

PINE
MOUNTAIN
LAKE
ASSOCIATION
PROPERTY OWNER
SURVEY
2019





The Pine Mountain Lake Long-Range Planning Committee (LRPC) and the men and women of our Association would like to thank all members who participated in this survey. A member survey is conducted every three years by the LRPC to solicit member input regarding overall satisfaction and expectations.

The information from the survey is used by the PMLA Board of Directors and the management team to determine where to focus priorities and to assess how well we are doing in meeting the expectations of the membership.

The survey was conducted from April 1st to June 30th, 2019. We are pleased to report that 1,029 members responded. The results of the survey are a representation of the majority of the membership. Spouses or multiple adult members were able to submit separate survey responses for their household.

The survey was conducted online at the Official PMLA Website and was available in a paper version at the PMLA Administration Office.

All individual responses are kept confidential. The results of the survey are presented in the aggregate and an easy to view format in this report.

We are happy to see that overall, member satisfaction with the services provided is high, and members indicated that they are getting value for their assessment dollar. Going forward, we will be focusing on areas of improvement and development according to the results of this survey.

We encourage all members to review the results of the survey as the information is interesting and useful.

Best regards,

Mike Gustafson, Chairman
Long Range Planning Committee



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4	Please indicate the importance of the following amenities/services to you and/or your family's enjoyment of PML.	6-11	24	Lake Lodge/Beach: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?	17
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6	Golf Course: Overall, how would you rate this amenity as a whole (quality, completeness, prices, etc)?	11	26	Lake Lodge: one of PMLA's oldest facilities. This building has the largest indoor meeting room and heavily used. There are many choices regarding what, if anything, we should do about this amenity.	18
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15	Department of Safety: How many times do you or members of your household and/or visitors/guests use this service in a typical year?	14	35	Please suggest what would be a broader medium	**
16	Department of Safety: Overall, how would you rate this service as a whole (professionalism, responsiveness, etc)?	15	36	The "behind the scenes" PMLA Maintenance Department works to keep all amenities, services, and association infrastructure in working condition. In addition to supporting our public/private amenities and services, other key elements they are involved with include: roads, common areas, green belts, gates, etc. Overall, how would you rate the PMLA Maintenance Department?	21
17	Swimming Pool: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?	15	37	PMLA is governed by the set of rules in our CC&Rs and Bylaws as well as by state and federal laws. (The CC&Rs and Bylaws can be found on the PMLA website under the "Governance" [Governing Documents] tab.) The aforementioned rules apply to ALL owners of property in PML. Do you think PMLA administration does a good job of enforcing its rules?	21
18	Tennis Courts: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?	15	38	Have you or your guests been negatively impacted by a rental property near you?	22
19	Pickle Ball Courts: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?	16	39	As a homeowner do you now or do you plan to rent out your property?	22
20	Walking/Hiking/Biking Trails: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?	16			



PINE MOUNTAIN LAKE ASSOCIATION PROPERTY OWNER SURVEY REPORT

2019

#	Question Content	Page #	#	Question Content	Page #
40	The Board of Directors has received multiple requests to limit short term rentals in PML. As a result, the BoD would like to hear from property owners on what, if anything, should be done about short term rentals, such as VRBO, Airbnb etc.	22	49	What increase in annual assessments would you be willing to accept to either add new amenities/services or significantly improve existing amenities/services?	27
41	What do you consider to be the highest priority of the PMLA Board of Directors?	23	50	One element of the PMLA 2017 Strategic Plan is Marketing PML amenities. This involves spending money to advertise to non-PML folks to use PML public amenities (golf, equestrian center and restaurant). More amenity usage may reduce the impact on dues. It also might make the amenities busier. Should PMLA spend money to advertise to non-PML folks to use amenities?	27
42	What do you consider to be the highest priority of the PMLA Administration Office & Amenity/Service Management Staff?	23	51	Would you participate in a more detailed Marketing Survey at a later time?	27
43	How satisfied are you with the overall package of PMLA services/amenities you receive based on the assessments/fees you pay?	23	52	If you have any suggestions on other ways 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 comment here.	**
44	If you are dissatisfied with the value of PMLA services/amenities you receive for the annual assessments/fees you pay, please provide your suggestions on how we can improve services/amenities to increase your satisfaction.	**	53	Gift Card Drawing eligibility page	***
45	What suggestions do you have regarding improving/ changing any currently existing amenity/service mentioned in this survey?	**		* Question 1 was simply an owner verification question. 1,029 valid property owner responses were received.	
46	In your opinion, which of the following amenities/services NEED THE MOST DEVELOPMENT OR IMPROVEMENT?	24		** These questions required narrative answers and the results are not compilable into report form. Answers are on file at the PMLA Administration offices.	
47	In your opinion, which of the following current amenities/ services ADD THE MOST ECONOMIC VALUE to your property?	25		*** Question 53 was for name and address purposes for the gift card drawings only. No results are shown in this report.	
48	What NEW (does not currently exist) or significant modification to an existing amenity or service would you like to see at PML?	26			

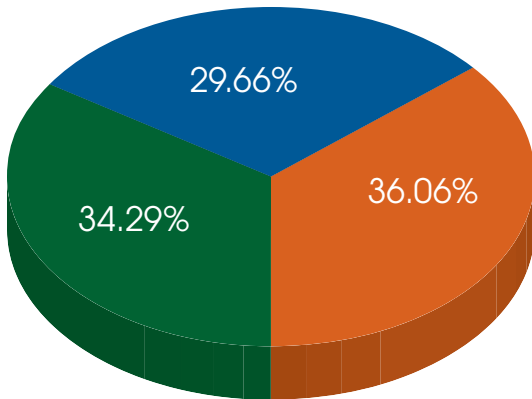







Question 2:

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

Answered: 1,015 Skipped: 14

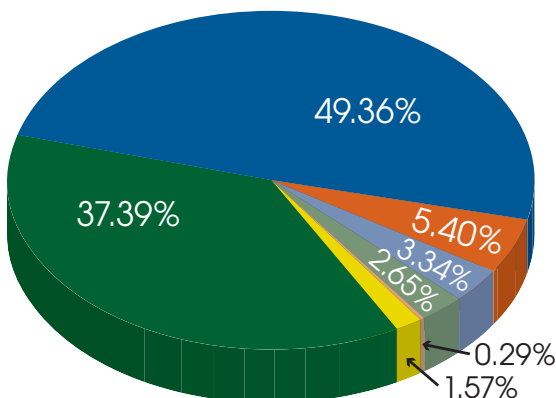









Answer Choices		Responses	
	Less than two months: 0 to 60 days	34.29%	348
	Two months to ten months: 61 to 300 days	29.66%	301
	More than ten months: 301 to 365 days	36.06%	366
Total Responses			1,015

Question 3:

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

Answered: 1,019 Skipped: 10



Answer Choices		Responses	
	Primary residence	37.39%	381
	Second/other home that I do not use as a rental	49.36%	503
	Second/other home that I use occasionally for short-term/vacation rentals	5.40%	55
	Second/other home that I use PRIMARILY for rentals	3.34%	34
	Vacant lot	2.65%	27
	Under construction	0.29%	3
	Other (please specify)	1.57%	16
Total Responses			1,019

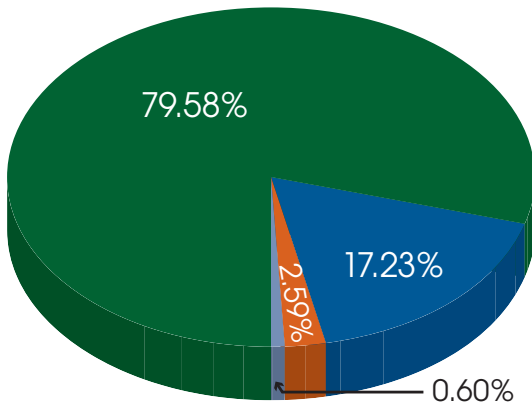




Question 4:

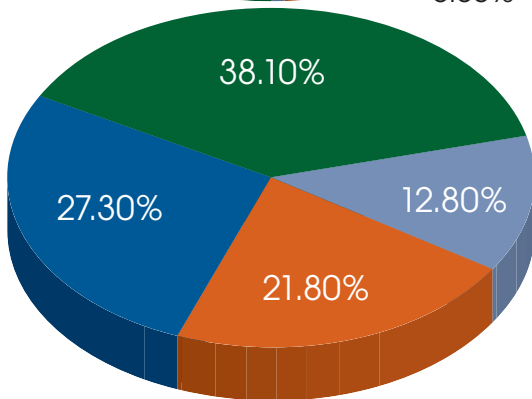
Please indicate the importance of the following amenities/services to you and/or your family's enjoyment of PML. Your choices are: Very Important (VI), Somewhat Important (SI), Not Important (NI), or Don't Care (DC).

Answered: 1,008 Skipped: 21



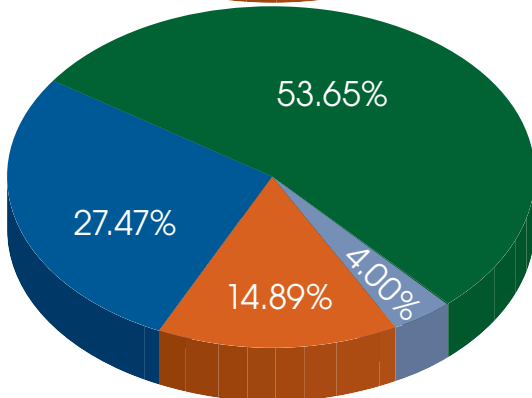
LAKE, MARINA, AND BEACHES

Answer Choices	Responses	
VI – Very Important	79.58%	799
SI – Somewhat Important	17.23%	173
NI – Not Important	2.59%	26
DC – Don't Care	0.60%	6
Total Responses	1,004	



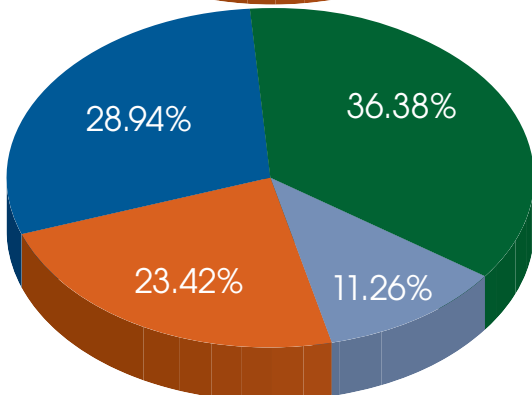
GOLF COURSE

Answer Choices	Responses	
VI – Very Important	38.10%	381
SI – Somewhat Important	27.30%	273
NI – Not Important	21.80%	218
DC – Don't Care	12.80%	128
Total Responses	1,000	



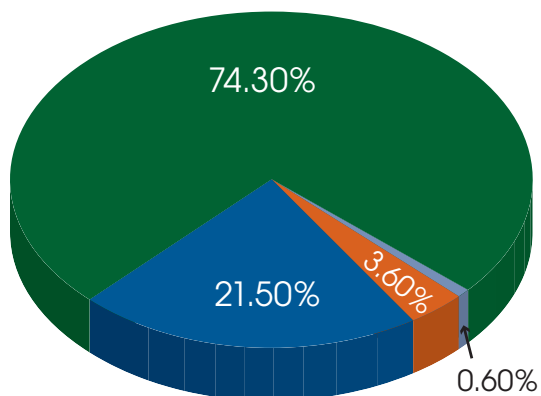
RESTAURANT (THE GRILL)

Answer Choices	Responses	
VI – Very Important	53.65%	537
SI – Somewhat Important	27.47%	275
NI – Not Important	14.89%	149
DC – Don't Care	4.00%	40
Total Responses	1,001	



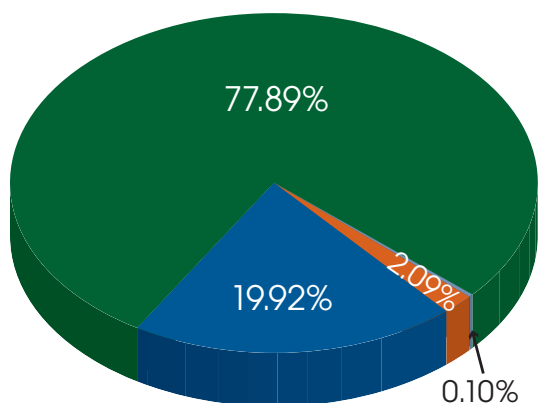
BAR

Answer Choices	Responses	
VI – Very Important	36.38%	362
SI – Somewhat Important	28.94%	288
NI – Not Important	23.42%	233
DC – Don't Care	11.26%	112
Total Responses	995	



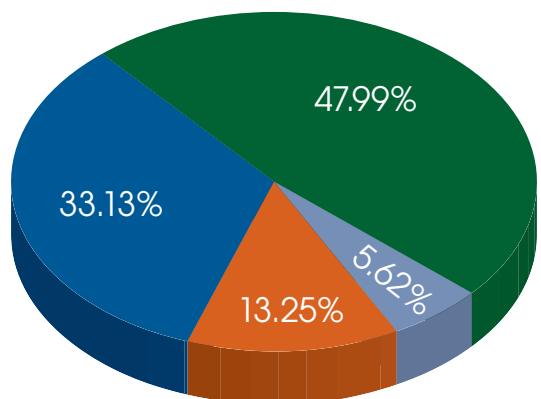
DEPARTMENT OF SAFETY

Answer Choices	Responses	
VI – Very Important	74.30%	743
SI – Somewhat Important	21.50%	215
NI – Not Important	3.60%	36
DC – Don't Care	0.60%	6
Total Responses		1,000



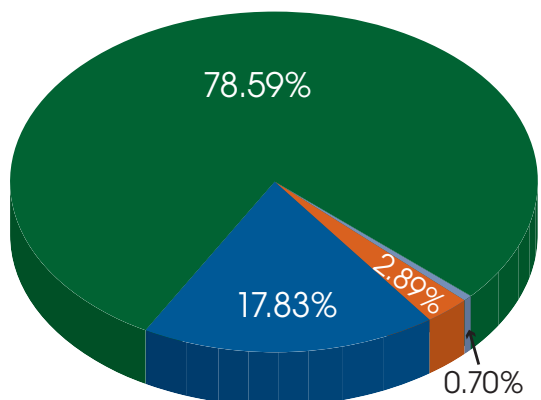
MAINTENANCE DEPARTMENT

Answer Choices	Responses	
VI – Very Important	77.89%	782
SI – Somewhat Important	19.92%	200
NI – Not Important	2.09%	21
DC – Don't Care	0.10%	9
Total Responses		1,004



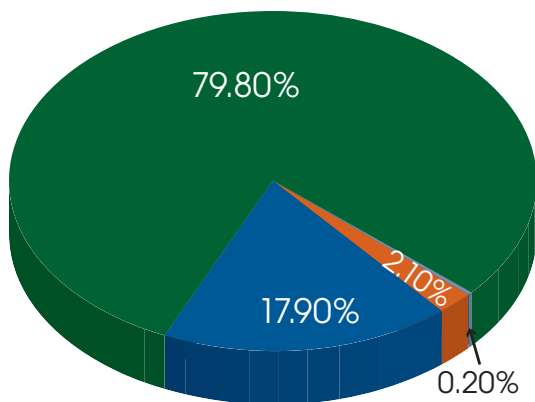
COMPOST PILE

Answer Choices	Responses	
VI – Very Important	47.99%	478
SI – Somewhat Important	33.13%	330
NI – Not Important	13.25%	132
DC – Don't Care	5.62%	56
Total Responses		996



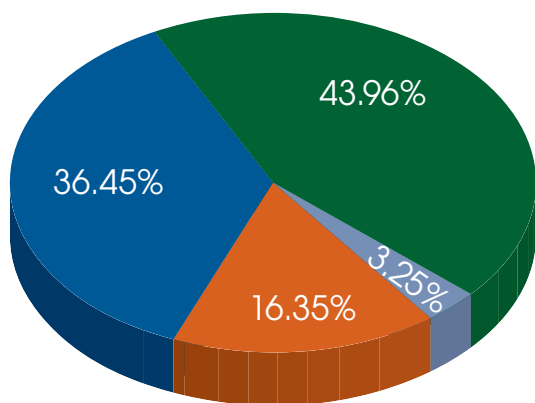
FIRE THREAT & FUEL REDUCTION

Answer Choices	Responses	
VI – Very Important	78.59%	789
SI – Somewhat Important	17.83%	179
NI – Not Important	2.89%	29
DC – Don't Care	0.70%	7
Total Responses		1,004



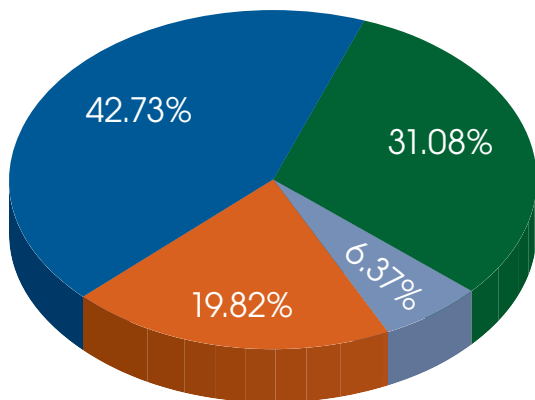
CRIME & CRIME PREVENTION

Answer Choices	Responses	
VI – Very Important	79.80%	798
SI – Somewhat Important	17.90%	179
NI – Not Important	2.10%	21
DC – Don't Care	0.20%	2
Total Responses	1,000	



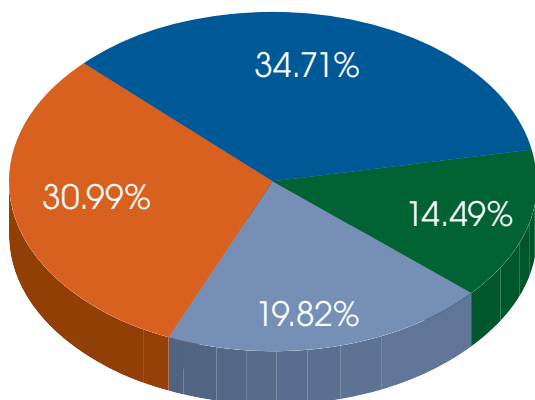
SMOKE ABATEMENT

Answer Choices	Responses	
VI – Very Important	43.96%	433
SI – Somewhat Important	36.45%	359
NI – Not Important	16.35%	161
DC – Don't Care	3.25%	32
Total Responses	985	



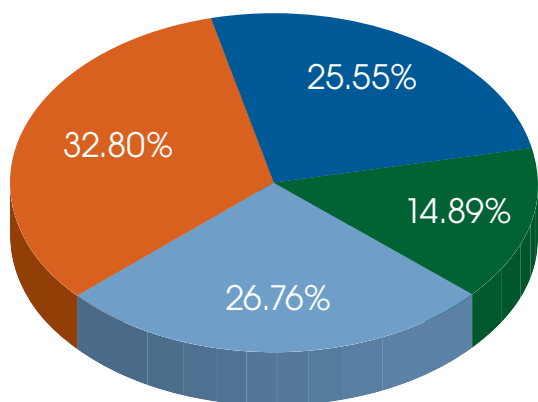
SWIMMING POOL

Answer Choices	Responses	
VI – Very Important	31.08%	312
SI – Somewhat Important	42.73%	429
NI – Not Important	19.82%	199
DC – Don't Care	6.37%	64
Total Responses	1,004	



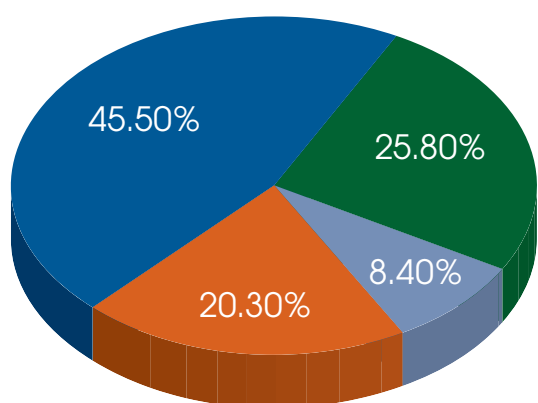
PROGRAMS FOR KIDS

Answer Choices	Responses	
VI – Very Important	14.49%	144
SI – Somewhat Important	34.71%	345
NI – Not Important	30.99%	308
DC – Don't Care	19.82%	197
Total Responses	994	



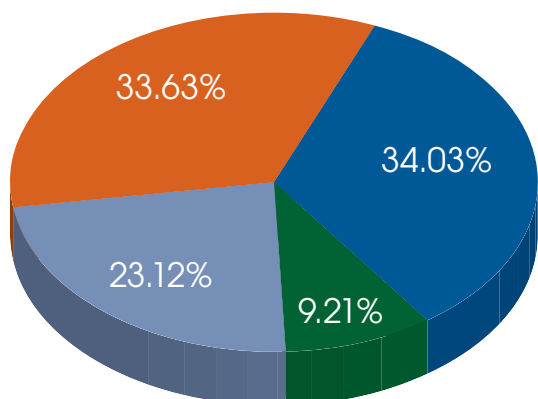
AIRPORT

Answer Choices	Responses	
VI – Very Important	14.89%	148
SI – Somewhat Important	25.55%	254
NI – Not Important	32.80%	326
DC – Don't Care	26.76%	266
Total Responses		994



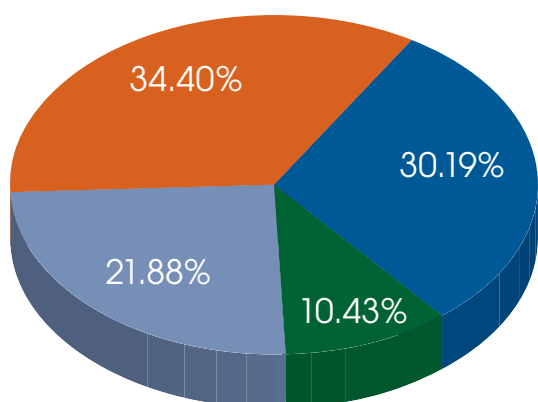
LAKE LODGE

Answer Choices	Responses	
VI – Very Important	25.50%	258
SI – Somewhat Important	45.50%	455
NI – Not Important	20.30%	203
DC – Don't Care	8.40%	84
Total Responses		1,000



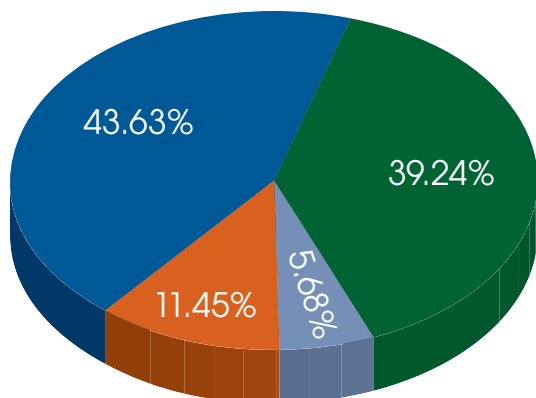
TENNIS COURTS

Answer Choices	Responses	
VI – Very Important	9.21%	92
SI – Somewhat Important	34.03%	340
NI – Not Important	33.63%	336
DC – Don't Care	23.12%	231
Total Responses		999



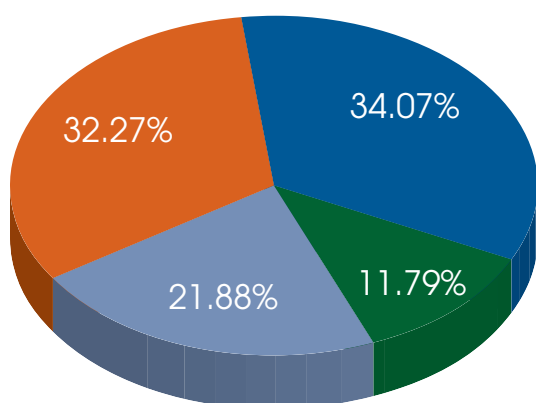
PICKLE BALL COURTS

Answer Choices	Responses	
VI – Very Important	10.43%	104
SI – Somewhat Important	30.19%	301
NI – Not Important	34.40%	343
DC – Don't Care	24.97%	249
Total Responses		997



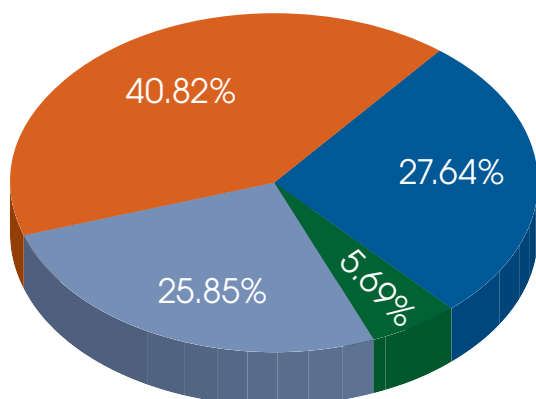
WALKING/HIKING/BIKING TRAILS

Answer Choices	Responses	
VI – Very Important	39.24%	394
SI – Somewhat Important	43.63%	438
NI – Not Important	11.45%	115
DC – Don't Care	5.68%	57
Total Responses	1,004	



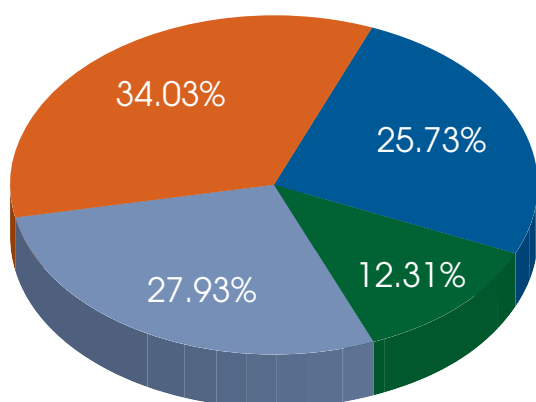
EQUESTRIAN CENTER / STABLES

Answer Choices	Responses	
VI – Very Important	11.79%	118
SI – Somewhat Important	34.07%	341
NI – Not Important	32.27%	323
DC – Don't Care	21.88%	219
Total Responses	1,001	



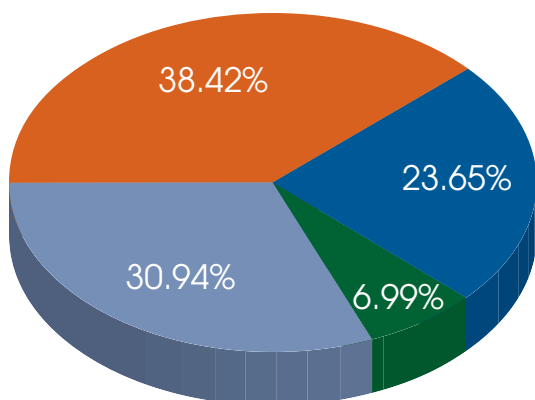
CAMPGROUND

Answer Choices	Responses	
VI – Very Important	5.69%	57
SI – Somewhat Important	27.64%	277
NI – Not Important	40.82%	409
DC – Don't Care	25.85%	259
Total Responses	1,002	



SHOOTING RANGE

Answer Choices	Responses	
VI – Very Important	12.31%	123
SI – Somewhat Important	25.73%	257
NI – Not Important	34.03%	340
DC – Don't Care	27.93%	279
Total Responses	999	



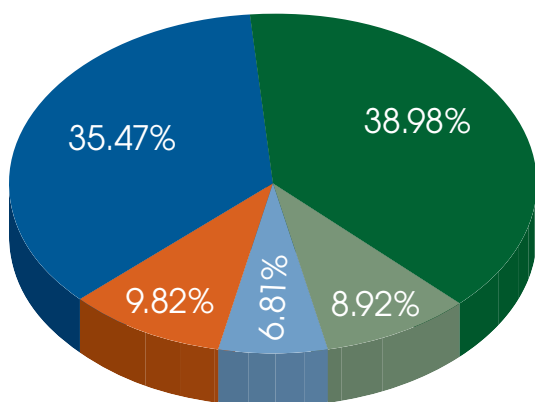
ARCHERY RANGE

Answer Choices	Responses	
VI – Very Important	6.99%	70
SI – Somewhat Important	23.65%	237
NI – Not Important	38.42%	385
DC – Don't Care	30.94%	310
Total Responses	1,002	

Question 5:

Golf Course: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 998 Skipped: 31

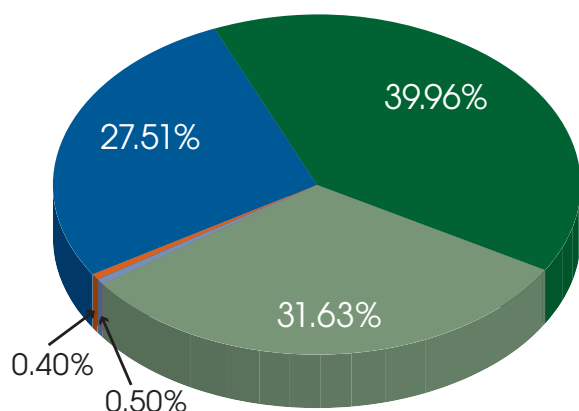


Answer Choices	Responses	
Never	38.98%	389
1 to 6 (~ less than once every 2 months)	35.47%	354
7 to 12 (~ monthly)	9.82%	98
13 to 24 (~ 1 to 2 times per month)	6.81%	68
25 to 52 (~ weekly or more often)	8.92%	89
Total Responses	998	

Question 6:

Golf Course: Overall, how would you rate this amenity as a whole (quality, completeness, prices, etc)?

Answered: 996 Skipped: 33



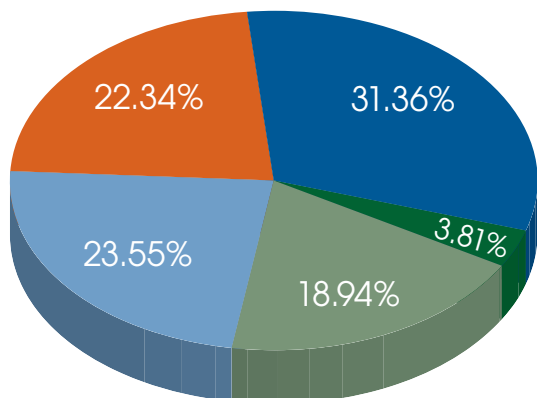
Answer Choices	Responses	
Excellent	39.96%	398
Good	27.51%	274
Poor	0.50%	5
Very Poor	0.40%	4
Unable to Rate – Never Used	31.63%	315
Total Responses	996	



Question 7:

Lake/Marina/Beaches: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 998 Skipped: 31

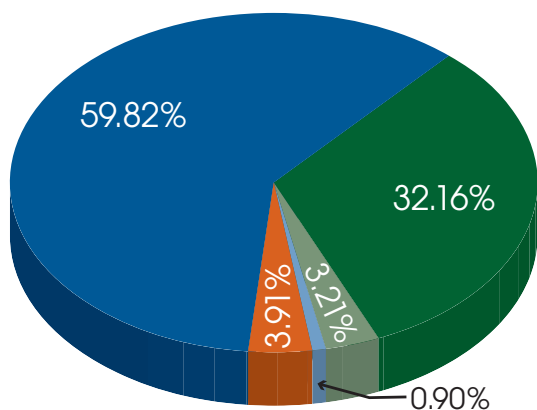


Answer Choices	Responses	
Never	3.81%	38
1 to 6 (~ less than once every 2 months)	31.36%	313
7 to 12 (~ monthly)	22.34%	223
13 to 24 (~ 1 to 2 times per month)	23.55%	235
25 to 52 (~ weekly or more often)	18.94%	189
Total Responses		998

Question 8:

Lake/Marina/Beaches: Overall, how would you rate this amenity as a whole (quality, completeness, prices, etc)?

Answered: 998 Skipped: 31

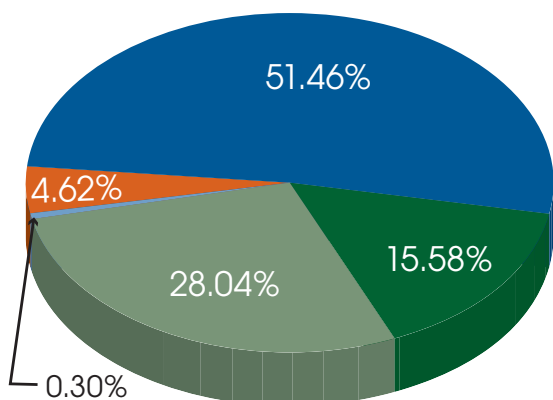


Answer Choices	Responses	
Excellent	32.16%	321
Good	59.82%	597
Poor	3.91%	39
Very Poor	0.90%	9
Unable to Rate – Never Used	3.21%	32
Total Responses		998

Question 9:

Dunn Court Beach: Overall, how would you rate this amenity as a whole (quality, completeness, etc)?

Answered: 995 Skipped: 34



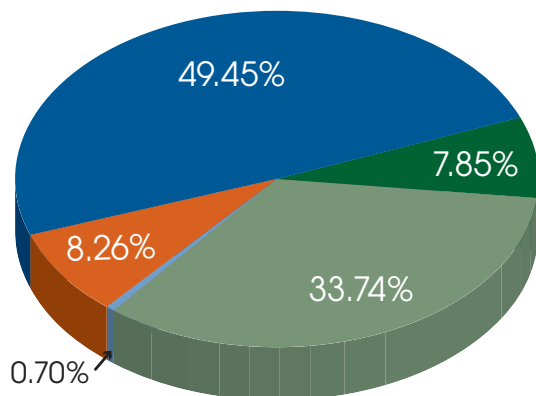
Answer Choices	Responses	
Excellent	15.58%	155
Good	51.46%	512
Poor	4.62%	46
Very Poor	0.30%	3
Unable to Rate – Never Used	28.04%	279
Total Responses		995



Question 10:

Fisherman's Cove: Overall, how would you rate this amenity as a whole (quality, completeness, etc)?

Answered: 993 Skipped: 36

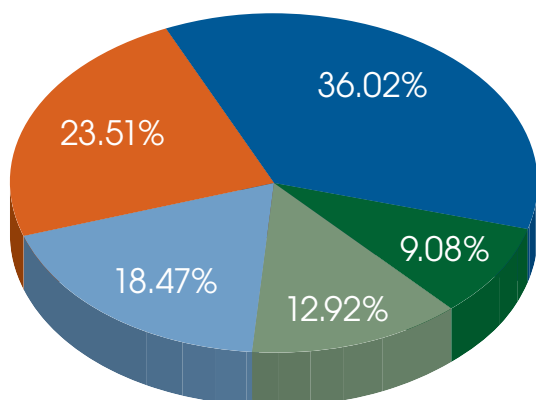


Answer Choices		Responses	
Excellent		7.85%	78
Good		49.45%	491
Poor		8.26%	82
Very Poor		0.70%	7
Unable to Rate – Never Used		33.74%	335
Total Responses			993

Question 11:

Country Club Restaurant (The Grill) and Bar: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 991 Skipped: 38

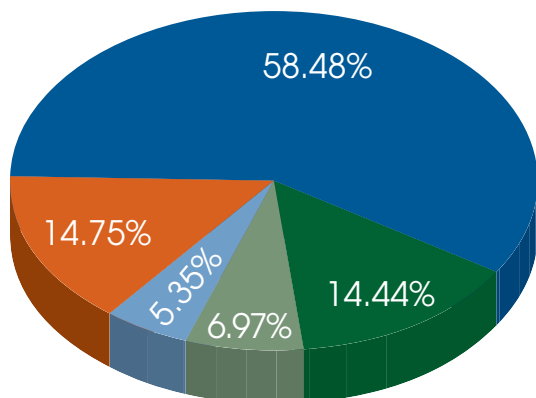


Answer Choices		Responses	
Never		9.08%	90
1 to 6 (~ less than once every 2 months)		36.02%	357
7 to 12 (~ monthly)		23.51%	233
13 to 24 (~ 1 to 2 times per month)		18.47%	183
25 to 52 (~ weekly or more often)		12.92%	128
Total Responses			991

Question 12:

Country Club Restaurant (The Grill) and Bar: Overall, how would you rate this amenity as a whole (quality, completeness, prices, etc)?

Answered: 990 Skipped: 39



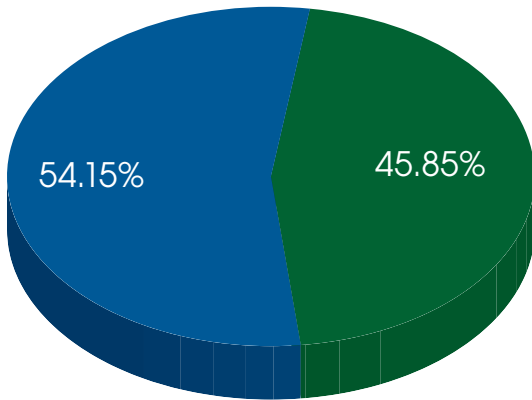
Answer Choices		Responses	
Excellent		14.44%	143
Good		58.48%	579
Poor		14.75%	146
Very Poor		5.35%	53
Unable to Rate – Never Used		6.97%	69
Total Responses			990



Question 13:

Country Club Restaurant (The Grill): Thinking about the last time you used the Restaurant/Bar: Did you make a reservation or walk in?

Answered: 951 Skipped: 78



Answer Choices

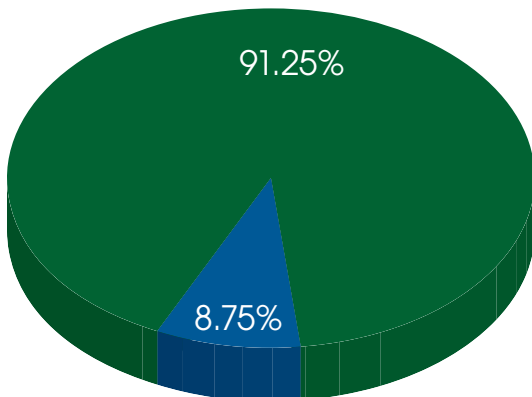
Responses

Made Reservation	45.85%	436
Walked In	54.15%	515
Total Responses		951

Question 14:

Country Club Restaurant (The Grill) and Bar: Thinking about the last time you used the Restaurant/Bar: Were you seated within 15 minutes?

Answered: 937 Skipped: 92



Answer Choices

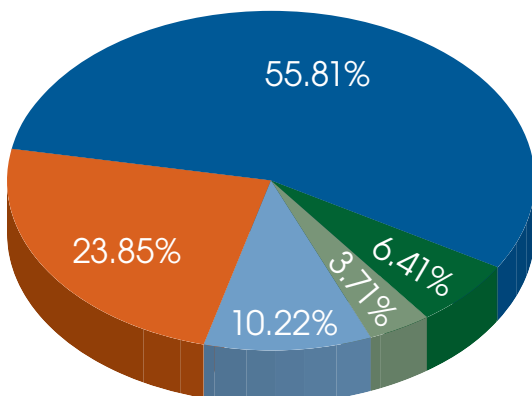
Responses

Yes	91.25%	855
No	8.75%	82
Total Responses		937

Question 15:

Department of Safety: How many times do you or members of your household and/or visitors/guests use this service in a typical year? (Note: getting a gate pass for a visitor/guest involves this department!)

Answered: 998 Skipped: 31



Answer Choices

Responses

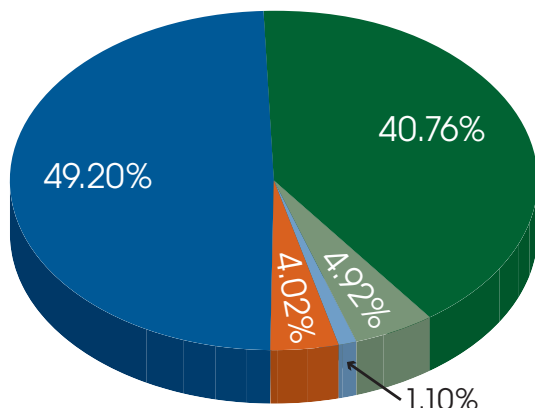
Never	6.41%	64
1 to 6 (~ less than once every 2 months)	55.81%	557
7 to 12 (~ monthly)	23.85%	238
13 to 24 (~ 1 to 2 times per month)	10.22%	102
25 to 52 (~ weekly or more often)	3.71%	37
Total Responses		998



Question 16:

Department of Safety: Overall, how would you rate this amenity as a whole (professionalism, responsiveness, etc)?

Answered: 996 Skipped: 33

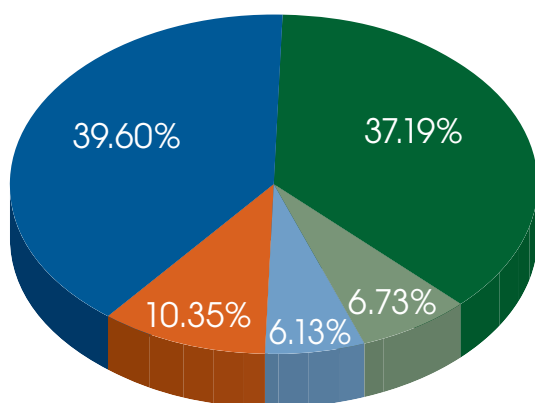


Answer Choices	Responses	
Excellent	40.76%	406
Good	49.20%	490
Poor	4.02%	40
Very Poor	1.10%	11
Unable to Rate – Never Used	4.92%	49
Total Responses	996	

Question 17:

Swimming Pool: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 995 Skipped: 34

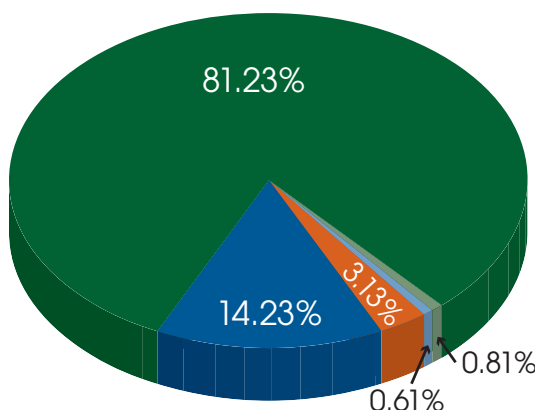


Answer Choices	Responses	
Never	37.19%	370
1 to 6 (~ less than once every 2 months)	39.60%	394
7 to 12 (~ monthly)	10.35%	103
13 to 24 (~ 1 to 2 times per month)	6.13%	61
25 to 52 (~ weekly or more often)	6.73%	67
Total Responses	995	

Question 18:

Tennis Courts: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 991 Skipped: 38



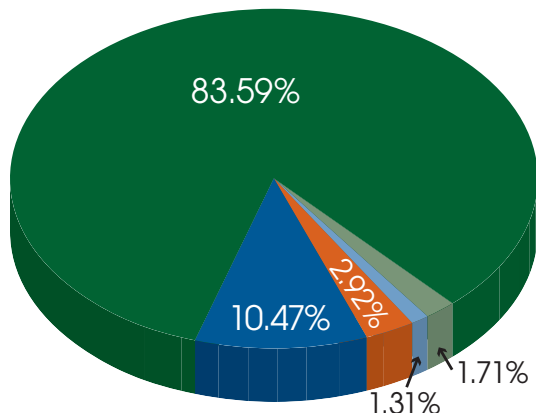
Answer Choices	Responses	
Never	81.23%	805
1 to 6 (~ less than once every 2 months)	14.23%	141
7 to 12 (~ monthly)	3.13%	31
13 to 24 (~ 1 to 2 times per month)	0.61%	6
25 to 52 (~ weekly or more often)	0.81%	8
Total Responses	991	



Question 19:

Pickle Ball Courts: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 993 Skipped: 36

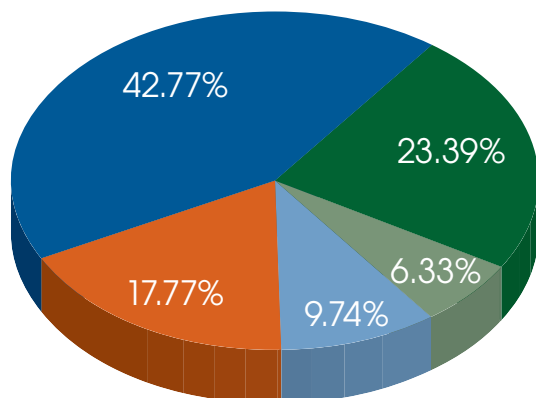


Answer Choices	Responses	
Never	83.59%	830
1 to 6 (~ less than once every 2 months)	10.47%	104
7 to 12 (~ monthly)	2.92%	29
13 to 24 (~ 1 to 2 times per month)	1.31%	13
25 to 52 (~ weekly or more often)	1.71%	17
Total Responses	993	

Question 20:

Walking/Hiking/Biking Trails: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 996 Skipped: 33

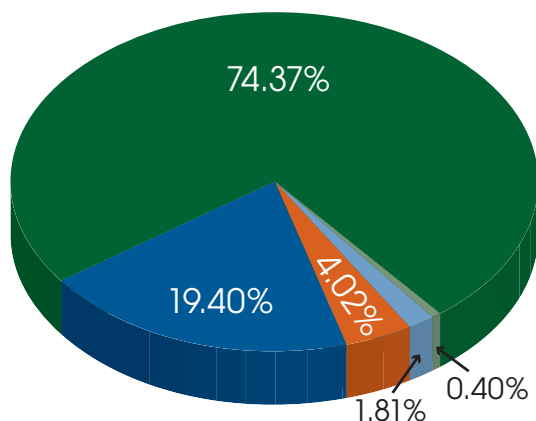


Answer Choices	Responses	
Never	23.39%	233
1 to 6 (~ less than once every 2 months)	42.77%	426
7 to 12 (~ monthly)	17.77%	177
13 to 24 (~ 1 to 2 times per month)	9.74%	97
25 to 52 (~ weekly or more often)	6.33%	63
Total Responses	996	

Question 21:

Shooting Range: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 995 Skipped: 34



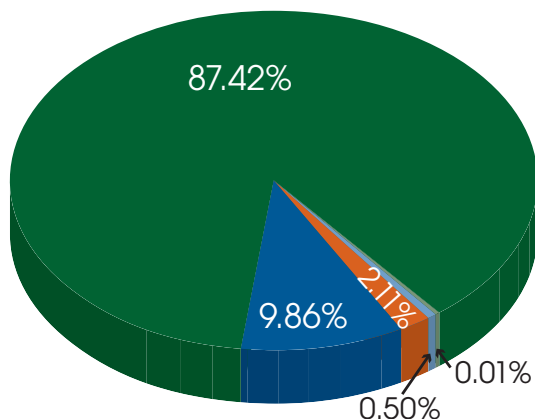
Answer Choices	Responses	
Never	74.37%	740
1 to 6 (~ less than once every 2 months)	19.40%	193
7 to 12 (~ monthly)	4.02%	40
13 to 24 (~ 1 to 2 times per month)	1.81%	18
25 to 52 (~ weekly or more often)	0.40%	4
Total Responses	995	



Question 22:

Archery Range: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 994 Skipped: 35



Answer Choices

Answer Choices	Responses
Never	87.42% 869
1 to 6 (~ less than once every 2 months)	9.86% 98
7 to 12 (~ monthly)	2.11% 21
13 to 24 (~ 1 to 2 times per month)	0.50% 5
25 to 52 (~ weekly or more often)	0.10% 1

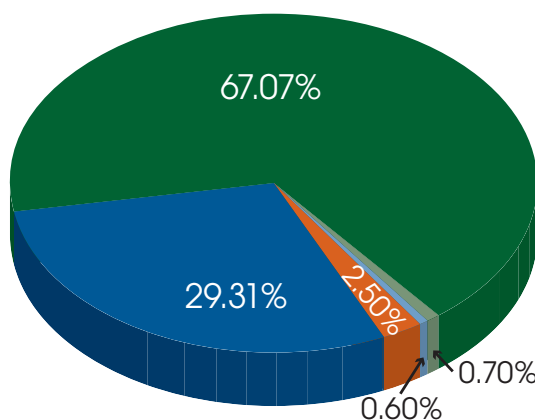
Total Responses

994

Question 23:

Equestrian Center/Stables: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 999 Skipped: 30



Answer Choices

Answer Choices	Responses
Never	67.07% 670
1 to 6 (~ less than once every 2 months)	29.13% 291
7 to 12 (~ monthly)	2.50% 25
13 to 24 (~ 1 to 2 times per month)	0.60% 6
25 to 52 (~ weekly or more often)	0.70% 7

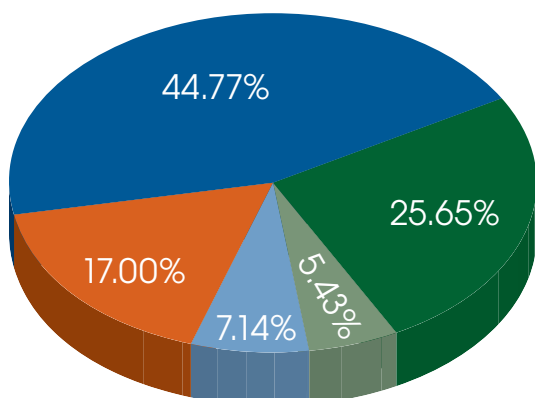
Total Responses

999

Question 24:

Lake Lodge/Beach: How many times do you or members of your household and/or visitors/guests use this amenity in a typical year?

Answered: 994 Skipped: 35



Answer Choices

Answer Choices	Responses
Never	25.65% 255
1 to 6 (~ less than once every 2 months)	44.77% 445
7 to 12 (~ monthly)	17.00% 169
13 to 24 (~ 1 to 2 times per month)	7.14% 71
25 to 52 (~ weekly or more often)	5.43% 54

Total Responses

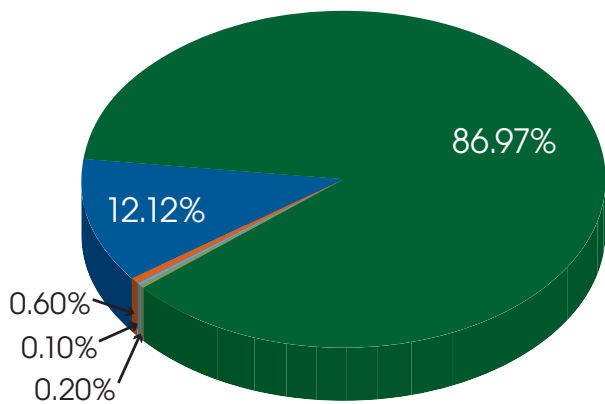
994



Question 25:

Campground: How many times do you or members of your household and/or visitors/ guests use this amenity in a typical year?

Answered: 998 Skipped: 31



Answer Choices

Responses

Never	86.97%	868
1 to 6 (~ less than once every 2 months)	12.12%	121
7 to 12 (~ monthly)	0.60%	6
13 to 24 (~ 1 to 2 times per month)	0.10%	1
25 to 52 (~ weekly or more often)	0.20%	2

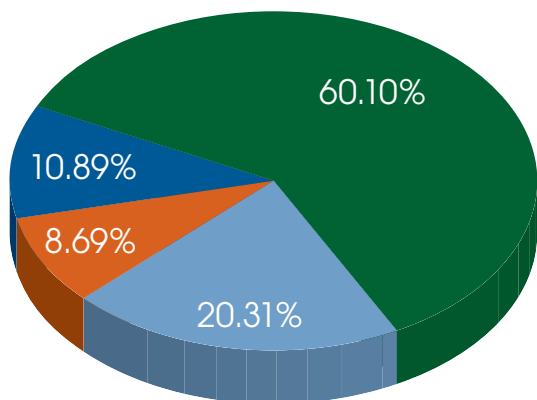
Total Responses

998

Question 26:

Lake Lodge: one of PMLA's oldest facilities. This building has the largest indoor meeting room and heavily used. There are many choices regarding what, if anything, we should do about this amenity.

Answered: 955 Skipped: 74



Answer Choices

Responses

Leave as is	60.10%	574
Tear it down and build a new structure that better fits our needs	10.89%	104
Remodel the interior only, removing the fireplace and kitchen to enlarge the interior space	8.69%	83
Add on to the existing building to keep the kitchen and provide more meeting room space	20.31%	194

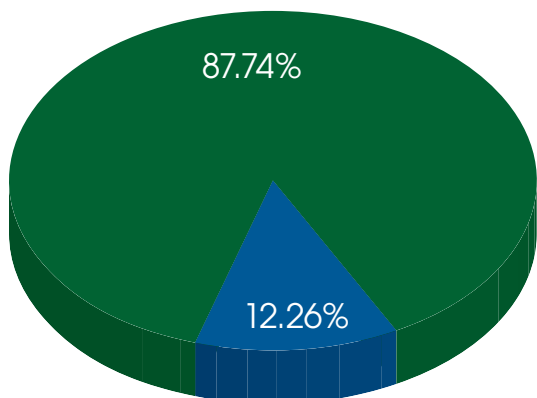
Total Responses

955

Question 27:

Are you satisfied with PMLA Safety?

Answered: 987 Skipped: 42



Answer Choices

Responses

Yes	87.74%	866
No	12.26%	121

Total Responses

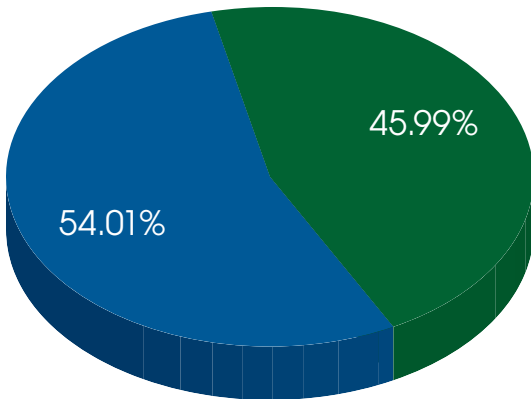
987



Question 28:

Should PMLA have more patrols?

Answered: 972 Skipped: 57



Answer Choices

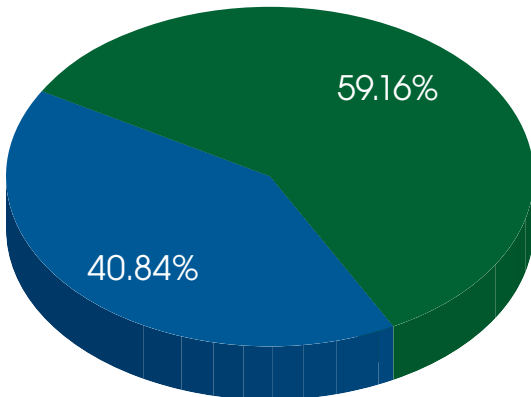
Responses

<input checked="" type="checkbox"/> Yes	45.99%	447
<input checked="" type="checkbox"/> No	54.01%	525
Total Responses		972

Question 29:

Should PMLA install more surveillance?

Answered: 972 Skipped: 57



Answer Choices

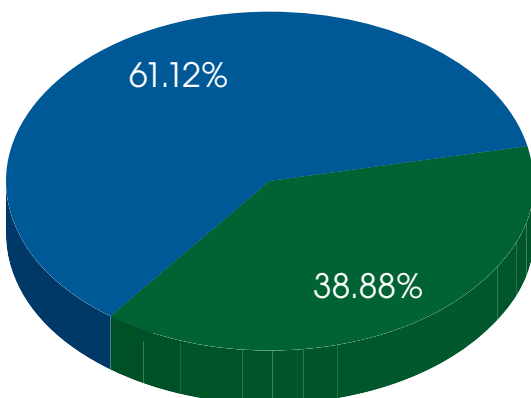
Responses

<input checked="" type="checkbox"/> Yes	59.16%	575
<input checked="" type="checkbox"/> I have no opinion on this issue	40.84%	397
Total Responses		972

Question 30:

Are you willing to accept an increase in dues to better fund the Safety Department?

Answered: 985 Skipped: 44



Answer Choices

Responses

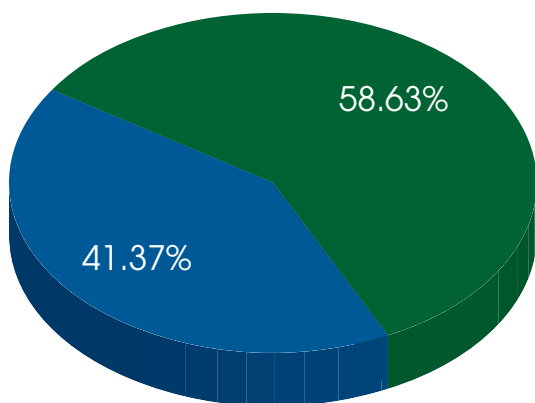
<input checked="" type="checkbox"/> Yes	38.88%	383
<input checked="" type="checkbox"/> No	61.12%	602
Total Responses		985



Question 31:

Do you use PMLA's Social Media, such as Facebook?

Answered: 996 Skipped: 33



Answer Choices

Responses

Yes

58.63%

584

No

41.37%

412

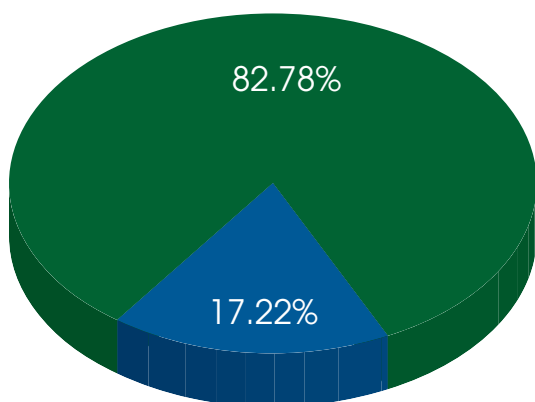
Total Responses

996

Question 32:

Do you use the PMLA's Official Website?

Answered: 993 Skipped: 36



Answer Choices

Responses

Yes

82.78%

822

No

17.22%

171

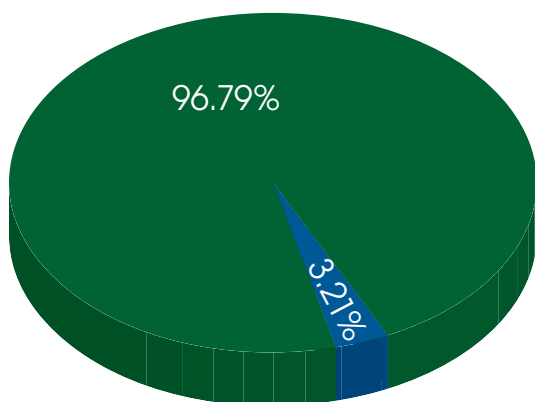
Total Responses

993

Question 33:

Do you read the PML News?

Answered: 996 Skipped: 33



Answer Choices

Responses

Yes

96.79%

964

No

3.21%

32

Total Responses

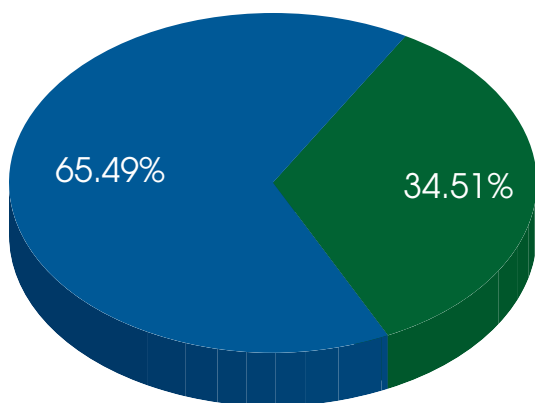
996




Question 34:

Should PMLA develop a broader Member Communications medium?

Answered: 936 Skipped: 93

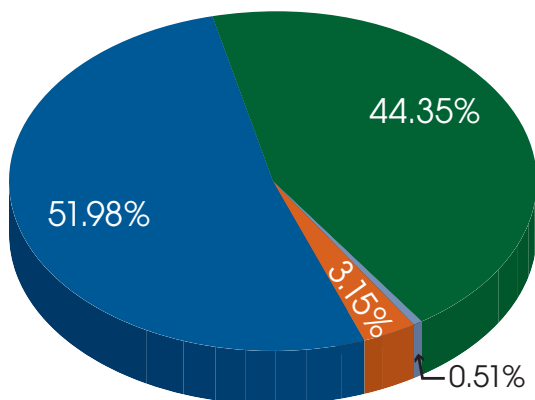






Answer Choices		Responses	
 Yes		34.51%	323
 No		65.49%	613
Total Responses			936

Question 36:

Overall, how would you rate the PMLA Maintenance Department?

Answered: 983 Skipped: 46

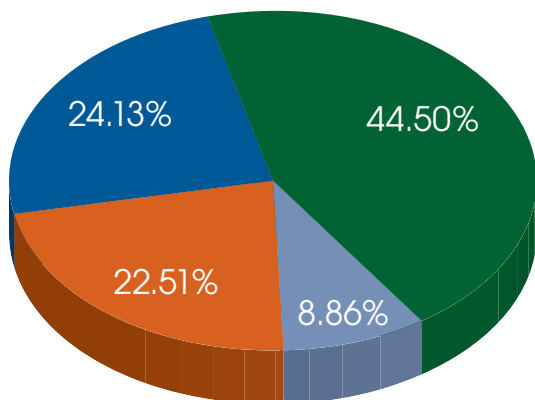






Answer Choices		Responses	
 Very Satisfied		44.35%	436
 Satisfied		51.98%	511
 Dissatisfied		3.15%	31
 Very Dissatisfied		0.51%	5
Total Responses			983

Question 37:

PMLA is governed by the set of rules in our CC&Rs and Bylaws as well as by state and federal laws. (The CC&Rs and Bylaws can be found on the PMLA website under the "Governance" (Governing Documents) tab.) The aforementioned rules apply to ALL owners of property in PML. Do you think PMLA administration does a good job of enforcing its rules?

Answered: 982 Skipped: 47



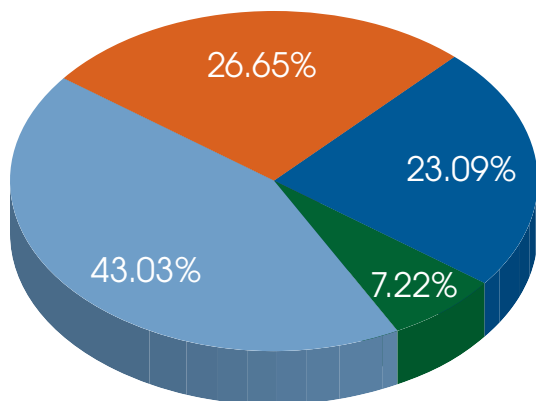
Answer Choices		Responses	
 Yes. Overall, most of the rules are enforced.		44.50%	437
 Not sure. I don't know many of the rules and don't see many violations.		24.13%	237
 No. I see too many violations that aren't addressed.		22.51%	221
 I have no opinion on this issue.		8.86%	87
Total Responses			982







Question 38:

Have you or your guests been negatively impacted by a rental property near you?

Answered: 983 Skipped: 46

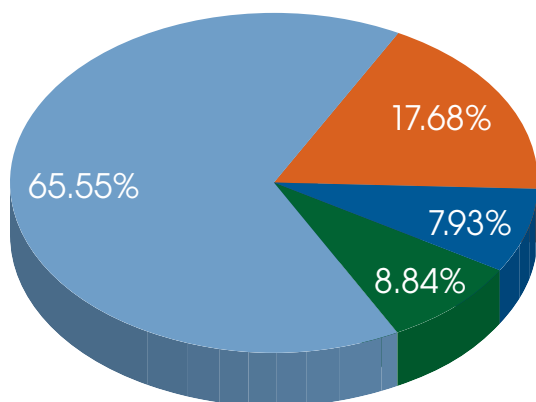






Answer Choices		Responses	
	Frequently	7.22%	71
	Occasionally	23.09%	227
	Rarely	26.65%	262
	Never	43.03%	423
Total Responses			983

Question 39:

As a homeowner do you now or do you plan to rent out your property?

Answered: 984 Skipped: 45

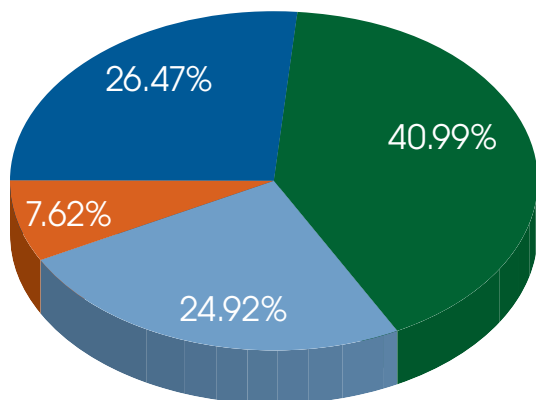






Answer Choices		Responses	
	Yes, I do now	8.84%	87
	I am considering doing so in the future	7.93%	78
	Depends on my financial situation	17.68%	174
	No, never	65.55%	645
Total Responses			984

Question 40:

The Board of Directors has received multiple requests to limit short term rentals in PML. As a result, the BoD would like to hear from property owners on what, if anything, should be done about short term rentals, such as VRBO, Airbnb etc.

Answered: 971 Skipped: 58



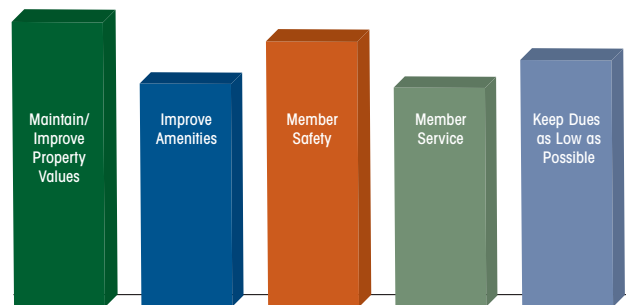
Answer Choices		Responses	
	Do nothing, it is an owners right to rent out their property	40.99%	398
	Limit the total of short term rental units allowed to operate in PML	26.47%	257
	Control the length of rentals to a minimum of 7 to 30 days	7.62%	74
	Allow short term rentals but increase PML oversight	24.92%	242
Total Responses			971



Question 41:

What do you consider to be the highest priority of the PMLA Board of Directors? Rank 1 to 5 with number 1 the highest priority

Answered: 966 Skipped: 63



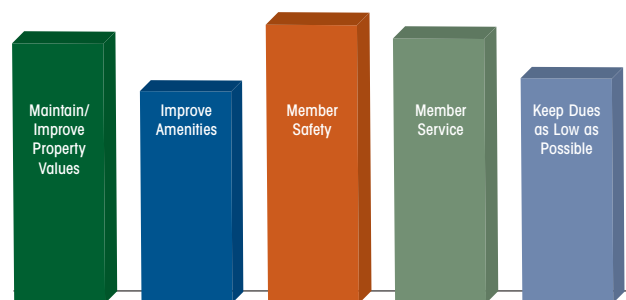
Note: The number of respondents that chose each number per amenity is shown in gray. The total aggregate score for each option, creating the rankings for priority ranking, is shown in green and is represented by the graph seen at the top.

Amenity	1	2	3	4	5	Total	Score
Maintain/Improve property values	31.74% 285	25.50% 229	14.81% 133	15.70% 141	12.25% 110	898	3.49
Improve Amenities	15.45% 140	16.23% 147	21.41% 194	20.09% 182	26.82% 243	906	2.73
Member Safety	19.49% 175	24.83% 223	27.84% 250	16.70% 150	11.14% 100	898	3.25
Member Service	8.47% 77	19.80% 180	22.11% 201	30.47% 277	19.14% 174	909	2.68
Keep Dues as Low as Possible	28.69% 272	14.24% 135	14.48% 137	15.30% 145	27.32% 259	948	3.02

Question 42:

What do you consider to be the highest priority of the PMLA Administration Office & Amenity/Service Management Staff? Rank 1 to 5 with number 1 the highest priority

Answered: 955 Skipped: 74



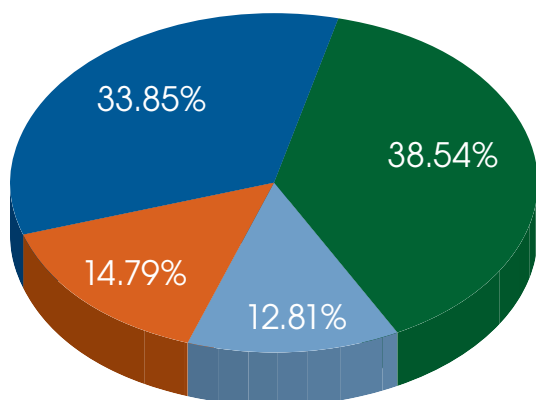
Note: The number of respondents that chose each number per amenity is shown in gray. The total aggregate score for each option, creating the rankings for priority ranking, is shown in green and is represented by the graph seen at the top.

Amenity	1	2	3	4	5	Total	Score
Maintain/Improve property values	23.75% 209	20.14% 177	19.57% 172	22.98% 202	13.54% 119	879	3.18
Improve Amenities	10.25% 91	16.10% 143	23.76% 211	22.30% 198	27.59% 245	888	2.59
Member Safety	22.15% 194	27.63% 242	27.40% 240	14.50% 127	8.33% 73	876	3.41
Member Service	22.32% 202	24.31% 220	19.45% 176	22.98% 208	10.94% 99	905	3.24
Keep Dues as Low as Possible	25.27% 236	12.31% 115	11.03% 103	15.10% 141	36.30% 339	948	3.02

Question 43:

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

Answered: 960 Skipped: 69



Answer Choices	Responses	
Very Satisfied	38.54%	370
Somewhat Satisfied	33.85%	325
Satisfied	14.79%	142
Dissatisfied	12.81%	123
Total Responses	960	



Question 46:

In your opinion, which of the following amenities/services NEED THE MOST DEVELOPMENT OR IMPROVEMENT? One or more choices are allowed. PLEASE RANK YOUR CHOICES USING A NUMBER WHERE 1 MEANS THIS AMENITY NEEDS THE MOST IMPROVEMENT.

Answered: 819 Skipped: 210



Amenity	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Lake/Marina/Beaches	40.13% 240	21.57% 129	17.22% 103	10.87% 65	4.35% 26	2.17% 13	0.50% 3	0.17% 1	0.84% 5	0.33% 2	0.33% 2	0.50% 3	0.84% 5	0.17% 1
Golf Course	5.94% 24	16.83% 68	15.35% 62	13.61% 55	13.61% 55	8.91% 36	3.47% 14	3.47% 14	2.48% 10	3.96% 16	1.98% 8	1.49% 6	3.47% 14	5.45% 22
Department of Safety	13.74% 72	19.47% 102	25.38% 133	15.84% 83	13.74% 72	4.96% 26	3.05% 16	0.95% 5	0.76% 4	0.95% 5	0.19% 1	0.76% 4	0.19% 1	0.00% 0
Maintenance Department	6.31% 31	14.05% 69	18.53% 91	28.31% 139	17.31% 85	6.11% 30	3.87% 19	2.44% 12	0.61% 3	1.22% 6	0.61% 3	0.41% 2	0.00% 0	0.20% 1
Swimming Pool	23.40% 121	20.31% 105	12.38% 64	9.48% 49	15.67% 81	7.35% 38	5.42% 28	2.13% 11	1.16% 6	1.16% 6	0.58% 3	0.39% 2	0.39% 2	0.19% 1
Lake Lodge	21.96% 121	14.21% 77	13.28% 72	12.36% 67	10.15% 55	11.25% 61	7.75% 42	4.43% 24	1.85% 10	0.92% 5	0.92% 5	0.18% 1	0.55% 3	0.18% 1
Tennis Courts	0.67% 2	1.34% 4	1.34% 4	3.36% 10	4.70% 14	9.40% 28	30.87% 92	21.48% 64	11.07% 33	5.37% 16	4.70% 14	2.68% 8	2.68% 8	0.34% 1
Pickle Ball Courts	1.35% 4	1.68% 5	1.68% 5	2.36% 7	4.04% 14	2.36% 7	8.42% 25	27.61% 82	19.19% 57	13.13% 39	6.40% 19	5.72% 17	3.37% 10	2.69% 8
Equestrian Center / Stables	4.62% 15	4.31% 14	2.46% 8	4.62% 15	5.54% 18	2.46% 8	4.31% 14	7.08% 23	31.08% 101	16.92% 55	8.92% 29	3.38% 11	2.77% 9	1.54% 5
Walking / Hiking Biking / Trails	20.54% 114	19.10% 106	13.33% 74	8.83% 49	9.37% 52	3.96% 22	2.34% 13	1.80% 10	1.80% 10	13.51% 75	3.60% 20	0.72% 4	0.90% 5	0.18% 1
Shooting Range	1.58% 5	2.22% 7	2.53% 8	3.80% 12	3.80% 12	1.27% 4	2.22% 7	3.80% 12	2.85% 9	8.23% 26	43.35% 137	12.03% 38	7.59% 24	4.75% 15
Archery Range	1.99% 6	1.32% 4	2.98% 9	1.66% 5	0.66% 2	1.66% 5	0.66% 2	1.66% 5	4.30% 13	4.97% 15	7.95% 24	54.30% 164	12.91% 39	2.98% 9
Campground	2.91% 10	5.23% 18	5.52% 19	5.81% 20	6.10% 21	0.58% 2	1.74% 6	5.23% 18	3.20% 11	3.20% 11	3.20% 11	6.40% 22	45.06% 155	5.81% 20
Other	9.29% 29	2.56% 8	2.56% 8	3.21% 10	6.09% 19	0.96% 3	0.64% 2	0.32% 1	0.96% 3	1.28% 4	0.64% 2	1.28% 4	4.49% 14	65.71% 205

Note: The number of respondents that chose each number per amenity is shown in gray.



Question 47:

In your opinion, which of the following current amenities/services ADD THE MOST ECONOMIC VALUE to your property? One or more choices are allowed. PLEASE RANK YOUR CHOICES USING A NUMBER WHERE 1 MEANS THIS AMENITY ADDS THE MOST ECONOMIC VALUE.

Answered: 888 Skipped: 141



Amenity	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Lake/Marina/Beaches	66.15% 559	16.80% 142	11.83% 100	2.84% 24	1.66% 14	0.47% 4	0.00% 0	0.00% 0	0.24% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Golf Course	20.35% 150	43.42% 320	14.93% 110	8.28% 61	7.06% 52	1.90% 14	0.54% 4	0.68% 5	0.27% 2	0.41% 3	0.27% 2	0.14% 1	0.00% 0	0.68% 5
Coutry Club Restaurant/Bar	8.91% 63	23.62% 167	40.03% 283	12.59% 89	7.78% 55	1.70% 12	0.85% 6	0.71% 5	0.42% 3	0.42% 3	0.57% 4	0.00% 0	0.28% 2	0.99% 7
Department of Safety	8.47% 52	13.68% 84	20.20% 124	30.62% 188	14.66% 90	5.05% 31	2.44% 15	1.30% 8	0.81% 5	1.14% 7	0.81% 5	0.33% 2	0.00% 0	0.16% 1
Maintenance Department	1.90% 11	8.64% 50	14.16% 82	21.24% 123	35.06% 203	7.77% 45	3.97% 23	2.25% 13	2.07% 12	0.86% 5	1.04% 6	0.35% 2	0.00% 0	0.52% 3
Swimming Pool	2.89% 14	8.88% 43	12.19% 64	22.31% 108	16.53% 80	19.63% 95	10.12% 49	3.93% 19	0.83% 4	1.45% 7	0.62% 3	0.41% 2	0.00% 0	0.21% 1
Lake Lodge	1.08% 4	3.25% 12	5.96% 22	13.55% 50	15.45% 57	7.32% 27	28.73% 106	11.38% 42	4.61% 17	3.79% 14	1.36% 5	0.54% 2	1.90% 7	1.08% 4
Tennis Courts	0.32% 1	0.00% 0	1.62% 5	6.17% 19	7.79% 24	5.19% 16	6.49% 20	41.56% 128	13.96% 43	7.14% 22	3.57% 11	4.55% 14	1.30% 4	0.32% 1
Pickle Ball Courts	0.35% 1	0.35% 1	0.69% 2	2.78% 8	1.74% 5	3.47% 10	3.82% 11	4.51% 13	44.79% 129	15.97% 46	7.99% 23	2.78% 8	4.86% 14	3.82% 11
Equestrian Center / Stables	2.41% 8	1.81% 6	1.51% 5	9.94% 33	11.14% 37	4.22% 14	2.71% 9	4.52% 15	6.33% 21	36.75% 122	11.45% 38	2.71% 9	2.41% 8	1.81% 6
Walking / Hiking Biking / Trails	2.15% 9	3.59% 15	7.42% 31	14.11% 59	17.22% 72	3.59% 15	4.31% 18	3.83% 16	3.35% 14	3.83% 16	31.34% 131	4.07% 17	0.48% 2	0.72% 3
Shooting Range	0.34% 1	0.69% 2	0.34% 1	1.37% 4	3.44% 10	1.37% 4	3.09% 9	1.03% 3	3.09% 9	2.41% 7	8.59% 25	59.79% 174	6.87% 20	4.47% 13
Archery Range	0.00% 0	0.35% 1	0.00% 0	1.77% 5	0.35% 1	1.06% 3	1.06% 3	1.06% 3	1.06% 3	2.13% 6	1.77% 5	10.64% 30	69.86% 197	7.09% 20
Campground	0.34% 1	0.69% 2	1.03% 3	1.38% 4	5.17% 15	1.38% 4	1.03% 3	1.38% 4	3.10% 9	3.45% 10	2.41% 7	3.10% 9	6.21% 18	66.21% 192
Other	3.00% 8	0.75% 2	0.75% 2	0.75% 2	2.25% 6	1.50% 4	1.12% 3	0.37% 1	0.37% 1	0.37% 1	1.12% 3	0.37% 1	1.50% 4	3.37% 9

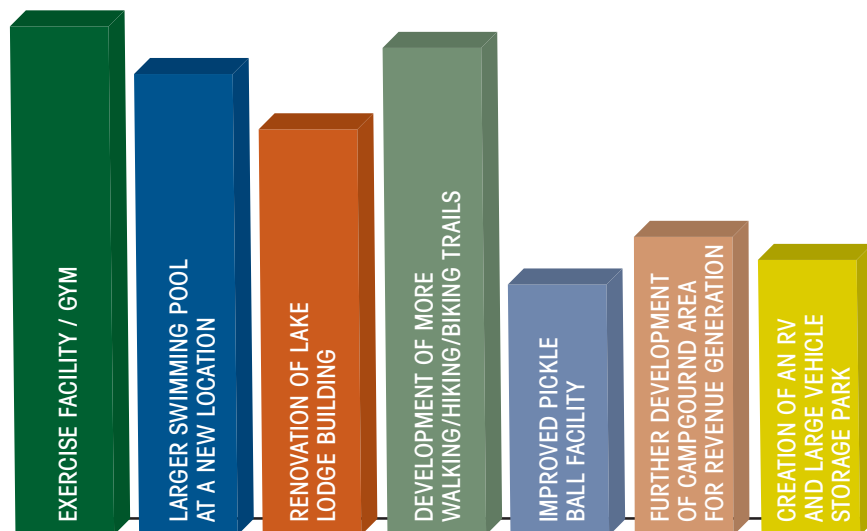
Note: The number of respondents that chose each number per amenity is shown in gray.



Question 48:

What NEW (does not currently exist) or significant modification to an existing amenity or service would you like to see at PML? More than one choice is allowed. PLEASE RANK YOUR CHOICES USING NUMBERS, WHERE 1 MEANS THIS AMENITY IS THE MOST DESIRED. Please limit your choices to the top 5.

Answered: 828 Skipped: 201



	1	2	3	4	5	6	7	Total	Score
Exercise Facility / Gym	42.60% 250	26.81% 163	16.28% 99	7.73% 47	4.93% 30	1.15% 7	0.49% 3	608	5.89
Larger Swimming Pool at a New Location	32.29% 165	26.42% 135	16.05% 82	12.52% 64	7.83% 40	2.94% 15	1.96% 10	511	5.46
Renovation of Lake Lodge Building	21.53% 110	17.81% 91	24.46% 125	20.35% 104	11.15% 57	3.33% 17	1.37% 7	511	5.03
Development of more walking/hiking/biking trails	32.96% 204	28.76% 178	17.45% 108	13.41% 83	6.14% 38	1.29% 8	0.00% 0	619	5.65
Improved Pickle Ball Facility	2.29% 6	8.78% 23	8.75% 23	9.54% 25	33.97% 89	17.18% 45	19.47% 51	262	3.06
Further development of current campground area for revenue generation	6.14% 25	14.50% 59	17.94% 73	16.71% 68	15.48% 63	21.87% 89	7.37% 30	407	3.84
Creation of an RV and large vehicle storage park	9.63% 39	11.36% 46	16.05% 65	15.80% 64	12.84% 52	6.91% 28	27.41% 111	405	3.59

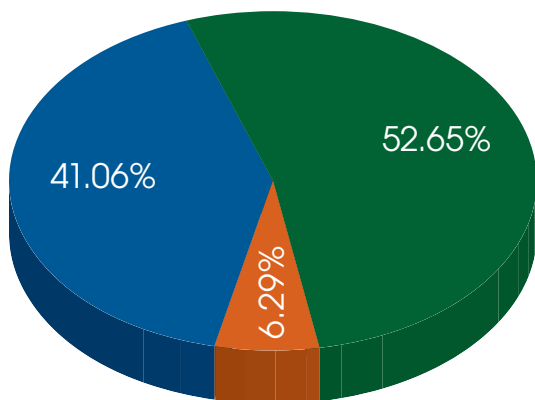
Note: The number of respondents that chose each number per new or improved amenity is shown in gray. The total aggregate score for each amenity, creating the rankings for most desired new or modified amenity, is shown in green and is represented by the graph seen at the top.






Question 49:

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 annual 2019 PMLA assessment is \$2,436/year per property.)

Answered: 906 Skipped: 123

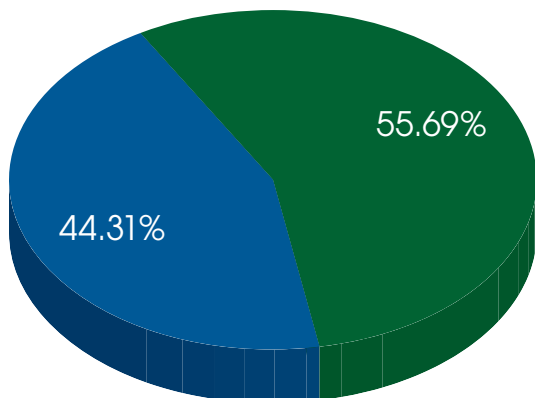


Answer Choices		Responses	
	No increase in assessment is acceptable for this purpose.	52.65%	477
	\$20 to \$200 per property per year (1% to 10%)	41.06%	372
	\$201 to \$400 per property per year (11% to 20%)	6.29%	57
Total Responses			906

Question 50:

One element of the PMLA 2017 Strategic Plan is Marketing PML amenities. This involves spending money to advertise to non-PML folks to use PML public amenities (golf, equestrian center and restaurant). More amenity usage may reduce the impact on dues. It also might make the amenities busier. Should PMLA spend money to advertise to non-PML folks to use amenities?

Answered: 905 Skipped: 124

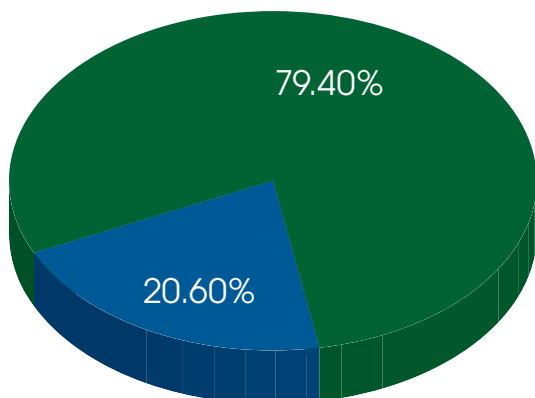


Answer Choices		Responses	
	Yes	55.89%	504
	No	44.31%	401
Total Responses			905

Question 51:

Would you participate in a more detailed Marketing Survey at a later time?

Answered: 898 Skipped: 131



Answer Choices		Responses	
	Yes	79.40%	713
	No	20.60%	185
Total Responses			898

