

ANNUAL RESIDENT SURVEY RESULTS

2022

Daybreak Community Association



SURVEY REPORT OUTLINE

Demographics

Master Association

Community Standards

Community Center

Aquatics

Parks

Oquirrh Lake

Communication

2,061

TOTAL RESPONSES

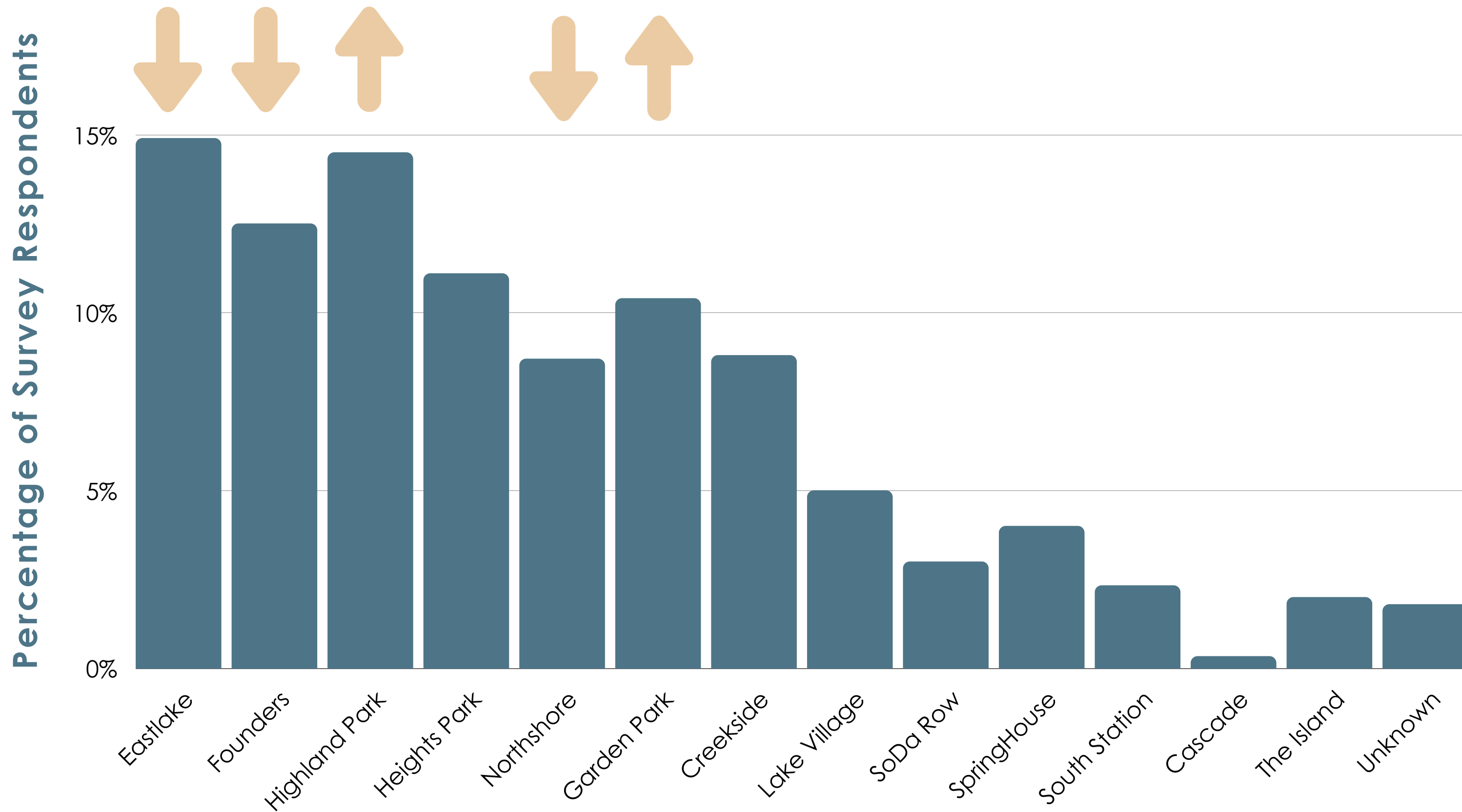
26% of total units



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

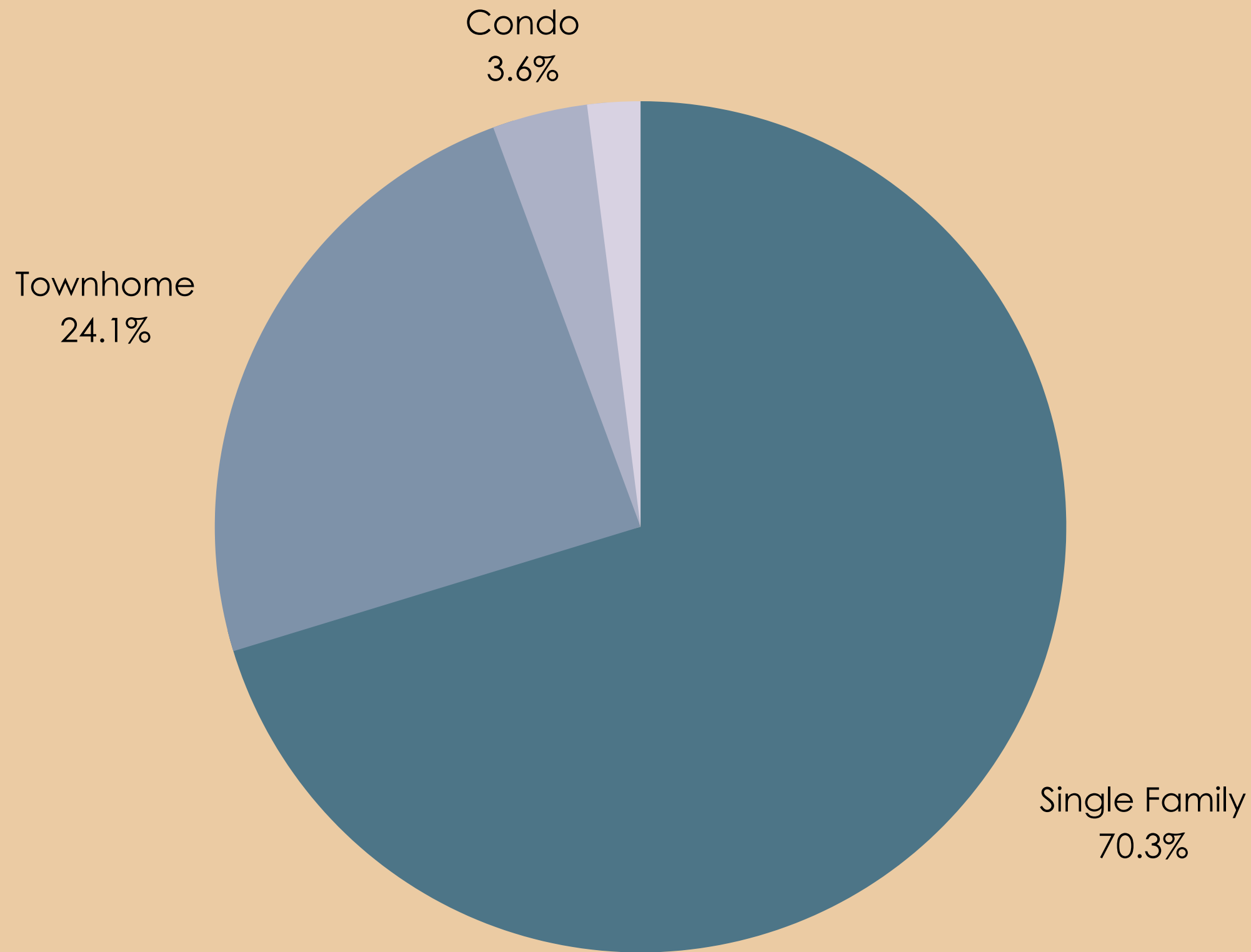
RESIDENT DEMOGRAPHICS

VILLAGE BREAKDOWN



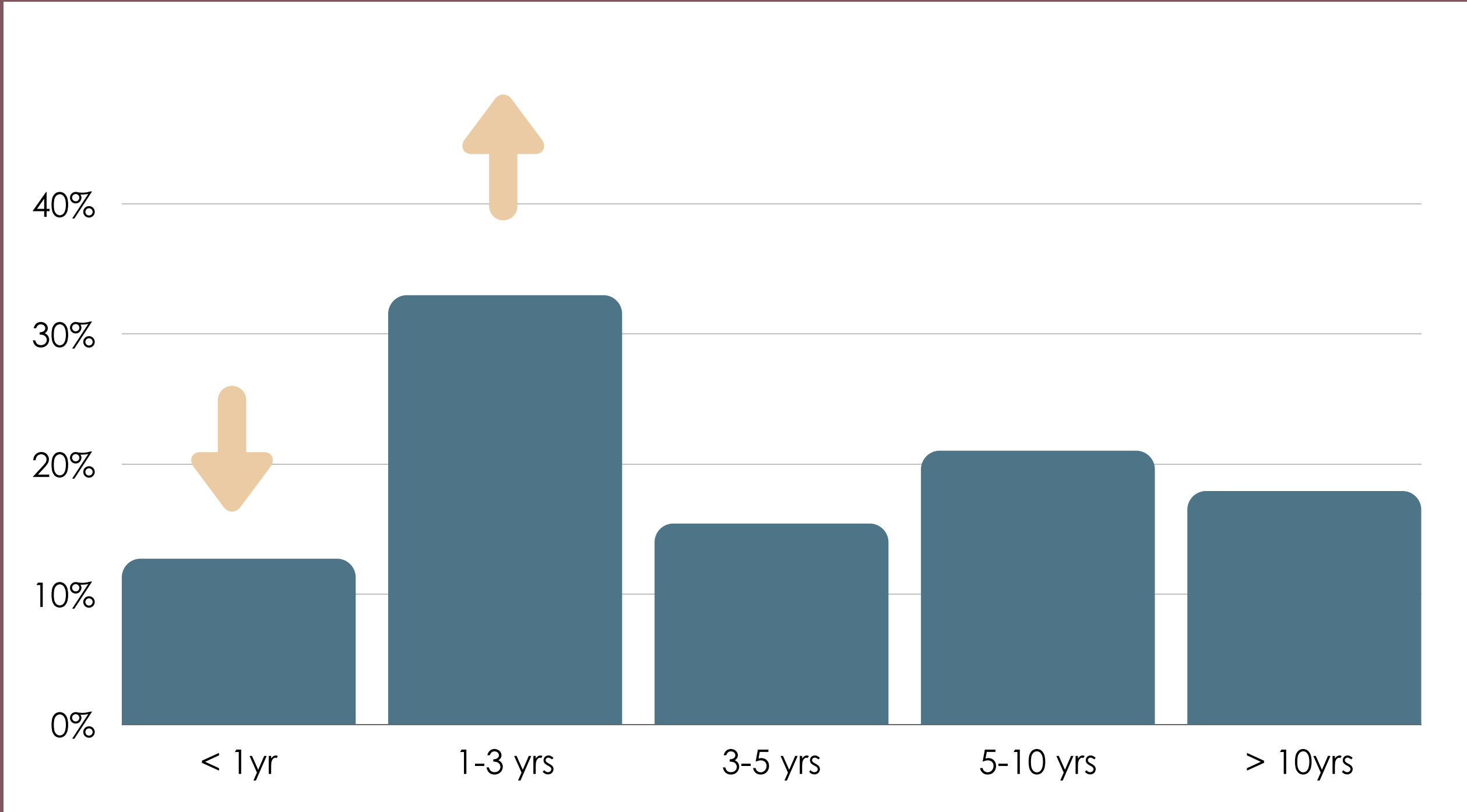
Of the survey respondents, most live in Eastlake, Founders and Highland Park villages. The arrows and percentages show the change from the previous year's surveys. Highland Park and Garden Park have increased the most this year.

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?

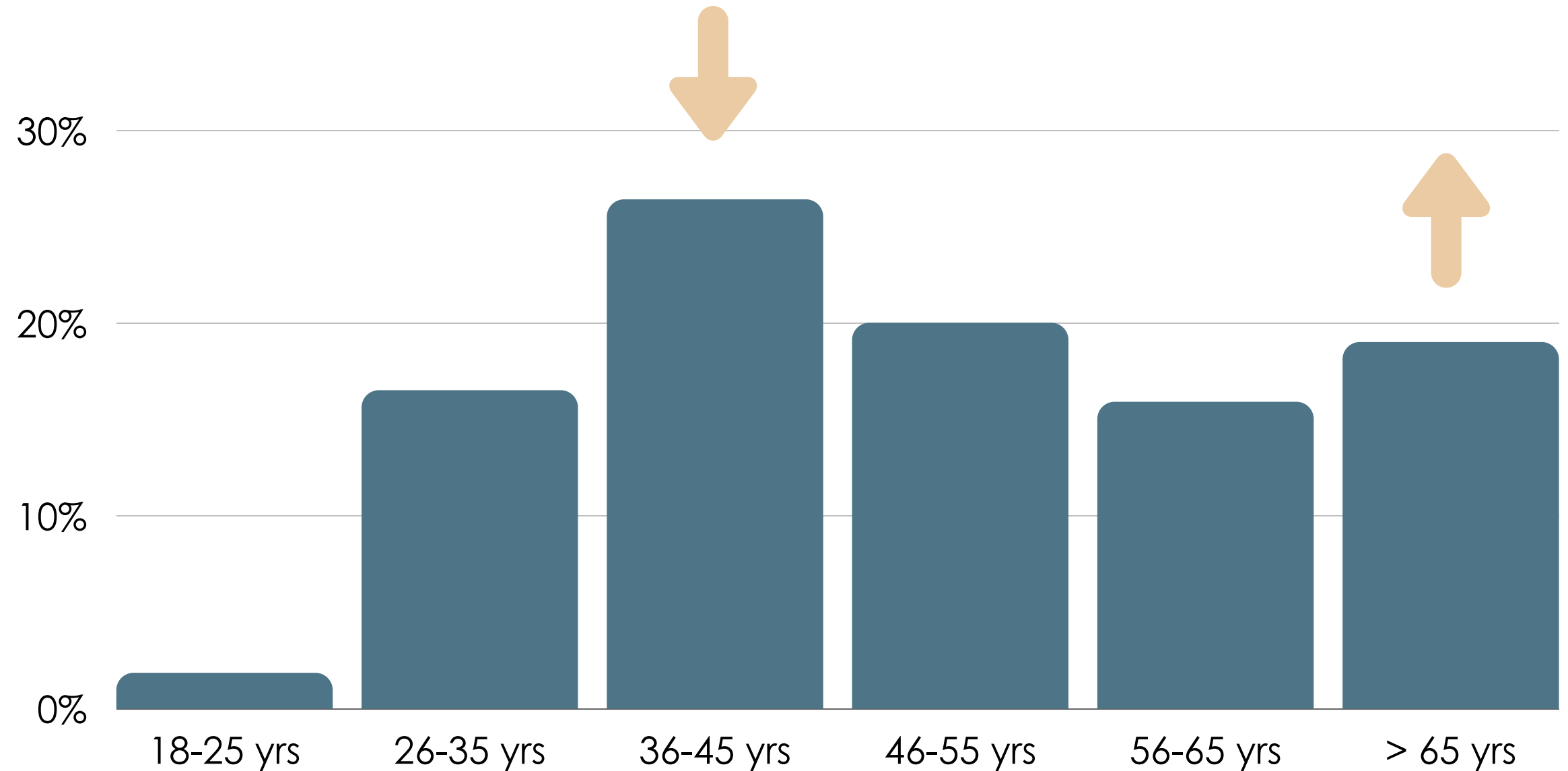


Of the survey respondents, most have lived in Daybreak for 1-3 years.

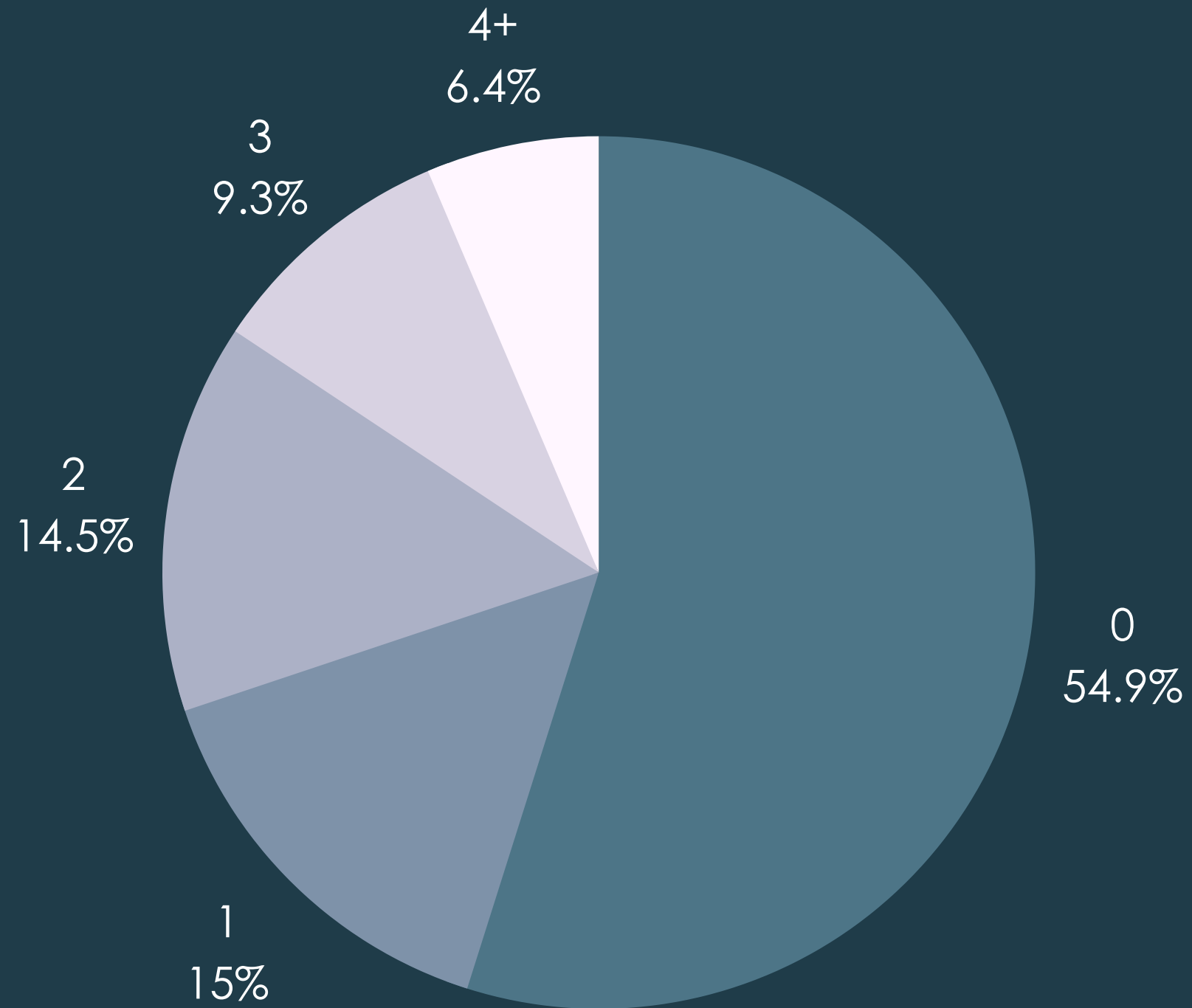


RESIDENT AGES

Of the survey respondents, most are 36-45 years old. In comparison to last year's survey, those over the age of 65 increased slightly by 2%.



HOUSEHOLDS WITH CHILDREN



The graphic shows the breakdown of survey respondents with children who live in the household. Compared to previous year's surveys, households with no children has increased by 11%.

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.

Association Action Items:

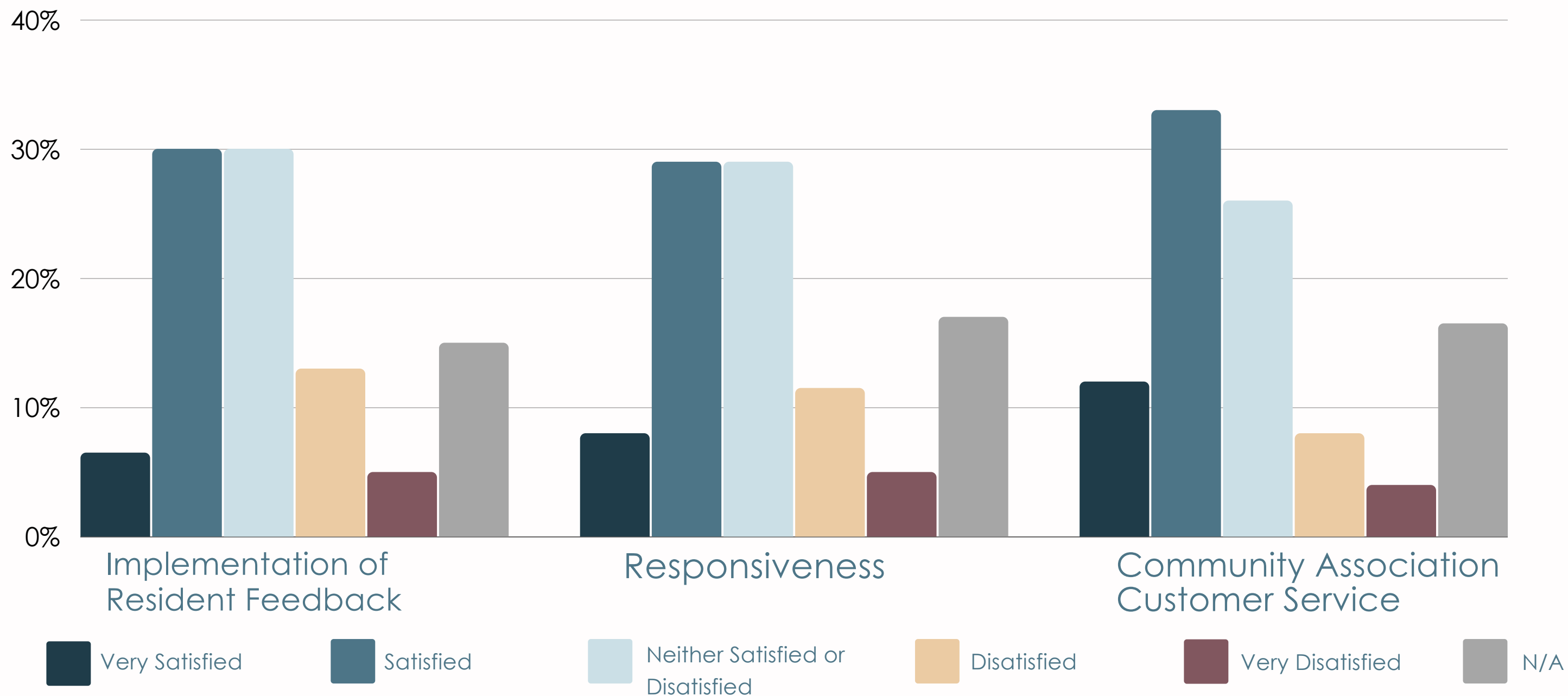
During the 2023 budget process, the Association will look at the financial impact of extending our hours and hiring additional staff to accommodate more residents.

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.



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

Overall, residents strongly agree or agree that the current assessment rate provides a good value. Compared to previous year's surveys, the number of those who strongly agree or agree have increased by 6%.

Resident Survey Comments:

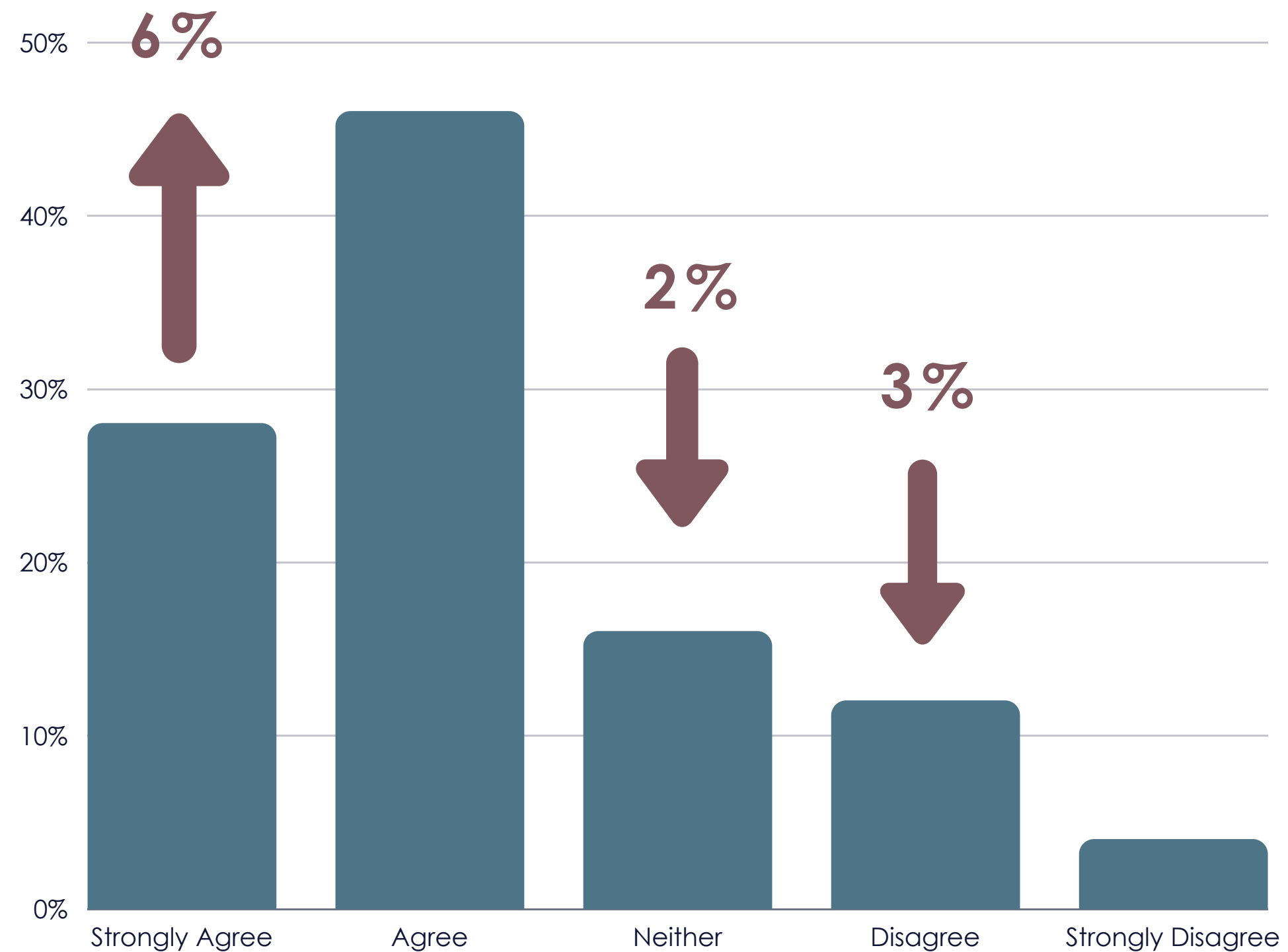
Amenities (parks, fitness, pools, open spaces) are not keeping up with community growth and residents are concerned about overcrowding.

Residents have billing and assessment process frustrations.

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

Association Action Items:

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



QUESTION: THE INTERNET RATE PROVIDES A GOOD VALUE

Resident Survey Comments:

Lots of comments about customer service and outages.

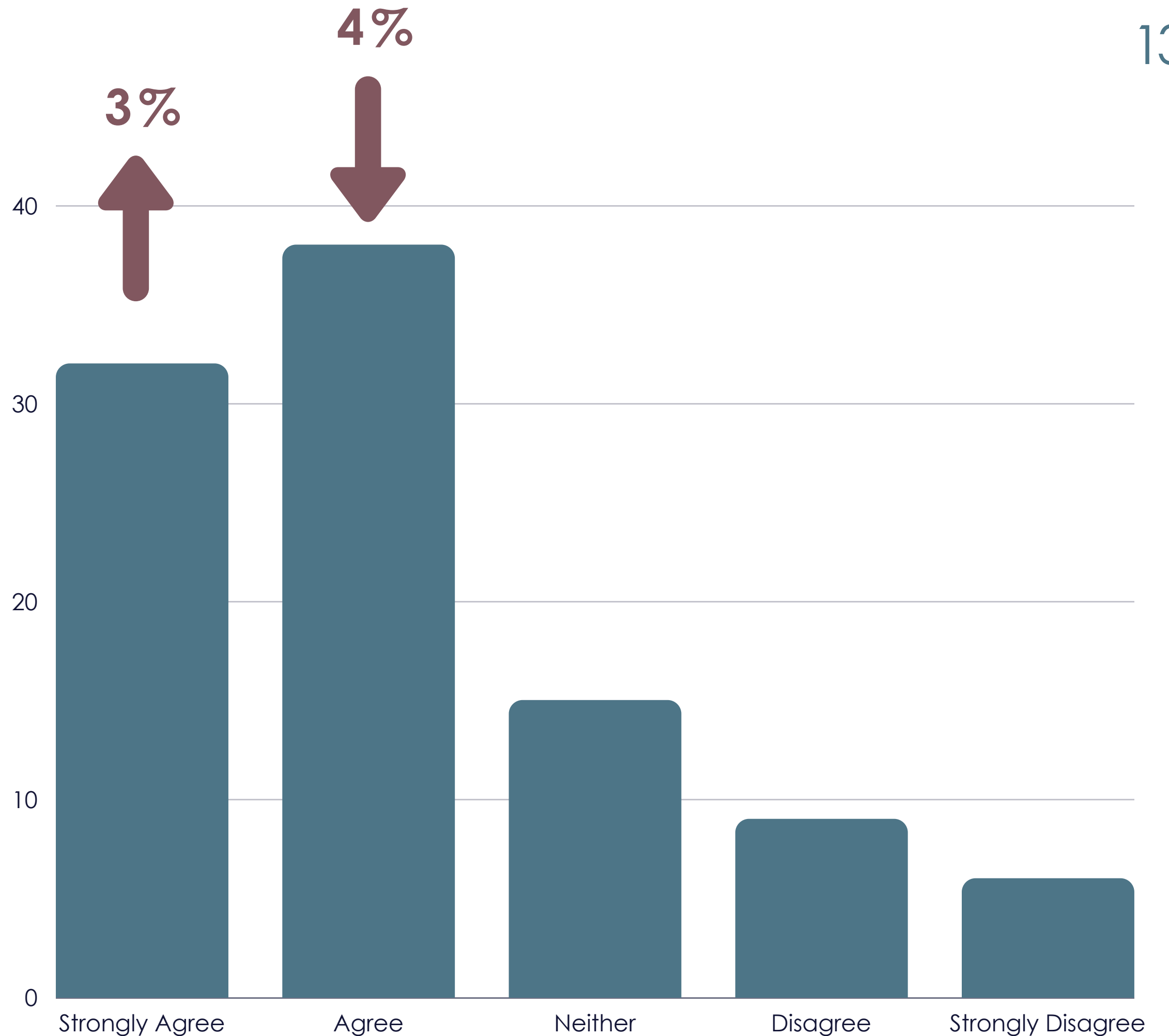
Residents would like to option to choose their internet provider.

Association Action Items:

The management team will show the internet comments to our CenturyLink liason 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.



COMMUNITY STANDARDS



COMMUNITY STANDARDS

Resident Compliance Comments:

Many residents would like compliance to relax on the Association rules and other residents would like staff to be more restrictive. These opposing viewpoints and the accompanying comments revealed a perception of inconsistent enforcement.

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

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.





COMMUNITY STANDARDS

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Resident Design Review Comments:

Feedback included frustration with the difficulty of application process: Too detailed, too long and too few meetings.

Marissa and Jaimie personally received many compliments for their assistance.

Residents seem to understand that staff are doing their best, but the committee is particular in approvals.

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.

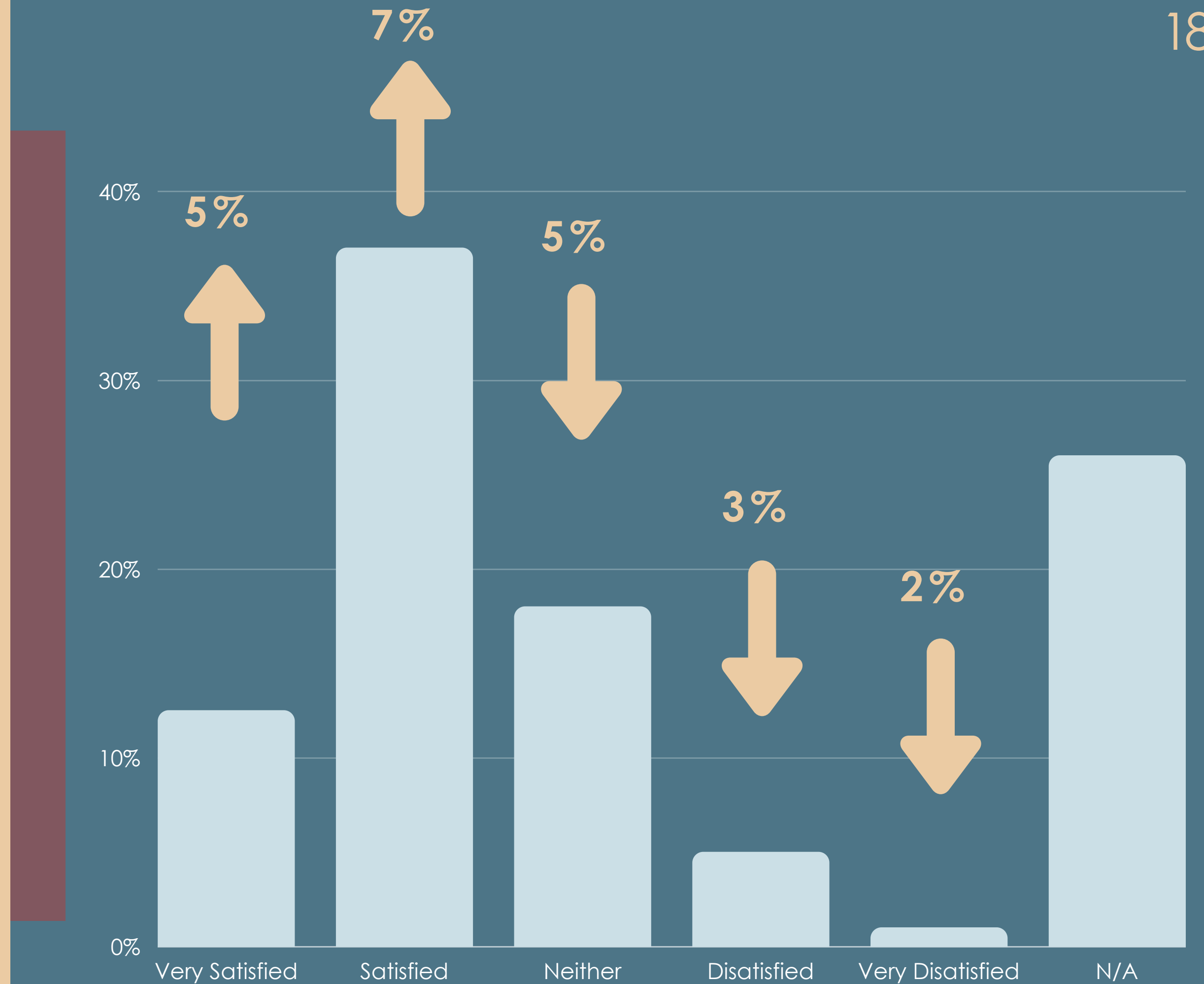
The team will look into getting a software to help residents create their site plan.

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

COMMUNITY CENTER

Level of Satisfaction with DCC Hours

Similar to results from previous years, 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

Compared to last year's survey, 10% more respondents are satisfied or very satisfied with the fitness center equipment.

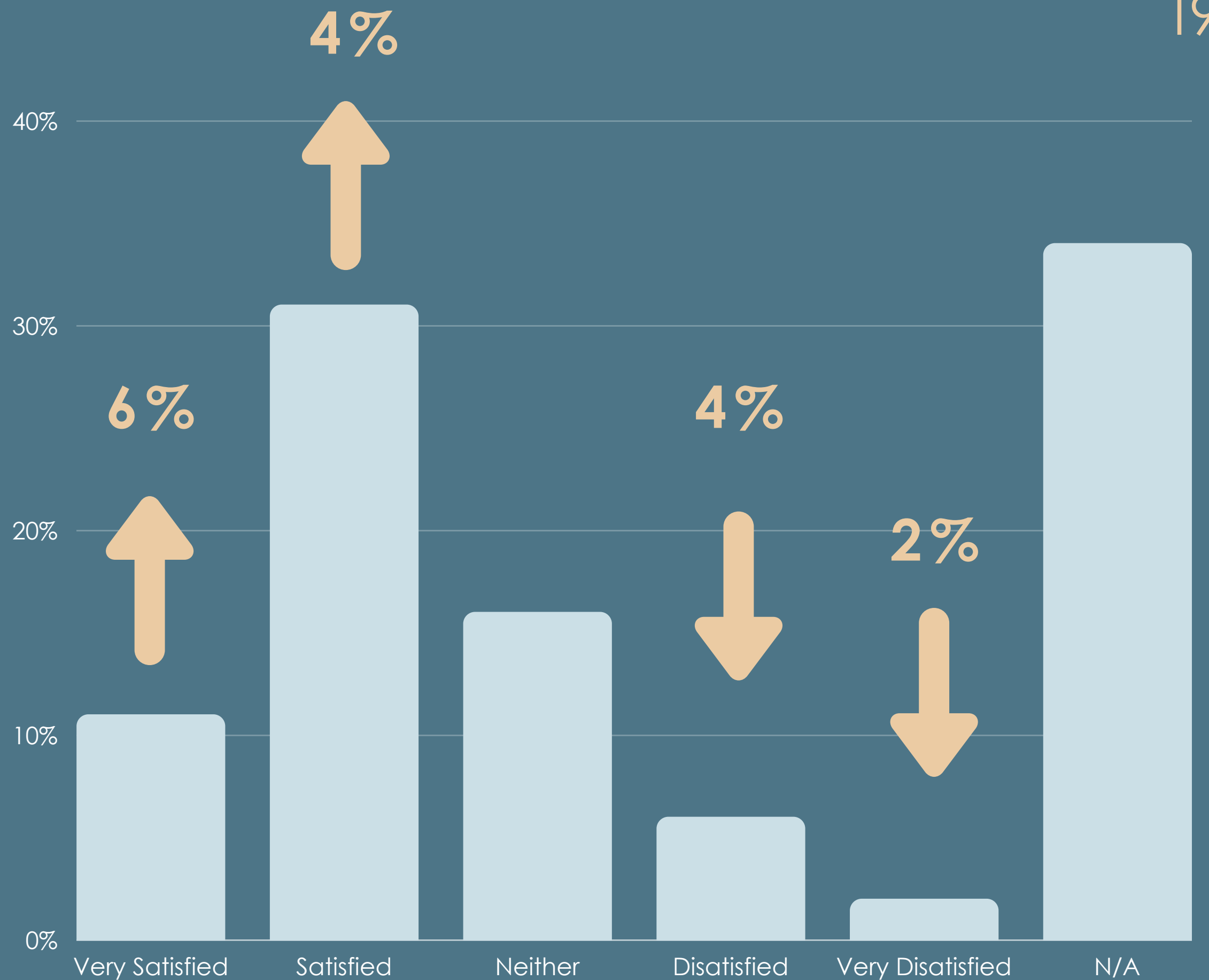
Resident Survey Comments:

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

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.



Level of Satisfaction with DCC Group Fitness Classes

More than half of our survey respondents do not take advantage of the group fitness classes.

Resident Survey Comments:

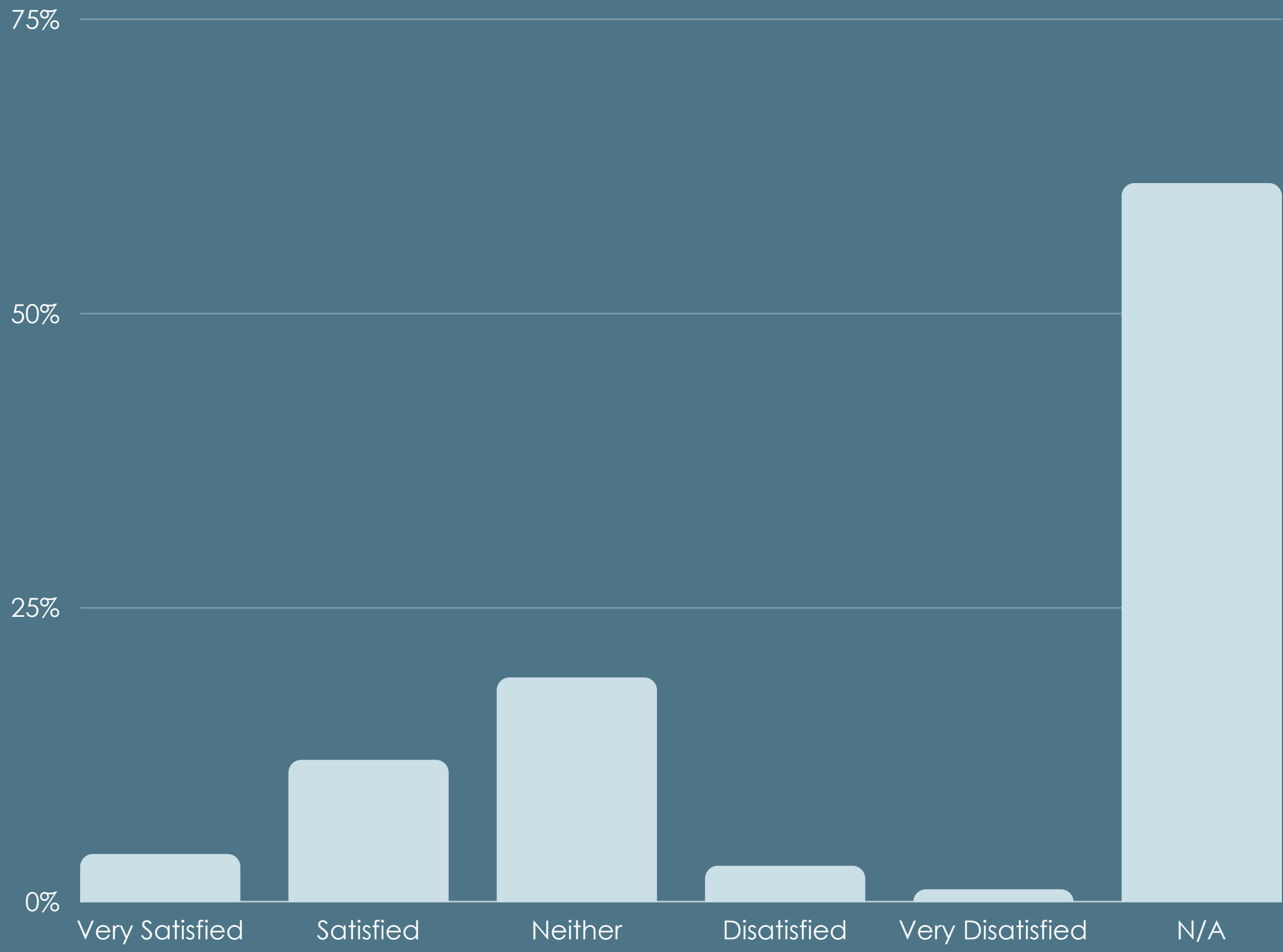
Many residents believe fitness classes should be included in their dues.

They also requested more fitness classes at night.

Association Action Items:

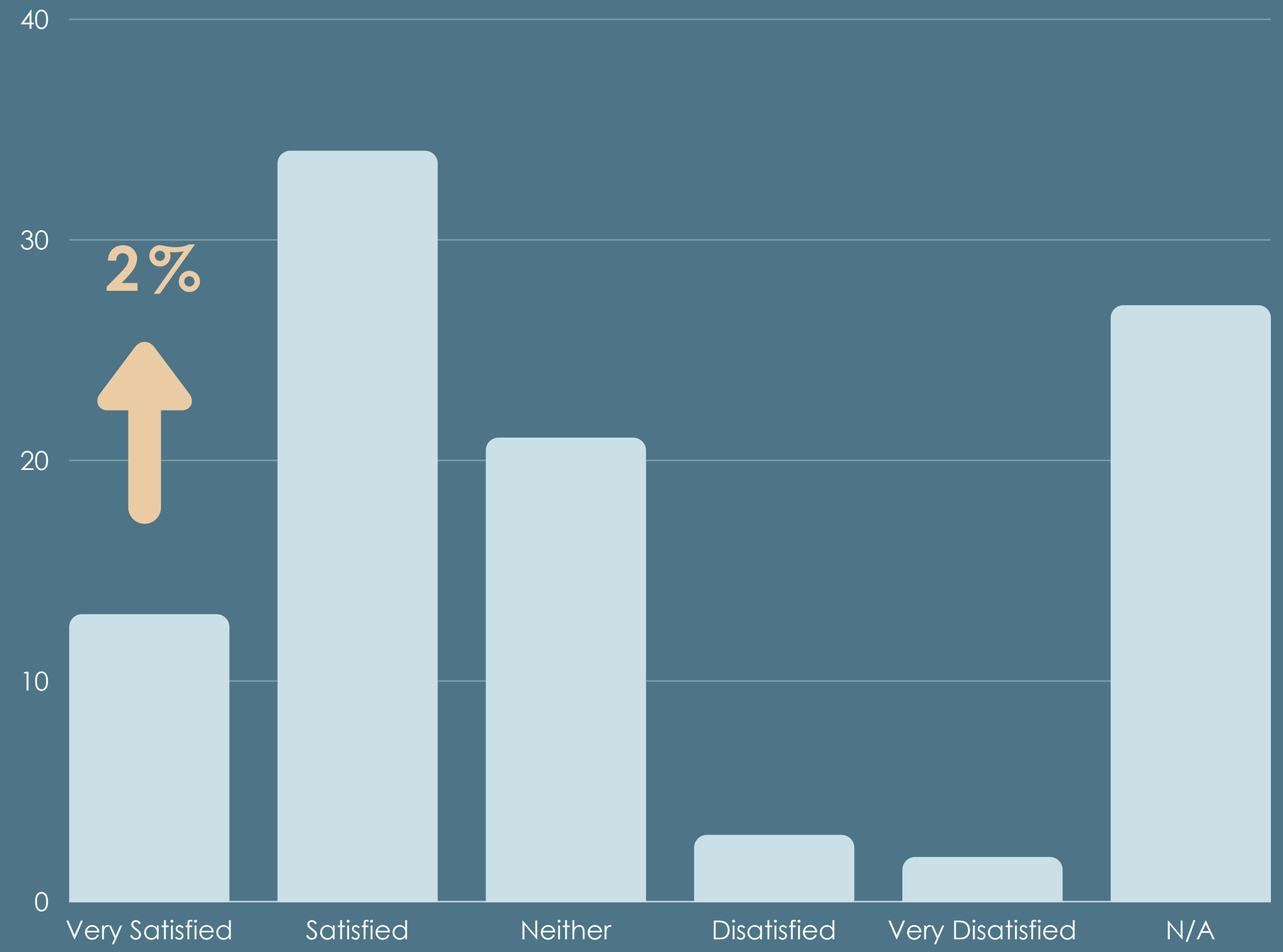
Create a DCC Fitness Instagram to encourage residents to learn more about what the DCC offers and attend classes.

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



Level of Satisfaction with DCC Staff Customer Service

Results in 2022 were similar to previous years, but DCC staff have been working on updates to the amenity registration process to make it easier for residents.



HOW OFTEN DO YOU USE THE FOLLOWING AMENITIES?

Resident Amenity Comments:

Comments varied on guest amenity access (costs, confusion, non-usage and desire for free passes).

Residents do not like non-residents using amenities.

Association Action Items:

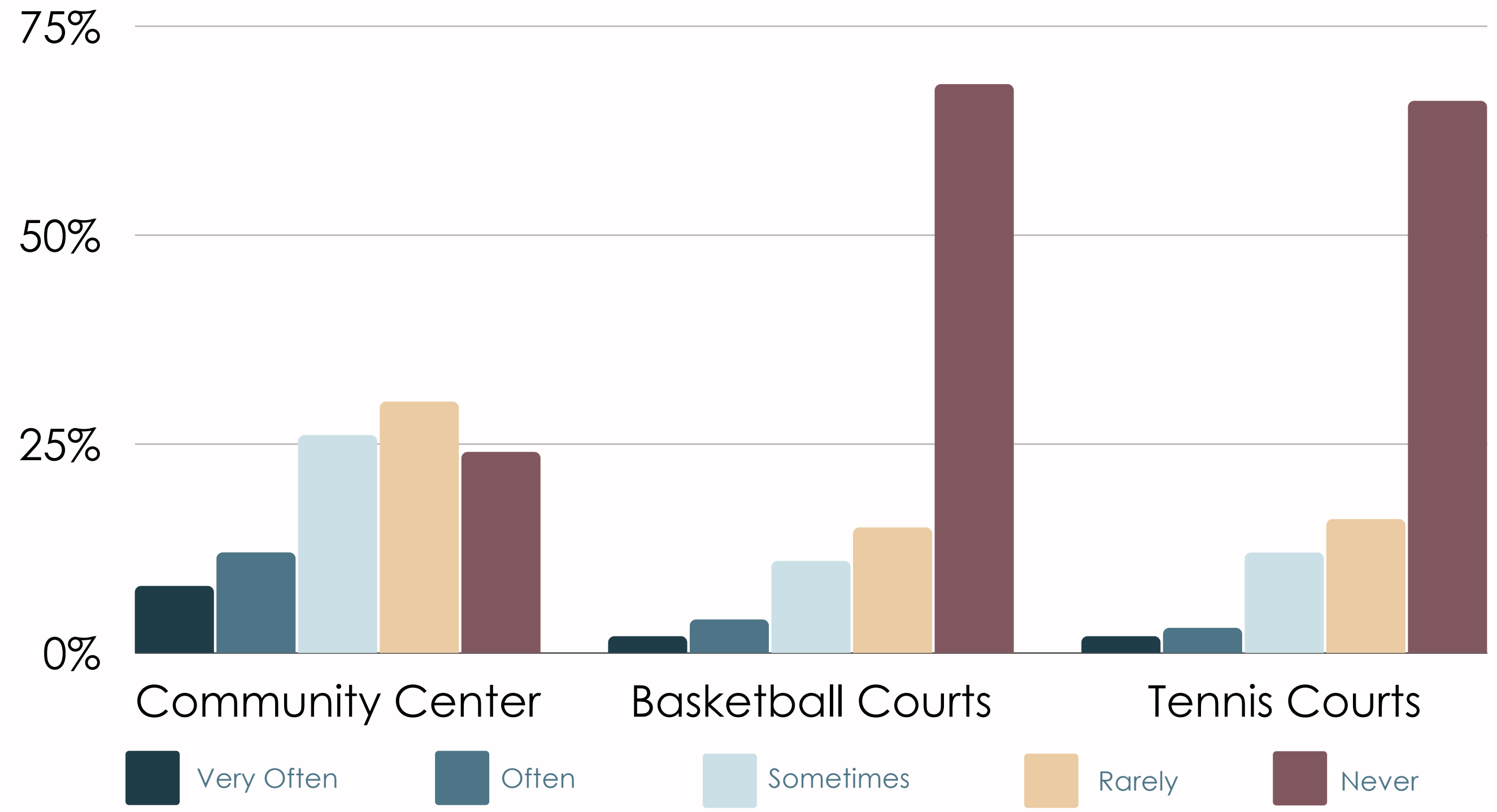
The management team is making guest passes easier to obtain by having them available at the DCC, all pools and the Beach Club

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.



AQUATICS

HOW OFTEN DO YOU USE THE POOLS?

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

Resident Survey Comments:

Many comments requested more lap pools and hot tubs. Extended hour requests included a need for adult pool hours.

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

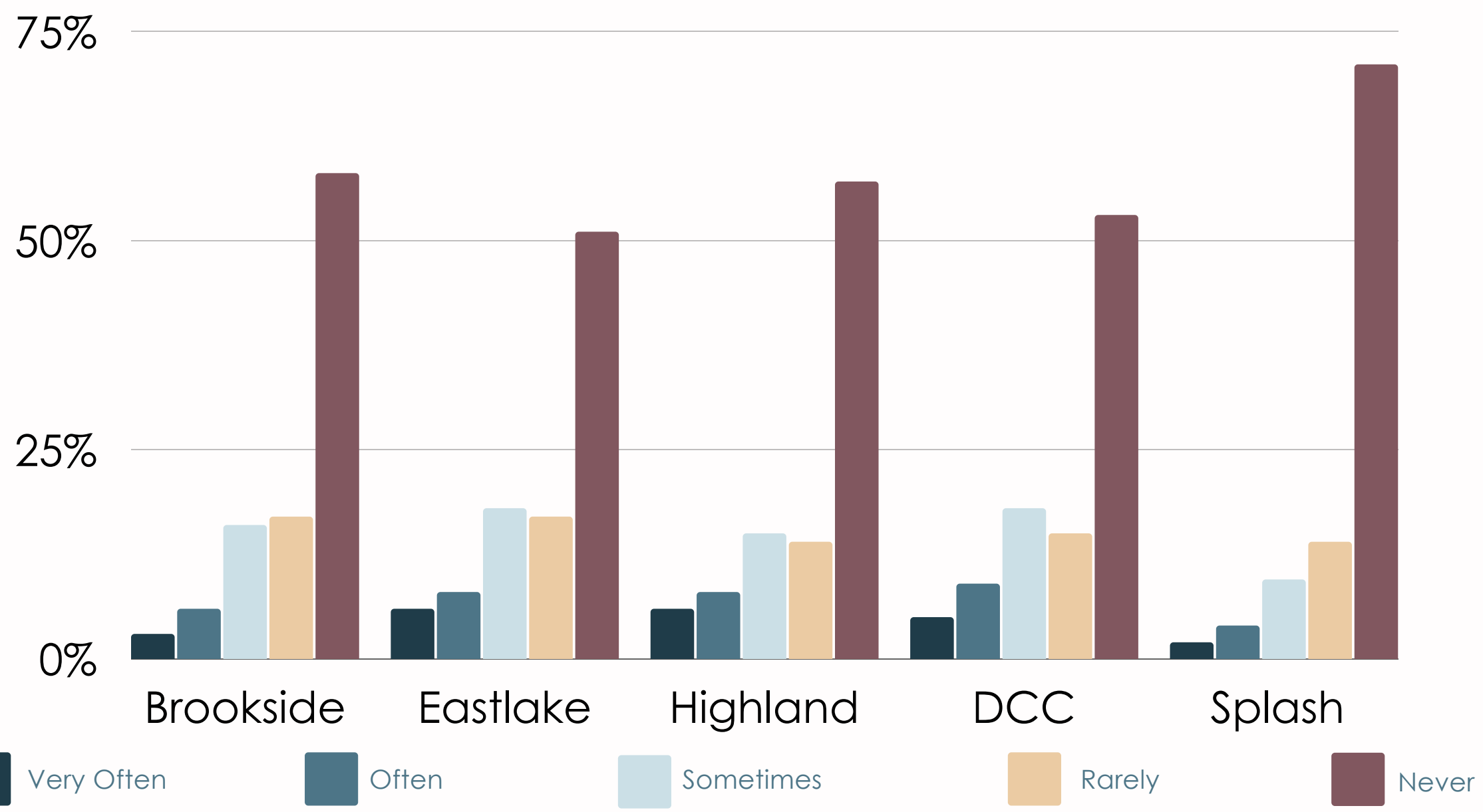
Association Action Items:

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 & 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.



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.

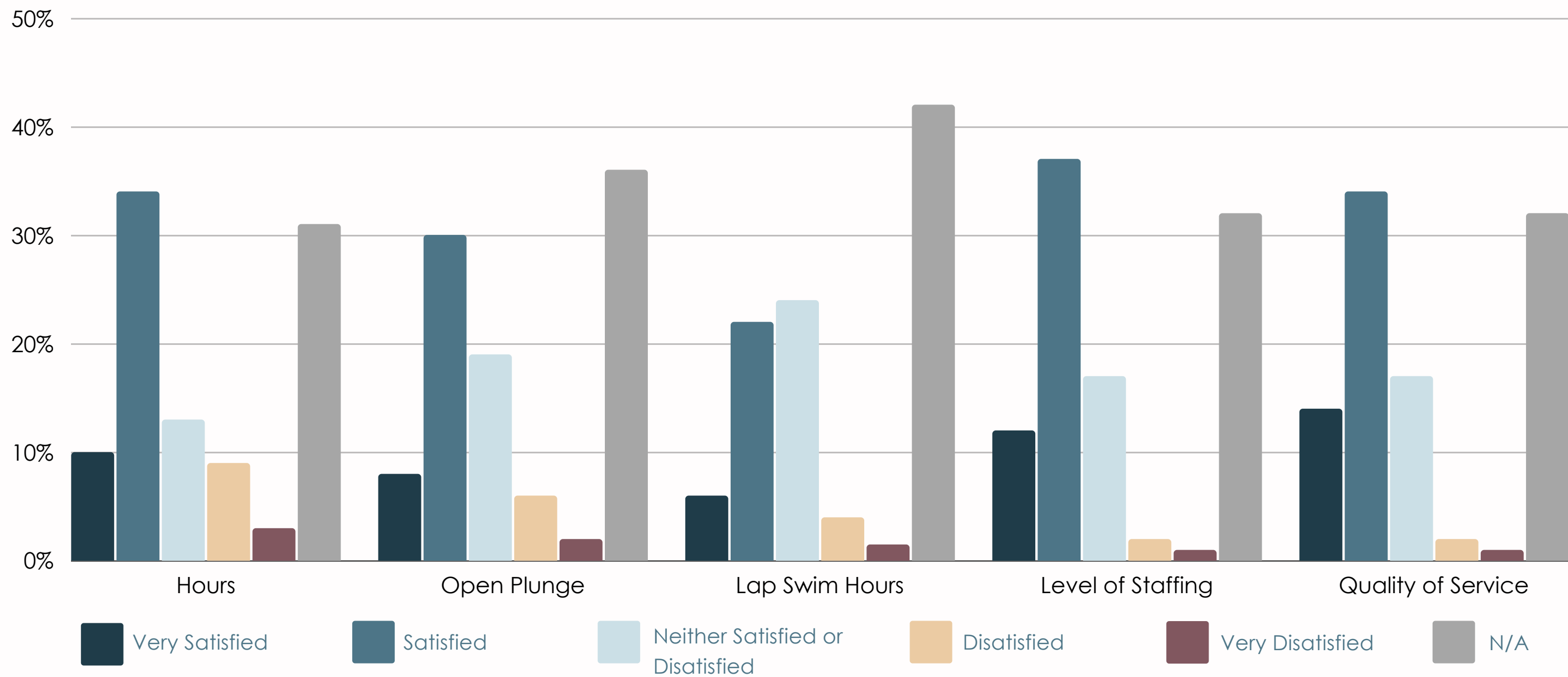
Request for more lap swim hours and extended pool hours and season.

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.



PARKS



HOW OFTEN DO YOU USE THE FOLLOWING PARKS?

Resident Survey Comments:

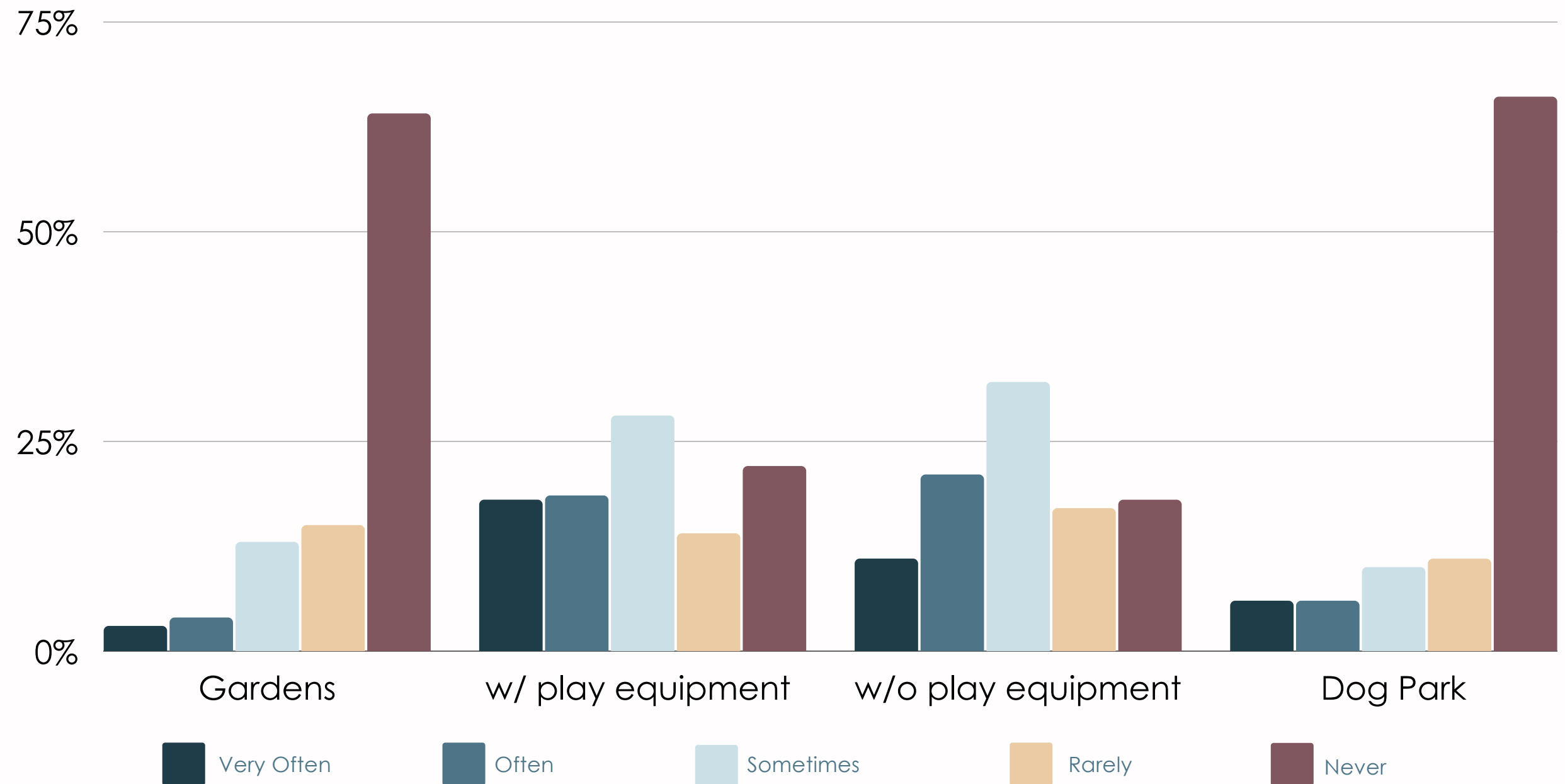
Numerous dog park issues were referenced with maintenance, closures and upkeep. Residents requested additional dog parks.

Association Action Items:

This year, the Association will renovate Silent Rain Park. Each budget cycle, the Association will review park statuses 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.



LEVEL OF SATISFACTION WITH DAYBREAK PARKS ²⁸

Resident Survey Comments:

Specific park landscaping concerns include Firefly, Founders, Linear and other parks.

Homeowners stated frustrations with the fire pits not being officially open.

Residents suggested additional parks in Highland, Heights and Northshore villages including sports courts; especially pickle ball and dog parks. Toddler play equipment, all-abilities play equipment and shade structures were also requested.

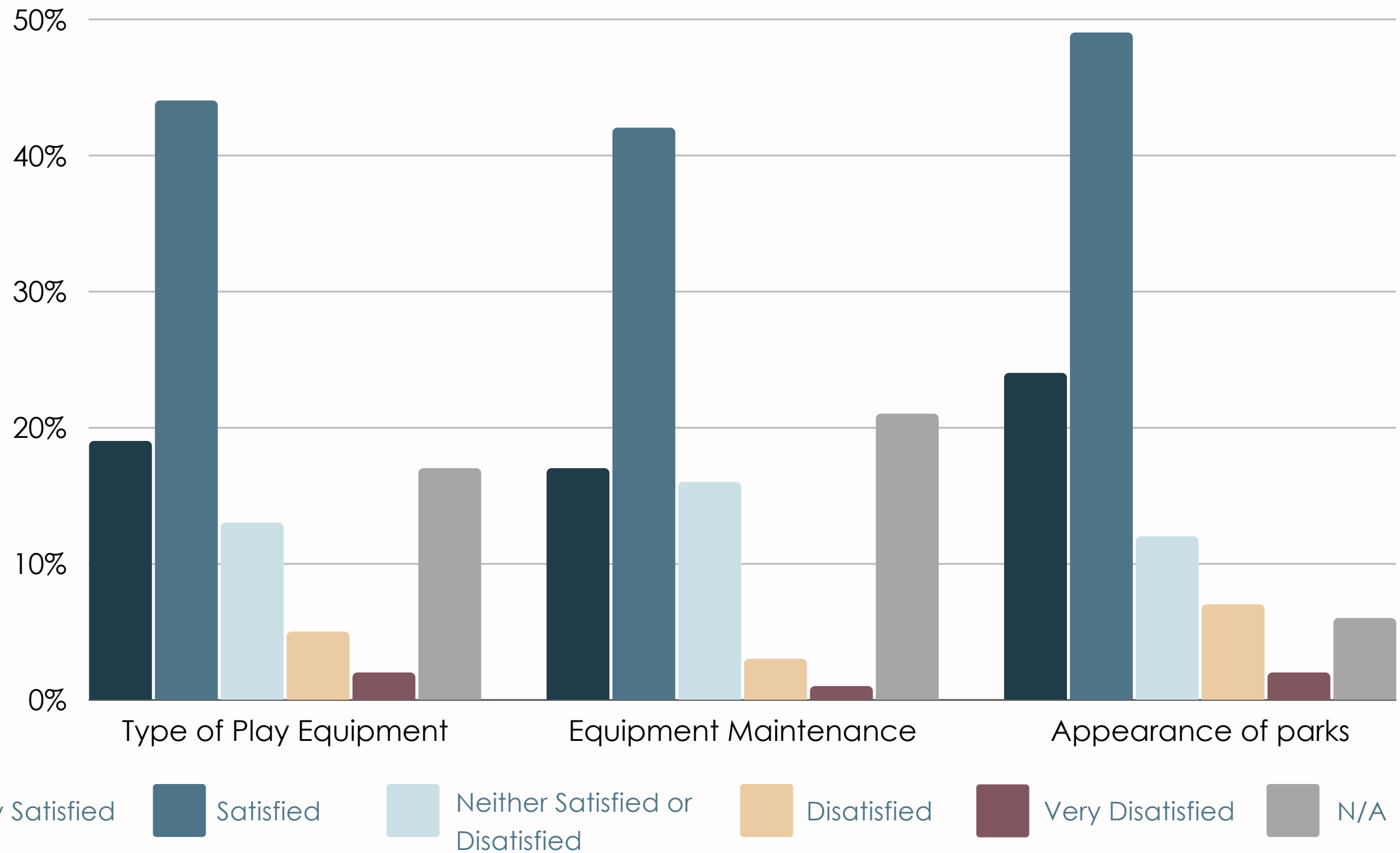
Association Action Items:

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

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

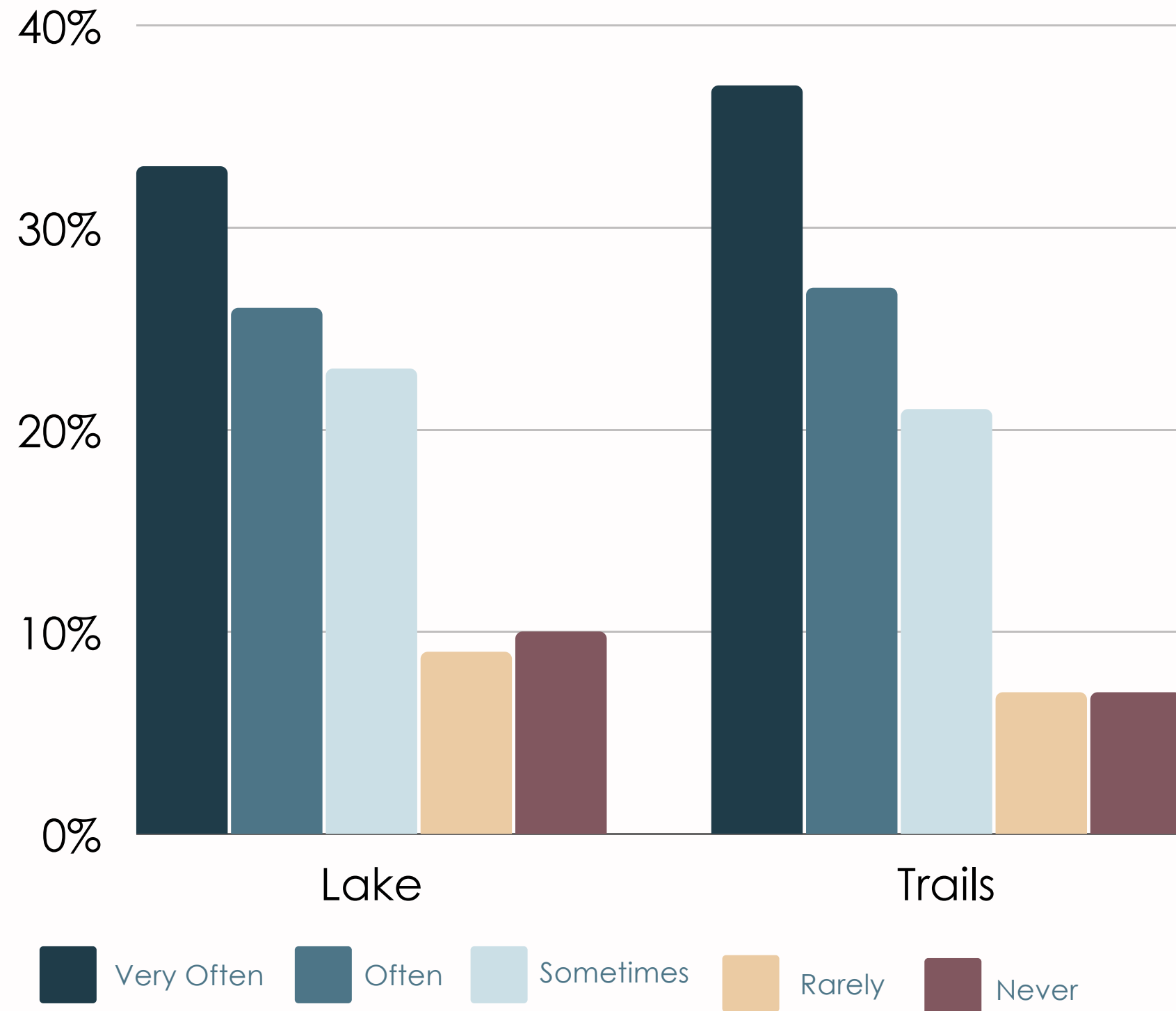
The team is in the final stages of updating old park and lake signs with new, updated versions.

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



OQUIRRH LAKE

HOW OFTEN DO YOU USE THE LAKE & TRAILS?



Resident Common Area Comments:

Residents continued to request trail lighting project updates.

Active residents continued their desire for lake trail snow removal.

Incorrect tree care caused common area trees to die, and residents notice replacement issues

Many residents commented about either too much irrigation or not enough irrigation.

Trash bin, dog station, and construction trash pickup were again major concerns.

Association Action Items:

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

HOW OFTEN DO YOU USE LAKE AMENITITES? ³¹

Resident Survey Comments:

Overall community security is a significant concern.

Residents do not want to pay for a watercraft permit.

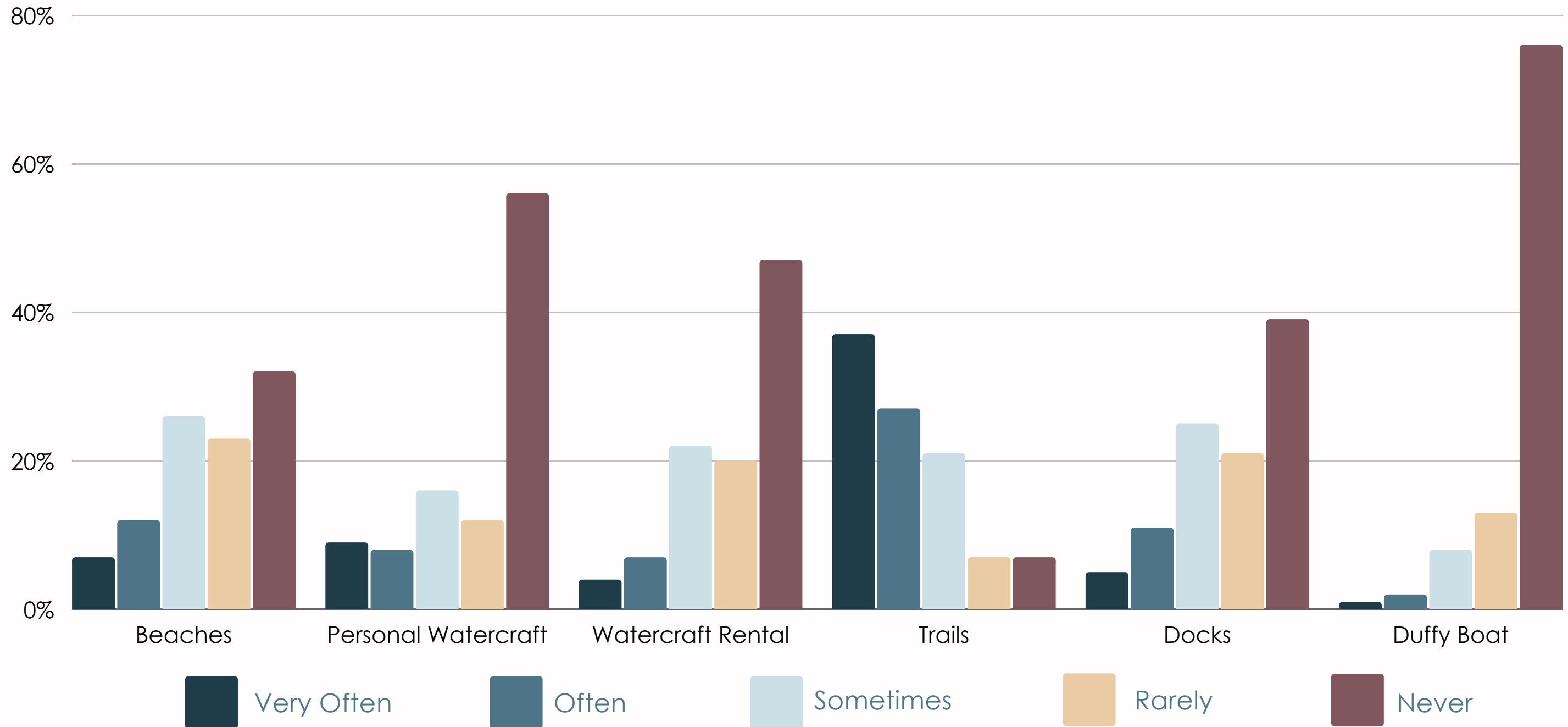
Residents complained about duck waste on the docks and beaches.

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.



LEVEL OF SATISFACTION WITH THE BEACH CLUB

Compared to previous years, 24% more respondents reported using the new Beach Club amenities.

Resident Survey Comments:

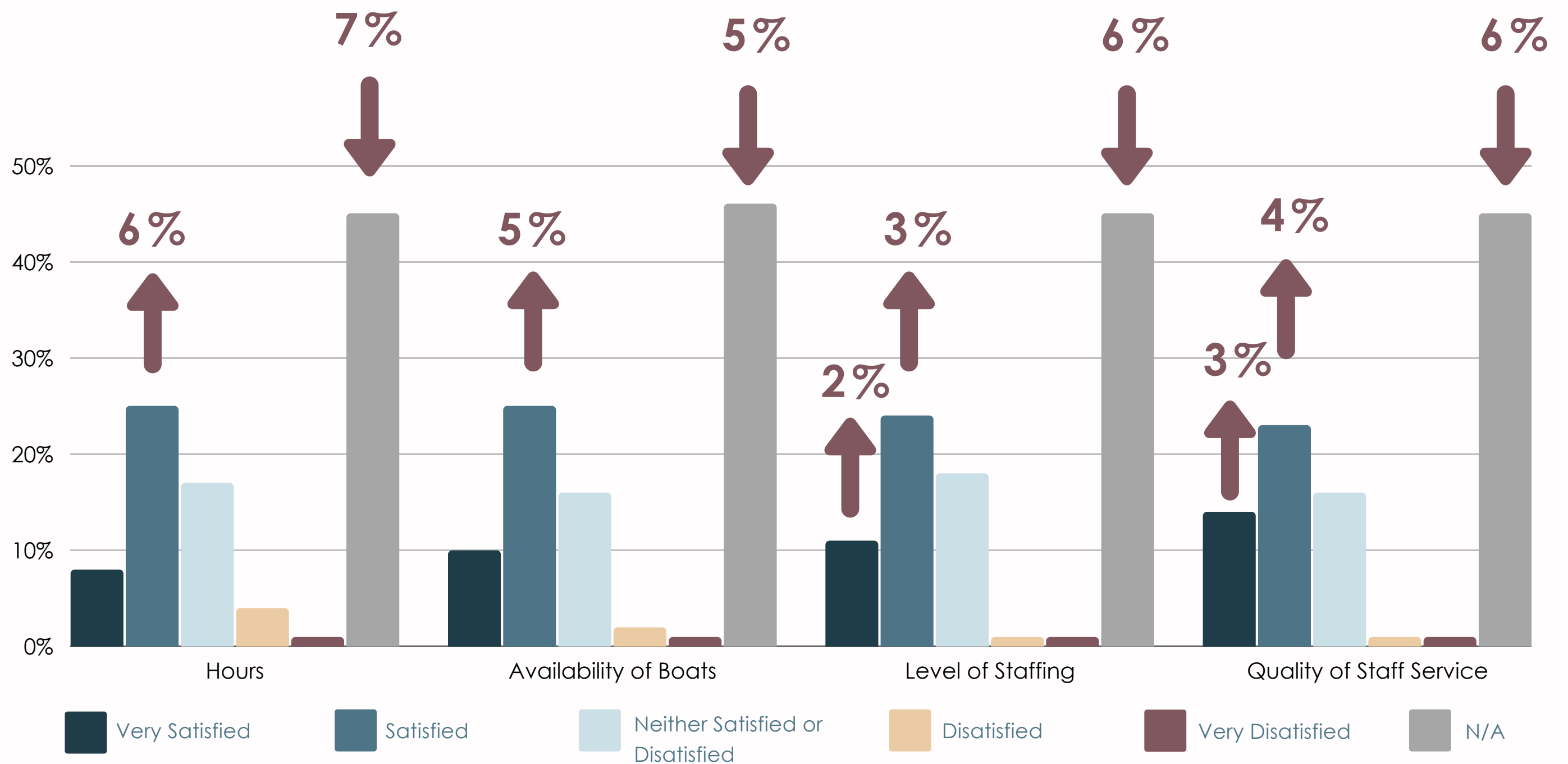
Residents would like hours extended to the morning during hot weather.

Association Action Items:

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

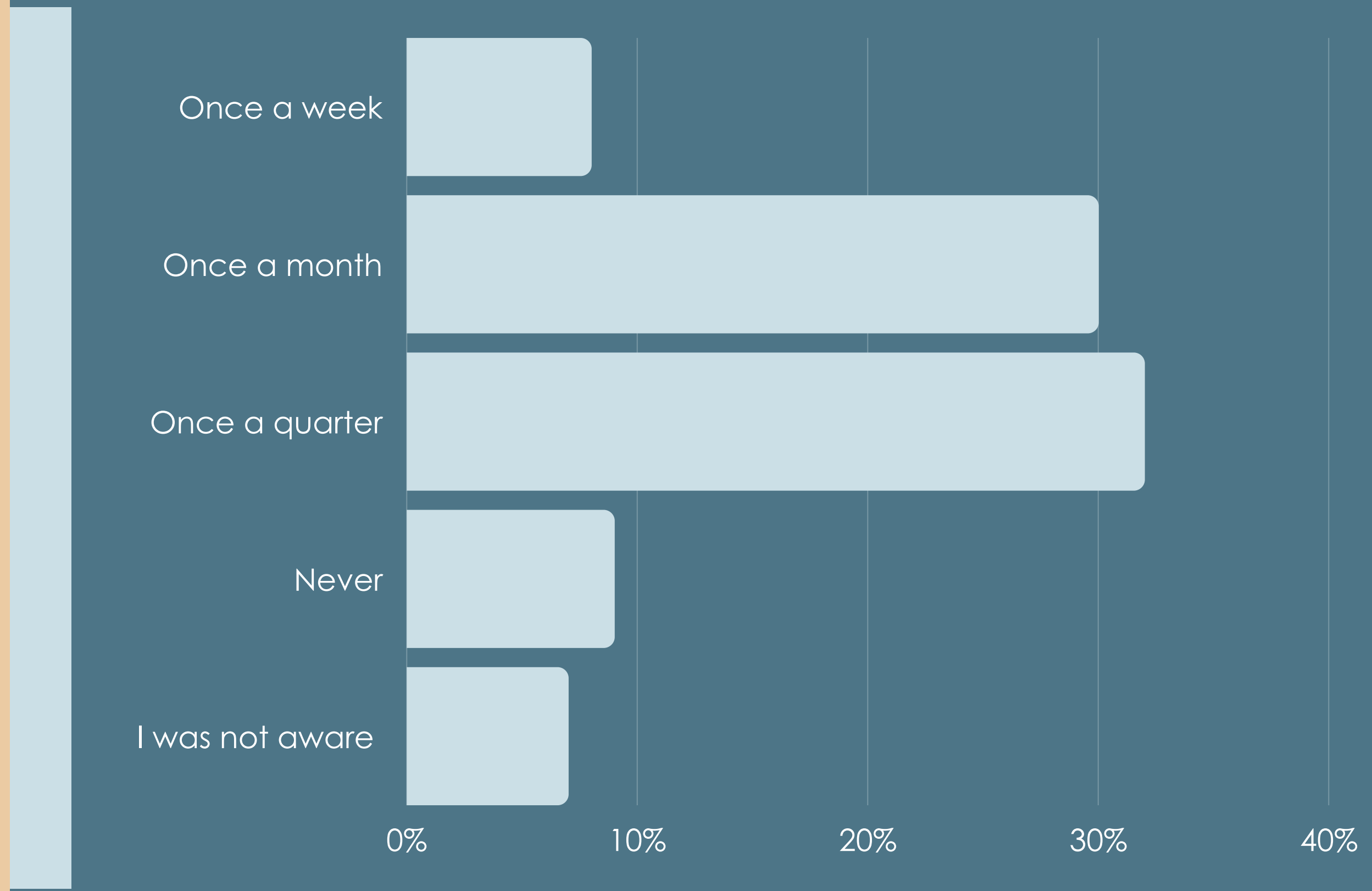
The team will purchase more paddle boards and kayaks to have more watercraft available for residents.

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



COMMUNICATION

Question: How often do you visit the community website?



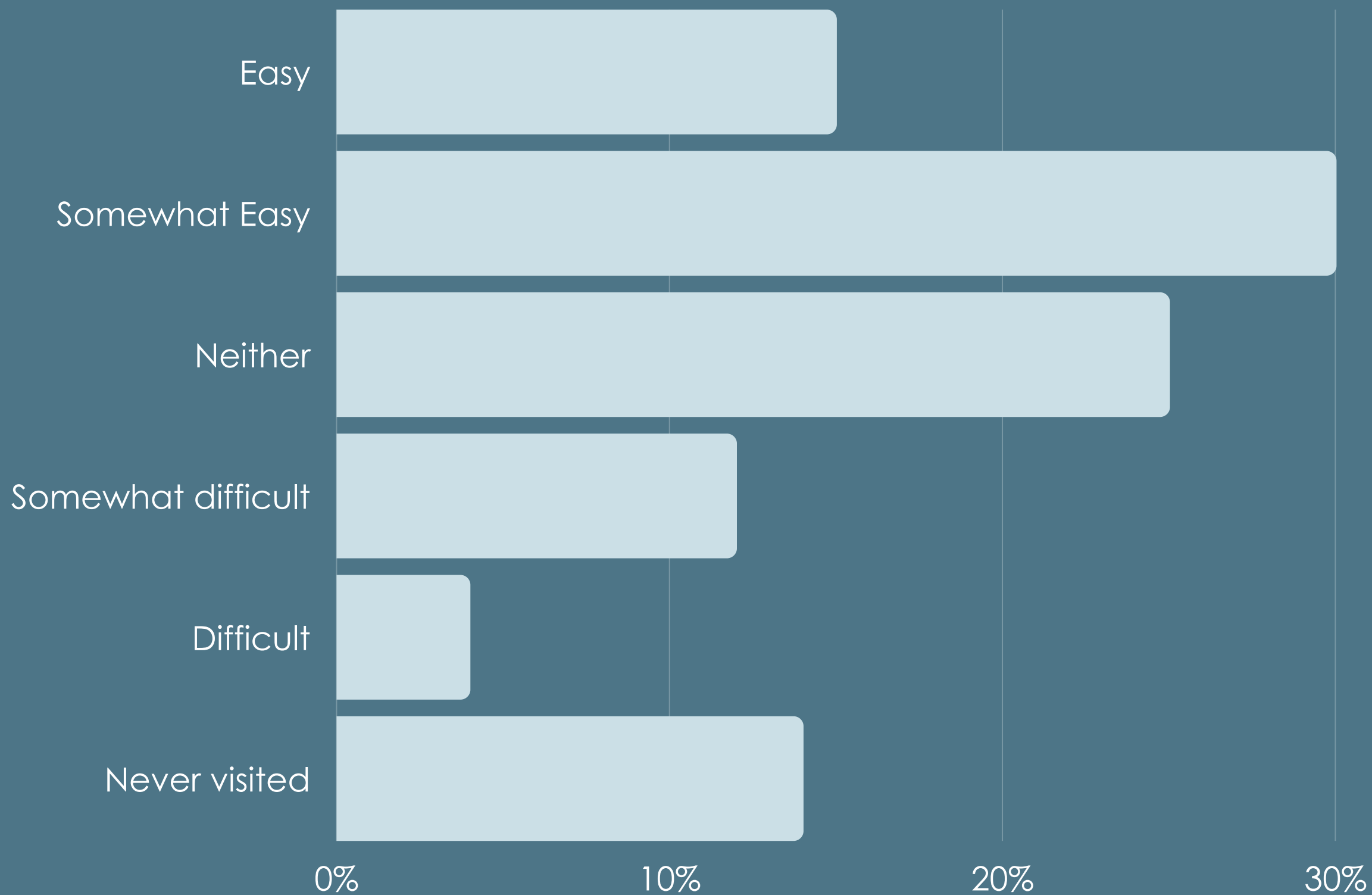
Question: How easy is it to navigate the community website?

45% of respondents find the website easy or somewhat easy to navigate.

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.



Question: How do you prefer to receive communication?

Most Preferred/
Somewhat use Least Preferred/
Do not use

Resident Survey Comments:

Many misconceptions about the services the Association handles for residents.

Residents do not understand that City of South Jordan, developer, Sub-Associations and other entities also manage certain aspects of the community.

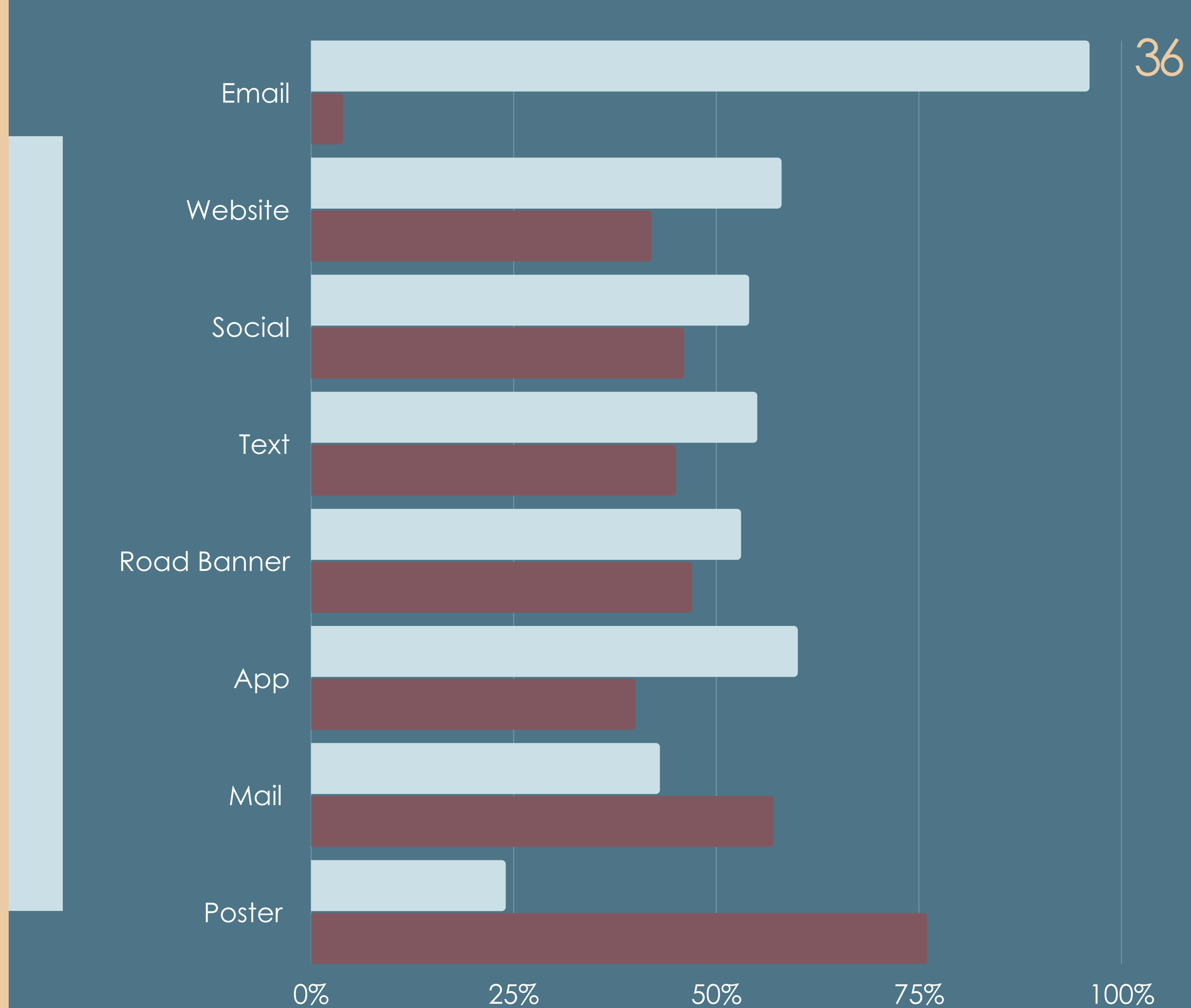
Residents prefer email communication.

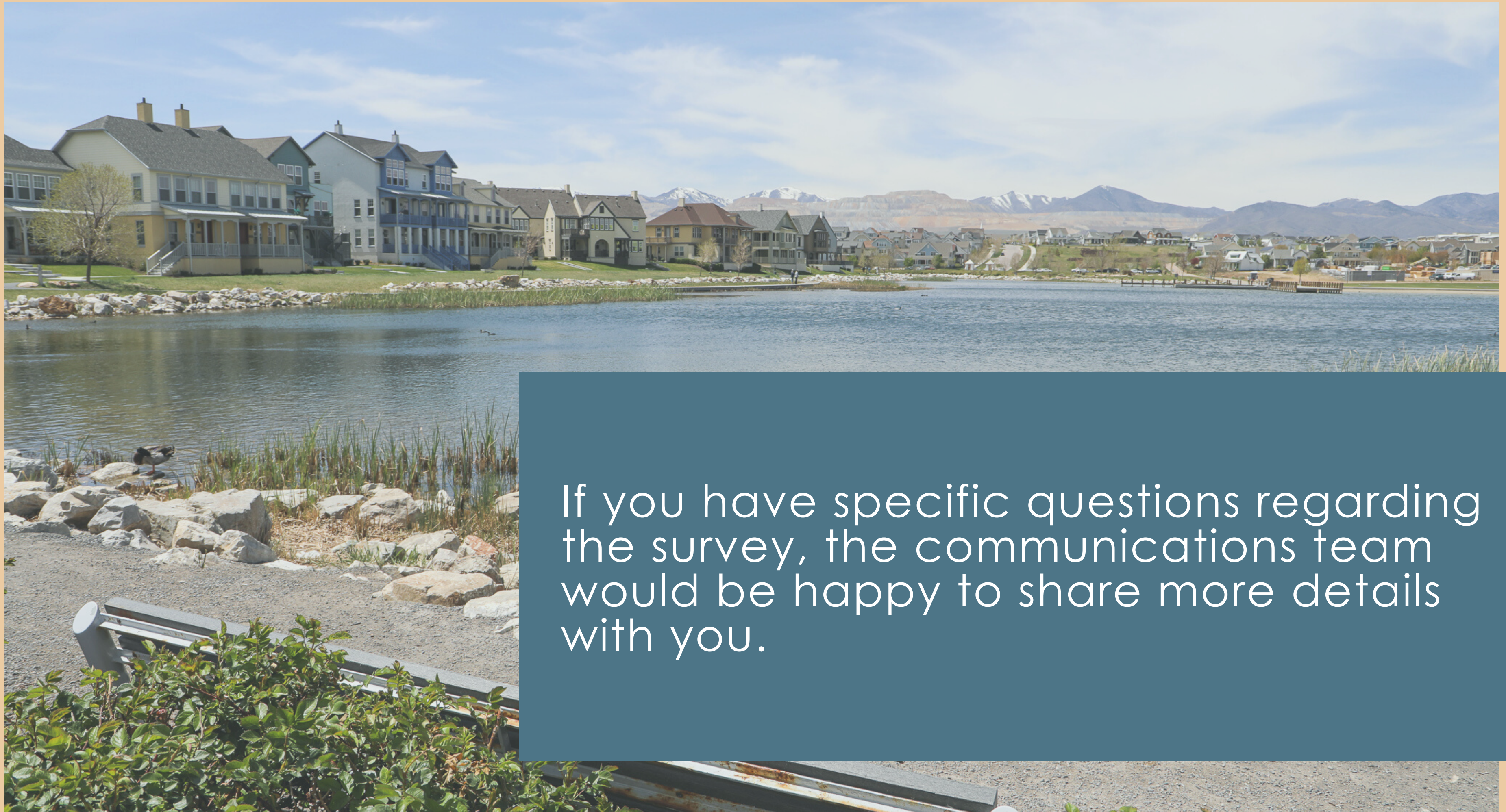
Association Action Items:

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

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

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





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