

WILDHORSE HOMEOWNERS ASSOCIATION, INC.
COMMUNITY SURVEY RESULT
2015

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Executive Summary

Wildhorse Homeowner Association, Inc. is a community of 2,083 homes located in Bexar County, Texas and was built from 2001 to 2011. The homeowner's association is a non-profit corporation (IRS 501(c)(4)) and is represented by a Board of Directors (BOD) comprised of five volunteers elected for a term of 2 years. The BOD is a "group of persons vested with the management of the affairs of the non-profit corporation on behalf of the member-homeowners"¹ and its Directors and Officers are generally considered fiduciaries of the corporation. The authority of the BOD is "derived from and limited to those powers expressly vested in it by its Governing documents and Texas Law"². The BOD is responsible for³:

- Enforcing provisions of the declaration, articles, and bylaws for the ownership and management of the development
- Paying taxes and assessments that are, or could become, a lien on the common area
- Contracting for insurance on behalf of the association
- Contracting for goods or services for the common areas or for the association
- Preparing budgets and financial statements for the association
- Formulating rules of operation for the common areas and facilities
- Conducting disciplinary proceedings against members of the association for violations of the rules

In April 2015, the Wildhorse BOD authorized the creation and execution of a community survey. Since it was founded, there had not been a 'large-scale' survey accomplished. The current board felt that it was important to assess how the community felt about a number of issues and help plan the future of projects, amenity support, and management of the community's affairs.

Research process:

- The survey was opened from May 16, 2015 through July 30, 2015
- The survey was available on survey monkey at: <https://www.surveymonkey.com/r/Wildhorse2015>
- A survey link was placed on the HOA's website at www.wildhorsecommunity.com
- Wide-scale announcement was accomplished via e-mail blasts on 19 May 2015; 1 June 2015, and 27 July 2015, as well as various social media forums.
- The survey contained 28 questions about:
 - o Demographics
 - o Expectations
 - o Board of Directors
 - o Spectrum Property Management
 - o Amenities
 - o Appearance
 - o Open ended questions (likes/dislikes)
- Responses from 531 households.

¹ TEXAS HOMEOWNERS ASSOCIATION LAW (SECOND EDITION); Gregory S. Cagle, page 142

² TEXAS HOMEOWNERS ASSOCIATION LAW (SECOND EDITION); Gregory S. Cagle, page 142

³ <http://real-estate.lawyers.com/homeowners-association-law/homeowners-association-boards-rights-and-duties.html>

Summary of Results

- Expectations:

- 54% agreed/strongly agreed that that Wildhorse was a premier community
- 89% agreed/strongly agreed that it should be the community's continuous goal to maintain a premier status in Bexar County.
- 78% agreed/strongly agreed that the Board of Directors primary focus should be to maintain property values.

The Board of Directors has been committed to improving the community, maintaining common areas, and continues to focus on improving property values.

- Board of Directors:

- 52% had no questions or concerns for the BOD.
- 33% gave high marks (top 3 categories) for responsiveness.
- 66% gave high marks for the HOA's website (www.wildhorsecommunity.com).
- 19% did not know that the HOA maintained their own website.
- 80% use email as their preferred method for communication.

The BOD cares about communication with the community and continues to improve processes and comply with Texas laws. In 2013, the BOD adopted a resolution to comply with changes in the law for "official board meeting" notices. Homeowners should ensure they have a registered email with the property management company to receive official notices of upcoming meetings.

- Property Management Company (Spectrum):

- Out of the four categories polled (assessment/billing, reporting community issues, solving issues, answer concerns) an average of 33% had no knowledge of Spectrum's responsiveness.
- Spectrum received high marks (top 3 categories) for being responsive:
 - 53% assessment/billing
 - 50% reporting community issues.
 - 42% solving community issues
 - 46% answering questions and concerns.
- 79% thought spectrums website (www.spectrumam.com) meets their needs.

The BOD contracts with Spectrum to manage day-to-day activities, assessments/account management, financial disbursement, routine maintenance for common amenities, as well as other responsibilities on behalf of the 2083 homeowners in the community. The BOD has a continuous goal of working with Spectrum to manage the community's affairs and target improvements to key services. Our objective, with our new managing agent (appointed since April 2015), is to reduce the percentage of "not at all responsive" in all categories. Homeowners can register on Spectrum's portal to view monthly homeowner financial reports (e.g., income statements, expenditures year-to-date, operating costs), budgets, governing documents, meeting minutes, and reserve studies.

- Amenities:

- 71% of residents were 'very' or 'somewhat' satisfied with living in the community.
- Pools/Cabanas (61%), main (61%) and kiddie playgrounds (54%) received favorable responses ('very' or 'somewhat' satisfied).
- Nature park received a high "no knowledge" rating (35%).
- Gazebos (48%) and Sports Park (43%) received favorable responses, but the BOD recognizes the need to explore further development options based on some 'dissatisfied' ratings and open comments.

Amenities (Continued):

- There was an even split (agree, neutral, disagree) on the question to add amenities (even if it costs the residents more in yearly assessments)
 - A majority of residents (43%) do not agree with increasing assessments for more amenities or they only support a small increase of \$10-49 a year (37%)
1. ***The BOD did a pool survey in October 2014 and based on resident's feedback made several changes.***
 - ***The pool schedule was simplified and changed to reduce times of non-usage and add more peak hours to Timber Country pool schedule (based on changes to the Fair Housing Act and consulting our legal time, adult swim times were eliminated)***
 - ***The Sports Park pool will remain open through the end of September and weekend hours through the end of October. 2016 Pool schedules will be adjusted based on usage of the new dates/times.***
 - ***A new on-line pool schedule was posted to the community website <http://www.wildhorsecommunity.com/pool-calendar.html>.***
 - ***The pools areas also received some much-needed maintenance and upgrades (lights, electrical repairs, irrigation, gate repairs, Timber Country water fountains, Sports park light scones).***
 - ***In 2015, the pools were open for 1,721 hours at Sports Park and 1,736 hours for Timber Country***
 - ***A new process (e-mail reporting system) with the pool management company for daily pool chemicals balances.***
 - ***Automatic chlorine controllers were installed on both kiddie pools. These allowed for cleaner, chemically balanced pools.***
 2. ***A new playground (ages 2-5) was installed at the beginning of the year and a new shade structure erected several months later.***
 3. ***The BOD also had several "dog stations" installed on the walking trail.***
 4. ***The BOD contracted repairs and staining to the Wildhorse parkway common fencing. Although painted a uniform color in 2009, the fence has not had major repairs since built. This is fencing that the association shares responsibility with individual homeowners. The scope of work includes 60,931 square feet of fence repairs (~replace/repair 563 pickets, straighten 242 posts, secure 90 fence sections, and secure/replace 208 linear feet of cap/trim, straighten 11 stone pillars) and stain to a new color (SW Ranchero Red).***
 5. ***The BOD will evaluate the survey "open-ended" survey questions and make future recommendations to the community regarding amenity improvements and maintenance/sustainment costs.***
- Appearance:
 - 52% of residents think the landscaping is attractive.
 - 45% feel further landscaping upgrades are required.
 - 71% disagree to raising assessments any amount to support landscaping upgrades.

Landscaping in the common areas is one of many components to maintaining home values. The association is responsible for maintaining over 68 acres of common landscaping areas, parks, and deeded drainage easements. Landscaping is current tracked in 3 zones (weekly, biweekly, and as needed/on request). Landscaping is the second largest budget item (behind pools). In 2014, a new landscape map was developed and used to bid out the current contract. Our current landscape and irrigation vendors have made many improvements to the overall to the community. Projects in the last 18-24 months include a massive irrigation repair project, Wildhorse parkway tree trimming /straightening, planting of new trees, digging out previous buried irrigation, and installation of low flow irrigation.

QUESTIONNAIRE

A. DEMOGRAPHICS:

Q1: Contact information (entries without valid name and addresses will not be counted in overall totals)

Q2: What is your age?

Q3: Are you male or female?

Q4: Do you rent or own the place where you live?

Q5: About how long have you lived in Wildhorse?

Q6: How many people currently reside in your household?

B. EXPECTATIONS

Q7: Wildhorse subdivision is a premier residential community in Bexar County

Q8: Wildhorse subdivision should have a continuous goal of being a premier residential community in Bexar County

Q9: The Board of Director's primary focus should be to maintain or increase Wildhorse property values.

C. BOARD OF DIRECTORS

Q10: Overall, how responsive has the Board of Directors been to your questions or concerns about community issues

Q11: Overall, how well does <http://www.wildhorsecommunity.com> (HOA website) meet your needs?

Q12: As a resident, my preferred method of communication with the Board of Directors is:

D. SPECTRUM PROPERTY MANAGEMENT COMPANY

Q13: Overall, how responsive has Spectrum Property Management been for:

Q14: Overall, how well does <http://www.spectrumam.com> (property management company portal) meet your needs?

Q15: As a resident, my preferred method of communication with Spectrum (property management company) is:

E. AMENITIES

Q16: Overall, in the last 12 months how satisfied or dissatisfied are you living in Wildhorse subdivision?

Q17: In the last 12 months, how satisfied or dissatisfied are you with the following amenities:

Q18: What changes would most improve Wildhorse subdivision Amenities?

Q19: We should add amenities, even if it costs the community/residents more in yearly homeowner assessments

Q20: We would be willing to pay _____ more in yearly assessment for more amenities

Q21: We would use the facilities more regularly if it had more amenities

F. APPEARANCE

Q22: In 2015, the landscaping is attractive and suggests that Wildhorse is a premier community

Q23: In 2015, landscaping needs to be upgraded throughout the Wildhorse community

Q24: In 2015, I would be willing to pay a higher assessment for the landscaping to be upgraded

Q25: We would be willing to pay _____ more in yearly assessment for upgraded landscaping

G. WRAP UP QUESTIONS

Q26: What do you like LEAST about living in Wildhorse subdivision

Q27: What do you like MOST about living in Wildhorse subdivision

DEMOGRAPHICS

Q1: Contact information (entries without valid name and addresses will not be counted in overall totals)

Q2: What is your age?

Answer Choices	Responses	
17-20	0.38%	2
21-29	6.21%	33
30-39	37.10%	197
40-49	34.65%	184
50-60+	18.27%	97
I'd prefer not to answer	3.39%	18
Total		531

Q3: Are you male or female?

Answer Choices	Responses	
Male	39.16%	206
Female	60.84%	320
Total		526

Q4: Do you rent or own the place where you live?

Answer Choices	Responses	
Own	95.29%	506
Rent	4.71%	25
Total		531

Q5: About how long have you lived in Wildhorse?

Respondents Average = 6.7 years

Longest reported = 15 years

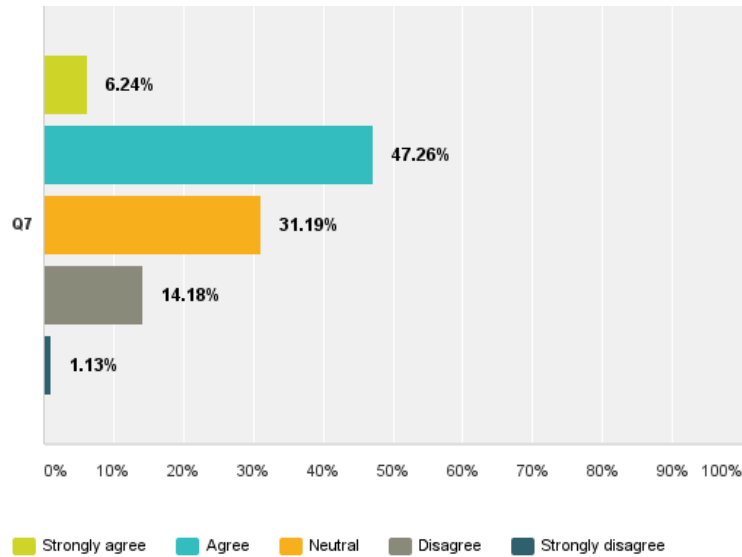
Shortest reported = 1 month

Q6: How many people currently reside in your household?

Answer Choices	Responses	
1	8.37%	44
2	15.78%	83
3	20.91%	110
4	31.94%	168
5	14.83%	78
6+	8.17%	43
Total		526

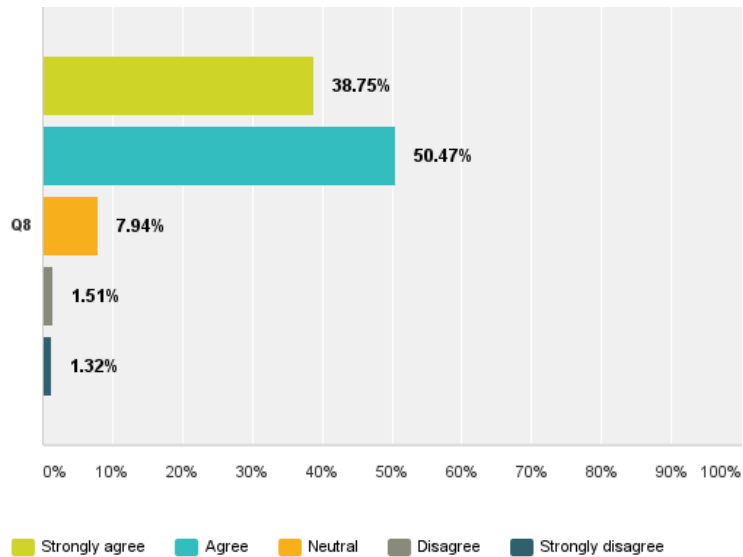
EXPECTATIONS

Q7: Wildhorse subdivision is a premier residential community in Bexar County (529 responses):



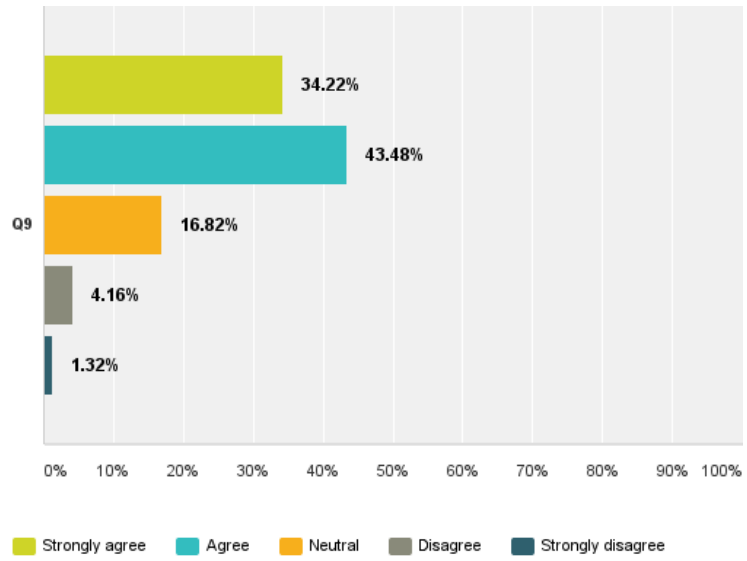
	Strongly agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly disagree (1)	Total	Weighted Average
Q7	6.24% 33	47.26% 250	31.19% 165	14.18% 75	1.13% 6	529	3.43

Q8: Wildhorse subdivision should have a continuous goal of being a premier residential community in Bexar County (529 responses):



	Strongly agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly disagree (1)	Total	Weighted Average
Q8	38.75% 205	50.47% 267	7.94% 42	1.51% 8	1.32% 7	529	4.24

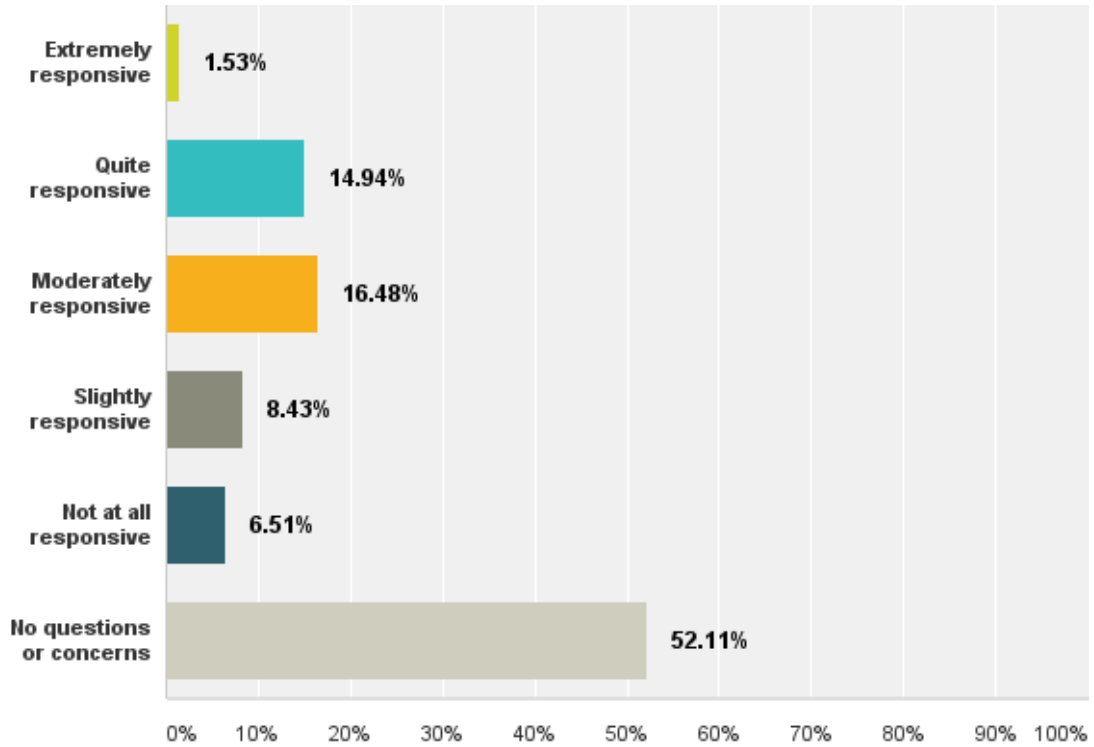
Q9: The Board of Director's primary focus should be to maintain or increase Wildhorse property values.



	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total	Weighted Average
Q9	34.22% 181	43.48% 230	16.82% 89	4.16% 22	1.32% 7	529	4.05

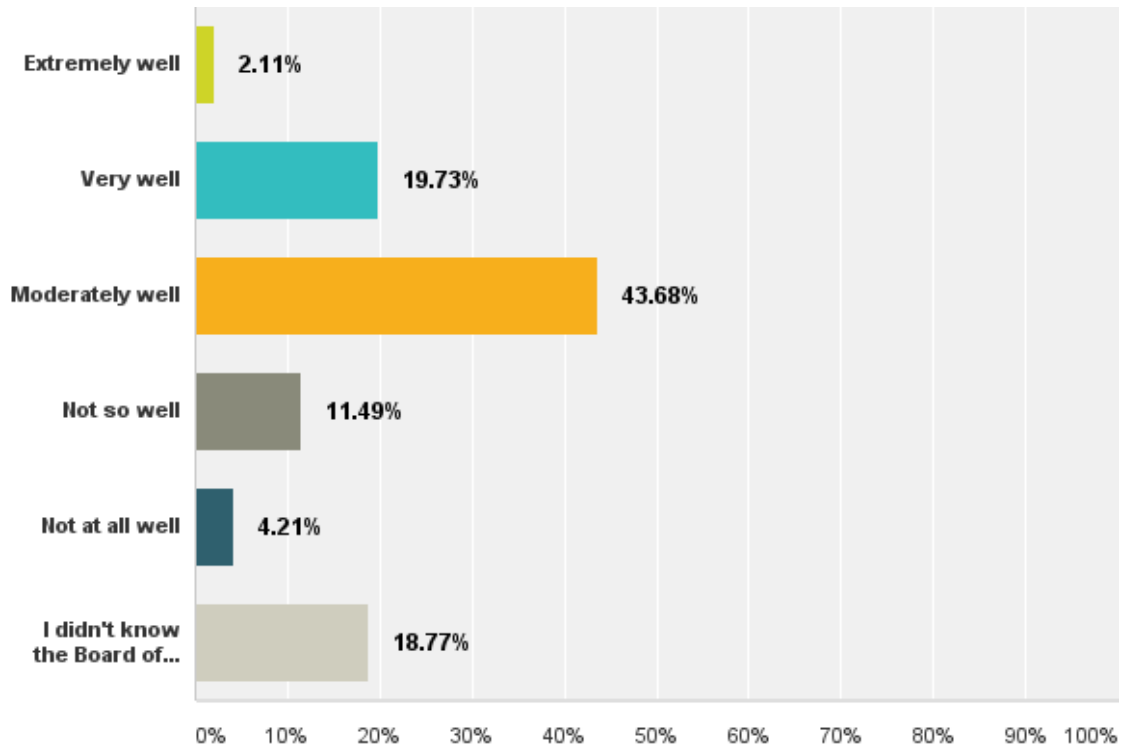
BOARD OF DIRECTORS

Q10: Overall, how responsive has the Board of Directors been to your questions or concerns about community issues



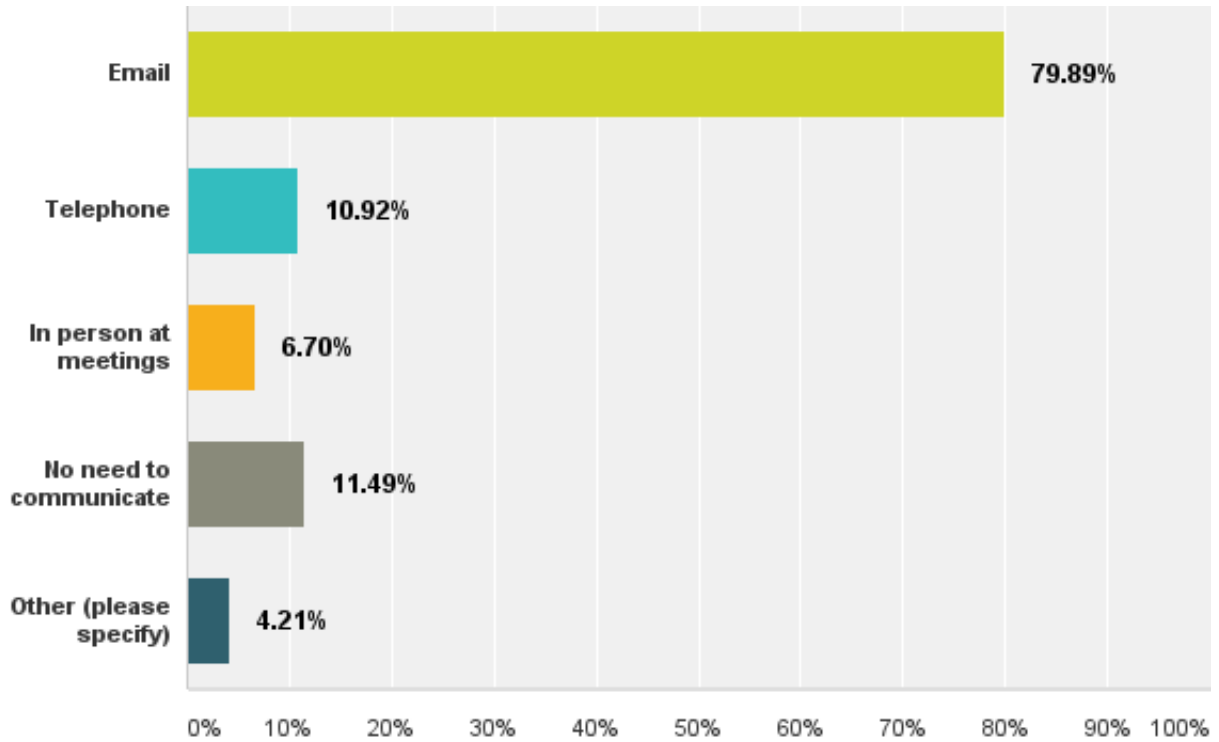
Answer Choices	Responses
Extremely responsive	1.53% 8
Quite responsive	14.94% 78
Moderately responsive	16.48% 86
Slightly responsive	8.43% 44
Not at all responsive	6.51% 34
No questions or concerns	52.11% 272
Total	522

Q11: Overall, how well does <http://www.wildhorsecommunity.com> (HOA website) meet your needs:



Answer Choices	Responses
Extremely well	2.11% 11
Very well	19.73% 103
Moderately well	43.68% 228
Not so well	11.49% 60
Not at all well	4.21% 22
I didn't know the Board of Directors had a website	18.77% 98
Total	522

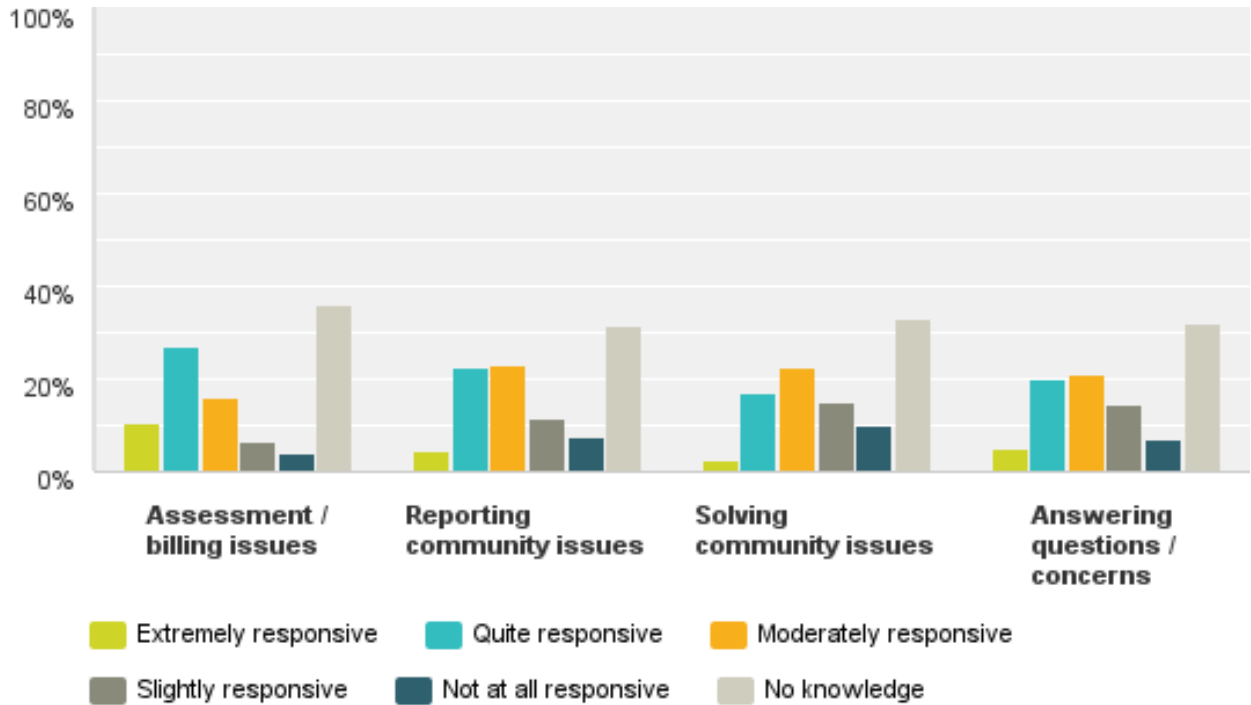
Q12: As a resident, my preferred method of communication with the Board of Directors is:



Answer Choices	Responses	
Email	79.89%	417
Telephone	10.92%	57
In person at meetings	6.70%	35
No need to communicate	11.49%	60
Other (please specify)	4.21%	22
Total Respondents: 522		

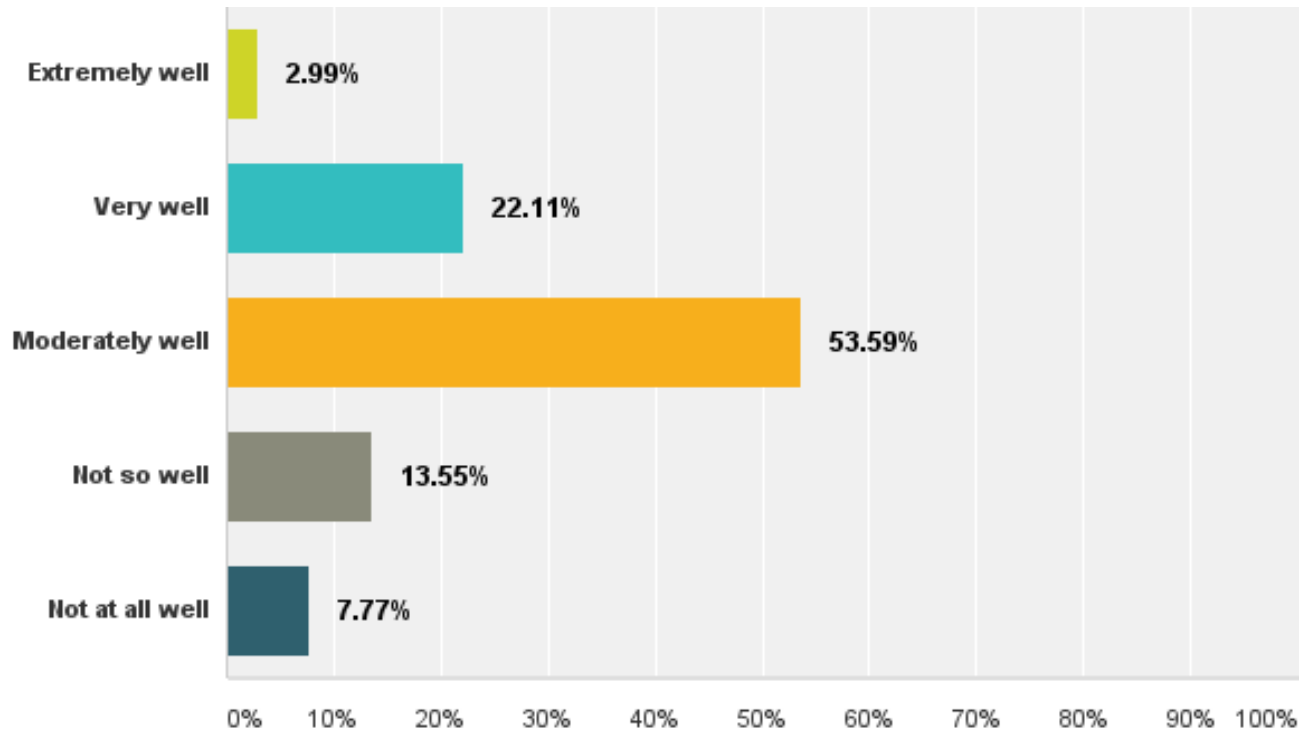
SPECTRUM PROPERTY MANAGEMENT COMPANY

Q13: Overall, how responsive has Spectrum Property Management been for:



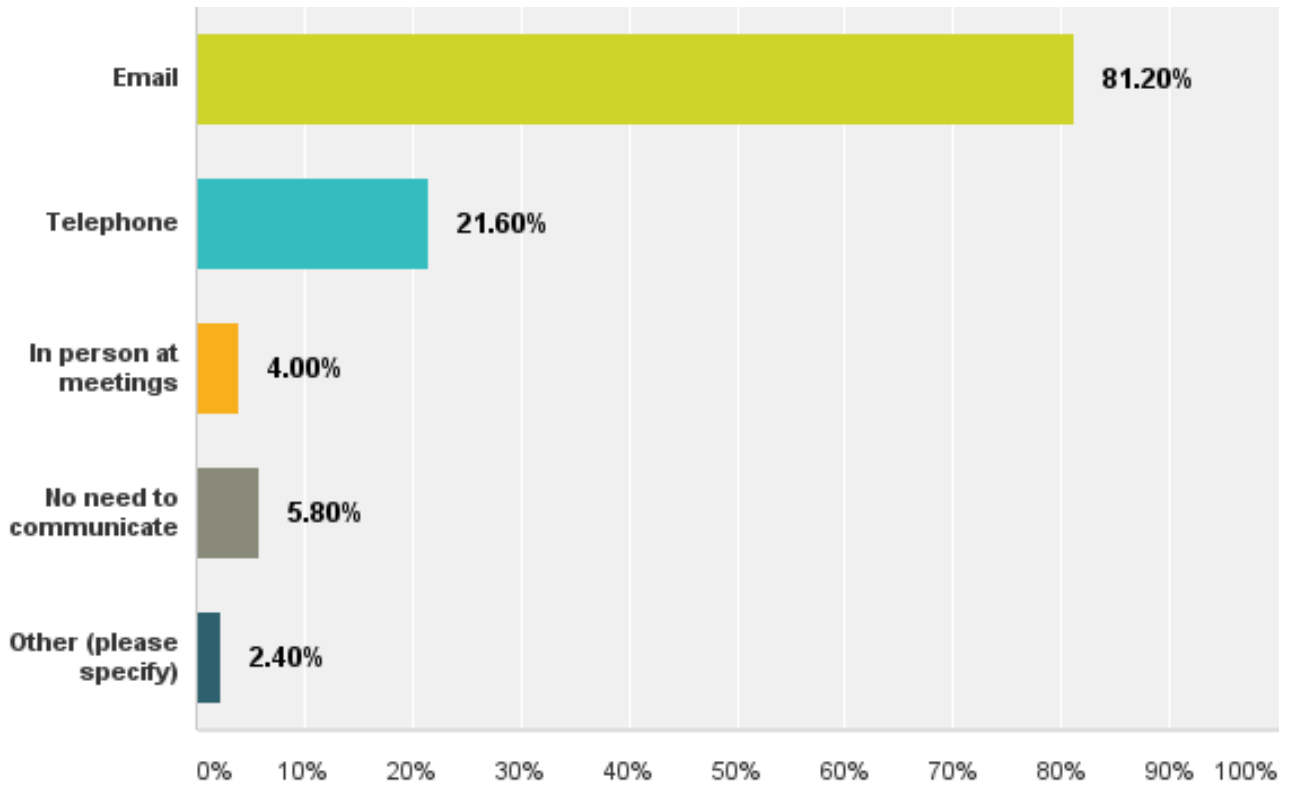
	Extremely responsive	Quite responsive	Moderately responsive	Slightly responsive	Not at all responsive	No knowledge	Total	Weighted Average
Assessment / billing issues	10.41% 51	27.14% 133	15.92% 78	6.53% 32	4.08% 20	35.92% 176	490	2.26
Reporting community issues	4.33% 21	22.47% 109	22.89% 111	11.34% 55	7.42% 36	31.55% 153	485	2.10
Solving community issues	2.28% 11	17.18% 83	22.36% 108	15.11% 73	10.14% 49	32.92% 159	483	1.88
Answering questions / concerns	4.96% 24	20.04% 97	20.87% 101	14.67% 71	7.23% 35	32.23% 156	484	2.04

Q14: Overall, how well does <http://www.spectrumam.com> (property management company portal) meet your needs?



Answer Choices	Responses
Extremely well	2.99% 15
Very well	22.11% 111
Moderately well	53.59% 269
Not so well	13.55% 68
Not at all well	7.77% 39
Total	502

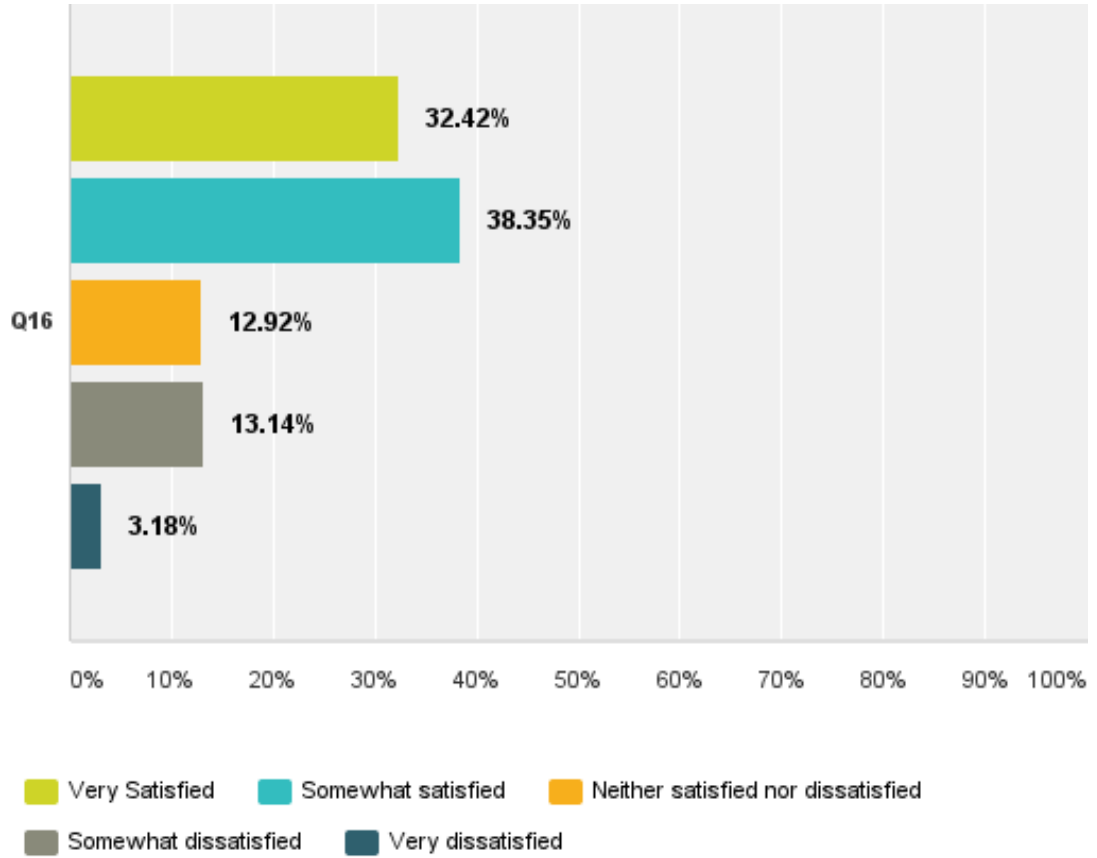
Q15: As a resident, my preferred method of communication with Spectrum (property management company) is:



Answer Choices	Responses	
Email	81.20%	406
Telephone	21.60%	108
In person at meetings	4.00%	20
No need to communicate	5.80%	29
Other (please specify)	2.40%	12
Total Respondents: 500		

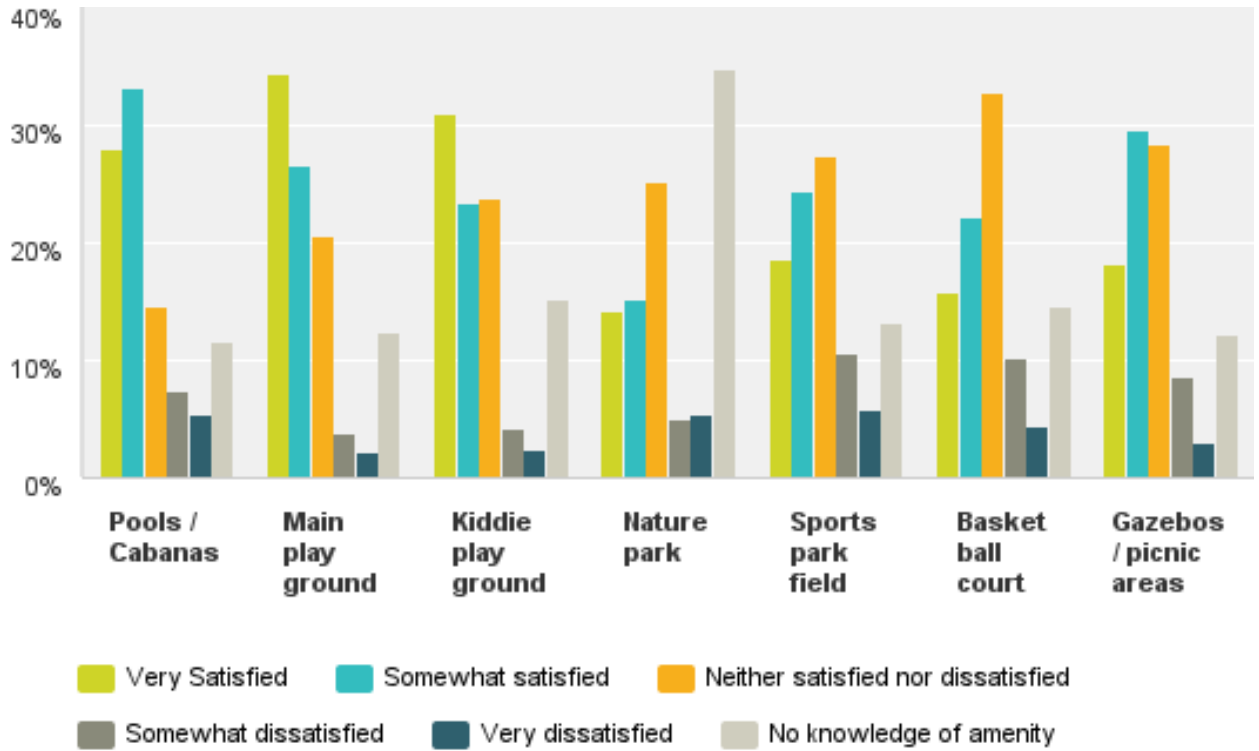
AMENITIES

Q16: Overall, in the last 12 months how satisfied or dissatisfied are you living in Wildhorse subdivision?



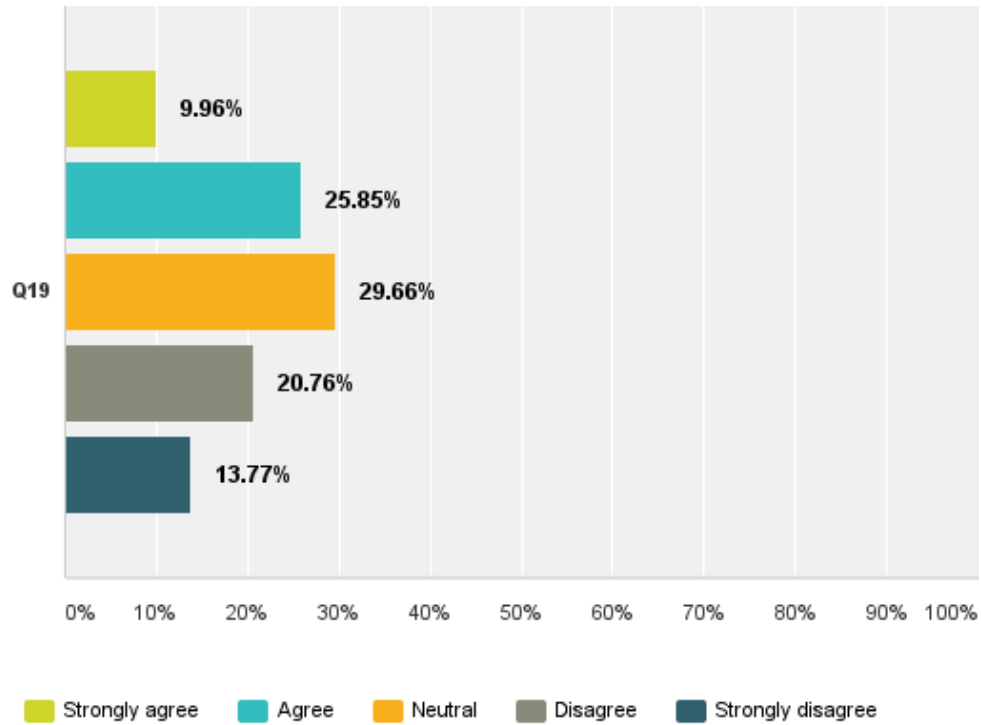
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Total	Weighted Average
Q16	32.42% 153	38.35% 181	12.92% 61	13.14% 62	3.18% 15	472	2.16

Q17: In the last 12 months, how satisfied or dissatisfied are you with the following amenities:



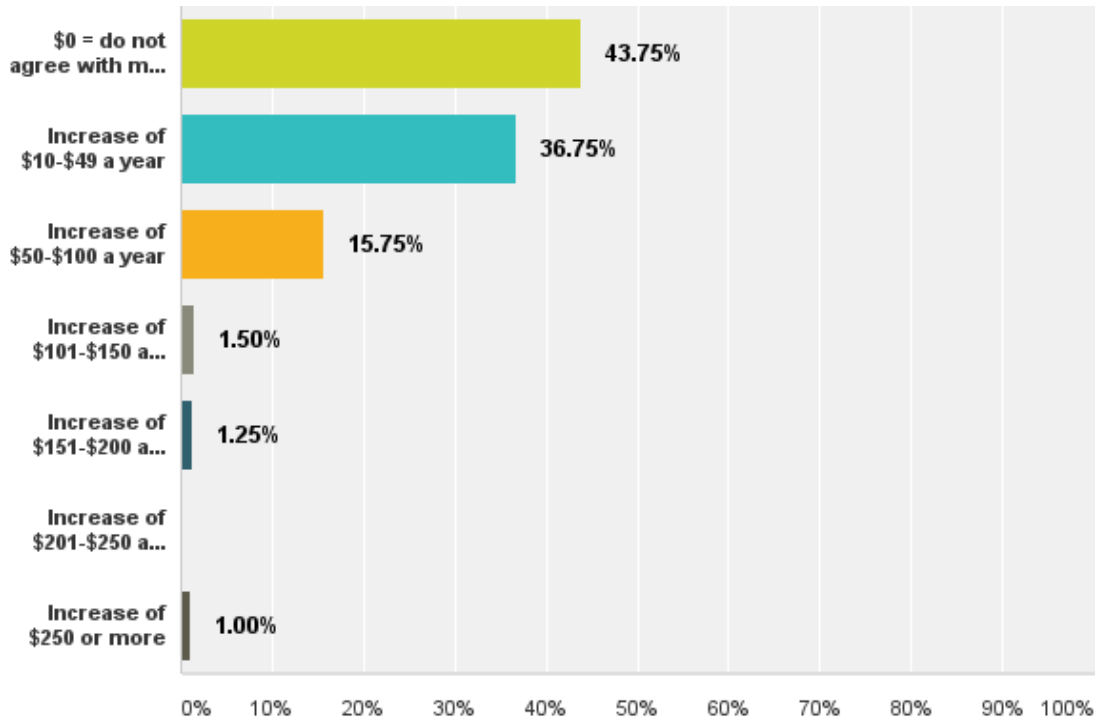
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	No knowledge of amenity	Total	Weighted Average
Pools / Cabanas	27.96% 130	33.12% 154	14.62% 68	7.31% 34	5.38% 25	11.61% 54	465	1.94
Main play ground	34.35% 157	26.70% 122	20.57% 94	3.72% 17	2.19% 10	12.47% 57	457	1.75
Kiddie play ground	30.91% 140	23.40% 106	23.84% 108	4.19% 19	2.43% 11	15.23% 69	453	1.78
Nature park	14.25% 65	15.13% 69	25.22% 115	5.04% 23	5.48% 25	34.87% 159	456	1.68
Sports park field	18.58% 84	24.34% 110	27.43% 124	10.62% 48	5.75% 26	13.27% 60	452	2.21
Basket ball court	15.75% 72	22.10% 101	32.82% 150	10.28% 47	4.38% 20	14.66% 67	457	2.21
Gazebos / picnic areas	18.16% 83	29.54% 135	28.45% 130	8.53% 39	3.06% 14	12.25% 56	457	2.12

Q19: We should add amenities, even if it costs the community/residents more in yearly homeowner assessments



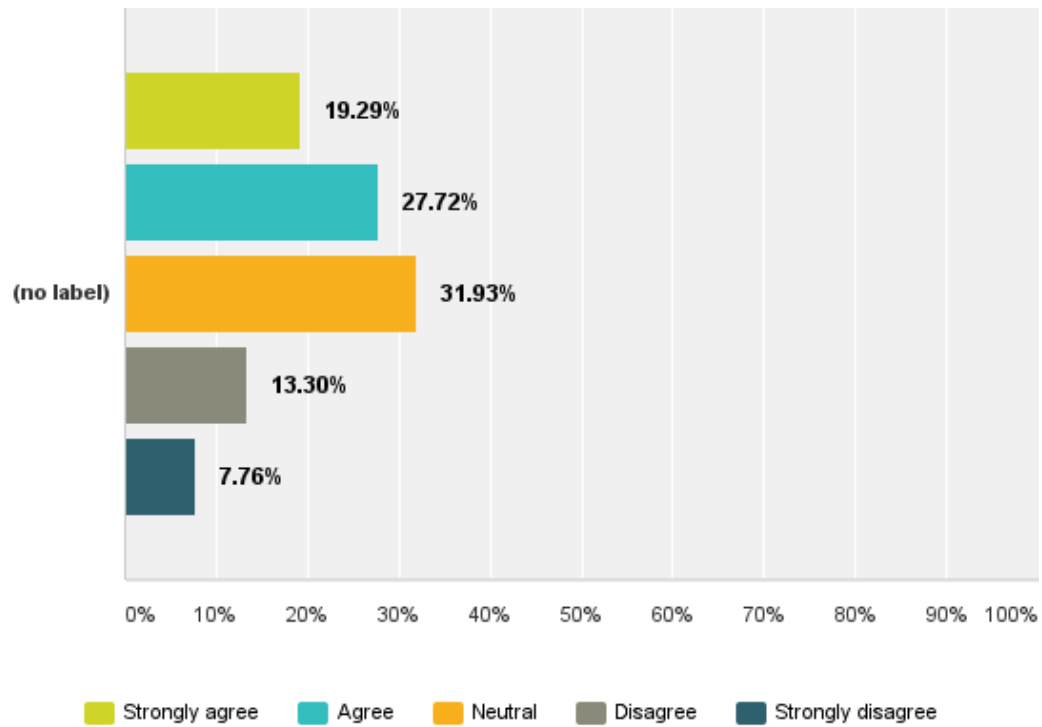
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total	Weighted Average
Q19	9.96% 47	25.85% 122	29.66% 140	20.76% 98	13.77% 65	472	2.97

Q20: We would be willing to pay _____ more in yearly assessment for more amenities



Answer Choices	Responses	
\$0 = do not agree with more amenities and/or assessments	43.75%	175
Increase of \$10-\$49 a year	36.75%	147
Increase of \$50-\$100 a year	15.75%	63
Increase of \$101-\$150 a year	1.50%	6
Increase of \$151-\$200 a year	1.25%	5
Increase of \$201-\$250 a year	0.00%	0
Increase of \$250 or more	1.00%	4
Total		400

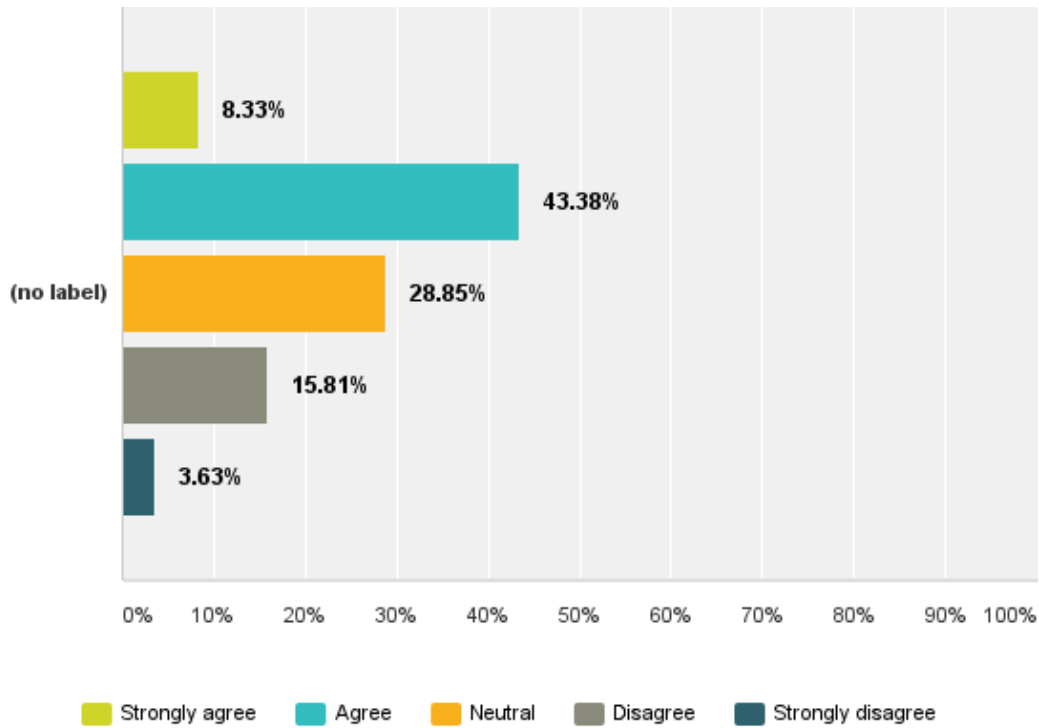
Q21: We would use the facilities more regularly if it had more amenities



	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total	Weighted Average
(no label)	19.29% 87	27.72% 125	31.93% 144	13.30% 60	7.76% 35	451	3.37

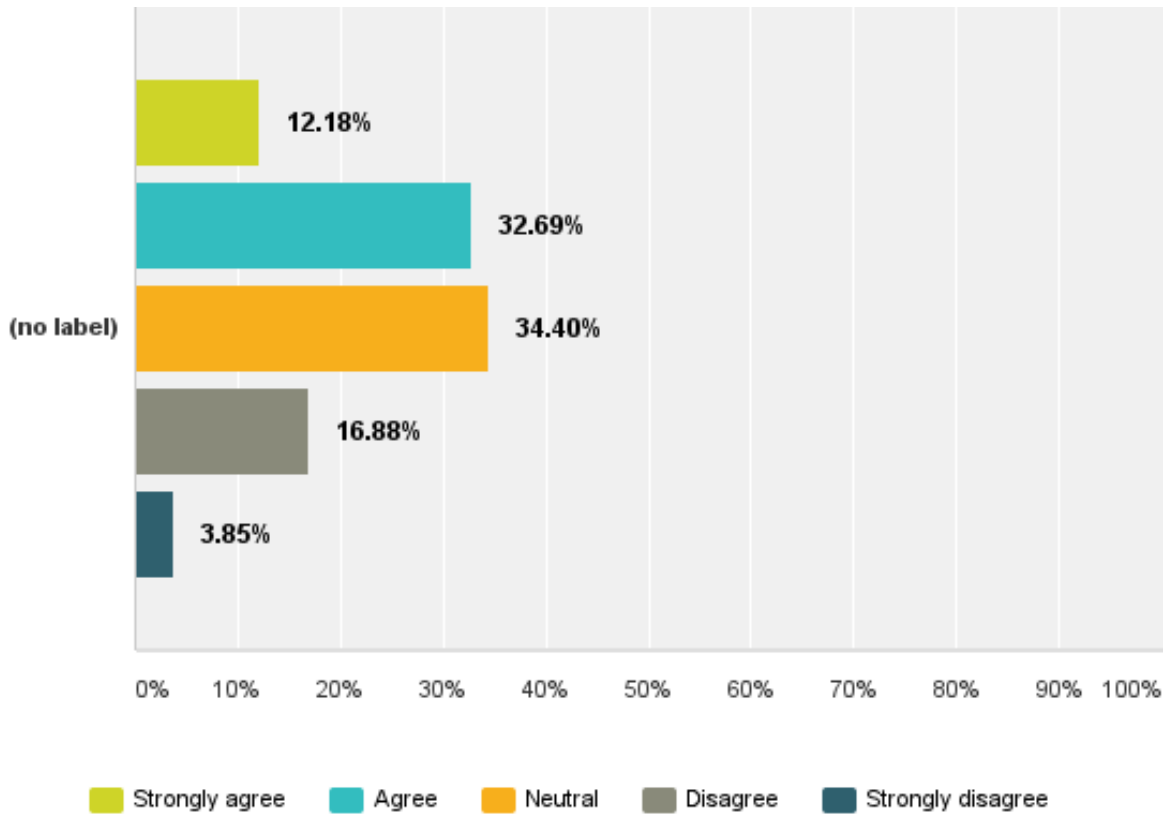
APPEARANCE

Q22: In 2015, the landscaping is attractive and suggests that Wildhorse is a premier community



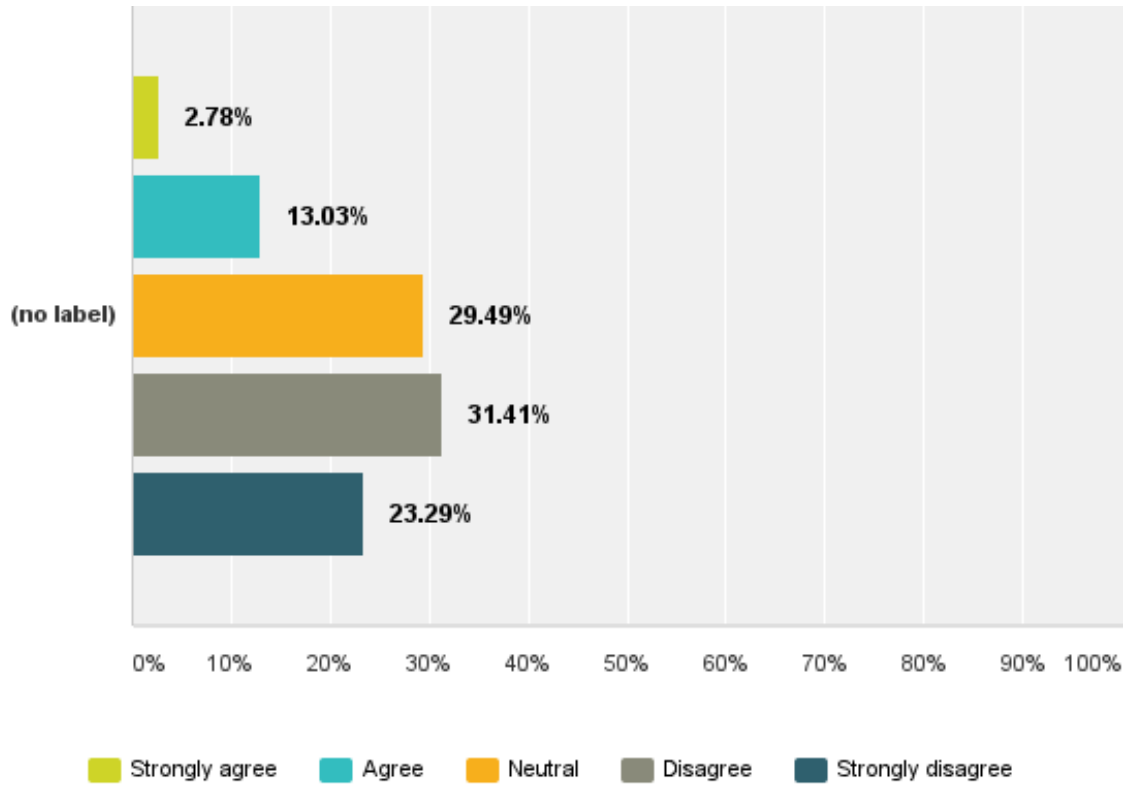
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total	Weighted Average
(no label)	8.33% 39	43.38% 203	28.85% 135	15.81% 74	3.63% 17	468	3.37

Q23: In 2015, landscaping needs to be upgraded throughout the Wildhorse community



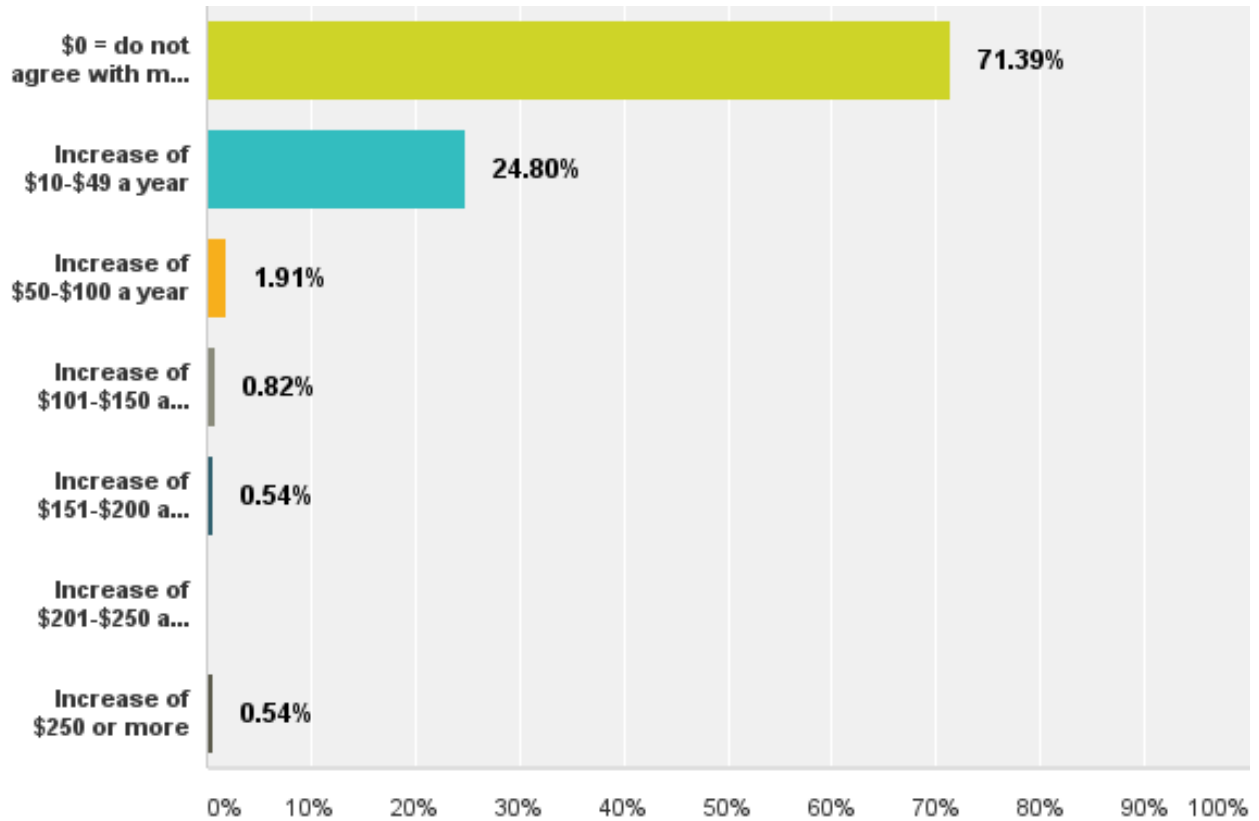
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total	Weighted Average
(no label)	12.18% 57	32.69% 153	34.40% 161	16.88% 79	3.85% 18	468	3.32

Q24: In 2015, I would be willing to pay a higher assessment for the landscaping to be upgraded



	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total	Weighted Average
(no label)	2.78% 13	13.03% 61	29.49% 138	31.41% 147	23.29% 109	468	2.41

Q25: We would be willing to pay _____ more in yearly assessment for upgraded landscaping



Answer Choices	Responses	
\$0 = do not agree with more amenities and/or assessments	71.39%	262
Increase of \$10-\$49 a year	24.80%	91
Increase of \$50-\$100 a year	1.91%	7
Increase of \$101-\$150 a year	0.82%	3
Increase of \$151-\$200 a year	0.54%	2
Increase of \$201-\$250 a year	0.00%	0
Increase of \$250 or more	0.54%	2
Total		367