

ANNUAL RESIDENT SURVEY RESULTS

2023

Daybreak Community Association



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SURVEY REPORT OUTLINE

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3,227

TOTAL RESPONSES

Compared to 2,063 responses in 2022





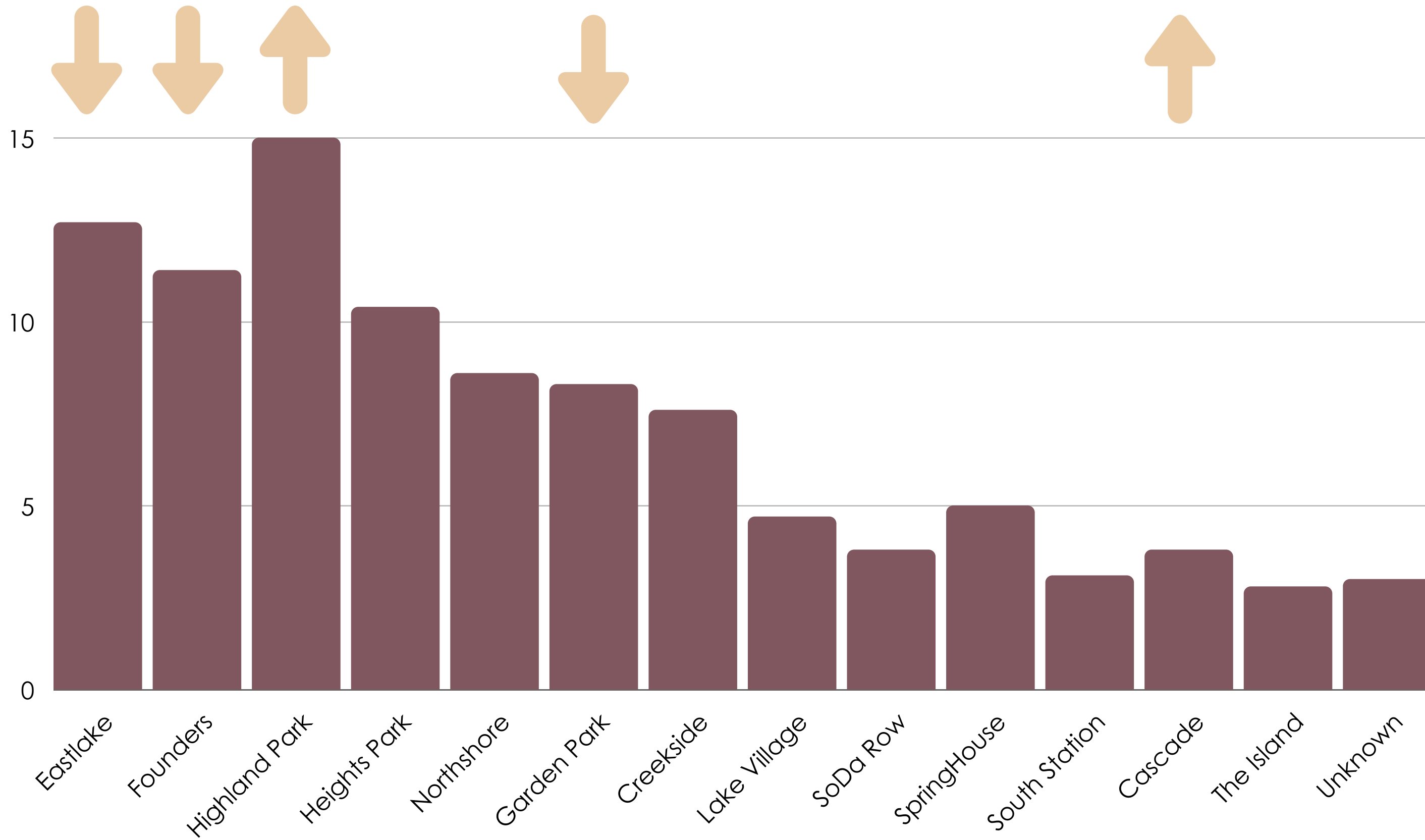
The following report summarizes the results of the Annual Resident Survey. It includes both the multiple-choice responses and relevant notes from resident comments. Staff sorted all comments and will use them to create action items for each department.

RESIDENT DEMOGRAPHICS



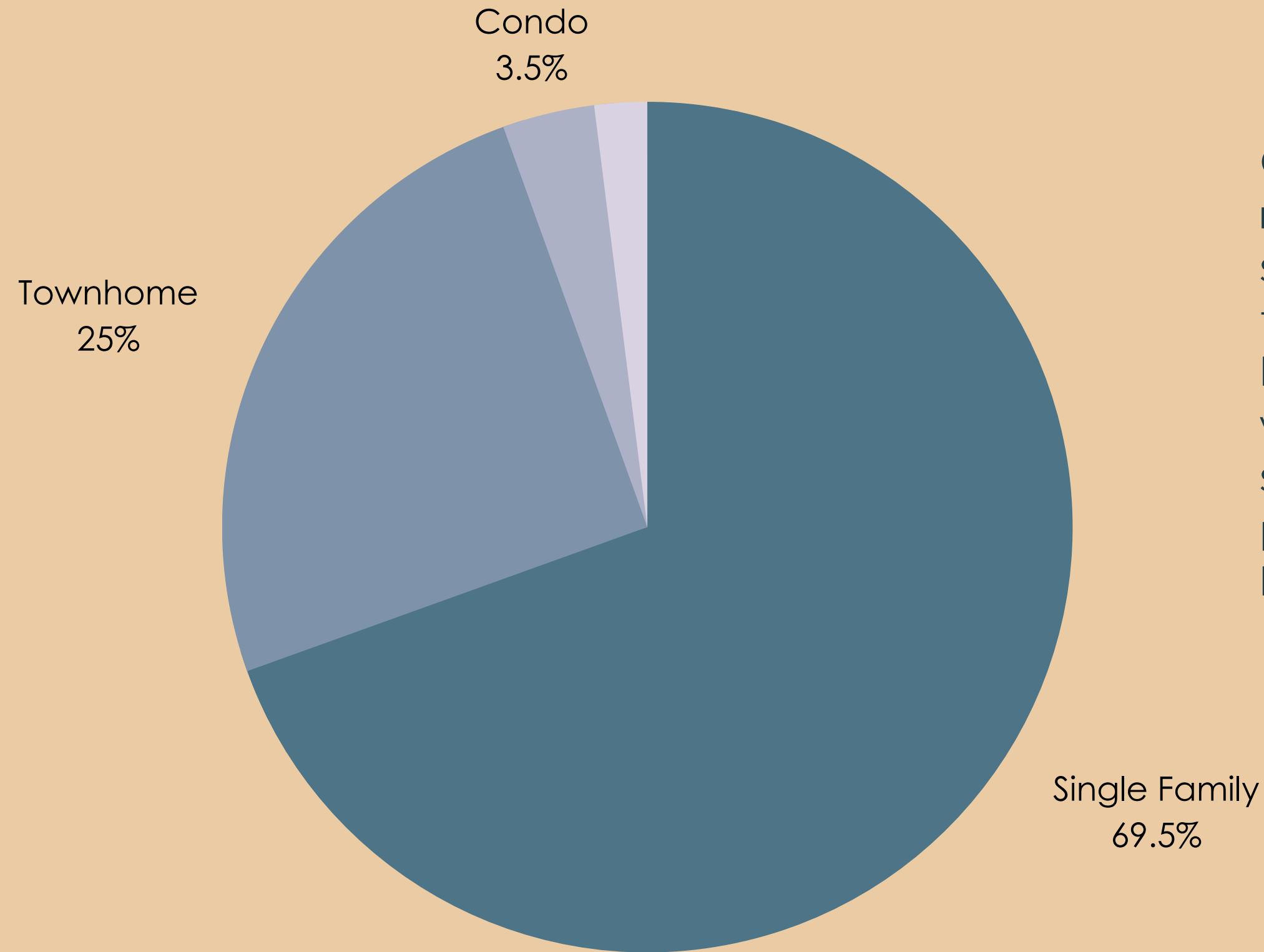
VILLAGE BREAKDOWN

Percentage of Survey Respondents



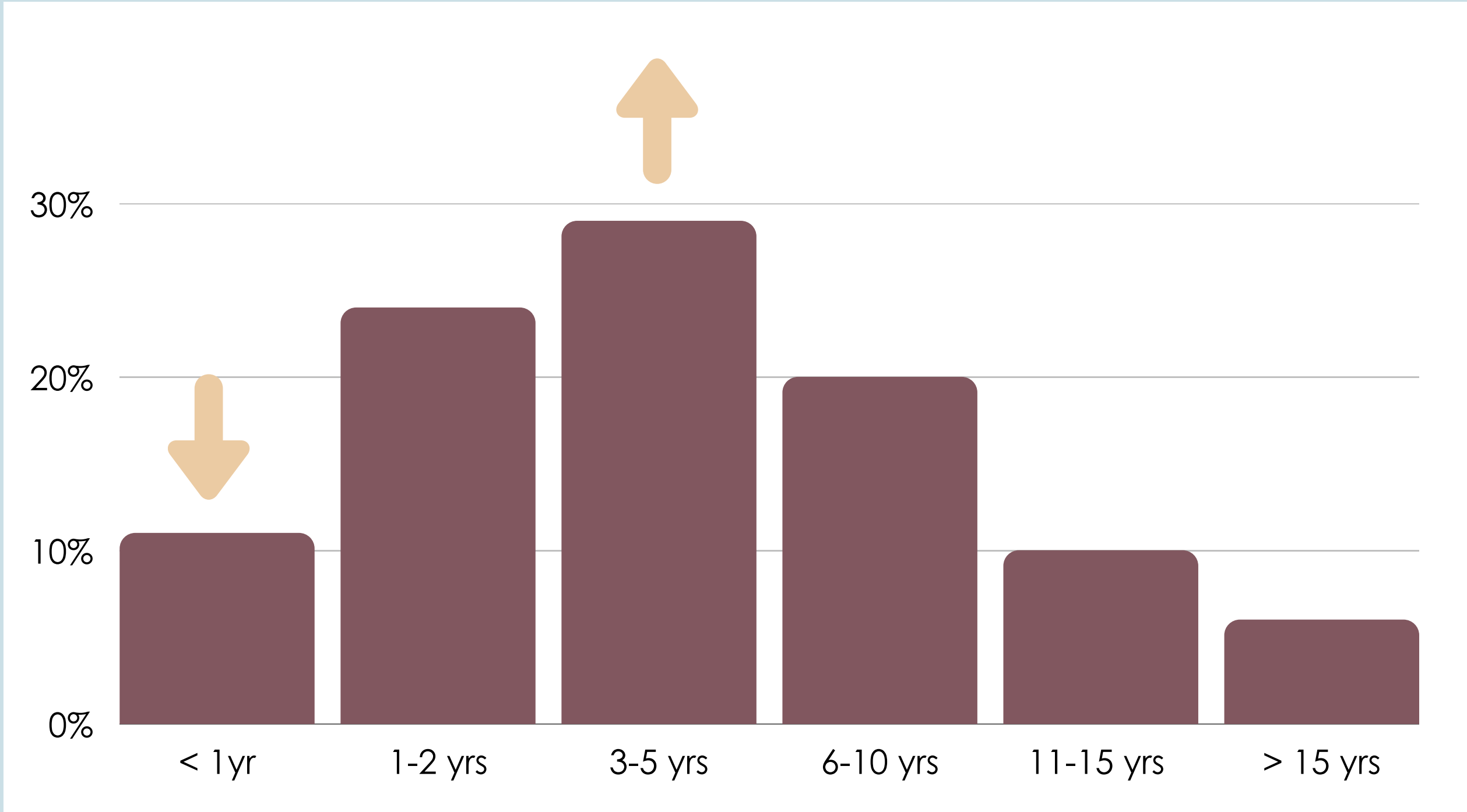
Of the survey respondents, most live in Highland Park, Eastlake and Founders villages. The arrows and percentages show the change from the previous year's surveys. Cascade, South Station and SpringHouse saw the largest increases, while Eastlake and Garden Park villages saw the largest decreases.

TYPE OF RESIDENCE



Of the survey respondents, most live in single-family homes or townhomes. The breakdown is consistent with previous years' surveys. The smallest portion represents paired homes.

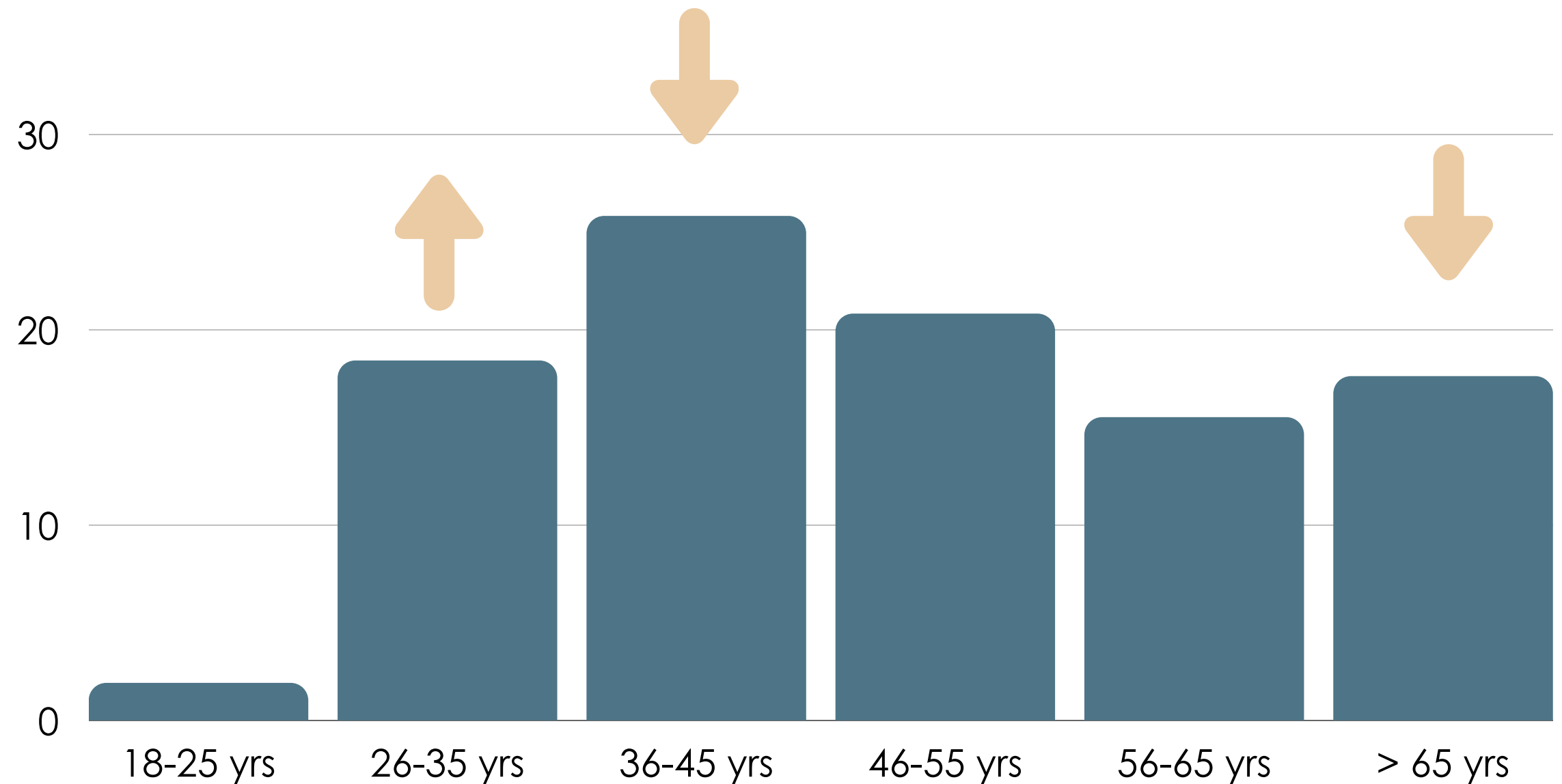
How long have you resided in Daybreak?



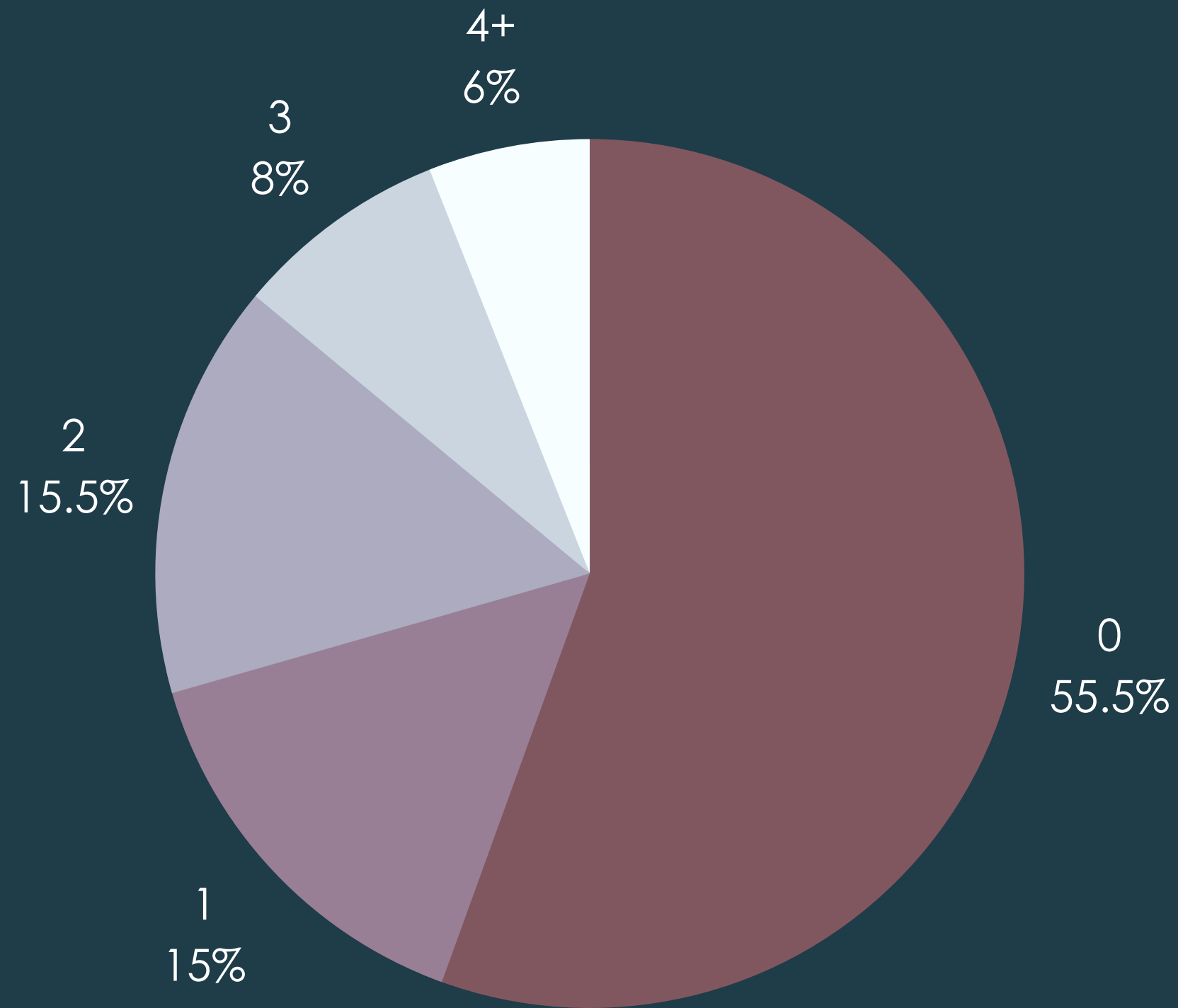
Of the survey respondents, most have lived in Daybreak for 3-5 years. A sixth option was added in 2023 to include residents residing in Daybreak for more than 15 years.

RESIDENT AGES

Of the survey respondents, most are 36-45 years old. In comparison to last year's survey, the 36-45-year-old group dropped by just 1% while those over the age of 65 decreased slightly by 2%, which offsets the small gain from 2022.



HOUSEHOLDS WITH CHILDREN



The graphic shows the breakdown of survey respondents with children who live in the household. There was a large increase in the number of participants, but the percentages remained nearly identical to the previous year.



55%
of respondents
do not have
children living
in the home



MASTER ASSOCIATION

RESIDENT SATISFACTION WITH MASTER ASSOCIATION'S:

Survey Comments:

The majority of the comments were regarding customer service response time, especially via email.

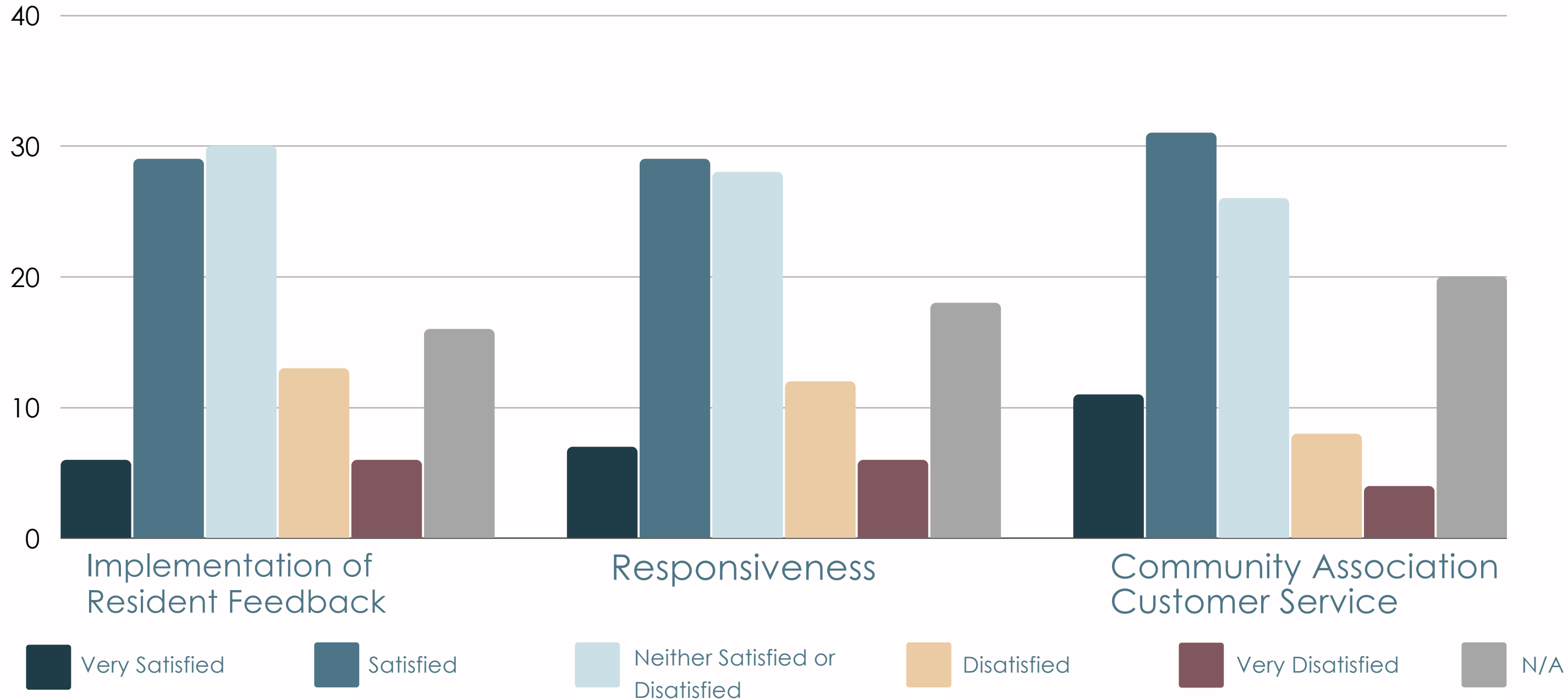
Residents typically have good experiences interacting with staff in person.

The staff can seem rude and argumentative at times.

People receive different answers from different staff members.

Action Items:

- Staff will communicate with residents within 48 hours of the initial response, adhering to CCMC company communication policy.
- Staff will turn on the "out of office" reply and include a forwarding contact for inquiries.
- Implement more training with staff to be more patient and utilize active listening skills.



QUESTION: THE ASSESSMENT RATE PROVIDES A GOOD VALUE FOR THE SERVICES AND AMENITIES PROVIDED

Resident Survey Comments:

Amenities (parks, fitness, pools, open spaces) are not keeping up with community growth and residents are concerned about overcrowding.

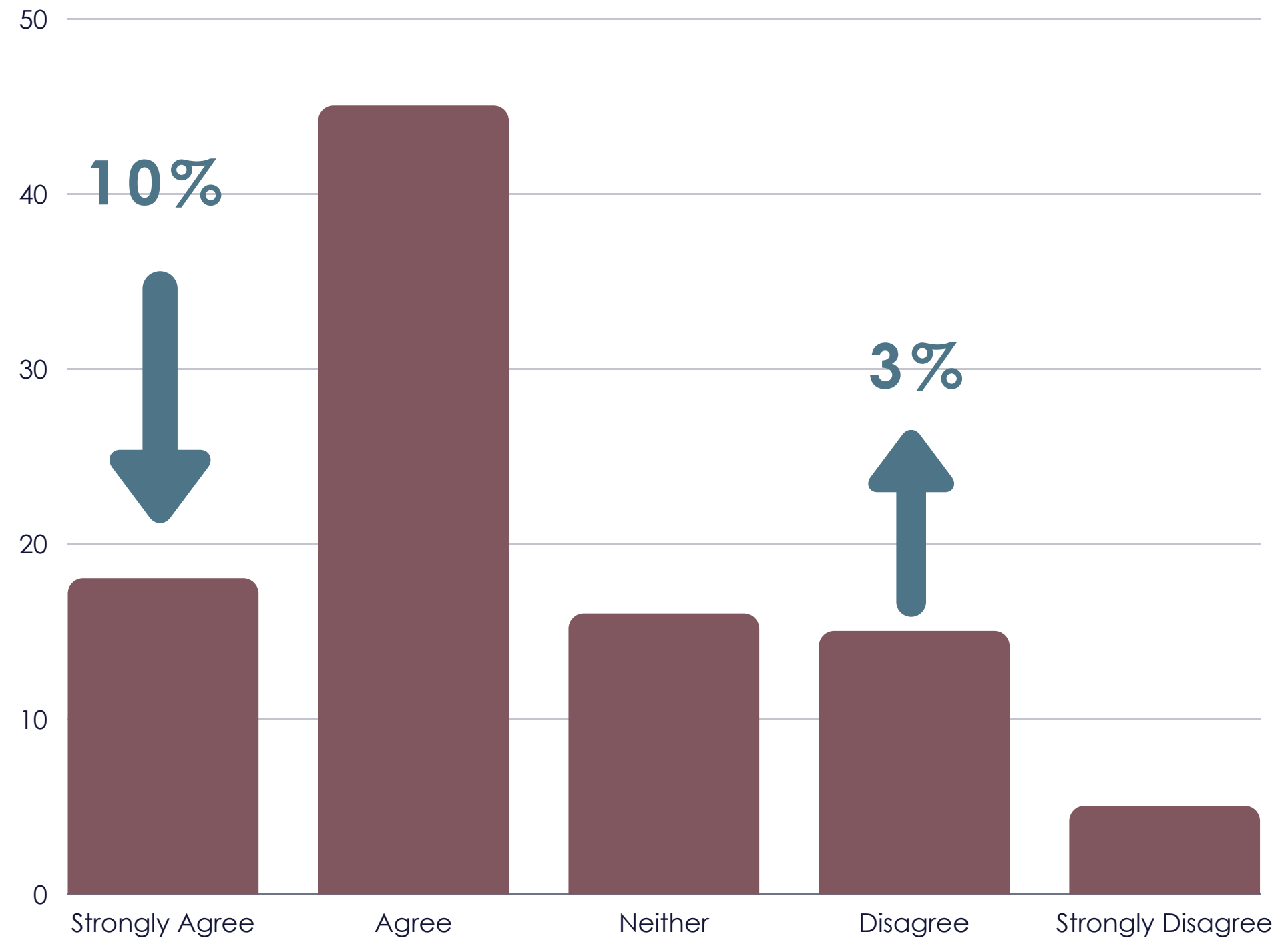
Residents are frustrated with the billing and assessment process. They do not like the payment portal.

As more homes are built, residents feel the increased unit numbers should keep assessments the same or lower.

Some residents are frustrated that they cannot opt out of paying for certain amenities they do not use (DCC, Lake, pools, etc.).

Action Items:

- CCMC is working to provide solutions to homeowners for payment options, including a new app and more streamlined processes. This information will be distributed to residents as it becomes available in the near future.
- Staff will update the website to make FAQs more prominent



QUESTION: THE INTERNET RATE PROVIDES A GOOD VALUE

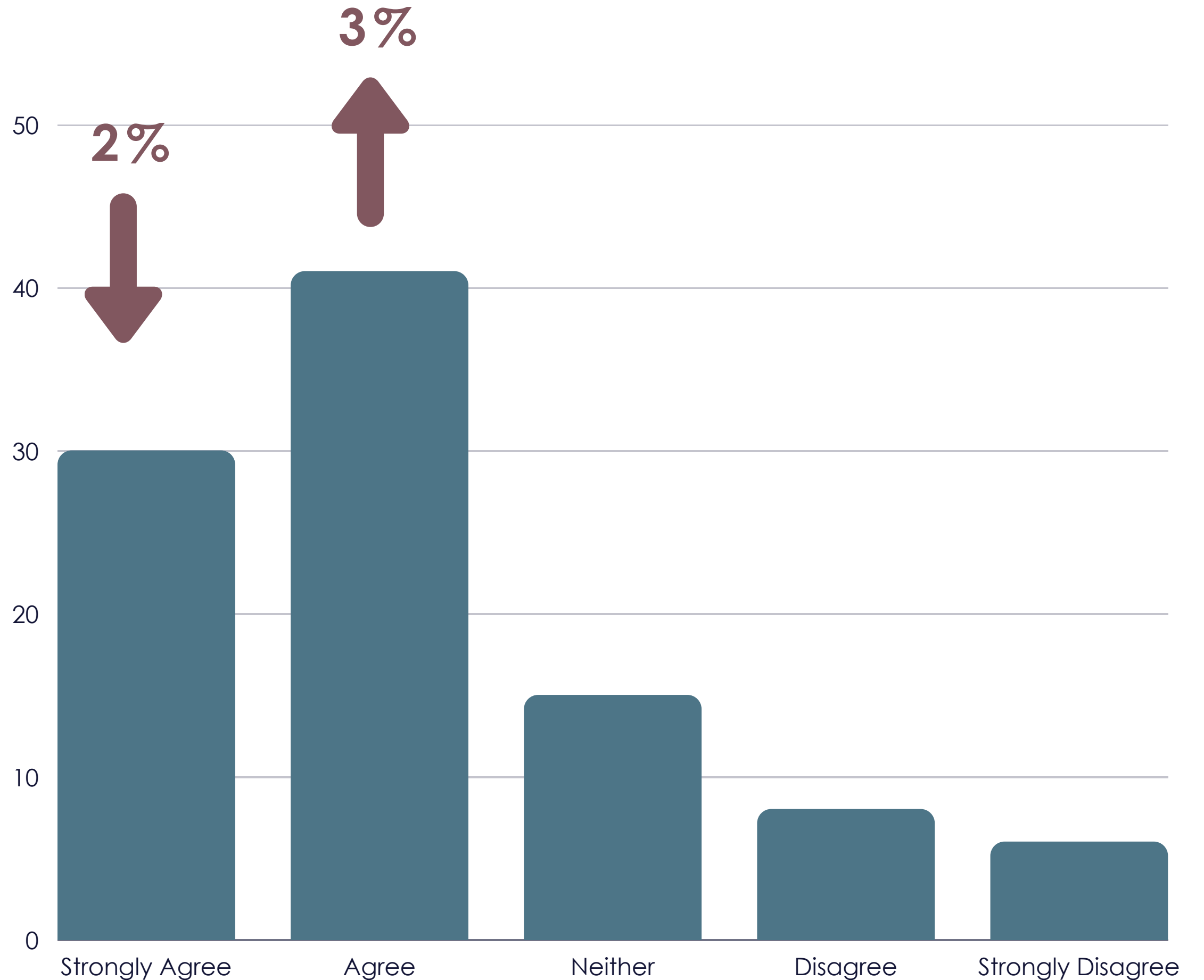
Resident Survey Comments:

Lots of comments about poor customer service and outages.

With more people working from home, CenturyLink should be more responsive and resolve issues quicker.

Residents would like to option to choose their internet provider and be able to opt out of CenturyLink payments.

However, there are many residents who feel \$33/month for 500 Mbps is a good value.



COMMUNITY STANDARDS



COMMUNITY STANDARDS

15

Resident Compliance Comments:

Many residents would like compliance to relax on the Association rules, and others would like staff to be more restrictive. These opposing viewpoints revealed a perception of inconsistent enforcement, especially when residents do not comply with violations and rules.

Residents feel singled out and harassed when they receive a violation.

Most common violation complaints included issues with dog waste, trash bins and parking.

Residents feel the violation emails could be more friendly and find it hard to get in contact with the team because you cannot reply to the violation email.

Complaints about receiving a violation for a neighbor's issue (i.e., trash cans).

Action Items:

- Communicate to residents our policy in regards to how we approach violations, including the life cycle of violations and what information we can divulge to residents (ie neighbors reporting others).
- Work with communications team to implement a fun/different way to show the point of view of the compliance team.



COMMUNITY STANDARDS

Resident Design Review Comments:

Feedback included frustration with the difficulty of the application process and how much information the committee requires.

Expressed concerns regarding xeriscaping approval and look.

Residents would like quicker approvals and free applications for certain modifications.

Lack of communication during the process leads to frustration.

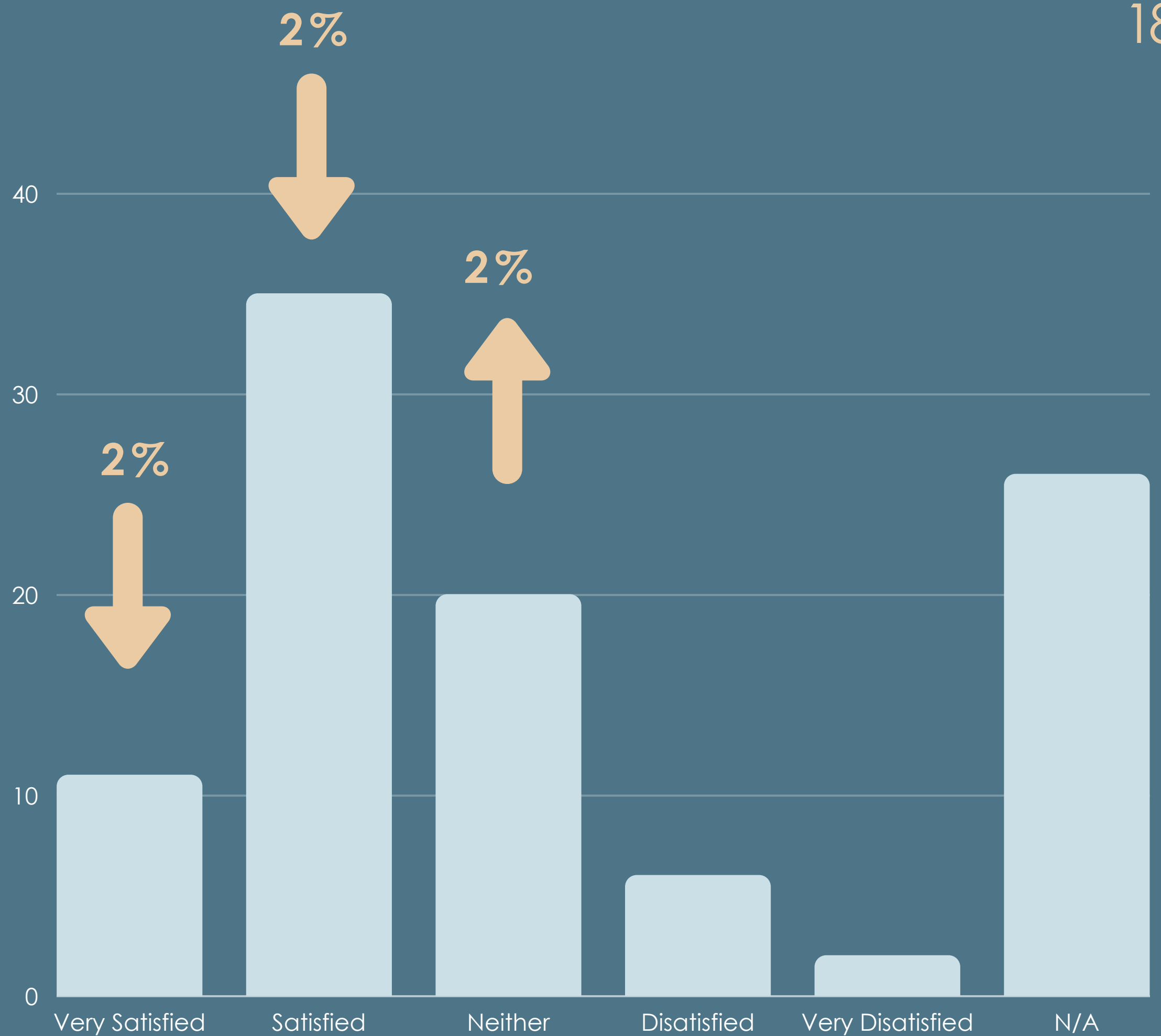
Action Items:

- Work with Communications team to develop a plan to better inform residents of the Design Review fee policies and what application/approvals do or do not require fees.
- There is currently a focus group working with the community standards team to obtain feedback in how to streamline the Design Review process.

COMMUNITY CENTER

Level of Satisfaction with DCC Hours

Despite the decreases from last year, residents are satisfied with the hours of the DCC. A large percentage responded with N/A because they do not use the community center.



Level of Satisfaction with DCC Fitness Equipment

Resident Survey Comments:

Concerns about underage kids using the equipment.

Residents prefer the old machines rather than the new ones.

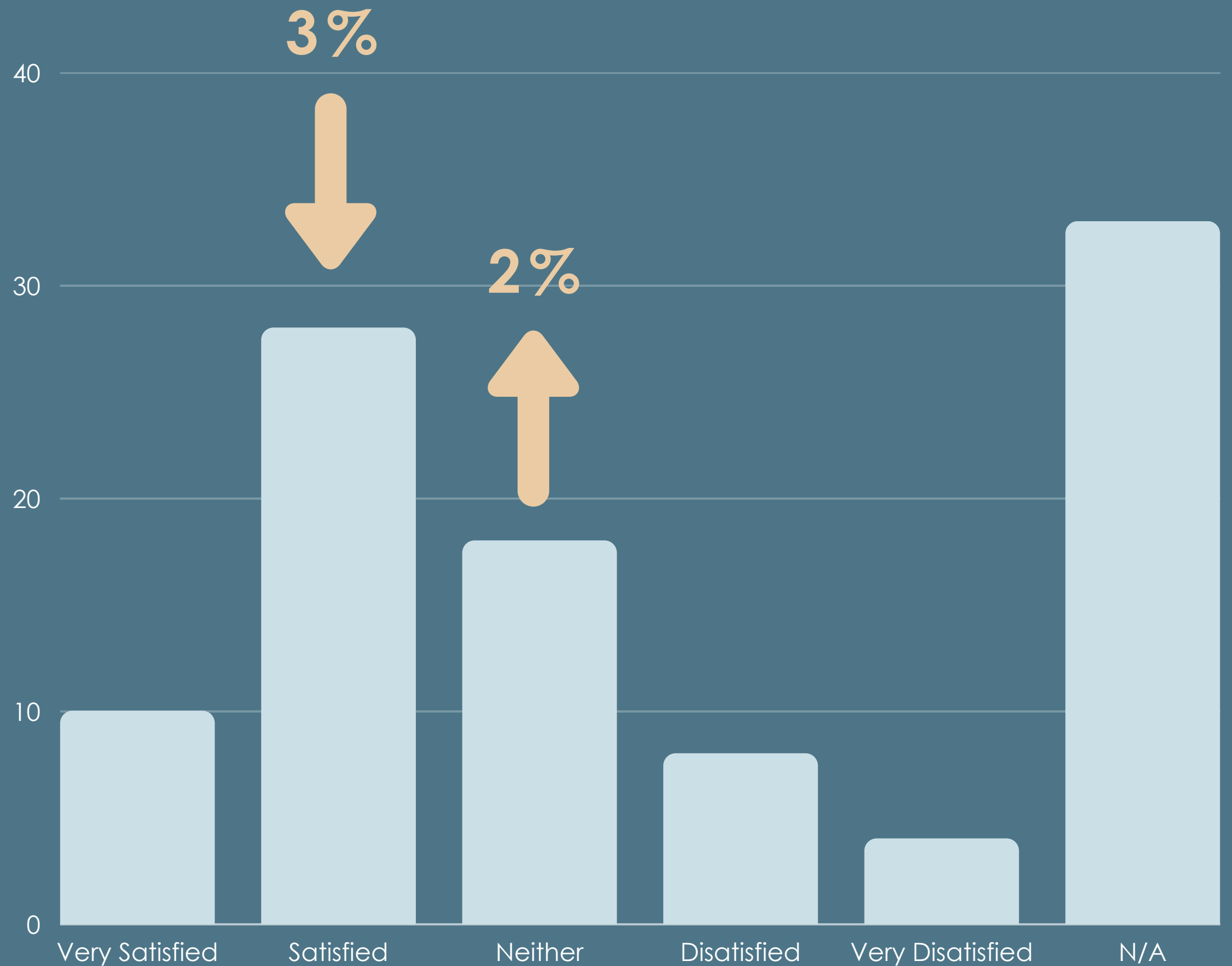
Fitness center is too crowded and too hot.

Want more weights and other equipment.

Many residents would like an additional fitness center to be built.

Action Items:

- Create a focus group to obtain feedback from residents prior to updating any equipment in the future.
- The HVAC system is currently being updated.
- Facility management has ongoing customer service and standards training for staff.
- Streamlining the amenity access process.



Level of Satisfaction with DCC Group Fitness Classes

Resident Survey Comments:

Many residents would like fitness classes to be included in their dues.

They also requested more fitness classes at night and additional class variety.

Residents have enjoyed taking classes from the new instructors.

Action Items:

- Communications will bring more attention to the fitness social media accounts to bring more awareness to the class availability.
- More classes are being added during non-working hours.

60%

40%

20%

0%

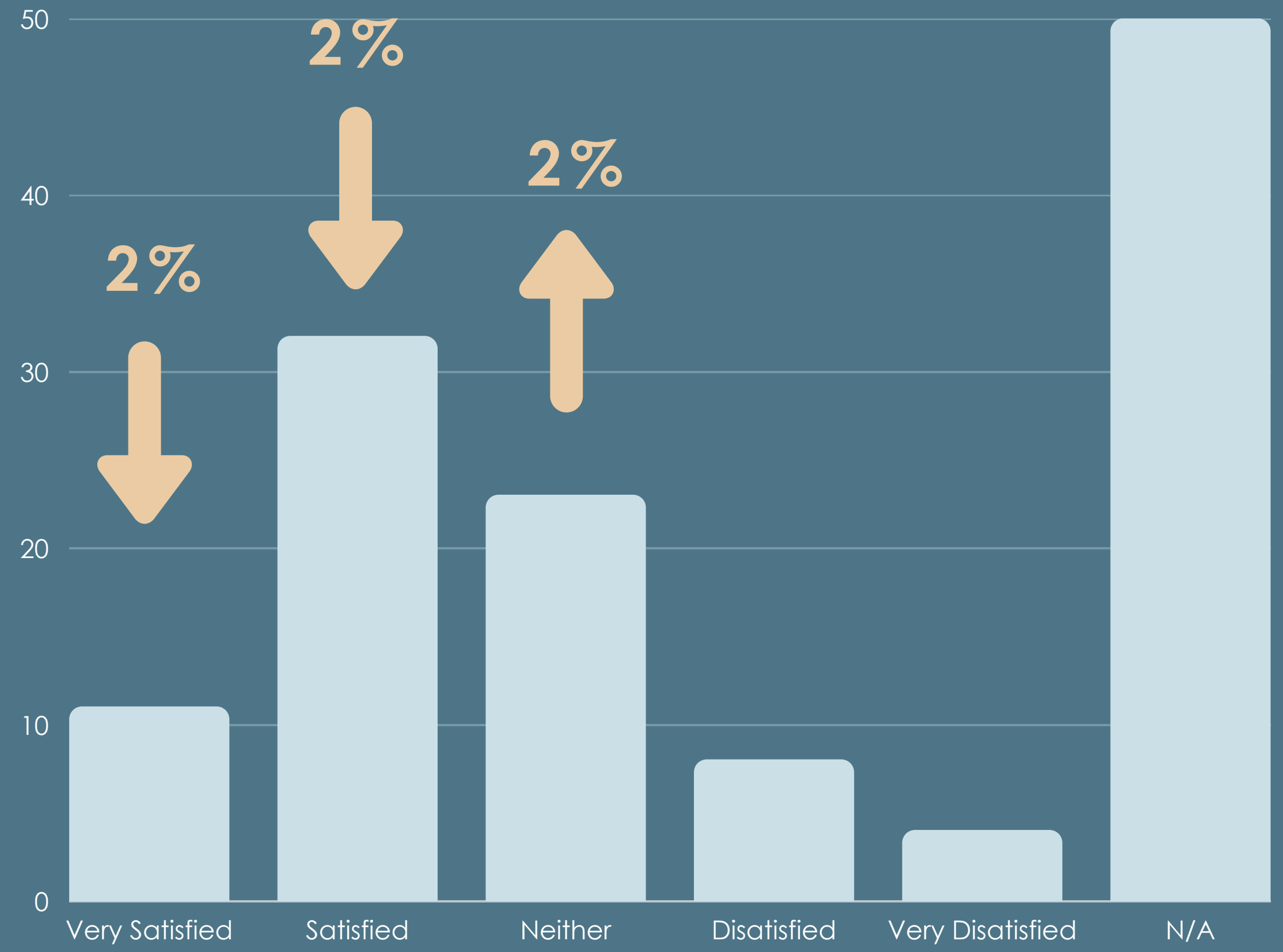


Very Satisfied Satisfied Neither Disatisfied Very Disatisfied N/A



Level of Satisfaction with DCC Staff Customer Service

Residents understand they are young kids but would like to see customer service improved.



HOW OFTEN DO YOU USE THE FOLLOWING AMENITIES?

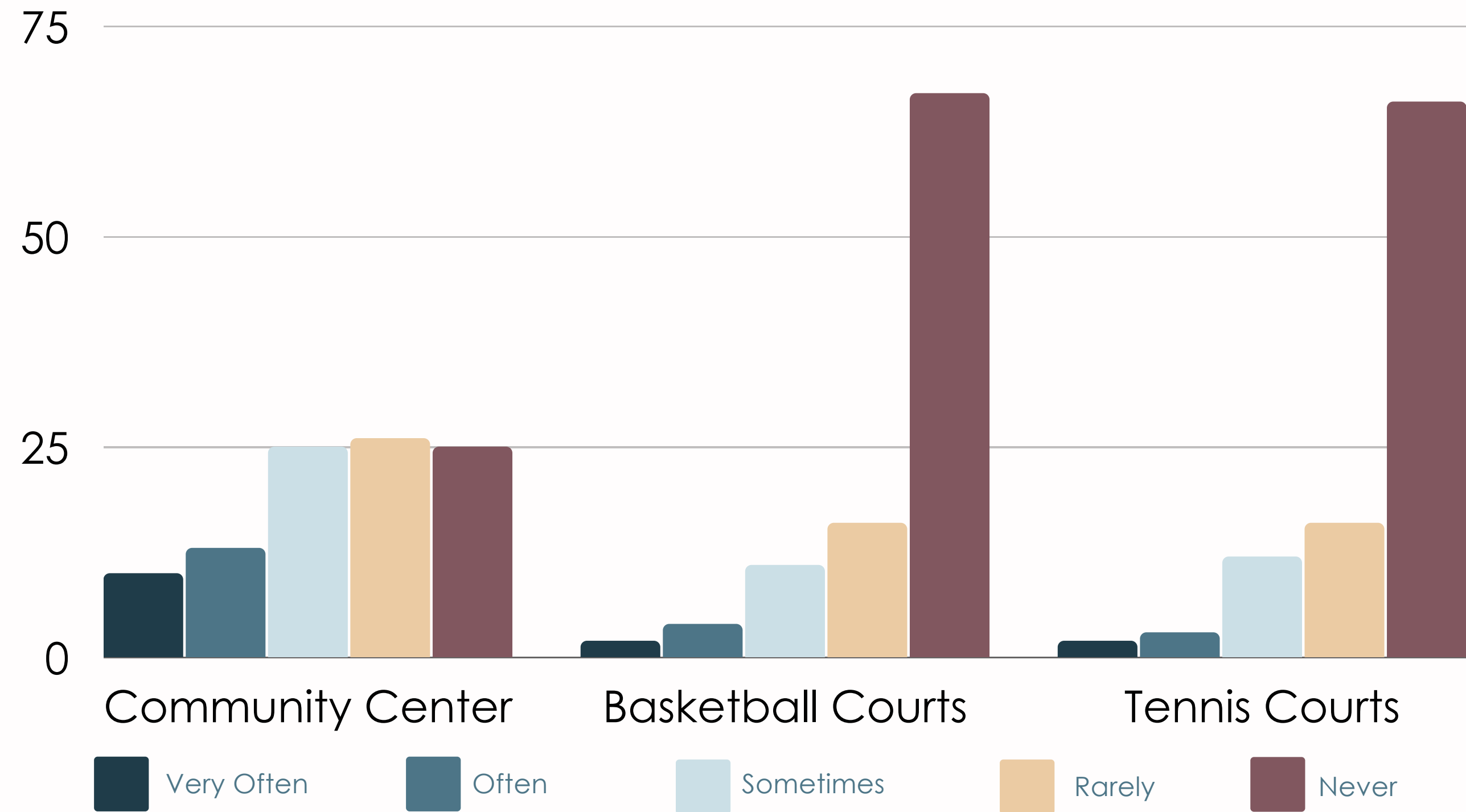
Resident Amenity Comments:

Residents do not like non-residents using amenities.

They would like to see the tennis courts open year-round.

Residents would like a certain amount of free guest passes each year, especially grandparents who do not have children living with them.

They expressed difficulties creating a RecDesk account, getting approved to use Kisi.



AQUATICS



HOW OFTEN DO YOU USE THE POOLS?

Resident Survey Comments:

Many comments requested more hot tubs and an adult pool/adult hours.

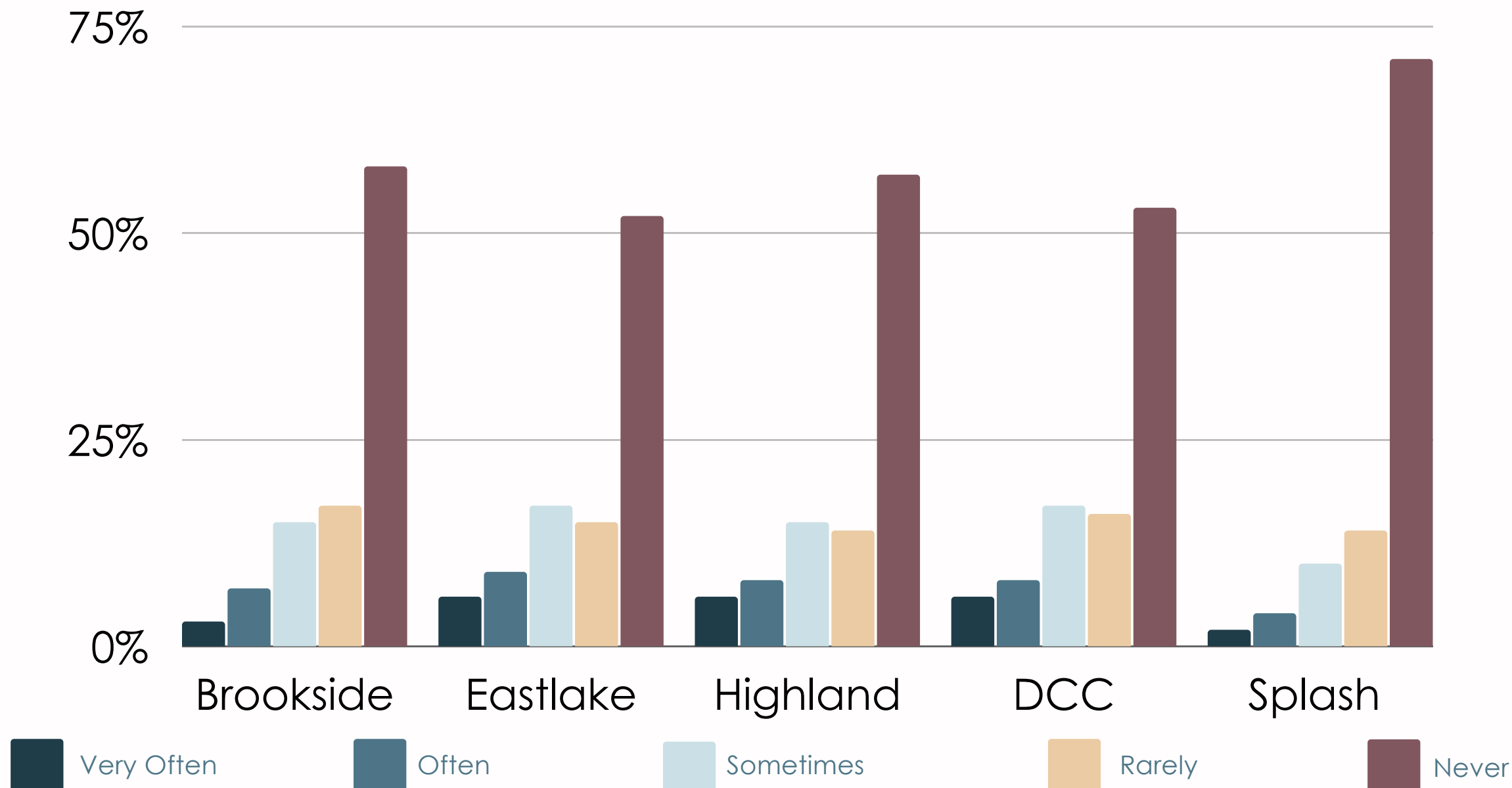
Again, there were numerous requests for an indoor pool this year.

Residents also requested more, larger pools.

Action Items:

- A-frame signage will be added at pool entrances to notify attendees of "at capacity" levels and weather closures.
- Seasonal pool hours have been extended.
- More communication to residents regarding the guest policy and its reasoning and purpose.
- Staff will conduct daily audits of lifeguards and attendees.
- Staff will look into reimplementing wristbands to identify attendee age and access to specific pool features.

Pool usage has remained consistent over the past year, with many residents requesting free guest passes for family.



LEVEL OF SATISFACTION WITH DAYBREAK POOLS

Resident Survey Comments:

Comments provided feedback regarding overstaffing at pools.

Several residents were frustrated with the lack of attention from the lifeguards.

We received numerous requests for an extended pool season and full hours in August.

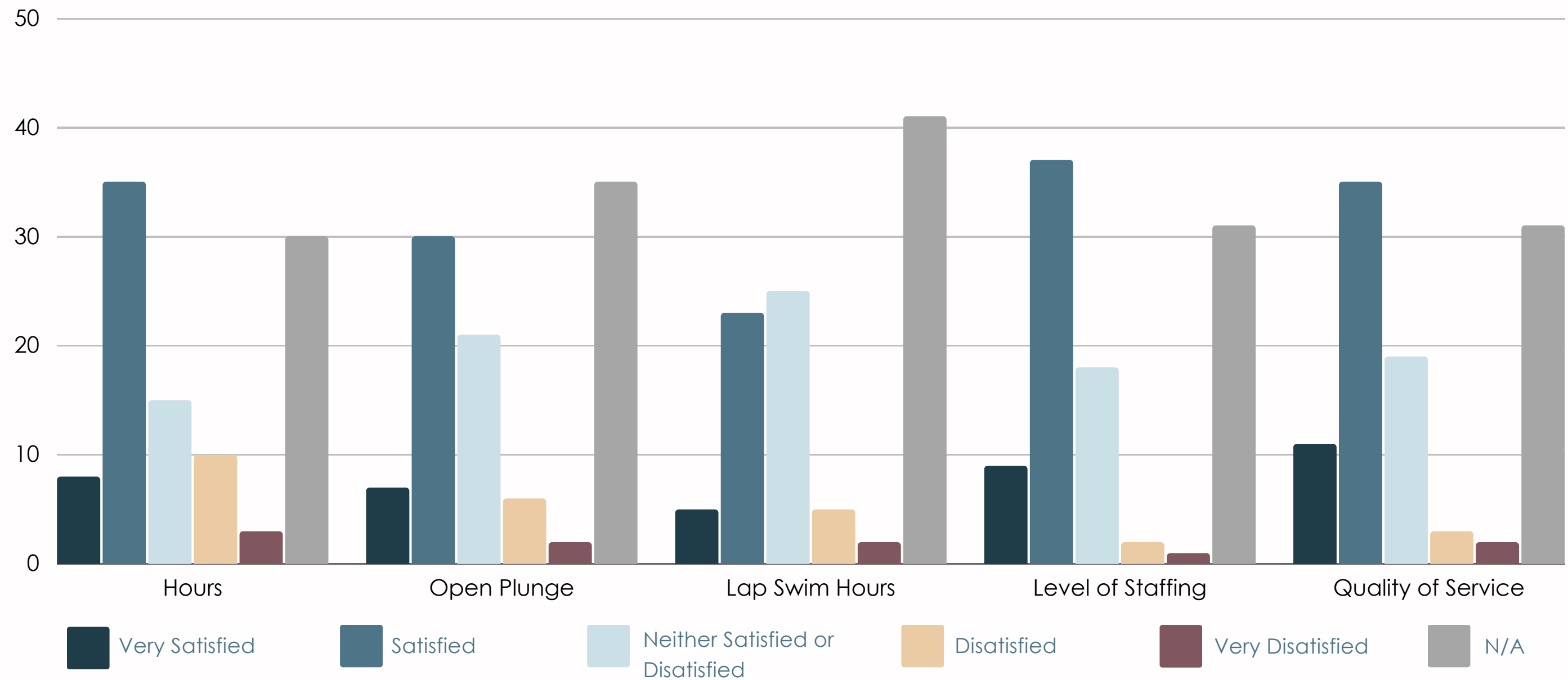
More shade structures are requested.

Pool cleanliness was mentioned by many residents.

Request for an outdoor clock.

Action Items:

- Staff will have more access to power washing tools to keep pool decks clean more regularly.
- Additional signage is to be added for lifeguard duties and expectations.



PARKS

HOW OFTEN DO YOU USE THE FOLLOWING PARKS?

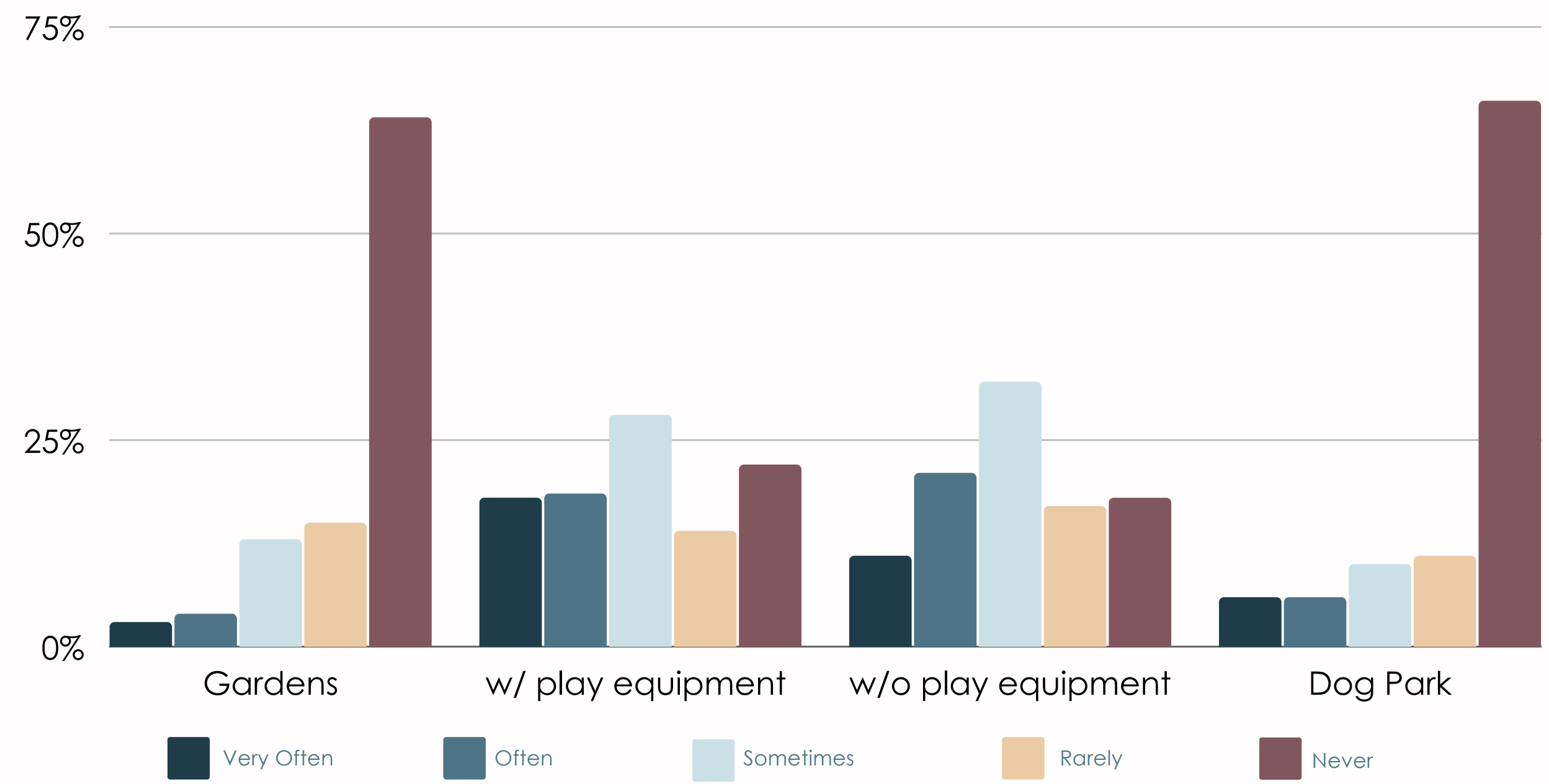
Resident Survey Comments:

Residents requested additional dog parks and would like an alternative solution to closing the park every three weeks.

Residents complained about poor soil in community gardens.

Action Items:

- The NAC is currently looking at different improvement options for the dog park.



LEVEL OF SATISFACTION WITH DAYBREAK PARKS 28

Resident Survey Comments:

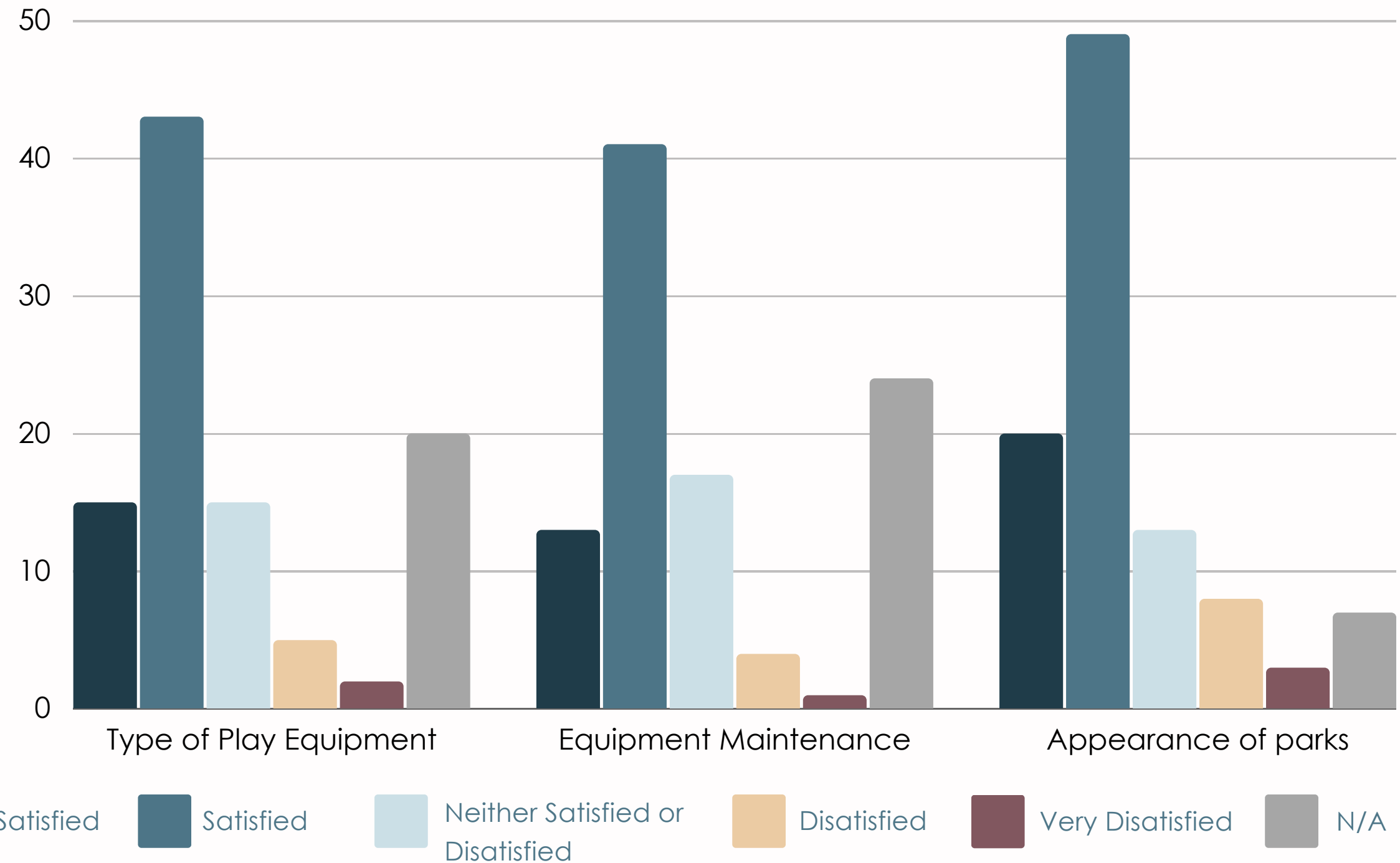
Toddler play equipment, all-abilities play equipment and shade structures were requested.

Lack of maintenance and landscaping at Founders.

Ropes parks (Eastlake Beach and Firefly) are limiting for some kids - would prefer traditional equipment (like swings)

Action Items:

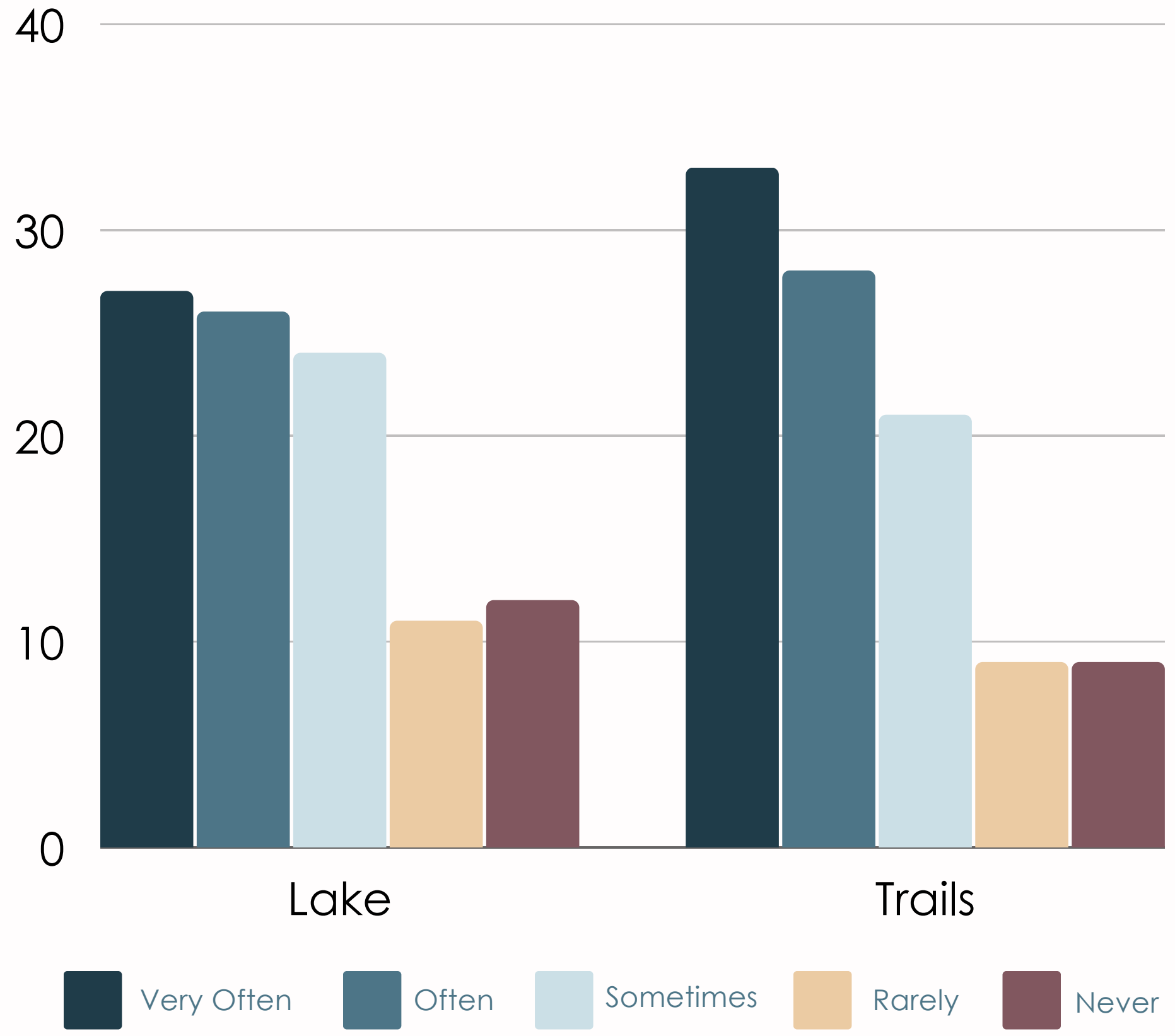
- Evaluate the benefits and cost of replacing the dirt in the community garden boxes. Potentially completed on a pre-determined schedule.
- Evaluate the reserves versus the condition of the parks to determine which parks need updates.



OQUIRRH LAKE



HOW OFTEN DO YOU USE THE LAKE & TRAILS?



Resident Common Area Comments:

Common area maintenance should be held to the same standard as the residents.

Lots of dying trees that need to be replaced.

CW Urban ripping up lake trail and not repairing it.

Trails not maintained, and lights still not working.

Trash and pet waste stations are not emptied enough.

Off-leash dogs and owners not picking up after them.

Residents are happy that the trails are now cleared in the winter.

Action Items:

- CW Urban is currently repairing the damaged trail in North Shore.
- The replacement of the lights and bollards is in progress.
- Tree replacement is in progress.
- Beaches and docks are currently on a rotating schedule to be cleaned.

HOW OFTEN DO YOU USE LAKE AMENITITES? ³¹

Resident Survey Comments:

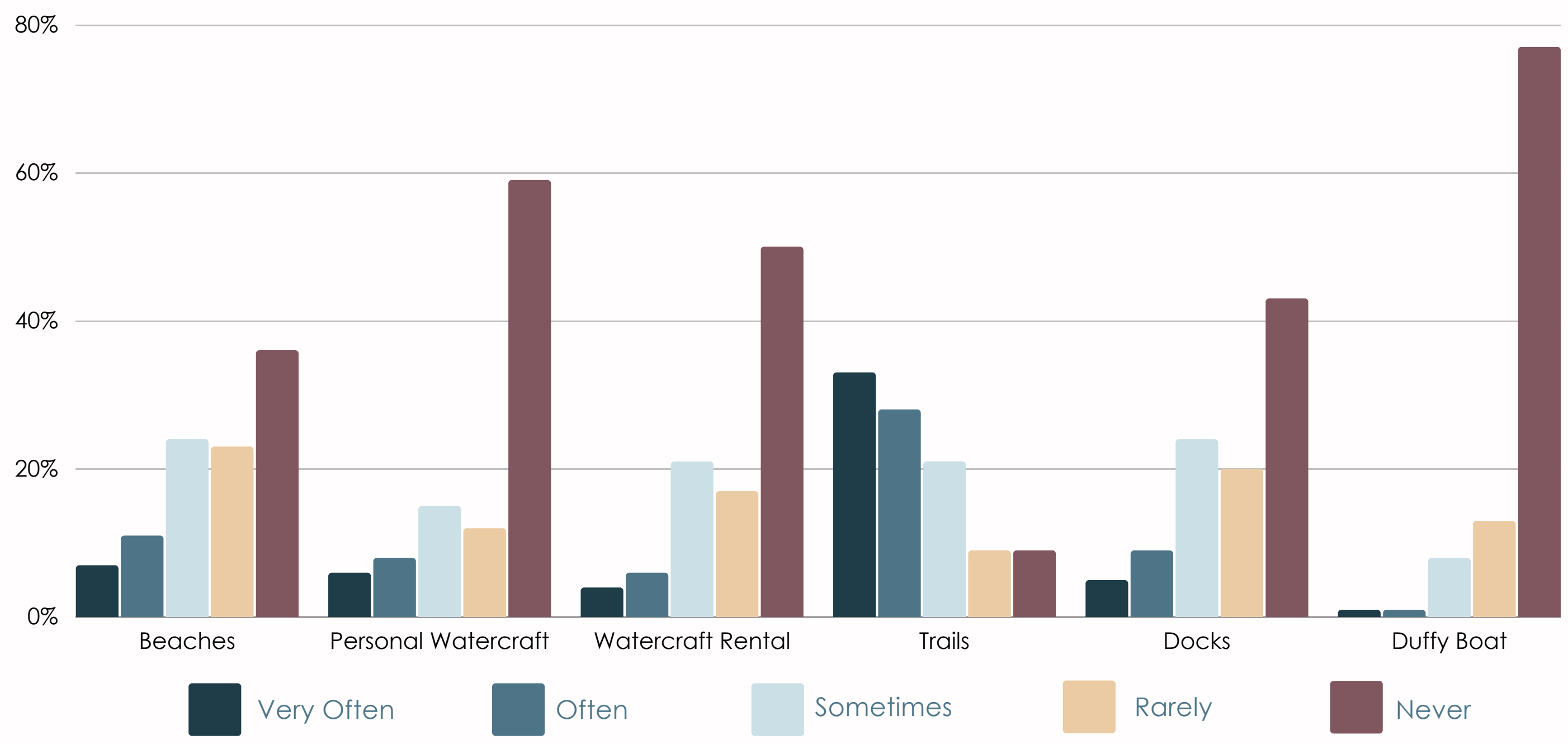
Residents do not want to pay for a watercraft permit.

Residents complained about duck waste on the docks and beaches.

A few feel the Duffy Boat is a waste of time and money.

Some residents are using the trails and lake less due to the overcrowding of homes and construction mess.

More shade spots around the lake were requested.



LEVEL OF SATISFACTION WITH THE BEACH CLUB

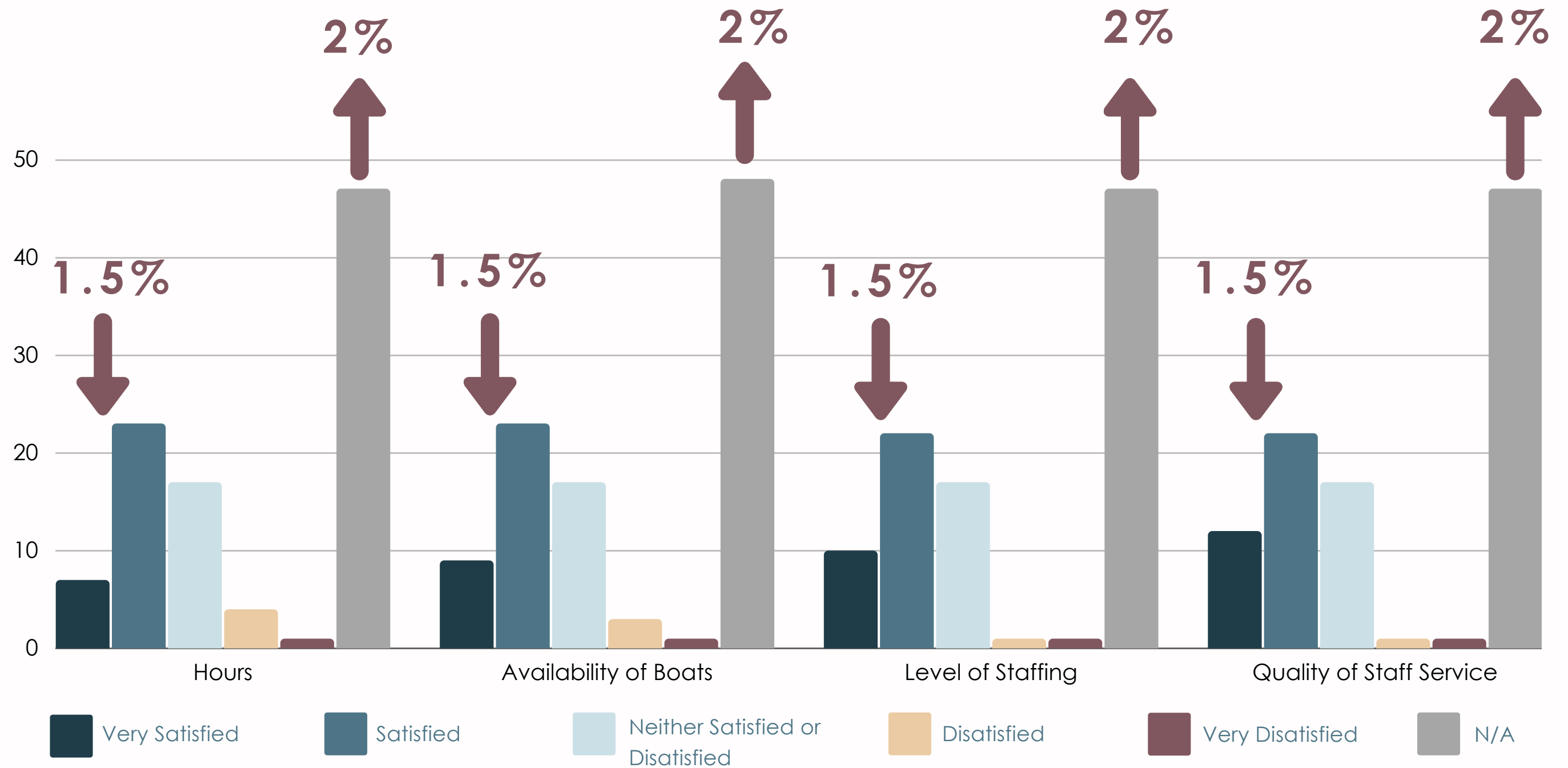
Resident Survey Comments:

Residents would like hours extended to the morning during hot weather and season extended past August.

A few complaints about unfriendly staff members.

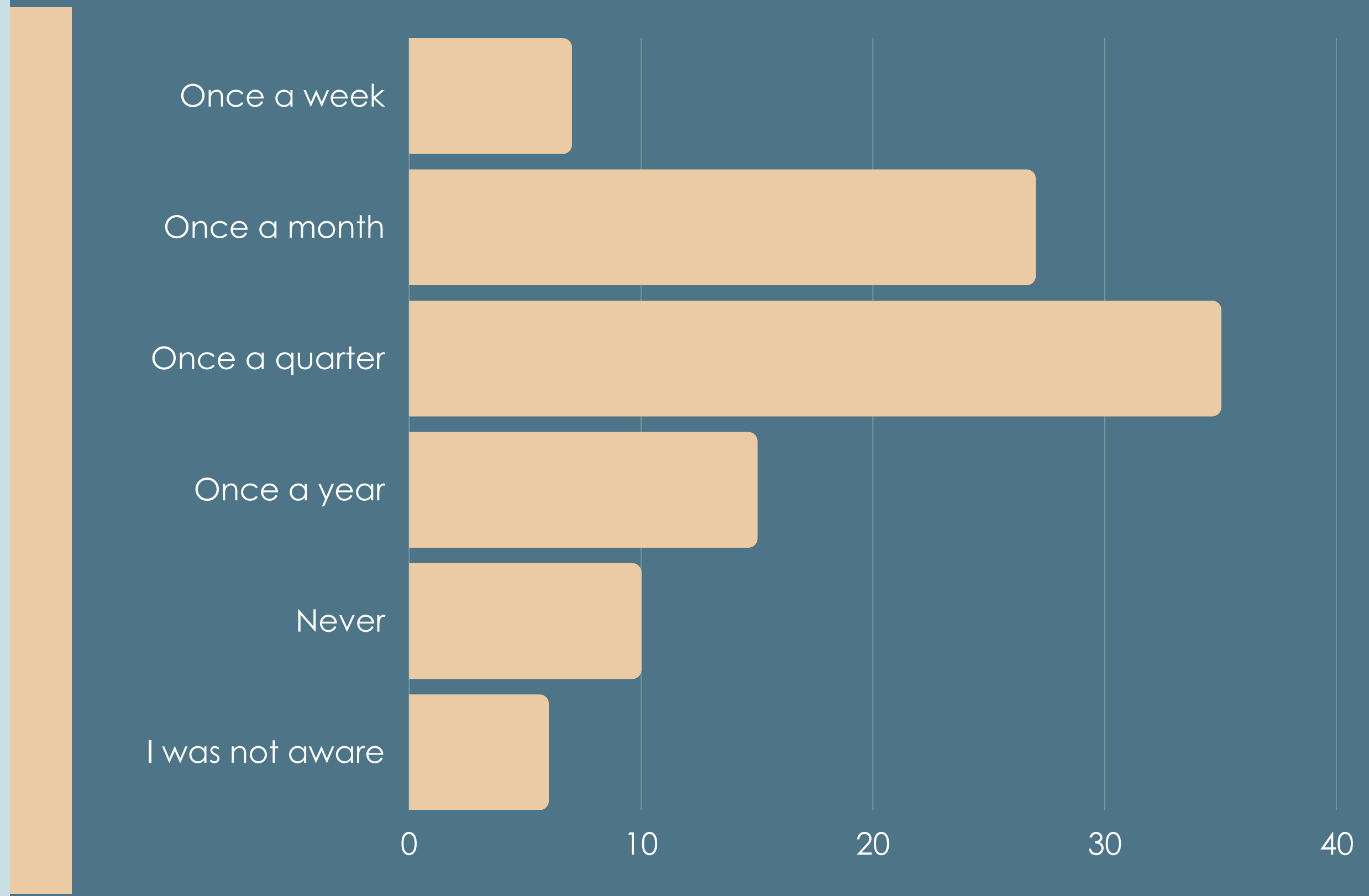
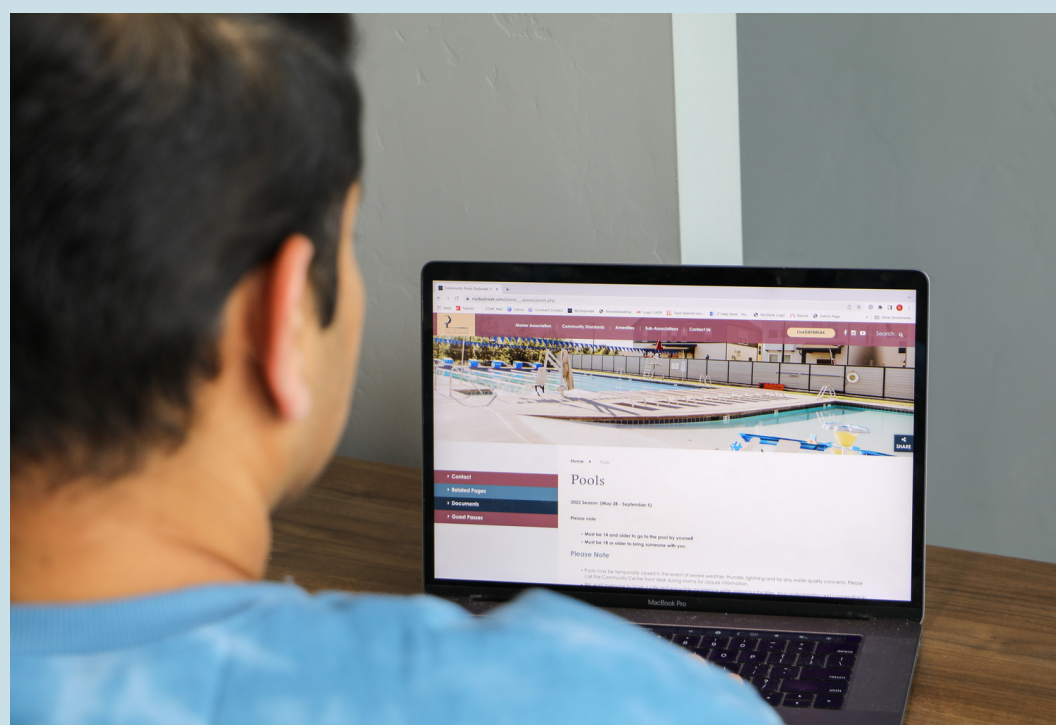
Action Items:

- Beach Club operation hours have been extended later into the season.
- Beach Club daily operation hours have also been extended.
- Staff is evaluating the possible addition of morning cruise options for the Duffy boat.



COMMUNICATION

Question: How often do you visit the community website?



Question: How easy is it to navigate the community website?

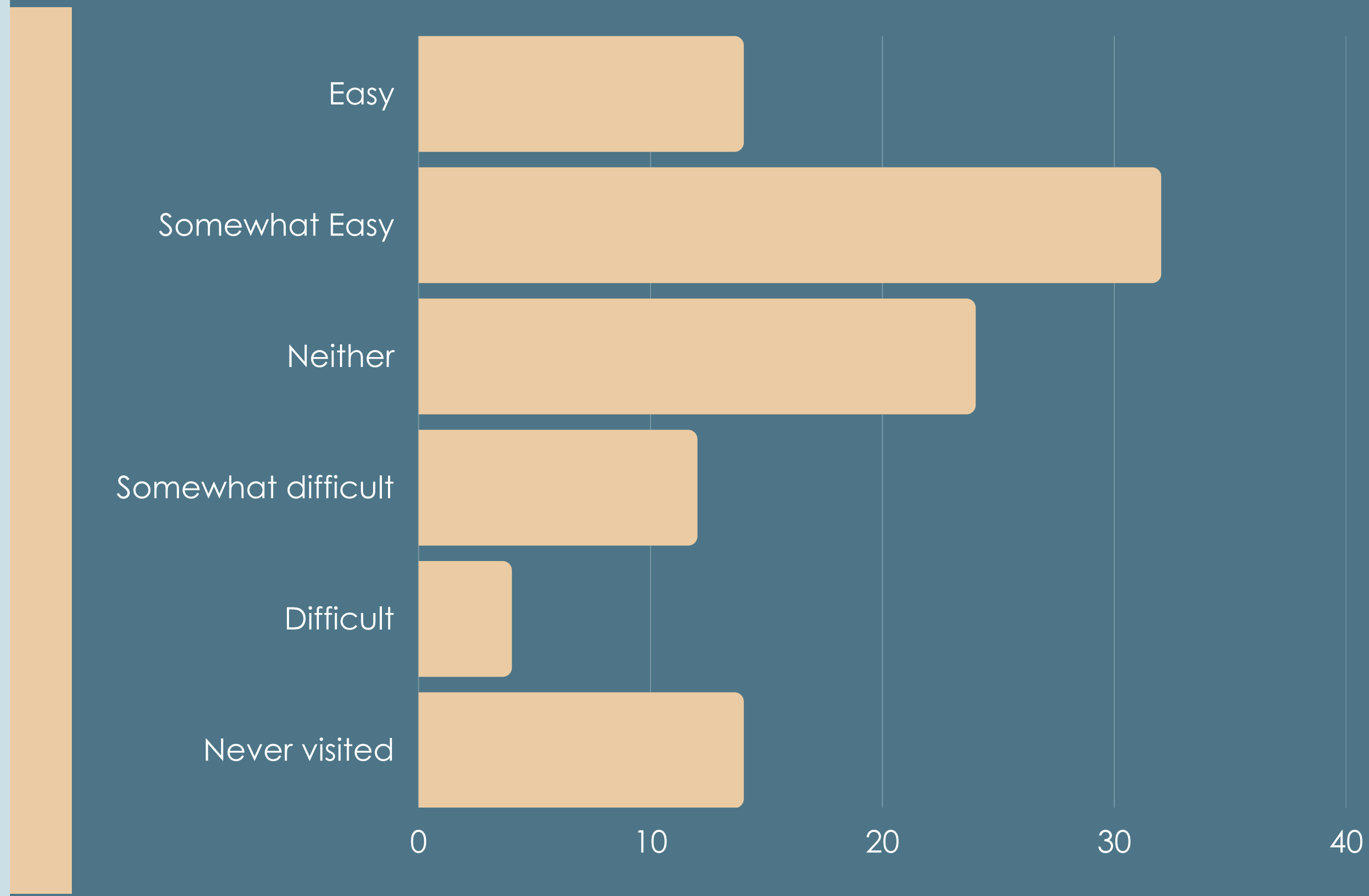
46% of respondents find the website easy or somewhat easy to navigate.

Some residents find the website confusing, especially with so much information on it.

Lots of difficulties with the payment portal.

Action Items:

- Conduct a website focus group and redesign the website this summer
- Make contact info easier to find on the website



Question: How do you prefer to receive communication?

Most Preferred/
Somewhat use Least Preferred/
Do not use

Resident Survey Comments:

Residents do not understand the different entities and what they manage.

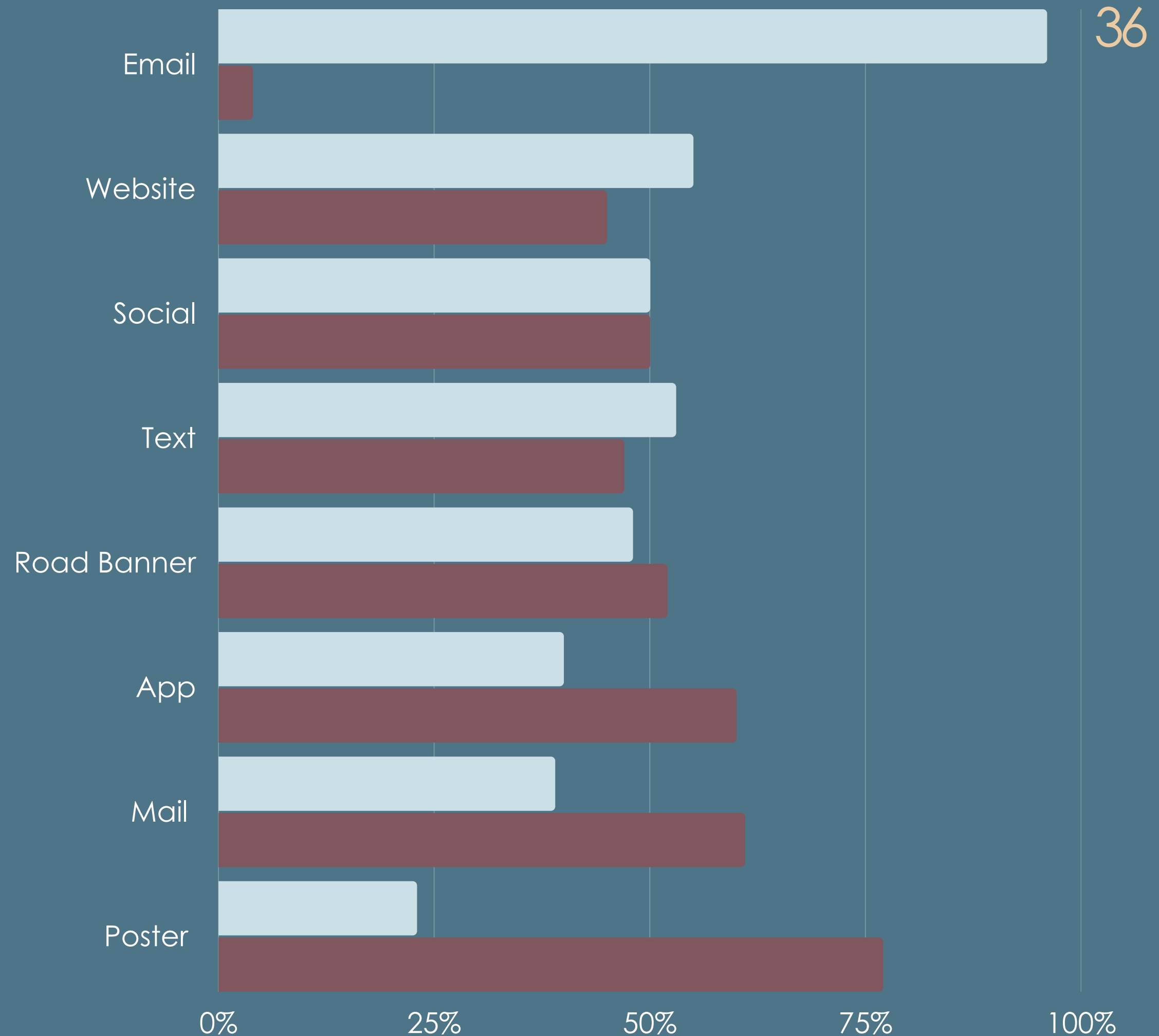
Residents prefer email communication.

We saw a decrease in the number of people who use social media.

Residents like Daybreak Direct but feel that they often do not receive responses or their ticket is closed without explanation.

Action Items:

- Provide an updated entity information and contact info sheet on the website
- Work with teams to ensure Daybreak Direct tickets receive a response and explanation before being closed





If you have specific questions regarding the survey, the communications team would be happy to share more details with you.