

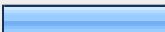
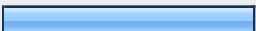



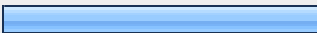





1. I hereby certify that I am currently a property owner at PML. The answers provided below are in conjunction with the unit and lot number indicated below. If you own multiple properties, you can choose to submit a survey for each owned property if you wish.

	Response Percent	Response Count
Unit/Lot Number 	100.0%	928
<i>answered question</i>		928
<i>skipped question</i>		1





2. How many days per year do you visit and/or live at PML?

	Response Percent	Response Count
Less than two months: 0 to 60 days 	38.1%	345
Two months to ten months: 61 to 300 days 	24.2%	219
More than ten months: 301 to 365 days 	37.7%	341
<i>answered question</i>		905
<i>skipped question</i>		24

3. Which of the following best describes the current state of your PML property?

	Response Percent	Response Count
Primary residence 	38.7%	354
Second/other home that I do not use as a rental 	47.4%	433
Second/other home that I use occasionally for short-term/vacation rentals 	4.8%	44
Second/other home that I use PRIMARILY for rentals 	1.9%	17
Vacant lot 	5.3%	48
Under construction 	0.2%	2
Other (please specify) 	1.8%	16
<i>answered question</i>		914
<i>skipped question</i>		15


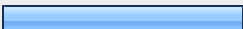



4. This is the second PMLA Property Owner Survey conducted by the current Long-Range Planning Committee. (The last one occurred in mid-year 2007 and over 600 responses were received.) Numerous, specific actions were taken as a result of those responses, especially with respect to improvements in the operation and appearance of the Country Club Restaurant (aka, The Grill). Which of the following statements best describes your participation in that survey and your feelings about the value in completing this survey?

	Response Percent	Response Count
I SUBMITTED A RESPONSE to the 2007 survey and feel the changes that resulted were valuable. 	38.4%	342
I DID NOT SUBMIT A RESPONSE to the 2007 survey and/or didn't know about it. 	41.7%	371
I don't think surveys are a good use of my time and/or nobody ever does anything with the results. 	0.9%	8
Other (please specify) 	19.0%	169
<i>answered question</i>		890
<i>skipped question</i>		39

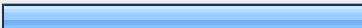
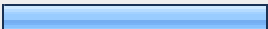


5. Please indicate the importance of the following amenities/services to you and/or your family's enjoyment of owning property at PML. On a scale of 1 to 4, your choices are: 1 for Very Important (VI), 2 for Somewhat Important (SI), 3 for Not Important (NI), or 4 for Don't Care (DC).

	1 (VI)	2 (SI)	3 (NI)	4 (DC)	Response Count
Fire/Smoke Abatement	69.0% (621)	21.1% (190)	7.0% (63)	2.9% (26)	900
Safety Department	71.5% (648)	21.6% (196)	4.6% (42)	2.2% (20)	906
Lake, Marina, and Beaches	79.7% (725)	16.0% (146)	2.6% (24)	1.6% (15)	910
Golf Course	55.2% (501)	22.8% (207)	12.6% (114)	9.5% (86)	908
Restaurant (The Grill)	46.6% (422)	37.1% (336)	11.4% (103)	4.9% (44)	905
Bar	29.3% (263)	31.5% (283)	25.2% (226)	14.0% (126)	898
Compost Pile	47.2% (425)	31.8% (286)	12.7% (114)	8.3% (75)	900
Swimming Pool	42.6% (387)	35.0% (318)	15.3% (139)	7.0% (64)	908
Programs for Kids	21.3% (191)	34.2% (307)	26.9% (241)	17.6% (158)	897
Airport	18.9% (169)	24.4% (219)	30.0% (269)	26.7% (239)	896
Lake Lodge	30.0% (270)	43.1% (388)	19.9% (179)	7.0% (63)	900
Tennis Courts	18.7% (167)	33.4% (299)	28.7% (257)	19.1% (171)	894
Hiking Trails	29.4% (264)	42.8% (384)	19.6% (176)	8.2% (74)	898
Campground	6.3% (56)	26.1% (233)	41.1% (367)	26.6% (238)	894
High-speed Internet Access	68.3% (618)	19.1% (173)	6.9% (62)	5.7% (52)	905
				Other (please specify)	105
				answered question	916
				skipped question	13

6. How often do you or members of your household and/or visitors/guests use the golf course in a typical year?

	Response Percent	Response Count
Never 	32.7%	301
1 to 6 (~ less than once every 2 months) 	36.3%	334
7 to 12 (~ monthly) 	9.9%	91
13 to 24 (~ 1 to 2 times per month) 	7.8%	72
25 to 52+ (~ weekly or more often) 	13.3%	122
answered question		920
skipped question		9


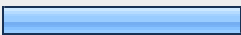

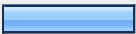

7. Overall how would you rate the facility as a whole (quality, completeness, etc)?

	Response Percent	Response Count
Excellent 	54.6%	333
Good 	39.8%	243
Average 	3.3%	20
Poor	0.0%	0
Very Poor	0.0%	0
Unable to rate – never used 	2.3%	14
answered question		610
skipped question		319







8. What specific idea(s) would you suggest to improve this amenity/service?

	Response Count
	152
<i>answered question</i>	152
<i>skipped question</i>	777

9. How often do you or members of your household and/or visitors/guests use the lake/marina/beaches in a typical year?

	Response Percent	Response Count
Never 	4.8%	44
1 to 6 (~ less than once every 2 months) 	35.7%	328
7 to 12 (~ monthly) 	23.6%	217
13 to 24 (~ 1 to 2 times per month) 	19.7%	181
25 to 52+ (~ weekly or more often) 	16.1%	148
<i>answered question</i>		918
<i>skipped question</i>		11

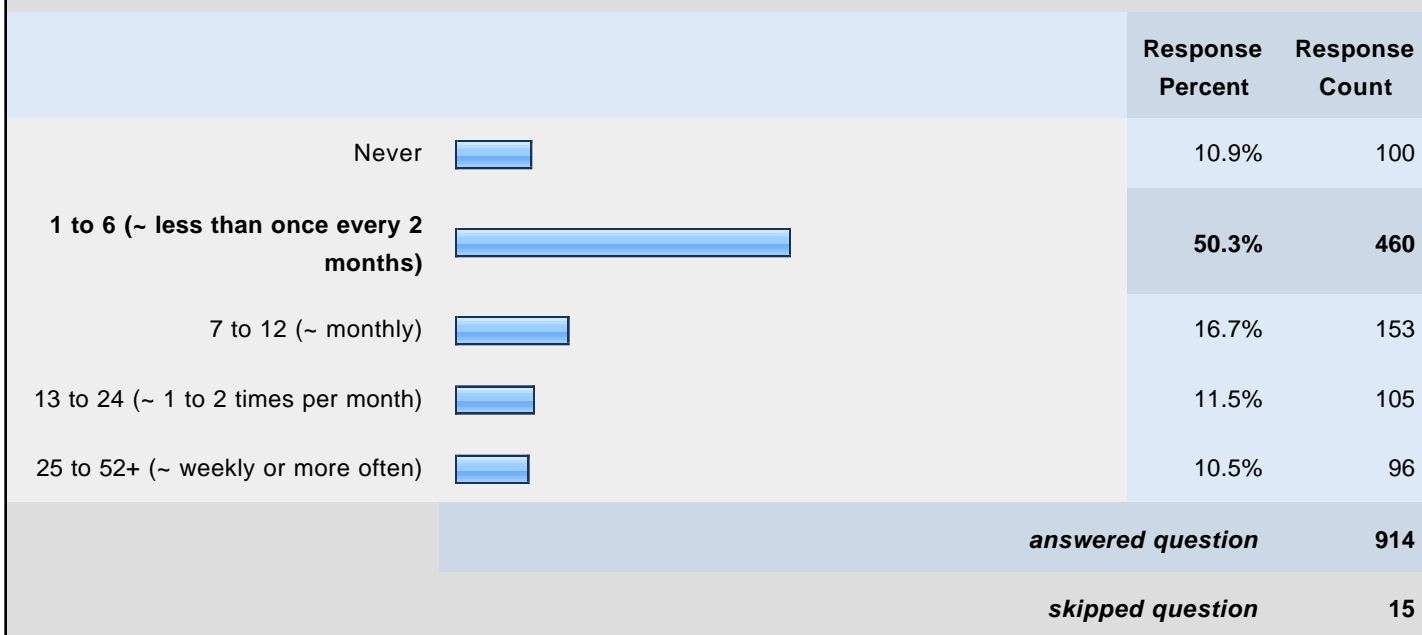
10. Overall how would you rate the facility as a whole (quality, completeness, etc)?

	Response Percent	Response Count
Excellent 	28.6%	246
Good 	60.0%	516
Average 	9.5%	82
Poor 	1.3%	11
Very Poor 	0.5%	4
Unable to rate – never used 	0.1%	1
<i>answered question</i>		860
<i>skipped question</i>		69

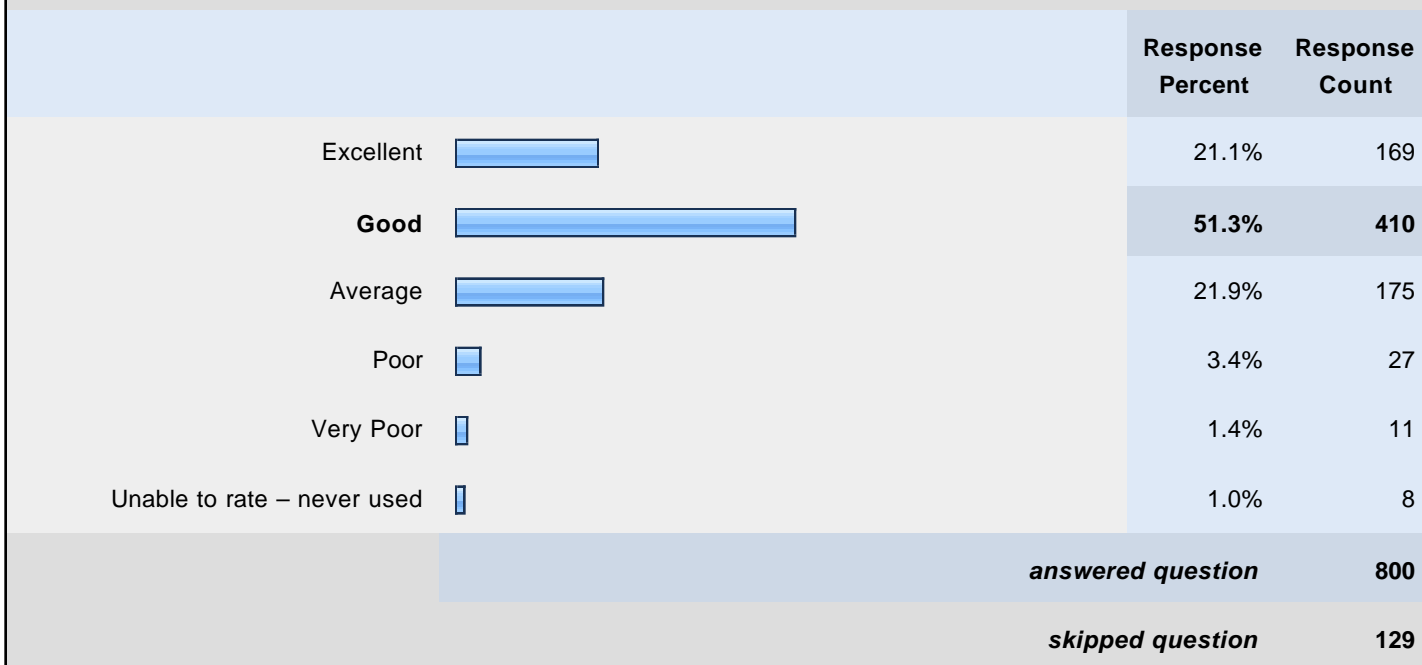
11. What specific idea(s) would you suggest to improve this amenity/service?

	Response Count
	331
<i>answered question</i>	331
<i>skipped question</i>	598

12. How often do you or members of your household and/or visitors/guests use the restaurant and/or bar in a typical year?

	Response Percent	Response Count
Never 	10.9%	100
1 to 6 (~ less than once every 2 months)	50.3%	460
7 to 12 (~ monthly)	16.7%	153
13 to 24 (~ 1 to 2 times per month)	11.5%	105
25 to 52+ (~ weekly or more often)	10.5%	96
answered question		914
skipped question		15

13. Overall how would you rate the facility as a whole (quality, completeness, etc)?

	Response Percent	Response Count
Excellent 	21.1%	169
Good	51.3%	410
Average	21.9%	175
Poor	3.4%	27
Very Poor	1.4%	11
Unable to rate – never used	1.0%	8
answered question		800
skipped question		129







14. What specific idea(s) would you suggest to improve this amenity/service?

	Response Count
	309
<i>answered question</i>	309
<i>skipped question</i>	620

15. How often do you or members of your household and/or visitors/guests use the safety department in a typical year? (Note: getting a gate pass for a visitor/guest involves the safety department!)

	Response Percent	Response Count
Never	9.6%	88
1 to 6 (~ less than once every 2 months)	55.3%	505
7 to 12 (~ monthly)	23.0%	210
13 to 24 (~ 1 to 2 times per month)	10.2%	93
25 to 52+ (~ weekly or more often)	1.9%	17
<i>answered question</i>		913
<i>skipped question</i>		16

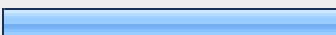
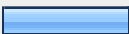
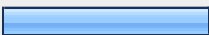
16. Overall how would you rate the safety department as a whole (professionalism, responsiveness, etc)?

	Response Percent	Response Count
Excellent 	44.7%	365
Good 	40.7%	332
Average 	12.3%	100
Poor 	1.1%	9
Very Poor 	0.9%	7
Unable to rate – never used 	0.4%	3
<i>answered question</i>		816
<i>skipped question</i>		113

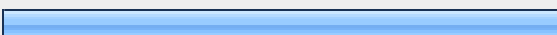

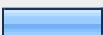
17. What specific idea(s) would you suggest to improve this amenity/service?

	Response Count
	166
<i>answered question</i>	
<i>skipped question</i>	
	166
	763

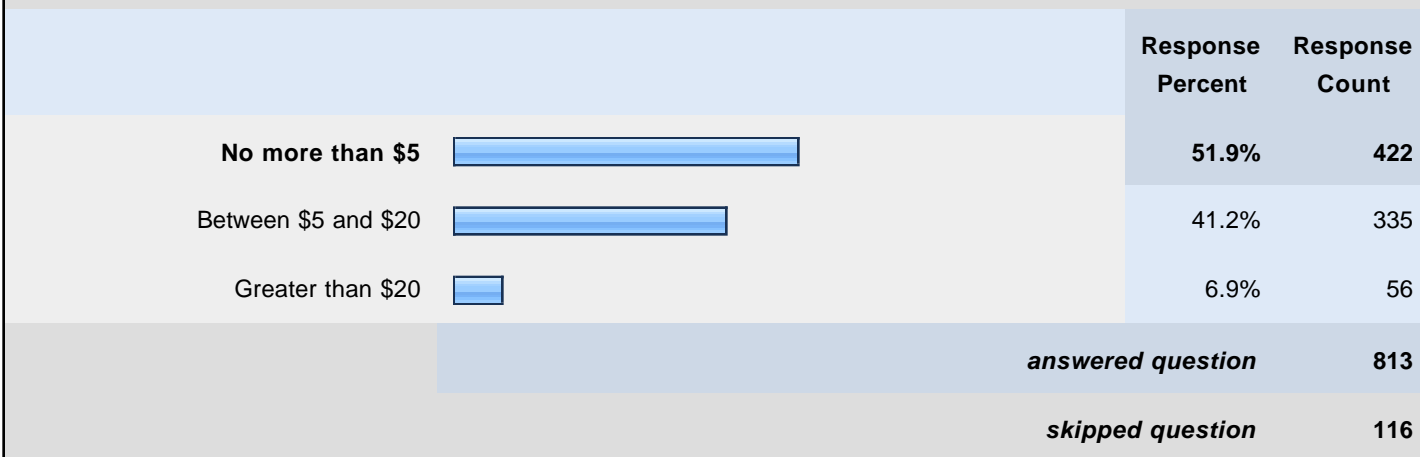
18. One aspect of being "fire safe" involves reducing fuels, such as clearing unwanted brush, limbing trees, and controlling the amount of leaves and pine needles on the ground. Who does the fuel reduction work on your lot?

	Response Percent	Response Count
I do it all myself 	50.2%	450
I hire a contractor to do it all 	18.9%	169
I do some, a contractor does some 	30.9%	277
I do nothing	0.0%	0
answered question		896
skipped question		33

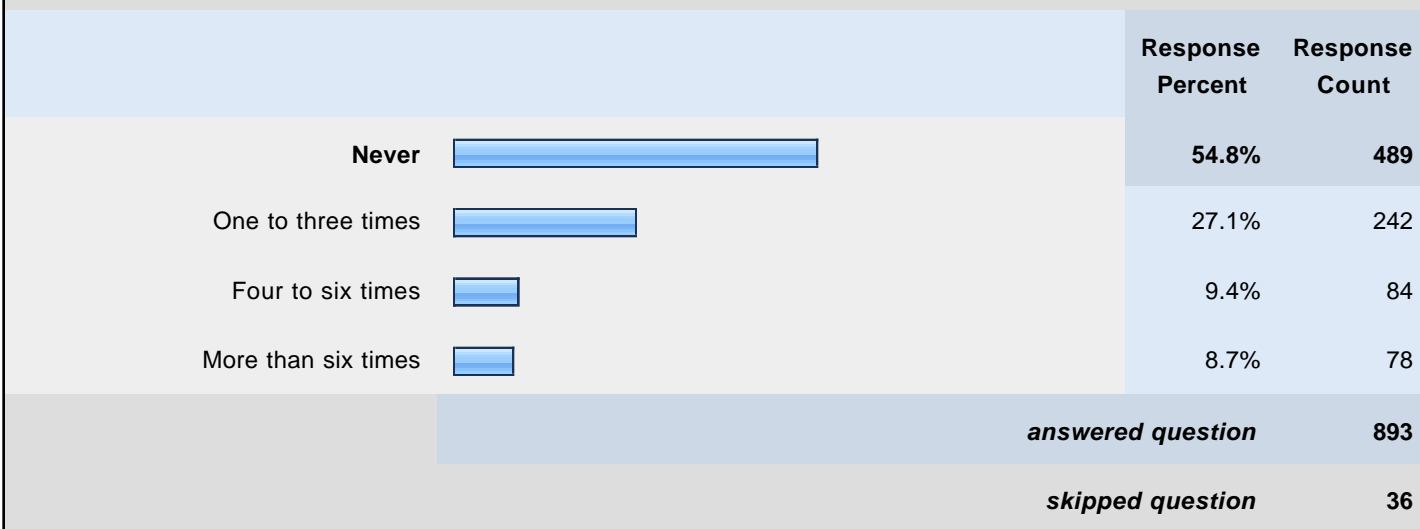
19. How do you rid your property of unwanted fuels?

	Response Percent	Response Count
Haul it to the compost pile 	84.1%	647
Use a chipper 	1.2%	9
Burn it 	14.7%	113
Other (please specify)		200
answered question		769
skipped question		160




20. PMLA is considering starting a curbside service to help property owners dispose of their fuels. How much would you pay to have this service performed?



21. Each year PMLA staff receives complaints from property owners that other PML property owners are burning outdoors in a way that has created a smoke-filled neighborhood that either has negatively impacted their health or the enjoyment of their property. How often have you experienced this condition in the last three years?




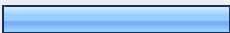



22. What would you do if there were a major fire in PML with multiple numbers of homes destroyed, including yours?

	Response Percent	Response Count
Stay and rebuild 	37.7%	336
Leave the area 	13.1%	117
Not sure 	49.2%	438
<i>answered question</i>		891
<i>skipped question</i>		38

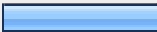
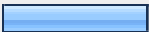
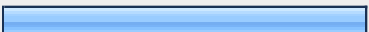
23. What specific idea(s) would you suggest to improve this amenity/service?

	Response Count
	330
<i>answered question</i>	330
<i>skipped question</i>	599

24. How often do you or members of your household and/or visitors/guests use the current swimming pool in a typical year?

	Response Percent	Response Count
Never 	38.8%	348
1 to 6 (~ less than once every 2 months) 	34.3%	307
7 to 12 (~ monthly) 	12.8%	115
13 to 24 (~ 1 to 2 times per month) 	7.3%	65
25 to 52+ (~ weekly or more often) 	6.8%	61
answered question		896
skipped question		33

25. Which of the following enhancements/changes to the current swimming pool amenity would you support?

	Response Percent	Response Count
Add a heated enclosure over the current pool to allow year-round use 	23.3%	182
Do nothing to current pool but build a new/bigger pool at a new location 	21.6%	169
Do nothing to change current swimming pool amenity 	55.1%	430
Other (please specify)		198
answered question		781
skipped question		148

26. How often do you read some/all of the articles in the monthly PML Newspaper?

	Response Percent	Response Count
Every month	88.5%	794
Once in a while	10.6%	95
Never	0.9%	8
<i>answered question</i>		897
<i>skipped question</i>		32

27. How often do you use the PML website -- www.pinemountainlake.com ?

	Response Percent	Response Count
Weekly	6.5%	58
Monthly	32.2%	289
Once or twice a year	49.7%	446
Never	11.6%	104
<i>answered question</i>		897
<i>skipped question</i>		32

28. What specific idea(s) would you suggest to improve PMLA's communication strategy with its property owners?

	Response Count
	272
<i>answered question</i>	272
<i>skipped question</i>	657







29. PMLA is governed by a set of rules as stated in our CC&Rs and bylaws as well as state and federal laws. Do you think PMLA administration does a good job enforcing its rules?

		Response Percent	Response Count
Yes. Overall, most of the rules are enforced.		52.9%	454
Not sure. I don't know many of the rules and/or don't see many violations of the rules that I do know so I wouldn't know about enforcement.		23.9%	205
No. I see too many violations that are not addressed.		14.6%	125
I have no opinion on this issue.		8.6%	74
	Comments on specific rules violations		218
answered question			858
skipped question			71

30. What do you consider to be the three highest priorities of the PMLA board of directors and the PMLA administration?

		Response Percent	Response Count
Priority #1		100.0%	742
Priority #2		91.9%	682
Priority #3		78.6%	583
answered question			742
skipped question			187

31. How satisfied are you with the overall PMLA services/amenities you receive based on the assessments/fees you pay?

	Response Percent	Response Count
Very Satisfied 	23.1%	204
Satisfied 	47.1%	416
Neutral 	18.9%	167
Dissatisfied 	7.0%	62
Very Dissatisfied 	2.8%	25
No opinion 	1.1%	10
<i>answered question</i>		884
<i>skipped question</i>		45

32. If you are dissatisfied, give us your suggestions on what you would do.

	Response Count
	204
<i>answered question</i>	204
<i>skipped question</i>	725

33. What feedback do you have regarding any amenity/service not previously mentioned in this survey (eg, Equestrian Center, Tennis, Lake Lodge, Campground, etc)?

	Response Count
	362
<i>answered question</i>	362
<i>skipped question</i>	567

34. In your opinion, which of the following current amenities/services NEEDS THE MOST DEVELOPMENT OR IMPROVEMENT? One or more choices are allowed.

		Response Percent	Response Count
Lake/Marina/Beaches		29.8%	222
Golf Course		7.4%	55
Country Club Restaurant/Bar		20.6%	153
Safety Department		9.1%	68
Swimming Pool		30.0%	223
Lake Lodge		22.0%	164
Tennis Facility		2.7%	20
Equestrian Center/Stables		2.7%	20
Campground		9.5%	71
Other (please specify)		29.8%	222
		answered question	744
		skipped question	185

35. In your opinion, which of the following current amenities/services ADDS THE MOST ECONOMIC VALUE to your property? One or more choices are allowed.

		Response Percent	Response Count
Lake/Marina/Beaches		84.6%	733
Golf Course		78.4%	679
Country Club Restaurant/Bar		54.6%	473
Safety Department		38.5%	333
Swimming Pool		29.9%	259
Lake Lodge		14.3%	124
Tennis Facility		17.9%	155
Equestrian Center/Stables		12.5%	108
Campground		5.0%	43
Other (please specify)		10.9%	94
		answered question	866
		skipped question	63


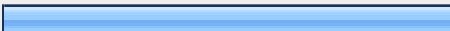
36. What NEW (does not currently exist!) amenity/service(s) would you like to see at PML? One or more choices are allowed.

	Response Percent	Response Count
Exercise facility/gym	49.5%	407
New swimming pool	22.6%	186
Tennis pavilion	4.5%	37
High-speed internet access	64.5%	530
Hiking trails	32.6%	268
RV and large vehicle storage park	12.5%	103
Gun range	19.2%	158
Other (please specify)	22.3%	183
<i>answered question</i>		822
<i>skipped question</i>		107

37. What increase in annual assessments would you be willing to accept to either add new amenities/services or significantly improve existing amenities/services? (Note: the current annual 2010 annual PMLA assessment is approximately \$1800/year per property.)

	Response Percent	Response Count
No increase in assessment is acceptable	49.0%	427
1% to 10% increase (approx \$18 to \$180 per property per year)	46.2%	402
11% to 20% increase (approx \$200 to \$360 per property per year)	4.8%	42
<i>answered question</i>		871
<i>skipped question</i>		58

38. Would you be willing to accept a long-term (payable over 10-20 years) special assessment to pay for major improvements to existing amenities or additions of new amenities?

	Response Percent	Response Count
Yes 	32.0%	273
No 	68.0%	580
<i>answered question</i>		853
<i>skipped question</i>		76

39. If you have any suggestions on how to improve the overall amenities/services or operations at PML that you would like to share with the Long-Range Planning Committee or PMLA, please tell us what they are.

	Response Count
	313
<i>answered question</i>	313
<i>skipped question</i>	616

40. Please enter your name and contact information below. This is optional but YOU MUST ANSWER THIS QUESTION TO BE PART OF THE DRAWING FOR THE THREE \$100 GIFT CERTIFICATES for use at PML! All survey responses will be kept confidential.

	Response Percent	Response Count
Name: <input type="text"/>	99.7%	748
Mailing Address (Part 1): <input type="text"/>	98.5%	739
Mailing Address (Part 2): <input type="text"/>	4.1%	31
City: <input type="text"/>	98.7%	740
State: <input type="text"/>	98.7%	740
ZIP/Postal Code: <input type="text"/>	98.1%	736
Email Address: <input type="text"/>	91.2%	684
Phone Number: <input type="text"/>	94.7%	710
<i>answered question</i>		750
<i>skipped question</i>		179