

Dear Friends and Neighbors,

July 7, 2013

After a great deal of work, the 2013 Hills of Neskowin Owners Association Survey is complete. The contents of this survey represent the anonymous thoughts of all our homeowners. In all cases, good and bad, your input was constructive and very revealing. Every effort was made to leave nothing out to provide everyone in our community for the first time an objective unbiased picture of exactly how our community thinks as a whole, what is important to us, how we want to be managed, and what we want done now and in the future.

In fact, the results were so helpful that your Board immediately took action on a few issues that are already making a big difference. We have a wonderful website where news and updates are posted, but did not realize that our members were not checking it regularly ... if at all! Only two-thirds of our members check for updates and news and of those, over fifty percent rarely ever checked. This was a major communication issue for all of us. The website is now being upgraded to include more of what you want and most importantly, every bit of news and/or updates will be emailed to you directly. These efforts will evolve into an excellent communication tool and a forum for our members to participate.

As you have a chance to absorb all of the comprehensive information that has been gathered, we are certain it will give us all a clearer picture and direction in the future. These results will help us to have more meaningful annual meetings, the next as you may already know takes place on August 3, 2013. Your Board intends to do the best job possible, and now with your constructive and candid thoughts, we have a valuable tool to better do so. Everything will not happen overnight, but it will happen with everyone focused on the community's overall direction. Your Board encourages ongoing communication and participation to constantly improve the quality and harmony of our lives in the Hills of Neskowin. Thank you again for your ongoing input, cooperation and support.

Jim Blasius - Treasurer
For the Hills of Neskowin Board

2013 Hills of Neskowin Owners Association Survey Results

What do you like most about Neskowin Hills?

- 19.85% Beautiful scenery & expansive ocean view
- 16.85% Great caring neighbors
- 10.29% Quiet and Peaceful
- 10.29% Wildlife
- 8.09% Small community with spacious lots
- 8.09% CC&R's that help to ensure long-term quality and stability of the community
- 7.35% Neat and clean
- 6.62% Safe and secure
- 5.15% Weather
- 2.21% Close access to shopping for rural living

What do you like least about Neskowin Hills?

- 36.36% Can't think of anything negative at all
- 18.18% Discourse among some neighbors due to lawsuit
- 9.09% No private security gate at entrance to the community
- 6.82% Overgrown vacant lots
- 6.82% Inconsistent implementation (politics or favoritism) by the Board of Directors
- 4.55% Unkept private ways
- 4.55% Distance from major metropolitan shopping areas

- 4.55% Loose dogs in the neighborhood
- 2.27% Trees and wildlife corridors disappearing
- 2.27% Property taxes

Do you feel safe and secure in Neskowin Hills?

Yes 89.47%

No 10.53%

Reasons for Yes ...

- 72.73% Neighbors really look out for each other
- 15.15% Having a one-way road into the Hills of Neskowin
- 6.06% Rural area
- 3.03% Can safely walk around the neighborhood and surrounding area
- 3.03% Steve has guns and knows how to use them

Reasons for No ...

- 21.05% Lack of a private security gate at the entrance to the Hills of Neskowin
- 21.05% Overgrown lots posing a potential fire hazard or a danger to walkers
- 15.79% Slow police response when security systems get activated
- 15.79% Lack of police, fire, and emergency services in south Tillamook County
- 5.26% Intersections becoming overgrown and are starting to block views when driving
- 5.26% Rural location
- 5.26% The Hills of Neskowin Board needs to follow and enforce CC&R's better
- 5.26% Lack of security lights on houses
- 5.26% Need to be in the clique to be safe

On a scale of one to five, with one being very bad and five being very good, how would you rate your overall experience living in Neskowin Hills.

1 7.14%
2 0.00%
3 10.71%
4 25.00%
5 50.00%

Did the fact that your current home is in a community association influence positively your decision to purchase your home in Neskowin Hills?

Yes 58.62%
No 41.38%

[Neskowin Hills Website:](#)

Have you ever visited the Hills of Neskowin Owners Association website?

Yes 83.33%
No 16.67%

How often do you access to the HNOA web site?

20.00% Frequently
40.00% Not very frequently
23.33% Rarely
16.67% Never

Note: Our intent here is to determine whether we can rely on the HOA website to communicate with neighbors, knowing that many people, but not all, use the internet.

Do you check the Hills of Neskowin Owners Association website for updates?

Yes 65.52%

No 34.48%

If yes, How often?

10.00% Every week

40.00% Every Month

30.00% Every 6 Months

20.00% Every Year or longer

If no, why?

66.67% I don't really think about it

16.67% Can't afford the internet

16.67% I never knew we had a website

Do you have any reactions or suggestions for the website? Please suggest information that you would like to see made available on a new Hills of Neskowin Owners Association website.

25.93% Email blast to the community would be more effective for updates and important info

18.52% Area activity alerts throughout the year

11.11% Provide updates on new construction

7.41% Add a question, answer and comment section

- 7.41% Members should be made privy to any and all pertinent matters in a timely manner
- 7.41% Add a member's photo gallery (wildlife, area and community gatherings)
- 7.41% Provide updates on new owners
- 3.70% Members only sign in to access contact information of residences
- 3.70% List current board members, including who is in office
- 3.70% Create a Hills of Neskowin Facebook page
- 3.70% Glad it is available, keep it current

[Your Board \(BOD\):](#)

Do you think the BOD strives to serve the best interests of the community?

Yes 81.25%

No 15.63%

No opinion 3.13%

If no, where are we lacking?

- 36.84% CC&R's need better enforcement
- 21.05% The board needs to communicate much more with members
- 15.79% The Board needs to be more personal in addressing issues with neighbors
- 10.53% The Board needs to set priorities and make them known to the neighborhood
- 10.53% The Board needs to be proactive on violations not waiting for residents to identify problems
- 5.26% The board needs to treat everyone fairly and equally with decisions made for the community as a whole

Overall, how satisfied are you with the communication to homeowners when there is a problem going on in our neighborhood (car break-ins, tree height issues, etc)?

20.69% Very Satisfied

34.48% Satisfied

10.34% Somewhat Satisfied

6.90% Somewhat Unsatisfied

6.90% Unsatisfied

20.69% Very Unsatisfied

Do you think our HNOA By-Laws (Copy at website www.hillsofneskowin.com) are being enforced well enough?

Yes 78.13%

No 21.87%

If you are unsatisfied with your HNOA's response to a problem, what is typically your first course of action?

33.33% Say or do nothing

48.48% Contact an HNOA Board Member to complain

18.18% Bring it up at your next HNOA general meeting

Have you ever brought a complaint about another homeowner or issue to BOD?

Yes 41.38%

No 58.62%

If answering yes, how was the complaint resolved?

27.27% Very Satisfied

27.27% Somewhat Satisfied

0.00% Somewhat Unsatisfied

45.45% Very Unsatisfied

What issues do you want to see the BOD become more actively involved?

15.38% Developing walking trails from common area to creek

13.85% Enforcement CC&R's

10.77% Improving the look and beauty of common areas

9.23% Installing a security access gate at the entrance to the hills of Neskowin

7.69% Install benches in some common areas and trails to creek area

7.69% Undeveloped lots need to be kept in "husband-like" manner (not overgrown)

7.69% Community security improved

6.15% Quarterly updates on any problems or HoA actions

6.15% News Letter

3.08% Outside speakers for issues of community concerns such home security, landscaping, etc.

3.08% Bring right of ways up to the same maintained quality as in the past

1.54% Enforce dog poop pick-up, maybe install dog bag dispensers

1.54% Add speed bumps or signage to slow down fast drivers

1.54% Update sections of the CC&R's that are outdated

1.54% Work with landscape company to upkeep vacant lots regularly at a reasonable cost

1.54% Speak to those darn deer and elk about eating our plants and flowers

Landscaping:

Overall, how satisfied are you with the maintenance of the neighborhood in the following areas?

Neskowin Hills front entry ...

65.52% Very Satisfied
13.79% Somewhat Satisfied
17.24% Somewhat Unsatisfied
3.45% Very Unsatisfied

Common areas ...

65.52% Very Satisfied
24.14% Somewhat Satisfied
6.90% Somewhat Unsatisfied
3.45% Very Unsatisfied

Right of way bordering streets ...

58.62% Very Satisfied
24.14% Somewhat Satisfied
6.90% Somewhat Unsatisfied
10.34% Very Unsatisfied

Tree heights ...

37.93% Very Satisfied

44.83% Somewhat Satisfied
10.34% Somewhat Unsatisfied
6.90% Very Unsatisfied

Drainage ditches ...

51.85% Very Satisfied
29.63% Somewhat Satisfied
14.81% Somewhat Unsatisfied
3.70% Very Unsatisfied

Overall homeowner effort ...

59.38% Very Satisfied
25.00% Somewhat Satisfied
9.38% Somewhat Unsatisfied
6.25% Very Unsatisfied

Would you like to see wildflowers planted along the Neskowin Hills entry way and possibly some common area landscaping?

Yes 80.77%
No 19.23%

If yes, what varieties would you like to see?

32.00% A more colorful front entry is sorely needed to create a better first impression
24.00% Anything colorful and lovely to look at
16.00% Deer resistant varieties

- 12.00% Oregon native flowers
- 8.00% Seasonal flowers and fresh mulch
- 4.00% Focus on getting lots cleaned and alders removed before considering wildflowers
- 4.00% Consult Master Gardener Deb Lincoln

Currently, the Neskowin Hills is serviced by Bros and Hoes for its landscaping needs. Are you satisfied with the work they do for our community?

- 35.90% Very Satisfied
- 33.33% Somewhat Satisfied
- 28.21% Somewhat Unsatisfied
- 2.56% Very Unsatisfied

What if any constructive criticism would you have for Bros and Hoes?

- 39.13% When clearing ditches weeds near the road rocks regularly hit houses, cars and windows
- 17.39% It seems as if they do less and less and we are losing that pristine manicured look
- 13.04% They are too expensive for what we get
- 8.70% A reasonable fee needs to be negotiated for vacant lot owners to keep lots cleared
- 8.70% Liaison to Bros and Hoes should be a Board member
- 4.35% They are slow in responding
- 4.35% Clean streets as work is being done rather than all at once when work is finished
- 4.35% They lack follow through on agreements and need to be hounded

If you use a yard service, who do you use?

- 45.00% Bros and Hoes – Josh Venti – 503-398-5586 – bros.hoes@oregoncoast.com
- 25.00% Lakeside Landscaping – Tom Eastman – 541-921-9686 – lakesidegardening@gmail.com

- 25.00% Coyote Gardens – Katie Brehm – 503-801-6399 – www.coyotegardens.com
- 5.00% Wand Landscaping – Loren Wand – 541-994-9420 – www.wandlandscape.com

General:

Do you usually attend Neskowin Hills HOA general meetings?

- Yes 67.57%
- No 32.43%

If you marked No, please explain why you do not usually attend the general meetings and what could we do to help you attend?

- 50.00% Not a full time resident and distance makes getting to these meetings very difficult
- 25.00% On vacation and out of the area
- 8.33% Health reasons
- 8.33% Lack of notification
- 8.33% Tired of meetings but will be there if needed for a vote

Considering your overall assessments and the services provided by your association, how would you describe the return for what you pay in assessments?

- 43.75% Good
- 18.75% Very pleased
- 12.50% Lucky to have very low and reasonable fees
- 6.25% Assessments are used responsibly and wisely

- 6.25% Fair deal to homeowners
- 6.25% Great, we have a beautiful maintained neighborhood
- 0.00% Somewhat disappointing

Which of the following is more important to you in terms of getting value from your HOA?

- 36.96% Community management
- 28.26% Beautification of the community
- 10.87% Programs that save homeowners money
- 8.70% Programs that build community
- 8.70% Customer service
- 6.52% Affordable association fees

Do you have problems with your neighbors?

- Yes 32.14%
- No 67.86%

What creates the most conflict among neighbors on your street?

- 33.33% Landscaping/yard issues including tree heights
- 20.83% Cars speeding through the neighborhood
- 16.67% Pets – loose dogs and waste pick-up issues
- 12.50% Lights left on most the night
- 8.33% Garage doors left open and other house issues & loud parties occasionally
- 4.17% Parking issues
- 4.17% Neighbors not working toward peaceful coexistence in a few cases

What do you like most about being a part of a homeowner's association?

- 34.48% General property maintenance and protection
- 32.76% Maintained common areas
- 13.79% Peace of mind
- 8.62% Protecting the long term value of property through enforcement of CC&R's
- 5.17% Extra community offerings and programs
- 1.72% Weather warnings and updates
- 1.72% CC&R standards for home and landscaping care should not be lessened
- 1.72% Having a Board that enforces CC&R's with good judgment

What do you dislike the most about being part of our homeowner's association?

- 33.33% Not enough communication
- 16.67% None, we love the Hills of Neskowin Community
- 14.29% Would like to see more ongoing improvements to the community & CC&R's as appropriate
- 7.14% Not always allowed to do things to my house that I want to
- 4.76% The Board needs to have vacant lots cleaned up where owners won't, then lien the owners
- 2.38% Too many rules
- 2.38% Too expensive
- 2.38% Expenditures over \$500 needs to have members polled
- 2.38% Don't like being subject to liability arising from owner(s) lawsuits
- 2.38% The Sept. 4, 2012 Board meeting letter pits neighbors against each other
- 2.38% CC&R's need to be amended with green building materials and current trends
- 2.38% If you don't want to follow the rules, live somewhere else, we read the rules before buying

2.38% CC&R's as established are a good foundation, but offer no value if not followed

2.38% HoA's becomes a focal point for frivolous lawsuits, people would work more out between them if they did not have the HoA as a crutch.

Community Events:

Would you be interested in participating in any of the following community events should they be organized?

Community Yard Sale

Yes 55.56%

No 44.44%

Holiday Celebration

Yes 76.47%

No 23.53%

Summer Barbeque

Yes 90.91%

No 9.09%

Community Cleanup and Beautification

Yes 95.00%

No 5.00%

Other Suggestions?

Neighborhood watch meetings

Book exchange

St. Patrick's Day celebration

Please provide any additional comments or questions you may have below:

"How about a secret ballot for our yearly voting, etc.? This would help eliminate hurt feelings and allow voters to be more honest and sincere."

"In the past I have asked different Board members about details discussed at meetings and have been told that the Board's policy is not to divulge any conversations other than what is put into the minutes. Why not? I am a member. What are they hiding?"

"If the Board does not follow and enforce the CC&R's consider Tillamook county to mediate disagreements."

"I have concern with neighbors who want to take out all trees and shrubs and have our area look like the suburbs. We need to maintain some habitat for deer and birds we so enjoy watching."

"Emailed information regarding activities and help needed would be beneficial. Advance notice is crucial if we want to schedule times to travel from our other home not in Neskowin Hills. We are happy to help in any way we can, but our opportunities are limited. Well done and thanks for asking!"

"When determining approval for new construction home site placement, the proposed utility and road layout for the subdivision should be considered. It is a useful guide to ensure each lot maintains it's ocean view."

“Property maintenance and seeing that bylaws are applied fairly is all I look for from the Board.”

“Change landscape management, we do not trust Bros and Hoes.”

“Would like to see consideration of new construction products that maintain aesthetic appearance while enhancing safety of the community (examples; cement roof shingles that look like cedar that are more flame retardant and easier to maintain. Also, metal roofs with appearance similar to architectural shingles.”

“Many of our members take exceptional photographs of wildlife in our immediate area as well as local scenery and coastal shots. Possibly we could have a photo gallery section on our website to share with our neighbors. Others finding our website and considering living in the Hills would see what we treasure.”

“We have a lot of respect for the Board members and their hard work. The Board is very committed to its job. We as members are lucky to have such great people and their expertise working for us.”

“This is a beautiful community. Neighbors are there if you need them but never intrusive. For the most part we support each other while allowing everyone to be themselves. My husband and I are thankful for the years we have spent here.”

“I’d like to thank the Board members for all their time and good efforts to responsibly perform their duties. I realize it is never easy to please everybody. My survey answers were meant as constructive criticism and not meant to sound ungrateful.”

“Thank you for this survey, it’s a great idea! It should prove very helpful and I will be interested in the results”

Finally, we received many positive comments about the survey and thank you's for providing homeowners an anonymous means to express themselves openly about our community and its management. Your appreciation of this survey was clearly apparent in the overwhelming participation demonstrated and the outstanding input, good and bad, that was received. Your answers will be invaluable in helping this Board and the Boards to come to better meet everyone's needs and expectations. In fact, they are already making a difference!

Utopia doesn't exist in any community. All community associations contend with disagreements and conflict ... not unlike our workplaces, schools, social organizations and places of worship. There are opportunities for disagreements and conflict in every type of neighborhood, including community associations. Your Neskowin Hills Homeowner Association Board encourages homeowners who are dissatisfied to step up and play a positive role in their associations. Homeowners get out of their communities what they put into them. There's no substitute for active and constructive homeowner involvement and no better way to build a true sense of community. This vision is reflected in associations that become better—even preferred—places to call home.

We thank you for your time and continued support in making the Hills of Neskowin a great place to live for all of us.