



Trustee Responses to 2017 Resident Survey Comments

Association trustees appreciate residents who took the time to respond to the 2017 Online Resident Survey. We believe that although the number of responses was low, that the information revealed by the information is very important. We have analyzed all of the statistical data and responses. While 38 (as of 1/29/17) out of 640 homes is a small response, we hope that is because residents are mostly satisfied with our development and not due to general apathy.

We are publishing all of the comments that were made by residents regarding many topics. Our April 2017 newsletter will address a few critical issues raised by multiple residents, but all comments (in red) asking questions are included here with responses from the trustees (all comments are included in the analysis pages, but only those asking questions are included here). Responses here are for those comments and questions received by 1/29. With any issue or concern, there are many facets that must be taken into account and the trustees have done their best to indicate the approach to governance here in High Point.

Question 6: What High Point activities has your family participated in the past five years?

- 1. *We wish there were social activities offered for older adults – game nights, wine tastings, potluck dinners, etc.*** – Association trustees provide four annual events and activities for younger residents. Managing the association, taking care of our facilities, and managing our contracts, which does take a tremendous amount of time for volunteers, is the primary job of the trustees. In the past there have been events for adults and the small attendance and participation has signaled a lack of interest. We would be happy to support events planned by residents (with help from the association). Volunteers would be most welcome.

Note from the trustees: Events like the family movie nights are designed for all residents and many residents without children attended in 2016 and had a good time.

Question 7: How would you rate the following High Point amenities?

- 1. *the basketball courts are not up to the quality standards that the rest of the neighborhood has set.*** All facilities are regularly reviewed by the trustees. A variety of comments were received in the survey regarding the basketball court and problems related to those using the facility.
- 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.*** We review the condition of the mulch in the playground area each year to ensure it meets requirements. See other comments related to the basketball court. No decision has been made regarding the situation.

3. ***Walking trail area from Timberline to Saratoga is a very good "meadow". Probably does not need weekly maintenance west of the Timberline Bridge.*** – This area is included in our Landscape Requirements for weekly maintenance as part of our overall program.
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.*** – Fences are prohibited in the Covenants and Restrictions, but landscaping can be done in such a way as to lend more privacy to yards.
5. ***The basketball rims are always broken. A quality breakaway rim will last a long time.*** – All of the recreational facilities are reviewed by the trustees on a regular basis. Our basketball court has been a topic of discussion for several years due to the non-resident activity in that area.
6. ***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.*** – All of the recreational facilities are reviewed by the trustees on a regular basis. Our basketball court has been discussed for several years due to the non-resident, late-night and disruptive activity in that area. We do have a lock on the tennis courts, but it has been vandalized repeatedly.
7. ***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.*** – All of the recreational facilities are reviewed by the trustees on a regular basis. Our basketball court has been a topic of discussion for several years due to the non-resident activity in that area. Our clubhouse décor is part of our review process.

Question 8: How would you rate our Swimming Pool facility?

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.*** There is a significant cost for each day keeping the pool open after Labor Day. When we have done that in the past, even on great weather days there were just a handful of residents using the pool.
2. ***I've been to a few other pools in the area, and High Point has the BEST POOL by far!!!*** Thank you for the comment.
3. ***Could definitely use more umbrellas.*** We have added umbrellas over the past several years and constantly evaluate the use and demand for shade in the pool area.
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!*** Toddler time was designed years ago to allow young children and parents a time to be in the pool with minimal activity around them. While our contracted hours are in place for 2017, the trustees will evaluate your suggestion. We hope that people use common sense when "holding" lounges and chairs by putting towels on them, and we do in our rules state these are for adults. We will stress this with lifeguards, but hope parents will read this and make their children aware. Lifeguards try to make parents of young children aware of their responsibility and all the rules posted at the pool and in the newsletter cover this accountability, but that does not always work. Suggestions?
5. ***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!!*** Our survey results indicate that the pool is an important asset, even for people who do not use it regularly.
6. ***Requested pool pass in August and did not receive one.*** We apologize if there was a problem.
7. ***I love pool hours of being open until 10 pm. Pool passes could be laminated.*** – Individuals may choose to laminate their own passes, but doing this for all families would require tremendous additional work for the trustees to put all names and address on the passes before laminating.
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.) – Pool managers and lifeguards are employed by Metropolitan Pools (hired by High Point) to provide safety and lifeguard services. We ask residents to be responsible for their pool passes, as it is especially difficult when we have large crowds coming and going on weekends. We have evaluated the cost of upgrading to a computerized database like the Strongsville Recreation, but the cost does not equal the benefits. Only residents are allowed due to safety and liability implications for the association.

9. *Why not place tables around the umbrella in the adult area, just a thought.* – It is a financial decision. We purchase cheap umbrellas (\$30 each) that are disposable when broken, but they are not as high as commercial units (\$400 each) that could accommodate tables. We do have snack tables that can be used.
10. *Lounge chairs get taken quickly on weekends some lounge chairs are older and not in best condition we love the pool.* – We are glad you like the pool. We evaluate lounge chairs at the beginning of the season and have purchased replacements as necessary. Only a handful of times each season do we have crowds where we run short of chairs. Most times people “hold” more lounge chairs than they really need.

Question 9: How would you prefer pool hours?

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.* Our survey asks a question about the hours and the trustees will study the results. Hours for 2017 have already been contracted.
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.* This was requested by others and in the past the first hour was set aside for younger residents. Since lifeguards are high school and college students, they are not available once school has started.
3. *There were days in 2016 after school opened in August when the pool needed to be opened.* Lifeguards are high school and college students and not available once school has started.
4. *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.* Our survey shows that the pool is important to the majority of our residents, whether they use it or not.
5. *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.* We are committed to the swim team using the pool for practice from 8:00 am to 11:00 am, as it involves many, many families in High Point.
6. *Or even earlier for toddler time.* – Toddler time starts as early as possible, as the swim team is using the pool from 8 am to 11 am for practice during the months of June and July.
7. *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.* – There are two issues at work. First is the availability of lifeguards. Metro Pools uses high school and college students to lifeguard and they go back to school at varying times at the end of the summer. Second is utility costs for running the pumps and filtration. With so little use by residents when we have kept it open in the past after school starts, it is hard to justify the daily operating cost for a handful of residents. Our City has an indoor pool for year-round use, so it makes sense for those that want to swim year round to join the City recreation center and use that facility.
8. *Wish once school started the pool could be swim at your own risk for adults only.* – Swimming at risk is not an acceptable option for many reasons. Liability concern for the association makes this impossible. Please see the response above for the City indoor pool.
9. *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.* – Our association tries to balance the use of our facilities to maximize the benefit to everyone. Practice for the swim team, which involves many families from our development, takes place from 8 am to 11 am during the first half of the summer. Although the time for Toddler Swim could be changed after the swim team season ends, we have found juggling times is confusing for those that wish to use the pool.

- 10. Pool open during day thru Labor Day.** – Although this might seem easy, our lifeguard staff is made up of high school and college students, hired by Metro Pools. As students go back to college at the end of the summer, the supply of lifeguards disappears. While the weather sometimes is wonderful, more often than not, it is awful and the number of those using the pool would not justify the cost to keep it open.

Question 10: Please tell us about High Point landscaping conditions

- 1. the wooded areas along the path should have more evergreen and winter blooming plants that serve as a barrier and enjoyment all year round.** High Point has a huge amount of green space and we consider improvements regularly, but we are limited in the funds available.
- 2. I live next to a common area and it could use more attention. Weeds need to be removed and mulch spread more evenly.** If there are specific areas that need attention, please contact the trustees. Our landscape specifications can be reviewed on the “Forms” page of our website.
- 3. 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.** If there are specific areas, please contact the trustees. Cluster groups do their own grounds maintenance.
- 4. Everything is managed well!** Thank you. We are always working to improve.
- 5. 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.** This is not High Point property and owned and for the use of Pearl East residents. Unfortunately, Pearl East does not enjoy deed restrictions that allow them to collect dues to care for their facilities.
- 6. 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.** We respond to all calls to the Hotline. You can contact the trustees directly if there are unresolved issues.
- 7. Our back ditch (common land) isn't cut as well as it used to be.** – If you have specific concerns about landscape areas, please contact one of the trustees about your concern. Our landscape specifications that can be viewed on our website that describe all common ground areas of the association.
- 8. 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.** – We did not have the weeds in the playground area covered in previous landscape specifications. We just updated landscape specifications with the new contract and that should be corrected. Engineered wood chips have been added on a regular basis to the playground area, but it is a high-use facility that is monitored. If you have specific concerns about landscape areas, please contact one of the trustees.

Question 11: What do you think about the High Point newsletter?

- 1. I think a quarterly newsletter would be a good idea.** We currently do 3 per year, as the expense of printing and mailing is significant.
- 2. Electronic distribution of newsletter would further decrease costs. Even though it is available on the website, sending to individual emails would be great.** We are evaluating this, but at this time a lot of work would need to be done before this could happen.
- 3. I think newsletter could be e-mailed to residents.** See above response to the same comment.
- 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! Unfortunately we do mail first class and have no control over delivery by the post office. Our January newsletter and the special Important Documents mailings each took over a week to be delivered. Dues reminders are on the front page of the November newsletter each year (we have prior years on the website) and the January deadline has been in place since 1976.

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.** It is an issue of resources for the trustees. Trustees spend considerable hours managing the association and although electronic communication continues to explode, we have been unable to find any volunteers willing to take on that burden.
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.** – Thank you for your comment on the pool managers. Metro Pools works hard to provide a good lifeguard staff for High Point. We do receive comments and concerns from residents on a regular basis and that often times is reflected in newsletter articles.
7. **Why not sell a few ads, to reduce cost, like baby or house sitter, firewood, dog walkers.** – While it may seem like a good idea, the trustees investigated this many years ago and were advised that legal and liability concerns preclude the association from having advertising that courts have found to be judged as endorsements by the association, making the association liable for advertised products and services.
8. **It's the same news in every issue!** – We apologize if that is your perception. We do our best to design the newsletters to be interesting, while addressing necessary items of information. Unfortunately, much of the information does need to be repeated on a regular basis for new residents and as a reminder.
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.** – Thank you for the suggestion to include this information in newsletters. We will do that, although we are not sure it will be read by the persons who are disturbing nearby residents by being there after hours. But we will try this approach.
10. **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.** – High Point does not have a FaceBook page. There is a page established by some of the swim team parents, but it is not operated by the association. Newsletters and our website are designed to communicate information about the operations of the association. It takes a tremendous amount of time to publish and keep these up to date. There are many different electronic media options, but they all require someone taking the time and effort to keep them updated. A number of associations in Strongsville have hired management firms to perform many tasks carried out by trustees, including electronic communication – at an annual cost between \$40-50 per house per year. High Point trustees have not seen this as a value proposition for High Point, which would require a steep dues increase.

Question 12: What do you think about the High Point website (www.hpohio.com)?

1. **Honestly, I don't use the website.** Our survey indicates many people do find it useful.
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.** – It would be a tremendous amount of additional work to separate out residents who prefer email from printed newsletters, and by sending out printed

newsletters we can be assured that important information is provided to all residents, including those who do not like to use email. In the future this might change.

- 3. Same as the newsletter. State the operating times of our facilities.** – We will incorporate this information into the website and hope that those that need to read this pay attention to these rules.

Question 13: What do you think about the financial condition of High Point?

- 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.** A reserve study was done in 2014 and our 10-year budget projection follows this in order to provide for timely maintenance, repair and replacement of amenities.
- 2. Current 10 year budget projection not attached to January 2017 newsletter info.** Although it is mailed as part of the January newsletter, the 10-year budget is separately posted on our website under the tab listed as Governance-Administration.
- 3. 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 disappointed three times each summer!! Not a big deal.** – Thank you for your comment. We agree that the Swim Team is a plus for our residents and their families. We do have the option on those days of swim meets (when the pool closes at 4:30 pm for the meet) for our residents to go to the Deerfield Woods pool (off Saratoga on Ridgeline Court) by showing their High Point pool passes. Some meets end early enough to reopen, but most do not, so it would be difficult.
- 4. I think the trustees have done a great job managing the financial details of the association! -** Thank you.

Question 14: What do you think about the annual dues for High Point?

- 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.** High Point enjoys common area throughout the development and just our cost to maintain is significant. Updating and improving landscape is done as resources allow.
- 2. The pool has required way too much investment. Bulletin always talks about new equipment getting approx. 15-20 yr life yet after 5 yrs several items have needed repair or replacement.** Our new pool was finished and opened in 1997. Pools in NE Ohio typically last 15-20 years. We replaced the interior finish of the pool and the main pump in 2006. Last fall we repaired a leak and hope this attention to the pool basin will get us another 5-10 years of use. You can review all of the money spent on the pool in the January newsletters available on the website.
- 3. The 5 Trustees have done a GREAT job!** Thank you. We are always working to improve.
- 4. Playground on Admiralty is very disappointing.** This does not belong to High Point. It is owned by the Pearl East development. They do not have legal authority to collect dues from residents.
- 5. Dues should be reduced for seniors and for those who choose not to use the clubhouse and pool.** Every resident moving into High Point agrees to the Covenants & Restrictions which allow the dues to be charged at only one rate. It would require a vote of 90% to change that.
- 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 !!** Common wooded properties are normally maintained in a natural state. Trees in these areas are dropped when they pose a safety hazard, but not removed. A tree can cost anywhere from \$200 to 2,000 to bring down, depending on the size of the tree. We would not

be able to let residents handle tree situations themselves for liability reasons and because decisions must be made to benefit the association and not individual homeowners.

7. ***Some folks never use the pool or clubhouse, why not have a reduce rate for those who don't?***
Our Covenants & Restrictions do not allow for different membership rates. It would be very difficult to determine who uses specific facilities of the association. When residents choose to live in High Point, they are informed about the cost of the mandatory annual assessment and over time their use of facilities may change. In addition, the amenities of the association are part of the value that every homeowner realizes when they go to sell their home.
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.*** Over the course of time, many residents change their use of the facilities. Please also note other responses to questions regarding tiered rates for annual dues, based on use of programs and facilities.

Question 15: What do you think about rentals of the High Point clubhouse and pool?

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.*** We do 110 rentals each year and it is very busy. While summer dates fill up quickly, the remainder of the year is easier to find dates. Resident guests often comment that we have a “country club” type facility.
2. ***Kitchen should be larger and more up to date.*** We remodeled the kitchen in 2006 and it is not scheduled for work for a number of years. Although it is small, most renters find it works well for their events and parties.
3. ***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.*** We apologize if anyone feels they have not been treated politely and courteously by the trustee who handles the rentals of the clubhouse. Over the course of a year, we have over 110 rentals of the clubhouse and the sign-up and walk-through sessions are done as groups due to the time necessary to help residents understand the responsibilities of using the facility. There is a considerable amount of information related to rental responsibilities that must be shared. Because many residents rent the clubhouse on a regular basis, we hope that those who do choose to rent the facility find it less stressful than you have indicated. Anyone who has felt otherwise can contact trustee David Knowles at 216-870-7951 to discuss their observations and suggestions for improvement.

Question 16: Contacting the association

1. ***There have been issues in trying to communicate with that hotline; sometimes it is more of a coldline.*** All calls to the Hotline receive a response from the trustees. At various times of the year the call volume is significant and responses may seem slow. All calls are handled by their respective priority. Trustee names and phone numbers are printed in each newsletter.
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*** – There are a great many calls to the Hotline and trustees try to respond to everyone quickly and do the same with email responses.
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.*** – Unfortunately when families move into High Point, there is no notice given to the association. We do have a “Welcome to High Point” session prior to the annual meeting in January and hope that information on the website helps to fill in any void. Many years ago we did have a “Welcome Wagon” by volunteer residents, but their experience was not positive and the group was disbanded.
4. ***Have had awful experiences with the trustees - so rude and unapproachable.*** – As trustees, we are disappointed to learn that any resident feels this way about those on the board. If you feel

that you have been treated disrespectfully or rudely, please contact trustee David Knowles at 216-870-7951.

5. ***Jack has been wonderful and very responsive when we needed help.*** – Thank you for the kind words.

Question 17: Please evaluate the following City provided services

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.*** Association trustees agree that many of the speeders in High Point are residents. We mention this situation in most newsletters.
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.*** Our Landscape Specifications are on the website under the forms tab. You can see that our contract calls for regular and thorough cleaning of headwalls, but the amount of water and debris that flows in the drainage channels is unbelievable.
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.*** – Trash collection is (thank goodness) the responsibility of the City. You are correct that contacting the City is the right course of action. We will pass this comment along to our Ward 2 Councilman, Matt Schonhut.
4. ***Snow plowing is very slow with new side streets.*** – We will pass this along to the City, but we should add that our development, and the entire City, has a lot of streets and every roadway is identified in the City by priority. Main roads and secondary get attention first, and residential side streets follow as possible.

Question 18: What else would you like to tell the association trustees?

1. ***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.)*** We have only civil enforcement for home maintenance and that means going to Berea Municipal Court, which is an expensive proposition and time consuming. We do bring homes to the attention of the City which has ordinances regarding home maintenance, but that is a slow process. Our Covenants & Restrictions are very vague in this regard. Saving lounges and chairs is a problem. We will ask our lifeguards to try to pay closer attention to this, but hopefully parents will be responsible for their own kids and curtail this practice.
2. ***Thank you to the Trustees for all that you do!*** Thanks for your support.
3. ***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.)*** We have received many complaints about this situation and agree it is mostly due to outside residents using our facilities. We have tried many ways to resolve the issues, but we continue to look at alternatives that will accommodate everyone. This situation is being reviewed by the trustees, as previously discussed. While signs are posted, enforcement of use

by residents is difficult. Many of these same considerations led to the removal of the sand volleyball court a number of years ago. It is unfortunate that these situations happen.

4. ***If you are a trustee, you should have your dues waive for the year, for all the work and hours you put in.*** Dues must be the same for everyone, according to the Covenants & Restrictions.
5. ***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.*** – We agree with your observation about timing, but the Covenants and Restrictions are clear that dues are due in January of each year. That is why we provide as much advance notice as possible to remind residents of the responsibility. Although there is no payment plan, those that have special situations can contact the trustees to work out special consideration for the payment of dues. We do our best to assist families in times of financial difficulty.
6. ***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.*** – It requires an affirmative vote of 90% of our association (that would be 576 of 640 homes) to change the Covenants and Restrictions. We are currently engaged in a process of amending the By-Laws of the Association and that requires a majority (50%) approval. Such a vote was last done in 1996 and it took over six months to get a majority of the residents to approve a facilities development plan. If we have residents that wish to engage a process to change the Covenants & Restrictions, the trustees would be happy to consider such a proposal. Please understand that the courts have not been supportive of a designation of a single fence style, based on existing case law. Because the C&R were put in place by the original developer with fences prohibited, the trustees have over time enforced that restriction and in fact defended it in court and the case was decided in favor of High Point because of consistent enforcement.
7. ***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).*** – Please see previous response regarding fences, as it pertains in the same way to sheds and pools. Changing the C&R for any of these current restrictions would be the same process, requiring approval of 90% of the residents.
8. ***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.*** – Shoveling sidewalks is controlled by City Ordinance. Enforcement is difficult. High Point, like other developments in our City, has a certain number of properties that are not maintained as well as others. We regularly communicate with individual residents about maintenance concerns, but the only recourse is civil action through Berea Municipal Court. Enforcement by the City is accomplished through the Mayor's Court, but municipal standards are difficult to enforce throughout the City. Association trustees do their best to assist residents in understanding the quality of care that is expected and report maintenance concerns to the City Building Department for their attention and possible citation into Mayor's Court.
9. ***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.*** This is another example of an activity that could be planned by a group of interested residents in High Point.

Association trustees appreciate those that took the time to response to our survey and hope these responses help to explain the thought process behind actions of the board.

HP trustees