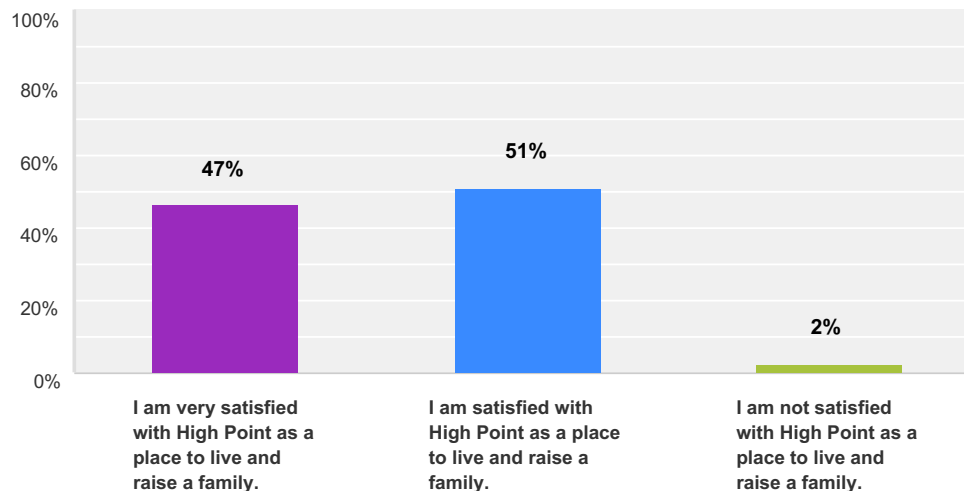


Q1 Q1 - How do you feel about High Point as your homeowners association in general?

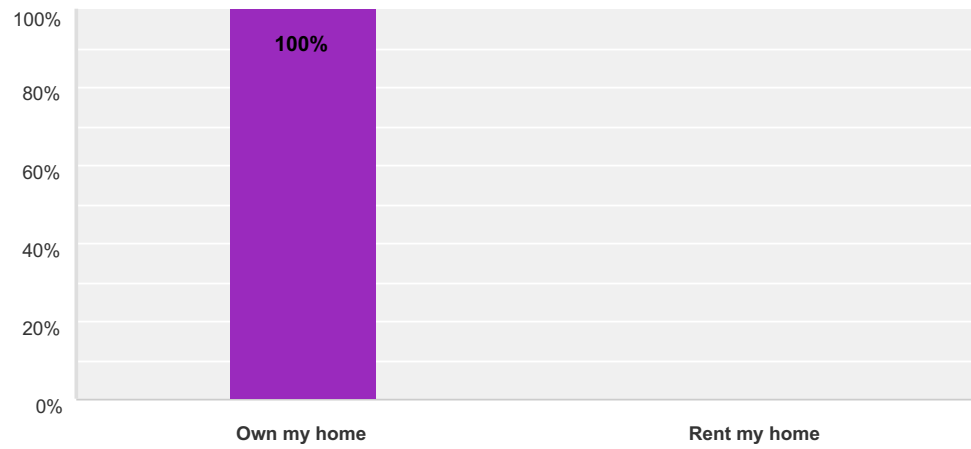
Answered: 43 Skipped: 0



| Answer Choices | Responses |
|--|-----------|
| I am very satisfied with High Point as a place to live and raise a family. | 47% 20 |
| I am satisfied with High Point as a place to live and raise a family. | 51% 22 |
| I am not satisfied with High Point as a place to live and raise a family. | 2% 1 |
| Total | 43 |

Q2 Q2 - Do you own or rent in High Point?

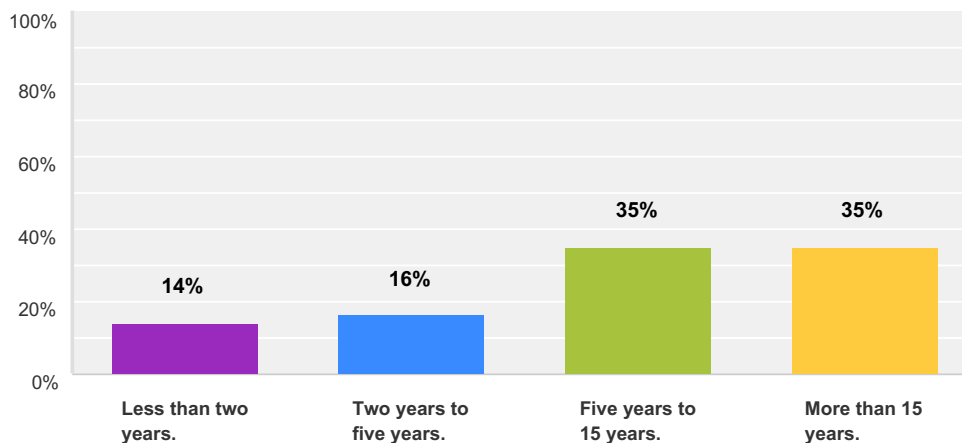
Answered: 43 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Own my home | 100% | 43 |
| Rent my home | 0% | 0 |
| Total | | 43 |

Q3 Q3 - How long have you lived in High Point?

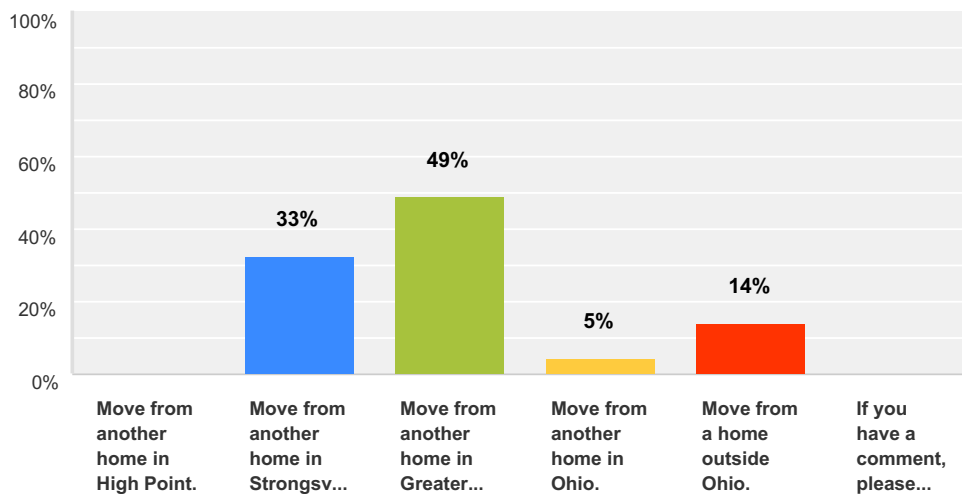
Answered: 43 Skipped: 0



| Answer Choices | Responses | |
|--------------------------|-----------|-----------|
| Less than two years. | 14% | 6 |
| Two years to five years. | 16% | 7 |
| Five years to 15 years. | 35% | 15 |
| More than 15 years. | 35% | 15 |
| Total | | 43 |

Q4 Q4 - When you moved to current home in High Point, did you?

Answered: 43 Skipped: 0

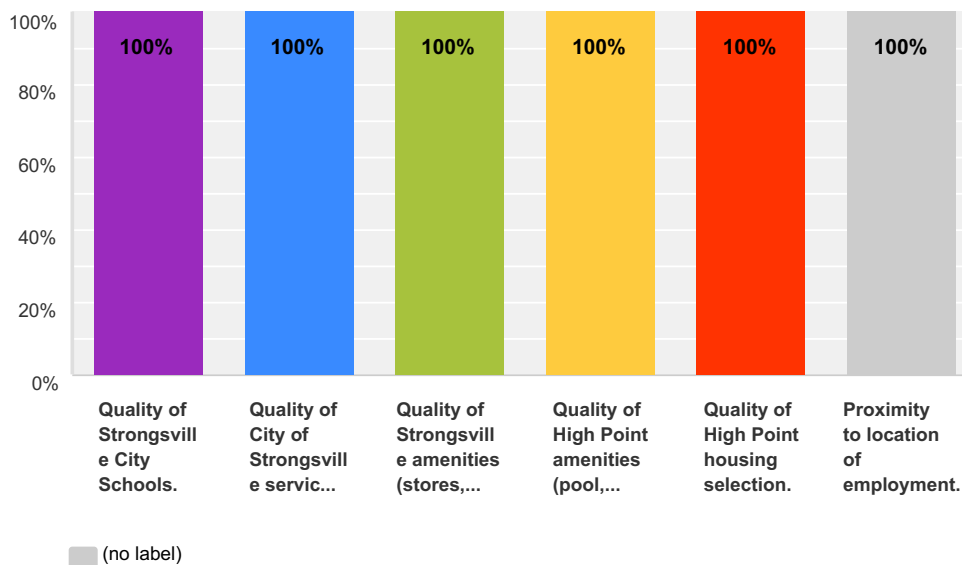


| Answer Choices | Responses |
|--|-----------|
| Move from another home in High Point. | 0% 0 |
| Move from another home in Strongsville. | 33% 14 |
| Move from another home in Greater Cleveland. | 49% 21 |
| Move from another home in Ohio. | 5% 2 |
| Move from a home outside Ohio. | 14% 6 |
| If you have a comment, please indicate here | 0% 0 |
| Total | 43 |

| # | If you have a comment, please indicate here | Date |
|---|---|------|
| | There are no responses. | |

Q5 Q5 - Please indicate what factors influenced your move to High Point. (Indicate as many as appropriate.)

Answered: 43 Skipped: 0

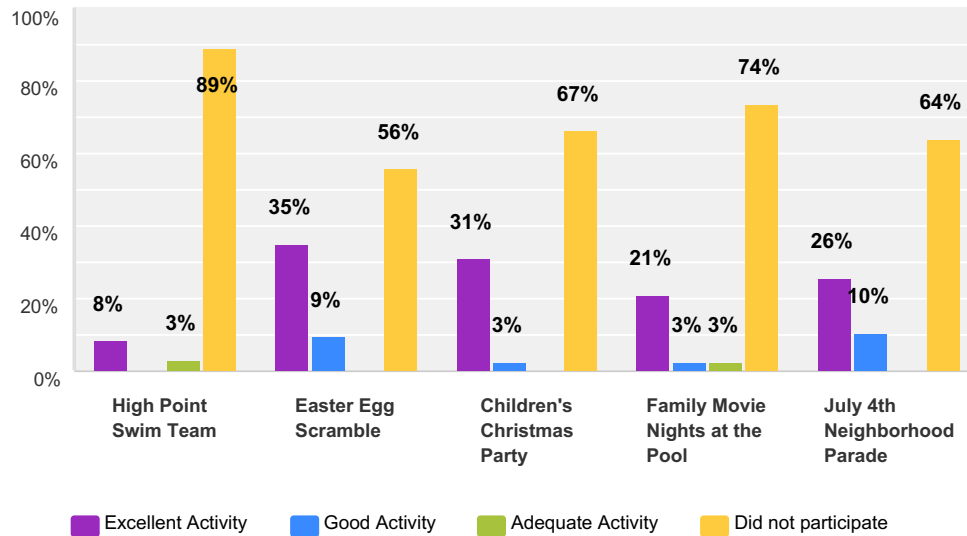


| | (no label) | Total |
|---|------------|-------|
| Quality of Strongsville City Schools. | 100% 24 | 24 |
| Quality of City of Strongsville services (Police, Fire, etc). | 100% 20 | 20 |
| Quality of Strongsville amenities (stores, restaurants, etc). | 100% 25 | 25 |
| Quality of High Point amenities (pool, clubhouse, playground, etc). | 100% 32 | 32 |
| Quality of High Point housing selection. | 100% 30 | 30 |
| Proximity to location of employment. | 100% 8 | 8 |

| # | Additional Comment | Date |
|---|--|-------------------|
| 1 | in 2000, hp was the premier development in s ville....waterford and westwood farms were not in existence.. | 2/6/2017 12:01 PM |
| 2 | A mixture of all the above, sans the proximity to employment. | 1/15/2017 8:53 PM |
| 3 | We were already living in Strongsville and planned to stay in the city | 1/13/2017 9:00 AM |
| 4 | Quiet residential area Cleveland set to playground. | 1/11/2017 2:04 PM |

Q6 Q6 - What High Point activities has your family participated in over the past five years? (Indicate as many as appropriate.)

Answered: 43 Skipped: 0

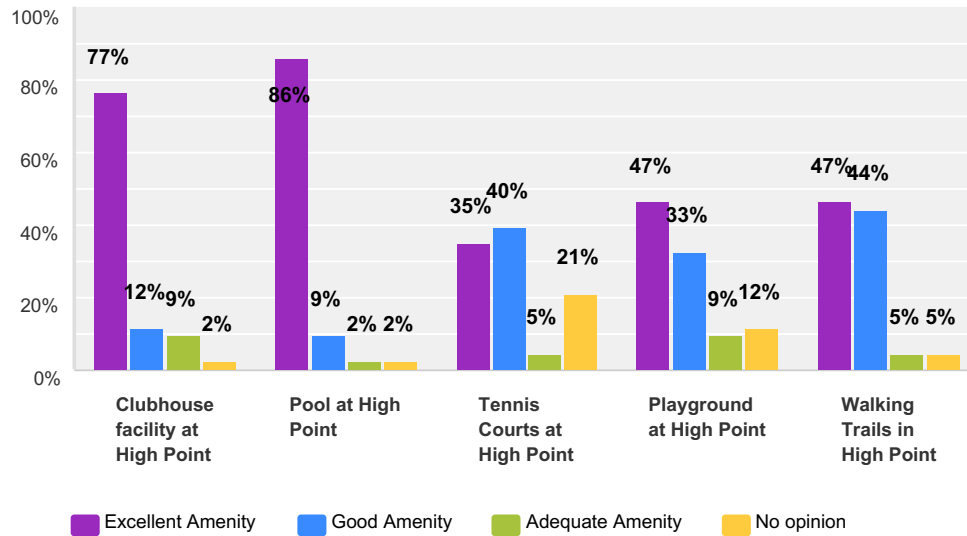


| | Excellent Activity | Good Activity | Adequate Activity | Did not participate | Total | Weighted Average |
|---------------------------------|--------------------|---------------|-------------------|---------------------|-------|------------------|
| High Point Swim Team | 8% 3 | 0% 0 | 3% 1 | 89% 32 | 36 | 1.50 |
| Easter Egg Scramble | 35% 15 | 9% 4 | 0% 0 | 56% 24 | 43 | 1.21 |
| Children's Christmas Party | 31% 12 | 3% 1 | 0% 0 | 67% 26 | 39 | 1.08 |
| Family Movie Nights at the Pool | 21% 8 | 3% 1 | 3% 1 | 74% 28 | 38 | 1.30 |
| July 4th Neighborhood Parade | 26% 10 | 10% 4 | 0% 0 | 64% 25 | 39 | 1.29 |

| # | Additional Comment | Date |
|---|---|--------------------|
| 1 | Moved August 2016 so missed most events. | 1/19/2017 12:16 PM |
| 2 | Grandchildren will be enjoying the kids' activities. | 1/12/2017 1:03 PM |
| 3 | Children are all adults now. | 1/11/2017 2:04 PM |
| 4 | We wish there were social activities offered for older adults - game nights, wine tastings, potluck dinners, etc. | 1/10/2017 11:40 PM |
| 5 | We dont have children, otherwise might participate | 1/10/2017 10:36 PM |

Q7 Q7 - How would you rate the following High Point amenities?

Answered: 43 Skipped: 0



| | Excellent Amenity | Good Amenity | Adequate Amenity | No opinion | Total |
|----------------------------------|-------------------|--------------|------------------|------------|-------|
| Clubhouse facility at High Point | 77% 33 | 12% 5 | 9% 4 | 2% 1 | 43 |
| Pool at High Point | 86% 37 | 9% 4 | 2% 1 | 2% 1 | 43 |
| Tennis Courts at High Point | 35% 15 | 40% 17 | 5% 2 | 21% 9 | 43 |
| Playground at High Point | 47% 20 | 33% 14 | 9% 4 | 12% 5 | 43 |
| Walking Trails in High Point | 47% 20 | 44% 19 | 5% 2 | 5% 2 | 43 |

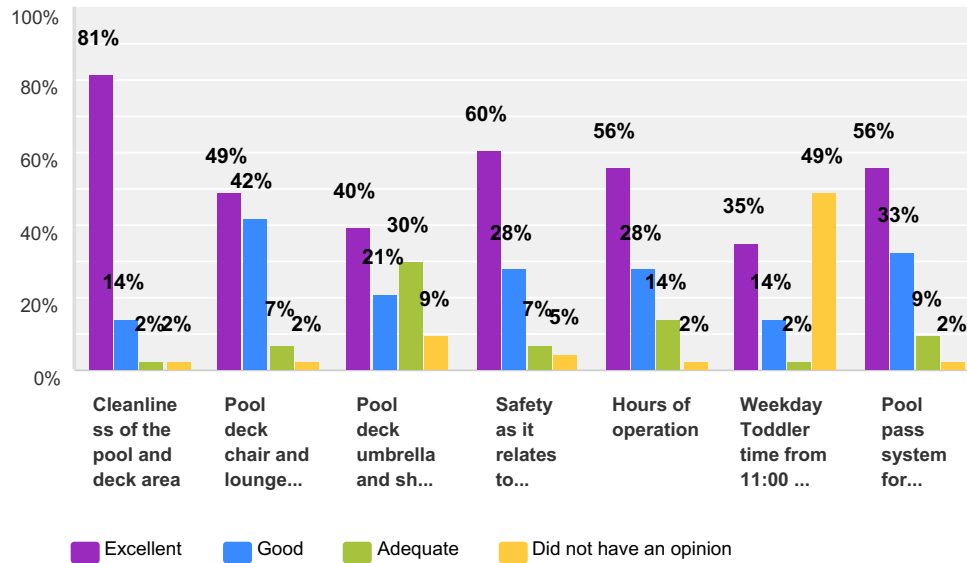
| # | Additional Comment | Date |
|---|--|--------------------|
| 1 | the basketball courts are not up to the quality standards that the rest of the neighborhood has set. | 1/29/2017 4:49 PM |
| 2 | The playground needs more mulch added this year to be at the level where the equipment states the level should be. With it being so low, the initial step up to the equipment is huge. The basketball courts need work and it would be great to get a basketball net that can be lowered so the younger kids can use it as well. | 1/26/2017 11:23 AM |
| 3 | Walking trail area from Timberline to Saratoga is a very good "meadow". Probably does not need weekly maintenance west of the Timberline Bridge. | 1/16/2017 12:50 PM |
| 4 | Walking trails are great, but I live right next to one of them and have grown to dislike this location because of the lack of privacy. It would be nice if the association allowed naturally landscaped fences (trees or shrubs) to give us walking trail neighbors a little more privacy. | 1/15/2017 8:53 PM |
| 5 | Could of used a complete loop. | 1/14/2017 7:26 AM |
| 6 | The basketball rims are always broken. A quality breakaway rim will last a long time. | 1/11/2017 4:50 PM |
| 7 | Please take down the basketball courts. It is a 24 hour nuisance. Undesirables not from Highpoint frequent the area. They play loud music, scream and curse continually, and litter. The tennis courts are nice but are too often used as a skatepark, baseball, hockey, etc. | 1/11/2017 2:04 PM |

High Point Resident Survey 2017 - Only one response permitted per household. Thank you for your participation.

| | | |
|---|---|--------------------|
| 8 | Decor outdated in clubhouse. Wish basketball hoops were not broken/vandalized so much and were repaired quicker. Feel courts are often used by non-residents | 1/10/2017 10:36 PM |
|---|---|--------------------|

Q8 Q8 - How would you rate our Swimming Pool facility?

Answered: 43 Skipped: 0



| | Excellent | Good | Adequate | Did not have an opinion | Total |
|---|-----------|-----------|-----------|-------------------------|-------|
| Cleanliness of the pool and deck area | 81% 35 | 14% 6 | 2% 1 | 2% 1 | 43 |
| Pool deck chair and lounge chair availability | 49% 21 | 42% 18 | 7% 3 | 2% 1 | 43 |
| Pool deck umbrella and shade availability | 40% 17 | 21% 9 | 30% 13 | 9% 4 | 43 |
| Safety as it relates to lifeguard services | 60% 26 | 28% 12 | 7% 3 | 5% 2 | 43 |
| Hours of operation | 56% 24 | 28% 12 | 14% 6 | 2% 1 | 43 |
| Weekday Toddler time from 11:00 to noon | 35% 15 | 14% 6 | 2% 1 | 49% 21 | 43 |
| Pool pass system for resident entry | 56% 24 | 33% 14 | 9% 4 | 2% 1 | 43 |

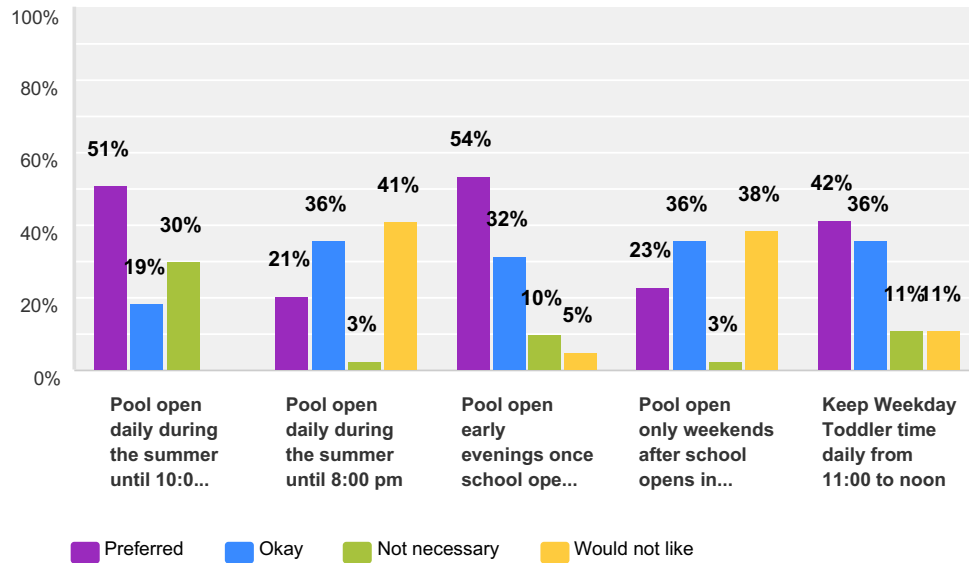
| # | Other, please specify | Date |
|---|--|--------------------|
| 1 | the general hours are ok. it would be nice that on the couple nice weekends after labor day that the pool could be available. that is how it is done in meadow wood. | 1/29/2017 4:49 PM |
| 2 | I've been to a few other pools in the area, and High Point has the BEST POOL by far!!! | 1/26/2017 11:23 AM |
| 3 | Could definitely use more umbrellas | 1/22/2017 8:42 PM |
| 4 | I wish the pool opened at 11am and forget about toddler time at 11. The pool doesn't have to be opened so late in the evening to compensate. Kids hog the loungers and chairs. On weekends it is difficult to get a chair if you arrive in prime time. I don't recall as many diaper incidents last year as in past years! | 1/20/2017 9:53 AM |
| 5 | Requested pool pass in August and did not receive one. | 1/19/2017 12:16 PM |
| 6 | Have never used the pool in past 25 years. Why all these questions about the pool ?? You're over emphasizing a rather unimportant aspect of High Point !! | 1/18/2017 5:34 PM |

High Point Resident Survey 2017 - Only one response permitted per household. Thank you for your participation.

| | | |
|----|--|--------------------|
| 7 | I love pool hours of being open until 10 pm. Pool passes could be laminated. | 1/16/2017 1:00 PM |
| 8 | Pool managers should have a method of "looking up residents" by name, address, and driver's license. They should be encouraged to use that -- some have been reluctant in past years. Not a huge issue, but sometimes inconvenient, especially for residents (not me) who have misplaced their "Guest Passes". Formalize it with "sign up sheet" or Computer Sign-In (passwords are last four of SS# if needed.) | 1/16/2017 12:50 PM |
| 9 | Why not place tables around the umbrella in the adult area, just a thought | 1/16/2017 12:39 PM |
| 10 | We look forward to using the Toddler Time this year!! | 1/12/2017 10:06 PM |
| 11 | Lounge chairs get taken quickly on weekends some lounge chairs are older and not in best condition we love the pool | 1/10/2017 10:36 PM |

Q9 Q9 - How would you prefer pool hours?

Answered: 43 Skipped: 0



| | Preferred | Okay | Not necessary | Would not like | Total |
|--|-----------|-----------|---------------|----------------|-------|
| Pool open daily during the summer until 10:00 pm | 51% 22 | 19% 8 | 30% 13 | 0% 0 | 43 |
| Pool open daily during the summer until 8:00 pm | 21% 8 | 36% 14 | 3% 1 | 41% 16 | 39 |
| Pool open early evenings once school opens in August | 54% 22 | 32% 13 | 10% 4 | 5% 2 | 41 |
| Pool open only weekends after school opens in August | 23% 9 | 36% 14 | 3% 1 | 38% 15 | 39 |
| Keep Weekday Toddler time daily from 11:00 to noon | 42% 15 | 36% 13 | 11% 4 | 11% 4 | 36 |

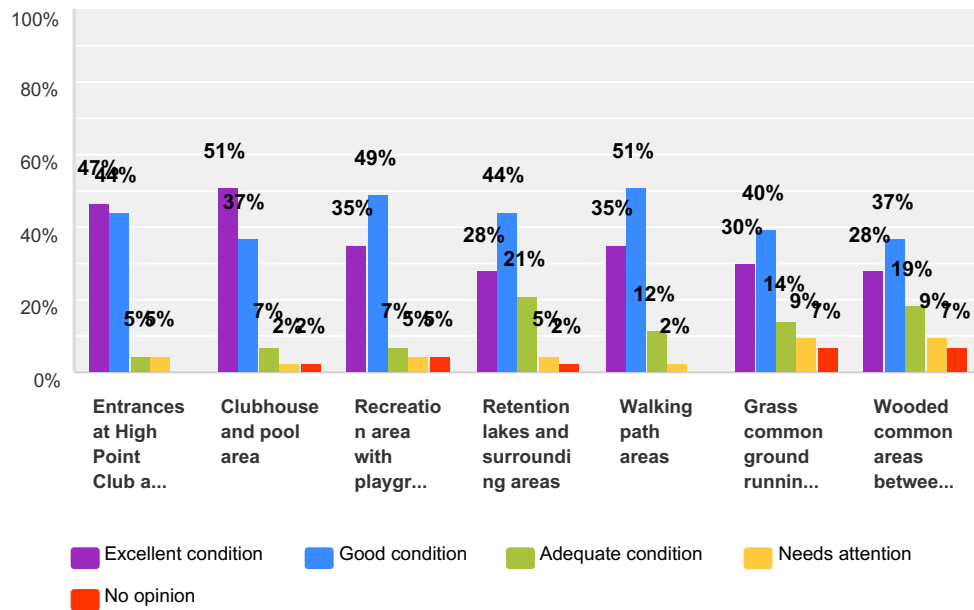
| # | Other, please specify | Date |
|---|--|--------------------|
| 1 | I think the pool should be open till 9pm in the summer time. 10pm is a little much unless someone is paying for extra hours for a party. | 1/29/2017 4:49 PM |
| 2 | I would like the pool to be opened to everyone at 11:00 am and close an hour earlier. I would also like to be able to use pool for adults during school hours. | 1/21/2017 3:04 PM |
| 3 | Earlier morning openings preferred | 1/21/2017 1:20 PM |
| 4 | There were days in 2016 after school opened in August when the pool needed to be opened. | 1/20/2017 9:53 AM |
| 5 | No comments. I tried to omit this question because I don't use the pool. Being forced to answer, I just put any response with no thought involved. | 1/18/2017 5:34 PM |
| 6 | I would prefer toddler time to be 10-11 because my kids are eating lunch and getting ready to nap by then. It gets pretty hot out by 11-12 and most young kids are up by 6-7am. I would love early morning activities. | 1/17/2017 9:59 PM |
| 7 | Pool open during day thru Labor Day | 1/14/2017 7:26 AM |
| 8 | Or even earlier for toddler time | 1/13/2017 9:00 AM |
| 9 | We take our vacation at the end of August and wish the pool was open even though the kids are back in school. It's a nice time to take our toddler. | 1/12/2017 10:06 PM |

High Point Resident Survey 2017 - Only one response permitted per household. Thank you for your participation.

| | | |
|----|--|--------------------|
| 10 | Wish once school started the pool could be swim at your own risk for adults only | 1/10/2017 10:36 PM |
|----|--|--------------------|

Q10 Q10 - Please tell us about High Point landscaping conditions.

Answered: 43 Skipped: 0



| | Excellent condition | Good condition | Adequate condition | Needs attention | No opinion | Total |
|---|---------------------|----------------|--------------------|-----------------|------------|-------|
| Entrances at High Point Club and Saratoga | 47% 20 | 44% 19 | 5% 2 | 5% 2 | 0% 0 | 43 |
| Clubhouse and pool area | 51% 22 | 37% 16 | 7% 3 | 2% 1 | 2% 1 | 43 |
| Recreation area with playground and tennis courts | 35% 15 | 49% 21 | 7% 3 | 5% 2 | 5% 2 | 43 |
| Retention lakes and surrounding areas | 28% 12 | 44% 19 | 21% 9 | 5% 2 | 2% 1 | 43 |
| Walking path areas | 35% 15 | 51% 22 | 12% 5 | 2% 1 | 0% 0 | 43 |
| Grass common ground running between homes | 30% 13 | 40% 17 | 14% 6 | 9% 4 | 7% 3 | 43 |
| Wooded common areas between homes | 28% 12 | 37% 16 | 19% 8 | 9% 4 | 7% 3 | 43 |

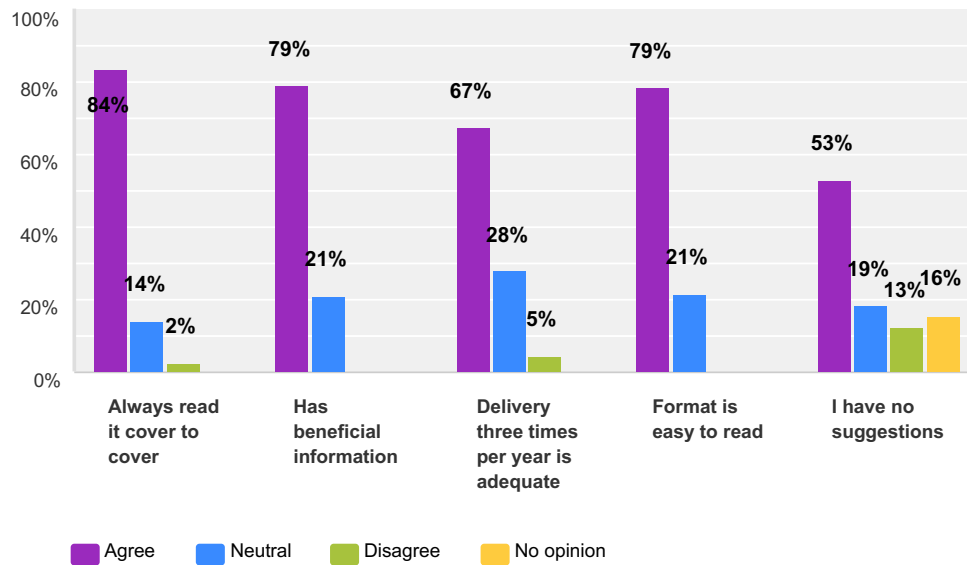
| # | Other, please specify | Date |
|---|--|--------------------|
| 1 | High Point Club Blvd entrance needs redo as trees and shrubs in the middle of the street are overgrown and some trees half-dead. It is hard to see when I must turn in middle of the street to enter my driveway. Some near misses have occurred as people come around that corner quite quickly and shoot down High Point to Drake. | 2/6/2017 11:27 PM |
| 2 | the wooded areas along the path should have more evergreen and winter blooming plants that serve as a barrier and enjoyment all year round. | 1/29/2017 4:49 PM |
| 3 | I live next to a common area and it could use more attention. Weeds need to be removed and mulch spread more evenly. | 1/28/2017 12:47 PM |
| 4 | In our experience the areas behind condos facing Saratoga are not well kept. Many complaints made but grounds crews just leave behind a mess at times. | 1/22/2017 8:42 PM |

High Point Resident Survey 2017 - Only one response permitted per household. Thank you for your participation.

| | | |
|---|--|--------------------|
| 5 | Everything is managed well! | 1/20/2017 9:53 AM |
| 6 | Playground on Admiralty needs attention immediately. It's is the playground everyone sees when they visit our neighborhood from that street and it looks unsuitable for High Point homes. Also looks like it has safety hazards since everything is rusted out. | 1/19/2017 12:16 PM |
| 7 | In the past and perhaps today, there have been dead or dying trees in the common or green areas. Calls to the Hotline produced no results. The Trustees need to be more responsive to such issues, as they represent safety problems for residents and their property. | 1/18/2017 5:34 PM |
| 8 | Our back ditch (common land) isn't cut as well as it used to be. | 1/16/2017 1:00 PM |
| 9 | There are weeds on the playground and not enough mulch. There are big spots of dead grass across the street from the clubhouse that the landscapers have never attempted to re-seed | 1/11/2017 4:50 PM |

Q11 Q11 - What do you think about the High Point newsletter

Answered: 43 Skipped: 0



| | Agree | Neutral | Disagree | No opinion | Total |
|---|-----------|-----------|----------|------------|-------|
| Always read it cover to cover | 84% 36 | 14% 6 | 2% 1 | 0% 0 | 43 |
| Has beneficial information | 79% 34 | 21% 9 | 0% 0 | 0% 0 | 43 |
| Delivery three times per year is adequate | 67% 29 | 28% 12 | 5% 2 | 0% 0 | 43 |
| Format is easy to read | 79% 33 | 21% 9 | 0% 0 | 0% 0 | 42 |
| I have no suggestions | 53% 17 | 19% 6 | 13% 4 | 16% 5 | 32 |

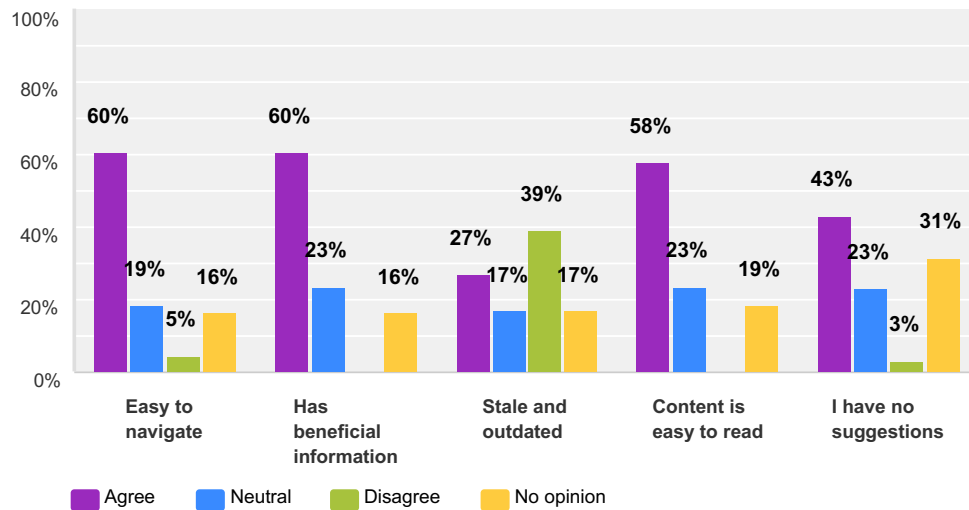
| # | Other, please specify | Date |
|---|--|-------------------|
| 1 | I think a quarterly newsletter would be a good idea. | 1/22/2017 8:42 PM |
| 2 | Electronic distribution of newsletter would further decrease costs. Even though it is available on the website, sending to individual emails would be great. | 1/22/2017 7:38 PM |
| 3 | I think newsletter could be e-mailed to residents | 1/21/2017 3:04 PM |
| 4 | The end of the year newsletter is problematic in terms of delivery date. You say homeowner dues are to be paid by January 1, and yet we have never once, never received that newsletter until after Jan. 1. We realize there is that "grace period" until Jan. 31, but why can't that newsletter be mailed a week or two prior to end of the year ? Another recent example is that mailing marked "Important Documents Enclosed" about balloting for proposed changes to the by-laws. Today is Jan. 18, and that mailing has just now arrived at our address. Indications are that the ballot is to be returned by Jan. 19, so what's the point !! We're not trying to be overly critical, but to the Trustees...Please get the mailings out in a timely fashion ! | 1/18/2017 5:34 PM |
| 5 | I think an online format would be nice or maybe use the HP Facebook page more often to post events or bond as a community. | 1/17/2017 9:59 PM |

High Point Resident Survey 2017 - Only one response permitted per household. Thank you for your participation.

| | | |
|---|--|--------------------|
| 6 | 1: Present delivery schedule is fine (Mid-Nov to Dec in preparation for meeting, March or April for Summer Plans, and May for Summer Decisions). A quick single-page "comments invited" at end of summer might help. 2: Summer 2016 went very well. Staff should be retained. All 2016 "Pool Managers" were very good | 1/16/2017 12:50 PM |
| 7 | Why not sell a few ads, to reduce cost, like baby or house sitter, firewood, dog walkers. | 1/16/2017 12:39 PM |
| 8 | It's the same news in every issue! | 1/15/2017 9:12 PM |
| 9 | We should state the operating hours of our playground, tennis courts, and basketball courts. The signs state 8 to dusk for playground and basketball, and 6 to 11 for tennis. That is too early and too late for tennis, and everyone ignores the basketball times. There are people bouncing basketballs and slamming the rims at 6 a.m. As well as after midnight from March through November. We cannot wait for December to finally get some quiet in the mornings and evenings. | 1/11/2017 2:04 PM |

Q12 Q12 - What do you think about the High Point website (www.hpohio.com)

Answered: 43 Skipped: 0

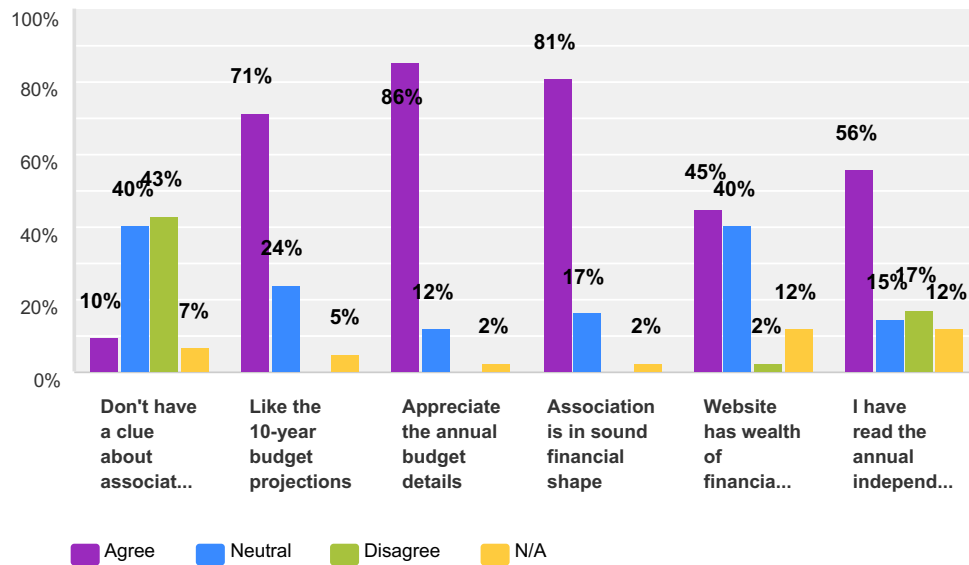


| | Agree | Neutral | Disagree | No opinion | Total |
|----------------------------|-----------|-----------|-----------|------------|-------|
| Easy to navigate | 60% 26 | 19% 8 | 5% 2 | 16% 7 | 43 |
| Has beneficial information | 60% 26 | 23% 10 | 0% 0 | 16% 7 | 43 |
| Stale and outdated | 27% 11 | 17% 7 | 39% 16 | 17% 7 | 41 |
| Content is easy to read | 58% 25 | 23% 10 | 0% 0 | 19% 8 | 43 |
| I have no suggestions | 43% 15 | 23% 8 | 3% 1 | 31% 11 | 35 |

| # | Other, please specify | Date |
|---|---|-------------------|
| 1 | Honestly, I don't use the website. | 1/18/2017 5:34 PM |
| 2 | I know that not everyone is computer savvy but I could do without the paper newsletter and just get an email when the online stuff is updated. Make it mandatory for every resident to provide a working email. | 1/11/2017 7:48 PM |
| 3 | Same as the newsletter. State the operating times of our facilities. | 1/11/2017 2:04 PM |

Q13 Q13 - What do you think about the financial condition of High Point?

Answered: 43 Skipped: 0

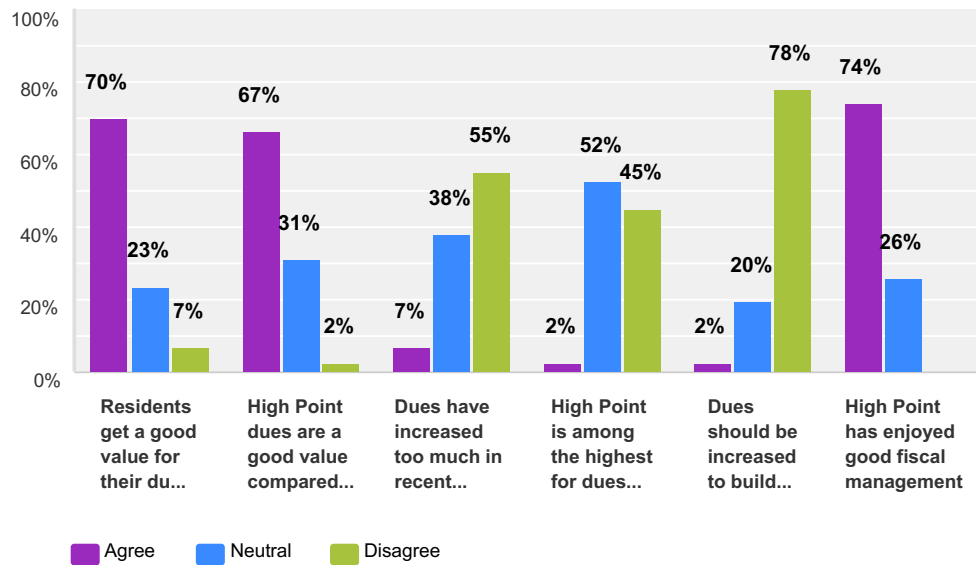


| | Agree | Neutral | Disagree | N/A | Total | Weighted Average |
|--|-----------|-----------|-----------|----------|-------|------------------|
| Don't have a clue about association finances | 10% 4 | 40% 17 | 43% 18 | 7% 3 | 42 | 1.90 |
| Like the 10-year budget projections | 71% 30 | 24% 10 | 0% 0 | 5% 2 | 42 | 1.25 |
| Appreciate the annual budget details | 86% 36 | 12% 5 | 0% 0 | 2% 1 | 42 | 1.12 |
| Association is in sound financial shape | 81% 34 | 17% 7 | 0% 0 | 2% 1 | 42 | 1.17 |
| Website has wealth of financial information | 45% 19 | 40% 17 | 2% 1 | 12% 5 | 42 | 1.49 |
| I have read the annual independent financial review report | 56% 23 | 15% 6 | 17% 7 | 12% 5 | 41 | 1.36 |

| # | Other, please specify | Date |
|---|---|--------------------|
| 1 | for the most part the association does a good job, but there is always room to trim the budget and plan for more costly future projects. the revamping of the tennis courts should be last on the list. | 1/29/2017 4:49 PM |
| 2 | current 10 year budget projection not attached to January 2017 newsletter info. | 1/22/2017 8:13 PM |
| 3 | I think the trustees have done a great job managing the financial details of the association! | 1/17/2017 8:24 PM |
| 4 | We think "Swim Team" is a big big plus for High Point, even though we are well beyond having kids in it. The Economics and PR of that may need attention. It might be possible to re-open the Adult Portion of pool 1hour after swim meets -- One lifeguard, one Head Lifeguard or Poll Manager. Not a big deal except for working people who get dissappointed three times each summer!! Not a big deal. | 1/16/2017 12:50 PM |

Q14 Q14 - What do you think about the annual dues for High Point?

Answered: 43 Skipped: 0



| | Agree | Neutral | Disagree | Total |
|---|-----------|-----------|-----------|-------|
| Residents get a good value for their dues amount | 70% 30 | 23% 10 | 7% 3 | 43 |
| High Point dues are a good value compared to other associations in Strongsville | 67% 28 | 31% 13 | 2% 1 | 42 |
| Dues have increased too much in recent years | 7% 3 | 38% 16 | 55% 23 | 42 |
| High Point is among the highest for dues amounts | 2% 1 | 52% 22 | 45% 19 | 42 |
| Dues should be increased to build more reserve funds | 2% 1 | 20% 8 | 78% 32 | 41 |
| High Point has enjoyed good fiscal management | 74% 31 | 26% 11 | 0% 0 | 42 |

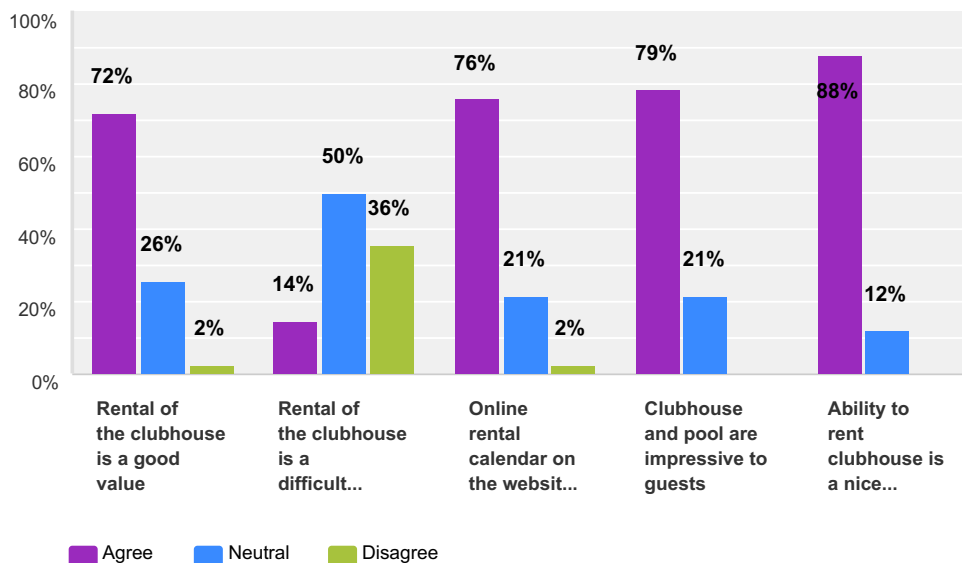
| # | Other, please specify | Date |
|---|---|--------------------|
| 1 | I think we should place a higher priority on grounds maintenance updating landscaping where needed taking out old and tired shrubs etc. these are things prospective buyers and visitors notice immediately | 1/22/2017 8:42 PM |
| 2 | The pool has required way too much investment. Bulletin always talks about new equipment getting approx. 15020 yr life yet after 5 yrs several items have needed repair or replacement. | 1/22/2017 8:13 PM |
| 3 | The 5 Trustees have done a GREAT job! | 1/20/2017 9:53 AM |
| 4 | Playground on Admiralty is very disappointing. | 1/19/2017 12:16 PM |
| 5 | Dues should be reduced for seniors and for those who choose not to use the clubhouse and pool. | 1/18/2017 5:34 PM |
| 6 | The "ash tree dying problem" is an unexpected issue. Present solution, as I understand it, is to cut trees, remove limbs, and let trunks and major branches remain in the woods. That's fine for anybody who has lived in wild lands--it would happen naturally and more dangerously if "Nature Took Its Course". The specific policy should be continued but briefly summarized in the Newsletter. As I understand it, the cost is \$200 per tree, which should be discussed at Annual Meeting. People objecting to specific trees should have a method for correcting the problem themselves !! | 1/16/2017 12:50 PM |

High Point Resident Survey 2017 - Only one response permitted per household. Thank you for your participation.

| | | |
|---|--|--------------------|
| 7 | Some folks never use the pool or clubhouse, why not have a reduce rate for those who don't , | 1/16/2017 12:39 PM |
| 8 | While difficult to implement, families with children receive a disproportionate benefit of many items from that of senior retirees. For example, pool, Easter scramble, 4th of July parade, Christmas party, movie nights, playgrounds, pool. Everyone receives he benefit for lawn and tree care. | 1/11/2017 2:04 PM |

Q15 Q15 - What do you think about rentals of the High Point clubhouse and pool?

Answered: 43 Skipped: 0

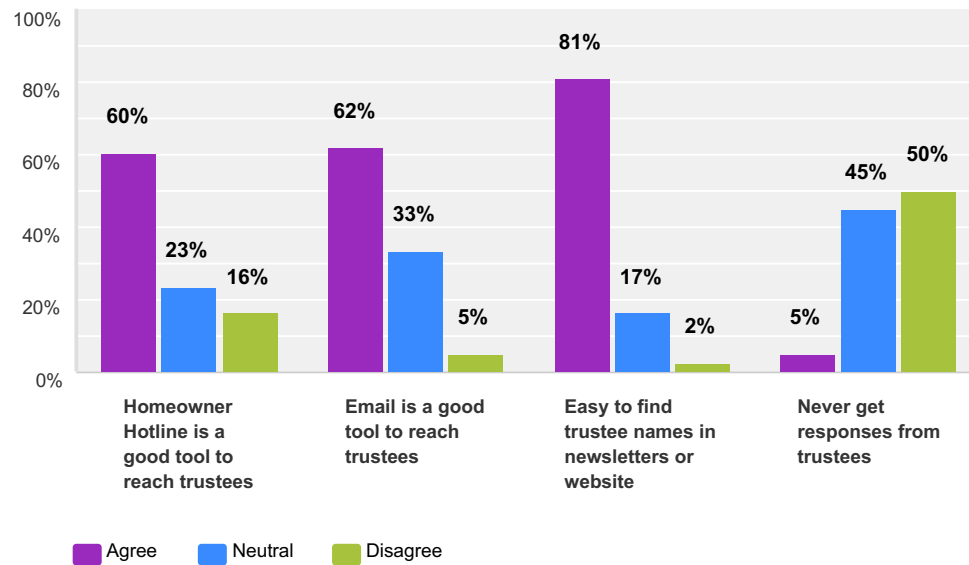


| | Agree | Neutral | Disagree | Total |
|---|-----------|-----------|-----------|-------|
| Rental of the clubhouse is a good value | 72% 31 | 26% 11 | 2% 1 | 43 |
| Rental of the clubhouse is a difficult process | 14% 6 | 50% 21 | 36% 15 | 42 |
| Online rental calendar on the website is helpful | 76% 32 | 21% 9 | 2% 1 | 42 |
| Clubhouse and pool are impressive to guests | 79% 33 | 21% 9 | 0% 0 | 42 |
| Ability to rent clubhouse is a nice benefit for residents | 88% 37 | 12% 5 | 0% 0 | 42 |

| # | Other, please specify | Date |
|---|---|-------------------|
| 1 | the clubhouse is a very nice facility and the ability to rent it out for events is a nice perk, but it is nearly impossible to rent unless you plan a year or more in advance. | 1/29/2017 4:49 PM |
| 2 | Kitchen should be larger and more up to date. | 1/22/2017 8:42 PM |
| 3 | Have never been in the clubhouse, other than years ago when it was a voting location. | 1/18/2017 5:34 PM |
| 4 | I have not personally rented the clubhouse yet but have heard from several other people that they were not politely and courteously handled. It is a difficult process and had not been an overwhelming positive experience for the people I talked to. | 1/13/2017 9:00 AM |

Q16 Q16 - Contacting the association

Answered: 43 Skipped: 0

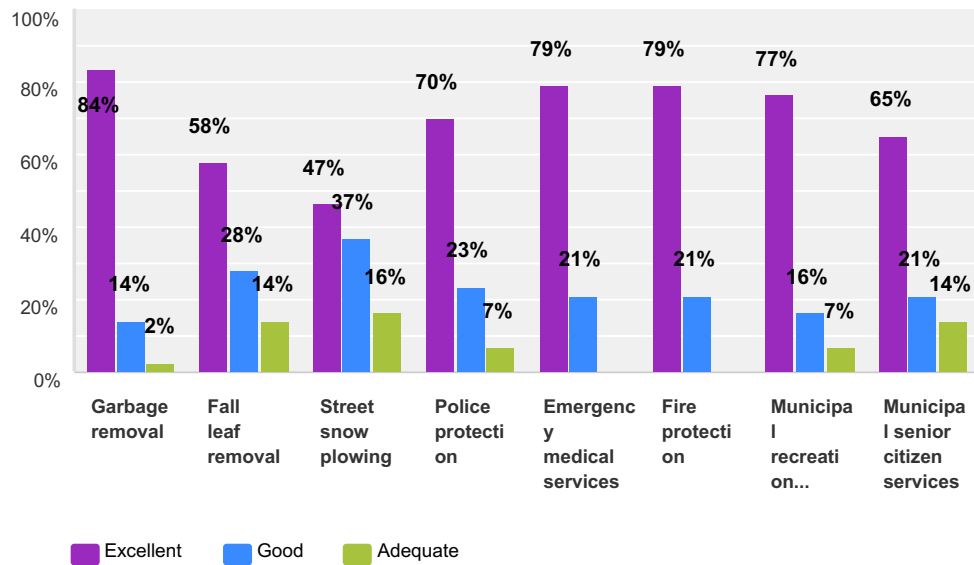


| | Agree | Neutral | Disagree | Total |
|--|-----------|-----------|-----------|-------|
| Homeowner Hotline is a good tool to reach trustees | 60% 26 | 23% 10 | 16% 7 | 43 |
| Email is a good tool to reach trustees | 62% 26 | 33% 14 | 5% 2 | 42 |
| Easy to find trustee names in newsletters or website | 81% 34 | 17% 7 | 2% 1 | 42 |
| Never get responses from trustees | 5% 2 | 45% 19 | 50% 21 | 42 |

| # | Other, please specify | Date |
|---|--|--------------------|
| 1 | There have been issues in trying to communicate with that hotline; sometimes it is more of a coldline. | 1/18/2017 5:34 PM |
| 2 | We contacted the Homeowner Hotline with a question prior to buying our home, and received a very helpful and quick response within 48 hours. | 1/17/2017 8:24 PM |
| 3 | I really wish someone would have reached out to us when we first moved in to Welcome us to the neighborhood and tell us more about everything High Point has to offer. We had to figure it out as it goes. | 1/12/2017 10:06 PM |
| 4 | Have had awful experiences with the trustees - so rude and unapproachable | 1/10/2017 4:38 PM |
| 5 | Jack has been wonderful and very responsive when we needed help. | 1/10/2017 3:25 PM |

Q17 Q17 - Please evaluate the following City provided services:

Answered: 43 Skipped: 0



| | Excellent | Good | Adequate | Total |
|-----------------------------------|-----------|-----------|----------|-------|
| Garbage removal | 84% 36 | 14% 6 | 2% 1 | 43 |
| Fall leaf removal | 58% 25 | 28% 12 | 14% 6 | 43 |
| Street snow plowing | 47% 20 | 37% 16 | 16% 7 | 43 |
| Police protection | 70% 30 | 23% 10 | 7% 3 | 43 |
| Emergency medical services | 79% 34 | 21% 9 | 0% 0 | 43 |
| Fire protection | 79% 34 | 21% 9 | 0% 0 | 43 |
| Municipal recreation services | 77% 33 | 16% 7 | 7% 3 | 43 |
| Municipal senior citizen services | 65% 28 | 21% 9 | 14% 6 | 43 |

| # | Other Comments (please be specific) | Date |
|---|---|-------------------|
| 1 | it would be nice if the police that monitor the stops signs and patrol the neighborhood did more than issue warnings. the warnings have done nothing to deter people from speeding well above 35mph and completely running the stop signs especially at Saratoga and Brandywine drive. the neighborhood is full of children one reason we moved here and it has become a dangerous hazard for them to play outside. | 1/29/2017 4:49 PM |
| 2 | I'm not a fan of raking leaves to the curb. All that does is load up the storm drains in the street with leaves and debris, which if you remember May 2014, had a bad flooding outcome for many High Point residents. High Point landscaping service needs to be extra vigilant about clearing debris from non-city-owned drainage areas such as in the commons, green areas. | 1/18/2017 5:34 PM |

High Point Resident Survey 2017 - Only one response permitted per household. Thank you for your participation.

| | | |
|---|---|--------------------|
| 3 | City should consider "Automated Garbage Pickup" should be considered. City DOES agree to pick up any large amounts of tree and garden garbage with a single phone call, and so automated pickup might be planned for future. Works in Ohio in Columbus, Dublin, and Hilliard as examples. Savings on Garbage Fees might offset future increases in city taxes. Needs planning -- will contact the City. | 1/16/2017 12:50 PM |
| 4 | Very slow with new side streets. | 1/14/2017 7:26 AM |

Q18 Q18 - What else would you like to tell the association trustees that was not already asked? Thank you for your participation and responding to this Survey. Please note that our survey is anonymous, so we are unable to respond. If you have concerns or issues that you want to bring to the attention of trustees and WANT A RESPONSE FROM TRUSTEES, please contact our Homeowner Hotline at 440-638-4304 or visit our website for our email address and we will be happy to respond. To view survey results, please go to the Association website at www.hpohio.com to see information regarding your neighbor's responses to the survey. Just click on the Association Survey tab to view the current responses.

Answered: 11 Skipped: 32

| # | Responses | Date |
|---|--|--------------------|
| 1 | I don't like that the trustees feel that the CREDIT is outdated for their needs but not for the homeowners. We should have more say so and votes on changes. Homeowners should be able to have proposed changes added to the survey and be voted on. I agree that the CREDIT is outdated. We should allow for sheds/fences and I bet if that was added to the survey you would see more votes | 3/7/2017 3:36 PM |
| 2 | C&R is outdated, rules are 40 + years old. Homeowners should have more of a say of things that happen in the development. Need to change with the times a bit and allow for some changes | 2/13/2017 11:50 AM |
| 3 | More should be done to make homeowners complete work on front facades that are in disrepair. It is lowering the value of all homes. Also, homeowners should not be allowed to put belongings on pool chairs/umbrellas when the pool opens to "save" them and then leave, only to return one to two hours later (when other homeowners could be using the umbrellas and lounge chairs.) | 1/22/2017 7:38 PM |
| 4 | Thank you to the Trustees for all that you do! | 1/19/2017 4:37 PM |
| 5 | It would be nice if there was a way to meet families with young kids or other families throughout the year. Maybe just a game day or indoor play date at the pool facility in the winter. It doesn't have to be anything fancy just a way to meet people in the neighborhood. | 1/17/2017 9:59 PM |
| 6 | Since the topic was brought up in a recent newsletter, as a mom with young children who regularly use the park, I would be in full support of removing the basketball hoops. There have been several occasions where I have observed the behavior and specifically language of those using the basketball court to be (what I consider) very inappropriate in such close proximity to the playground with children present. (I do not know if those using the courts are HP residents or not.) | 1/17/2017 8:24 PM |
| 7 | Id you are a trustee, you should have your dues waive for the year, for all the work and hours you put in. | 1/16/2017 12:39 PM |
| 8 | I imagine it is hard for many families to cover the dues and pool fees, perhaps there could be a 2 or 3 installment payment plan? It comes at the end of the year when people are coping with holiday expenses too. Just a thought. | 1/13/2017 9:00 AM |

High Point Resident Survey 2017 - Only one response permitted per household. Thank you for your participation.

| | | |
|----|--|--------------------|
| 9 | <p>While I know the fence issue is something people continuously ask about and is addressed in the newsletter. But I strongly believe if we did the survey that 90% of homeowners would agree to a very specific fence. I believe fences would make our development much more attractive to potential buyers (I know so many people who have told me they love our neighborhood but want to have a fence for their kids/privacy) I also believe fences would help alleviate the ongoing Dog poop that is often found in yards.</p> | 1/12/2017 10:06 PM |
| 10 | <p>So much of High Point is aging and younger families are passing since they cannot have fences, pools or sheds. If fences are an aesthetic concern, one option would be to offer a fencing option - but only one or two styles. Also, there are so many homes in awful shape that the "aesthetic" concern seems moot. Maybe it would be worth a vote on those three topics (fences, pools and sheds).</p> | 1/10/2017 4:38 PM |
| 11 | <p>I would like to see those properties that do not shovel their sidewalks do so. It makes winter walking difficult. I have fallen before while walking my dog. Also....police properties in the summer that do not cut grass, edge, etc...basically the eyesore properties that hurt property value.</p> | 1/10/2017 4:07 PM |