

Survey Q15 The 2016/2017 WC3 board was effective in issue responsiveness/resolution, fiscal responsibility and amenity maintenance.

Showing 91 responses

I appreciate your work! Thank you

Road are really bad in neighborhood. What is the plan for repairing? Lots of pot holes. What is the plan to attract younger families?

I am still disappointed in the board's having an unlicensed mgmt company/person and the disruption and hassle of paying dues during the temporary then final change. The new company is terrible to contact and very unresponsive.

The townhomes should be a separate HOA and pay higher fees

Too soon to make judgment

The board and Spectrum are very unresponsive and lack any type of reasonable followup.

I'm waiting for the stone wall along the sidewalk and the house side

A tree in the greenbelt behind my house was destroyed in a big storm about 8 years ago. I called to have it replaced every year! Finally it was replaced last summer. NOT very responsive!

Slow, sometimes the Board is misinformed

We moved & Chose to live in a covenant controlled community to protect the value of our property

With a family that does not play tennis, it seems unfortunate to spend a lot of money on tennis courts and then raise HOA dues. With just (about) 4 months of the pool being open, we pay a lot more than other HOAs that have year-round pools and rec centers, etc.

Didn't really see a any feedback, but an increase in fees and not sure for what reason.

Monthly paper communicates update Email provide updates There is always the option to come to board meeting if I want Info on resources is available

Glad we have talented folks to volunteer to support our community

Yes, I believe the board has been effective and I appreciate their time and effort on behalf of the community. I read the newsletter and walk in the neighborhood greenbelts regularly. Even though I don't swim at our pool, I see the maintenance that has improved the pool deck , shade structure, etc. I do think the bathrooms need some updating. I don't like being in there and that's one reason I don't swim there. I do like to cool off and sit by the side of the pool.

Snow removal was late last year. We need to remove the truck parking ban.

It appears that the board is doing a good job of this.

You wasted a lot of money resurfacing the tennis courts. They need to be completely redone with post tension concrete. The whole fiasco with the town home paver project is ridiculous!

We haven't had any issues this year that needed resolution, personally. It wouldn't be hard to beat the issues we had with Ron Valiga, though.

And I have to say (even though the snow hasn't arrived yet this winter) the new snow removal company was fantastic a couple of weeks ago. I live in a townhome and have always had to wait anywhere from a 1/2 to 1-1/2 days for snow removal to be completed! This company had it done before I got up to go to work!!! Fabulous!!!!

Simply am not close enough to the board's processes and haven't tracked the finances - HOA dues seem reasonable, which has been my gauge

I would give this a 2. It seems that the club house had items that were updated and or replaced that were unnecessary and it took too long for the updates to the tennis courts.

I think it took a lot of effort to move away from awful Hallmark and the mess they left and getting things back on track. I would like to see the paver edging get done in the next summer season.

The tennis courts are an issue. This is a well used neighborhood amenity. They are already cracking even after the most recent re-surfacing. The Board can not continue to band-aid this project and push out the time line. A solution needs to developed this year for how this amenity is to be sustained.

Things get lost in the "shuffle" sometimes.

Slow to make any action always have to look into it.

Most everything is just fine and all you do is appreciated very much. Would like the rules enforced more in regard to covenants governing Home Paint Color, Yard Upkeep (weeds, dead lawn and trees), and most of all NO TRUCKS ALLOWED.

I felt the timeline to get a requested change to our exterior took too long.

I get the sense there is not a trusting relationship between the board and the community. The board seems defensive and concerned about their ability to control the residents.

In general I agree with respect to issues with which I am familiar.

lack of townhome members on the Board which I believe affects single family household Board members...i.e., there are issues that affect just townhomes which I don't believe are totally understood or supported by single family household Board members. Also believe the changes in management companies has been very disruptive and probably affected things done.

I appreciate how our HOA dues have remained stable

Patches of grass need to be reseeded and some of the common area half-moon cutouts need bushes of some type of landscaping.

Based on initial observation yes.

The board forgets that it's constituents are most important and has a tendency to make itself a force against Vs a tool for its constituents.

Alley repaving has caused damage to the undercarriage of my vehicle getting in and out of my garage. The repaving has caused me to lose accessibility and use of my property

I don't understand why the communication is so difficult getting back to me after several emails and phone calls regarding the request we submitted and denied for new windows. Reason we were denied is we could not do 4 or 5 windows at a time we had to do them ALL at once! This does not make any sense what's so ever I know of someone in the townhome's who had JUST one window done, his patio double sliding door. You would think the thought of improving our home would be beneficial. Very disappointed. I have basically given up trying to do anything at this point. Who ever was assigned to do the rock work along the walkway in the front of our townhome never finished the job it looks very tacky and sloppy. Certainly not noticed during the walk arounds. I have lived here for 25 years and have always followed the rules when I get a notice for repairs i get it done ASAP.

Dropped the ball big time on getting WCiii included in the ting fiber buildout, does someone on the board work for Comcast??

WC3 board has a difficult job. Overall prioritizing and maintenance of our area is good. Main concern is lack of clear plan to buffer the noise from C470 and County Line Rd. Old wood fence is ineffective and an eyesore. Second concern is random notes on our guests SUVs / trucks parked for a day or two in front of our townhome during visits. The form letter is off-putting

Slow response. Slow shoveling. Fees went up to rebuild what was spent year before.

Seems good, but haven't had much interaction.

Anytime we needed something approved or questions we received quick response.

There are commercial vehicles and trucks parked outside our townhome on a regular basis. I alert someone about it but that is as far as it goes. It seems to be non enforceable because these are short term rentals (aka AirB&B or something comparable). By the time the truck drivers are notified, they are gone. In any case, they could care less because they are leaving shortly. Why don't you enforce this with the owner of the townhome. They have been doing this for the past 10 years and nothing is done to them.

Everything seemed well-maintained and I was not hassled for anything unreasonable. Thank you

Allowing management company to overrun board with concessions to individual board members...really disheartening...suggest term limits and need to have fresh ideas, too much of same people, others intimidated from running

The board and committees must always balance the objective nature of covenants with the subjective judgments and emotional reactions of individuals serving on the board and committees (especially the ACC). I feel that the ACC, as an arm of the board, is not objective enough. Certain homeowners seem to be targeted more than others, and even worse, the ACC comes up with random items that they will over-enforce each year perhaps as a way to drive up fees (in 2016-2017, it was trees and dead limbs). There needs to be much greater vetting, and psychological evaluation, of board members and committee volunteers as a condition to serving. I also think that the electronic age gives much greater opportunities for democracy among the community. Instead of one person on the ACC deciding that there is a violation, perhaps it can be put to a majority vote (such as through a survey like this) of a random selection of 100 homeowners as to whether or not they think it is a violation.

I generally feel that the board does an OK job although the entire Management Company debacle was disconcerting. I also feel that some of our covenants which were relevant 35 years ago need to be revisited. They weren't carved into stone tablets.

1. I have been to 2 board meetings since moving to this home. I was berated and my opinions dismissed. A women on the board was very rude. 2. I have been requesting help for a certain other issue and have been ignored, told it is a owners issue although I have pictures that show the work is being done by a professional for other residence paid by HOA fees, sent to another person, told someone was working on it and after 6 months have not heard a word.

In my experience responses to repairs and requests seem to be expedient but in our case in getting no response to a lanscaping / new tree request we received no responses and went directly to the landscape company to get it completed because they were receptive and accessible.

The pool bathrooms are terrible! The women's are always broken

I feel the dues keep going up and don't see many improvements to the common areas. Feel the townhomes get the majority of the landscaping money.

I am very appreciative for the hard work of our Willow Creek board members

I think too much money was spent on Tennis court maintenance.

My neighbor needs to paint his house for many years and has not done so. The cement in front of garage is very cracked and the pavement is alley is cracked for many years. Getting quite bad.

Not sure, the edging project for the townhouses has dragged on for many more years than necessary. it should have been completed by now. the neighborhood doesn't look unified with the remaining rows undone. there shouldn't be a cost to the homeowner, we did not start the project with costs to individual homeowners and we did not vote on it. the alleyways in the townhomes are not engineered to direct the water from street to the culverts. the ice is still forming like a frozen river and is treacherous. the snow plowing for these alleys is much better, but the slant and redirection of drainage seriously needs to be corrected. one side gets no accumulation and the other gets it all. create the proper drainage! culverts are being modified, that is a start.

Much better than the Board of several years ago!!!

First I've heard of it and I always read the newsletters.

I think the fine system appears to be excessive and overly punitive. I realize that some people are going to ignore the HOA/ACC until pressed. I think the immediate last step could possibly include a hefty fine before referring to the attorney...but I think the first steps the fines are to high and perhaps should even be eliminated. Also, wish the board had finished the full pool rennovation that that they announced including the second tent/cover and the outdoor kitchen.

Tall grass in median not safe..west on Mineral. Dog droppings in greenbelts. Not sanitary.

Yes- to the best of my knowledge. I appreciate the Willow Works newsletter.

I think so, I am not 100% clear about this.

I had many issues from greenbelts to ACC never heard back from the management company.

The Board will work on projects they deem important. The Board also adds people who they like but are not nominated by the people living in Willow Creek 3. If you do not fit into the close knit Board "club" you are eventually "pushed" out.

I would have to disagree, in my time in Willow Creek the board has been rude to the neighborhood members and did not follow through on their commitments. The only time I have dealt with the board I was promised they would send me a document, a "mulligan" for parking my truck where I was not allowed. I have not yet received the document, that was two months ago. My one dealing with the board they did not fulfill their commitment to me. At the meeting I went to bring up my issue my truck there was a woman who had been trying to get a response from the board from 15 months and was fined for not taking action on an item that was brought up o her. She came with 15 emails to the board printed out, not one response. Those two experiences would lead me to believe the board is not responsive.

ACC enforcement of poorly maintained properties seems inconsistent/ inefficient on some properties. And excessive on others.

Fiscal responsibility and maintenance are good, responsiveness/resolution not so much

I would like to see the lights on the green belt replaced or refurbished. Also the peeling bump pattern on the sidewalks is somewhat of a eye sore. Otherwise I love WC3, except for those people who did not preorder TING and left it to WC1 and WC2.

Tennis courts need post tension construction. Expensive but saves money in the long run.

I feel several WC III Board members are impressively rude and condescending to their constituents. The two board meetings I went to sparked outrage and only created more problems, both times it was the board members who were the aggressors in the confrontation. I was disgusted to see how abrasive the board members are/were. As a direct result of this behavior, I have no intention of ever attending a board meeting again or getting involved in our community projects. Our board should be here to represent the best interests of the community, promote safety, and maintain property values. In my limited experience our board excesses none of these qualities.

Excellent individuals and representation.

The tennis courts took too long. The tree limb removal is still not complete. The leaf pickup does not consider weather to do it in a timely manner..

Too much money allocated for end of the summer party.

It seems the financial position of the HOA was not monitored or audited properly, although the situation seems to be improved recently.

I'd give it a four. They do a good a job especially since it's a volunteer board.

I thought they did a great job given the utter dissent of opinions they're faced with in our neighborhood.

Realizing that the question is for 2016/17 . . . The several years of turmoil with regard to the management company/ies were quite frustrating and, it would seem, unnecessary. I think that "the jury is still out" with regard to the performance of the current management company and the boards supervision of them.

I like how our association dues have remained stable. I also like that the dues are low - making my home my responsibility. (i.e., I don't want my dues to pay for repairs on someone else's home or roof).

We found out that our HOA dues were going up before we ever received explanation. In the future, explaining the upcoming increase would be better than finding out after the fact.

I have concerns about maintenance of the tennis courts. While the physical nature of tennis is such that there will be less total residents involved in it, there are many of us who use the courts frequently and consider it a key amenity of our HOA. The decision to spend tens of thousands on a short term resurfacing, which is already failing, rather than a bigger outlay for post tensioned court seems short sighted and fiscally irresponsible. While it would have admittedly depleted reserves in the short term, it seems the board was unwilling to do a thorough long term analysis of the fiscal benefits. I would hope that this analysis could be done shortly, sooner than when the courts have reached total failure again.

Seems amenities are maintained well.. sbd HOA dues are reasonable for what we get.

I did not have issues, so I am not aware of situations or how they were handled.

There remains a significant issue which the board indicated that it would address and, unless covered further in this questionnaire, has not yet done so. The issue is whether the covenant concerning parking pickup trucks on Willow Creek roadways should be updated. We're hoping this will be resolved soon.

Snow removal. Not totally done. Lots and lots of ice. Very dangerous for everyone but the elder for real!!

Here too recently to have an opinion.