



ANNUAL RESIDENT SURVEY ACTION ITEMS REPORT

2022

Daybreak Community Association



MASTER ASSOCIATION

RESIDENT SATISFACTION WITH THE MASTER ASSOCIATION'S:

Association Action Items:

During the 2023 budget process, the Association will look at the financial impact of extending our hours and hiring additional staff to accommodate more residents.

Each department will undergo a strategic staffing workshop to improve workflow.

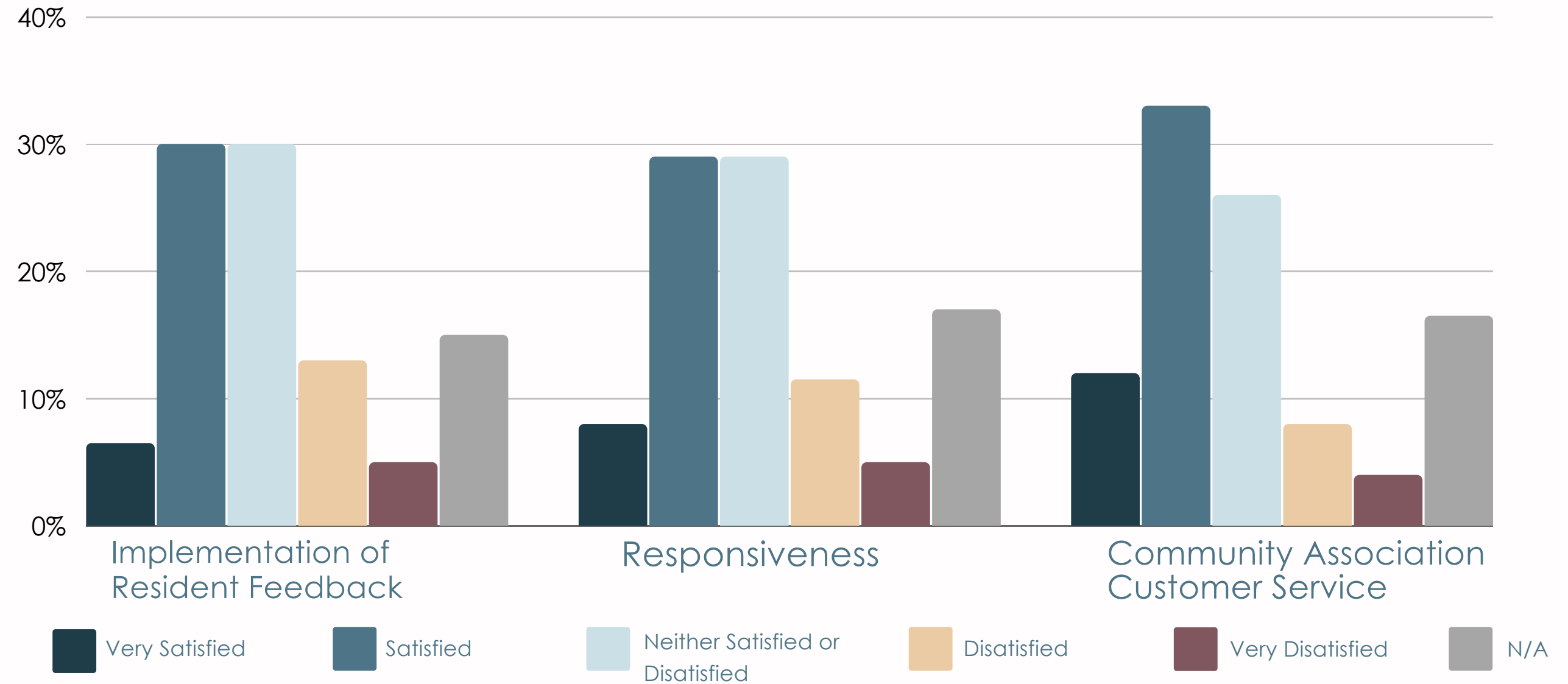
The new Daybreak Direct app will allow residents to report community issues directly to the Association.

The communications team will create response protocols to ensure residents are responded to promptly.

We will reach out to residents who left negative comments to find out further details and implement changes as appropriate.

Action Items Report:

- The Association is considering the financial impact of extending hours during the 2023 season, but it will most likely occur in 2024.
- We have completed the strategic staffing program for three departments and will finish the rest of the departments in 2023.
- Daybreak Direct app received 3,404 requests in 2022. The communications team helped create responses to certain issues and protocols.
- Residents with specific negative comments were contacted.



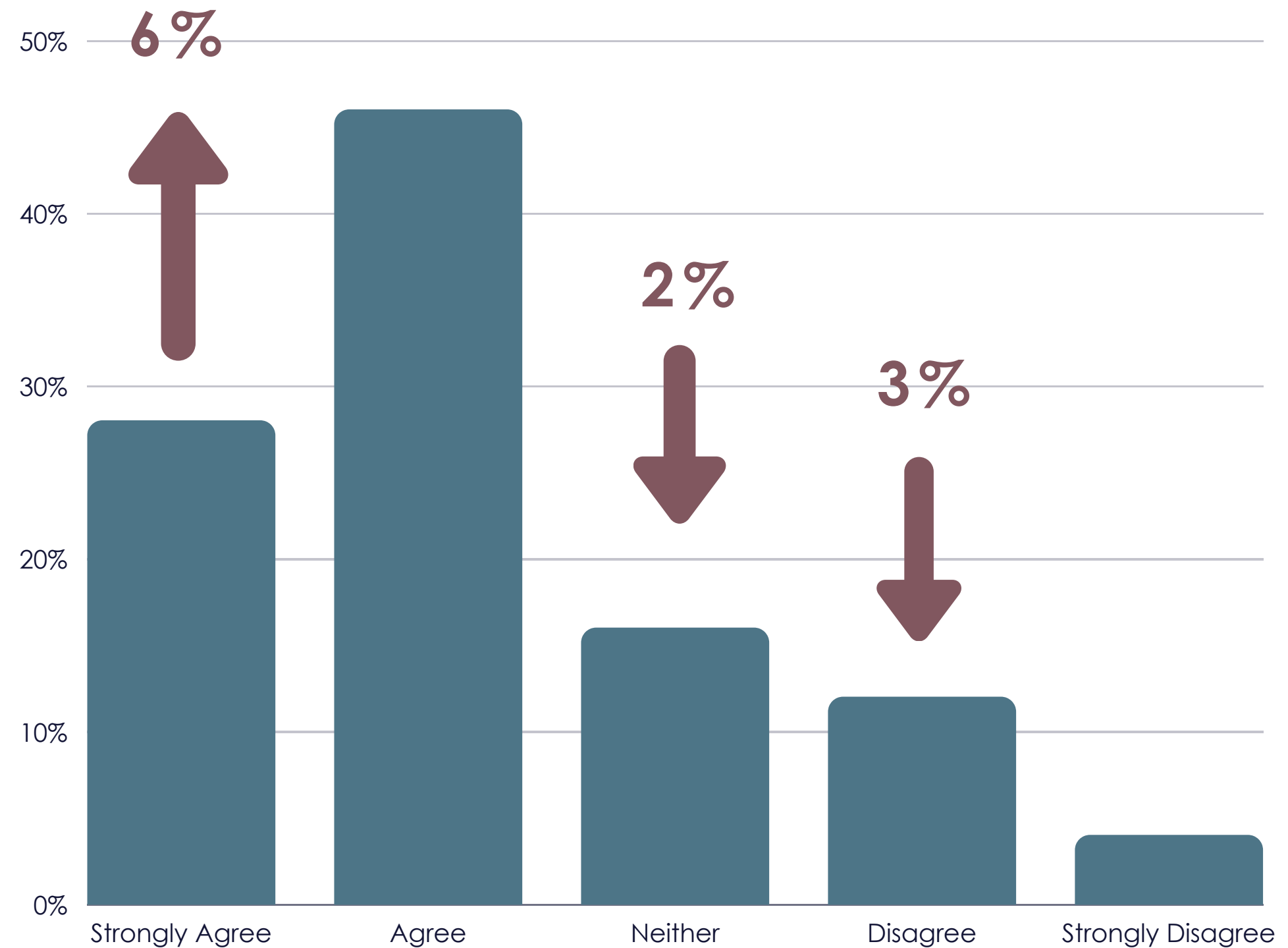
QUESTION: THE ASSESSMENT RATE PROVIDES A GOOD VALUE FOR THE SERVICES AND AMENITIES PROVIDED

Association Action Items:

Staff will continue to inform residents about the new direct debit process and encourage them to use the online VMS portal for payments and account access.

Action Items Report:

- Staff has encouraged residents to sign up for direct debit through CCMC and use the online resident portal.
- The communications team created a Spanish pay dues document for Spanish-speaking residents.



QUESTION: THE INTERNET RATE PROVIDES A GOOD VALUE

Association Action Items:

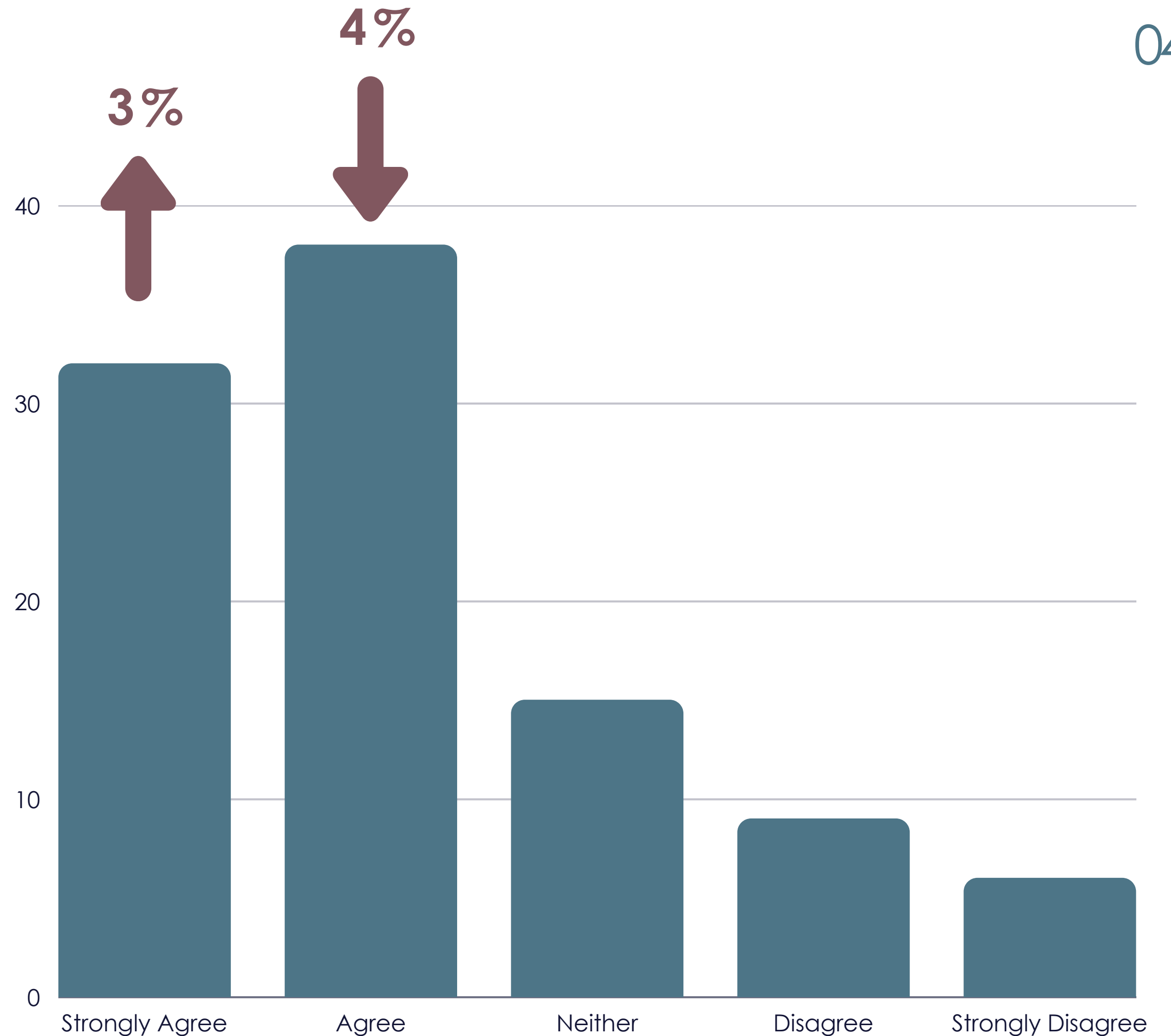
The management team will show the internet comments to our CenturyLink liaison to brainstorm ideas to improve service.

The team has created a helpful internet FAQ page on the website and will create informational magnets to send to new residents.

The team will investigate the possibility of having an internet speed increase.

Action Items Report:

- Management showed the internet comments to our CenturyLink liaison to brainstorm improvements.
- An internet FAQ page has been added to the website.
- Management secured a speed increase to 500 Mbps free of charge.



COMMUNITY STANDARDS



COMMUNITY STANDARDS

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Association Compliance Action Items:

The compliance team will reach out to a few random residents who gave positive or negative feedback. We will then interview these residents to brainstorm ideas and give feedback on the compliance process.

The community standards team and the compliance committee will review compliance letters to ensure the verbiage is clear for residents. They will also review any recommendations from the resident feedback group.

Action Items Report:

- Our coordinators regularly review the compliance letters to improve ambiguous language.
- Constant Contact emails have been effective in helping residents to pre-plan for significant maintenance expenses. We will continue to do this for large expenditures or if many residents have the same violation:
 - Tree rings
 - Fence stain
 - House paint
- We are actively looking to hire two more Community Standards Coordinators to help with compliance.
- Pet waste signs/tags continue to be an effective education method for residents.
- Our front desk is working with the Communications Department to create a document of FAQs for community standards.
- Also, in coordination with the Communications Department, we hope to create educational videos for compliance and design review.



DESIGN REVIEW

Association Design Review Items:

The DRC team will visit the 55+ community Clubhouses once a month to help residents fill out their design review applications.

We will interview random residents that gave positive and negative comments who will be willing to help come up with recommendations to improve the design review process.

The team will look into getting a software to help residents create their site plan.

The department is also looking at adding an additional staff member in 2023 to help process the volume of applications.

Action Items Report:

- We are moving forward with a DRC Focus Group to review and improve the application process.
- We are actively looking for another Design Review Coordinator to help process applications and action items from the focus group.
- Pre-consultation meetings with resident applications have been an effective way to educate and receive complete applications. We will continue to improve this.
- In coordination with the Communications Department, we have started a Design Review Digest section in the newsletter.
- We reconsidered visiting the 55+ Clubhouses due to this being a duplicate of the consultation process we hold in our office.
- The team did not find a user-friendly software. Most residents interested in CAD have it and use it at home. Those who do not wish to use CAD provide hand-drawn site plans. We help with hand-drawn site plans during consultations.



COMMUNITY CENTER



Level of Satisfaction with DCC Fitness Equipment

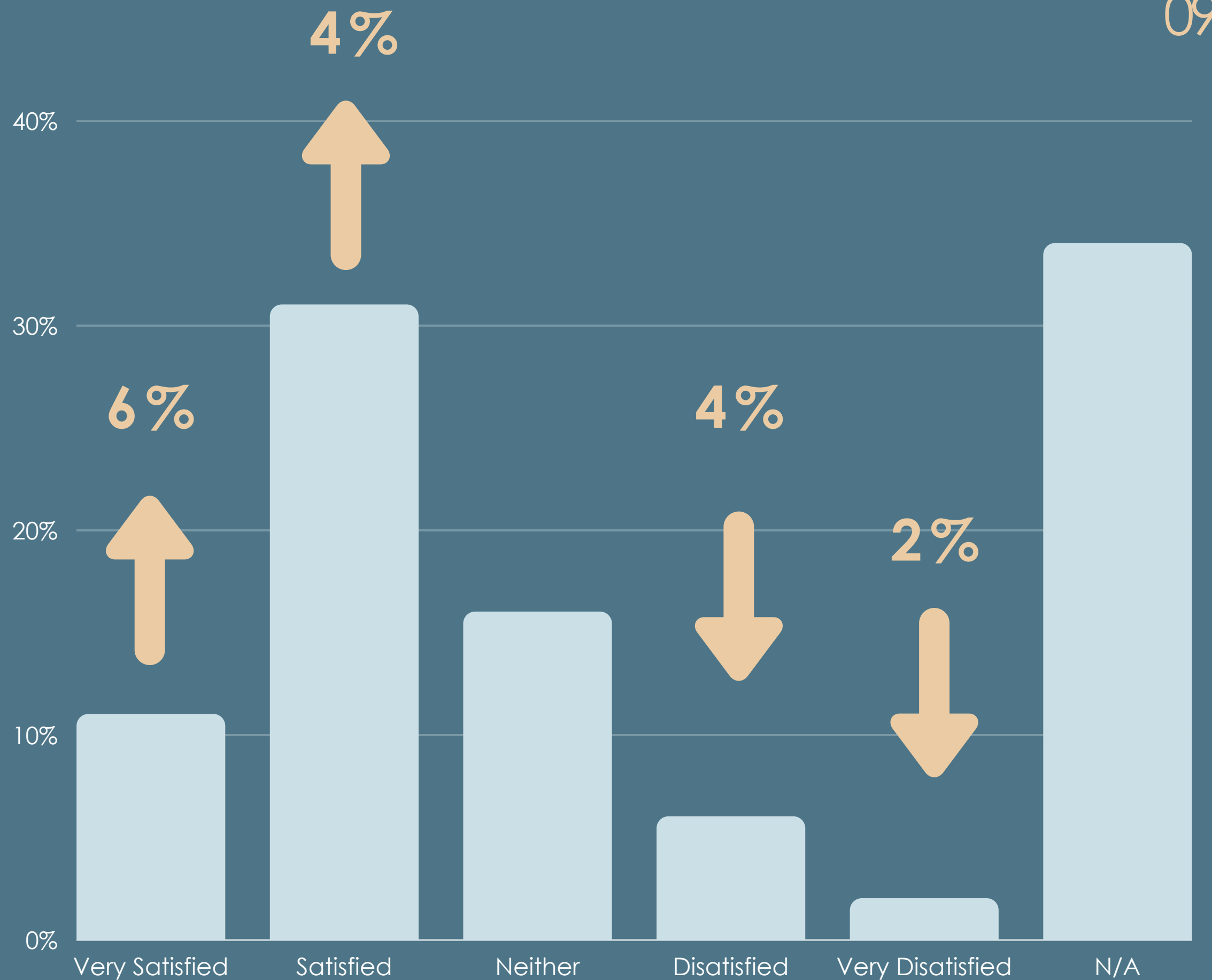
Association Action Items:

The DCC replaced strength training equipment last year and will continue to share this information with residents.

This year, the DCC plans to replace cardio equipment.

Action Items Report:

- The DCC has continued to educate residents about the new strength training equipment.
- Cardio equipment will be replaced this summer and include new treadmills and ellipticals.



Level of Satisfaction with DCC Group Fitness Classes

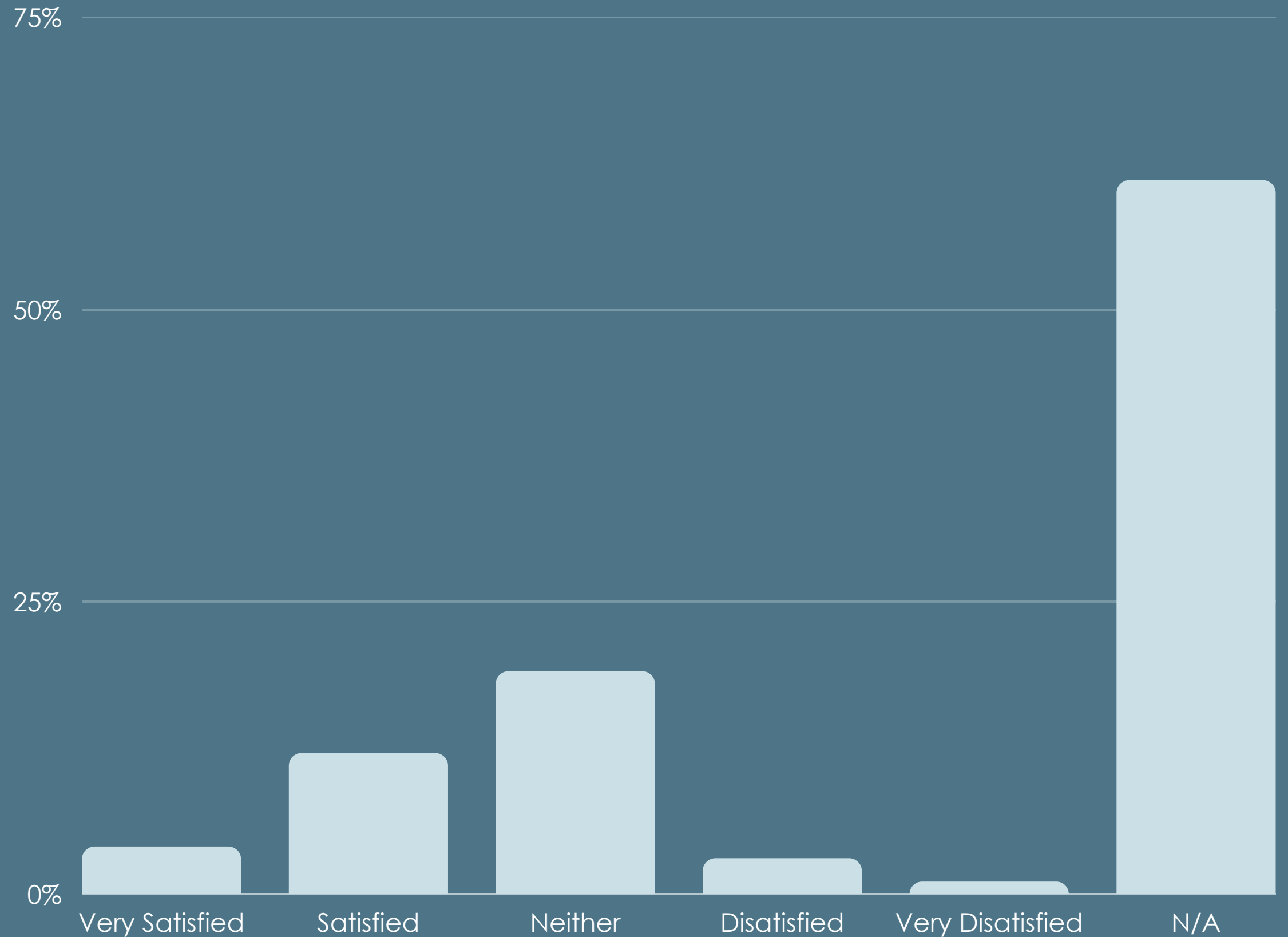
Association Action Items:

Create a DCC Fitness Instagram to encourage residents to learn more about what the DCC offers and attend classes.

We will review feedback with our fitness supervisor to accommodate fitness class options and timing requests.

Action Items Report:

- The communications team has created a DCC Fitness Instagram (dcc_fitness) with over 300 followers. Residents enjoy class updates as well as fitness tips.
- New class times and types have been added to the 2023 schedule to accommodate resident feedback.



HOW OFTEN DO YOU USE THE FOLLOWING AMENITIES?

Association Action Items:

The management team is making guest passes easier to obtain by having them available at the DCC, all pools and the Beach Club

The team is updating the amenity process to make it easier for residents to gain their amenity access

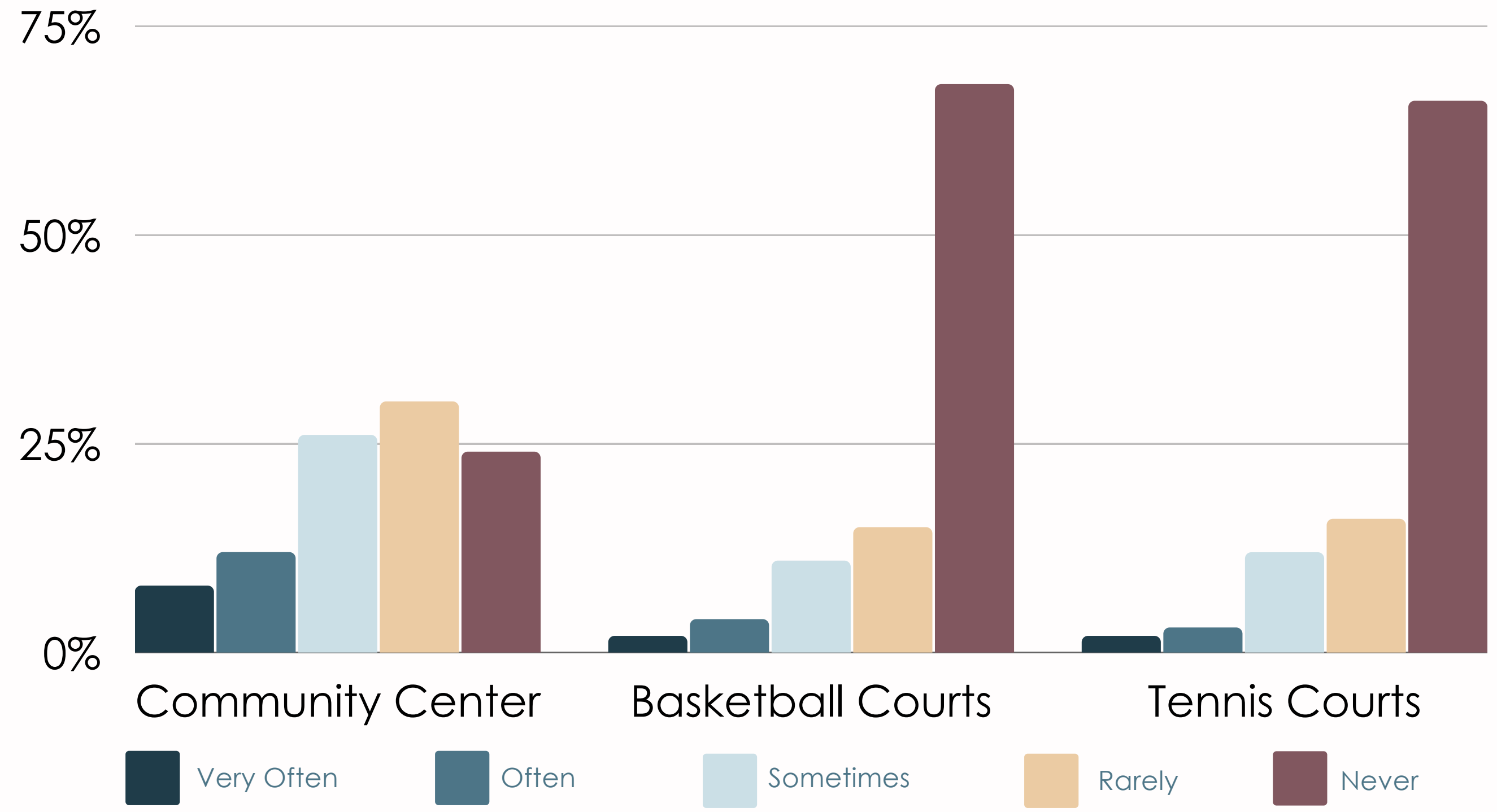
DCC staff will remind residents that each household gets two passes, meaning single residents get a free guest pass.

Management is looking at the financial impact of extending the DCC's hours.

The team is looking for an economical access resolution for the back door.

Action Items Report:

- Guest pass sales were high due to being available at each pool, the DCC and the Beach Club.
- The amenity process was simplified and updated on the website.
- DCC staff has worked to remind residents of the free guest pass provided to single residents.
- At this time, no hours changes will be made due to limited resident feedback.
- At this time, the team has not found an economical solution for the DCC back door.



AQUATICS

HOW OFTEN DO YOU USE THE POOLS?

Association Action Items:

Aquatics is looking into adding an additional hot tub at the DCC.

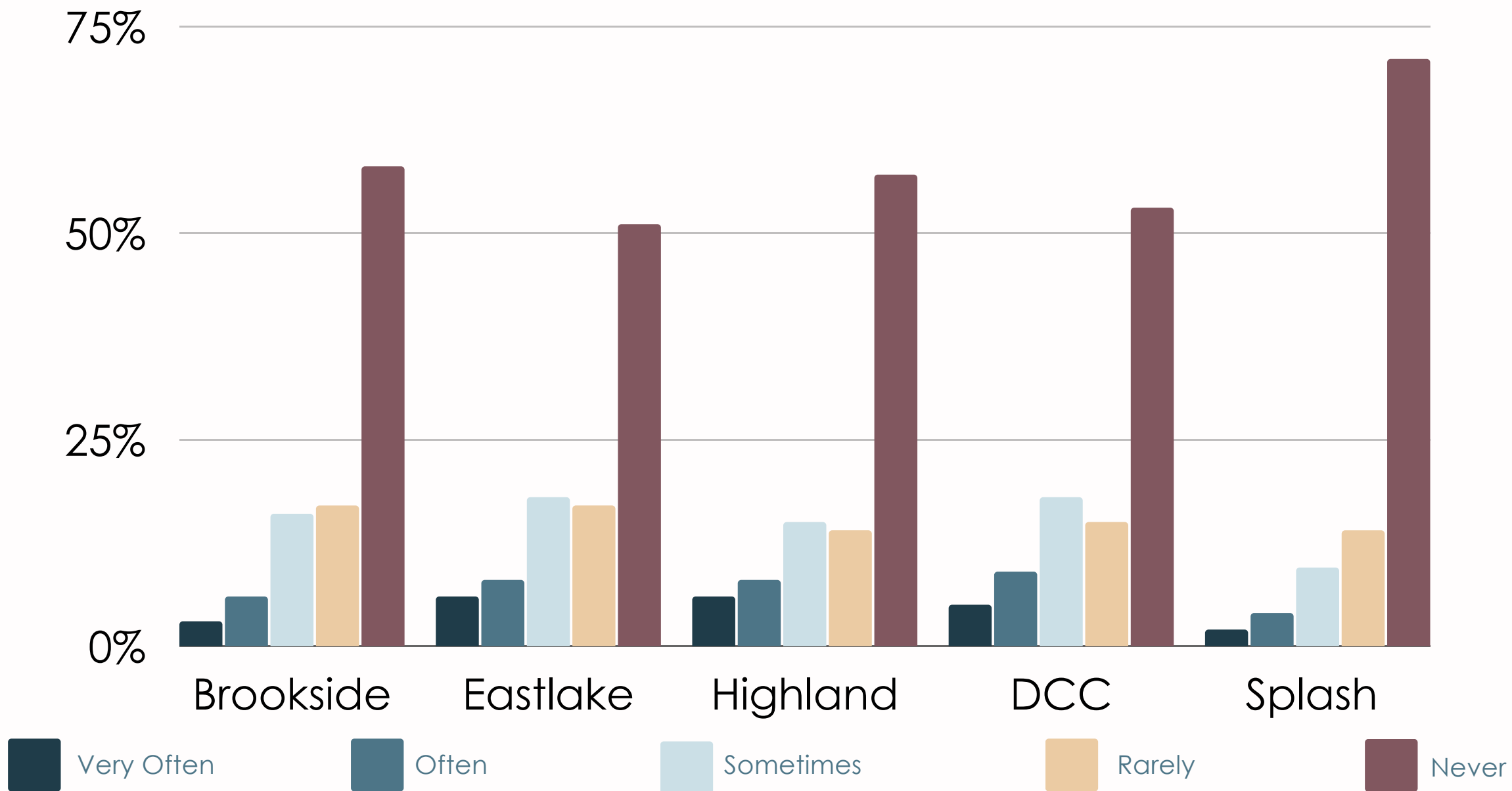
The communications team will help the facilities team educate residents about why no adult hours/pool and our lifeguard numbers and protocols.

Facilities will keep the DCC pool open during the month of September for limited hours.

The team has purchased new weather trackers to monitor storms and regulate weather-related closures.

Action Items Report:

- The team is looking at the economic impact of potentially adding a hot tub in 2024.
- The communications team created a video on lifeguard regulations to educate residents on lifeguard protocols and numbers.
- The team has contracted lifeguard services with Premier Aquatics for the 2023 season, which should allow the DCC pool to remain open for full hours during the month of August, staffing permitted.
- The new weather trackers have allowed the team to provide real-time storm updates to residents.



LEVEL OF SATISFACTION WITH DAYBREAK POOLS

Association Action Items:

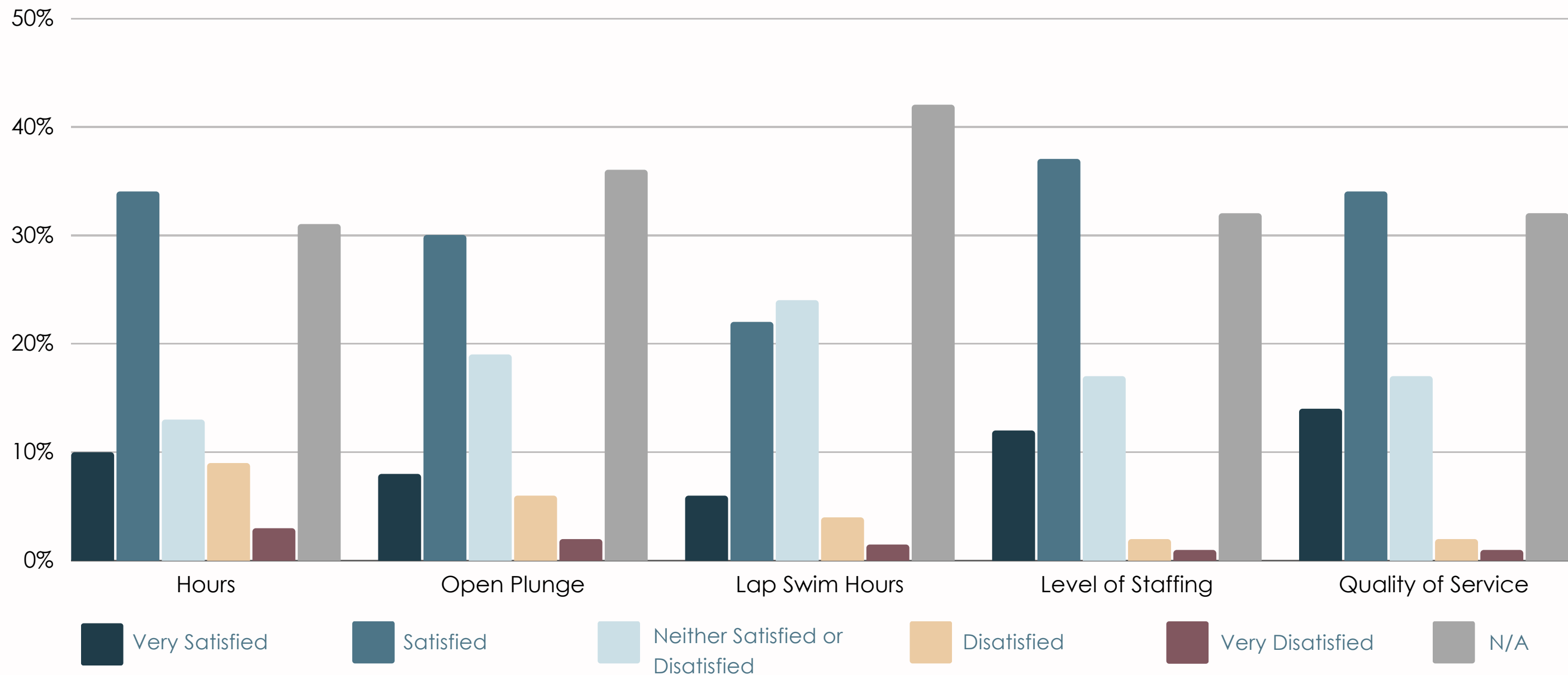
Changes to this year's staffing procedures include:

- Having only one lifeguard at pool entry gates
- Having all lifeguards be trained together by the Aquatics Manager instead of by pool managers

The team will educate residents about lifeguard duties and responsibilities.

Action Items Report:

- All lifeguards were trained by the Aquatics Manager in 2022. This helped streamline training.
- Lifeguard staff has been outsourced to Premier Aquatics for the 2023 season, and the facilities team will be involved in all lifeguard training.
- The communications team created an educational video about lifeguard duties.



PARKS

HOW OFTEN DO YOU USE THE FOLLOWING PARKS?

Association Action Items:

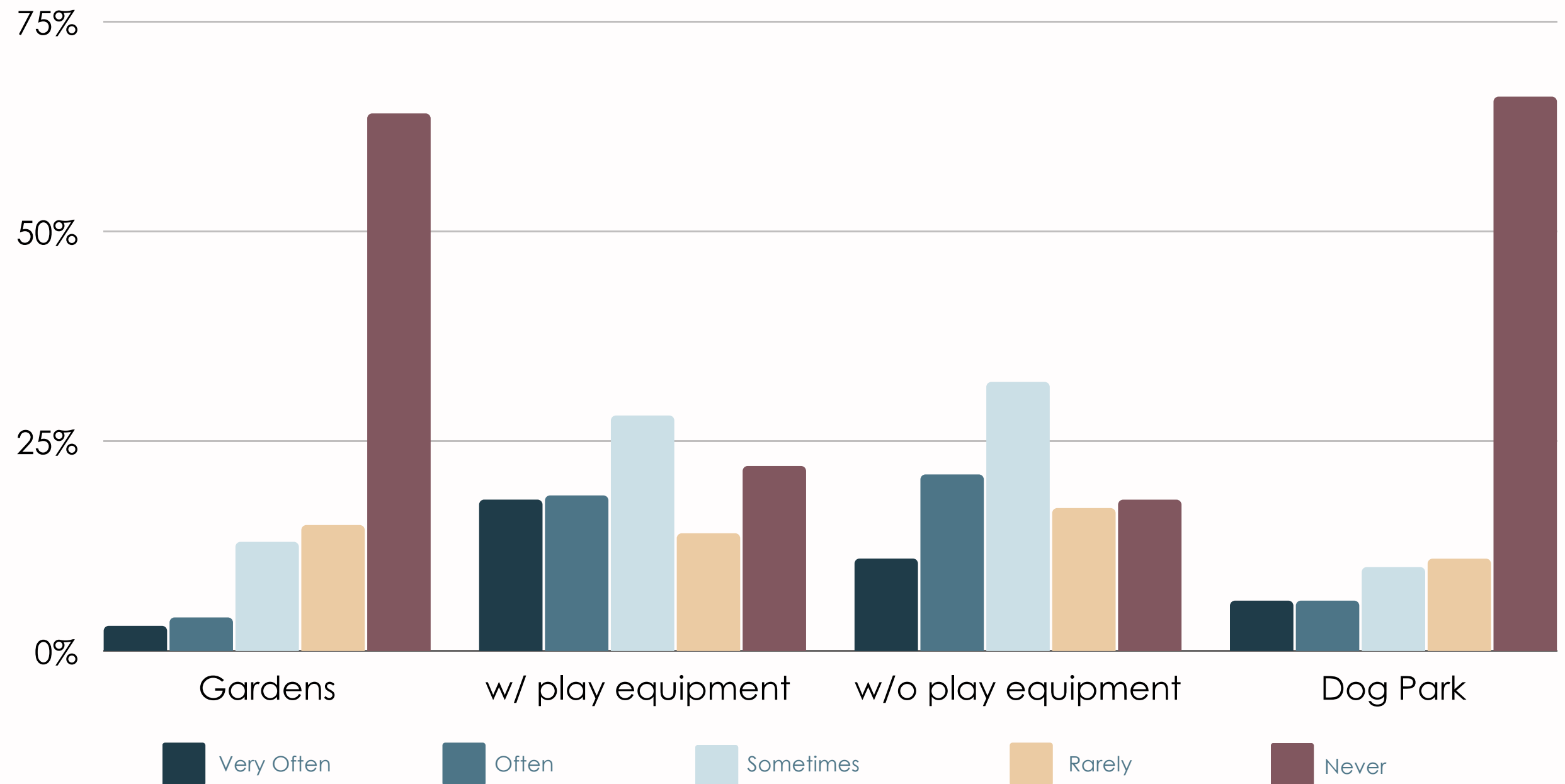
This year, the Association will renovate Silent Rain Park. Each budget cycle, the Association will review the status of parks to plan for future renovations and repairs.

The communications team will educate residents about the difference between our parks and City parks.

The communications team will also create education about upcoming and ongoing landscape projects. The team will look into using signs and/or QR codes.

Action Items Report:

- Silent Rain Park was renovated due to the collaborative work of the operations department and the Neighborhood Advisory Committee.
- The Communications team has worked to educate residents on the 37 Daybreak parks and will continue to educate them on the differences.
- In 2022, disruptive landscaping projects had informational signs to help residents be aware of ongoing projects. This will continue in 2023.



LEVEL OF SATISFACTION WITH DAYBREAK PARKS ¹⁷

Association Action Items:

Operations will work with the Neighborhood Advisory Committee to develop plans to update older parks.

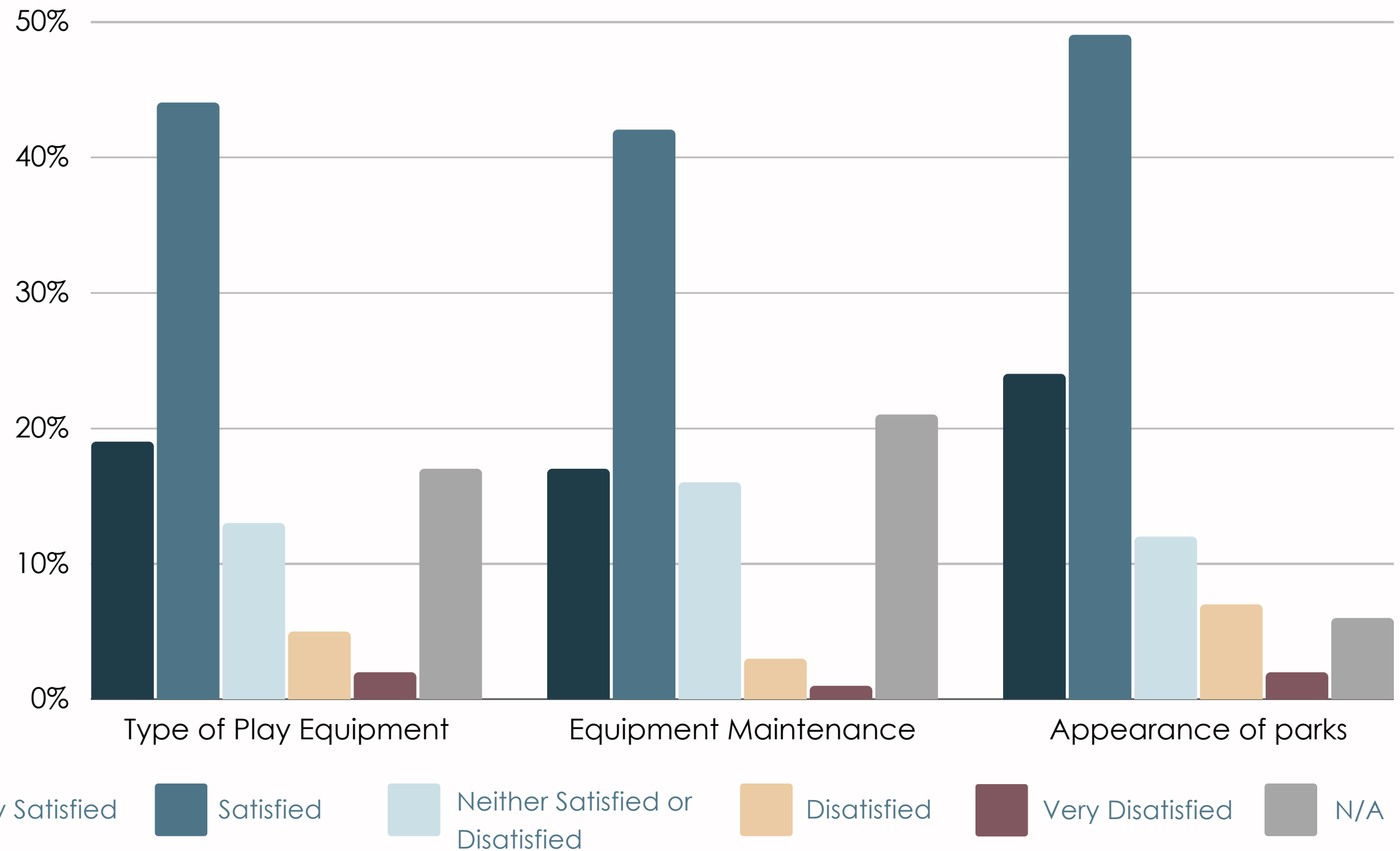
The communications team has created use signage for the Linear Park fire pits.

The team is in the final stages of updating old park and lake signs with new, updated versions.

The development team plans to look into a location for an all-abilities park and an additional dog park.

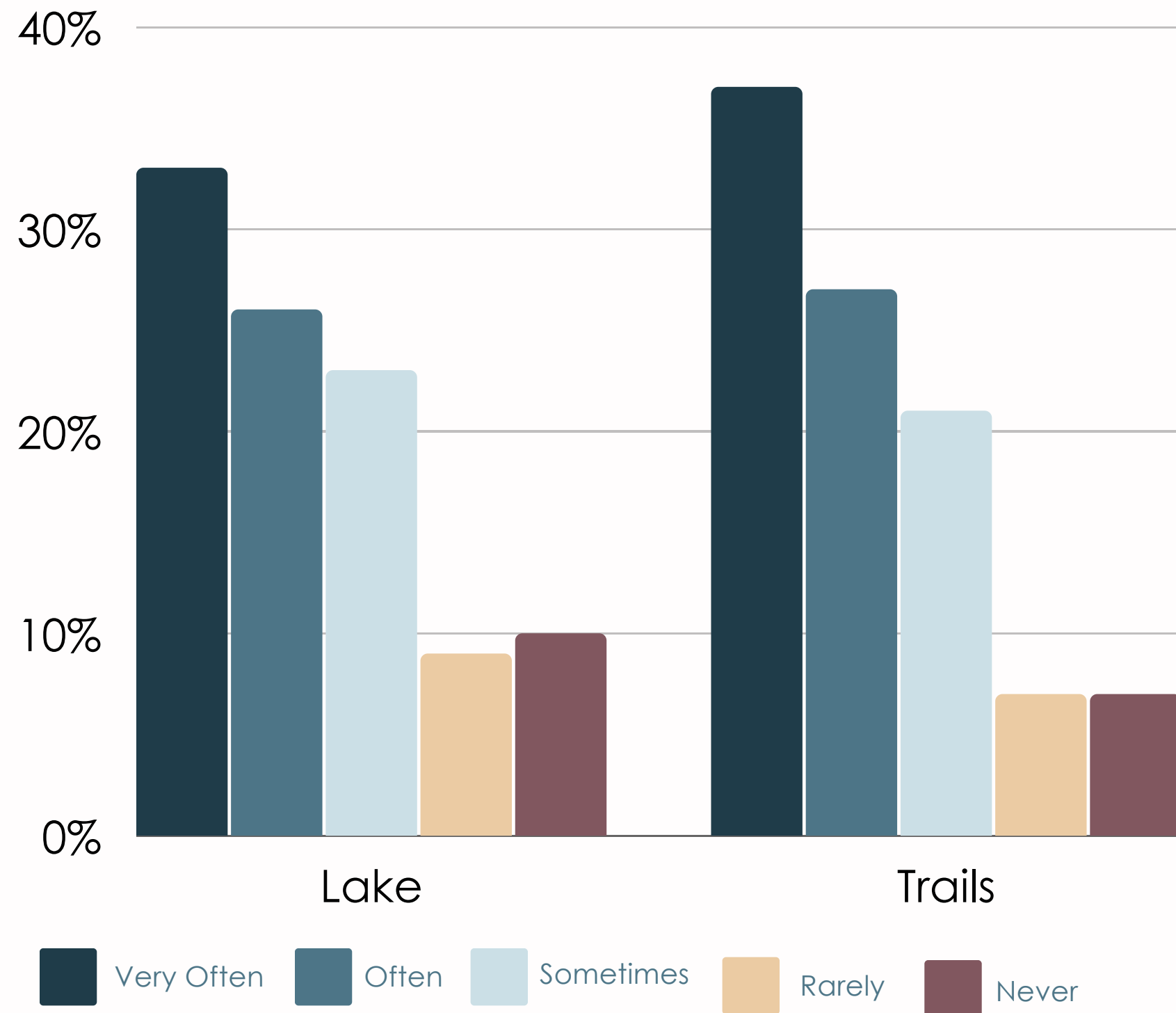
Action Items Report:

- The Neighborhood Advisory Committee is currently looking at parks to update in 2024.
- The Linear Park fire pits received usage signs in 2022.
- The final park and lake signs will be installed by the end of February 2023.
- The developer is still looking into suitable areas for an all-abilities park and an additional dog park.



OQUIRRH LAKE

HOW OFTEN DO YOU USE THE LAKE & TRAILS?



Association Action Items:

Operations will continue to work with landscaping contractors to improve irrigation schedules and continue to upgrade irrigation controllers to WeatherTRAK when the budget allows.

- The communications team is updating the drought water conservation plan to be published on the website

The Community Manager and the Budget and Finance Committee increased the tree replacement budget for 2022, and are working on tree replacements.

The maintenance team is hiring more positions to fill the increasing need in the community. They will use Daybreak Direct to streamline requests.

The trail light project has stalled due to supply chain issues and price increases. The committee has yet to secure a reasonable bid.

The maintenance team is awaiting the Board-approved utility vehicle that they can use to plow trails in winter, pick up trash and power wash areas around the community. The supply chain issues have created a delay; we hope to receive it in time for the next snow season.

Action Items Report:

- The team is looking at the cost of replacing all irrigation systems with WeatherTRAK in 2024.
- The communications team published the drought water conservation document to the website in 2022.
- Tree replacements will take place in the spring of 2023.
- The maintenance team hired an additional staff member and has been successfully using Daybreak Direct to streamline requests.
- The trail light project is still on hold due to supply chain issues and pricing increases.
- The maintenance team received the Kubota in 2022 and began clearing the lake trails during the winter.

HOW OFTEN DO YOU USE LAKE AMENITIES? ²⁰

Association Action Items:

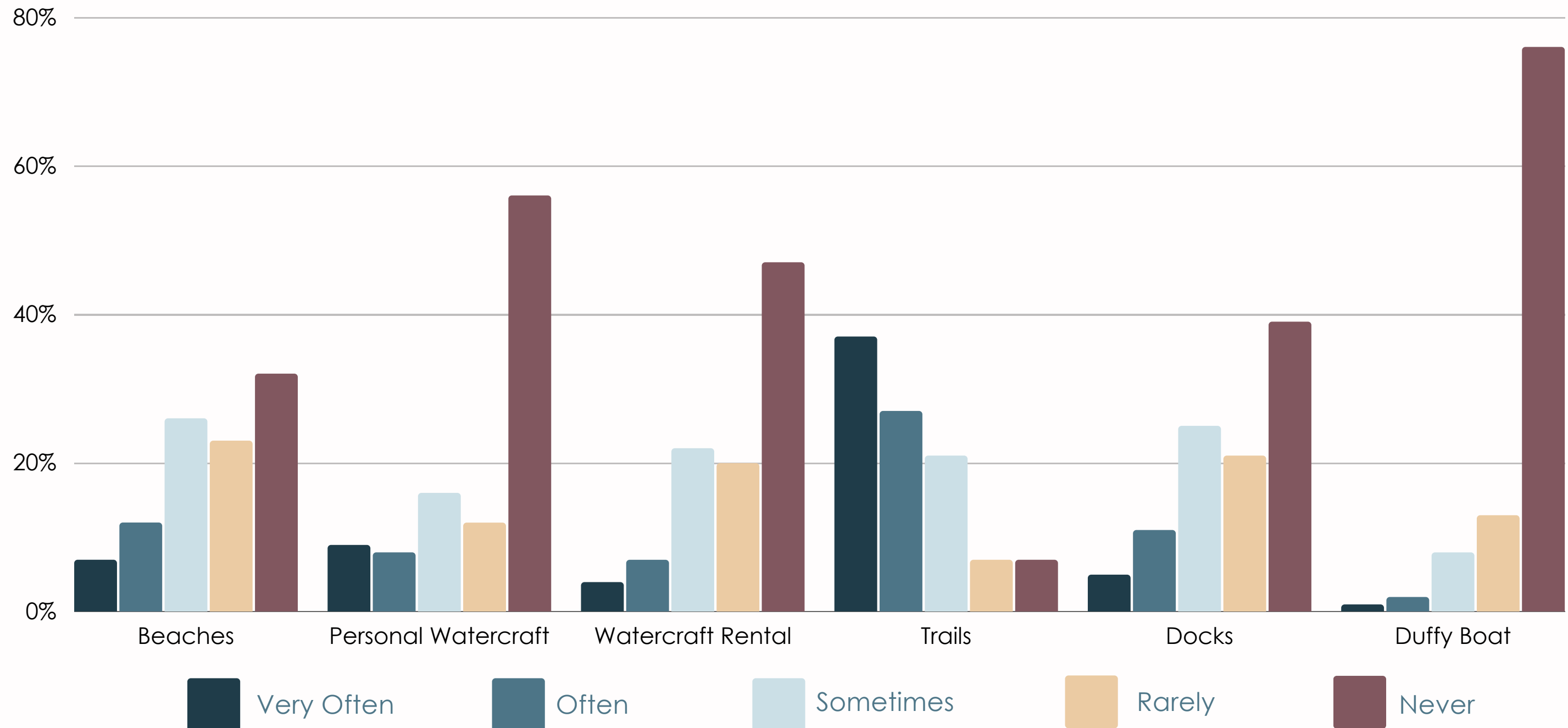
Community patrol and lake attendants will continue to give friendly reminders about area rules, conduct and other items within the common areas of Daybreak.

The Duffy boat will no longer require reservations for the 30-minute resident tours.

The team is working on creating an inflatables policy and a pet policy to ensure safety on the lake.

Action Items Report:

- Community patrol around the lake increased, especially during the winter months. Both community patrol and lake attendants reminded residents of lake safety regulations.
- Duffy boat usage decreased with the elimination of reservations. Reservations will be reinstated in 2023.
- The team is working with legal to create an inflatables policy and a pet policy.



LEVEL OF SATISFACTION WITH THE BEACH CLUB ²¹

Association Action Items:

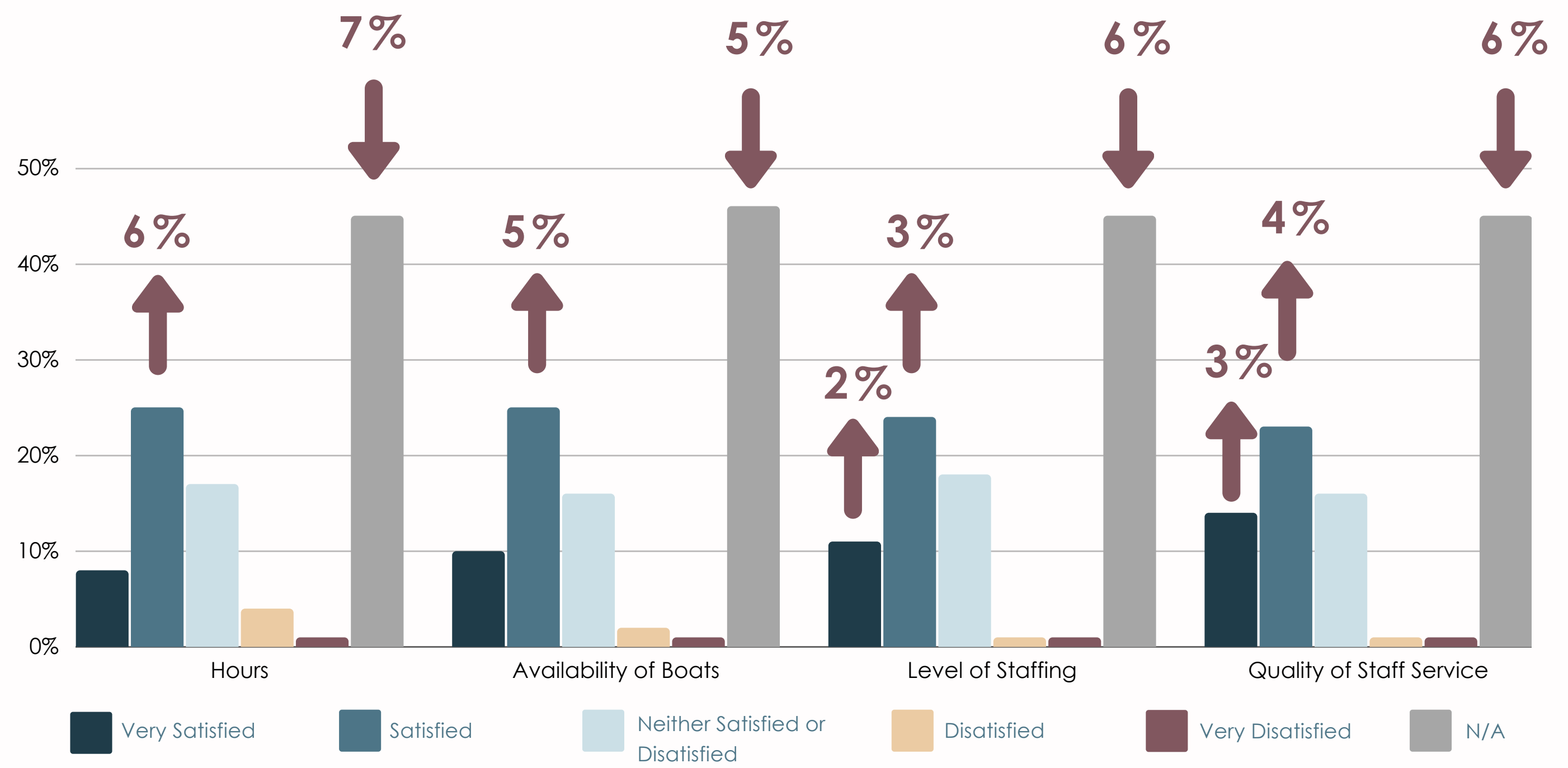
The team is opening the Beach Club at 9 am instead of the previous 10 am open time.

The team will purchase more paddle boards and kayaks to have more watercraft available for residents.

The communications team created new informational signs for the Beach Club.

Action Items Report:

- In 2022, the Beach Club opened at 9 am and had extended weekend hours throughout September.
- The team purchased more watercrafts in 2022 and plans to purchase additional watercrafts in 2023.
- New signage was created and placed around the Beach Club.



COMMUNICATION

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

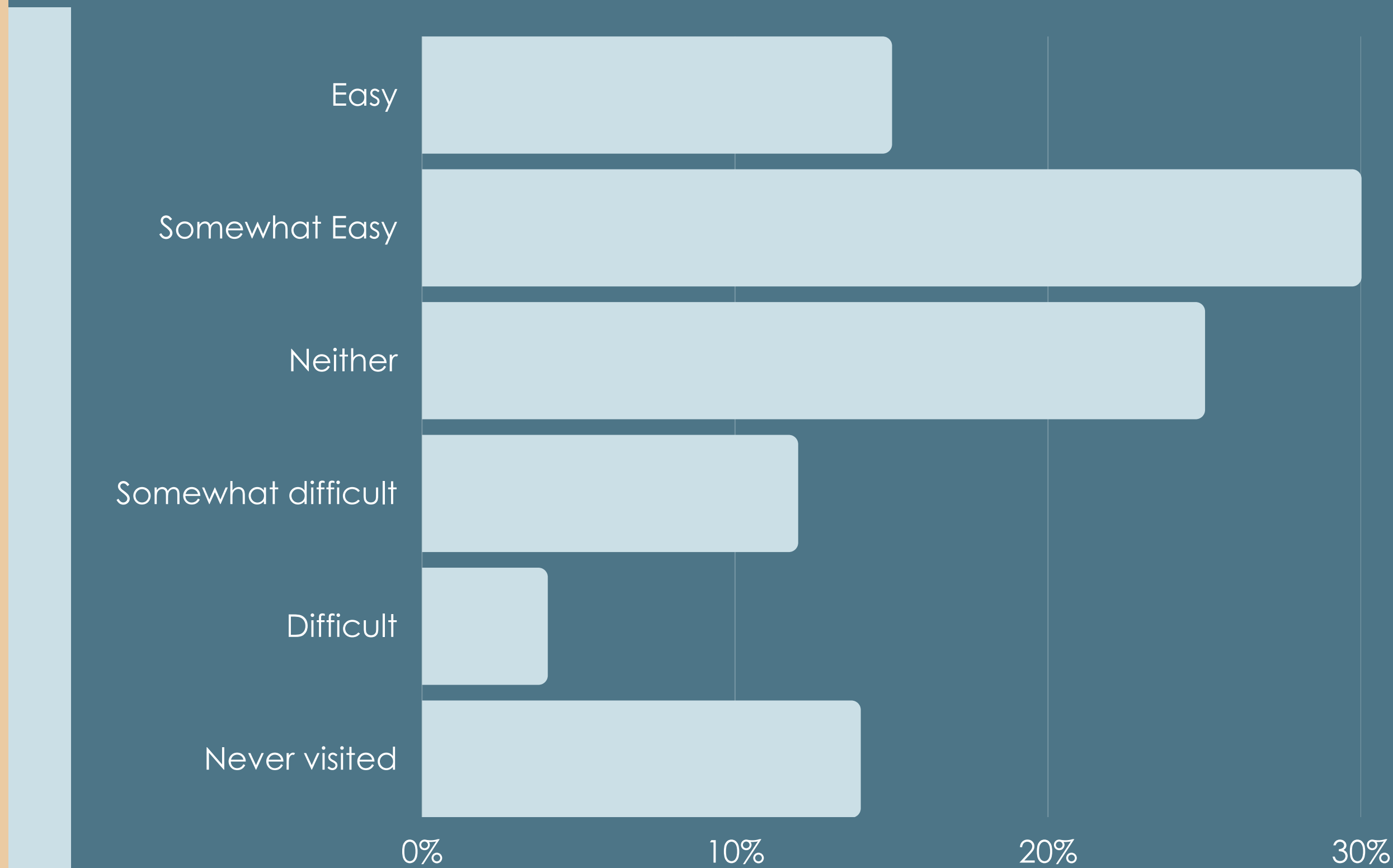
Association Action Items:

The communications team has created an online guide to be sent to new residents instead of a physical magazine; however, residents can still request a physical copy if they would like.

The communications and operations teams will create a section on the website with status updates of current community projects.

Action Items Results:

- The online resident guide has been a great tool for new homeowners and our staff.
- The team recently uploaded a Gantt chart with the 2023 project list to the website.



Question: How do you prefer to receive communication?

Most Preferred/
Somewhat use Least Preferred/
Do not use

Association Action Items:

The communications team will increase education on separate entities, especially Sub-Associations.

The team will change the website header to spotlight important topics on the website.

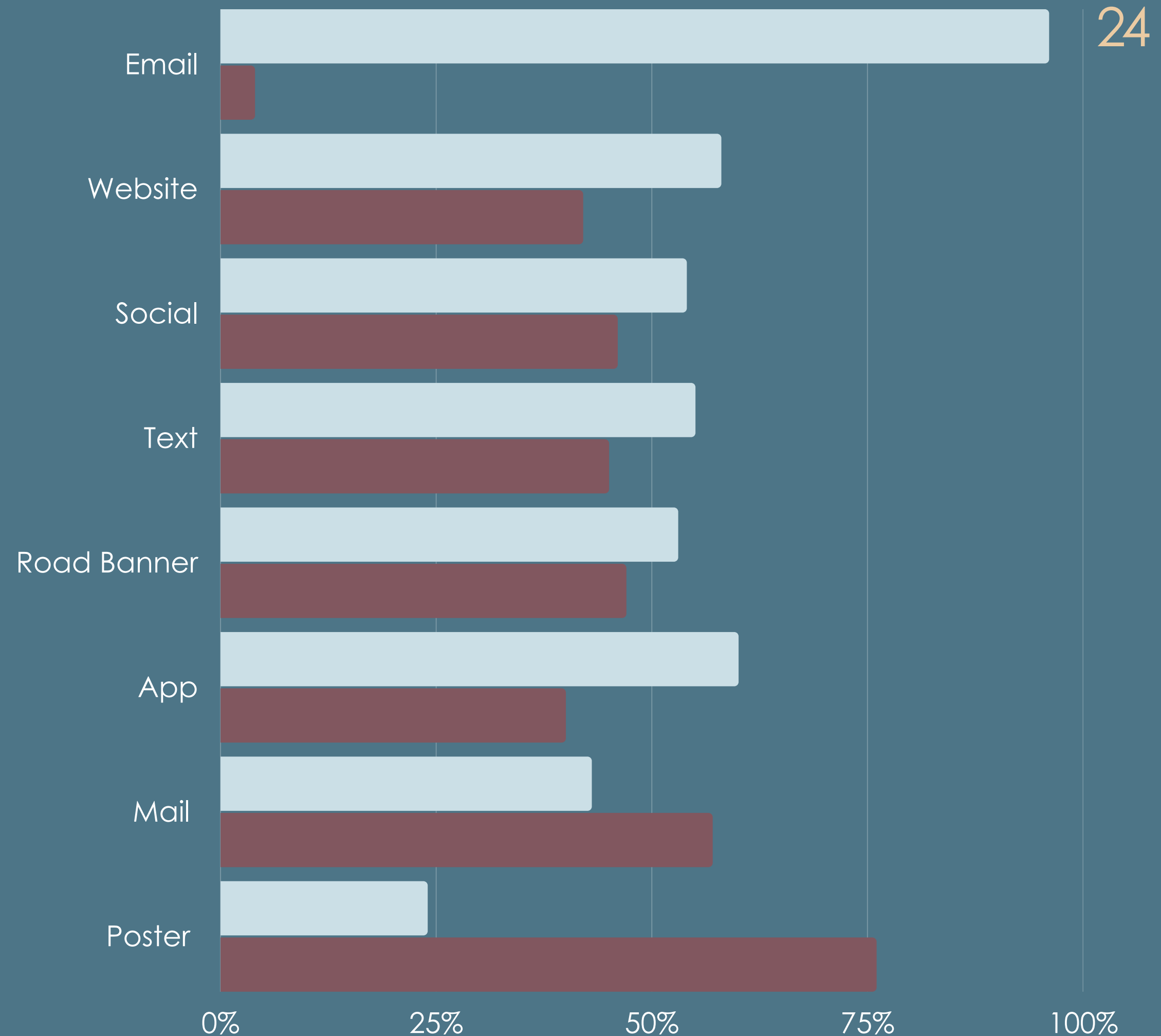
Increase education about how residents can become involved in Association committees, open meetings and the Board.

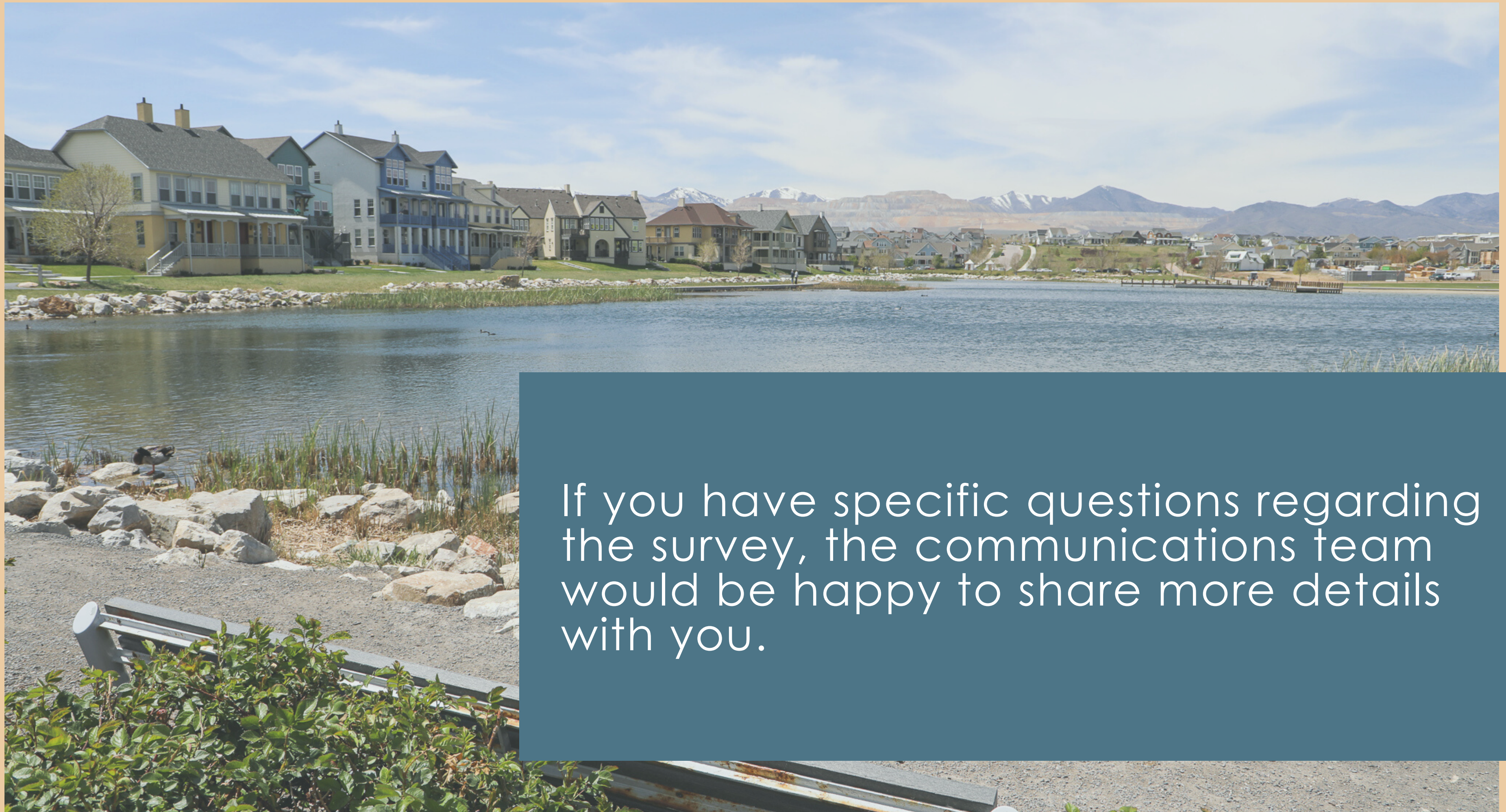
Action Items Results:

The team plans to create more videos and infographics differentiating BSAs, Subs and the Master Association.

The team did change the website header for the election. However, due to tricky sizing, the team has decided instead to change the buttons below the header to link to important updates.

The team has publicized committee openings and plans to create videos showing what each committee does. Videos of the Board of Directors have been well received.





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