



2026 HOA Leadership Performance Survey Executive Summary

Key Statistics

- Survey emailed to 559 subscribers with request to return 1 per household
- 78 Responses received September 1–14, 2026 | Ratings use a 1–5 scale; higher is better
- Overall Rating: 4.17 / 5
- 43 Respondents provided additional comments under Question #8

Key Takeaways

1. Overall sentiment is positive: communication is the strongest-rated area (4.49/5), and transparency, responsiveness, and financial management all exceed 4.1/5.
2. The clearest improvement opportunity is physical upkeep. Common areas and amenities score 3.91/5, with repeated concerns about trail erosion, playground condition, landscaping, trees, monuments, golf-course-facing areas, and roads.
3. Community aesthetics and property values dominate 2027 priorities: 40 of 77 respondents who selected a priority (51.9%) chose this option.
4. Rule enforcement is polarizing. Some residents want firmer, more consistent enforcement; others want fewer or clearer rules and more resident input before policy changes.
5. Amenity preferences are mixed: some support upgrades, while others favor removing or naturalizing low-use assets. Decisions should be supported by usage, safety, lifecycle cost, and resident-input data.

Question	Responses	Average Rating	Favorable
1. Communication effectiveness	77	4.49	89.6%
2. Records transparency / access	75	4.37	81.3%
3. Upkeep of common areas / amenities	77	3.91	68.8%
4. HOA responsiveness	59	4.36	83.1%
5. Rule / ACC enforcement	73	3.79	65.8%
6. Financial management	76	4.13	76.3%

Question #7 – Top Priority For 2027

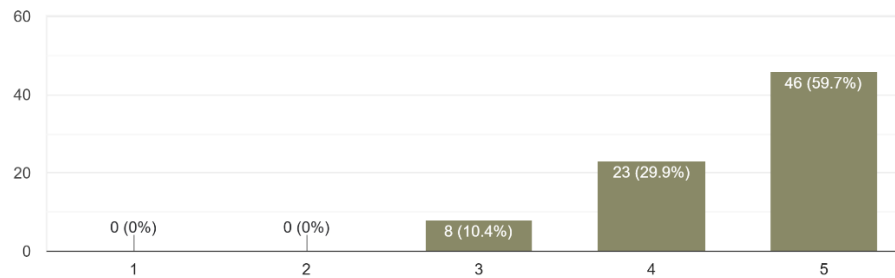
Priority	Count	Share
Maintain current aesthetics / property values	40	51.9%
Budget optimization / stable dues	12	15.6%
Enhance / add new amenities	11	14.3%
Stricter / more consistent enforcement	7	9.1%
Other write-ins* (See specifics for Question 7)	7	9.1%
Improve Communication & resident engagement	0	

Summary of Write-In Comment Themes (Question #8)	
Note: Complete, unedited verbatim comments have been provided to the Board.	
Communication & leadership (15 comments)	Frequent praise for improved communication, transparency, professionalism, and responsiveness; a minority distinguish strong manager responsiveness from direct Board accessibility. Representative Comments: - This is the most active (good) and transparent board I've seen in the 18 years I've been an owner. Best ever. - I would like to commend John Highhouse in always being quick to respond. However I have not found the board members themselves quick to respond to concerns.
Maintenance & infrastructure (10 comments)	Trail erosion/safety, playground condition, landscaping, replacement trees, monuments/entrances, golf-course-facing areas, streets, and the Hwy 105/Roller Coaster intersection recur most often. Representative Comments: - Many sections of trail have been in a heavily eroded state for close to a year, creating ongoing safety issues that really should be prioritized above all the aesthetic work. (Which is appreciated, but safety needs to come first.) - Maintenance of the trails and monuments has improved this year. Thank you. The monuments look barren.
Rules & governance (13 comments)	Residents are split between stronger enforcement and concern about excessive, vague, or uneven rules. Several comments ask for broader homeowner input and clearer authority/process. Representative Comments: - It is not that covenants are being enforced only on certain properties, it is that there is little to no enforcement...No longer having an office in the neighborhood it is up to neighbors to tattle on each other for violations, which isn't very neighbourly. With a long recent history of limited enforcement it also appears that new/subsequent property owners care less and less about the covenants. - The board seems focused on fines and altering the HOA's without homeowner input. They do not survey the homeowners to reach a consensus...
Amenities & spending (8 comments)	Suggestions range from park power and refreshed amenities to removing low-use assets. Respondents want spending linked to use, safety, maintenance burden, reserves, and dues. Representative Comments: - Continue to work within the budget, don't act like big government and continually ask to raise dues. Currently you are doing a great job. - I am in favor of removing amenities that are little used, like the Gazebo vs. spending on the status quo. The playground is another that is questionable. I would be in favor of adding others if they make sense.
What to continue	Keep the stronger communication cadence, budget reporting, responsive request handling, visible maintenance progress, and volunteer recognition. Representative Comments: - Love the new website. Communications have been great! Thank you to Mike Sauer, the Board, John Highhouse, and the volunteers for all the LONG OVERDUE work done this past year.... Highhouse is a real asset to the Board, the ACC and the community. - Great job on transparency and handling of our funds. I believe the treasurer is doing an excellent job!

Individual Question Responses

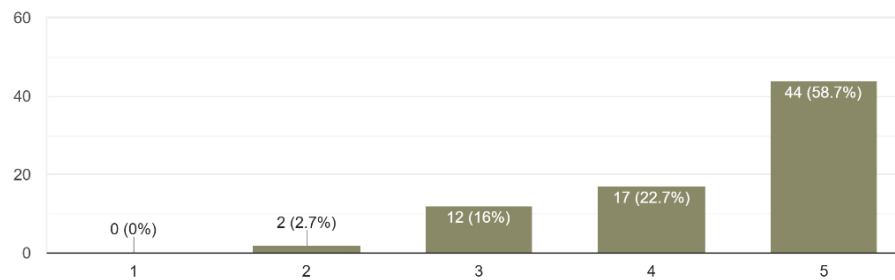
1. How effectively does the HOA leadership communicate with the community about important updates, decisions, and meeting notices to residents?

77 responses



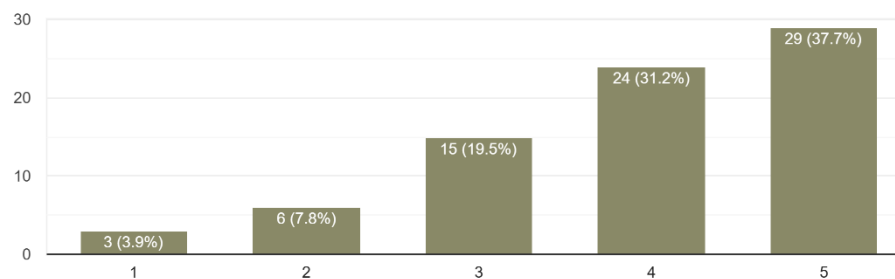
2. Do you feel that Board meeting minutes, budgets, and financial reports are sufficiently transparent and easy to access?

75 responses



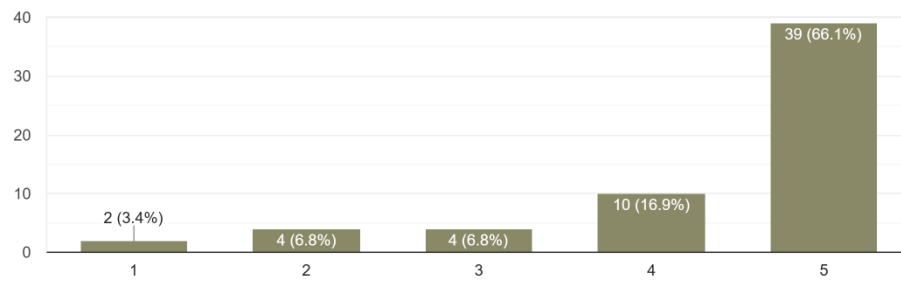
3. How satisfied are you with the overall management and upkeep of our community's common areas and amenities in 2026?

77 responses



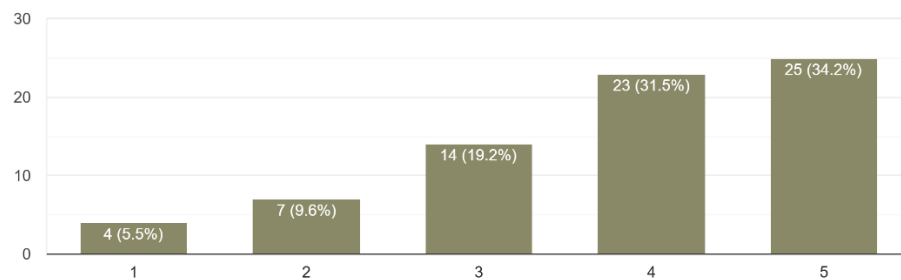
4. If you have contacted the HOA, how responsive is HOA leadership when you submit questions, applications, or concerns? (If you have never contacted the HOA, please skip this question.)

59 responses



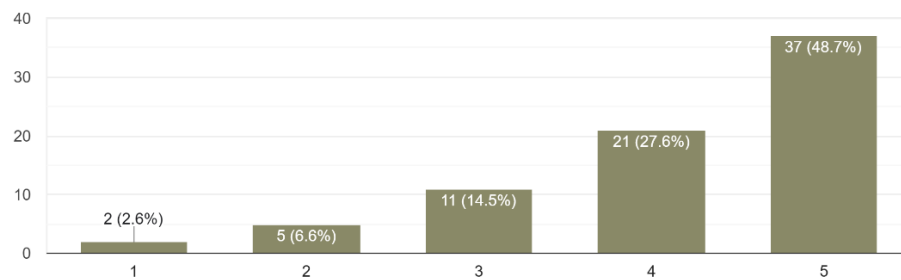
Covenant and Policy Enforcement 5. How fairly does the Board enforce the community rules and architectural guidelines?

73 responses



Financial Management 6. Do you believe your HOA dues are being managed responsibly and invested wisely back into the community?

76 responses



2026 HOA Leadership Performance Survey - Executive Summary

Priorities 7. Looking ahead to the upcoming Board elections, what is your TOP priority for the next Board of Directors? (Please select only ONE)

77 responses

