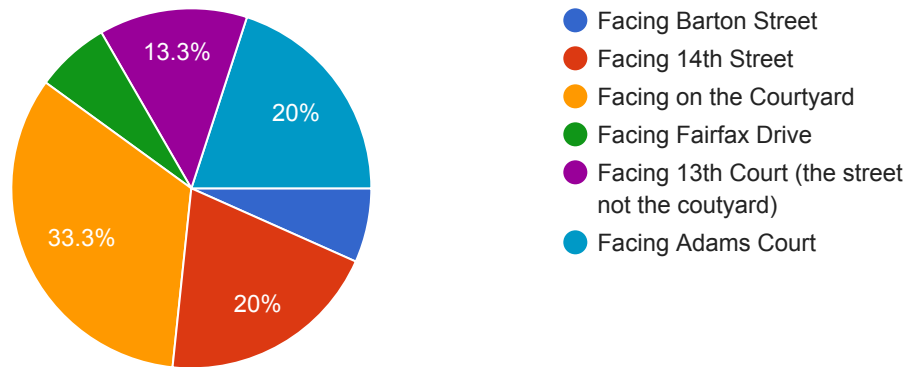


(4 of 20) What is the location of your home?

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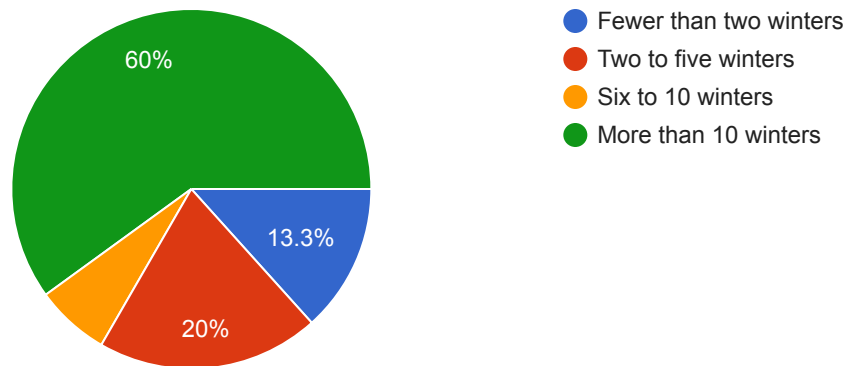
15 responses



(5 of 20) How many winters have you been in the community?

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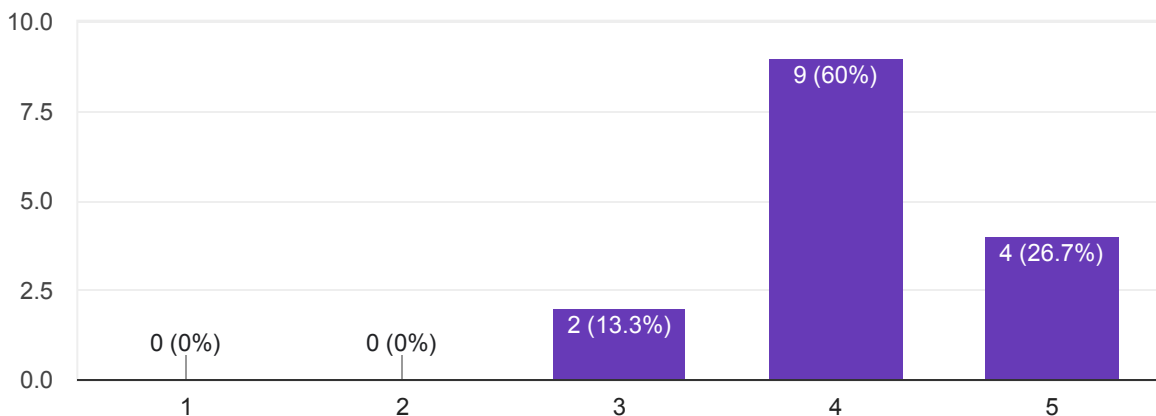
15 responses



(6 of 20) Over the last 5 winters, generally speaking, how satisfied are you about the quality of snow removal in our community, compared to our neighborhood and/or the region as a whole?

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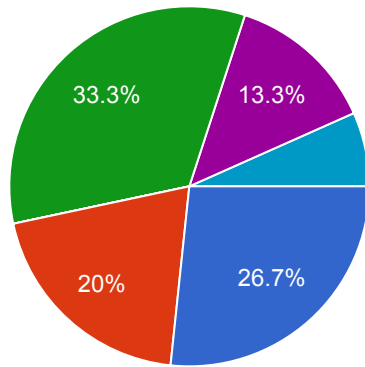
15 responses



(7 of 20) What is your personal **top** priority with regard to snow removal?

 Copy

15 responses



- Getting sidewalks cleared as soon as possible so I can wal...
- Getting the alleyways cleared as soon as possible so I can...
- Getting parking spaces cleared as soon as possible so guest...
- I think these are all roughly the same importance -- they shou...
- I don't feel much urgency abo...
- Getting sidewalks and alleyw...

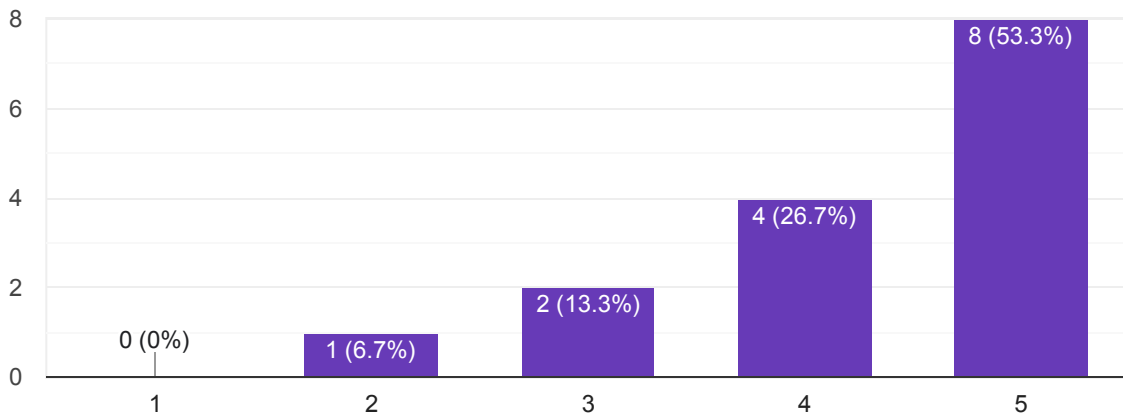
(8 of 20) Currently, the HOA clears sidewalks, streets and alleyways, but does not clear visitor parking spaces (these are used to store excess snow), does not clear individual homes' stoops or stairs, and does not clear a band of snow immediately in front of each garage.

 Copy

In this set of questions, we are interested in homeowner opinions about whether this practice reflects the right balance of costs vs. benefits.

Please rate your view on the following statement: **Clearing the sidewalks as soon as possible should be one of the HOA's priorities**

15 responses



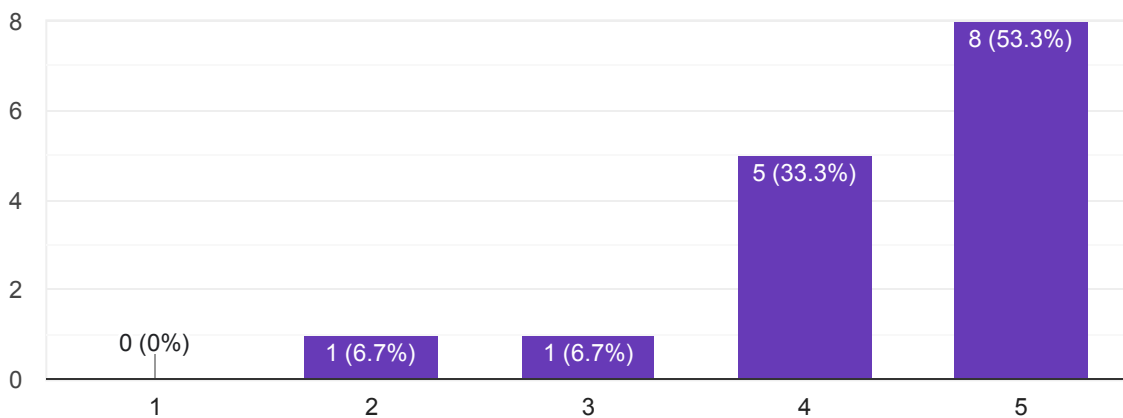
(9 of 20) Currently, the HOA clears sidewalks, streets and alleyways, but does not clear visitor parking spaces (these are used to store excess snow), does not clear individual homes' stoops or stairs, and does not clear a band of snow immediately in front of each garage.



In this set of questions, we are interested in homeowner opinions about whether this practice reflects the right balance of costs vs. benefits.

Please rate your view on the following statement: **Clearing the streets and alleyways as soon as possible should be one of the HOA's priorities**

15 responses



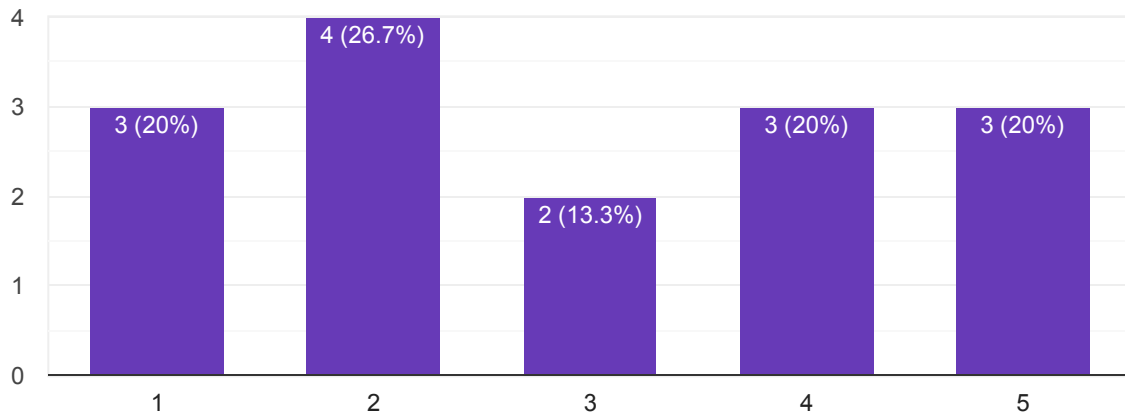
(10 of 20) Currently, the HOA clears sidewalks, streets and alleyways, but does not clear visitor parking spaces (these are used to store excess snow), does not clear individual homes' stoops or stairs, and does not clear a band of snow immediately in front of each garage.



In this set of questions, we are interested in homeowner opinions about whether this practice reflects the right balance of costs vs. benefits.

Please rate your view on the following statement: **The HOA should spend additional resources (approximately \$10 per household per event) to clear the band of snow behind each garage.**

15 responses



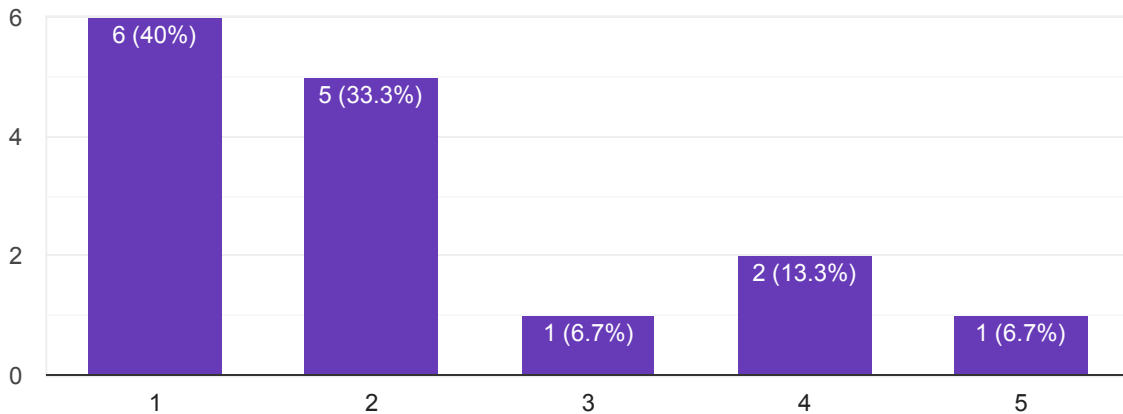
(11 of 20) Currently, the HOA clears sidewalks, streets and alleyways, but does not clear visitor parking spaces (these are used to store excess snow), does not clear individual homes' stoops or stairs, and does not clear a band of snow immediately in front of each garage.



In this set of questions, we are interested in homeowner opinions about whether this practice reflects the right balance of costs vs. benefits.

Please rate your view on the following statement: **The HOA should spend additional resources (approximately \$25 per household per event) to clear every individual home's stoop and stairs.**

15 responses



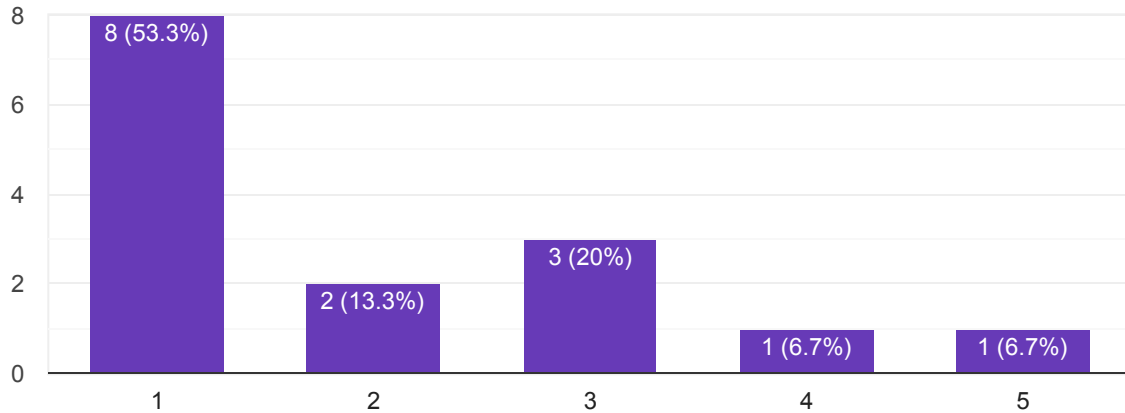
(12 of 20) Currently, the HOA clears sidewalks, streets and alleyways, but does not clear visitor parking spaces (these are used to store excess snow), does not clear individual homes' stoops or stairs, and does not clear a band of snow immediately in front of each garage.



In this set of questions, we are interested in homeowner opinions about whether this practice reflects the right balance of costs vs. benefits.

Please rate your view on the following statement: **The HOA should spend additional resources (approximately \$30 per household per event) to clear the visitor parking spaces, instead of using them for storage of excess snow.**

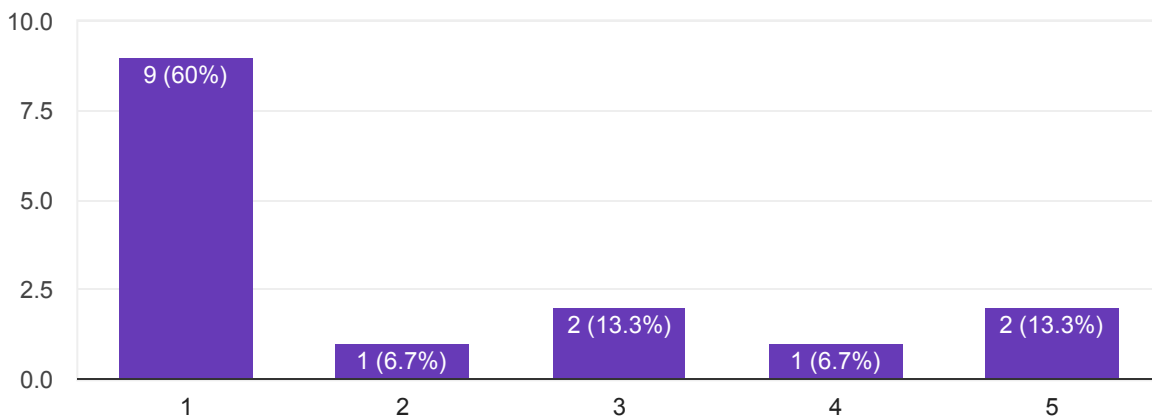
15 responses



(13 of 20) The Board is considering purchasing a **snow blower** for the community. The one-time up-front cost would be about \$1400 (\$20 per household), and maintaining the machine would cost an additional \$350 (\$5 per household) per year. *If we had resident volunteers* willing to operate the machine, we might be able to more promptly and thoroughly (and at lower annual cost) clear snow from sidewalks and possibly from behind individual garages. We estimate the cost savings of using volunteers with a snowblower to clear sidewalks would save approximately \$2000-\$5000 (\$30-\$75 per household) per snow event. However, storing and operating a snowblower with volunteers creates additional complications and potential liability issues.

Please rate your view on the following statement: I would personally be interested in **volunteering to operate** the snowblower to clear the sidewalk in my section of the community.

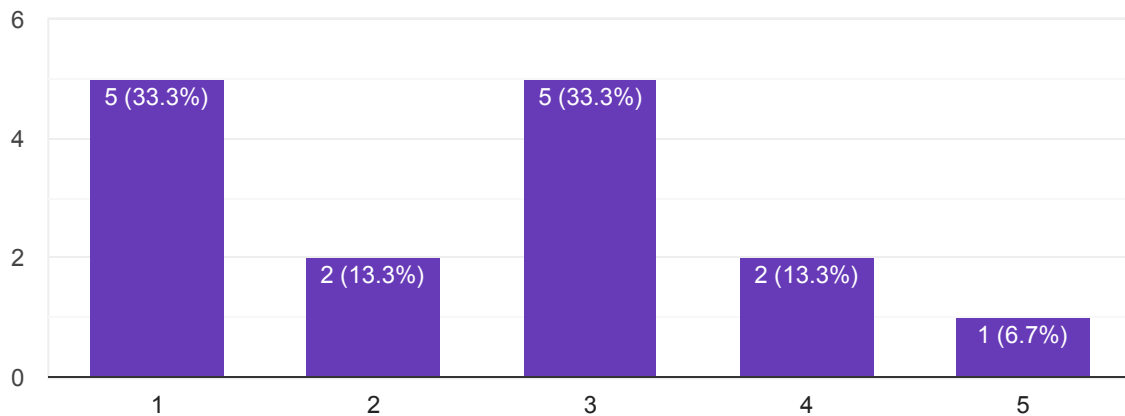
15 responses



(14 of 20) The Board is considering purchasing a **snow blower** for the community. The one-time up-front cost would be about \$1400 (\$20 per household), and maintaining the machine would cost an additional \$350 (\$5 per household) per year. *If we had resident volunteers* willing to operate the machine, we might be able to more promptly and thoroughly (and at lower annual cost) clear snow from sidewalks and possibly from behind individual garages. We estimate the cost savings of using volunteers with a snowblower to clear sidewalks would save approximately \$2000-\$5000 (\$30-\$75 per household) per snow event. However, storing and operating a snowblower with volunteers creates additional complications and potential liability issues.

Please rate your view on the following statement: **All things considered, purchasing a snow blower for the community is something the Board should thoroughly investigate and pursue.**

15 responses

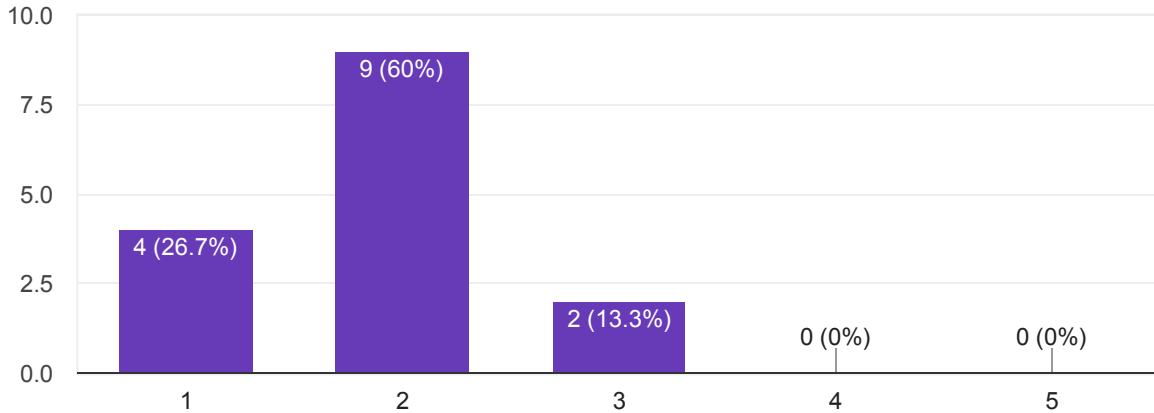


(15 of 20) It has been proposed that the HOA form an **advisory homeowners committee** on the subject of snow removal. Such a committee could a) advise the Board on follow-up on matters such as those raised in this survey, b) research vendors for snow removal and advise the Board on their selection, c) advise the Board real-time on when to commence asking vendors to come on site for snow removal during a major storm, and/or d) review/develop a snow removal policy for the Board's consideration that covers foreseeable contingencies and sets priorities for action.



If the Board were to form an advisory committee on snow removal, would you be **willing to participate actively** on the committee?

15 responses



(16 of 20) Currently, the Board **budgets** for snow by estimating what an "average" winter costs and budgeting that amount. This means that in years with little or no snow, we have a surplus, but in years with heavy snow, we run a deficit. Since snow removal is one of our community's largest expenses, the effect on the budget can be considerable, and leads to inconsistencies in the year-to-year inflation adjustments for homeowner dues. The cost of snow removal ranges between \$0 and \$350 per household per year.

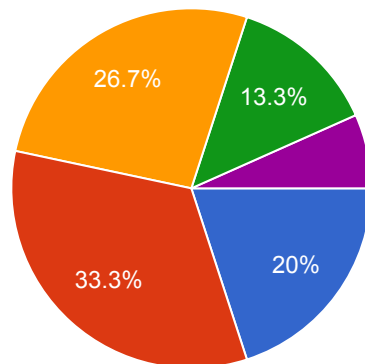
The Board is currently considering two alternative methods for handling snow removal expenses that would have less unpredictable impact on the overall budget. One is simply not to budget for snow at all, and levy a special assessment for snow removal costs at the end of each winter for the incurred amount. This would ensure that the HOA is never collecting more money for snow removal than absolutely necessary, but in some years could create a significant extra bill for homeowners.

Another is to build up a long-term snow removal "fund" that maintains several years of snow removal costs, but that is funded on a 10-year rolling average. Creating this fund would require the HOA to raise dues above what is strictly necessary (particularly in the short term) to build up and maintain the fund, but should prevent snow removal from having a major effect on any one year's budget, and would help significantly to stabilize annual dues increases in the future.

The Board is interested in homeowner views about these options.

Given these three options, my preferred way of budgeting for snow would be:

15 responses



- Keep average budgeting: Raise annual dues a lot after a major snow event.
- Collect only what is needed: Collect nothing unless it snows.
- Build up a significant fund for snow removal and then keep it.
- I don't have a strong opinion on this.
- Snow removal isn't usually a big expense. I'd simply keep things as is.



(17 of 20) Currently, the Board budgets for snow by estimating what an "average" winter costs and budgeting that amount. This means that in years with little or no snow, we have a surplus, but in years with heavy snow, we run a deficit. Since snow removal is one of our community's largest expenses, the effect on the budget can be considerable, and leads to inconsistencies in the year-to-year inflation adjustments for homeowner dues. The cost of snow removal ranges between \$0 and \$350 per household per year.

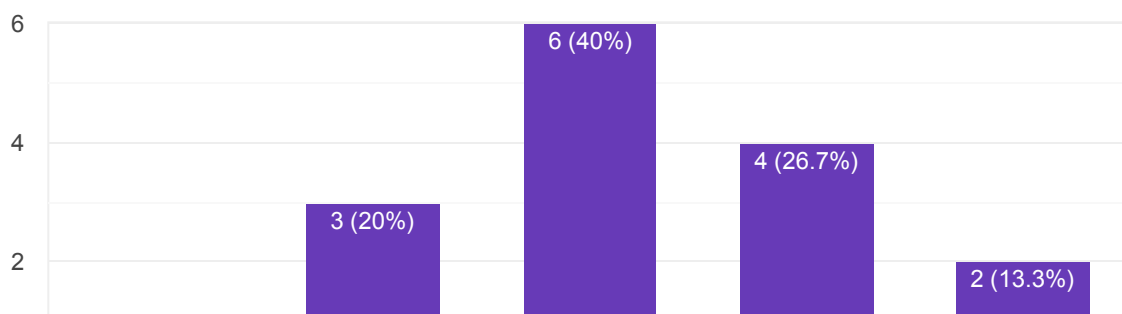
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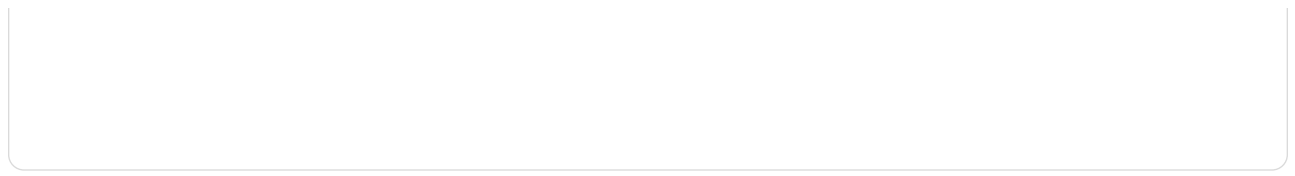
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The Board is interested in homeowner views about these options. We will now ask about each budget option individually.

Regarding the current practice of budgeting for an "average" snow year and then **having a bigger or smaller dues increase the following year** depending on what actually happens, what are your feelings?

15 responses





(18 of 20) Currently, the Board budgets for snow by estimating what an "average" winter costs and budgeting that amount. This means that in years with little or no snow, we have a surplus, but in years with heavy snow, we run a deficit. Since snow removal is one of our community's largest expenses, the effect on the budget can be considerable, and leads to inconsistencies in the year-to-year inflation adjustments for homeowner dues. The cost of snow removal ranges between \$0 and \$350 per household per year.

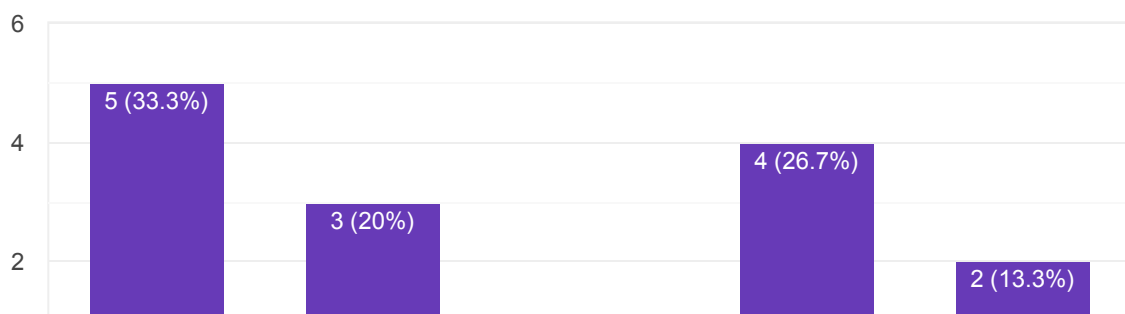
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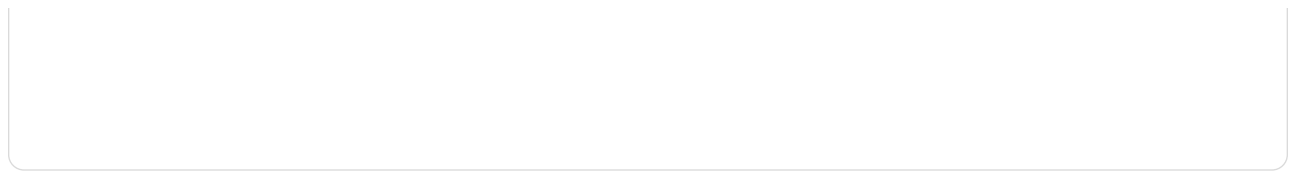
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The Board is interested in homeowner views about these options. We will now ask about each budget option individually.

Regarding the possibility of simply waiting each winter to see if we get snow, and then **conducting a special assessment** every spring based only on actual expenses, what are your feelings?

15 responses





(19 of 20) Currently, the Board budgets for snow by estimating what an "average" winter costs and budgeting that amount. This means that in years with little or no snow, we have a surplus, but in years with heavy snow, we run a deficit. Since snow removal is one of our community's largest expenses, the effect on the budget can be considerable, and leads to inconsistencies in the year-to-year inflation adjustments for homeowner dues. The cost of snow removal ranges between \$0 and \$350 per household per year.

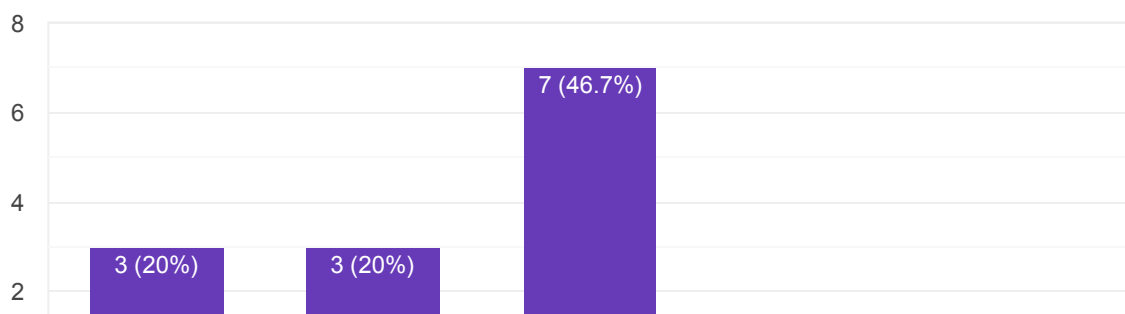
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The Board is interested in homeowner views about these options. We will now ask about each budget option individually.

Regarding the possibility of building up a **10-year rolling reserve** for snow expenses, so dues increases would be more predictable year to year, what are your feelings?

15 responses



(20 of 20) What other comments, questions or suggestions do you have about snow removal in our community?

7 responses

I thought the recent snow removal was fine. I hope residents weren't complaining on this topic. I'm fine with the ways work now. Keep up the good work.

We have been very satisfied with the quality of the snow removal process over the past years, and do not feel we need to make any major changes to the process. We are grateful to the board to continue to review the annual budget and spending plan to support the best interests for our community.

While I understand snow cannot be completely removed from the alleyways, can we ensure that the removal company understands not to leave large piles blocking people's home/ garages. Additionally, I dont think cleaning out every guest spot should be a priority however I do feel that some should be cleaned out.

A review of our policy on when we trigger snow removal might be helpful.

It seems snow is becoming more common in the area, but when the snow is moderate to significant, things remain closed. This reduces the urgency at which the snow needs to be cleared. I would balance the speed of snow clearing with reducing costs if that is a practical option.

Is there ever a winter when the amount budgeted for snow removal is not used in its entirety? If so, what happens to that money? Is it rolled over to the next year's operating budget? Thank you for putting so much time, thought and effort into this issue.

The Board already has a reserve for snow, it is Retained Earnings. This used to have enough positive balance to fund unusual snow costs.

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