

CHOA

2007 ON-LINE MEMBER OPINION SURVEY



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OUTLINE

WHAT: 4-question survey

1. Why join CHOA?
2. What part of program has greatest appeal?
3. What changes could you suggest?
4. Other?

WHY: Determine if we are meeting the expectations of our members

HOW: On-line 4-question survey

WHEN: September 2007

WHO: Survey all CHOA members, Presidents and/or Reps

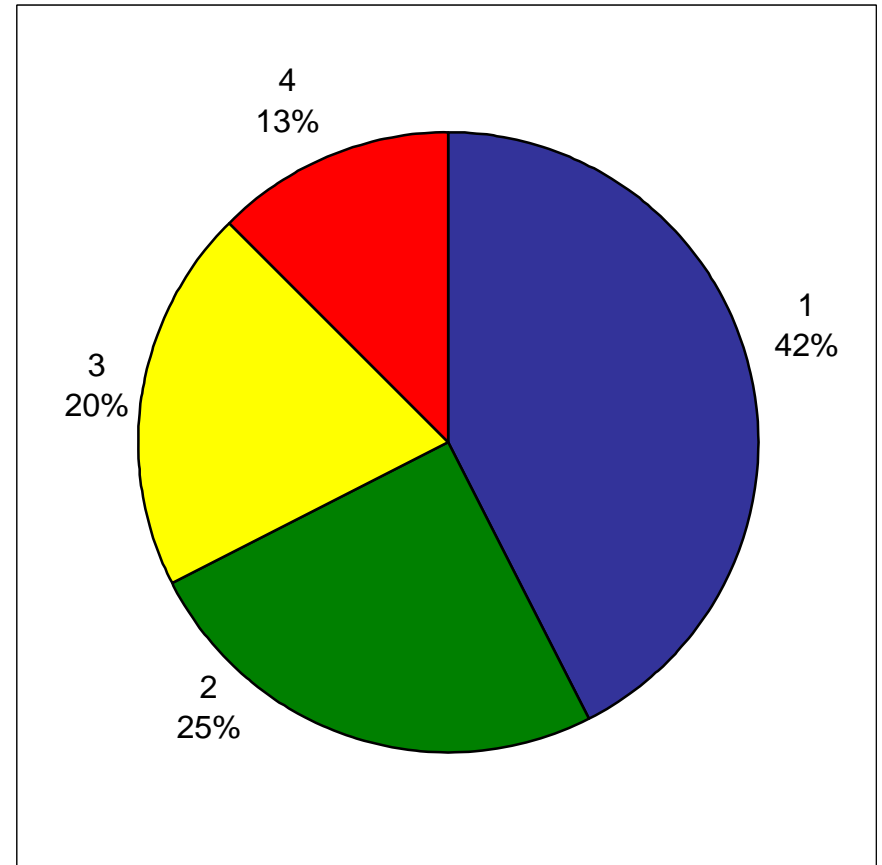
SUMMARY

- Sent survey to 56 members, 30 or 54% responded
- Overall members responses were very positive
- Members tell us they joined to:
 - 1) Stay inform
 - 2) Network with other community leaders
 - 3) Help their community and influence the city
 - 4) Learn more about HOA management
- Members also tell us:
 - 1) We are meeting their expectations
 - 2) We are focusing on things that are important to them
- Members suggested changes

QUESTION 1: WHY DID YOU JOIN CHOA

EXPECTATIONS:

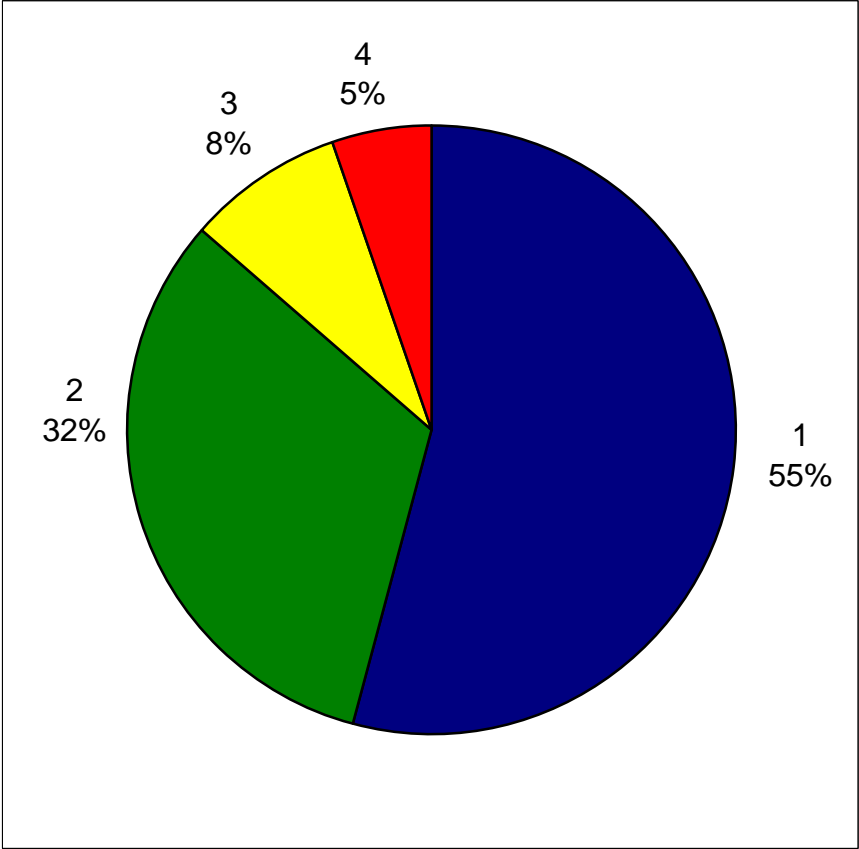
1	STAY INFORMED ON ISSUES	17
2	NETWORKING WITH MEMBERS	10
3	HELP COMMUNITY/INFLUENCE CITY	8
4	LEARN ABOUT HOA MANAGEMENT	5
TOTAL RESPONSES		40



QUESTION 2: WHAT PORTION OF OUR PROGRAM HAS THE GREATEST APPEAL TO YOU

IMPORTANCE

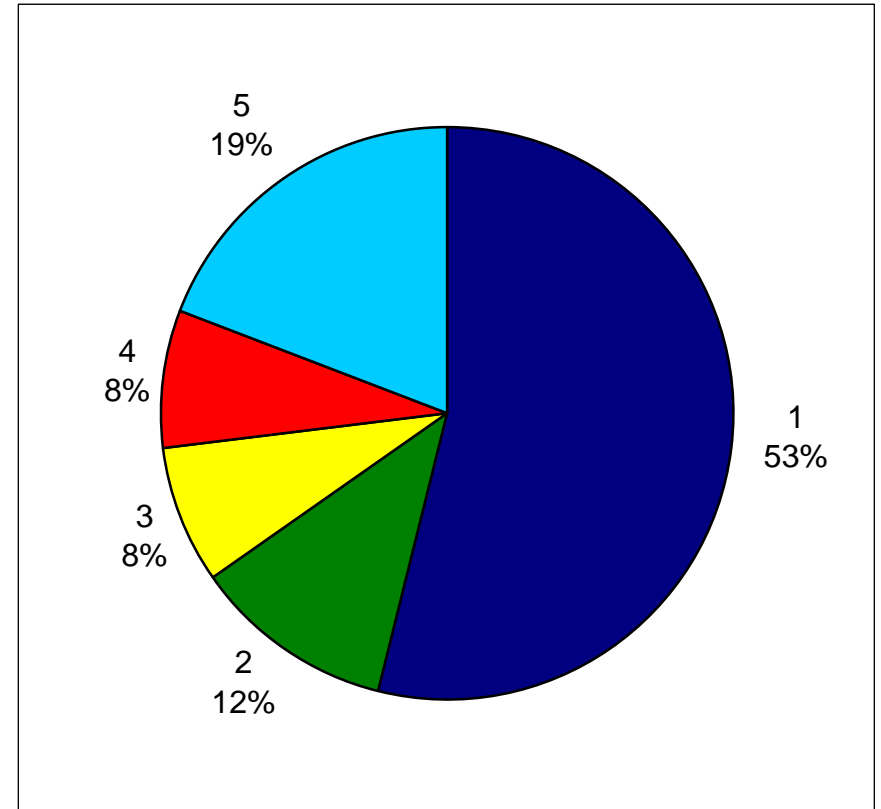
1	GUEST SPEAKERS	20
2	NETWORKING	12
3	PRO/CON DISCUSSIONS	3
4	CC MEMBERS AT MTG	2
TOTAL RESPONSES		37



QUESTION 3: WHAT CHANGES WOULD YOU SUGGEST

SUGGESTED CHANGES

1	SATISFIED/NO RESPONSE	14
2	MEETING DIFFERENT DAY OF WEEK/MONTH	3
3	LIMIT MEETINGS TO 2 HOURS	2
4	MORE PRO/CON DISCUSSIONS	2
5	MISCELLANEOUS	5
TOTAL RESPONSES		26



QUESTION 4: OTHER

COMMENTS

- CITY COUNCIL MEMBERS' PARTICIPATION (1)
- PLEASED TO BE ABLE TO SIT ON SOFA (1)
- DO WE HAVE A DIRECTORY OF MEMBERS (1)
- HEARD WE ARE CLOSED TO THOSE WHO REPRESENT "OPPOSITION" (1)

SUGGESTED CHANGES

- Meeting different days of the week/month (3)
- Limit meetings to 2 hours (2)
- More pro/con discussions (2)
- Hold meetings on east side periodically (1)
- More specific area engineer/attorney speakers (1)
- Establish roundtable type discussion groups (1)
- Have members discuss their HOA's concerns (1)
- Post speaker info/handouts on website (1)

CONCLUSIONS

- Overall members responses were very positive
- Members tell us they joined to:
 - 1) Stay inform
 - 2) Network with other community leaders
 - 3) Help their community and influence the city
 - 4) Learn more about HOA management
- Members also tell us that we are:
 - 1) Meeting their expectations
 - 2) Focusing on the right things
- Members suggested changes
 - 1) Half the members want things to stay as is
 - 2) Half suggest several changes
 - 3) Review changes with members to determine next step