

Stone House Community Survey Summary

Demographics (Questions 1-5)

- **Property Location:** Responses varied across different areas, with Old Stone House Trail being the most common.
- **Length of Residency:** The majority have lived in the community for 3-6 years.
- **Full-Time vs. Part-Time Residents:** 85.9% of respondents are full-time residents.
- **Experience with HOAs:** 79.2% have previously lived in an HOA community.
- **Children in Residence:** 89.7% reported having no children living in their household.

Entrances (Questions 6-8)

- **Gated Community Importance:** 48.7% considered having a gated community very important when purchasing their property.
- **Construction Entrance:** Responses were mixed, with 33.8% finding it somewhat important.
- **Gate Hours:** 79.5% opposed keeping the entry gate open from Monday to Friday, 8 AM - 5 PM.

Landscaping (Questions 9-14)

- **Mature Trees & Grass:** 83.8% found mature trees important (answer choice very important and somewhat important combined), while 43.4% found grass not at all important.
- **Landscaping Preferences:** Residents were divided, with 36.4% supporting xeriscaping for the entry and 35.1% preferring to maintain the current plan.
- **Common Area Landscaping:** 41% rated it as average.
- **Private Landscaping Issues:** 31.6% viewed personal landscape maintenance as a minor problem, while 7.9% considered it a major issue.

NOTE: Community may benefit from an additional survey breaking down question 11, since responses were so closely divided. Question 14 could also be structured to get a more detailed response.

Speeding (Questions 15-19)

- **Community Speeding Issues:** 46.1% believed speeding is a problem.

- **Primary Speeding Offenders:** 59.5% identified residents as the main violators.
- **Speed Control Measures:** Opinions were divided, with 40.2% agreeing they should be implemented.
- **Speed Bumps:** 48.7% strongly opposed installing speed bumps.
- **Speeding Near Homes:** 52.6% did not consider speeding near their homes a significant issue.

Communications (Questions 20-21)

- **Preferred Communication Methods:** Monthly emails (55.3%) and the HOA website (47.4%) were considered the most useful.
- **Content Preferences:** New HOA rules (62.3%) and Q&A sessions with management (48.7%) were the most desired communication topics.

Management Hours & Assessments (Questions 22-24)

- **Community Management Hours:** 37.3% believed 20 hours per week is sufficient.
- **Quarterly Assessments:** 38.5% found assessments reasonable, while 21.8% thought they were too high.
- **Assessment Increase for Landscaping:** 73.1% opposed increasing assessments for additional landscaping improvements.

Overall, the survey highlighted key resident concerns regarding speeding, landscaping, communication improvements, and assessment costs. While residents value a gated community, there is division on issues such as landscape changes and speed control measures.

Communication:

Website & Digital Communication – The website is not user-friendly and lacks real-time, pertinent information. Navigation is difficult, and many existing communication methods are either inconsistent or nonexistent.

Newsletter & Information Sharing – A quarterly newsletter would be beneficial if it contained relevant updates. Improved communication from the board and Diamond Ventures is needed.

Resident Engagement & Meetings – A better communication system is desired, with suggestions including bi-monthly roundtable meetings at the sales office to facilitate discussions and updates.

Survey Clarity & Transparency – Several respondents found survey questions unclear or lacking context, making them difficult to answer. Additionally, more transparency is needed regarding community expenses and assessments before fee increases are considered.

Community Culture:

Fostering a Positive HOA Environment – Residents emphasize the importance of the HOA operating as a partner rather than an adversary. They advocate for cooperation, engagement, timely communication, courtesy, and respect for all community members, including laborers. There is a strong desire to elevate the HOA's reputation and culture to be more positive and community focused.

Concerns About Inclusivity – Some residents feel that the current community culture is exclusionary and influenced by political or racial biases. There is frustration regarding the perceived focus of management on certain groups, leading to a feeling of disconnect and lack of inclusivity.

Community Events:

Event Budget Concerns – Some residents feel that too much money is being spent on quarterly parties and management. They suggest finding ways to cut costs and allocate resources more efficiently.

Desire for More Events – Others would like to see an increase in community events, indicating a need for a balanced approach that considers both budget concerns and community engagement.

Community Improvements/Amenities:

Concerns About Management Costs – Residents question the necessity of a full-time onsite manager given the community's size and lack of amenities, especially with a significant portion of the HOA budget (\$115,000) allocated to management.

Lack of Amenities – There is frustration over the absence of community amenities, with some residents noting that the only provided service is limited landscaping maintenance.

Desire for Community Improvements – Residents express a need for more enhancements and investments to improve the overall community experience.

Declarant:

Cost Efficiency & Community Comparisons – A resident compared their previous community, which had more amenities (security, parks, street lighting) for a lower monthly assessment. They suggest improving cost efficiency by bidding out work and addressing issues like light pollution and pedestrian easement maintenance.

Voting Concerns – There are questions about how future development phases have been subdivided and how this impacts voting power. The resident seeks clarity on the balance of votes between residents and the declarant to ensure fair representation.

Gate Security & Access Control – Concerns were raised about construction crews and non-residents gaining access due to an open gate and tailgating. There is a call for stricter access control and expanded enforcement for speeding violations involving both residents and non-residents.

Need for Better Communication – Residents want improved information sharing from the board and Diamond Ventures regarding community governance and decision-making.

Dues/Assessments/Budget:

Concerns Over Rising Fees – Many residents feel the continuous increases in HOA fees are unjustified, with some stating assessments have more than doubled since they moved in.

Perceived Wasteful Spending – Complaints include unnecessary expenditures like annual street repaving, excessive landscaping contracts, and a full-time community manager, which some believe is not needed given the community's size and lack of amenities.

Desire for Cost Efficiency – Several residents suggest cost-cutting measures such as bidding out work, reducing management salaries, eliminating unnecessary landscaping expenses, and limiting social event budgets. Some argue that fiscal mismanagement is leading to unnecessary increases.

Transparency & Justification – Residents express frustration over a lack of clarity on how their dues are spent. Some request detailed breakdowns of expenses before agreeing to any fee increases.

Security & Infrastructure Concerns – There are concerns over mismanagement of funds related to gate security, landscaping maintenance, and the need for improved enforcement of HOA guidelines. Some suggest eliminating the cost of renting land for a construction entrance to save money.

Alternative Budget Priorities – While some residents oppose fee increases altogether, others would support them if funds were allocated toward meaningful improvements, such as better management, infrastructure, or security, rather than landscaping.

Voting & Decision-Making Fairness – A few residents question the fairness of voting power between homeowners and the declarant, believing financial decisions should reflect the interests of all residents.

Enforcement:

Inconsistent or Lax Rule Enforcement – Many residents feel that HOA rules, particularly design guidelines and lighting regulations, are not being consistently enforced. Dark Sky ordinances are frequently ignored, with excessive lighting on newer homes and violations going unaddressed. Some also feel that landscaping and garbage cart violations are not being adequately managed.

Parking & Vehicle Concerns – Several residents express frustration that there is no mention of enforcement related to RVs and cars parked in driveways, which they believe impact the neighborhood's aesthetic.

Perceived Selective Enforcement – Some respondents feel that certain rules are enforced arbitrarily, with some homeowners held to different standards than others.

Community Aesthetics & Rule Compliance – Residents value the neighborhood's overall appearance but are concerned about individual properties not being properly maintained, political signage, and landscaping changes that do not align with the desert aesthetic.

Support for the HOA & Management – While some appreciate the efforts of the HOA board and management, others believe there are communication gaps, delays in addressing

maintenance issues, and a need for better transparency in rule enforcement and budget allocation.

Security & Gate Management – Some residents appreciate the functioning front gate for security, while others seek clarification on gate policies and access control.

Desire for Better Communication & Engagement – A few respondents suggest improved communication methods, such as regular meetings or roundtable discussions, to foster better understanding and compliance with HOA rules.

Gates (Main Entrance/Construction):

Gate Access & Security – Residents are concerned about the main gate being open too long, allowing tailgating by non-residents. Some question how construction crews are restricted from obtaining access codes and believe stricter controls are needed to prevent unauthorized entry.

Construction Gate Closure – Multiple residents request that the construction entrance be permanently closed, citing security risks and unnecessary rental expenses.

Open House Gate Policy – Some residents believe gates should remain closed during open houses to maintain security and prevent unauthorized access.

Mixed Opinions on Front Entrance – While one resident prefers the entrance as it is, others seek clarification on gate policies, including whether it should remain open, closed, or partially open at specific times.

HOA Board:

Collaboration and Respect – There is an emphasis on the importance of the HOA being a cooperative and respectful entity, not adversarial to residents. Respondents urge the HOA to engage in civil discourse, respond promptly, treat laborers kindly, and elevate its reputation by fostering goodwill and mutual respect.

Management and Communication – Some residents suggest maintaining a full-time property manager until construction and legal matters are resolved. There are calls for improved communication and greater accountability, particularly regarding the behavior of residents and management during HOA meetings. The board is encouraged to take responsibility for handling conflicts and ensure that inappropriate behavior is addressed.

Support for the Board – Despite some concerns, one resident expressed appreciation for the work of the HOA board and management (specifically Lori) and commended their efforts in engaging with the community.

Cost Management – The board is urged to continue monitoring budget expenses, ensuring that they remain reasonable, especially considering that certain amenities (like a park or recreation center) were not promised to homeowners when they purchased their properties.

HOA Management:

General Satisfaction – Many residents are happy with the current HOA management, particularly Lori, who is praised for doing an excellent job in managing the community. Some residents specifically appreciate the landscaping maintenance and the overall management of the community.

Concerns About Lori's Departure – There are concerns about Lori leaving, with residents wondering how the community will be managed moving forward.

Communication and Responsiveness – A few respondents noted that the HOA manager can be unresponsive, with one resident mentioning that the manager is rude and fails to return calls or emails. Others have suggested that the community manager position should remain full-time, at least until construction and legal issues are resolved.

Enforcement of Rules – Enforcement of community guidelines, particularly regarding lighting, landscaping, and trash, is a significant concern. Some residents feel that violations are not being enforced consistently, leading to issues like excessive lighting and poorly maintained yards.

Fiscal Management – Several residents questioned the cost-effectiveness of the HOA, expressing concerns that assessment fees are high for the services provided. Some suggest reducing the manager's salary to allocate funds for improvements, such as landscaping.

Suggestions for Improvement – Residents have proposed various improvements, including better enforcement of rules, more frequent yard debris pick-up, and stricter control over lighting and outdoor decor. There are also suggestions to permanently close the construction entrance to prevent large trucks from using the main gate.

Cost and Value of Services – Some feel the current assessments are too high for the services provided, with the suggestion to reduce them if the community manager position becomes part-time. Others believe the assessments should not be increased unless there is a clear benefit, such as funding for the manager's position or necessary staff.

Overall Community Appreciation – Despite concerns, many residents are generally happy with the HOA and its management, especially in comparison to other HOA communities. They appreciate the quiet, respectful atmosphere and well-maintained common areas.

Landscaping (Entrance/Streets/Yards):

Front Entrance and Landscaping Preferences – Some residents appreciate the current green grass entrance, while others prefer xeriscaping for water conservation. There is a general preference to maintain or enhance the entrance without completely overhauling it.

Maintenance and Upkeep – A few residents emphasized the importance of regular vegetation pickup (at least twice a month) and voiced concerns over areas of the community with poor landscaping maintenance. Some specific issues mentioned include poorly maintained areas like the Rustic Ridge bridge and yards that do not comply with HOA guidelines.

Xeriscaping and Water Conservation – Several residents support the idea of xeriscaping to reduce water usage, especially at the front entrance. Some also suggest reducing water requirements for the entrance and using saved funds for xeriscaping improvements. However, others strongly oppose xeriscaping and prefer the current landscaping style.

Landscaping Violations and Enforcement – There is concern over homeowners replacing desert plants with decorator rocks, which some residents view as a violation of design guidelines. Residents want better enforcement of landscaping rules to maintain the unique look of the community.

Fiscal Concerns – Many residents suggest that funds could be better allocated to landscaping improvements by reducing unnecessary costs elsewhere, like management salaries and landscaping contractor fees. Some also feel that current landscaping expenses are excessive, particularly with ongoing landscaping actions being itemized beyond the contract terms.

Other Landscaping Issues – Specific problems mentioned include the need to remove buffelgrass due to fire hazards, and the desire to address issues with wildlife, such as javelinas and rabbits, which could be reduced by altering the grass at the entrance.

Nighttime Lights/Signs:

Light Pollution and Compliance Issues – Several residents expressed frustration with the lack of enforcement of design guidelines, particularly regarding exterior lighting. Newer homes are cited for having excessive lighting (e.g., multiple bright lights, uplighting, and floodlights) that

exceeds the limits set by both the community's guidelines and local night sky ordinances. These lights are said to cause glare and spill, disturbing neighbors and contributing to light pollution.

Cost and Security Comparisons – One resident compared their previous gated community's affordable assessment and security services with Stone House's needs. They suggested improving cost-efficiency through competitive bidding and addressing issues like non-compliant lighting and the maintenance of pedestrian easements.

Disregard for Dark Sky Regulations – There is a notable concern that both new and older homes are disregarding Pima County's Dark Sky regulations, with a lack of follow-up by the HOA and management after it was raised at the annual meeting.

Safety Concerns About Lighting and Signage – A safety issue was raised regarding the darkness of Stonehouse Trail and the need for reflective signs on both sides of each island to prevent accidents. If an accident occurs due to poor visibility, the HOA could be held liable.

Parking:

survey responses regarding parking suggest that parking management could be improved. One resident emphasized that they chose to live in Stone House because of the HOA parking guidelines.

Speeding:

Speeding Issues – Many respondents note that speeding is a common problem in the community, involving residents, construction crews, delivery trucks, and others. There is a concern about the safety of pedestrians and an overall lack of enforcement, especially since the police are not actively ticketing speeders.

Speed Bumps vs. Speed Tables – Opinions on speed control measures are mixed. Some residents are in favor of speed bumps to improve safety, though one respondent expresses a dislike for them and prefers speed tables, which reduce speed without requiring drivers to stop completely.

Construction Traffic – There are concerns about construction crews speeding and the potential for non-residents tailgating through the gates due to the gate being open for too long. Some respondents suggest that speeding should be enforced for all vehicles, including construction crews, delivery vans, and bus drivers.

Speeding and Assessments – One respondent ties speeding issues to the broader conversation about HOA dues, suggesting that continuous dues increases are unreasonable and hurt resale values. They feel adjustments, such as reducing the need for full-time management, should be made instead of raising dues.

Safety Concerns – A resident expresses concern about the safety of walking in the community due to speeding and suggests a one-time assessment to fund the installation of speed bumps.

Survey Error/Survey Feedback:

Address Options – One respondent noted that their address, Gunflint Place, was not listed as an option for the location question.

Vague Questions – Several respondents found some questions to be unclear or vague, such as the definition of "speed control measures" and the location of "mature trees and plants" beyond the islands.

Inappropriate Response Options – Some respondents felt that the survey did not provide appropriate response options, making it difficult to answer certain questions accurately.

Misleading Question – Question 24 was specifically mentioned as misleading and unreasonable, with one respondent expressing concerns that continued dues increases are negatively affecting property resale values. They suggested that adjustments (like reducing full-time management) should be made instead of annual increases.

Request for Clarification – Some respondents asked for clarification on specific questions. For instance, one wanted more information on what "mature trees" referred to, while another wanted clarification on the gate's status (whether it should be open, closed, or part-time).

Communication & Transparency – There were requests for better communication from the HOA, including more frequent meetings or informal get-togethers (e.g., roundtable coffee meetings twice a month). There were also calls for clearer information on how HOA dues are spent, especially on landscaping costs.