

# Swann Keys - Your Voice - Community Survey July 2020 - Dashboard

56.79%

Completion Rate

138

Completed

345

Viewed

243

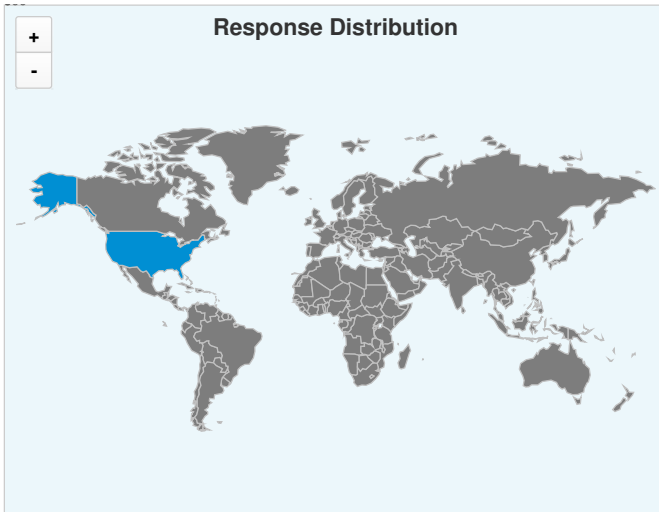
Started

105

Dropouts

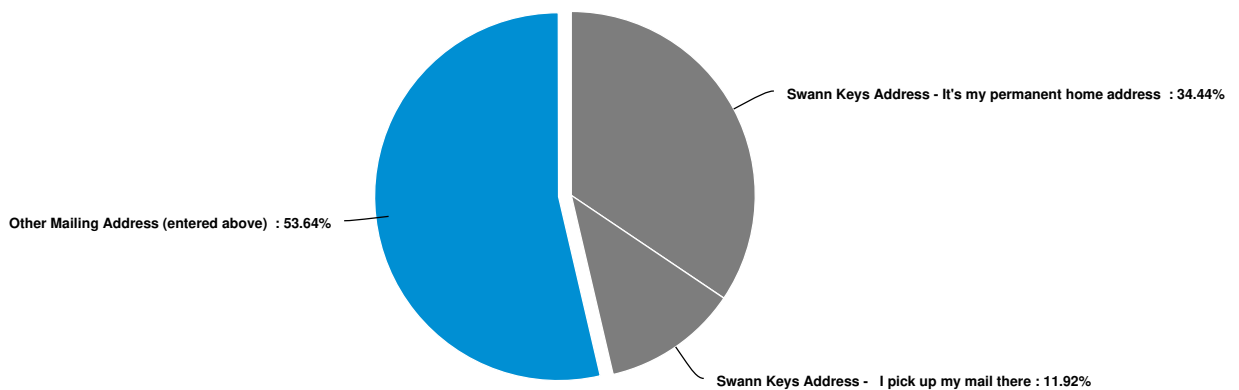
15 mins

Average Time



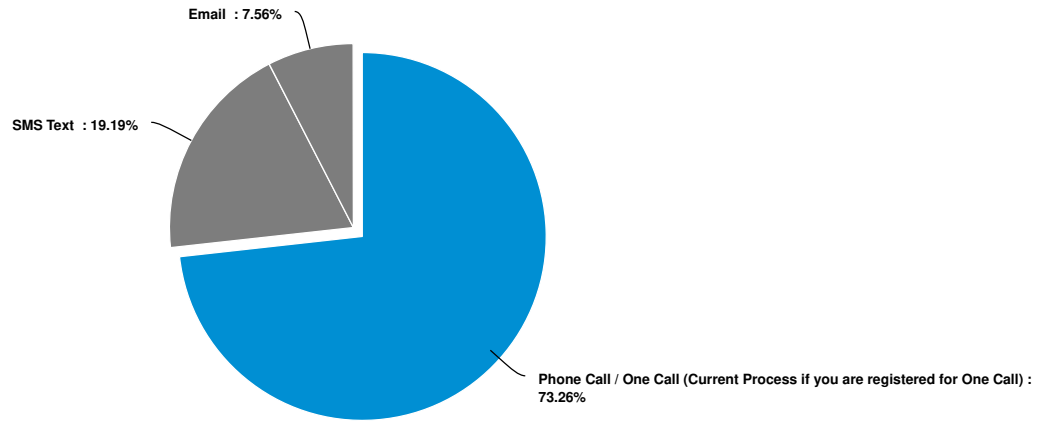
Countries	Responses
US	100.00%
Total	100.00%

In the future, when USPS delivery is needed for certain communications, where would you like your mail sent?



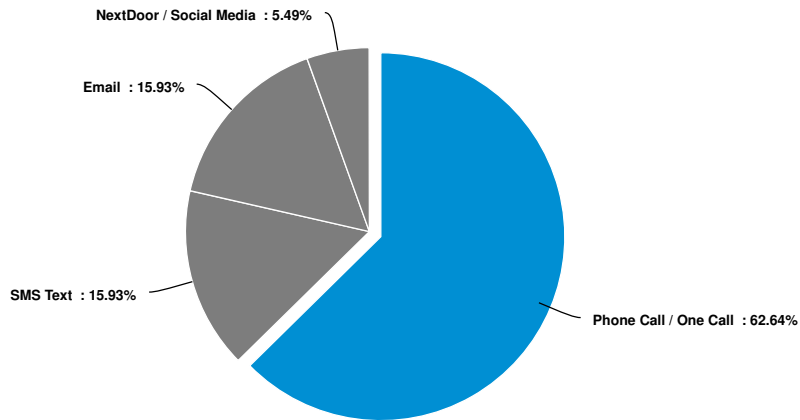
Answer	Count	Percent	20%	40%	60%	80%	100%
Swann Keys Address - It's my permanent home address	52	34.44%	<div style="width: 34.44%;"></div>				
Swann Keys Address - I pick up my mail there	18	11.92%	<div style="width: 11.92%;"></div>				
Other Mailing Address (entered above)	81	53.64%	<div style="width: 53.64%;"></div>				
<b>Total</b>	<b>151</b>	<b>100%</b>					

Preferred method to receive Community Urgent Messages



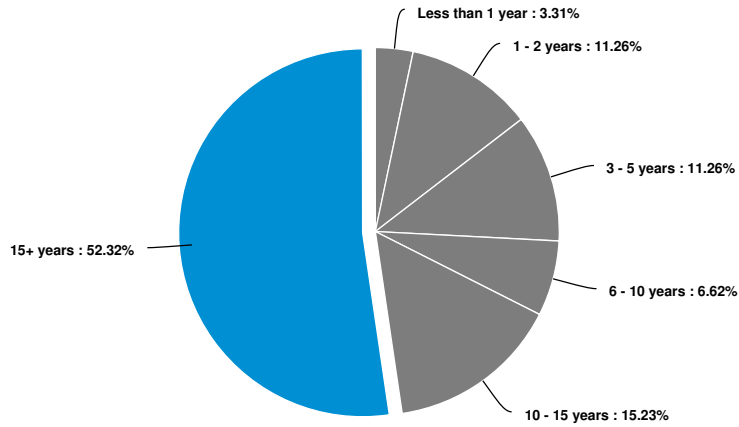
Answer	Count	Percent	20%	40%	60%	80%	100%
Phone Call / One Call (Current Process if you are registered for One Call)	126	73.26%	<div style="width: 73.26%;"></div>				
SMS Text	33	19.19%	<div style="width: 19.19%;"></div>				
Email	13	7.56%	<div style="width: 7.56%;"></div>				
<b>Total</b>	<b>172</b>	<b>100%</b>					

Preferred method to receive Community Informational Messages



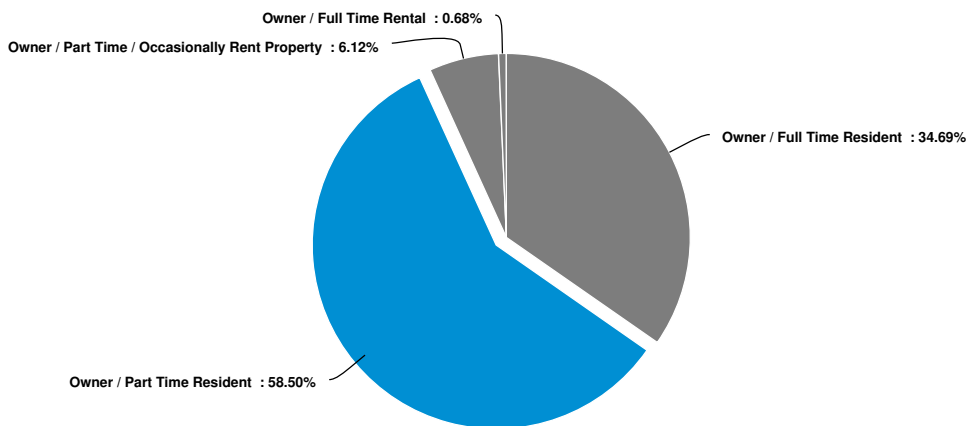
Answer	Count	Percent	20%	40%	60%	80%	100%
Phone Call / One Call	114	62.64%	<div style="width: 62.64%;"></div>				
SMS Text	29	15.93%	<div style="width: 15.93%;"></div>				
Email	29	15.93%	<div style="width: 15.93%;"></div>				
NextDoor / Social Media	10	5.49%	<div style="width: 5.49%;"></div>				
<b>Total</b>	<b>182</b>	<b>100%</b>					

### How long have you been an owner in Swann Keys?



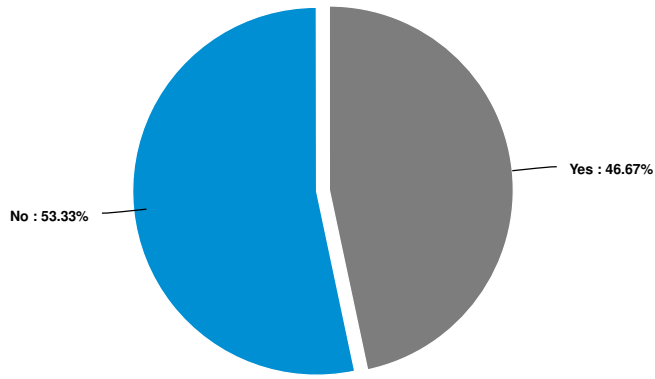
Answer	Count	Percent	20%	40%	60%	80%	100%
Less than 1 year	5	3.31%					
1 - 2 years	17	11.26%					
3 - 5 years	17	11.26%					
6 - 10 years	10	6.62%					
10 - 15 years	23	15.23%					
15+ years	79	52.32%					
<b>Total</b>	<b>151</b>	<b>100%</b>					

### What is the primary use of your property?



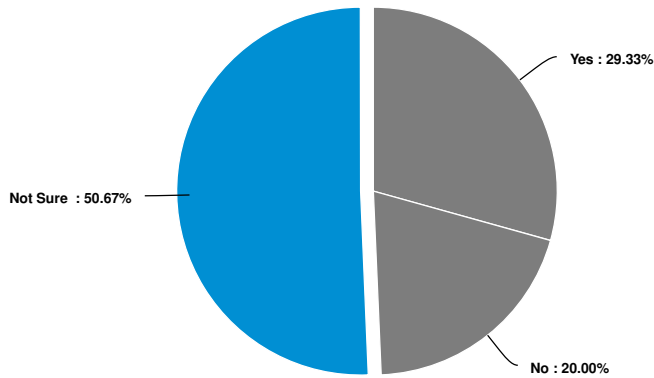
Answer	Count	Percent	20%	40%	60%	80%	100%
Owner / Full Time Resident	51	34.69%					
Owner / Part Time Resident	86	58.50%					
Owner / Part Time / Occasionally Rent Property	9	6.12%					
Owner / Full Time Rental	1	0.68%					
<b>Total</b>	<b>147</b>	<b>100%</b>					

Have you volunteered in the community in the past?



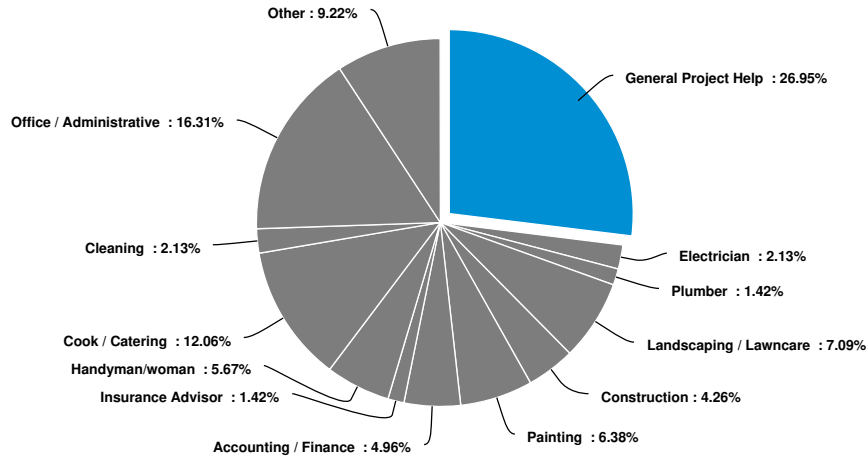
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	70	46.67%	<div style="width: 46.67%;"></div>				
No	80	53.33%	<div style="width: 53.33%;"></div>				
<b>Total</b>	<b>150</b>	<b>100%</b>					

Would you be interested in volunteering in the future?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	44	29.33%	<div style="width: 29.33%;"></div>				
No	30	20%	<div style="width: 20%;"></div>				
Not Sure	76	50.67%	<div style="width: 50.67%;"></div>				
<b>Total</b>	<b>150</b>	<b>100%</b>					

I'd like to help the community by using my skills as: (select as many as apply)



Answer	Count	Percent	20%	40%	60%	80%	100%
General Project Help	38	26.95%	<div style="width: 26.95%;"></div>				
Electrician	3	2.13%	<div style="width: 2.13%;"></div>				
Plumber	2	1.42%	<div style="width: 1.42%;"></div>				
Landscaping / Lawncare	10	7.09%	<div style="width: 7.09%;"></div>				
Construction	6	4.26%	<div style="width: 4.26%;"></div>				
Painting	9	6.38%	<div style="width: 6.38%;"></div>				
Accounting / Finance	7	4.96%	<div style="width: 4.96%;"></div>				
Legal / Lawyer	0	0%	<div style="width: 0%;"></div>				
Insurance Advisor	2	1.42%	<div style="width: 1.42%;"></div>				
Handyman/woman	8	5.67%	<div style="width: 5.67%;"></div>				
Cook / Catering	17	12.06%	<div style="width: 12.06%;"></div>				
Cleaning	3	2.13%	<div style="width: 2.13%;"></div>				
Office / Administrative	23	16.31%	<div style="width: 16.31%;"></div>				
Other	13	9.22%	<div style="width: 9.22%;"></div>				
<b>Total</b>	<b>141</b>	<b>100%</b>					

Id like to help the community by using my skills as: (select as many as apply) - Text Data for Other

08/17/2020 77487656 Water plant

08/12/2020 76960189 plumbing when we move there

08/12/2020 76913505 We plan to move to the area and when we do we will volunteer then. We live too far away to do so now

08/11/2020 76842326 Shopping for residents

08/09/2020 76632058 web. Design. Image and identity

08/04/2020 76149168 Volunteer for projects/functions

08/03/2020 75875769 IT Web Development MS Office

08/02/2020 75787703 stuffing envelopes

08/01/2020 75697048 encroachment project if needed

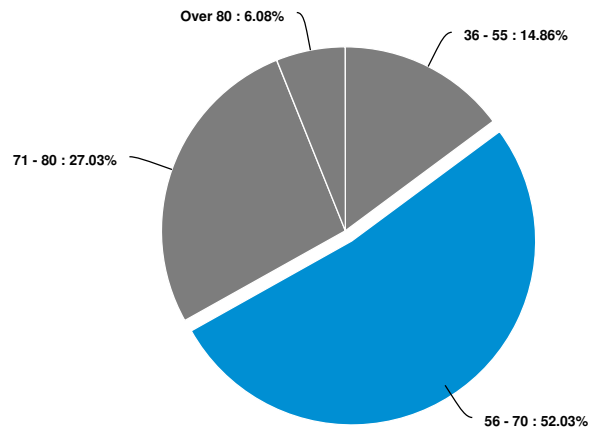
08/01/2020 75694031 Bartending

07/31/2020 75639573 Emergency Preparedness, Health Care Assistance

07/31/2020 75627779 Not available to participate

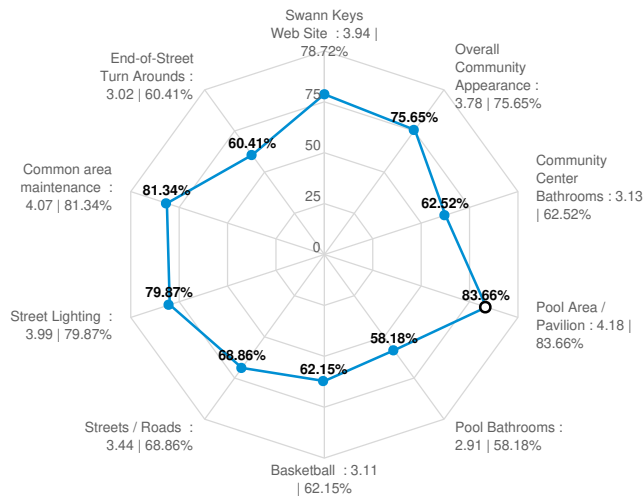
07/31/2020 75625734 Unknown

Your age (to be used for planning health fairs / screenings)



Answer	Count	Percent	20%	40%	60%	80%	100%
Under 35	0	0%					
36 - 55	22	14.86%					
56 - 70	77	52.03%					
71 - 80	40	27.03%					
Over 80	9	6.08%					
<b>Total</b>	<b>148</b>	<b>100%</b>					

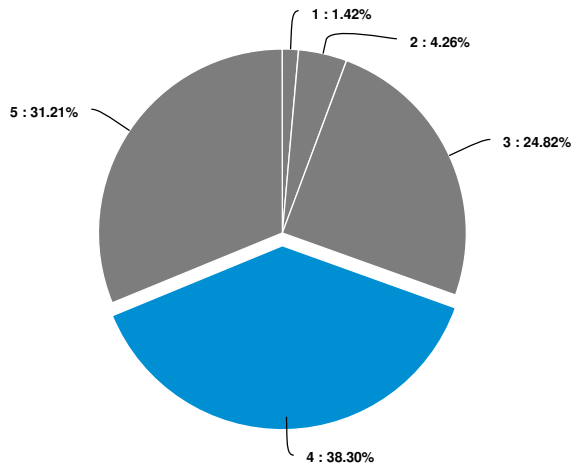
Overall, How would you rate our Community Facilities and Amenities?



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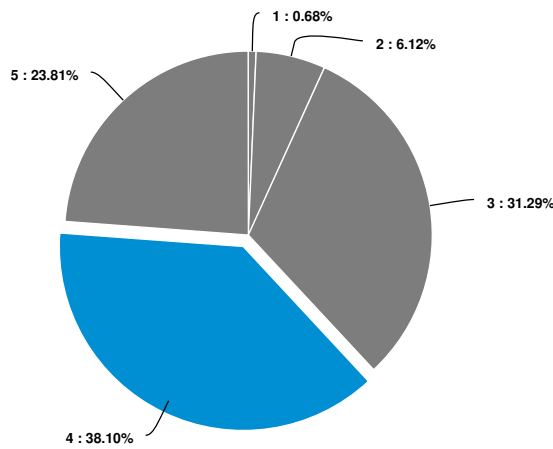
Question	Count	Score	1	2	3	4	5
Swann Keys Web Site	141	3.94	[Progress bar]				
Overall Community Appearance	147	3.78	[Progress bar]				
Clubhouse / Community Center	143	3.73	[Progress bar]				
Community Center Bathrooms	135	3.13	[Progress bar]				
Pool Area / Pavilion	142	4.18	[Progress bar]				
Pool Bathrooms	132	2.91	[Progress bar]				
Office Building	142	3.73	[Progress bar]				
Playground	142	3.64	[Progress bar]				
Basketball	130	3.11	[Progress bar]				
Streets / Roads	149	3.44	[Progress bar]				
Street Lighting	150	3.99	[Progress bar]				
Common area maintenance	149	4.07	[Progress bar]				
End-of-Street Turn Arouds	147	3.02	[Progress bar]				
<b>Average</b>		<b>3.6</b>					



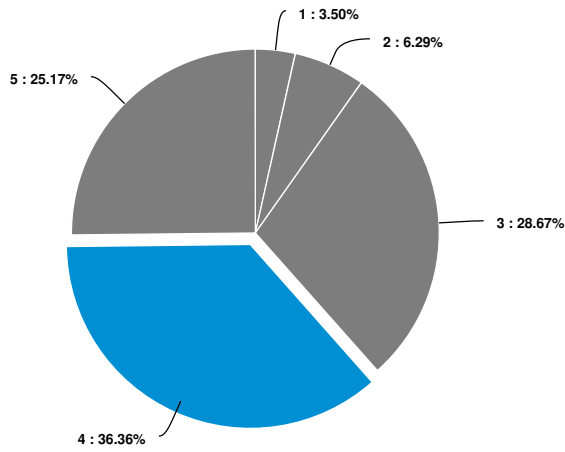


Answer	Count	Percent	20%	40%	60%	80%	100%
1	2	1.42%					
2	6	4.26%					
3	35	24.82%					
4	54	38.3%					
5	44	31.21%					
<b>Total</b>	<b>141</b>	<b>100%</b>					

Overall Community Appearance

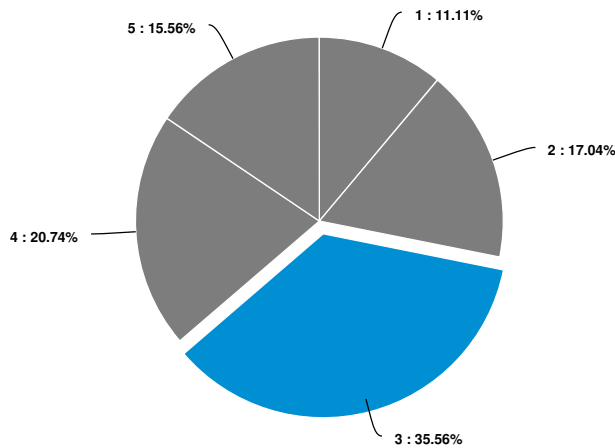


Answer	Count	Percent	20%	40%	60%	80%	100%
1	1	0.68%					
2	9	6.12%					
3	46	31.29%					
4	56	38.1%					
5	35	23.81%					
<b>Total</b>	<b>147</b>	<b>100%</b>					

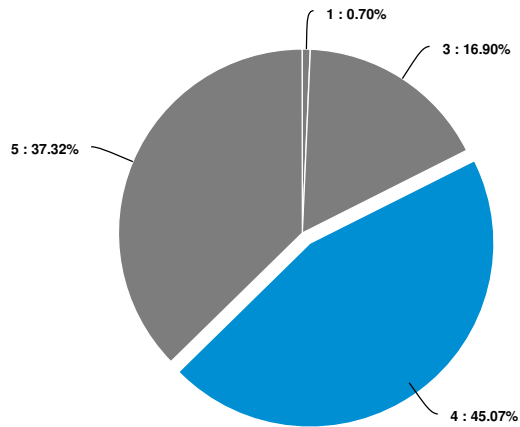


Answer	Count	Percent	20%	40%	60%	80%	100%
1	5	3.5%					
2	9	6.29%					
3	41	28.67%					
4	52	36.36%					
5	36	25.17%					
<b>Total</b>	<b>143</b>	<b>100%</b>					

Community Center Bathrooms

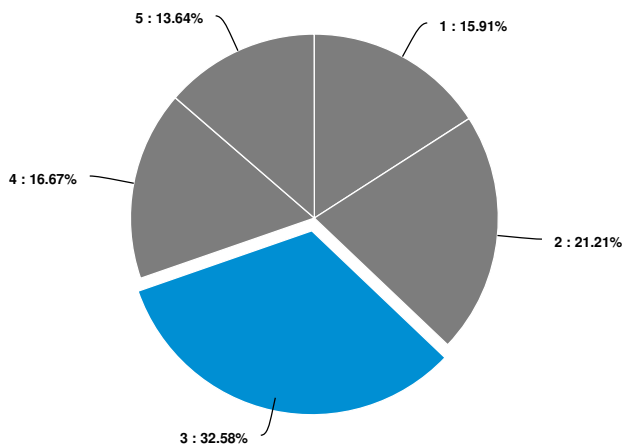


Answer	Count	Percent	20%	40%	60%	80%	100%
1	15	11.11%					
2	23	17.04%					
3	48	35.56%					
4	28	20.74%					
5	21	15.56%					
<b>Total</b>	<b>135</b>	<b>100%</b>					



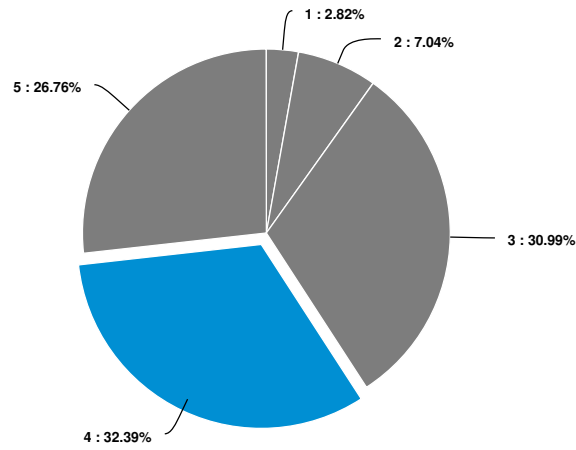
Answer	Count	Percent	20%	40%	60%	80%	100%
1	1	0.7%					
2	0	0%					
3	24	16.9%					
4	64	45.07%					
5	53	37.32%					
<b>Total</b>	<b>142</b>	<b>100%</b>					

Pool Bathrooms



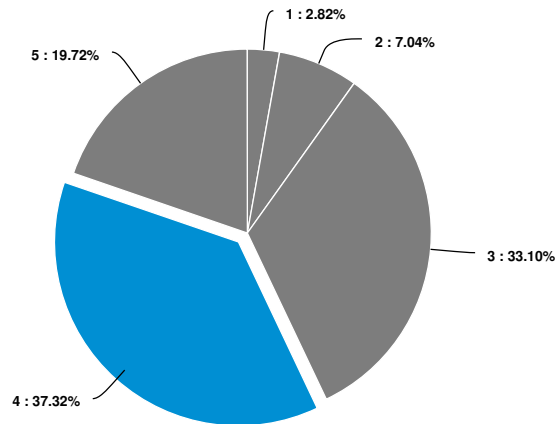
Answer	Count	Percent	20%	40%	60%	80%	100%
1	21	15.91%					
2	28	21.21%					
3	43	32.58%					
4	22	16.67%					
5	18	13.64%					
<b>Total</b>	<b>132</b>	<b>100%</b>					

## Office Building

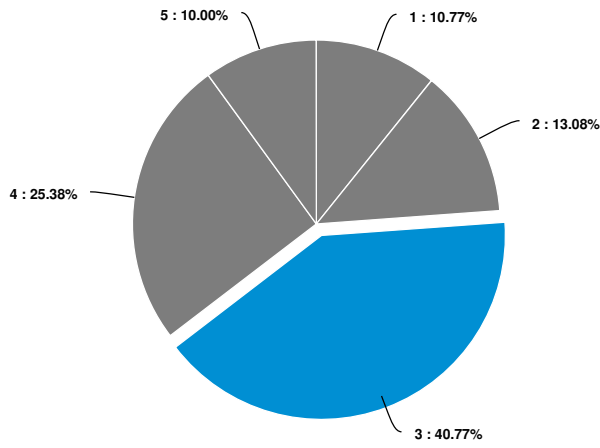


Answer	Count	Percent	20%	40%	60%	80%	100%
1	4	2.82%					
2	10	7.04%					
3	44	30.99%					
4	46	32.39%					
5	38	26.76%					
<b>Total</b>	<b>142</b>	<b>100%</b>					

## Playground

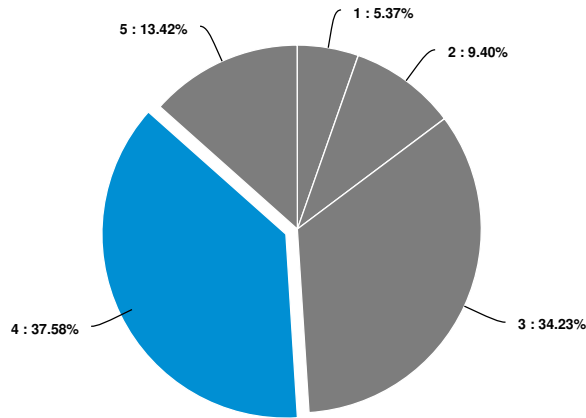


Answer	Count	Percent	20%	40%	60%	80%	100%
1	4	2.82%					
2	10	7.04%					
3	47	33.1%					
4	53	37.32%					
5	28	19.72%					
<b>Total</b>	<b>142</b>	<b>100%</b>					



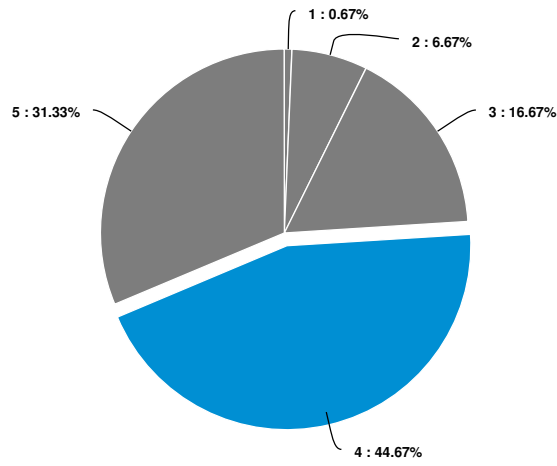
Answer	Count	Percent	20%	40%	60%	80%	100%
1	14	10.77%	<div style="width: 10.77%;"></div>				
2	17	13.08%	<div style="width: 13.08%;"></div>				
3	53	40.77%	<div style="width: 40.77%;"></div>				
4	33	25.38%	<div style="width: 25.38%;"></div>				
5	13	10%	<div style="width: 10%;"></div>				
<b>Total</b>	<b>130</b>	<b>100%</b>					

Streets / Roads



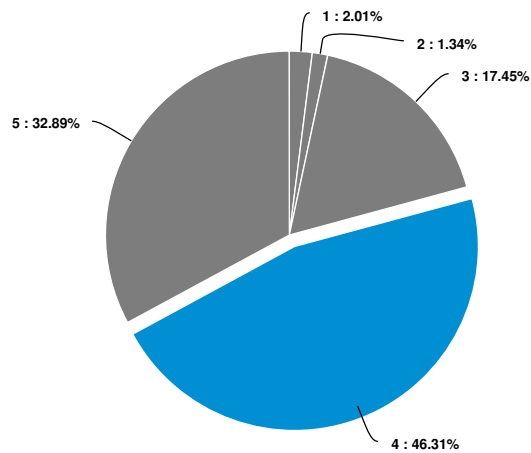
Answer	Count	Percent	20%	40%	60%	80%	100%
1	8	5.37%	<div style="width: 5.37%;"></div>				
2	14	9.4%	<div style="width: 9.4%;"></div>				
3	51	34.23%	<div style="width: 34.23%;"></div>				
4	56	37.58%	<div style="width: 37.58%;"></div>				
5	20	13.42%	<div style="width: 13.42%;"></div>				
<b>Total</b>	<b>149</b>	<b>100%</b>					

## Street Lighting

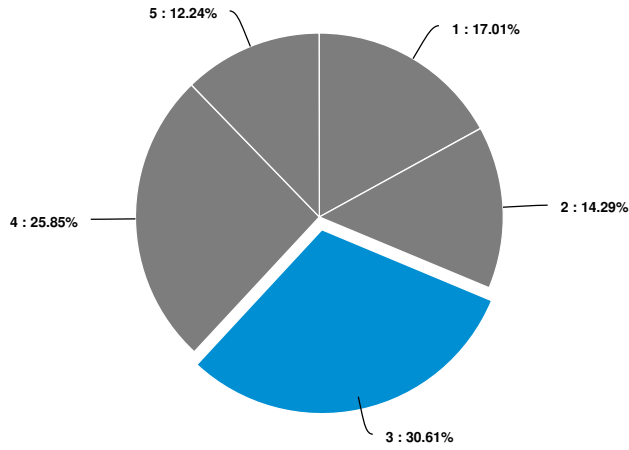


Answer	Count	Percent	20%	40%	60%	80%	100%
1	1	0.67%					
2	10	6.67%					
3	25	16.67%					
4	67	44.67%					
5	47	31.33%					
<b>Total</b>	<b>150</b>	<b>100%</b>					

## Common area maintenance

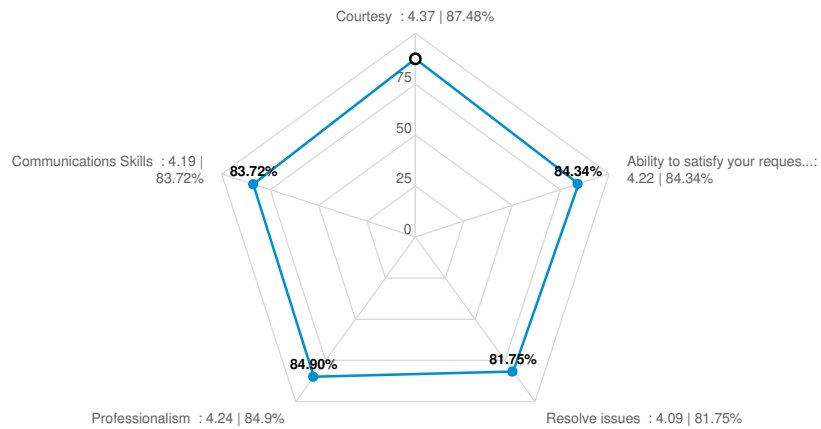


Answer	Count	Percent	20%	40%	60%	80%	100%
1	3	2.01%					
2	2	1.34%					
3	26	17.45%					
4	69	46.31%					
5	49	32.89%					
<b>Total</b>	<b>149</b>	<b>100%</b>					



Answer	Count	Percent	20%	40%	60%	80%	100%
1	25	17.01%	[Progress bar]				
2	21	14.29%	[Progress bar]				
3	45	30.61%	[Progress bar]				
4	38	25.85%	[Progress bar]				
5	18	12.24%	[Progress bar]				
<b>Total</b>	<b>147</b>	<b>100%</b>					

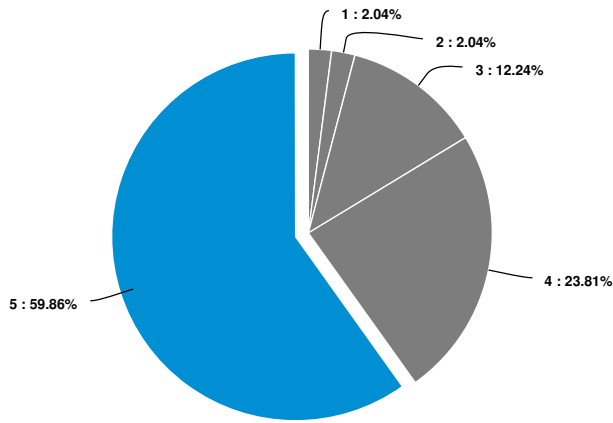
How is our Office Staff doing?



Powered by AI

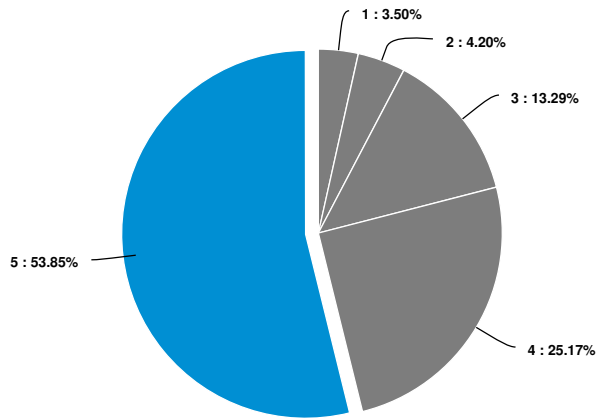
Question	Count	Score	1	2	3	4	5
Courtesy	147	4.37	[Progress bar]				
Ability to satisfy your requests	143	4.22	[Progress bar]				
Resolve issues	137	4.09	[Progress bar]				
Professionalism	143	4.24	[Progress bar]				
Communications Skills	145	4.19	[Progress bar]				
<b>Average</b>		<b>4.22</b>					

## Courtesy



Answer	Count	Percent	20%	40%	60%	80%	100%
1	3	2.04%					
2	3	2.04%					
3	18	12.24%					
4	35	23.81%					
5	88	59.86%					
<b>Total</b>	<b>147</b>	<b>100%</b>					

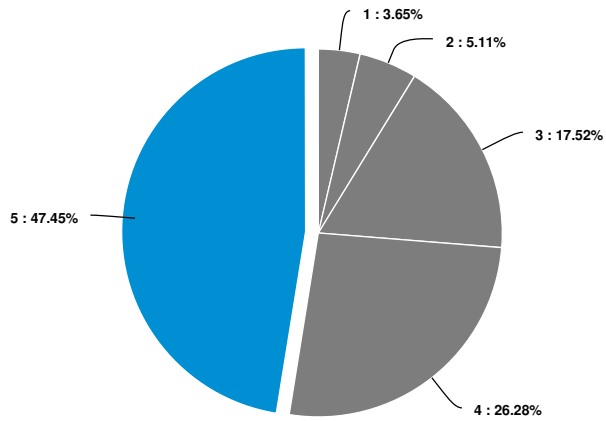
## Ability to satisfy your requests



Answer	Count	Percent	20%	40%	60%	80%	100%
1	5	3.5%					
2	6	4.2%					
3	19	13.29%					
4	36	25.17%					
5	77	53.85%					
<b>Total</b>	<b>143</b>	<b>100%</b>					

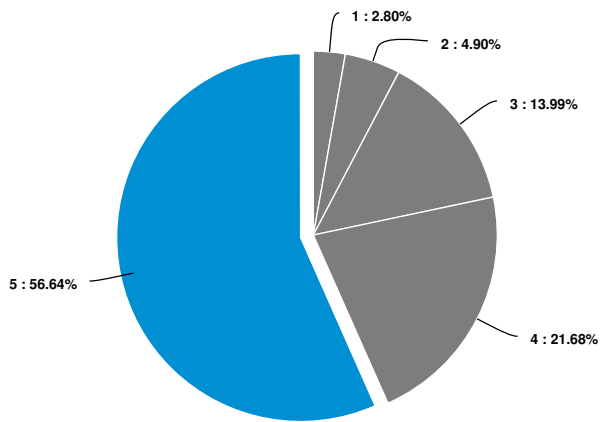


## Resolve issues

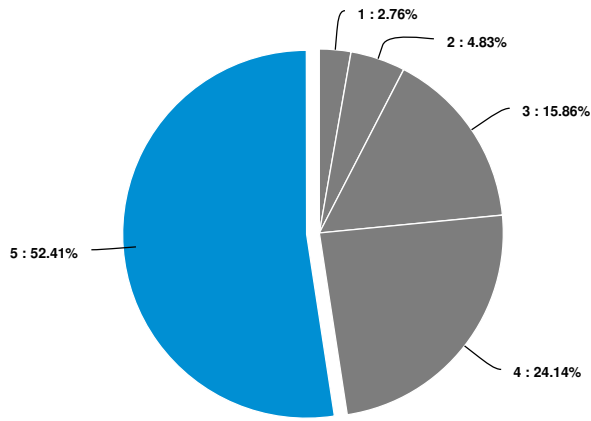


Answer	Count	Percent	20%	40%	60%	80%	100%
1	5	3.65%					
2	7	5.11%					
3	24	17.52%					
4	36	26.28%					
5	65	47.45%					
<b>Total</b>	<b>137</b>	<b>100%</b>					

## Professionalism

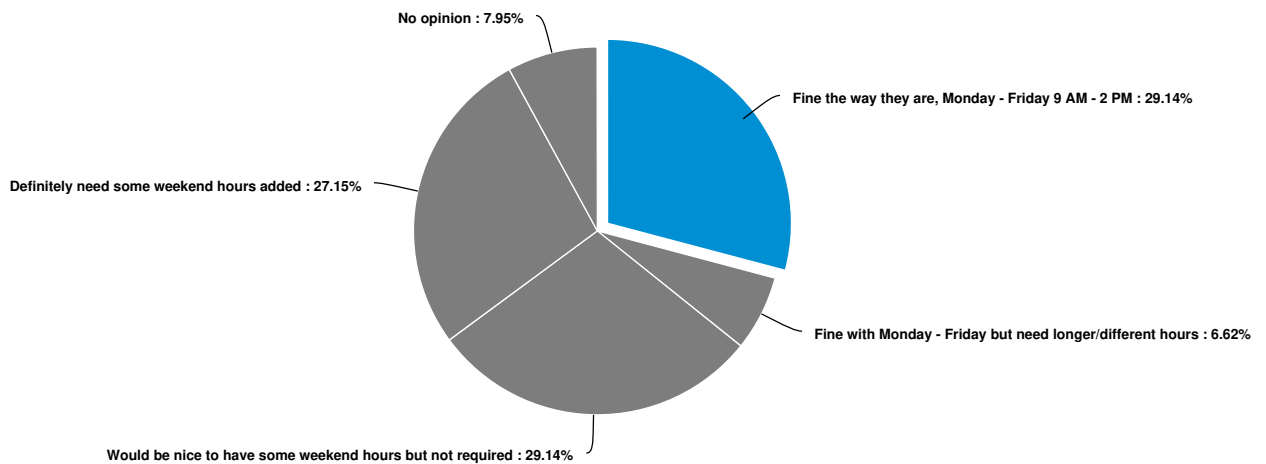


Answer	Count	Percent	20%	40%	60%	80%	100%
1	4	2.8%					
2	7	4.9%					
3	20	13.99%					
4	31	21.68%					
5	81	56.64%					
<b>Total</b>	<b>143</b>	<b>100%</b>					



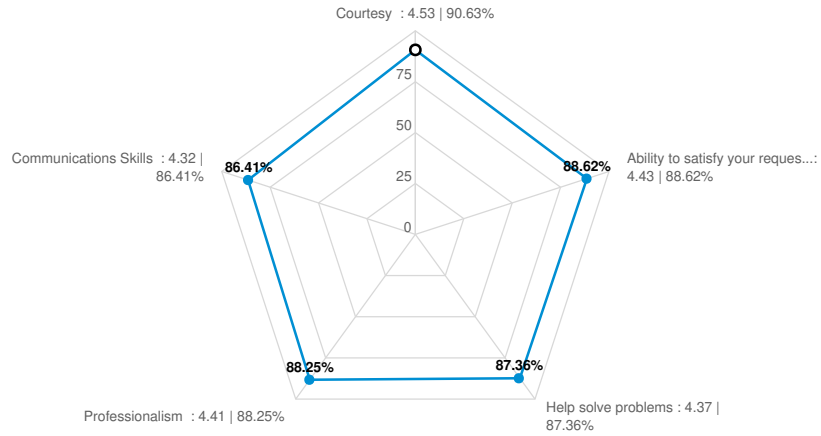
Answer	Count	Percent	20%	40%	60%	80%	100%
1	4	2.76%					
2	7	4.83%					
3	23	15.86%					
4	35	24.14%					
5	76	52.41%					
<b>Total</b>	<b>145</b>	<b>100%</b>					

What is your opinion on the current schedule of the Swann Keys office hours?



Answer	Count	Percent	20%	40%	60%	80%	100%
Fine the way they are, Monday - Friday 9 AM - 2 PM	44	29.14%					
Fine with Monday - Friday but need longer/different hours	10	6.62%					
Would be nice to have some weekend hours but not required	44	29.14%					
Definitely need some weekend hours added	41	27.15%					
No opinion	12	7.95%					
<b>Total</b>	<b>151</b>	<b>100%</b>					

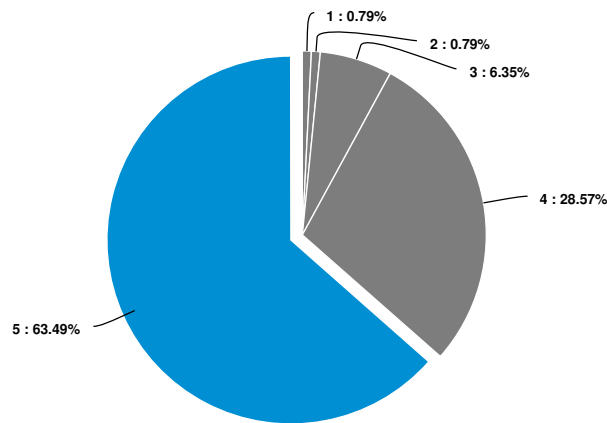
## How is our Maintenance Staff doing?



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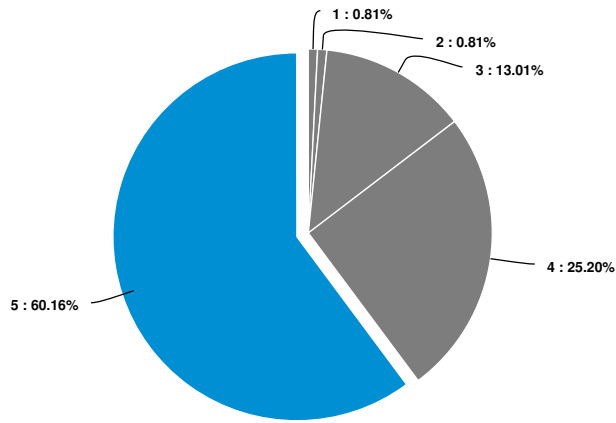
Question	Count	Score	1	2	3	4	5
Courtesy	126	4.53					
Ability to satisfy your requests	123	4.43					
Help solve problems	125	4.37					
Professionalism	126	4.41					
Communications Skills	128	4.32					
<b>Average</b>		<b>4.41</b>					

## Courtesy



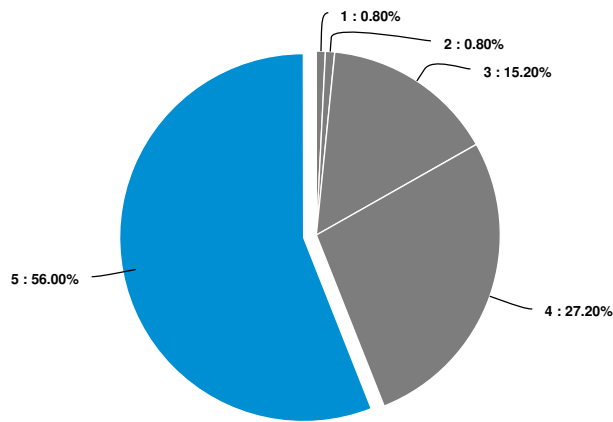
Answer	Count	Percent	20%	40%	60%	80%	100%
1	1	0.79%					
2	1	0.79%					
3	8	6.35%					
4	36	28.57%					
5	80	63.49%					
<b>Total</b>	<b>126</b>	<b>100%</b>					

## Ability to satisfy your requests



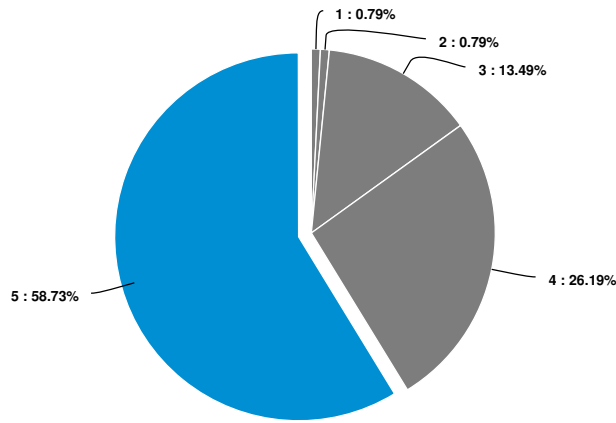
Answer	Count	Percent	20%	40%	60%	80%	100%
1	1	0.81%					
2	1	0.81%					
3	16	13.01%					
4	31	25.2%					
5	74	60.16%					
<b>Total</b>	<b>123</b>	<b>100%</b>					

## Help solve problems



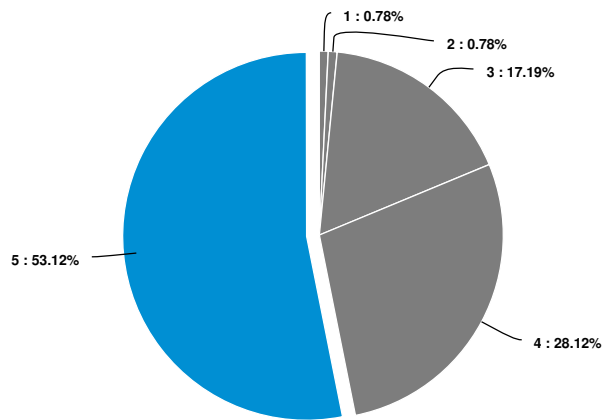
Answer	Count	Percent	20%	40%	60%	80%	100%
1	1	0.8%					
2	1	0.8%					
3	19	15.2%					
4	34	27.2%					
5	70	56%					
<b>Total</b>	<b>125</b>	<b>100%</b>					

## Professionalism



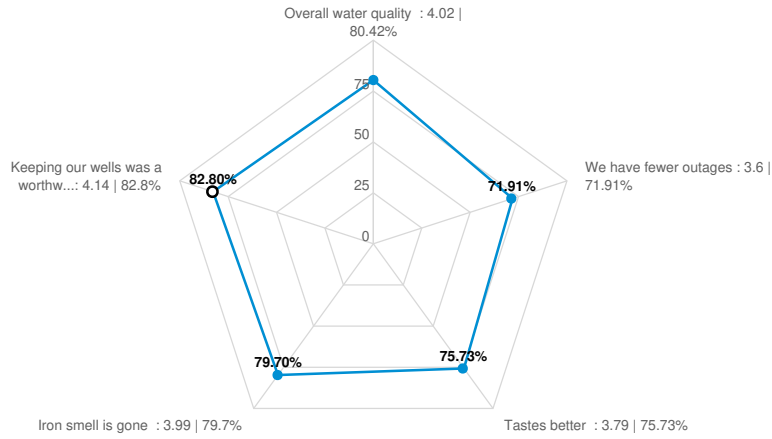
Answer	Count	Percent	20%	40%	60%	80%	100%
1	1	0.79%					
2	1	0.79%					
3	17	13.49%					
4	33	26.19%					
5	74	58.73%					
<b>Total</b>	<b>126</b>	<b>100%</b>					

## Communications Skills



Answer	Count	Percent	20%	40%	60%	80%	100%
1	1	0.78%					
2	1	0.78%					
3	22	17.19%					
4	36	28.12%					
5	68	53.12%					
<b>Total</b>	<b>128</b>	<b>100%</b>					

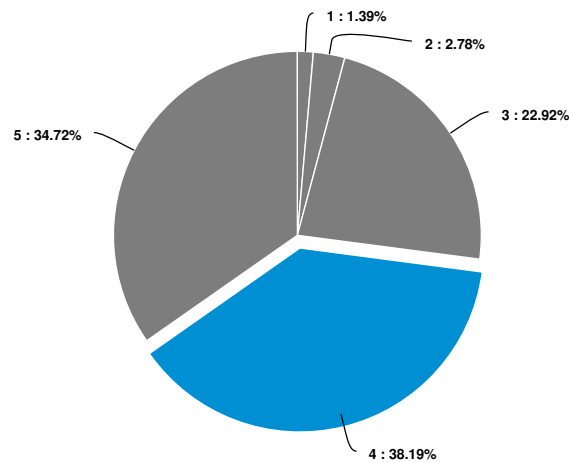
## What do you think of the recent Water Plant Upgrades?



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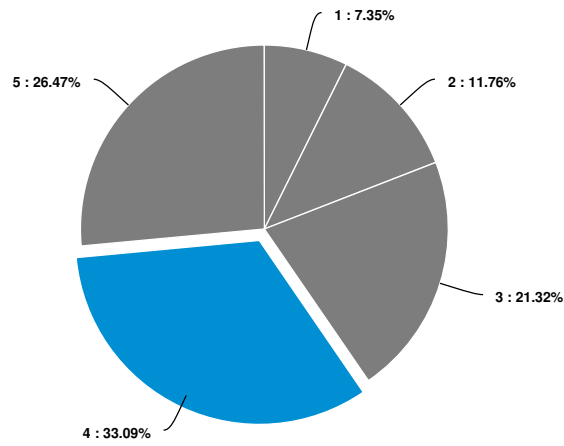
Question	Count	Score	1	2	3	4	5
Overall water quality	144	4.02					
We have fewer outages	136	3.6					
Tastes better	131	3.79					
Iron smell is gone	135	3.99					
Keeping our wells was a worthwhile investment	143	4.14					
<b>Average</b>		<b>3.91</b>					

## Overall water quality



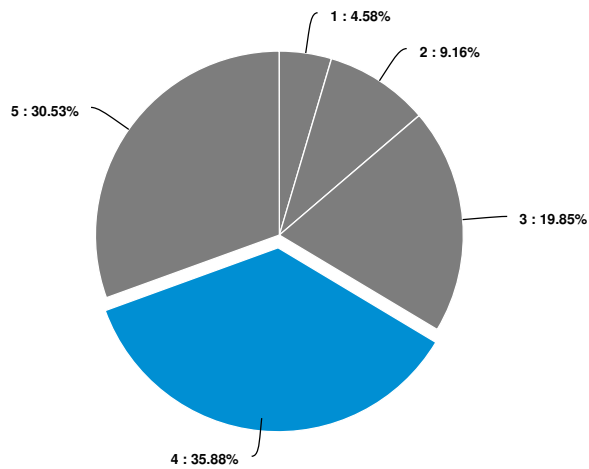
Answer	Count	Percent	20%	40%	60%	80%	100%
1	2	1.39%					
2	4	2.78%					
3	33	22.92%					
4	55	38.19%					
5	50	34.72%					
<b>Total</b>	<b>144</b>	<b>100%</b>					

## We have fewer outages



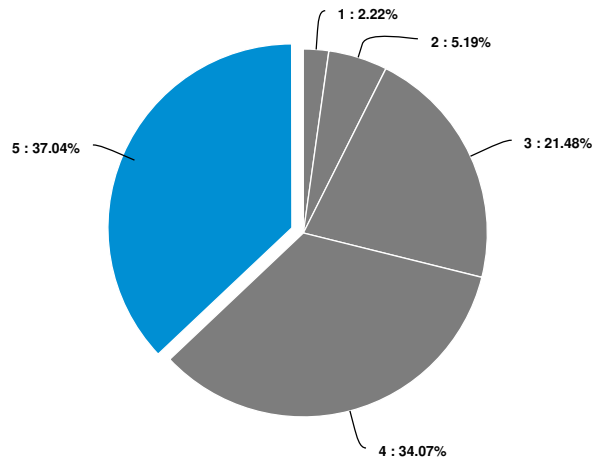
Answer	Count	Percent	20%	40%	60%	80%	100%
1	10	7.35%					
2	16	11.76%					
3	29	21.32%					
4	45	33.09%					
5	36	26.47%					
<b>Total</b>	<b>136</b>	<b>100%</b>					

## Tastes better



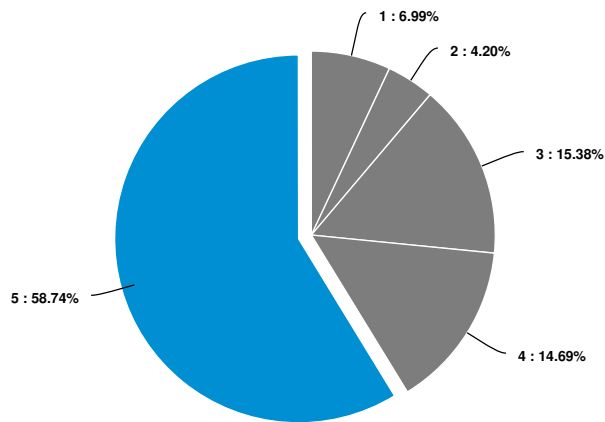
Answer	Count	Percent	20%	40%	60%	80%	100%
1	6	4.58%					
2	12	9.16%					
3	26	19.85%					
4	47	35.88%					
5	40	30.53%					
<b>Total</b>	<b>131</b>	<b>100%</b>					

## Iron smell is gone



Answer	Count	Percent	20%	40%	60%	80%	100%
1	3	2.22%					
2	7	5.19%					
3	29	21.48%					
4	46	34.07%					
5	50	37.04%					
<b>Total</b>	<b>135</b>	<b>100%</b>					

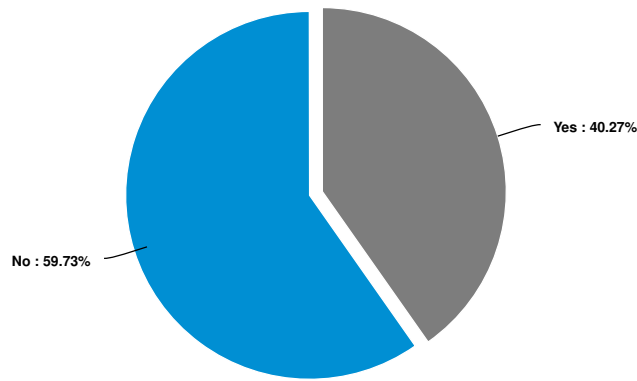
## Keeping our wells was a worthwhile investment



Answer	Count	Percent	20%	40%	60%	80%	100%
1	10	6.99%					
2	6	4.2%					
3	22	15.38%					
4	21	14.69%					
5	84	58.74%					
<b>Total</b>	<b>143</b>	<b>100%</b>					

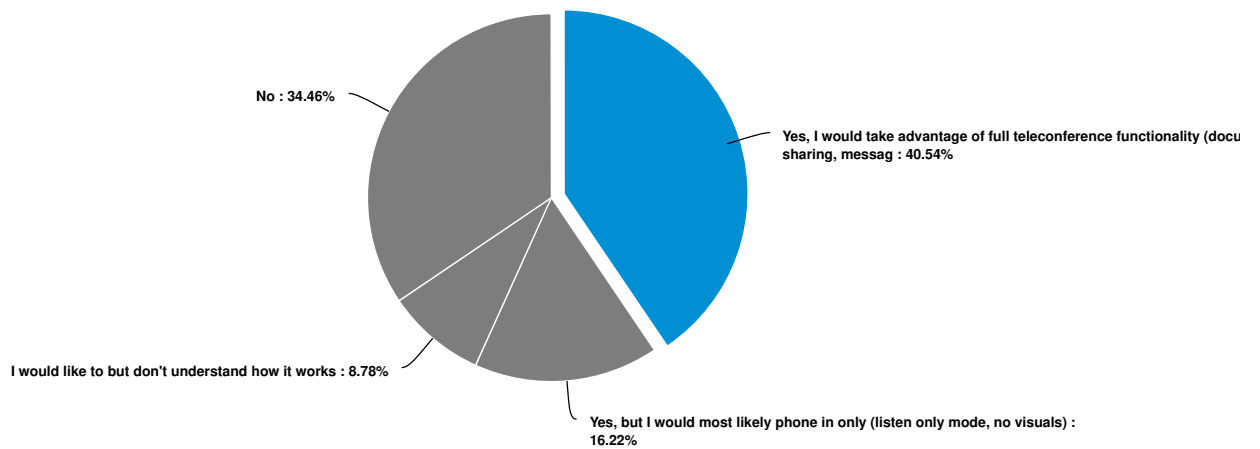


### Do you attend Board Meetings?



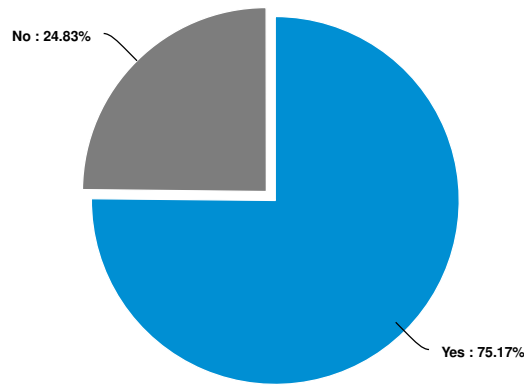
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	60	40.27%	<div style="width: 40.27%;"></div>				
No	89	59.73%	<div style="width: 59.73%;"></div>				
<b>Total</b>	<b>149</b>	<b>100%</b>					

### Would you join Board Meeting using a Teleconference?



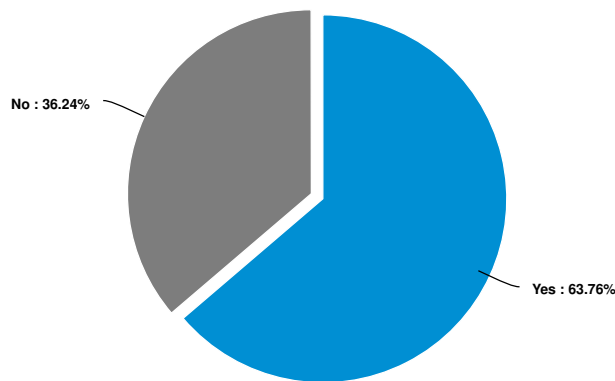
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes, I would take advantage of full teleconference functionality (document sharing, messaging, etc.)	60	40.54%	<div style="width: 40.54%;"></div>				
Yes, but I would most likely phone in only (listen only mode, no visuals)	24	16.22%	<div style="width: 16.22%;"></div>				
I would like to but don't understand how it works	13	8.78%	<div style="width: 8.78%;"></div>				
No	51	34.46%	<div style="width: 34.46%;"></div>				
<b>Total</b>	<b>148</b>	<b>100%</b>					

Would you like to receive emails of BOD Meeting Minutes?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	112	75.17%	<div style="width: 75.17%;"></div>				
No	37	24.83%	<div style="width: 24.83%;"></div>				
<b>Total</b>	<b>149</b>	<b>100%</b>					

Have you seen the new SK President Update Videos?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	95	63.76%	<div style="width: 63.76%;"></div>				
No	54	36.24%	<div style="width: 36.24%;"></div>				
<b>Total</b>	<b>149</b>	<b>100%</b>					

What did you think of videos?

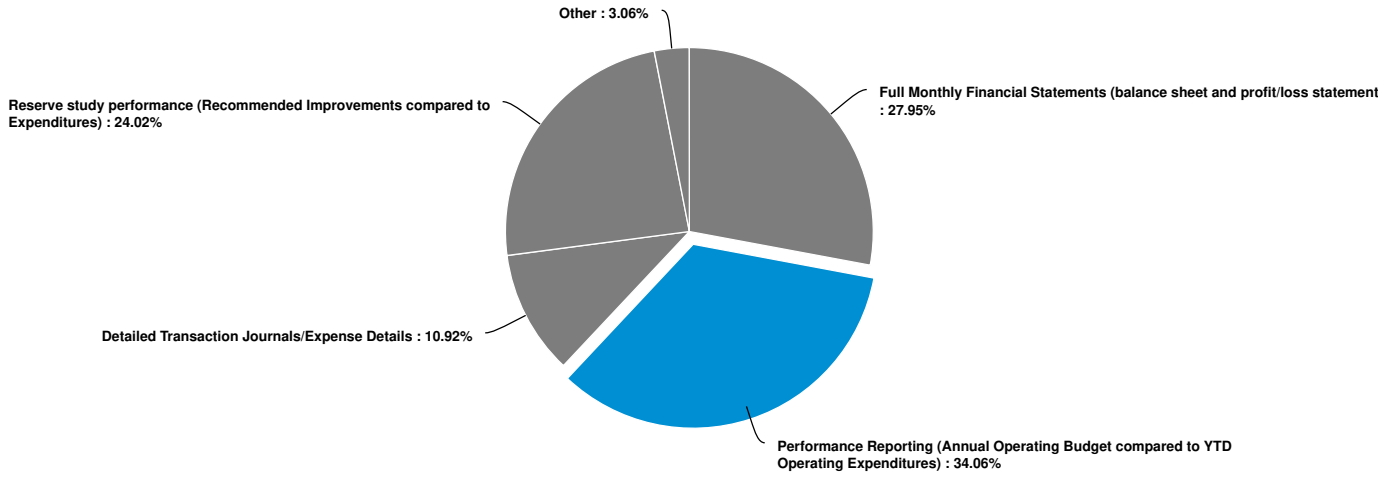
08/24/2020	78325191	Very informative.
08/24/2020	78291415	Works well.
08/17/2020	77489405	Have not seen yet.
08/17/2020	77487656	Excellent

08/17/2020	77483882	He likes to hear himself talk. Much of the information is different then what was actually said. We need transparency, not his interpretation.
08/17/2020	77466500	We think they are informative and timely
08/16/2020	77393651	I don't use the computer
08/15/2020	77360816	Really good. Direct, professional, and friendly
08/15/2020	77330005	very professionally done
08/14/2020	77254010	I think it's a good idea.
08/13/2020	77075785	Very nice and informative
08/12/2020	76915448	Love them
08/12/2020	76913505	Didn't see
08/12/2020	76910736	good
08/11/2020	76848603	Na
08/11/2020	76848424	Good info
08/11/2020	76842326	Good info and keeps me posted
08/11/2020	76843205	no comment
08/11/2020	76790881	Great delivery of a large quantity of detailed info
08/10/2020	76706938	Na
08/09/2020	76643864	Good summary
08/09/2020	76631377	I appreciate the updates but they need to be on a regular basis.
08/09/2020	76632058	ok
08/09/2020	76632132	Informative
08/09/2020	76626069	Excellent and informative
08/09/2020	76624476	ridiculous, no interest
08/09/2020	76622200	Good, I like them
08/08/2020	76583441	Well done and informative. A little winded though
08/07/2020	76453213	good communication
08/07/2020	76440425	Informational
08/06/2020	76336681	Very helpful, especially since our Board President is a volunteer!
08/04/2020	76162680	must be short,to the point and "on-point"
08/04/2020	76149168	Excellent
08/04/2020	76077057	Very informative, right amount of time. Stay with facts.
08/04/2020	76070575	NA
08/03/2020	75893118	Excellent and informative.
08/03/2020	75875769	Informative, can be a bit snarky at times
08/03/2020	75878221	N/A
08/03/2020	75848506	Informative
08/03/2020	75809958	I like the videos, and as a part time resident I feel more a part of the community and appreciate the information being provided.
08/02/2020	75787703	fine
08/02/2020	75787428	Excellent communication tool. Thank you.
08/02/2020	75782382	N/A
08/02/2020	75776828	Nice

08/02/2020	75775878	I think you've done a great job with that
08/02/2020	75775264	There Great
08/02/2020	75771656	very informative. in 35 years first time to know what is going on!
08/02/2020	75768927	Na
08/02/2020	75760513	I like them
08/02/2020	75758818	Great. Very helpful.
08/02/2020	75754929	Old saying a picture is worth a thousand words ! The videos are informational & well done !
08/01/2020	75731317	very interesting
08/01/2020	75728180	Very well done.
08/01/2020	75723076	have not seen them
08/01/2020	75722762	If you are taking about the last webex then yes I saw it. Would prefer a better connection but that's my problem
08/01/2020	75710819	Excellent! Great strides are being made to better communicate.
08/01/2020	75711027	not readily available and wonder if they are just a bragedocia site for individuals
08/01/2020	75710178	Very well done and informative
08/01/2020	75707067	Very Informative, easy to understand, ability to watch at our convenience
08/01/2020	75702487	Did not see it
08/01/2020	75701754	Good
08/01/2020	75699754	2 much info, lot of unnecessary verbiage.
08/01/2020	75698900	excellent
08/01/2020	75697048	very informative and timely
08/01/2020	75694031	Informative to getting a feel of what's coming up
08/01/2020	75694508	did not watch
08/01/2020	75694406	Informative
08/01/2020	75693611	Great. Thank you
08/01/2020	75688786	n/a
08/01/2020	75688180	I do like like it if it is sent to me as an email because I am a senior.
08/01/2020	75683811	INFORMATIONAL and Helpful
08/01/2020	75685738	Very good job with the videos!!
08/01/2020	75683437	good way to communicate
08/01/2020	75679178	I think they are informative
08/01/2020	75678415	A little too long
08/01/2020	75671331	Informative
07/31/2020	75656712	Well done
07/31/2020	75653769	Good communications tool.
07/31/2020	75652689	All are quite consistent with previous ones
07/31/2020	75651359	Pompous
07/31/2020	75646870	Very informative
07/31/2020	75644667	Terrific

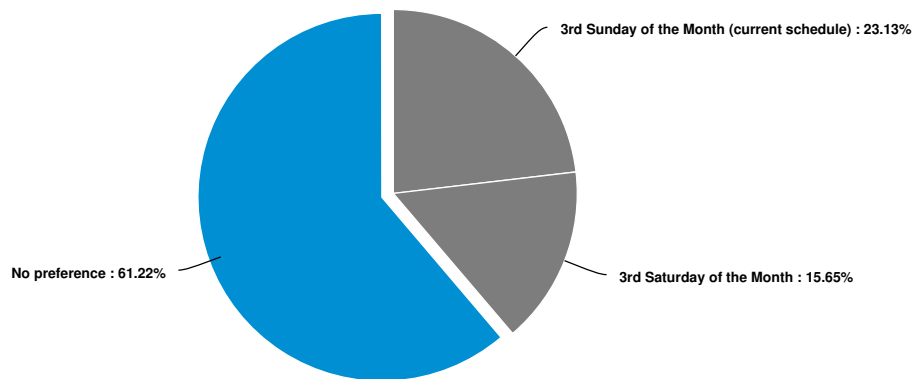
07/31/2020	75645960	Very well done
07/31/2020	75645650	Good
07/31/2020	75643422	Good and informative
07/31/2020	75642454	Good information provided.
07/31/2020	75641153	Very informative, good presentation, professional
07/31/2020	75640132	Ok
07/31/2020	75639573	Takes full credit for everything. Too much "I" and not enough "we". The board consists of 15 members and first impression is that the President is a micro-manager.
07/31/2020	75639051	None saw it
07/31/2020	75638624	informative and professional
07/31/2020	75636687	I appreciate the professionalism.
07/31/2020	75637262	good idea
07/31/2020	75636843	Have not watched them.
07/31/2020	75636166	Great means of communication
07/31/2020	75636337	?
07/31/2020	75635589	Great very informative
07/31/2020	75634804	nice
07/31/2020	75634860	I like them- straightforward and a good way to communicate what is going on
07/31/2020	75627779	Great way to provide info/updates
07/31/2020	75628299	Good quality
07/31/2020	75627758	Very good
07/31/2020	75626373	Informative
07/31/2020	75625734	No response
07/31/2020	75625493	They should be on website only.

What would you like to see regarding our finances?



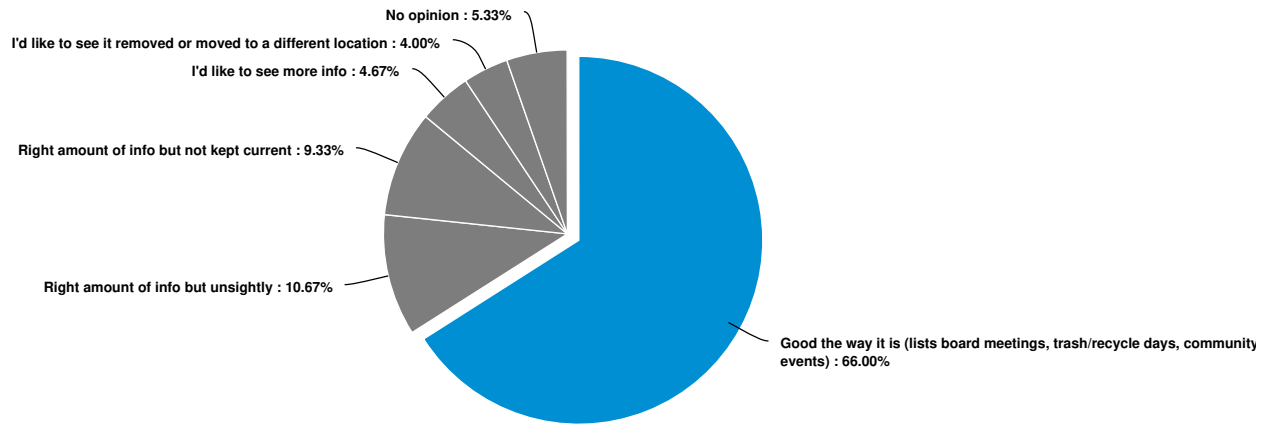
Answer	Count	Percent	20%	40%	60%	80%	100%
Full Monthly Financial Statements (balance sheet and profit/loss statements)	64	27.95%	[Progress bar]				
Performance Reporting (Annual Operating Budget compared to YTD Operating Expenditures)	78	34.06%	[Progress bar]				
Detailed Transaction Journals/Expense Details	25	10.92%	[Progress bar]				
Reserve study performance (Recommended Improvements compared to Expenditures)	55	24.02%	[Progress bar]				
Other	7	3.06%	[Progress bar]				
<b>Total</b>	<b>229</b>	<b>100%</b>					

Do you have a preferred day of the week for Board of Directors meetings?



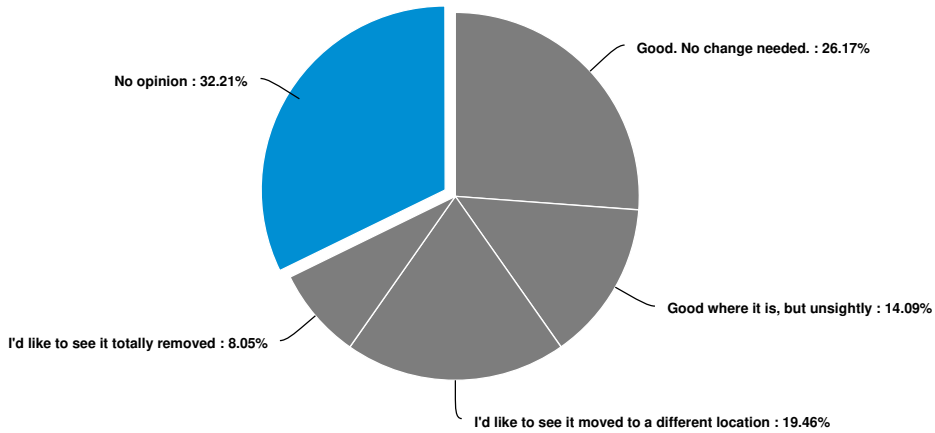
Answer	Count	Percent	20%	40%	60%	80%	100%
3rd Sunday of the Month (current schedule)	34	23.13%	[Progress bar]				
3rd Saturday of the Month	23	15.65%	[Progress bar]				
No preference	90	61.22%	[Progress bar]				
<b>Total</b>	<b>147</b>	<b>100%</b>					

What is your opinion of the community sign board located near the office at the Swann Keys entrance?



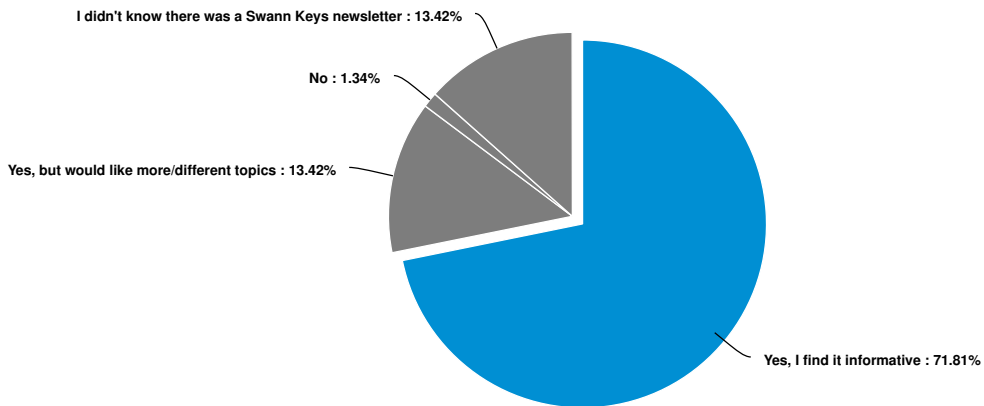
Answer	Count	Percent	20%	40%	60%	80%	100%
Good the way it is (lists board meetings, trash/recycle days, community events)	99	66%	<div style="width: 66%;"></div>				
Right amount of info but unsightly	16	10.67%	<div style="width: 10.67%;"></div>				
Right amount of info but not kept current	14	9.33%	<div style="width: 9.33%;"></div>				
I'd like to see more info	7	4.67%	<div style="width: 4.67%;"></div>				
I'd like to see it removed or moved to a different location	6	4%	<div style="width: 4%;"></div>				
No opinion	8	5.33%	<div style="width: 5.33%;"></div>				
<b>Total</b>	<b>150</b>	<b>100%</b>					

What is your opinion of the community BBQ pit located near the pool gate (corner of Laws Point and Activities Way)?



Answer	Count	Percent	20%	40%	60%	80%	100%
Good. No change needed.	39	26.17%	<div style="width: 26.17%;"></div>				
Good where it is, but unsightly	21	14.09%	<div style="width: 14.09%;"></div>				
I'd like to see it moved to a different location	29	19.46%	<div style="width: 19.46%;"></div>				
I'd like to see it totally removed	12	8.05%	<div style="width: 8.05%;"></div>				
No opinion	48	32.21%	<div style="width: 32.21%;"></div>				
<b>Total</b>	<b>149</b>	<b>100%</b>					

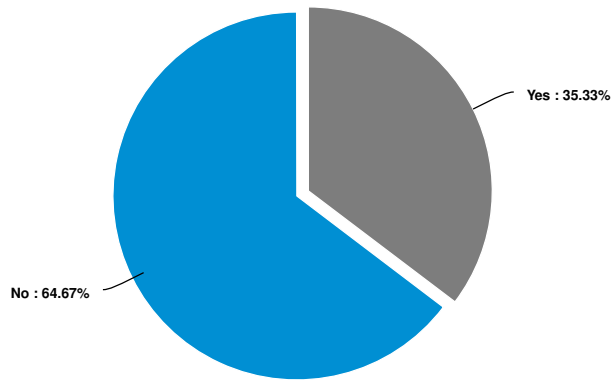
Do you read the Swann Keys newsletter?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes, I find it informative	107	71.81%	<div style="width: 71.81%;"></div>				
Yes, but would like more/different topics	20	13.42%	<div style="width: 13.42%;"></div>				
No	2	1.34%	<div style="width: 1.34%;"></div>				
I didn't know there was a Swann Keys newsletter	20	13.42%	<div style="width: 13.42%;"></div>				
<b>Total</b>	<b>149</b>	<b>100%</b>					

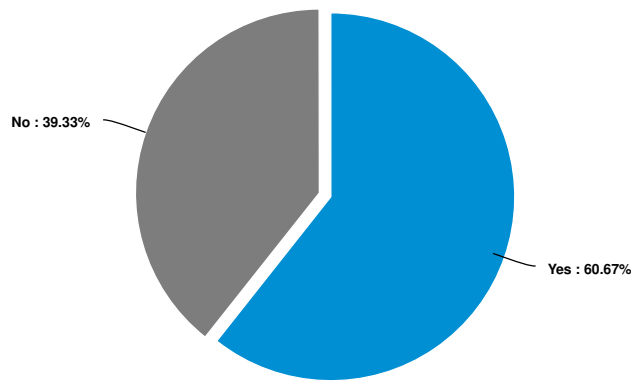


Did you know we can perform periodic home checks on the elderly and shut ins?



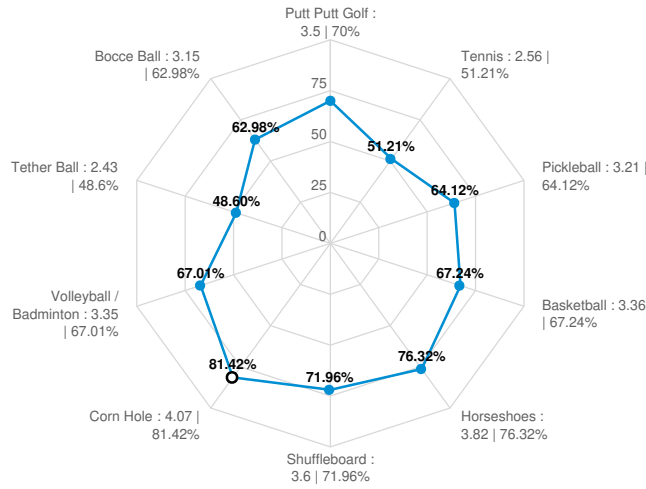
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	53	35.33%	<div style="width: 35.33%; background-color: grey;"></div>				
No	97	64.67%	<div style="width: 64.67%; background-color: blue;"></div>				
<b>Total</b>	<b>150</b>	<b>100%</b>					

Did you know the maintenance staff conducts daily property checks on every street (Monday - Friday) and will attempt to notify you if something looks amiss? (shed door left open, shingles blown off, etc.)



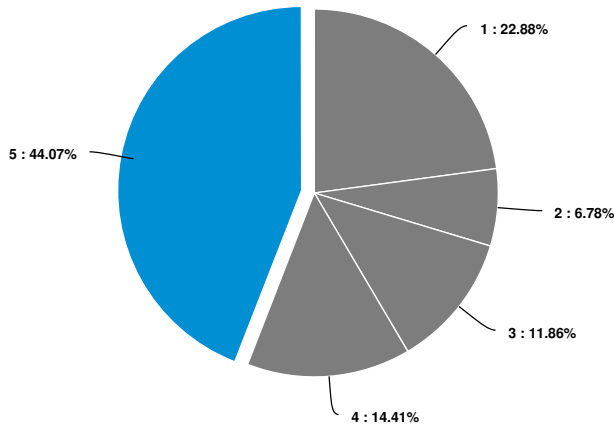
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	91	60.67%	<div style="width: 60.67%; background-color: blue;"></div>				
No	59	39.33%	<div style="width: 39.33%; background-color: grey;"></div>				
<b>Total</b>	<b>150</b>	<b>100%</b>					

What types of activities would you like to see in the outside recreation park area? (Rate each activity based on level of interest)



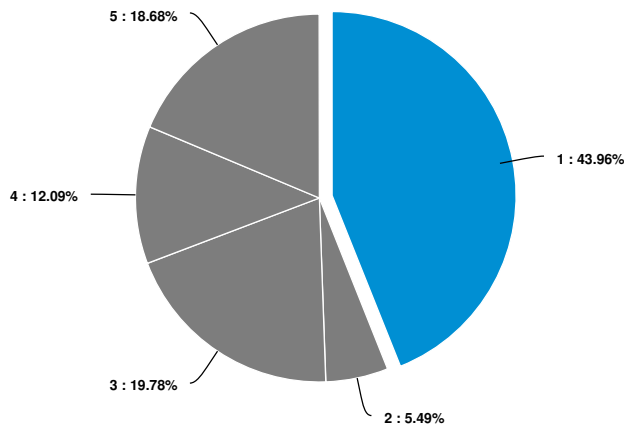
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Question	Count	Score	1	2	3	4	5
Putt Putt Golf	118	3.5	[Progress bar]				
Tennis	91	2.56	[Progress bar]				
Pickleball	97	3.21	[Progress bar]				
Basketball	105	3.36	[Progress bar]				
Horseshoes	114	3.82	[Progress bar]				
Shuffleboard	112	3.6	[Progress bar]				
Corn Hole	113	4.07	[Progress bar]				
Volleyball / Badminton	97	3.35	[Progress bar]				
Tether Ball	86	2.43	[Progress bar]				
Bocce Ball	94	3.15	[Progress bar]				
<b>Average</b>		<b>3.35</b>					



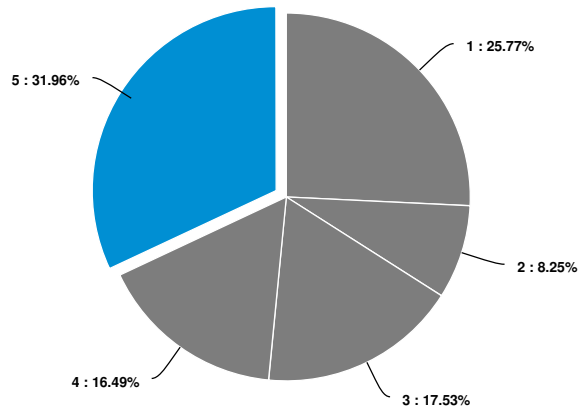
Answer	Count	Percent	20%	40%	60%	80%	100%
1	27	22.88%	<div style="width: 22.88%;"></div>				
2	8	6.78%	<div style="width: 6.78%;"></div>				
3	14	11.86%	<div style="width: 11.86%;"></div>				
4	17	14.41%	<div style="width: 14.41%;"></div>				
5	52	44.07%	<div style="width: 44.07%;"></div>				
<b>Total</b>	<b>118</b>	<b>100%</b>					

Tennis



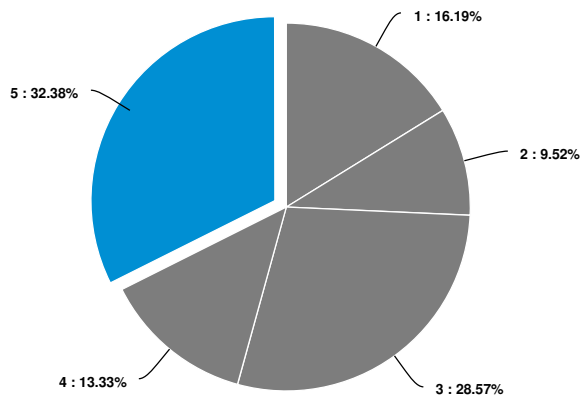
Answer	Count	Percent	20%	40%	60%	80%	100%
1	40	43.96%	<div style="width: 43.96%;"></div>				
2	5	5.49%	<div style="width: 5.49%;"></div>				
3	18	19.78%	<div style="width: 19.78%;"></div>				
4	11	12.09%	<div style="width: 12.09%;"></div>				
5	17	18.68%	<div style="width: 18.68%;"></div>				
<b>Total</b>	<b>91</b>	<b>100%</b>					

## Pickleball



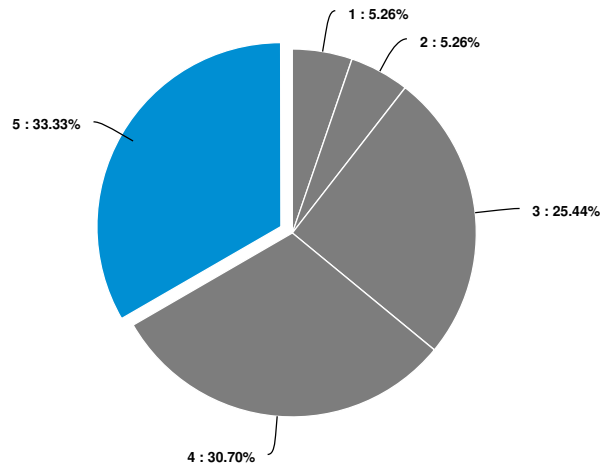
Answer	Count	Percent	20%	40%	60%	80%	100%
1	25	25.77%	<div style="width: 25.77%;"></div>				
2	8	8.25%	<div style="width: 8.25%;"></div>				
3	17	17.53%	<div style="width: 17.53%;"></div>				
4	16	16.49%	<div style="width: 16.49%;"></div>				
5	31	31.96%	<div style="width: 31.96%;"></div>				
<b>Total</b>	<b>97</b>	<b>100%</b>					

## Basketball



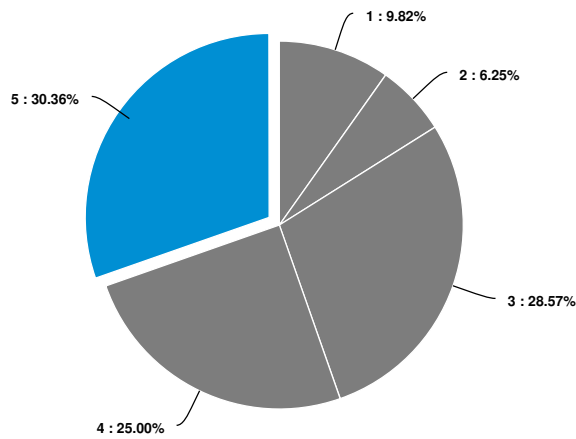
Answer	Count	Percent	20%	40%	60%	80%	100%
1	17	16.19%	<div style="width: 16.19%;"></div>				
2	10	9.52%	<div style="width: 9.52%;"></div>				
3	30	28.57%	<div style="width: 28.57%;"></div>				
4	14	13.33%	<div style="width: 13.33%;"></div>				
5	34	32.38%	<div style="width: 32.38%;"></div>				
<b>Total</b>	<b>105</b>	<b>100%</b>					

## Horseshoes



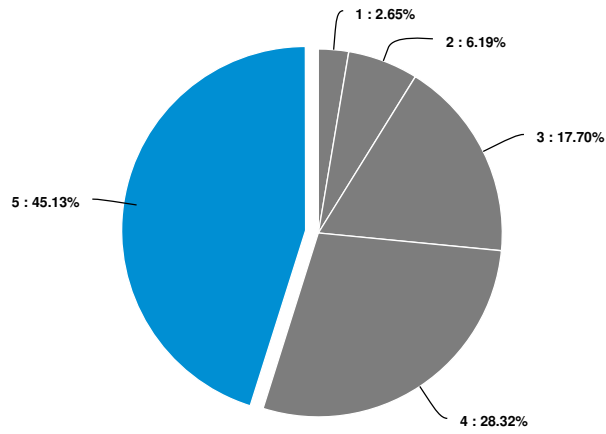
Answer	Count	Percent	20%	40%	60%	80%	100%
1	6	5.26%					
2	6	5.26%					
3	29	25.44%					
4	35	30.7%					
5	38	33.33%					
<b>Total</b>	<b>114</b>	<b>100%</b>					

## Shuffleboard



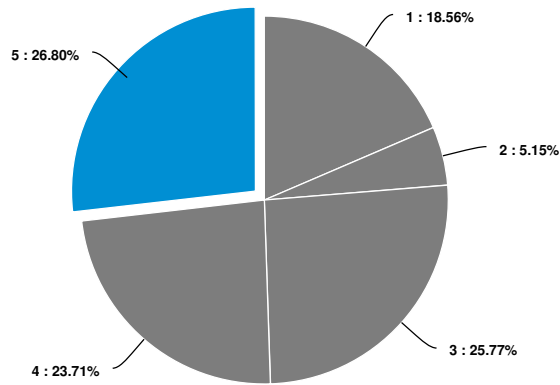
Answer	Count	Percent	20%	40%	60%	80%	100%
1	11	9.82%					
2	7	6.25%					
3	32	28.57%					
4	28	25%					
5	34	30.36%					
<b>Total</b>	<b>112</b>	<b>100%</b>					

## Corn Hole



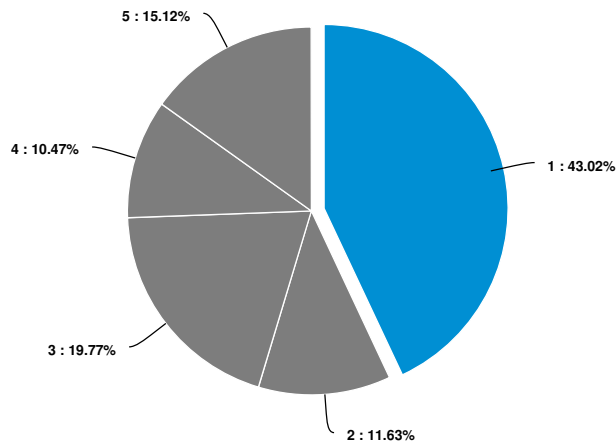
Answer	Count	Percent	20%	40%	60%	80%	100%
1	3	2.65%					
2	7	6.19%					
3	20	17.7%					
4	32	28.32%					
5	51	45.13%					
<b>Total</b>	<b>113</b>	<b>100%</b>					

## Volleyball / Badminton



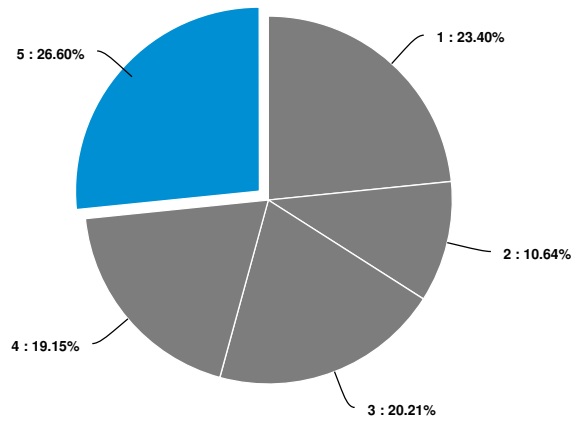
Answer	Count	Percent	20%	40%	60%	80%	100%
1	18	18.56%					
2	5	5.15%					
3	25	25.77%					
4	23	23.71%					
5	26	26.8%					
<b>Total</b>	<b>97</b>	<b>100%</b>					

## Tether Ball



Answer	Count	Percent	20%	40%	60%	80%	100%
1	37	43.02%	<div style="width: 43.02%;"></div>				
2	10	11.63%	<div style="width: 11.63%;"></div>				
3	17	19.77%	<div style="width: 19.77%;"></div>				
4	9	10.47%	<div style="width: 10.47%;"></div>				
5	13	15.12%	<div style="width: 15.12%;"></div>				
<b>Total</b>	<b>86</b>	<b>100%</b>					

## Bocce Ball



Answer	Count	Percent	20%	40%	60%	80%	100%
1	22	23.4%	<div style="width: 23.4%;"></div>				
2	10	10.64%	<div style="width: 10.64%;"></div>				
3	19	20.21%	<div style="width: 20.21%;"></div>				
4	18	19.15%	<div style="width: 19.15%;"></div>				
5	25	26.6%	<div style="width: 26.6%;"></div>				
<b>Total</b>	<b>94</b>	<b>100%</b>					

Are there any activities other than those listed above that you would like to see the outdoor recreation area used for?

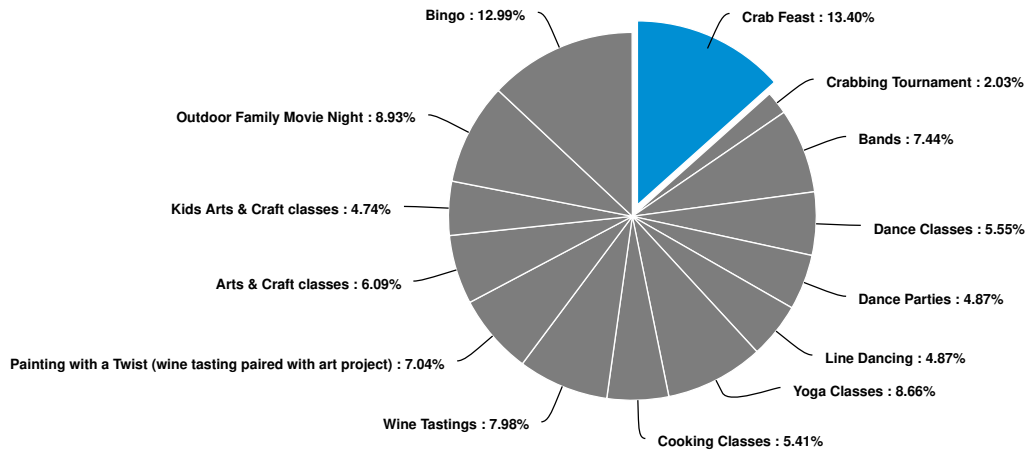
08/24/2020	78322481	We had tennis courts at one time. Cost of maintenance was too high for amount of usage.
08/24/2020	78305487	No
08/24/2020	78291415	Maybe brick walkway engraved with names donated by owners for \$ donation per brick as fund raiser.
08/17/2020	77506460	Combined tennis and pickleball on same court
08/17/2020	77489405	No
08/17/2020	77487656	Community events
08/17/2020	77483882	No, but something needs to be done as the entire area is unsightly!
08/17/2020	77466500	No
08/16/2020	77393651	I am elderly and limited in mobility so I do not use any of the above.
08/15/2020	77330005	pickleball; celebrations of family events
08/13/2020	77075785	Na
08/13/2020	77056959	Just a putting green for golf.
08/13/2020	77043304	No
08/12/2020	76970369	Pickleball inside and outside like many other communities
08/12/2020	76915448	Movies
08/12/2020	76910736	no
08/11/2020	76854685	No
08/11/2020	76848424	None
08/11/2020	76842326	No
08/11/2020	76843205	not at this time
08/10/2020	76706938	Na
08/09/2020	76632058	no
08/09/2020	76626069	NO
08/09/2020	76624476	Pickle ball indoor because of to many injuries for outdoor use.
08/09/2020	76622200	No
08/08/2020	76583441	Anything that can be used by all ages. Not just a few
08/06/2020	76336681	None
08/06/2020	76333105	Need a proper fence. Too many outside people using our amenities.
08/04/2020	76162680	no
08/04/2020	76149168	Snack bar ice cream parlor Tiki bar
08/04/2020	76077057	None
08/04/2020	76070575	NO
08/03/2020	75893118	Community picnics. We have done them in the past.
08/03/2020	75878221	No
08/03/2020	75849793	no
08/03/2020	75848506	NA



08/03/2020	75844445	Please put the putt-putt golf course back!
08/03/2020	75809958	Depending on placement, possibly along the water behind the community center, a fenced in area for dogs to be able to run off leash, with a few picnic tables for people to enjoy the area.
08/02/2020	75787703	no
08/02/2020	75782382	It would add value to our Properties to have tennis courts, like we did before.
08/02/2020	75776828	None
08/02/2020	75775878	I believe we've done a good job with regards to the park area there's enough activity for the community to stay engaged
08/02/2020	75775264	No
08/02/2020	75771656	no
08/02/2020	75768927	No
08/02/2020	75760513	no
08/02/2020	75760466	No
08/02/2020	75758818	Fire pit and BBQ area (if it makes sense to relocate to create an area where neighbors can meet and hang out)
08/02/2020	75754929	Bigger , Better playground .
08/01/2020	75731317	no
08/01/2020	75723076	karate classes,baseball
08/01/2020	75722762	No
08/01/2020	75710819	Yoga
08/01/2020	75710376	No
08/01/2020	75710178	No
08/01/2020	75707067	Strategically placed benches to sit and watch the people play the sport ie: pickleball, volleyball, and seating for parents to sit and watch their children play on the playground equipment. Enlarge the pavilion and add a couple of picnic tables.
08/01/2020	75702487	DEFINITELY BOCCE BALL WE ARE ITALIAN
08/01/2020	75698900	no
08/01/2020	75697048	no
08/01/2020	75694031	More pavilion/ picnic area - you can't use the area now it's stacked with furniture??
08/01/2020	75688786	We come down to get away and go boating. We come to some of your picnics etc
08/01/2020	75688180	Can't think of any.
08/01/2020	75683437	Keep the swings, etc
08/01/2020	75680020	Picnic area with pavilions, For cook out type of gatherings. Community or private. Accessible to the pool area. So families could eat and swim.
08/01/2020	75679178	Tiki bar
08/01/2020	75678415	No
08/01/2020	75671331	Complete demo of existing pavilion. Add additional concrete patio to pool patio on east side. Install numerous shade sails in this enhanced area. Add additional tables/chairs. ADD in ground plantings/shrubs.
07/31/2020	75656712	Chess and checkers on the park area
07/31/2020	75653769	None
07/31/2020	75652689	No
07/31/2020	75648620	No
07/31/2020	75644667	Additional playground equipment. Plenty of room to add more. Exercise benches, pull up bars, etc..
07/31/2020	75645960	No
07/31/2020	75645650	No

07/31/2020	75643422	Dog park
07/31/2020	75642454	No
07/31/2020	75640132	No
07/31/2020	75639573	Monthly Adult Only pool parties. Different theme each month. i.e. Hawaiian Luau, Jamican Steel Band theme
07/31/2020	75639051	No
07/31/2020	75638624	na
07/31/2020	75636687	No
07/31/2020	75637262	Another pavilion to be used by residents for occasions such as B-Days etc. with a RESERVATION needed.
07/31/2020	75636166	Whiffle ball
07/31/2020	75635589	None
07/31/2020	75634860	I was thinking it might be nice to have a park-like setting to have bar b ques, family gatherings, commiunity bar b ques et
07/31/2020	75627779	No
07/31/2020	75627758	No
07/31/2020	75626373	There is not much space available
07/31/2020	75625734	Improved playground

What activities would you like to see at the community center? Some events may have a fee associated. (select all that apply)



Answer	Count	Percent	20%	40%	60%	80%	100%
Crab Feast	99	13.4%	<div style="width: 13.4%;"></div>				
Crabbing Tournament	15	2.03%	<div style="width: 2.03%;"></div>				
Bands	55	7.44%	<div style="width: 7.44%;"></div>				
Dance Classes	41	5.55%	<div style="width: 5.55%;"></div>				
Dance Parties	36	4.87%	<div style="width: 4.87%;"></div>				
Line Dancing	36	4.87%	<div style="width: 4.87%;"></div>				
Yoga Classes	64	8.66%	<div style="width: 8.66%;"></div>				
Cooking Classes	40	5.41%	<div style="width: 5.41%;"></div>				
Wine Tastings	59	7.98%	<div style="width: 7.98%;"></div>				
Painting with a Twist (wine tasting paired with art project)	52	7.04%	<div style="width: 7.04%;"></div>				
Arts & Craft classes	45	6.09%	<div style="width: 6.09%;"></div>				
Kids Arts & Craft classes	35	4.74%	<div style="width: 4.74%;"></div>				
Outdoor Family Movie Night	66	8.93%	<div style="width: 8.93%;"></div>				
Bingo	96	12.99%	<div style="width: 12.99%;"></div>				
<b>Total</b>	<b>739</b>	<b>100%</b>					

### Do you have suggestions for other community events?

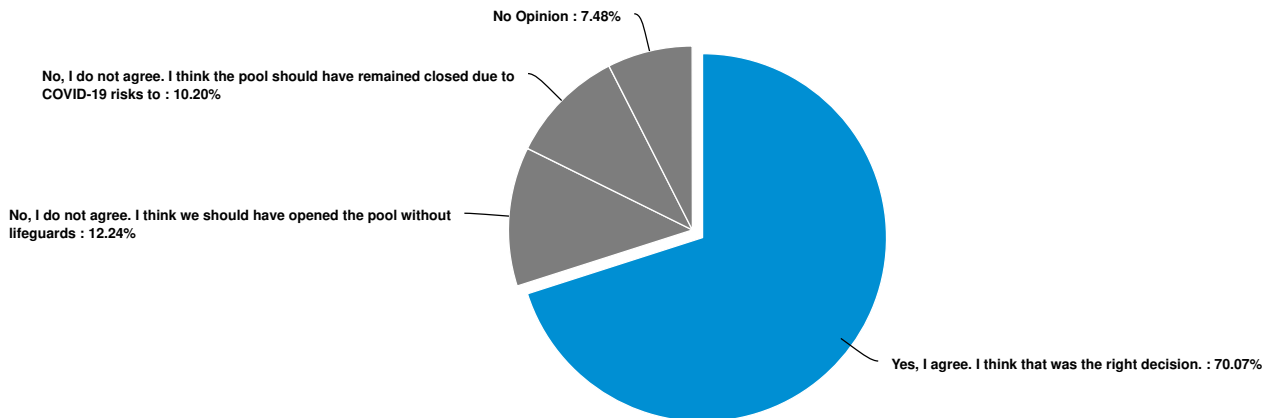
08/24/2020	78325995	These are all great ideas but I'm not here enough. I do like the flea market
08/24/2020	78305487	Dinners and Happy Hours
08/24/2020	78300155	Oyster Roast/Bull Roast
08/24/2020	78291415	Special dinners (i.e., German, Italian, etc. with food made and donated by folks who live here (would need tickets or head counts in advance to know how many needed so food does not run out).
08/17/2020	77489405	Bull and oyster or shrimp Feast to raise money for our community.
08/17/2020	77487656	A Crab Tournament.
08/17/2020	77483882	Happy Hours would be nice but the clubhouse is too unsightly and old fashion!
08/17/2020	77466500	Poker Tournament

08/15/2020	77330005	pool tournaments
08/13/2020	77075785	Water aerobics..food truck..beer tastings
08/13/2020	77056959	Adult evening Swim time. Themed music event, (IE: 70S MUSIC NIGHT, big band, Etc/
08/12/2020	76970369	Bring back Adult Happy Hours at the Pool. Also create BYOB dances in the clubhouse and allow us to invite outsiders with a band or DJ.
08/12/2020	76960189	Create community Gym. Would be awesome to have have treadmills, bikes, weights, weight machines etc.
08/12/2020	76915448	Decorating awards for holidays
08/12/2020	76910736	swim parties at pool after hours ADULTS ONLY
08/11/2020	76854685	Beef & Beer or Covered Dish type events with Music
08/11/2020	76848424	None
08/11/2020	76842326	No
08/11/2020	76843205	not at this time
08/10/2020	76728380	The occasional cocktail parties are nice.
08/10/2020	76706938	No
08/09/2020	76631377	Happy Hours
08/09/2020	76632058	no
08/09/2020	76626069	NO
08/09/2020	76624476	community picnic in summer and fall and bring a cover dish.
08/09/2020	76622200	No
08/08/2020	76583441	Happy hours
08/06/2020	76336681	My concern isn't with the events but with how and when they are communicated. The greater the notice, the higher potential for participation including events and more importantly when volunteer projects are upcoming.
08/06/2020	76333105	More cook outs (fee) instead of steamed hot dogs and burgers. Pit beef very good. Community Cook offs Outdoor use of Lagoon area for sales etc.
08/04/2020	76149168	Bands Cornhole tournament Bocce tournament
08/04/2020	76077057	None
08/04/2020	76070575	NO
08/03/2020	75893118	Pickleball. No reason we can't continue it inside when covid has passed. Shuffleboard designated times so there is always someone to play. Same with corn hole.
08/03/2020	75878221	No
08/03/2020	75849793	no
08/03/2020	75809958	I have two children that play sports competitively, and we have done many fundraisers. I feel that the community center is a great resource that could be utilized for such events. Events I feel could be very successful within the community and could draw patrons from surrounding communities would be Bingo and 'A Night at the Races'. During our events tickets are approximately \$20 and include door prizes and raffles. These funds could be used for community improvements without adding to the HOA fee, which it seems draws alot of criticism. People tend to bond during these events and socialize as well. It's alot harder to argue with someone you have built a relationship with on a personal level.
08/02/2020	75787703	bull roast, game night, trivia contests
08/02/2020	75787428	Community Dinners, July 4th Event
08/02/2020	75782382	No
08/02/2020	75776828	Yes We need a indoor gym. Other communities have them.
08/02/2020	75775878	Most communities in the area have someplace for the community to use workout equipment like treadmills and other equipment that would be helpful for the summer and winter
08/02/2020	75775264	More events the better I think
08/02/2020	75771656	Would love to see a Bridge club started Would be willing to teach.
08/02/2020	75768927	Na

08/02/2020	75760513	no
08/02/2020	75760466	No
08/02/2020	75758818	Not so much events, but would love to see the community center add a gym that offered equipment and classes. Many new communities are offering these amenities and it could be a great way to attract buyers and increase property values.
08/02/2020	75754929	This area could become a real income generating place for our community. Holding Bingo, casino nights, Triple Crown parties, Beef & Beer nights , the list is endless ! Have a annual 50-50 for Swann Keys, we could sell tickets outside the community also.
08/01/2020	75731317	no
08/01/2020	75727413	Billard tournaments
08/01/2020	75723076	karate classes for exercise
08/01/2020	75710819	No
08/01/2020	75711027	Currently the sports club and ladies aux have great activities if more people were involved it would be great for the whole community. Few volunteers make it tough to run good organizations however we have a strong hold of people who have been holding events longer than some are able. The new homeowners need to be encouraged to join the community and give of their services to all organizations.
08/01/2020	75710376	No
08/01/2020	75710178	No
08/01/2020	75702487	Not at this time.
08/01/2020	75698900	no
08/01/2020	75697048	no
08/01/2020	75694605	Happy hours
08/01/2020	75694031	Consistent happy hours every Friday or first Friday of the month. Please make a timeframe to work for weekenders coming down. Could be byob/pot luck/ bus your area that way no one gets the short end of the stick. Lots of tech out their to have music. It has to be consistent, and for the love of god we are at the beach! So NO RESERVATIONS! You want the weekenders to be more involved, they have to build some relationships first.
08/01/2020	75688786	Grandkids enjoy the events put on by the ladies clubs
08/01/2020	75688180	Maybe a Sunday cook out of hot dogs, hamburger and potato chips and watermelon. for a price. I did enjoy it when on Sunday at the pool you could buy a can drink, small bag of chips and a hot dog for one dollar each . After my church service my neighbor and I would go up to buy the food for our lunch and just sit and talk on one of the picnic tables to enjoy the Sunday afternoon at the pool. I did like it when to snow ball truck and ice cream truck came to the pool at a set time and we could buy something off the truck.
08/01/2020	75683811	Food truck brew tasting event.
08/01/2020	75683437	No
08/01/2020	75680020	I like when hotdogs and pit beef was available at pool. A food truck event could be fun. Events for all ages. The pig roast was always delish..idk if the craft show ever went through but that was a nice idea..open to.outside the community. Maybe a seasonal farmers market..
08/01/2020	75671331	No
07/31/2020	75656712	Dinners, card nights, happy hours on weekend nights for part timers.
07/31/2020	75653769	None
07/31/2020	75652689	No
07/31/2020	75648620	No
07/31/2020	75646870	An annual flee market, July 4th festival and boat parade, pool parties,
07/31/2020	75644667	Happy Hour every Friday Night with DJ, Beer, Wine, and Beef with Salads. Party should start at 6:00 pm til 9:00pm. This will allow for non full time residents and rental guests to come down after a long drive, unpack their bags, settle in, and have a place and time to unwind. Cost should be approx. \$15.00 to \$20.00 PP for residents and \$20.00 to \$30.00 for non residents and guess.
07/31/2020	75645960	Exercise Room is a must. Other community's have it and we don't !!!!! Plus no pickleball inside anymore.
07/31/2020	75645650	No
07/31/2020	75643422	Community yard sale, food truck days, outdoor concerts
07/31/2020	75642454	No.

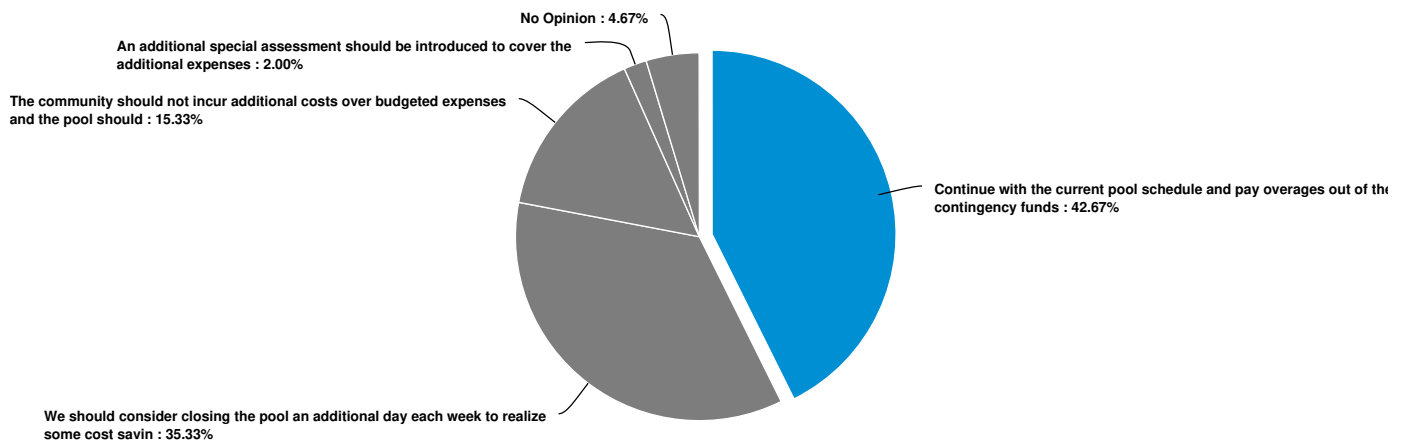
07/31/2020	75641153	Community yard sales
07/31/2020	75640132	No
07/31/2020	75639051	No
07/31/2020	75636687	No
07/31/2020	75637262	Not at this time.
07/31/2020	75635589	No
07/31/2020	75634860	Paint nights, bar be queue, chili cook-off (i think we already have)
07/31/2020	75627779	When we moved here 25 years ago the Baltimore clique treated people that were not full time residents like they had the plague and you had to beg to be included - just gave up. Know things have changed but hard to forget how things used to be. Have enjoyed the 4th of July activities and especially the Pit Beef sandwiches but seems that they don't make enough and always run out early - same with some of the dinners - pay for the dinners and then nothing left to eat.
07/31/2020	75628299	Live music would be great. Activities for my Grandkids.
07/31/2020	75627758	No
07/31/2020	75626373	No
07/31/2020	75625734	Annual Picnic in the Park again.
07/31/2020	75625493	Corn hole tournaments and pickle ball tournaments

Due to COVID-19 restrictions and state regulations regarding sanitizing schedules and other additional expenses, the Board voted to open the pool on July 1st with lifeguards present for three 2-hour sessions six day per week (pool is closed on Tuesdays). Do you agree with this decision?



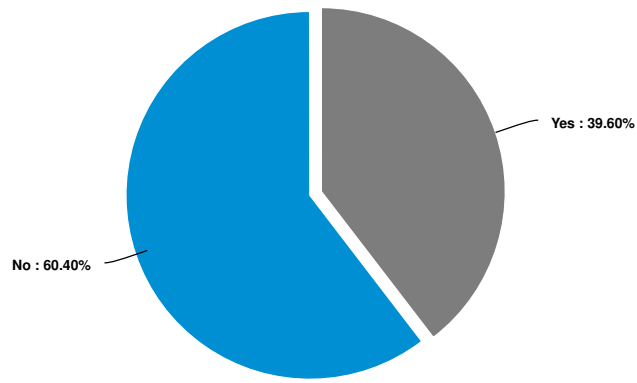
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes, I agree. I think that was the right decision.	103	70.07%	<div style="width: 70.07%;"></div>				
No, I do not agree. I think we should have opened the pool without lifeguards	18	12.24%	<div style="width: 12.24%;"></div>				
No, I do not agree. I think the pool should have remained closed due to COVID-19 risks to the community.	15	10.2%	<div style="width: 10.2%;"></div>				
No Opinion	11	7.48%	<div style="width: 7.48%;"></div>				
<b>Total</b>	<b>147</b>	<b>100%</b>					

Based on information available at the time, it was estimated that the additional pool opening costs would be absorbed by the cost savings of opening the pool later in the year than originally scheduled. Updated cost projections are now higher than anticipated. During July's BOD meeting updated costs projections were presented detailing an estimated \$9,000+ over budget (See SK website for details). What is your opinion on how those additional costs should be accommodated?



Answer	Count	Percent	20%	40%	60%	80%	100%
Continue with the current pool schedule and pay overages out of the \$20K contingency funds in this year's Annual Budget	64	42.67%	<div style="width: 42.67%;"></div>				
We should consider closing the pool an additional day each week to realize some cost savings (dependent upon renegotiation of pool and cleaning contracts)	53	35.33%	<div style="width: 35.33%;"></div>				
The community should not incur additional costs over budgeted expenses and the pool should be closed for the remainder of the season	23	15.33%	<div style="width: 15.33%;"></div>				
An additional special assessment should be introduced to cover the additional expenses	3	2%	<div style="width: 2%;"></div>				
No Opinion	7	4.67%	<div style="width: 4.67%;"></div>				
<b>Total</b>	<b>150</b>	<b>100%</b>					

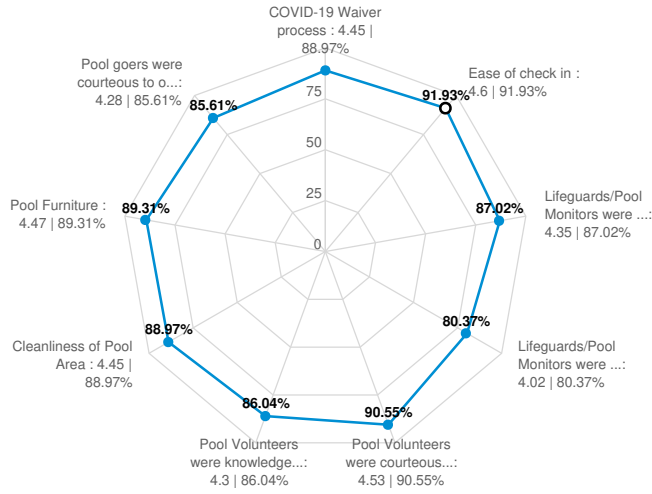
Have you used the pool area during the current restrictions?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	59	39.6%					
No	90	60.4%					
<b>Total</b>	<b>149</b>	<b>100%</b>					

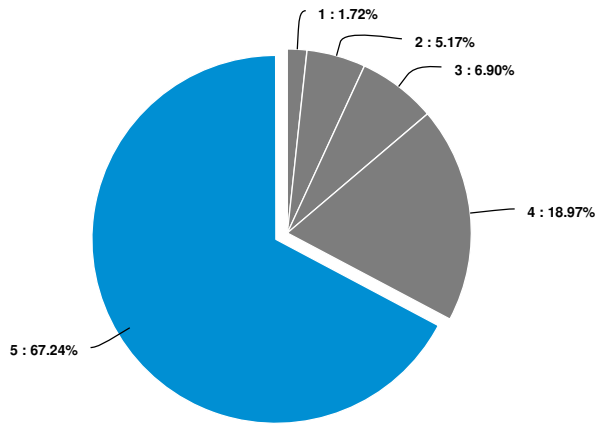


If you have used the pool during the current restrictions, please rate the following



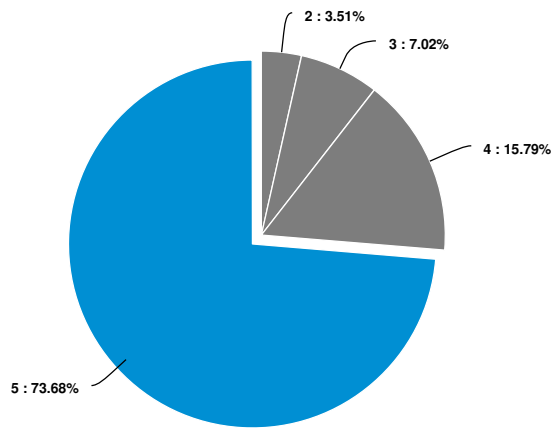
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Question	Count	Score	1	2	3	4	5
COVID-19 Waiver process	58	4.45	[Progress bar]				
Ease of check in	57	4.6	[Progress bar]				
Lifeguards/Pool Monitors were courteous	57	4.35	[Progress bar]				
Lifeguards/Pool Monitors were knowledgeable about restrictions	54	4.02	[Progress bar]				
Pool Volunteers were courteous	55	4.53	[Progress bar]				
Pool Volunteers were knowledgeable about restrictions	53	4.3	[Progress bar]				
Cleanliness of Pool Area	58	4.45	[Progress bar]				
Pool Furniture	58	4.47	[Progress bar]				
Pool goers were courteous to others	57	4.28	[Progress bar]				
<b>Average</b>		<b>4.39</b>					



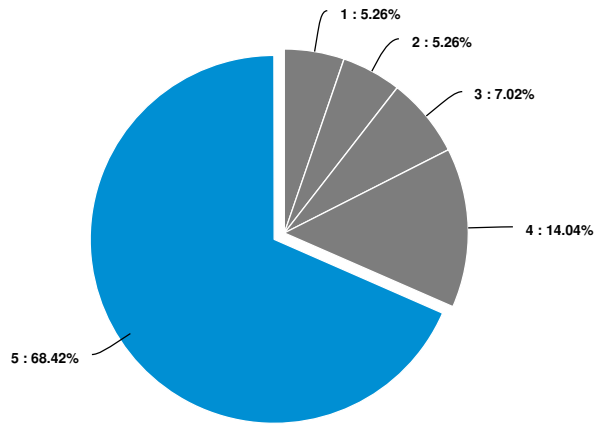
Answer	Count	Percent	20%	40%	60%	80%	100%
1	1	1.72%					
2	3	5.17%					
3	4	6.9%					
4	11	18.97%					
5	39	67.24%					
<b>Total</b>	<b>58</b>	<b>100%</b>					

Ease of check in



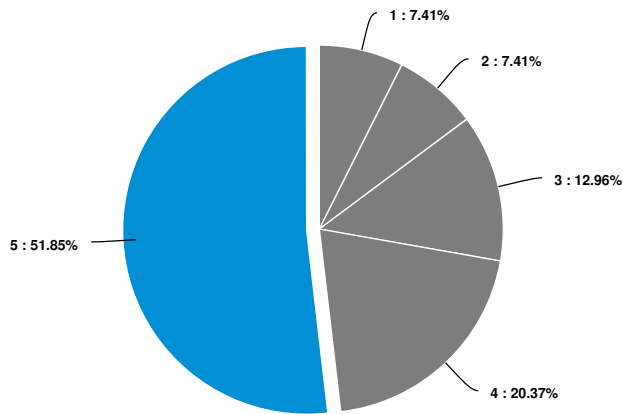
Answer	Count	Percent	20%	40%	60%	80%	100%
1	0	0%					
2	2	3.51%					
3	4	7.02%					
4	9	15.79%					
5	42	73.68%					
<b>Total</b>	<b>57</b>	<b>100%</b>					

Lifeguards/Pool Monitors were courteous



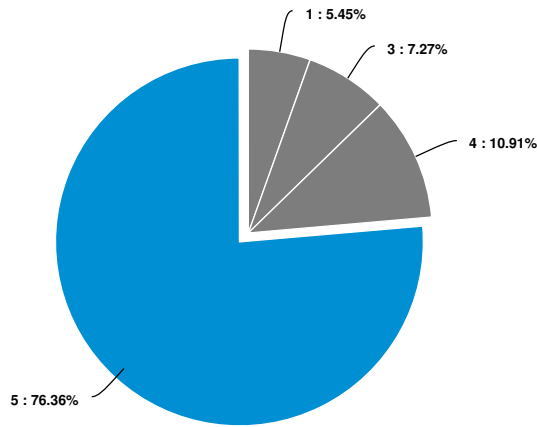
Answer	Count	Percent	20%	40%	60%	80%	100%
1	3	5.26%					
2	3	5.26%					
3	4	7.02%					
4	8	14.04%					
5	39	68.42%					
<b>Total</b>	<b>57</b>	<b>100%</b>					

Lifeguards/Pool Monitors were knowledgeable about restrictions



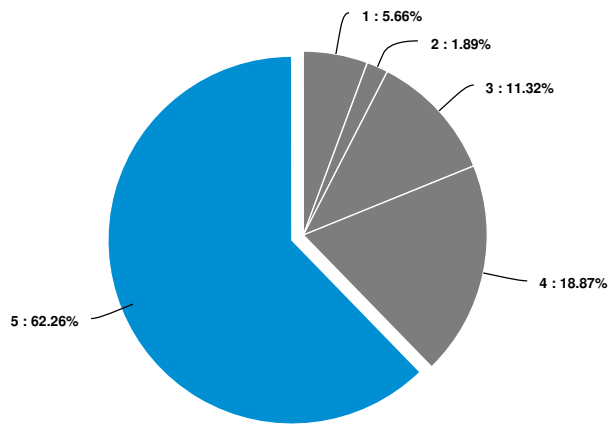
Answer	Count	Percent	20%	40%	60%	80%	100%
1	4	7.41%					
2	4	7.41%					
3	7	12.96%					
4	11	20.37%					
5	28	51.85%					
<b>Total</b>	<b>54</b>	<b>100%</b>					

Pool Volunteers were courteous



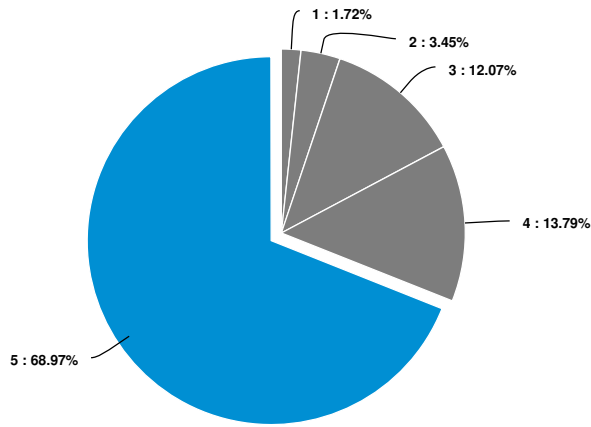
Answer	Count	Percent	20%	40%	60%	80%	100%
1	3	5.45%					
2	0	0%					
3	4	7.27%					
4	6	10.91%					
5	42	76.36%					
<b>Total</b>	<b>55</b>	<b>100%</b>					

Pool Volunteers were knowledgeable about restrictions



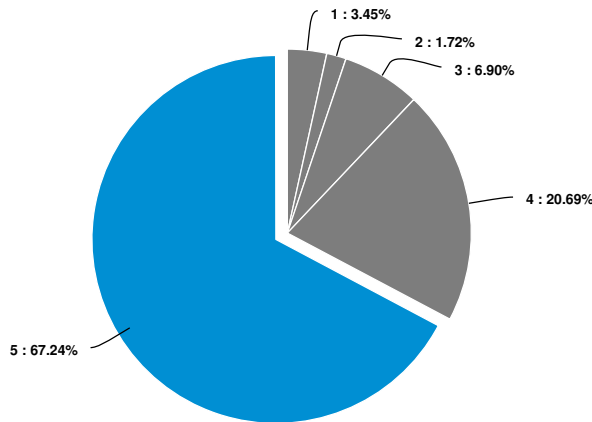
Answer	Count	Percent	20%	40%	60%	80%	100%
1	3	5.66%					
2	1	1.89%					
3	6	11.32%					
4	10	18.87%					
5	33	62.26%					
<b>Total</b>	<b>53</b>	<b>100%</b>					

## Cleanliness of Pool Area



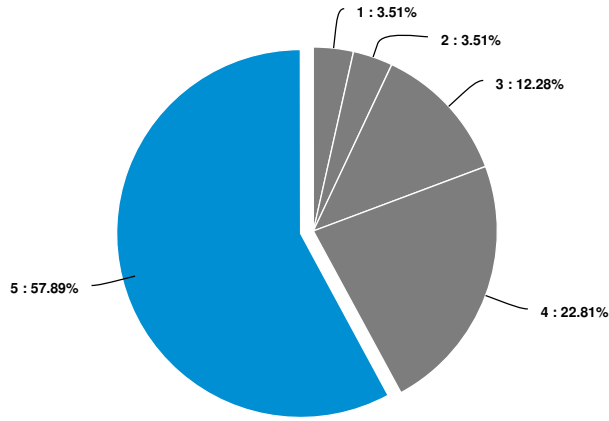
Answer	Count	Percent	20%	40%	60%	80%	100%
1	1	1.72%					
2	2	3.45%					
3	7	12.07%					
4	8	13.79%					
5	40	68.97%					
<b>Total</b>	<b>58</b>	<b>100%</b>					

## Pool Furniture



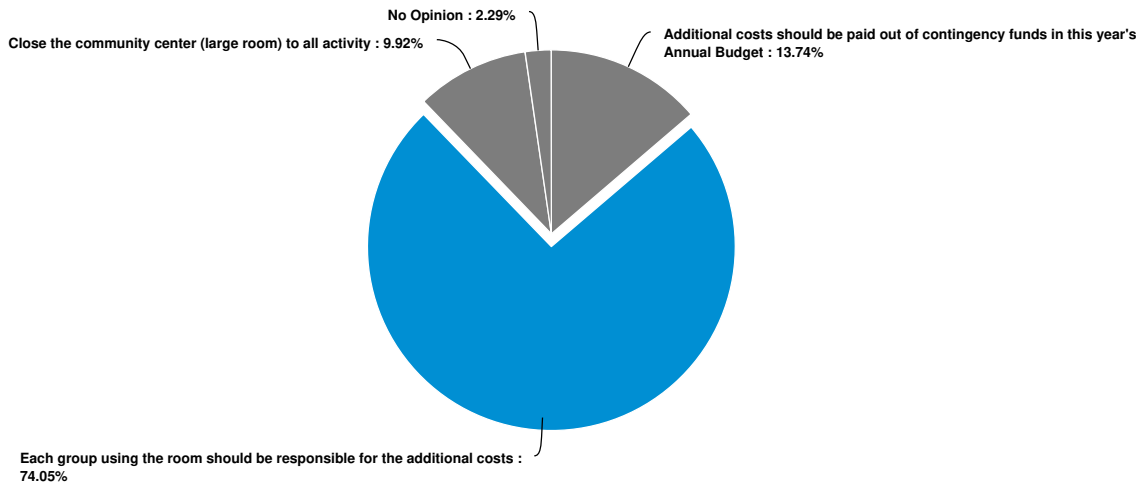
Answer	Count	Percent	20%	40%	60%	80%	100%
1	2	3.45%					
2	1	1.72%					
3	4	6.9%					
4	12	20.69%					
5	39	67.24%					
<b>Total</b>	<b>58</b>	<b>100%</b>					

Pool goers were courteous to others



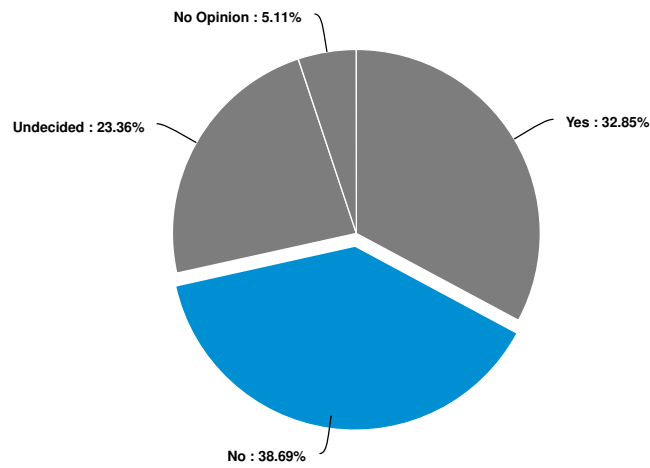
Answer	Count	Percent	20%	40%	60%	80%	100%
1	2	3.51%					
2	2	3.51%					
3	7	12.28%					
4	13	22.81%					
5	33	57.89%					
<b>Total</b>	<b>57</b>	<b>100%</b>					

Due to COVID-19 regulations, additional cleaning costs are required when the large community room in the community center is used (\$160/cleaning). Who do you think should be responsible for the additional cleaning costs when one of the community clubs/groups uses the space.



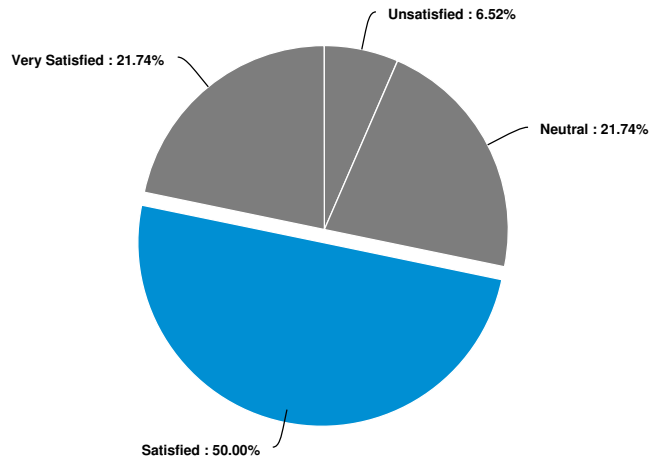
Answer	Count	Percent	20%	40%	60%	80%	100%
Additional costs should be paid out of contingency funds in this year's Annual Budget	18	13.74%					
Each group using the room should be responsible for the additional costs	97	74.05%					
Close the community center (large room) to all activity	13	9.92%					
No Opinion	3	2.29%					
<b>Total</b>	<b>131</b>	<b>100%</b>					

Should physical sports (such as volleyball, pickleball, corn hole or badminton) be permitted to be played indoors in the community center? Things to consider: outside temperature (too hot/cold to play outside), community center heating/cooling costs, potential damage to walls/ceiling/fixtures.



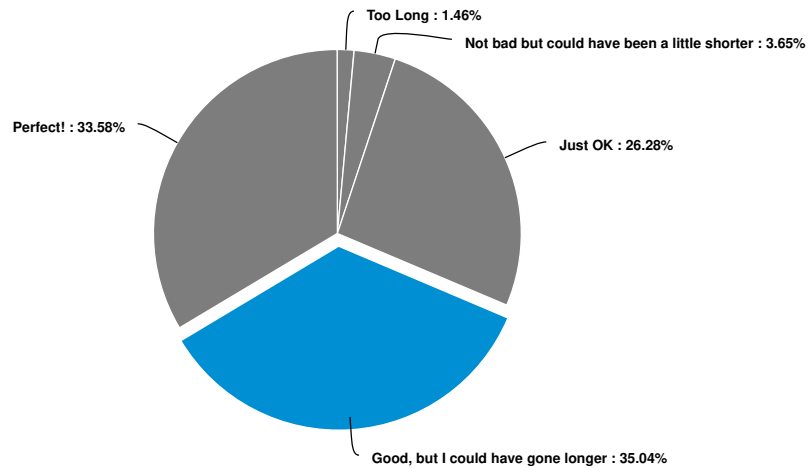
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	45	32.85%	<div style="width: 32.85%;"></div>				
No	53	38.69%	<div style="width: 38.69%;"></div>				
Undecided	32	23.36%	<div style="width: 23.36%;"></div>				
No Opinion	7	5.11%	<div style="width: 5.11%;"></div>				
<b>Total</b>	<b>137</b>	<b>100%</b>					

What is your opinion of the content of this survey



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Unsatisfied	0	0%					
Unsatisfied	9	6.52%					
Neutral	30	21.74%					
Satisfied	69	50%					
Very Satisfied	30	21.74%					
<b>Total</b>	<b>138</b>	<b>100%</b>					

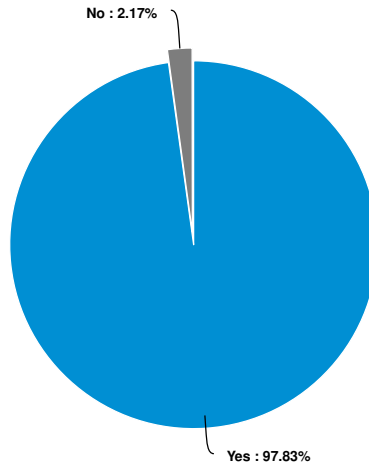
How do you feel about the length of time it took you to complete this survey?



Answer	Count	Percent	20%	40%	60%	80%	100%
Too Long	2	1.46%					
Not bad but could have been a little shorter	5	3.65%					
Just OK	36	26.28%					
Good, but I could have gone longer	48	35.04%					
Perfect!	46	33.58%					
<b>Total</b>	<b>137</b>	<b>100%</b>					



## Would you be willing to participate in future surveys?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	135	97.83%	<div style="width: 97.83%;"></div>				
No	3	2.17%	<div style="width: 2.17%;"></div>				
<b>Total</b>	<b>138</b>	<b>100%</b>					

## Anything else you would like to tell us?

08/24/2020	78322481	Would like to see Directory for park, even for a minimal cost. Many times people drive down streets looking for people. Unless you're familiar you can't help.
08/24/2020	78305487	I feel Jeff and his Board are doing an excellent job; even though the pay isn't too good!
08/24/2020	78296411	Better questions could have been formulated instead of open-ended questions.
08/24/2020	78291415	Thank you to all who contribute any time and/or effort to make our community so nice.
08/17/2020	77489405	I feel that the two boat put in areas are not maintained outdated and difficult to turn your vessel around without going on someone's property. The one Putin that has a small dock to the right of the club house is very old unkept and dangerous please look into these areas so that our residents can have a safe boat put in area.
08/17/2020	77487656	Keep up all the Good Work current board volunteering members. Doing a HELL Of a lot better job then our past leading Na Sayers. Just look @ our Current leadership positions. Very informative and responsive to the communities questions. We NEED to start our own next door page that is sanctioned by the board not the current next door page that is not sanctioned by the board. The Leads on Swann Keys next door Page are not sanctioned and constantly CENSOR comments if it does not meet their liking. These leads to not represent our community one BIT.
08/17/2020	77483882	I believe the present officers are running a dictatorship. If anyone disagrees with their decision, the reaction is to verbally attack. I have been told on numerous occasions by a Board member, "I am done with you". I was told by another officer that he now knows why people hate me so much. The officers of this board are definitely trying to divid and conquer.
08/16/2020	77393651	Perhaps during this COVID 19 period and regarding the additional pool expense, it might be worth considering charging a nominal per person fee when using the pool (perhaps \$2 per person). It may not cover all the added costs, but it would help. Not sure what you mean by end of street turn around. Most streets are a dead end and it is challenging to turn around. I am only aware of one circle at the end of street. This one is seldom seen by people. I don't use it so I cannot comment.
08/13/2020	77075785	I would like to express my thanks to the water commity..we have owned our place here for over 40 years and I can finally drink the water!
08/13/2020	77043304	Option needed to express a written response to each question.
08/12/2020	76970369	By grouping various activities in the Community Center together is unfair to the players of each individual sport. A volleyball can cause much more harm to walls, etc than a pickleball. Another comment, there are several homes in the community that are unsightly, that bring down the value of the other homes, and we would ask that the community enforce proper maintenance or levy a fine to those individual homeowners. Thank you.
08/12/2020	76960189	I know the well has been worked on and we appreciate it. Tired of the water issues this year. Hope it will stay fixed. I do not feel 100% safe to drink it everyday, so we bring bottled water to our home. Tired of the flood in front of our home when we get heavy rains, since pour road was repaved. Would like it fixed please. Thank you so much for asking our opinion of this community. Our plans are to move there soon. New President, (Jeff) is doing a great job. Thank you very much!!!

08/12/2020	76913505	I realize surveys are used to improve things. I love Swann Keys just the way it is, its a laid back community with down to earth hard working and retired homeowners. I am hoping that this survey is not being given to try to change the community into a place that is like every other fancy high end, entitled community. We love it just the way it is. With changes also come additional costs which many cant afford even though there are some that can without being affected. It's nice to get the homeowners input and opinions to keep Swann Keys a place to live and vacation away from the hustle and bustle of the outside world and I do believe that's why we all own homes here. I would just hate to see any major changes made that would affect the majority of owners who have an appreciation for the simple way of life that we've all come to enjoy in Swann Keys. If people wanted high end extravagance they would've bought elsewhere.
08/12/2020	76910736	Some other issues could have been addressed , great start
08/11/2020	76854685	We love living in Swann Keys, and appreciate all staff and volunteers for all they do!
08/11/2020	76848424	The day I went to pool, the guard let everyone in, no checking...I did not feel safe and left earlier than planned.also, I am still waiting for shades to be put on street light outside my bedroom window. I was even promised by DEC repairman working on replacing after August 4 damage..
08/11/2020	76842326	As volunteers all of you do an excellent job! I'm on Next Door Swann Keys and I'm not a fan Of some of the negativity posted at times
08/11/2020	76790881	In future surveys it might be applicable to have an option of "does not apply". I would like to open a discussion about the use of the marina. It has potential to create revenue if we were to add slips in the marina. The entire community would benefit from the income instead of just the homes that surround it for the view. I would like to extend my appreciation to the board members. They voluntarily offer their time and expertise to our community and are met with ingratitude. Everyone should practice some kindness and respect towards each other.
08/10/2020	76706938	Na
08/09/2020	76643864	There should have been n/a for more of the questions
08/09/2020	76631377	Why are trailers and boats on trailers allowed to park in front on playground area and behind the Community Center when community rules clearly state no trailer parking in these areas?
08/09/2020	76632058	surveys shouldn't be used to make decisions. The board is elected to make informed decisions. Be careful what you ask for. :)
08/09/2020	76626069	NO
08/09/2020	76624476	Failure to allow individual opinion in subjects on the survey.
08/08/2020	76583441	Two times I used the pool and both times no one at the gate. Lifeguards busy talking and people opening gate for other people. They were not volunteers
08/07/2020	76444391	We need more restrictions on owners who rent their properties. Owners should be held accountable for bad behavior caused by their tenants.
08/06/2020	76336681	I greatly appreciate the work of all of the Board Members. Considering the battles they face with those that resist all change and the difficulties of dealing with COVID, they have done a monumental job! I have expressed my concern about how some property owners fail to reasonably take care of their properties. Our community can't be all it can be without owners taking more responsibility for the condition of their property. It is sad that we have to look at some of the junk and trash left on properties. I would also like to see a section on the website that shows upcoming volunteer projects and/or community needs. There may be situations where some residents may be able to help out another with an item such as grass cutting during the pandemic when people could not travel here. Thanks again for the hard work!
08/06/2020	76333105	Should have had a comment section below the questions. Would have been nice to briefly explain why some things were chosen. Some things were too generalized with answers that really did not apply for all. Not everyone is retired, on vacation, or has children. Overall a great idea for the survey!
08/04/2020	76149168	Bands!
08/04/2020	76084385	I would like to know how many lot owners have not paid their expensive \$900 hoa dues and what is being done about that. Why can't we turn off their water, not pick up their trash!? Maybe we should think about publishing a list of our neighbors who repeatedly do not pay! I suspect I know personally a handful and it is not fair!
08/04/2020	76077057	Pool rules regarding food is not enforced. Don't believe the lifeguard understands process of who in Swann Keys to contact to address the situation with the offenders. As an owner the Rule should be consistently applied in fairness to all attending the pool. Also there are properties that are not being maintained, abandoned cars, trash accumulated on roadside and canal side.
08/03/2020	75893118	Considering all the fuss about cleaning at the pool, the water had a film on it as bad or worse than I have seen it when the pool was in full operation. And the entrance ramp into pool was dirty with stuff floating there. Unacceptable in my opinion. But that was always the case before too. I don't understand why. Also do not like the fact that the pool lounges were taken away. There are only a few.
08/03/2020	75880786	Thank you....
08/03/2020	75875769	Thank you all for serving on the board. Your service is very much appreciated. Please do your best to keep my costs down. We don't all by our coffee at Starbucks so raising our yearly fees by \$75/year is a big deal....
08/03/2020	75849793	A lot of these questions did not pertain to me yet since my house is not finished being built. That is why I didnt fill some of the answers. Thank you for taking the time to get our opinion.
08/03/2020	75848506	Personal small tote sun umbrella's should be allowed for use in the pool area. The basketball net needs to be replaced. What can be done about flooding on the streets from heavy rains?
08/03/2020	75844445	I wish the pool could have opened sooner this past season. Please put the outside golfing area back.
08/03/2020	75809958	Great job!
08/02/2020	75782382	Your doing a great job. I would like to help more once we retire and move here full time.
		For the short time that this board has been in power I have to see they have addressed most of the concerns if not all the concerns that was

08/02/2020	75775878	there prior to them coming in there is still a need for other problems in the community to be addressed but I'm sure this board once they're alerted to the problem they will go ahead and take care of it or look into it anyway. There are a number of problems that exist which the board may or may not be aware of and they're very critical to the community survival and I would be more than glad to discuss some of those problems and seeing how I was in charge of maintenance for five years with the president or the board. Thank you for giving me the opportunity to voice my opinion and to take the survey keep up the good work.
08/02/2020	75775264	Keep up the good work Jeff and BOD
08/02/2020	75774504	we need an adult swim at least 2-3 days a week like 6-8 for summer
08/02/2020	75771656	We have owned for 35 years and other than our great neighbors have never felt part of the community. Always felt we were on the outside of "the group" always volunteering but never chosen. We appreciate the current efforts to bring folks together
08/02/2020	75760466	No
08/02/2020	75758818	Yes. There needs to be open, honest discussion on property requirements and road maintenance. Broken down boats, vehicles are an eye sore. There should be some standards to create uniformity to improve the appearance of the community. Half of the community has beautiful paved roads with attractive lighting. The other half does not. Blue Teal suffers the most from the issues with the water treatment system and the road look horrible.. There are also issues with water drainage. Properties that are contributing to this issue must be held accountable by being fined until there driveways meet the bylaw requirements or their run off is redirected to their property. My lot is soaked daily. Even after hot dry weather. Its due to other property owners paving all the way to the road without penalty. Now I have to suffer for it. That is not fair and the board should do something to address it. I'd also like to see more security. Board needs to look at what other communities offer with amenities and consider them for SK.
08/02/2020	75754929	Keep being positive , keep moving forward ! Don't let negative people hold us back from improving this community!! Great job by the BOD ( well the ones who really care ) we know who the ones are !!
08/01/2020	75731317	no
08/01/2020	75728180	We really appreciate the efforts to ensure the pool could be opened during the pandemic.
08/01/2020	75727413	The few times we have attempted to play pool in the community center, we were told no that we couldn't use it. As a dues paying member, the community center should be opened to all. Additionally, the dues for this community is definitely too high. Maybe the BOD should consider having dues in different increments based on size of home. With all the new construction in the development, those homes are definitely using more water, garbage, etc. as opposed to smaller homes. It doesn't seem fair to keep raising the dues for everyone when we don't use as many resources.
08/01/2020	75723076	please send text only to my and my wifes cell phones for additional emergency notification contact
08/01/2020	75711027	If the outdoor sports are played indoors the groups playing should help to offset the cost of maintenance and cleaning during that time!!
08/01/2020	75707067	Please stop apologizing for the valuable information you are providing to the community via the One Call system. You have done nothing wrong!!
08/01/2020	75702487	We feel as part time residents , that the Swann Keys Community is a beautiful place/location to own a summer house. We feel the BOD's are doing a wonderful job for a volunteer position. Thank you for all your hard, dedicated work keeping our community a safe, clean, fun place to enjoy .
08/01/2020	75701754	We need indoor/outdoor pickleball courts, Laws Point Road turn around, Maintenance dredge our canals, no parking signs on common areas, especially along the salt marsh on Laws Point Road. One more speed bump to slow folks down around the hazardous turn on Laws Point Road. ( Accident waiting to happen.)
08/01/2020	75699754	Yes, I am getting tired of the maintenance fee increases every year. The 1st. year it was increased was suppose to be temporary, but it has been increased every year since. I also believe there should be a cap on expenditures by the BOD without property owners approval.
08/01/2020	75698900	no
08/01/2020	75697048	1. If not being done now, consider consecutive uses of the clubhouse for the various groups on the same day to save some cleaning fees if regulations allow that 2. "No Wake" signs are needed at the North ends of the canals for boats returning home. Swann Drive/Blue Teal has none - especially needed as the east/west portion of the canal meets the cove connecting it to Derricson creek. Wave runners come up the canal from the Bayview boat ramp at speeds that are quickly eroding the wetlands there. We should petition DNREC to establish a 6 mph zone across the cove on the North end as it meets the creek. (from the new osprey nest west ward to the end of the Bayside property. DNREC be petitioned to have 6 mph limits beginning at the North entrance to the cove and canal coming up from the Bayview boat ramp
08/01/2020	75694508	Budget/Financial - show TOTAL amount in reserve fund and how invested with rate of return. Current format of budget does not reflect this. Any extra COVID costs for clubhouse activities other than BOD meeting should be borne by those individuals or groups using the building. Indoor sports should not occur in the clubhouse - this creates added liability to Swann Keys even if waivers are signed. Eliminate lifeguards permanently - many other communities in the area who have electronic gate systems have done this. It is the responsibility of each household to monitor their children or other loved ones. Pool management companies can manage water quality without lifeguard presence and do so in many communities. The money saved would be better spent investing in placement of water meters on each property. As more people use Swann Keys as permanent residences (not always legally by the way), summer/part time users subsidize the costs of full time residents. If meters are not feasible a tiered annual maintenance fee approach should be considered since trash, water system and the pool appear to be the largest costs we incur. Comparison studies of year round costs vs part time utilization could be obtained, and documentation of residency status could be used to establish billing rates. Establishment of a bulkhead inspection committee should be considered and investigating the establishment requirements for property owners to maintain their bulkheads should be considered. This affect ALL property owners and property values. During daily property checks by maintenance staff could unsightly conditions on properties (excessive junk, uncut grass, unregistered vehicles, etc) be reported to Code Enforcement of Sussex County? Thank you for all you currently do! There is always room to improve!
08/01/2020	75694031	Please stop fighting with each other, it's a huge community and we all live close together. Everyone knew that when they bought their property. On another note we really need to take a look at the are at a drainage. I inherited a small asphalt driveway and can't wait to get that thing dig up. Your only screwing your neighbors if you don't. We currently are at a low point and have huge drainage problems.
08/01/2020	75694790	I don't have opinions about a lot of things in the survey because I haven't been to my trailer since last August. I hope to get there this August, but that depends on the virus.
08/01/2020	75694406	I would like the HOA (Maintenance) fee to be held as is or moderated as much as possible

08/01/2020	75691503	Think the office should be opened for a few. hours on Saturday
08/01/2020	75683811	Nextdoor should not be for SK communications. Questions or concerns should be addressed via Swann Keys email or sent to the office. The negativity from a small group of people thrive on this site.
08/01/2020	75685738	My only issue with the community is the inconsistency with the water. This is our second year as an owner in Swann Keys, and our only complaint is the water situation. Thanks!
08/01/2020	75680020	Keep up the good work! Sorry you VOLUNTEERES have been abused continuously! It is rude and childish.
08/01/2020	75679178	I am very pleased with this years BOD . They keep us informed and ask our opinions before making decisions. Keep up the good work .
08/01/2020	75671331	Continue to vigorously enforce the Common Area unauthorized encroachment violations to included property owners that have installed in ground/above ground obstructions (eg. Bollards, Fencing, Pilings and similar items). There is a 10' common area each side of paved roadway on all streets starting with Laws Point going east and a 5' common area each side on streets west of Laws Point. No property owner has the authority or was granted permission by any BOD to restrict the use and/or install obstructions in these areas of Common ownership of the community. Parking boats/boat trailers/Jet Ski on or off season on Community Common Area was never authorized and should be enforced . Swann Keys can and should be a waterfront community with enforceable minimum standards that apply to ALL owners past, present and future. Grandfather clauses on past violations is passing the buck on to a future BOD that will maintain Community Property. Thank You for your review and considerations .
07/31/2020	75656712	My husband and I enjoyed the get togethers at the pool last year in the evenings. Was a great way to Meet people. Also a pool my daughter belongs to brought their own chairs to the pool. Saved money on cleaning pool chairs. I would love more harmony here. Let more info be available to home owners. Thank you for taking on this huge task !!
07/31/2020	75653769	I think we spent too much money complying with legal and insurance co. recommendations re the pool. Pool basically was Closed for 1/3 of the season. Savings should have been more than enough to cover modest Covid prevention steps.
07/31/2020	75652689	Questions need to be answered without the smartass remarks we get from our CURRENT leader. The survey did not allow for all possible answers.
07/31/2020	75648620	No
07/31/2020	75646870	I could not answer the question on using the Community Center —at least the choices given. I think that if one of the clubs uses the Community Center for an event, the costs should be split between the community and the groups because the community center is a community asset and the events include all community residents. Regarding the water, we do not drink the water for various reasons. We use filtered water out of an abundance of caution.
07/31/2020	75644667	Some of the questions could have had more options, or like none of the above.
07/31/2020	75645650	The SK entrance sign is looking outdated but good information. Using a pool for three months should not incur such a huge increase. The pool should have remained closed and a credit could have been given to homeowners to compensate for no pool this year. The credit could be applied towards yearly fee.
07/31/2020	75642454	No.
07/31/2020	75639573	Need to get the Annual Meeting scheduled. President needs to learn how to take constructive criticism without becoming so abusive and nasty in his replies. Egos should be left at home when the board meets.
07/31/2020	75639051	No
07/31/2020	75636687	The BOD is doing a great job. Thank you all for everything you do for our community.
07/31/2020	75637262	nope
07/31/2020	75634860	I am happy so far with the transparency presented by the BOD in Board Meetings and the annual budget. I appreciate that not everyone will be happy with all decisions all the time (including me) but I do like that my thoughts are considered and feel that my input is valued. I would like to see some general overall improvements to the community- some of which are underway. I recognize that to maintain our low association fees, compromises must always be made.
07/31/2020	75628299	Being new to the community and not knowing anyone - I did not vote in the board election. I find that the President sometimes seems to me a little pompous- I'm going by what I see on next door. It is possible and it could be my not knowing any past activity in the community. So my interpretation could be totally off. There seems to be a lot of bickering on there as well. I hope to figure it out for myself as time moves on as I'm planning on retiring to Swann Keys in the next 5 years.
07/31/2020	75627779	The community seems to doing well
07/31/2020	75625493	A forum on the SK website for members only would be a good tool to communicate with our members and for our members to communicate with each other. Several communities in the area have their own. It would also be a great place for these surveys