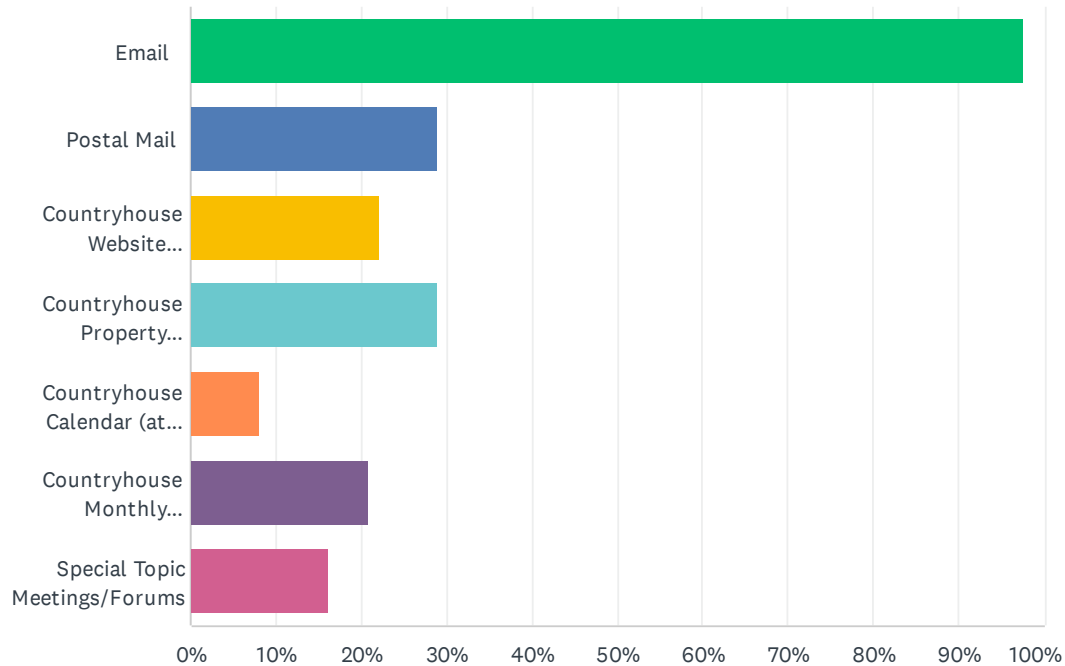


# Q1 Please indicate which communication methods you currently use to receive information from the Countryhouse HOA. (Select all that apply)

Answered: 86 Skipped: 1



ANSWER CHOICES	RESPONSES
Email	97.67% 84
Postal Mail	29.07% 25
Countryhouse Website (www.countryhousehoa.org)	22.09% 19
Countryhouse Property Manager HOA Portal/Appfolio (https://millhousehoa.appfolio.com/connect/users/sign_in)	29.07% 25
Countryhouse Calendar (at Property Manager HOA Portal/Appfolio)	8.14% 7
Countryhouse Monthly Community/Board Meetings (third Tuesdays, 9:30 am @ The Gathering Place)	20.93% 18
Special Topic Meetings/Forums	16.28% 14
Total Respondents: 86	

#	OTHER/COMMENTS:	DATE
1	The roofing meeting had a good setup and results for new plan. It would be good to do this for other big things like siding and trees.	1/15/2024 6:42 PM
2	Only when the topic is of interest.	1/13/2024 8:54 AM
3	Although I don't normally attend the Board meetings, I do read the minutes monthly to keep updated on what's going on. I have just bookmarked the Countryhousehoa.org website. Didn't know about it. Sorry..... I don't generally get onto the millhouse portal unless I need to file a maintenance request.	1/10/2024 11:53 AM

4	The CountryHouse HOA website has not been updated since April 2023	1/9/2024 6:41 PM
5	So many places to go for info—😞😞 with passwords Email with links is great.	1/9/2024 3:17 PM
6	I would prefer to receive hard copies of information.	1/9/2024 2:44 PM
7	It would be nice if website access was selectable from one login. Confusing as is.	1/9/2024 2:19 PM
8	I use texts. The email links on the site are incorrect or incomplete. The FHA directory(in print) has all information for contacts if you know the name of the person. There is not one place that will serve all interests and needs but FHA comes the closest. I think there may be 3 places on the web...maybe more. Oh, and surveys. Two thumbs up.	1/9/2024 1:32 PM
9	I didn't recall there was a website but I will look into it (although I may have used it if a link was embedded in an email).	1/8/2024 11:08 PM
10	Paper updates dropped off at my porch	1/8/2024 8:51 PM
11	If I'm in town I will go to the meetings. I do not use the various websites/portals.	1/8/2024 6:00 PM
12	Telephone?	1/8/2024 4:22 PM
13	. I don't regularly go to the website.	1/8/2024 4:20 PM
14	I would prefer to receive email and postal because sometimes I forget and sometimes I just blow away the email and that is why I need to receive both. Thank you.	1/8/2024 4:18 PM
15	Also board member. Talking to neighbors is another way I get information about Countryhouse.	1/3/2024 9:11 AM

## Q2 If you use the Countryhouse website (www.countryhousehoa.org), please let us know what works well for you and what could be improved.

Answered: 27 Skipped: 60

#	RESPONSES	DATE
1	It has all our documents, can find people.	1/19/2024 12:40 PM
2	Website could be better organized, I have to go to the website and appfolio to find/do everything.	1/15/2024 6:42 PM
3	Helpful to have the governing documents easily accessible and in one place.	1/15/2024 6:35 PM
4	n/a	1/13/2024 8:54 AM
5	There isn't an active link and Google can't find it. I think I found it once by mistake	1/11/2024 9:30 PM
6	I don't check it unless I need something or am checking my account.	1/11/2024 1:32 PM
7	n/a	1/11/2024 12:25 PM
8	Don't use	1/10/2024 12:31 AM
9	It is not up to date	1/9/2024 6:41 PM
10	It works fine for me.	1/9/2024 3:37 PM
11	A periodic highlight of the moment that brings folks back to the site, revising the format to be more reader friendly.	1/9/2024 3:36 PM
12	Don't use.	1/9/2024 3:01 PM
13	Appreciate it....no negative issues	1/9/2024 2:55 PM
14	News	1/9/2024 2:33 PM
15	It would be good to have more information about landscaping--what's included and when it happens. Maybe more information somewhere about what's going on in the community and an easy online way to share ideas or concerns with the board. It can be confusing to know whether to go to website or appfolio.	1/9/2024 2:32 PM
16	Should be able to enter forms online to submit rather than download, fill out and then deliver.	1/9/2024 2:19 PM
17	I tried but it needs a makeover.	1/9/2024 1:32 PM
18	Access to covenants	1/9/2024 9:26 AM
19	Setting up auto-pay for dues is harder than it needs to be.	1/9/2024 9:04 AM
20	I haven't used the website.	1/9/2024 6:37 AM
21	I will try it out	1/8/2024 11:08 PM
22	N/A	1/8/2024 8:39 PM
23	It works very cell.	1/8/2024 5:22 PM
24	I go to the website if I receive a link from an email or a neighbor suggests that I should check something out. I don't regularly go to the website.	1/8/2024 4:20 PM
25	Highlighted on the most important topics of that email, so I won't have to read through all of it unless I want to. Thank you.	1/8/2024 4:18 PM
26	all good	1/8/2024 4:08 PM
27	What you suggested about a calendar of events including landscaping, etc.	1/3/2024 9:11 AM

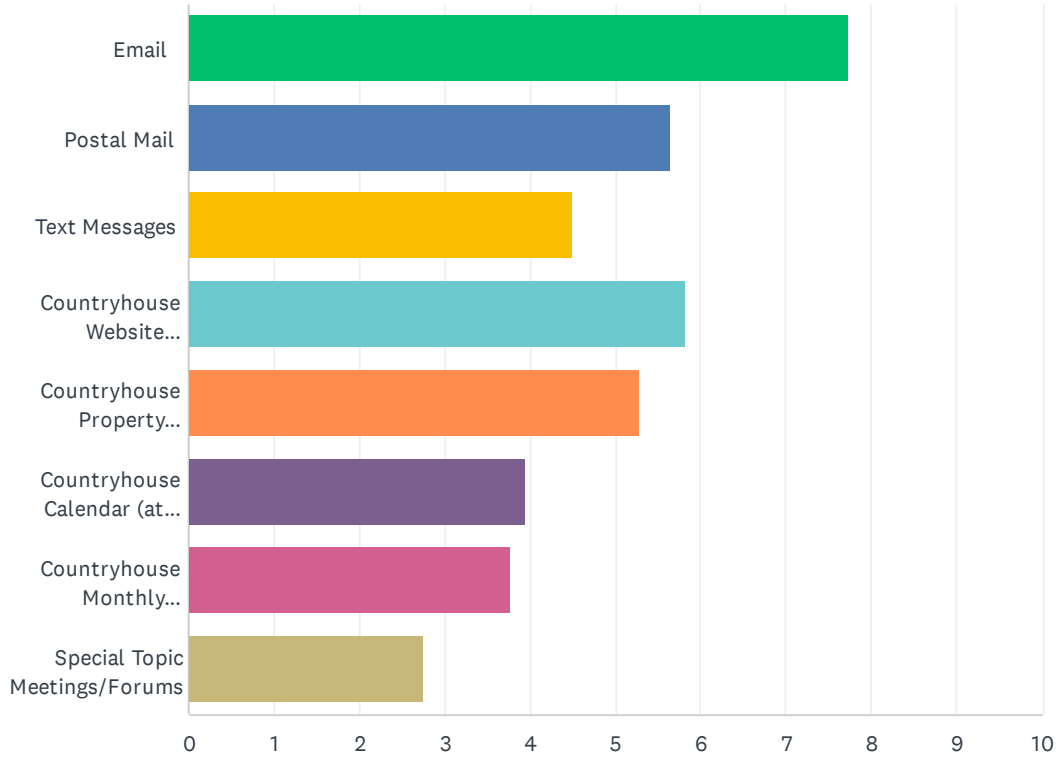
**Q3 If you use our Property Manager website  
([https://millhousehoa.appfolio.com/connect/users/sign\\_in](https://millhousehoa.appfolio.com/connect/users/sign_in)), please let us  
know what works well for you and what could be improved.**

Answered: 23 Skipped: 64

#	RESPONSES	DATE
1	I would prefer all minutes together all announcements together instead of having to go through everything to find the individual item that I'm looking for.	1/19/2024 12:40 PM
2	Good for putting in maintenance requests, but where do I put in landscaping? It's confusing between the forms and appfolio and emailing--should be easier and the same for everything.	1/15/2024 6:42 PM
3	Like being able to confirm payments have been drafted appropriately and on time (and have never experiences an error -- yea, Mill House!)	1/15/2024 6:35 PM
4	n/a	1/13/2024 8:54 AM
5	I usually call the office.	1/11/2024 1:32 PM
6	n/a	1/11/2024 12:25 PM
7	No suggestions to make	1/10/2024 11:53 AM
8	Don't use	1/10/2024 12:31 AM
9	I use it only for my monthly HOA payments.	1/9/2024 6:41 PM
10	It is a good site.	1/9/2024 3:36 PM
11	Don't use.	1/9/2024 3:01 PM
12	Like the calendar but would be nice to see more things on it, like landscaping schedule, when maintenance or reviews are going on in community, etc. Need to have Landscaping requests go through here like architectural and maintenance. Requests need to be updated more often so we know where in the process our request is.	1/9/2024 2:32 PM
13	Same comment.	1/9/2024 2:19 PM
14	Similar problems. Inconsistent performance with appfolio. App is either overrated or not understood.	1/9/2024 1:32 PM
15	I have not used this website.	1/9/2024 6:37 AM
16	Too new to have an informed opinion	1/8/2024 11:08 PM
17	The site meets the needs that I have, such as reporting issues and problems that need attention and the review of pertinent documents.	1/8/2024 8:39 PM
18	I have trouble signing in often so I don't bother. I've never looked at the calendar.	1/8/2024 6:38 PM
19	I find it a bit daunting and yet have been able to pay my monthly assessment and place an order for maintenance.	1/8/2024 5:00 PM
20	Maintenance request. Monies owed.	1/8/2024 4:32 PM
21	I very rarely go to the property manager site.	1/8/2024 4:20 PM
22	I think the front page has useful information upfront and is organized in a clear fashion. I do not see the CSG condo docs. Also the shared docs folder is not well organized.	1/3/2024 1:43 PM
23	N/A It's good.	1/3/2024 9:11 AM

### Q4 Preferred Communication Methods: Which communication methods do you prefer for receiving important updates and announcements from the Countryhouse HOA? (use arrows to rank preferences--top to bottom)

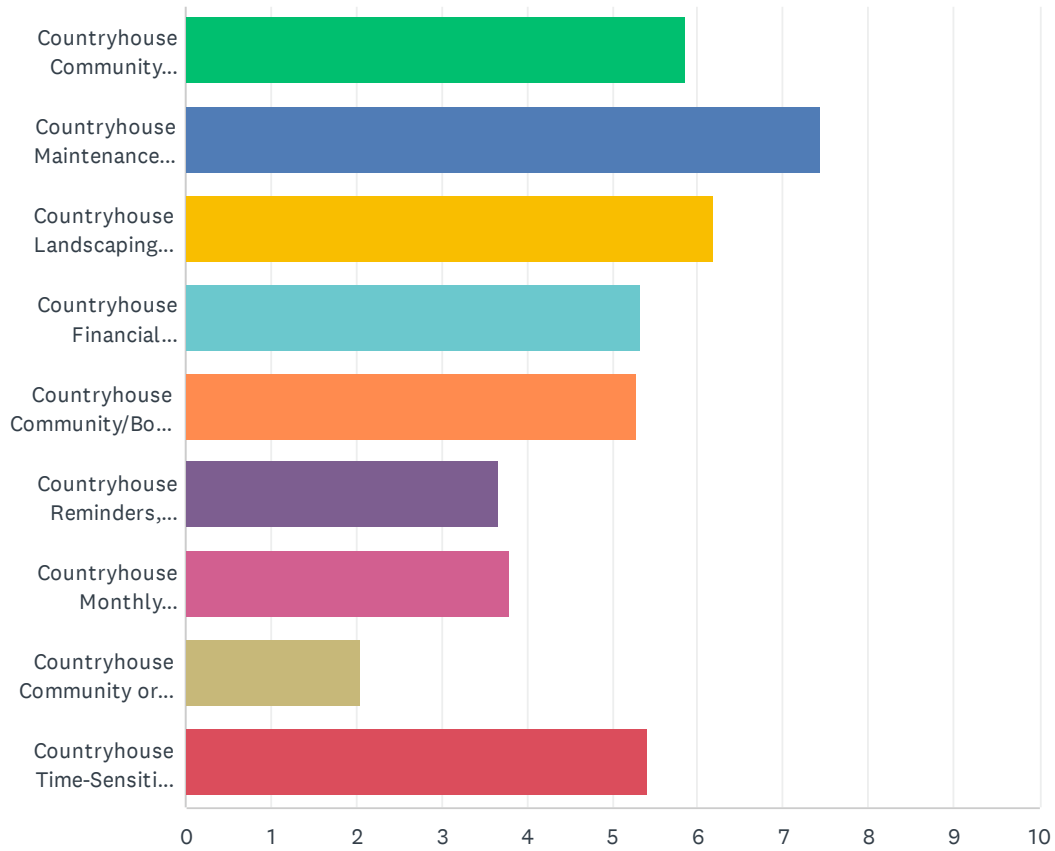
Answered: 82 Skipped: 5



	1	2	3	4	5	6	7
Email	81.71% 67	13.41% 11	2.44% 2	1.22% 1	1.22% 1	0.00% 0	0.00% 0
Postal Mail	10.98% 9	42.68% 35	14.63% 12	6.10% 5	3.66% 3	2.44% 2	19.51% 16
Text Messages	0.00% 0	50.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	50.00% 1
Countryhouse Website (www.countryhousehoa.org)	6.10% 5	21.95% 18	42.68% 35	13.41% 11	9.76% 8	4.88% 4	1.22% 1
Countryhouse Property Manager HOA Portal/AppFolio (https://millhousehoa.appfolio.com/connect/users/sign_in)	1.22% 1	10.98% 9	21.95% 18	52.44% 43	7.32% 6	6.10% 5	0.00% 0
Countryhouse Calendar (at Property Manager HOA Portal/AppFolio)	0.00% 0	2.44% 2	6.10% 5	10.98% 9	54.88% 45	15.85% 13	9.76% 8
Countryhouse Monthly Community/Board Meetings (third Tuesdays, 9:30 am @ The Gathering Place)	0.00% 0	7.32% 6	6.10% 5	9.76% 8	13.41% 11	59.76% 49	3.66% 3
Special Topic Meetings/Forums	0.00% 0	0.00% 0	6.25% 5	6.25% 5	10.00% 8	11.25% 9	66.25% 53

### Q5 Preferred Information: What type of community information is most important to you? (use arrows to rank preferences--top to bottom)

Answered: 82 Skipped: 5



	1	2	3	4	5	6	7	8	9	TOTAL
Countryhouse Community Events	18.29% 15	15.85% 13	12.20% 10	8.54% 7	12.20% 10	9.76% 8	13.41% 11	8.54% 7	1.22% 1	82
Countryhouse Maintenance Schedules and Updates	26.83% 22	32.93% 27	20.73% 17	8.54% 7	4.88% 4	2.44% 2	2.44% 2	1.22% 1	0.00% 0	82
Countryhouse Landscaping Schedules and Updates	3.66% 3	20.73% 17	29.27% 24	18.29% 15	10.98% 9	3.66% 3	8.54% 7	4.88% 4	0.00% 0	82
Countryhouse Financial Updates and Reports	6.10% 5	6.10% 5	14.63% 12	24.39% 20	14.63% 12	15.85% 13	7.32% 6	9.76% 8	1.22% 1	82
Countryhouse Community/Board Meeting Minutes	7.32% 6	8.54% 7	7.32% 6	14.63% 12	32.93% 27	10.98% 9	12.20% 10	3.66% 3	2.44% 2	82
Countryhouse Reminders, Guidelines, etc.	0.00% 0	1.22% 1	1.22% 1	8.54% 7	14.63% 12	32.93% 27	18.29% 15	13.41% 11	9.76% 8	82
Countryhouse Monthly Reports/Highlights/News	0.00% 0	3.66% 3	8.54% 7	7.32% 6	8.54% 7	15.85% 13	32.93% 27	18.29% 15	4.88% 4	82
Countryhouse Community or Close Social Opportunities	0.00% 0	2.44% 2	2.44% 2	2.44% 2	1.22% 1	3.66% 3	3.66% 3	36.59% 30	47.56% 39	82
Countryhouse Time- Sensitive or Emergency Alerts	37.80% 31	8.54% 7	3.66% 3	7.32% 6	0.00% 0	4.88% 4	1.22% 1	3.66% 3	32.93% 27	82

## Q6 Other types of Countryhouse Community information you'd like to receive:

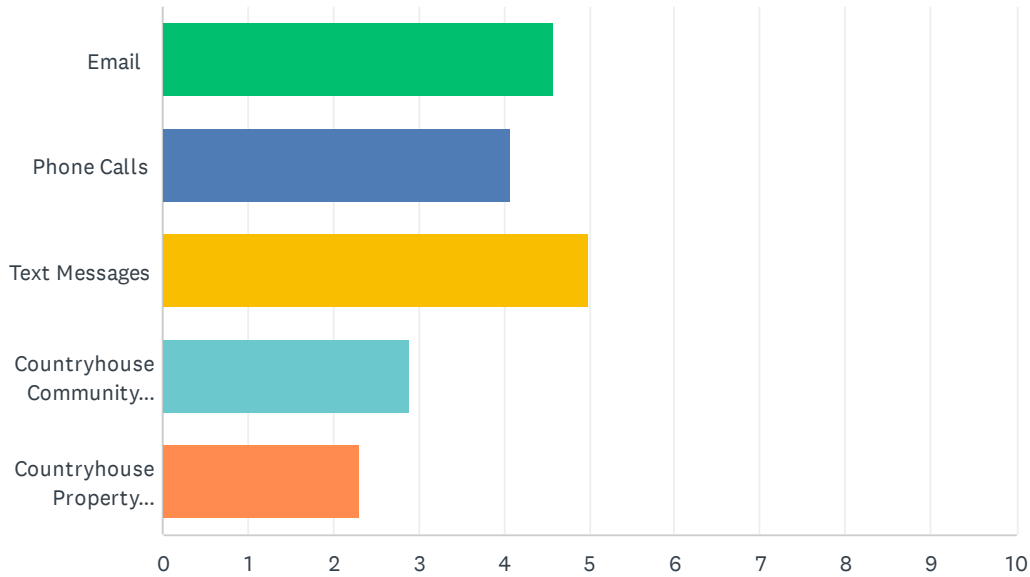
Answered: 12 Skipped: 75

#	RESPONSES	DATE
1	Who is roofs will be in the Next Replacement	1/19/2024 12:40 PM
2	I want to know more about landscaping and have more choices. It seems expensive for what we get--and some things could happen less and some things more, or better.	1/15/2024 6:42 PM
3	Community Events and Community or Close Social Opportunities do not seem to be distinct categories, so it is hard to place them appropriately. Nonetheless, they are good to know about, but less significant than information related to the health and well-being of Countyhouse as an HOA and the safety and well-being of residents.	1/15/2024 6:35 PM
4	4. I prefer post-mail 5. I am interested only in the items that require action on my part. 6. n/a	1/13/2024 8:54 AM
5	I wish you would consider Zoom for BOD meetings. Some of are avoiding large groups of people for health reasons, but we would still like to know exactly what was said and done at meetings. The minutes are a little sketchy.	1/9/2024 7:28 PM
6	In the last year, 2 residents of my Close died and most of us did not know. Perhaps a (voluntary) announcement could be included monthly.	1/9/2024 6:41 PM
7	Good to go, as long as we do not oversaturate the mediums	1/9/2024 3:36 PM
8	Like the new monthly reports, would be good to have board members names and contact info listed with each section, and on the minutes somewhere too, in case we have questions it would make it easier than trying to figure out where to go to get that.	1/9/2024 2:32 PM
9	Improvements to the most important website that has everything needed by a resident, including a a choice on appfolio that has the heading of Country House Board Members	1/9/2024 1:32 PM
10	An email directing me to the correct portal with specific link for info	1/8/2024 8:51 PM
11	What's happening in my Close...meeting my neighbors	1/8/2024 4:20 PM
12	New residents joining the community. How many (and which) units are on the market.	1/3/2024 9:11 AM



### Q7 How would you prefer to receive time-sensitive or emergency alerts/information? (use arrows to rank preferences--top to bottom)

Answered: 64 Skipped: 23



	1	2	3	4	5	TOTAL	SCORE
Email	62.50% 40	35.94% 23	0.00% 0	1.56% 1	0.00% 0	64	4.59
Phone Calls	34.38% 22	51.56% 33	3.13% 2	9.38% 6	1.56% 1	64	4.08
Text Messages	100.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2	5.00
Countryhouse Community Website (www.countryhousehoa.org)	0.00% 0	9.38% 6	73.44% 47	15.63% 10	1.56% 1	64	2.91
Countryhouse Property Manager HOA Portal/Appfolio (https://millhousehoa.appfolio.com/connect/users/sign_in)	0.00% 0	3.13% 2	23.44% 15	73.44% 47	0.00% 0	64	2.30

## Q8 Please share any additional comments, concerns, or suggestions related to any of the above topics--and/or about Countryhouse communications in general.

Answered: 21 Skipped: 66

#	RESPONSES	DATE
1	Texts would also be good for alerts and emergencies. We need to have more information and input about how landscaping and trees are handled or should be handled--and regular maintenance things too	1/15/2024 6:42 PM
2	7. For time sensitive emergency alerts, a bulletin at my doorstep is the best way to reach me. I check email once a week. 8. n/a	1/13/2024 8:54 AM
3	Not sure if this is what you are asking but...when the board acts on a complaint, please make sure that it is a complaint that affects many, not just a few who are VERY LOUD.	1/11/2024 1:32 PM
4	Phone calls if a life threatening or similar emergency situation only.	1/11/2024 8:42 AM
5	If you do post something that's important to all of us at Countryhouse, I think an email is best as I do check email daily. The email could also refer us to the website for addtl information on the topic.	1/10/2024 11:53 AM
6	I am VERY old (and so also very limited - sorry!	1/10/2024 7:59 AM
7	Thanks for your efforts	1/9/2024 8:56 PM
8	For question #7, Emergency alerts could be sent with TEXT messages, not phone calls	1/9/2024 6:41 PM
9	Anything that brings the community together, without overburdening the recipient is preferred. Thanks!	1/9/2024 3:36 PM
10	I completed this yesterday. Apparently responses didn't come through. Hope this one is more productive!	1/9/2024 3:35 PM
11	I wonder how many people opt out due to the multiple apps, passwords, and amount of info. I'm sure you can tell percentage of use, that would be interesting.	1/9/2024 3:17 PM
12	Appreciate the increased emphasis in past year--especially related to the roofing issues	1/9/2024 2:55 PM
13	Could we also use text messaging and/or auto phone calls for updates/alerts. More information about communitywide work readily available to us--what's included in landscaping and when, what and when is the process for dealing with trees, more frequent updating with maintenance and landscaping requests.	1/9/2024 2:32 PM
14	You failed to include text messaging as a communication option.	1/9/2024 2:19 PM
15	If we put appfolio anywhere but at the top of the "to do" list, we will have a car from the future with no way to power it. It will be great but won't take you anywhere.	1/9/2024 1:32 PM
16	What about messaging for emergencies.	1/9/2024 8:19 AM
17	Multiple portals, passwords, payment cycles, abbreviations, in addition to the usual details of buying and moving for me as a new resident have been overwhelming. Maybe a new-to-Ferrington opportunity to see the portals and understand the structure would be helpful?	1/8/2024 8:51 PM
18	All is well.	1/8/2024 5:22 PM
19	Why would I look at the website for an emergency alert?	1/8/2024 5:00 PM
20	I think communications have been working well!	1/8/2024 4:08 PM
21	This is awesome and so are you!	1/3/2024 9:11 AM