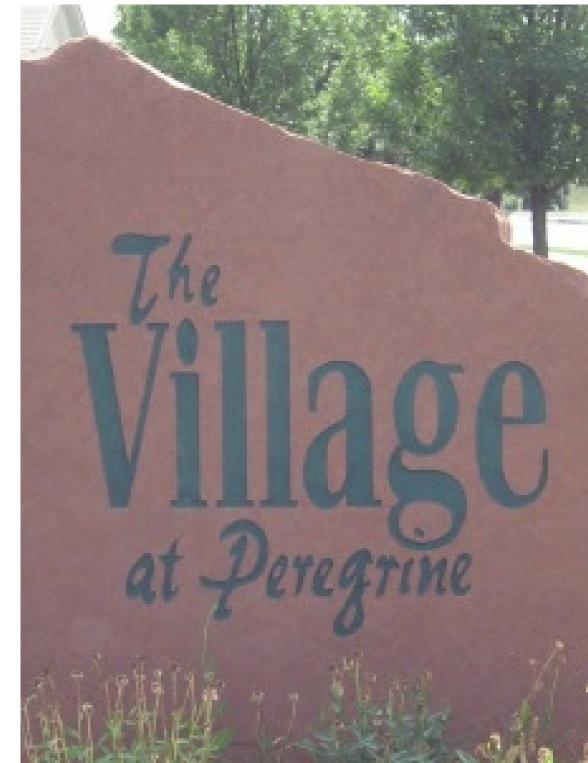
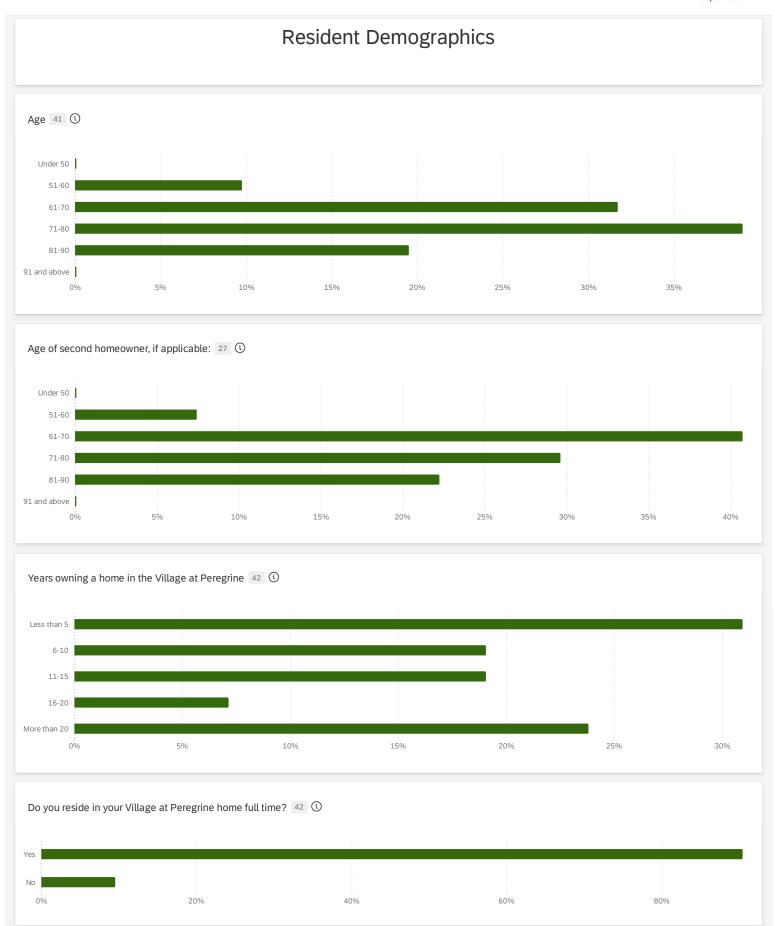
The Village at Peregrine SURVEY REPORT

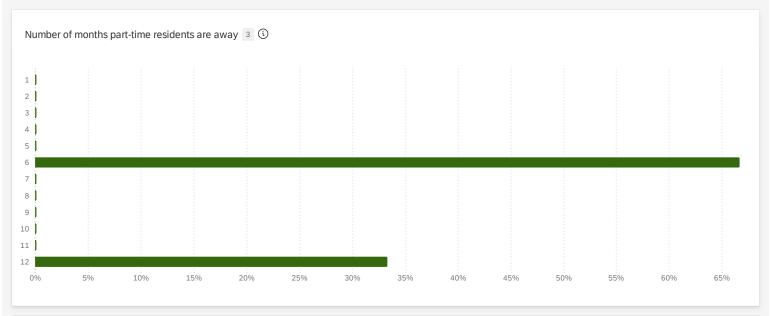
2024

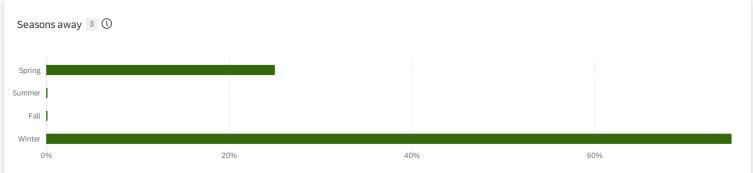




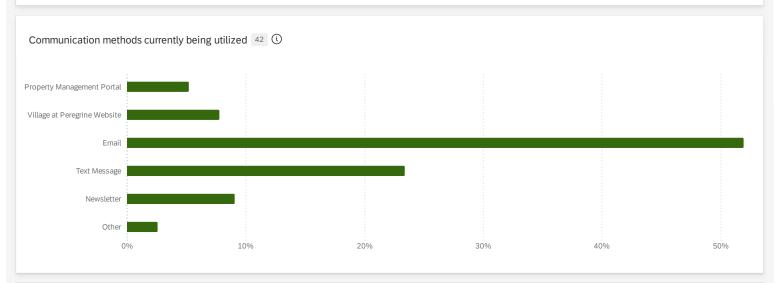
Responses: 42



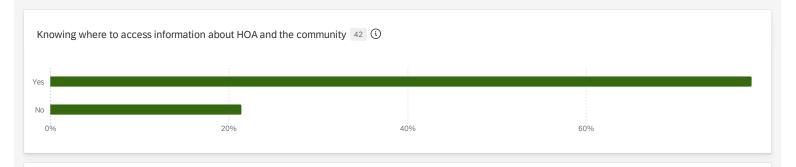




Communication



Information about community 2 Q11 - How else do you receive information about our community?	
postal service	
word of mouth	





Q13 - If no, please explain.

A logical place to look for information would be the website but it is extremely hard to access and find information. The portal is also hard to access and doesn't seem to have much information and I don't know how to access it.

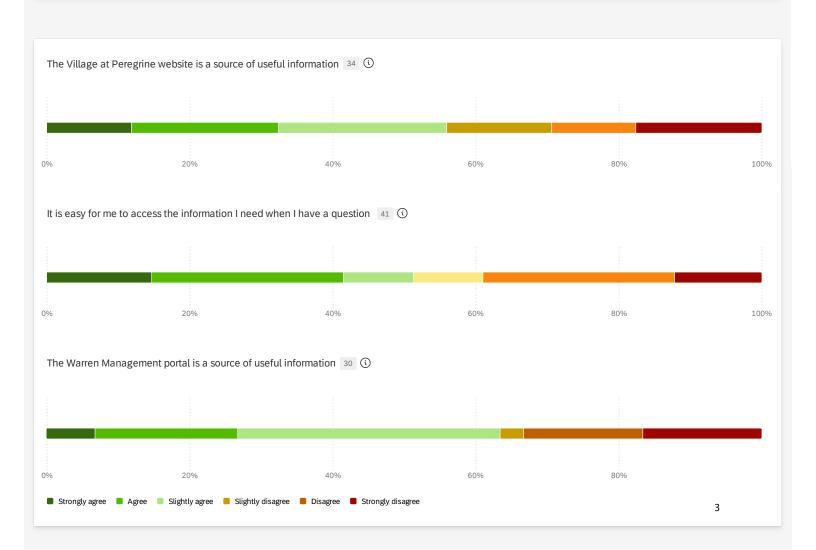
Is it Roger's website or the one that took its place, or the management company's website?

I rely on email.

I don't think how to access current, up-to-date, information has been effectively communicated with the community at large.

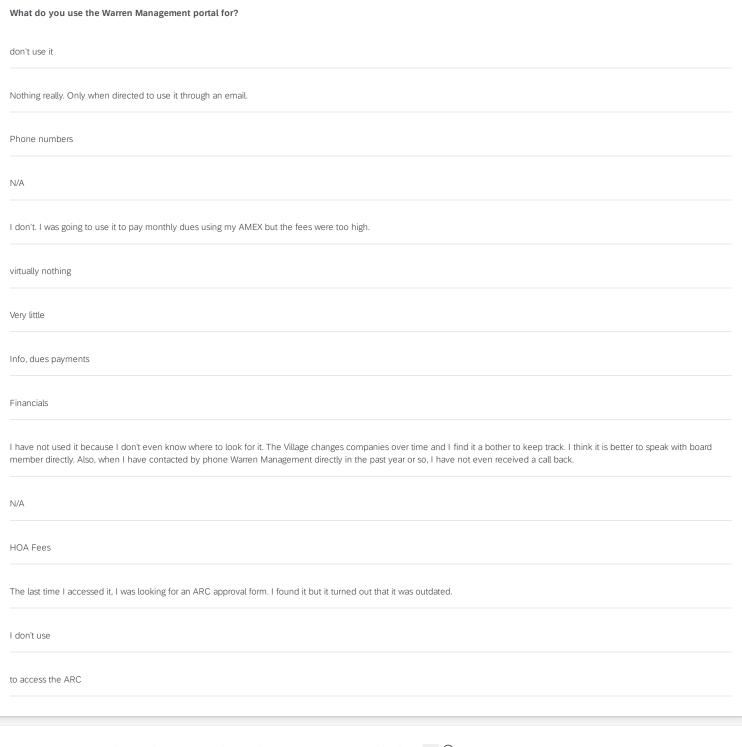
The Village at Peregrine website is very difficult to navigate when looking for common things.

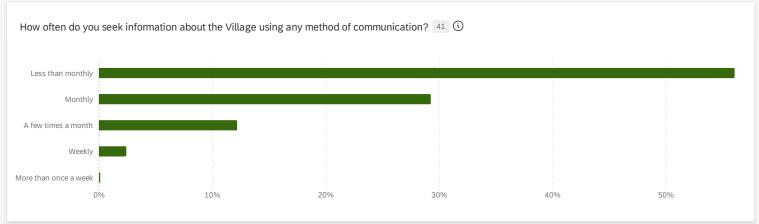
we don't get much infomation from the Management Co to provide us with easy access to information. The President has been good to send info regarding snow removal,etc.



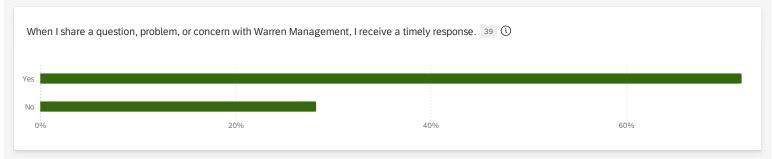
Purpose - Village at Peregrine website
Q15 - What do you use the Village at Peregrine website for?
Minutes of meetings, New information or procedures and safety concerns
I have never accessed it. I don't know the link and don't believe it has been a consistent link.
General information, forms, current and past HOA Board minutes
I never use it- it's not user friendly
Hard to access so don't use it.
Read Minutes, Financial Reports, and Bulletin Board items.
Don't really use it. Maybe when we first moved in.
Nothing. It's too hard to find.
I dont
I use the website only for historical information and it's tough to navigate and to find what I'm looking for.
read BOD & committee minutes
necessary documents
ARC forms.
don't use it
Covenant review and financial statements
Haven't gone to it in years. I rely on email.
Info.
It has been awhile since I have accessed the site for information. It would have been for minutes, issues regarding governance, and forms.
nothing.
Any update on snow removal. Any update on social events. Any update on street repairs.
Info

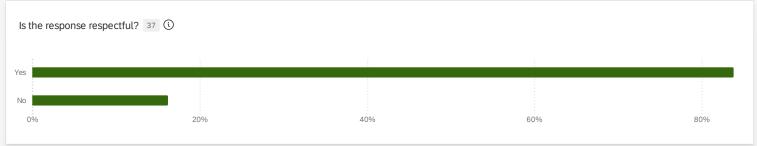
Q15 - What do you use the Village at Peregrine website for?
Meeting minutes
Information
I've never used it because the one time I looked at it, it did not appear to be helpful or informative.
Never used that website, .
Just look at info. See what is there.
It's a last resort due to difficulty in finding things.
Current happenings in the Village
Did not know we had a website seperate from the Peregrine website
Purpose - Warren Management website What do you use the Warren Management portal for?
At this time, we do not use the Warren Management portal,
To look up account information or to contact our property manager with questions. I have looked up our documents.
Nothing
I never use it- it's too busy
Hard to access so don't use it.
Nothing. It's usually months out of date.
Access HOA documents, invoices, financial reports, set up autopay.
I have to go there to update changes in assessments. I also look at the monthly financials there.
I dont
Billing information.
pay dues; read minutes
Never used it. 5

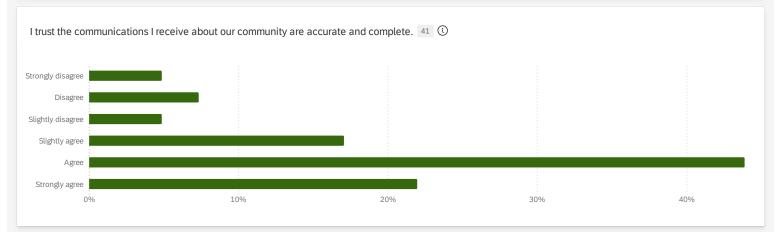




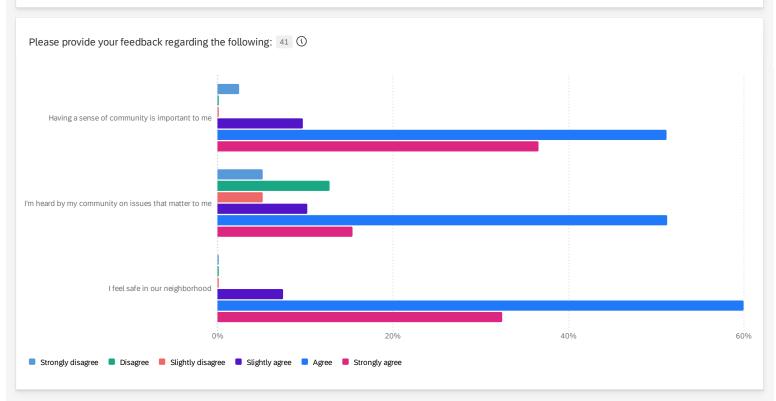


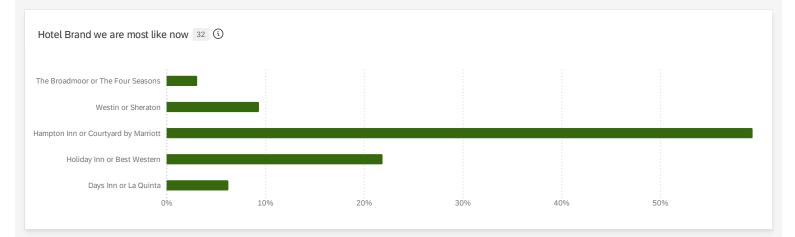


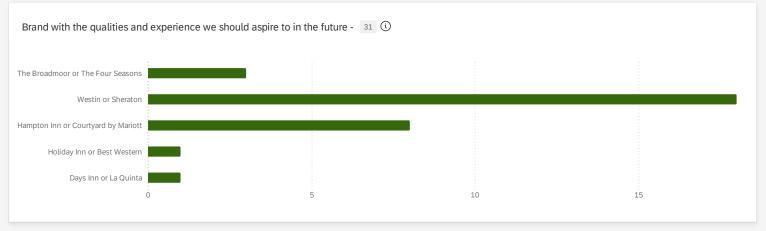




Community and Future Goals







What qualities should we aspire to to be in the same category as the hotel you selected? ①



What qualities should we aspire to to be in the same category as the hotel you selected? 42 ①

Q40 - A key goal of this survey is to understand where you feel the Village at Peregrine is now compared to where it should be. With that in mind, can you share what qualities we should aspire to, or maintain, to be in this category?

Some individual properties could be better maintained. Roofs are missing tiles. Shrubs and trees need trimmed. Paint is peeling. The failed grass experiment is an eyesore. A better maintained community brings up property values.

Westin adds more amenities and prepares well for its future. The Village of Peregrine would benefit by looking for ways to improve and planning for the future of this community.

Q40 - A key goal of this survey is to understand where you feel the Village at Peregrine is now compared to where it should be. With that in mind, can you share what qualities we should aspire to, or maintain, to be in this category?
It would be wonderful to be The Broadmoor and I think we should reach for that but I'm not sure it is realistic without tremendous dues increases. I don't support increases without a plan in place with accountability attached. We should have well cared for streets and yards as well as our homes.
think if we could get more community involvement we could easily bring the neighborhood to a Broadmore level. In the last year we have really put a lot of effort into community events for everyone. But we get less than half of the resident's to show up. With a little more effort and volunteers it could go from a great place to an outstanding place to live.
Better landscaping (curb appeal). I feel landscapers speedd thru their work and don't care too muchi.e., torn up lawns.
Owners should be encouraged to improve and maintain their property and landscaping. Entrances & perimeter should be beautified. And streets should be improved within cost imitations.
About where we should be considering the goal of keeping dues at a reasonable level.
We could improve common area appearances and the appearance of the entrances. The beautification committee is a good idea and they need a plan and a budget and it could manage impact. I would support exploring options to fully resurface the streets, but we are not pushing that agenda.
Our streets detract, even from the 'brand' we chose above. They look like a patchwork quilt and appear to be crumbling faster than they are being repaired/replaced.
Landscaping quality and street repair
would like to see a more welcoming and defined main entrance with better lighting, updated planting in common areas.
We don't need to "tax" those who live here out of their financial ability to continue to live here. But the snow removal and road conditions have greatly diminished in the last 2 years.
more paper or email communication. for a small community seems that the various fees are quite high.

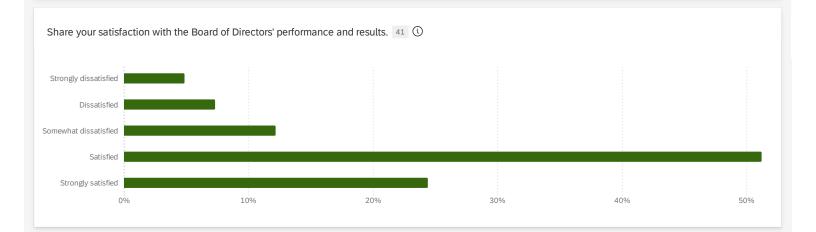
Q40 - A key goal of this survey is to understand where you feel the Village at Peregrine is now compared to where it should be. With that in mind, can you share what qualities we should aspire to, or maintain, to be in this category?
You want a brand that fits the overall area and is consistent from property to property. Last fall the three houses on Sand Rock Point had their sprinkler system turned off, while the remainder of the community was watered. No problem, except we had to use our own water property water to water the grass, etc. and still had to pay for the sprinkler system. It was brought to the board's attention, but nothing was done to compensate those houses. That is a low quality property. The buffalo grass experiment is understandable to save money, but the lack of coverage makes that area look really below the standard of the remaining properties. The street maintenance is a reserves issue. Apparently, many years before we arrived in the community reserves were not built up to maintain good streets regularly. Now they look like a low class property amenity. This can't be rectified at this point, except through additional reserves being raised. With the recent \$60/month increase in dues it is unlikely people have a tolerance for another substantial increase. It would be nice to know the timing of street maintenance projects out of the reserves.
Should be comparable to driving onto a higher end community like the Broadmoor. Nothing has ever been really done to upgrade the appearance of the community at the entrance.
Our property maintenance, improvements and aesthetic could improve. As the buildings and landscaping ages we could have ideas about how to keep things fresh.
When possible, more individual participation to help keep HOA dues increases to a minimum.
Dues should be higher. Board should be responsible for all property maintenance outside of homes.
Compassion
Landscaping should be improved and more attention to be paid to homeowners needing to do maintenance such as trim painting, deck repairs, etc.
Strive for quality. Improve the streets. That is the first thing I noticed when I first looked at the community before we purchased out home. That was years ago, and the impression was not a good one. We need to fix the streets. Also, I personally want to create more beautiful landscapes that have trees, flowers, grass, and pleasing designs. I dislike the trend toward rocking over the plots of land in this beautiful area. I'd like to have more access to the common areas and I'd like to see these used for community enjoyment, or for the enjoyment of individuals in the community. We need fresh eyes to see a vision of all that could be developed for the betterment of this community. We need to look after each other better by being responsive to community needs and concerns and not just listen to a few who think they have the answers and the fixes.
I have never lived where there was an active HOA. The Village is well managed and seems to be where it should be.
Have better roads in the neighborhood, nicer fencing. It would be nice if a greater variety of color availability for houses were allowed.
Appearance of units should be more standardized. Some things like cross-hatch wood attached to homes shouldn't be allowed. Maintenance or replacement of community-owned assets should be a higher priority. Some things in the Village are beginning to look run-down.
Better communication and a better sense of value of a desired property. Beautification of common areas would help the image.
Improved areas near the main streets, with more groomed grass areas.
We are comfortable with the current conditions.

One word adjectives: our community today (i)



One word adjectives: what our community should be in the future (i)





Word frequency - other feedback (i)

Q44 - Please share any feedback you may have.

While history is valued and important, we need to be in a position and willing to move forward with respect to the entire community. Not all board members are willing to listen or move forward with accountability. At times, very mean and disrespectful comments have been made, publicly and privately.

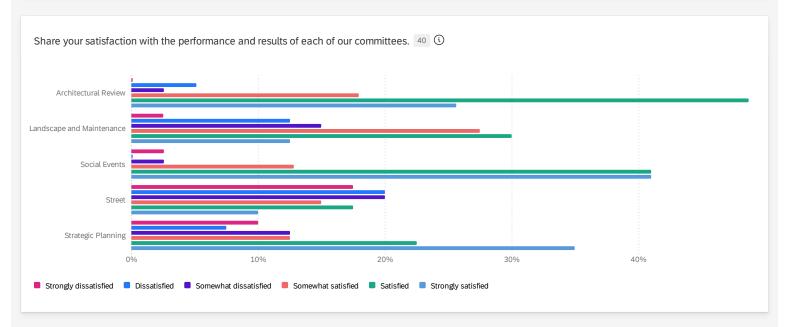
Board often doesn't follow through and can't make hard decisions. Seem afraid to be criticized and take criticism personally.

Q44 - Please share any feedback you may have.

Seems like the Board sometimes leans to solutions that do not favor homeowners

Some members act like they are better than the rest of us, know everything and can be a little disrespectful at times. Seems like some members are on the board in name only.

Do not know much about plans for repairs or what committees are doing. Past board members allowed members to encourage negativity and lies and defamed members of the community and never apologized for the harm they caused.



Can you share more about where the committee fell short? If you're disappointed. Name the specific committee you're referencing. You can share your feedback on any number of committees, but we'll need to know which ones you're referencing.

Strategic Planning seems to have taken control of the work of the Board and drives Board decisions.

Biggest concern is the streets

Street - seems to have problems with the concrete.

Snow removal, street conditions, changed rules regarding street repairs-though this one goes on the previous boards-mostly.

There's no long-term strategy. Right now, in an effort to try to satisfy the most owners, work is done a bit at a time in many areas and the current appearance is the ugly patchwork one we now have.

Streets have a difficult job. I fear that we will will continue to spend a significant part of our HOA money on streets and still not attain an attractive appearance. They are a patchwork and I believe maintained for safety and maybe structural integrity, but not for appearance.

Landscape - in general, difficulty with obtaining/retaining decent landscape contractor. Street - maintenance in general has been strongly lacking.

Our streets are terrible.

Can you share more about where the committee fell short? If you're disappointed. Name the specific committee you're referencing. You can share your feedback on any number of committees, but we'll need to know which ones you're referencing.

The street committee- lack of planning and accountability. It feels like we walk around and then pick the area(s) to repair. We should plan, you can always adjust a plan but if you have one, communicate it, and plan with a budget, you are more likely to be successful and have the support of our members. The reserve funds should be funded and used appropriately. This feels as if it is also done based on appearance of concrete rather than structural soundness being considered foremost. If they are structurally sound, then lets save to fund the project and complete it so that it is structurally correct, which in turn takes care of the aesthetics.

Street committee fell short in keeping up with repairs on a planned, managed way.

The property looks worn. The condition of the streets is disappointing. We need could use the services of an architect to offer updated options for improving the exterior of homes when homeowners want to renovate and landscape architect to help create a unified aesthetic as watering restrictions force us to change the landscape material.

The turf replacement project by the landscaping committee doesn't look successful. Not sure which committee this comes under but there are some homes/yards that are in need of maintenance or repair.

I believe the Landscape committee falls short in their evaluation of landsape vendors. The one we have now seems less than desirable. I believe strategic planning needs to be upgraded by the board to get our community up to the standard we should have.

I would like to see a landscaping improvement plan. As I realize that volunteer time is limited, it would help our community aesthetically to have a plan to move forward. I like the idea of a beautification committee and look forward to seeing some of this work being done by it.

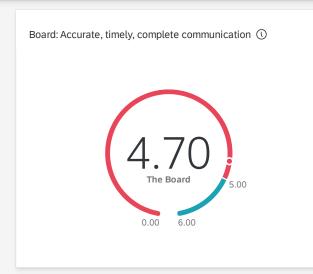
Not sure how to answer this question. Which committee?

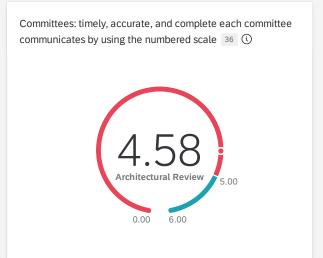
Decision on driveway issue jumped immediately to solution not in favor of homeowners. Strategic Planning had goal of increasing dues. And they succeeded.

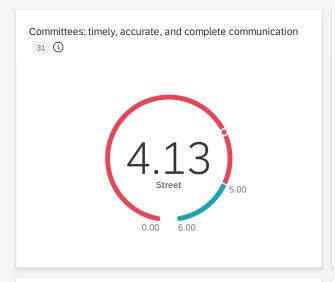
Ignored knowledgeable, original owners' advice and opinions.

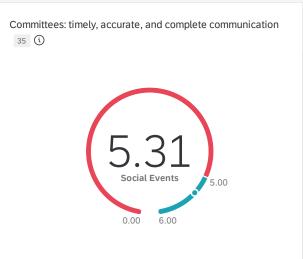
Street repair

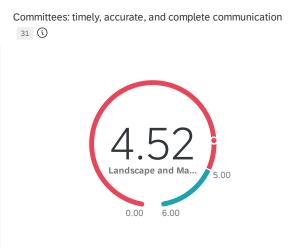
Board and Committee Communication

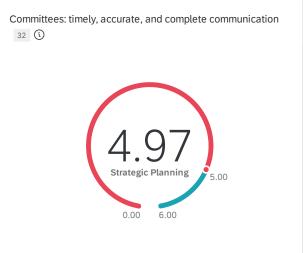


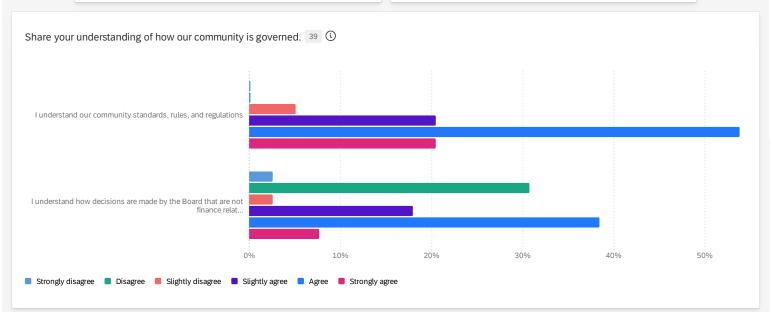












Can you share more about what's missing in your understanding and what could be communicated clearer?

From the few Board meetings I've attended, there seems to be no order when a topic is discussed. Motions are not clear or asked for. Getting off topic often happens. People talk that shouldn't.

What is not financed related?

Can you share more about what's missing in your understanding and what could be communicated clearer?

In general who decides and how is that decided? Do I really have a vote or am I stuck with what's decided?

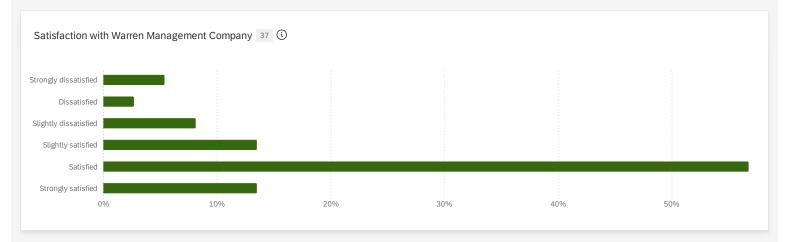
At times we receive the outcome or decision without the data to explain the "why".

Standards seem to be unevenly applied. Example: a homeowner is cited to trim dead portion from a tree while the same situation on common property is ignored, even after pointing it out to the Board.

Our community ARC and compliance/upkeep standards do not appear to be uniformly applied and enforced.

It's hard to understand why there has to be secret executive sessions.

There seems to be a reluctance to use the Village Web page. Committees this year have not published minutes. Board minutes and Financial Reports have been late. Finance reports have not been put on the Portal.



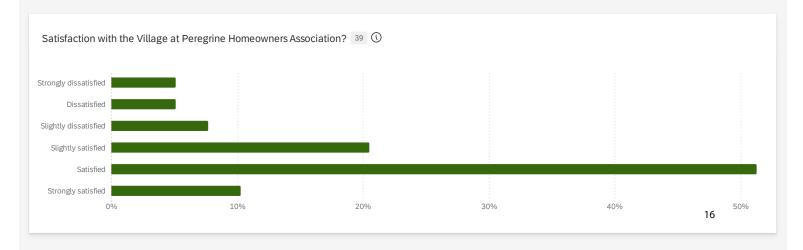
Can you share more on what's missing?

they are extremely expensive, don't communicate well, difficult or impossible to reach

Changing contact points and lack of response when communications are initiated by us.

Not getting a call back in a timely manner.

For the price we pay them each month, I just expect more from them. I was curious as to why they aren't involved in helping us evaluate our reserve study. Seems like we paid a much higher cost having to use an outside vendor, instead of having them provide some of the evaluation to save us money.



Can you share what's falling short of your expectations?

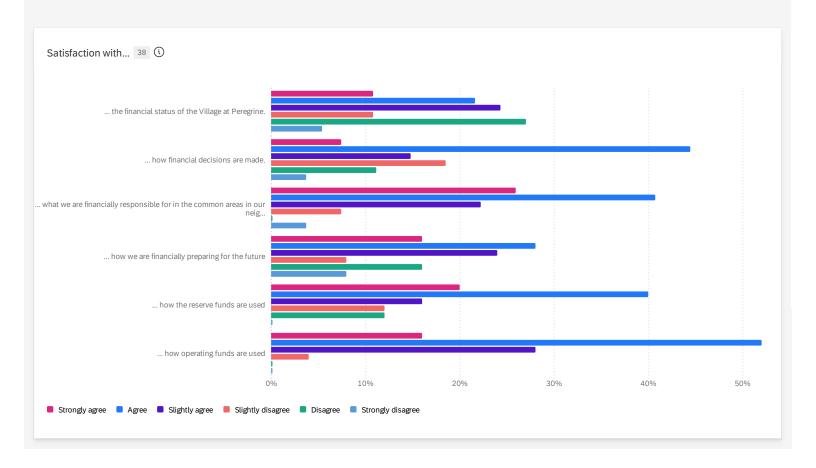
Goodwill

Excessive monthly cost with NO value.

I have no problems with living in an HOA. In fact, ours has been better the last few years with new leadership. I don't feel like our HOA (a few) is respectful of everyone and it has been agenda driven by a few. I want to live in a community that is respectful and not a dictatorship-where everyone is valued and families of all kinds are welcome.

The BoD has made progress towards planning for the future with the reserve study and planning for the future and has done a very good job to develop the budget, be helpful and cohere the community. However, I would like to see our residents be held to the same standards regarding upkeep and repairs, the BoD commit to developing a vision for the property, and enforcing a code of conduct among Board and Committee members to make the Board and committees more attractive to volunteers. Disagreeable, contentious members who are unpleasant to work with keep others away. Who needs the hassle?

Feel like it's too secretive on some issues, which we have little to no insight on. I would guess most board meetings are really held informally outside of the knowledge of the rest of the village.



What is falling short of your expectations?

In the past, budgets were easy to understand and were followed. Currently we seem to have financial issues all over the place. Don't understand why. We ended up in the hole in 2023 - never heard of that happening before.

The lack of communication and community repair concern of previous administrations that required this Board to increase our fees.

Streets, if they are considered a common area.

Insufficient operating and reserve balances. Having a loan on a reserve asset (streets). Not having finances to improve the appearance of the village

The fact we're having to contribute more for past errors.

Too many people would rather write a check rather than considering other options.

Dues need to be higher

I feel like that financial situation is beginning to turn around with the work from the reserve study and building an understanding of our finances. finding out that the Reserve fund was so depleted was very concerning. It is the role of the board to be good financial stewards of the entire community.

Street repair plan needs to be formalized.

There is a difference between trying to keep up with repairs and improvements on an aging property and having a plan to keep the property renewed and refreshed.

Owner participation is extremely lacking, the same people seem to be the only ones who do anything. Certain homes in the Village are not being maintained as they should be but unsure of who is responsible for making this happen.

Short on funds due to misappropriation of funds.

Strategic Planning or communication of it and timelines for major maintenance projects

In the recent finance overview where dues were increased, we were led to believe that the dues will probably decrease over time as reserves were built up. At my age you really think I believe that? How many times have your taxes gone down in your lifetime.

Not placing emphasis on needs that need to be addressed, such as the streets

Financial Reports are misleading in that Accrual Accounting does not give accurate report of cash status (what we have and what we've spent).

Please share any feedback you may have?

We do understand the current board is playing catchup from the lack of repairs of several of the previous boards. And we understand the current board is battling the mindset of the previous board/boards who said, "this is the way it's always been done."

It appears that with the dues increase we may be getting more financially sounder.

Please share any feedback you may have?

I do believe that we have participation now with members that are truly working for the good of all of us, they are listening and wanting to move forward. It is my hope that a few don't become a roadblock.

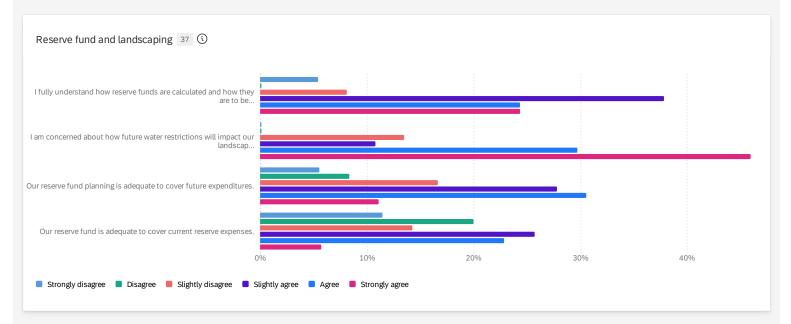
I am pleased with the most recent treasurer's budget planning. We are headed in the right direction but still have a ways to go.

I think the Board of Directors is trying to do the best they can and has made progress and some positive changes. If residents support an initiative to create a vision for the property, perhaps this is where the Board can lead the community into the future.

Overall, I like living here but would like to see more done on street repair and landscaping but are not interested in paying higher dues.

We appreciate the Board for initiating the survey so we can learn more about our community. Thanks!

Financial Report should contain a Cash status (Income vs expense) report. Similar to our personal checkbooks.



Can you share more about why you responded that way?

Not knowledgeable enough about the reserve funds

If I understood the question correctly it was asking how I felt about "current" reserves. Now that we have a plan in place Im happy with our future. But in the past I feel the money was horribly managed and we are barely covering our current expenses, meanwhile we have streets that are crumbling. But going forward Im very happy and comfortable thanks to the reserve study and having someone new taking care of the expenses.

No one really seems to understand what reserve funds are and how you can use them.

Rich spelled it out for those of us without financial insight.

It is unknown right now whether the streets are deteriorating faster than they are being repaired/replaced. They're our most expensive, important component by far.

We have reserve funds and only minor to moderate reserve spending planned for the current year. Reserves will not be sufficient to meet future needs for nearly five more years. And if the spending requirements increase, then reserve balances will not be sufficient.

Can you share more about why you responded that way?

Look at the streets.

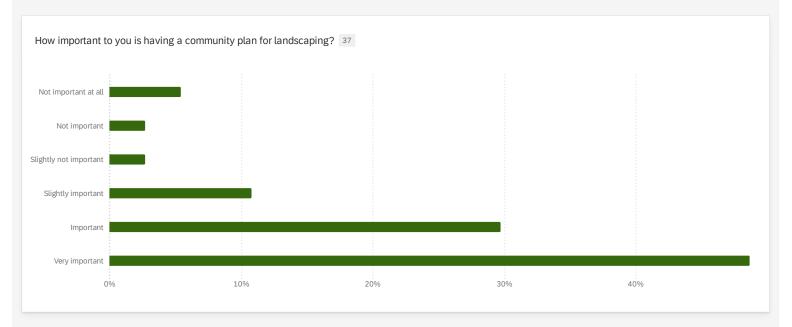
Streets are the Village's number one challenge, hands down!

I believe that need is greater than our reserves, especially since it is mainly related to streets. We are turning a corner to get there but it will take time and we need to understand that when we let it get too low didn't replenish it to plan ahead we did a disservice to the community. We have to budget just like any family does.

Reserve fund planning is a very recent occurrence. It's positive that a reserve study was done but we are so far behind that it will take 30 years to be fully funded.

Communicating of timelines for projects will allow us to better understand what is needed for a project to be undertaken and when.

Some components in Reserve Study were given unrealistic low lifetimes. This causes the need to accumulate money sooner than needed.



Can you share why?

Gives a sense of serenity and well-loved and taken care of community.

If our common grounds are landscaped it will help us achieve that Broadmore look and feel. Plus, if we can get volunteers it brings us together as neighbors and friends. It's a win win.

Should have a plan for common areas only. We own our property and should not be dictated to by anyone. The ARC keeps control over submitted plans for changes by the homeowners. This has worked well.

We need to keep our village landscape looking appealing to future buyers.

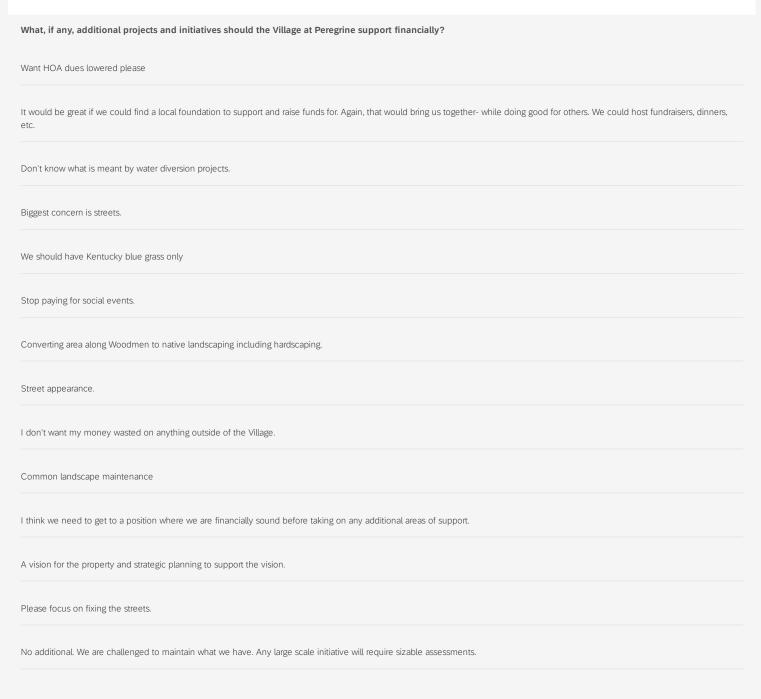
We chose this location based on what we were told the HOA would be responsible for. Recently, the decisions for snow removal are less than any of the previous years we've been here. Our driveway receives more snow than most homes due to our location...even the road.

I'd like uniformity in landscaping and appearances of yards all over the Village. Also, if government imposes severe water restrictions we won't be able to maintain lawns as we do currently.

Can you share why? The future of water restrictions. We need to maintain or improve community aesthetics and maintain consistency and plan to reduce water usage and cost and landscaping costs. water restrictions So that the entire Village looks nice. It's the most costly recurring expense. The overall appearance of our community impacts our home value and sense of pride. Should be a community responsibility, not individual homeowners1 If we are single family homes rather than patio homes, I believe we should be able to operate with that in mind. I don't mind a plan but there should be numerous options with a varied level of cost to the owner. Drought, water restrictions and shortages, and possible future regulations, make this a priority. It increases the resale of our homes and it becomes a more pleasant place to live. We bought in this community because of the landscaping. A well maintained property makes it easier to sell a home, plus makes for a more enjoyable experience for the homeowner. As water restrictions necessitate changes in plant material in the common and private areas, it would be important to have an overall look and feel to the landscape plan. This is more than just having approved plant material. It can include hardscape and how the areas of the entire property "flow" to enhance the appearance of the V@P. If we want to have a premier community, we need to have a plan. We live there part time. Setting expectations for residents of the community and helping us see what financial resources are necessary for a particular project to be started and completed. Decisions made based on a plan are most effective.4 Regular updates are necessary and without a plan to do that, work is done in a haphazard way. Planning and scheduling achieves two main things: 1) An aesthetically desirable look, 2) Allows for financial planning to make the changes/updates needed. Thats where we could make a difference in how our village is presented to the community. It still looks the same as in the beginning. How we appear to visitors and potential buyers Landscaping in this community is largely responsibility of the homeowner. The HOA cannot dictate any community wide change in landscaping without individual homeowner approval

This is a large expense but important as it determines how attractive and healthy our trees and plants are and effects the fire danger we are experiencing.

and funding.5213353





What additional information would you like to see? How would you like the information delivered?

Unless I missed it...I feel that I was not in the loop about HOA dues hike...to talk it over

What additional information would you like to see? How would you like the information delivered?

I think text messaging would be a more effective way to communicate. I can't think of additional information at this time.

Explain the financial categories better - reserves, operating, etc.

Progress on repair of streets through emails.

email and post only

How is the due increase working out regarding our financial situation.

What are the trends on our expenses? We'd like a graphical presentation of things like water, landscaping over the years. We need a context to see how we're doing, not just a snapshot. Monthly emails would be fine.

Details of monthly expenditures as being done now is an improvement from the past. I would like monthly details of reserve funding & how and why the money gets spent.

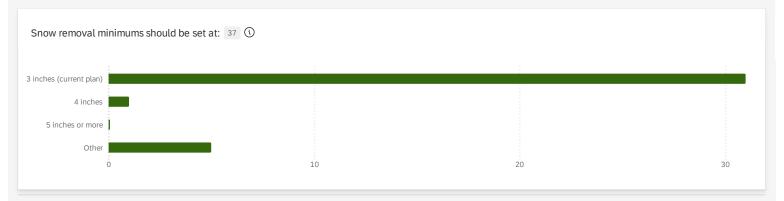
I thought the town hall format where Rich went through the budget and explained the "state of the budget" was the most bene ficial meeting I have attended. It was very informative and straight forward.

Fmail

Reserve items budget and timelines. Monthly analysis of where we are.

The breakdown of our HOA fees and how they are allocated by unit. I.e. cost per unit for snow removal.

Convert to Cash Accounting - or include cash accounting report within the current Accrual Accounting report.



Other - Text

per conditions for safety

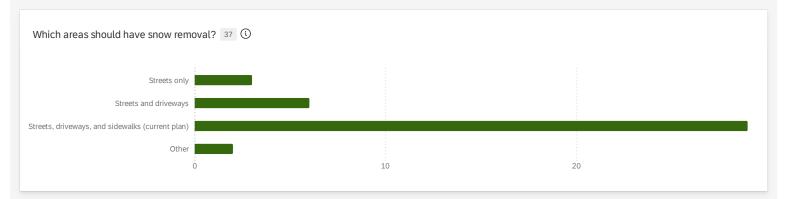
3 inches or less

12 once's or more

Other - Text

Forego snow removal if next day temperatures forecast over 40

2 inches



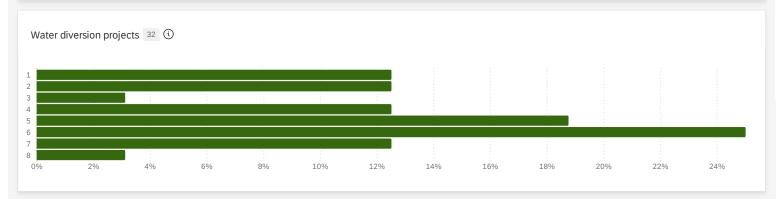
Other - Text

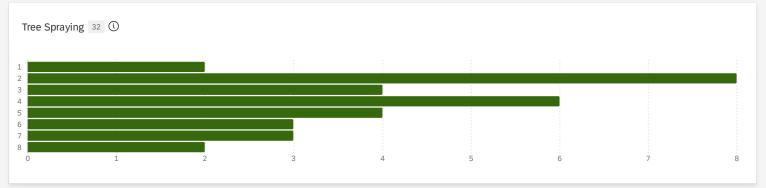
Streets, driveways, and sidewalks when there is a large storm if that is possible

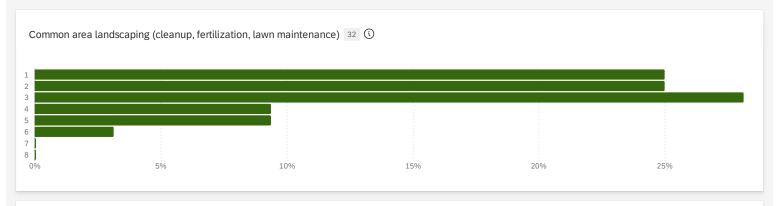
The current plan has provision for snow removal below 3in in special circumstances.

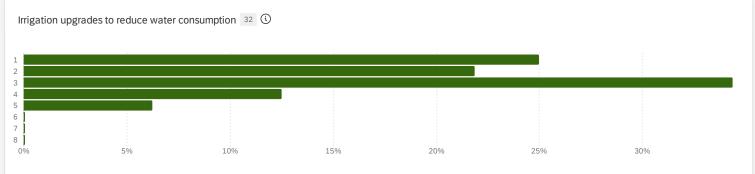
Ranked Priorities

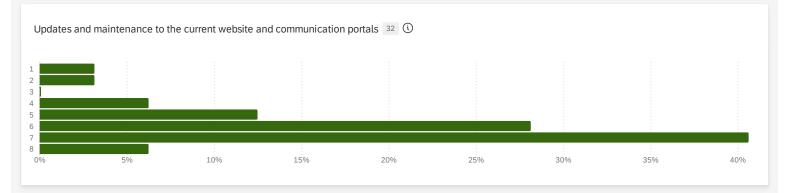
1 = greatest priority, 8 = lowest priority

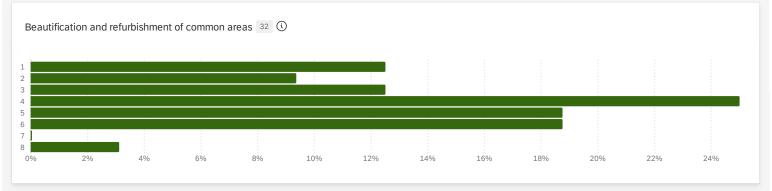


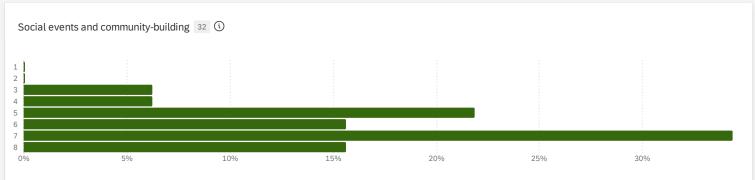












Please provide input on any projects, needs, or initiatives not covered by this survey.
Snow removal for the last snow storm was wonderful
Let's try to sell the common property along Woodmen near the Halls' access, and use the proceeds to update our reserves, reduce our dues, repair the streets, etc.
Focus on reducing monthly dues and stop micromanaging community
The Village should look into selling the vacant lot that we own to help cover future expenses.
Timing of our landscaping company coming to remove snow. I understand we are a small community and there are priorities, but we should not always be last on their list