

1. Overall, are you satisfied with our HOA Management Team, neither satisfied nor dissatisfied with them, or dissatisfied with them?

The crew for Rancho Mirage Court is great

Paul Schorno is a very nice man who is trying to do a good job. However there seems to be a disconnect as far as responsibilities, information and accuracy with this HOA. Homeowners inquiries and questions either go unanswered or, much of the time, is ignored. Promises are not kept. Information is not always accurate. Many times it seems as though we are being told, by some of the staff, what they think we “want to hear” and not what is reality

Debbie Cha - Has promoted herself to Executive Administrative Assistance and apparently has been allowed to continue using a “self-elevated” title. She has been extremely rude at times. Has made MANY errors, of which the Association has had to pay for her improper decisions. She has been seen, during office hours, disposing items into a dumpster on the circle (is this an employee benefit?) She acts as though she runs the place and, after reading her current “experience” on LinkedIn apparently she thinks she does. This employee’s actions need to be addressed by the Manager before she causes any more problems or issues with Crosswoods. There is no “I” in team!!!! (refers to LinkedIn under experience)

Patti – Accounts Payable – is a great employee who has afforded this HOA great audits for many years. She is a plus for this HOA

Account Receivable - Not certain of the name and have had no interaction, whatsoever, so unable to comment. However, both she and Debbie include what I would consider “inappropriate and unprofessional” photos with the signature block on their e-mails. Waste of computer memory, too, which has been an ongoing issue here.

Mike (unknown last name) – Facilities Supervisor is an individual who I have never seen lift a hand to do anything. When he leaves, at the end of the day, his clothes are just as neat and clean as when

he arrived in the a.m. Seems to have lots of time to stand around and talk or see what else is going on in the HOA (including recently watching tree trimming). Why is this acceptable to our Manager?

Mike Pendleton – Landscape Supervisor is a jewel for Crosswoods. He is such a hard working supervisor and it appears as though he would do anything that he expects his employees to do. Mike is one in a million.

Pau Schorno does an excellent job and is always willing to listen and solve any issues. Sup Mike in facilities also does excellent work and the other Mike in Landscape (sup) does great too.

The HOA rates are too high. The rules you added are too restricted. Example: No bird feeders. This is a stupid rule you added. People should have the right it is our home.

The personnel are courteous and helpful. The grounds are well kept. I realize we may lose our lawns but please try to save the trees. That makes Crosswoods so attractive.

I have only talked to Debi Cha and Mike in gardening – both very responsive to my needs or requests.

I am satisfied with the office staff, however, the HOA board of directors, I am moderately dissatisfied. O time is given to say anything.

Manager Paul can have a very short fuse. That I know of he has had volatile verbal outbursts with several of my neighbors as well as me. Otherwise, staff has been professional and responsive.

Not sure who is “management team”

Daniel the Gardner is exceptional.

Feel when things are approved or disapproved owners should be notified. Poor communication between boards and owners.

First of all Why did you spend so much money on postage by mailing this package to homeowners when we have block monitor to deliver. This is not confidential until you response.

The staff works hard to respond to all homeowner and management issues but as Crosswoods ages and more work orders and project demands come in to the office on a daily basis, there seems to be a never-ending backlog of items requiring attention. It might help to establish one or two small Board-approved dedicated volunteer groups to help with non-private and non-financial issues that would assist the paid staff as needed, and allow them to get more done.

I have had both satisfactory and less satisfactory experiences. Debbie Cha is a nice addition to the management team.

All is well. Still waiting for address on pole at Crosswoods courts.

Kind, responsive

Only one in particular

The board listens then does what it wants to do w/o owner consultations like the doggie poop stations placement. Most owners carry their own poop bags – scoop then home. I don't own a dog and feel it was a waste of money.

2. How professional and responsive do you find the HOA General Manager, Paul Schorno.

I do not know Paul, but talked to him on phone once and he was friendly.

Have made only one request in over 5 years and got no response from general manager

Failed to follow up

Sometimes Mr. Schorno forgets to do what he said he would do – could improve on that.

About 6 mo. ago I inquired about having my deck extended if it was going to be replaced. Ask Mike I was told he looked at it no response from him or office. I went to office left a message no response. Now after 6 mos. I am told I needed a survey. Why wasn't I told that 6 mos. ago?

Mr. Schorno is more visible than other managers we have had. He always responds personally to inquiries or questions.

He's the best!

Very personable and helpful

I have had very little contact with him but he seems very professional and courteous.

Does not reply in a timely manner

I would like a GM who has concerns about homeowners rather than a GM who lacks experience in managing the crews.

I think he may be overwhelmed with the responsibilities of the position of manager. It's possible he does not have the support ad finances he needs.

I have no shade either in front or on my decks. I have complained for years. I think he should provide me with free 2 ramadas

He always has the answers or finds out. He has many hats to wear and many people to satisfy. He was the one that resurfaced the paths and installed the hand railing near the office for the tall and short of us – improved the plantings I have a long memory..

Should answer phone calls (call back and emails)

He never has time for you to talk to him. He says he is busy or he is work on papers for meeting or if you do get to talk to him his reply is "I'll look at it." But it is never looked at. He just puts you off Very rude to do this.

Only had one situation with Mr. Schorno where he forgot an appointment with me. He was very busy with other responsibilities at the time.

Professional

Totally inappropriate

Mr. Schorno promises 100% but only delivers 50% of the promises. He is professional and very good at his job. The 2 supervisors Mike/Mike are very friendly and helpful.

3. Are you treated with dignity and respect by the Manager and Supervisors?

In person contact is courteous and professional.

Always

Office staff is great

We are in our 5th year of a devastating drought. I have noticed new grass on the NE corner of Toluca and Monte Verde. Do you plan on letting the grass grow to kill it?

No – and the facilities manager is extremely rude!

Always treated well by Mr. Schorno not always by the supervisors

Yes, people treat you the way you treat them.

My first experience – snotty – answered “so” several times when dealing with me – yelling, rude, turned and went to his office saying “I have work to do!” Guess what – homeowners and residents are his work!

All the staff and workers at Crosswoods are very amiable and polite.

4. How well does our Management Team enforce the HOA rules?

It seems the dog poop and off leash issues are on-going. The C.H. animal control agency is not very responsive.

There are always exceptions to rules based upon the “Human Factor” – needs and circumstances.

It seems that often the easiest solution is acted upon whether that solves the problem or not. Management seems to know the right thing to say to appease residents, but then there may not be follow through.

We have been lax on windows (white trim?) and outdoor items off ??? decks.

For instance, trash cans here and there are left at curbs for a week at a time – how come?

Sometimes people who live here put things in “their yards” (common area) that really don’t belong and the HOA allows it. Ex hand – made furniture behind San Demas and bird bath on Vera Cruz.

Residents parking vehicles in visitor parking when they have their other autos in their garages and driveways. All the time making it difficult for visitors to park!

Rules are changed often without any explanation such as colors for new windows and door colors.

Because the team does not police the grounds there may be violations - it is brought to their attention and then notify the offenders of our R&R’s

It is not good for the HOA to say we don't own the front lawn and balcony or driveway and it seems like yeah you own it until something goes wrong, then we own it, so they don't have to pay.

People should follow the rules.

We have entirely too many renters. The rule should be changed.

Some seem to

Especially at the pool

Never enforced rules in my court – open garage, garage sales, stuff on driveways for weeks Rental doing mechanical work on cars. Parking in guest parking

I don't really know - I think they are responsive

Sine we have so many rentals they do not know the rules and bring trailer in and park in the driveway and it looks trashy. Rental has motorcycles and very loud trucks that were not allow here in the past. Why now?

After living in Crosswoods for 30 years, I've seen a lot in our community. In my opinion, the rules need a lot more enforcement, especially relevant to the overloaded back decks with blocked access in and out (essential in case of fire). I have seen a lot of back decks with disallowed dog fences permanently attached to the vertical deck supports that are never removed because the homeowners are never notified or required to remove them. The piles of potted plants all over the place, the houses with security bars on windows, the tanning bed on one back deck, the piles of stuff stored on decks. They need to become a priority and checked much for often with homeowner notifications on a regular basis until compliance is achieved. Letter and fines (if necessary) need to be imposed so that homeowners take adequate responsibility in keeping their courtyards and decks

clean. The longer this problem is ignored, the worse it gets and the harder to correct. This is a seriously growing problem.

Proper parking

Owners/renters parking in guest parking weeks/months at a time and guests parking on streets

Problem with recycling cans stay out too long. Debris being stored along back side of homes at the end of Toluca (wheel barrows, broken screens etc unsightly)

A neighbor who lives near the entrance to Crosswoods find herself in violation of the rules because her condo is more highly visible and seen by drivers as they enter Crosswoods. Plus if you live by a board member!

Parking in driveways

5. Would you like us to cancel our Comcast contract in March of 2017 thereby reducing your homeowner fees about 37.80/ month?

Most of us with TV's appreciate the Comcast cable service and the fact it's cheaper by group than individually.

Need to know how much of an increase

What kind of contract can we get with Consolidated Communications AKN as Surewest

I am very satisfied with present

I am not sure I am getting our discount – I can't get an answer from Comcast

Yes, discontinue cable

I was unaware of this service. I will be cancelling my personal Comcast tomorrow.

If unable to enhance service through negotiation process, then discontinue service

Keep what we have as it keeps our Comcast costs down

Have had multiple problems with Comcast four HD boxes, control among other problems

Comcast is difficult to deal with. Maybe allow different internet speeds with different prices.

Satellite dishes on lots of houses are unsightly

What does the monthly rate cover?

Do not cancel Comcast Mar 2017

The Comcast contract should not be cancelled. Each homeowner would have to pay more for an individual subscription to either satellite or cable service than is currently part of the dues structure. Also, the satellite receivers are unsightly and diminish the esthetic quality of the neighborhood. As for Internet service, it should not be included in the monthly subscription. Many homeowners have no use for Internet and because of Comcast difficulties in supplying reliable service on the aged cable system upon which it relies; Comcast Internet can be problematic at best

I think the price would be much higher without the group rate!

My friend has HOA and she has to pay \$80 a month extra out of her own pocket because her HOA dues don't cover Comcast cable.

6. Are there any additions that you would like to make to the Pool and RV Lot?

The availability of a recreation room could benefit more homeowners than just a pool and RV lot.

No additions or changes (numerous responses to this question for no changes)

Do not use pool so don't care.

Make RV lot secure as possible maybe a small dog park.

I think a spa would need more sanitation requirements than a pool.

I don't want to create anything that would make our dues go up. It would be nice to heat the retreat pool but may not be financially feasible.

All are nice if the maintenance remains the same

How about more umbrellas at the sides with no trees?

Workout facilities and rec room would be great

If a spa is put in we would like to see it be adult use only. If that is not possible then adults on after 8 pm (Several said this)

More light

Solar panels on roofs

Since bar b ques are creating problems with insurance companies....what if areas adjacent to the pools, the horse shoe area or other open areas housed community grills or cookers of some sort?

A club house might be a good idea. There may be many lonely people in SW who would benefit from a recreation room or club house. The meeting room seems too small.

Keep expenses down

Do not want exercise room, up keep and liability. Maybe larger meeting room 2/kitchen, again up keep issue - keep main pool heater functioning which it has been

Dog park so they can run and play

None of above its extra cost that HOA would take on

All of these additions are subject to re-evaluation based on costs.

Because of liability issues, i.e., unsupervised children visiting a resident, responsibility for proper maintenance of the equipment and use without another per present and an incident occurring it is not in the best interests of the HOA to have an exercise room. It would be beneficial for the HOA to build an in ground spa. As for a recreational room I am ambivalent and if a majority of individuals want to incur the cost of construction insurance and maintenance, not a problem.

I would be concerned about the homeowner's assoc. liability if an exercise machine malfunctioned and someone was injured.

Any of these suggestions would cost a significant amount of money - I do not think any of these suggestions warrant the expense

Close one pool

Yes. A nonreturnable cleaning deposit for cleanup/service/use fees No babies in diapers in pool! Babies carry more germs than animals! Install a basketball court near the Stock Ranch wall by San Altos and Montez Courts Keep or hire another pool manager for the other 2 pools Time limit at pool for children 10 am – 3 pm adults only 3 pm – 10 pm Wading pool for children @ main pool for 2-3 yrs babies only

7. Should the current pathway lighting be updated in a style that feels more like Crosswoods?

Lighting at night should be improved for safety reasons.

Continuous improvement maintains value.

More lights in some dark areas for safety

If they are working and the paths are well lit and safe then no need for update.

Globe style is not only out-dated but not in keeping with new regulations Re: light pollution.

Install lighting so it does not shine into homes. I notice many lights have been painted black on one side to eliminate this problem and it looks tacky.

Is solar lighting and/or dark skies lighting an option? What about longer lasting LED lighting.

Why do you think we need new lights? People black out lights as is.

We can always install one on the deck.

Keep the lights bright that is important.

Make globes more secure during inclement weather.

Replacement of old lighting with new as needed not objectionable.

Just keep lights working and cleaned of dirt, leaves and cobwebs. Plus prune trees around lights like on the major Crosswoods Circle.

8. How well does your newly elected HOA Board represent your interests?

Current HOA Board is too new (6 mo.) to accurately rate

It seems that pet projects get priority

The only complaint I have about this Board is the current (and continuing) President. Bernida has no leadership skills whatsoever and has great difficulty conducting even the most basic meeting. I have heard many times, of her efforts to make sure that her friends get what they want from this HOA. She also interacts with issues which have nothing to do with the Board President and over steps her position at will.

I homeowners were alerted to topics of discussion, more interest would be generated. Perhaps key items posted or included in newsletter or on the bulletin board.

This is a foolhardy survey; a waste of our money look like someone on the board has an ax to grind.

There is one male board member of long standing that represents only himself. He treats me with disrespect and acts like a bully.

Not impressed! Some are very hot-headed and trying to run Crosswoods as if they personally own it.

The board seems to forget this is a family and not a retirement community. The board seems to take care of themselves and their personal needs.

I have just moved in May have not really had an opportunity to get to experience anything yet but the few contacts I have had so far they are helpful and pleasant.

Not at all well. It appears that the primary concern is maintaining a low monthly fee rather than proactive care of the association structures. Although many residents have fixed incomes and each increase is painful, by way of example, the following will be even more painful unless the HOA provides insurance: A: Earthquake Insurance> although expensive, no single unit owner can purchase the insurance because of common walls. Thus, if there is earthquake damage to a three or

four residential unit structure, and one of the unit owners does not have the financial ability to reconstruct the individual unit, the other unit owners will have to pay for the reconstruction or abandon the structure. Further, the unit owner that cannot pay for the reconstruction will become homeless. If only one unit owner can afford to reconstruct the unit then that unit owner will be compelled to abandon his/her unit. Finally, if there is one or more damaged structures which are not reconstructed the negative impact on the value of the remaining units will be significant. Even with a high deductible, for those on a fixed budget who would be most impacted by a total loss, the monthly premium is better than finding oneself losing both the structure and its contents when the earthquake occurs. B: Termite and Pest Insurance. Again, because of common walls, complete termite coverage is unavailable. The negative impact on the community is dramatic. If an individual on a fixed income cannot afford to treat an infestation and then make the repair the infestation will spread to both attached and adjacent units. No homeowner should be allowed to damage adjoining units. Neither the HOA nor an adjacent unit owner can compel the unit owner with the infestation to treat the infestation without some compulsion. Termite coverage can be obtained for a structure including all of the units if there is a guarantee of continuing coverage. Although an immediate monthly expense, the typical termite repair is far greater than several years of premiums. The HOA board of director's failure to provide coverage so that the majority of unit holders are not damaged by a few unit owners is unconscionable. Although in the short term painful for unit owners on a fixed income, by way of example either of the above loses would be devastating.

Paul Ogden should retire and Bob Acrea listens and does an excellent job

9. What home colors would make Crosswoods more appealing?

A good taste variety of colors would enhance the look and feel of the many neighborhoods. At present atmosphere is too bland and the same.

Keep money in reserve fund.

Change paint companies get back round paints with some life not what we now have.

If I wanted a city apartment house I would have not purchased our “park appearance”.

Explore new colors time for a change our own acc take on task

Update to more modern earth tones and trims

It would cost too much and take a lot of time to hire a consultant leave as is rustic look

Very expensive proposition

Current colors work well with our environment

As now the homes should not be all one color. Should be a collection of contemporary neutral colors. I am a trained designer and would volunteer to participate on a committee to review. I believe that updated colors would greatly enhance the value of our community.

A change would be nice no consultant unless free or present choices to homeowner to vote on.

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10. I feel safe and secure at Crosswoods.

Slow traffic on Crosswoods Circle

Non residents homeless have been seen using restrooms and going thru trash in San Jacinto pool after 10 pm

I have noticed several transients walking thru Crosswoods and hearing gun shots nearby in the past few months

The residents on my street look out for one another

I have had one instance of yard art theft probably kids my corner lot is lit but isolated

More lights in some dark areas for safety

As long as the homeless stay away

Would like to encourage fencing along the creek and a gate

As safe and secure as you can be anywhere today

11. What should Crosswoods look and feel like in five (5) years?

Love the feel of Crosswoods that is why we are here. However, sometimes updates are needed both for aesthetics and functionality.

Keep the paint and dry rot under control and grounds maintained

It should be restored to its original attractiveness in 1980s and 1990s even if higher monthly dues are necessary.

How about gated entry

Bring the ambiance back this place is just ordinary

Stick with natural peaceful environment

Do a better job of taking care of the inner courts do not just do the main Crosswoods and main paths I deserve to have a pretty area.

Phase in more native oaks and California Buckeyes

Consider solar energy

12. When you call the HOA office staff with a work order do they quickly or slowly respond to your request?

Communication inform homeowner when request received approximate time frame and number on work order to inquire about status

Call the office and if Paul Schorno answers he never follows thru. When Jazz here she lost or erased my applications.

In person you do great. On website the orders go with no response would love the web form to be a reliable option.

Depends on the request sometimes don't happen at all or happen very slowly or only after several requests depends on the request depends on emergency The property landscape around in front and back of my home has consistently gone downhill definitely decreased the property value

Depends on who to talk to and place a work order with - some orders are completed quickly like emergencies then others take weeks/months - one owner took 7 yrs to complete the order

Emergencies quickly non emergency slower

Past work orders were completed - some were tardy others were prompt depended on work order and timing of request

We have experienced both quick and slow responses

I have requested that the pine tree next to our house be trimmed for the past 8 years to date no trimming has been done - on the up side the ground crews have been blowing the pine needles out of our yard

The slow response to work order requests highlights the work over load and need to bring more assistants to what the association does now. Increasing upgrade and updates will add even more work orders and slow the process down even further. Thus the possible of assistants of board approved volunteers to help the office as needed.

Sometimes they have not made a work order and when I ask if they have a record of it they cannot find it

Please notify owners when work is done. If request landscape change notify owner when it can be done. Some put request in months ago.

Need to follow up with outside vendor

13. Should Crosswoods invest in safety and security such as improved lighting community patrols, cameras etc.?

If the trail goes in then yes to the security patrols

Cameras should watch the group mail boxes

I feel comfortable but cameras would be ok in the more isolated areas

Surveillance cameras might discouraged some burglaries and vandalism

Should have security company make security rounds of the property

Invest in security cameras by office and the pools use some off duty officers

Added surveillance cameras would require adding personnel or training personnel on a regular basis or there is no value. If this is done the added Crosswoods security would be well worth it

Because of changing times we should invest now in improved lighting and plan for surveillance in the near future.

Somehow make us a gated community

Improve lighting fencing but not necessarily a gate

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14. Solar Heating of swimming pools

I would like the association to price out solar heating for the San Jacinto pool and if reasonable to proceed. The retreat pool offers the option for an unheated pool and not meant for solar anyway

Depends on costs

Both smaller pools has lots of sun and solar heating would be an excellent solution

Solar pools are too hot

Great pool locations but too cold

15. Do you feel that Facilities (or Building Maintenance) crew does a good job of maintaining your property?

We understand that the maintenance schedule is tight but wish some problems were met proactively. If crews are working one unit and see dry rot on another unit where homeowner cannot see they should put in work order to have repaired themselves.

Units under trees need gutters cleaned more than once a year

They are great

Lots of leaves in gutter some gutter screens not in place too much trimming for privacy

I think some of the facilities crew needs better training also the landscape crew

Gutter guards create more problems than help when it rains - I have dry rot and peeling paint from my last paint job

I have lived here over 18 years and all my neighbors have had new decks and some have had two new decks - I cannot get facility supervisors to power wash my deck let alone a new deck

I respond yes but with reservations. I constantly cut the grass over growth from the sprinkler heads so the water reaches the lawns and does not run off the driveway. The lawn perimeter is seldom edged and trimmed so the lawns always look raggedy and unkempt. The edging is so overlooked the sprinkler heads disappear.

I have dry rot in my deck that has not been repaired in years.

I believe they stand around too much do not work efficiently recommend out sourcing.

*** Except I am still waiting for the correct down spout. When it rains the water hits the house for two years now 6484 Crosswoods Circle**

16. When you have Facilities work done on your unit, do they leave the area clean and tidy?

Most of the time

Although I have had very little work done on my unit I generally need to walk around to pick up nails etc. left on the ground. I have also returned tools/equipment left at my unit to the office in the past.

The siding people left nails and debris all over in my patio. I know they are not part of Crosswoods but maybe for future reference

We had some areas of dry rot replaced about 9 or 10 months ago and I am still picking up nails. They also damaged screens and landscaping. There is more work that needs to be done but I am afraid to call them and have more mess to clean up.

Debris is left nails and piece of wood not concerned about plant material vulgar language.

They broke a cap off my plug. Called office was told I had to call an electrician then be reimbursed.

I have seen tools, equipment, caulking guns, paint brushes, hammers, nails, screws, wood shavings boards, gutter guards all left at site by workers.

17. Are you informed when Facilities finish a job or work order?

Sometimes, I am retired at home and can observe the progress of jobs.

I have never been told when the work has been completed. I will know when the work is done if I don't see a worker return for a few hours or overnight.

We would love to be notified what/when they were going to do work. When the siding was recently repaired, there was no notice and we had items fall off the shelves and break because of the force of their work..

We usually try to be home when work is done so when they stop working we know they are done. From the little work that we have had done we have the feeling that to some workers it is just a job to be done with ASAP. Little care or regard to the quality or carefulness with which it is completed. If I was working at somebody else's house I would be as diligent and careful as if it were my own home.

Would be nice to receive more than "we were here" notice. At least a day or two w/estimated time line knowing it could change. Again communicate.

No work done but do need house gutters cleaned more than once a year

I can see if the work order is completed

It is good that they leave a note on the door and or check with the owner.

18. Does the Landscape crew keep your immediate area in good condition (grass and shrubs trimmed)?

For the most part, weed control could use some improvement.

Board accepted plans are not always completed as presented and approved.

Our neighbors all have grass we have mud and dirt

There has been a great improvement in the quality of work done by the Landscape Crew. Some areas are better than others but all and all, the basic landscape is being well taken care of. Hopefully, with proper administration of watering procedures, etc. that this HOA can keep the green areas alive.

Like I said blowing leaves around instead of raking is wrong. They blow things into ac unit and I have to constantly check and clean it. They don't always trim the hedges so it looks half ass. It seems the landscapers are getting lazier with time.

Maybe a little too much. We'd love to see the bushes grow a bit taller and fill in a bit more.

Ok could see some improvement

Whoever takes care of 7001=7015 Callexico Ln does a superb job.

6911 Navarro center island at mail boxes is very unappealing - maybe some new bark to freshen it up

Shrubs in back of homes are allowed to get over grown at times.

Some do a great job and take pride in their work. Others not so much it is just a paycheck. One of the main things that makes me unhappy about living here. The other is the high dues, very cheap watering system, planted shrubs do no thrive and many die. Very poor irrigation and drainage system.

Some weeks we don't get leaves blown. Miguel is doing a good job.

This year it has been kept up in better condition. Mike Pendleton the landscape foreman is awesome, great worker and respect to owners.

Except failure to properly adjust sprinkler causing bushes to die

Generally speaking yes however, had to contact to trim hedge and trees in rear area that is out of view.

Except for edging the lawn cleaning the sprinklers and keeping the driveway shrubs trimmed.

Crosswoods has never looked better

Have seen improvement lately

Although a common area between properties needs rocks or new plants since a bush died.

Some area are better kept and updated. This would be a perfect time to eliminate all turf on secondary streets and prioritize turf on the circle. Set a hierarchy for landscape areas. Focus on circle. Cap turf heads on other streets, dump bark on the dead turf lessen personnel and control costs by planning.

Shrubs are allowed to grow much too high. Shrubs are cut into boxes and globes should be more natural but I realize this may take more work to accomplish.

They wake us up start too early mowing and blowers last place I lived no loud noise before 10am how about 9am not 7:30-

Our landscaper Amando does an excellent job of trimming our hedges monthly not every year. I have a permanent water puddle inn my driveway when the sprinklers come on 1" deep.

19. Does Landscape crew keep Crosswoods Common Areas looking good?

Most of the time like I said get the leaves cleaned up. Also, have the landscapers clean the webs that are up high on the property above the balcony and front home entrance.

Considering the drought, they are doing great work. Some of us do understand why some areas may be a little brown or dead looking and yes priority to the trees. You can grow grass you cannot grow redwoods or oak trees back in a month.

Mostly around the circle and more visible areas. Less seen areas can be neglected. We all pay the same dues.

Drive through Gold River – they are so beautiful – homes are built well and rules are obeyed.

We have good workers.

It is looking good in spite of the drought. Great crew now.

Back sides off of street where not visible could use some help. Dead trees behind Monteverde and dying Magnolia in front need to be addressed.

Some areas more than others. Areas along Crosswoods Circle are kept looking best. Inside areas not so much.

But you planted new lawns/grass then did not water it so turned brown and died. Check common areas for trashy dead trees and branches daily/weekly.

20. Do you feel that you get good value for your Crosswoods HOA monthly dues?

Compared to other HOA fees in the area, our fees are quite high.

They seem so high. Yes, it is beautiful here but for such high dues we should have exercise room at least.

No bird feeders outrageous! For that money I would expect to have rights.. Might I add the turkeys were here way before Crosswoods was built. I would expect the HOA to pay the internet along with

basic cable. By the way how about fixing the driveways is embarrassing. I originally moved here because of the ambience. Now there is not any. It is not the “jewel of Citrus Heights”. It is ordinary. People use to take pride and made their houses cute on the outside but not anymore. It is sad.

Our dues are ridiculously high. I understand all that they cover but compared to other homeowners they feel excessive.

Excellent value for the asset.

No parking should be allowed in driveways by residents. Every home has a two car garage. Cars should be parked in the garage.

Could be excellent except for the board foolish spending dog poop bags and this survey

I feel that the properties on the circle are much better maintained. My property and those on either side of me have been short changed when it comes to the beauty of and upkeep on the landscaping.

I feel our courtyard is like living in the slums. Trees cut down and dirt everywhere.

Work is done for some homeowners and not for others. Should be equal.

Dues are costly but due to trees I understand. I have often wondered if it is necessary to have full time employees versus a contracted service.

With all of the services provided by our HOA and despite 43 years of increasing maintenance and exterior home care demands, Crosswoods HOA has done an amazing job of keeping Crosswoods homes looking contemporary, landscaping rustic and park like and daily services provided for homeowners.

Believe we need to look into out sourcing companies have many customers costs are distributed through many companies. We are our own company which is very costly. Make people compete to bring down costs. Majority of HOA out service management landscape maintenance

I think we should pay what the dues were when we bought our condo in Crosswoods. Put a cap/ moratorium on dues increases. When it reaches \$400 I am selling I can rent an apartment for that in Citrus Heights. Don't charge extra for cleaning gutters out of time of Dec/Jan. It's your trees/leaves that fill them up!

21. What does our Management Team do really well?

Listen to my issues and come up with viable solutions.

Interact with owners personally – answer questions etc. – explain things that are going on

Avoid giving correct answers when needed.

Friendly, courteous, professional, present at committee meetings, well informed and on top of things.

I believe they have done a good job adjusting to the drought. They are available when you have a concern. I believe they have worked hard to control costs and keep Crosswoods Crosswoods.

I have not needed any care by the team however; they did help with inside home requests for skylight additions.

Staff is responsive – appreciate good financial management

Repairs landscaping, newsletter, communication

Polite and courteous friendly good attitude

Friendly office staff - quick responses to phone calls

Since our home at is leased very little or no contact with team

Everything

Friendly helpful

I have lived here for nine years. The current management has worked hard to get efficient grounds/maintenance crews. The finances seem more in order. The board seems to be looking to the future to maintain our property values. Thanks

Done their best in hiring staff especially the landscape staff. They are doing a great job. Not sure about the bark they are spreading around. Looks great new not so great when it is a couple years old.

I could not say they do anything real well.

Keeping us informed by newsletters of what is going on and keeping Crosswoods a pleasant community that is peaceful and rustic.

Keeping grounds looking good all the time

Up keep of grounds, pools, painting (with all involved – dry rot, etc.) friendly office staff

Listen take action

Collect pay and only do things for the main Crosswoods and paths. We can't get soil or seed or wood chips because it is too expensive – why do the favorites get this done? Are they paying more?

They do a good job at doing nothing to improve Crosswoods.

Communication safety

Prioritize the ? missing is what board members does really well not much

Dealing with angry people

Quick response by Debi

Minimal hassle /inconvenience to homeowners while you efficiently get the work done - courtesy and respect

As a long time resident I think this management is the best we have had. Do not try to change.

Communication – sometimes really great

Very responsive to concerns good at returning calls keeps us informed well

Make stupid rules

In the last five years the grounds have looked much better. Landscaper Mike works hard and his crew do a great job. Office staff – communication good/newsletter etc.

Get back when questions are asked.

Respond to phone calls

Solving problems also landscaping best ever

Land maintenance crew does an excellent job. Paul is an excellent manager and stays on top of issues.

Publish the reporter and other communications – good atmosphere in the office

All of the staff seems to really care about doing their very best on a daily basis. Having to manage 541 homes and the tenant homeowners is a tremendously demanding job!! The staff always appears welcoming to the office or on the phone and desirous of giving whatever assistance is being requested. I give the staff very high marks for dedication to their jobs, sincere quality of service and a willingness to grow in knowledge and skill.

Respond quickly to service issues

Meets our needs

The management team is very good. They are very helpful, polite and they try and resolve your problems if possible. We are very lucky to have such a good team.

Keeps as many trees as possible

Answers my concerns promptly, takes care of problems in a timely manner

Stays on top of things as best they can

Write excellent newsletter articles for the reporter – pretend to listen attentively to owners. Then do what they want to do and had already planned ahead of time (like the dog bag station)

22. What changes would most improve service to homeowners?

**More prompt completion of work orders – One neighbor had 9 years before her order was complete
Hire an arborist full time for the tree problems Sodelos is excellent for the regular tree cutting removal/maintenance - keep the Comcast contract hire a security patrol group for nights**

Build a recreation room

Do better to enforce Article 19 and 4.14 about noise and garages used as play rooms left open for hours at a time by renters when complaints are made

If there are areas that can be converted from grass to gravel or artificial turf to reduce watering costs yet still maintain a pleasing appearance should be done

Addition of office staff as determined by the office staff and board - one or two board approved volunteer groups to assist as needed - a standing volunteer group to walk Crosswoods paths on a monthly or quarterly basis to assess condition of front and back areas around homes regarding compliance with rules of care and order as listed in the CC&R's report back to the manager for letters to be sent out requesting homeowner care compliance required for these areas

Quick response to service requests takes service requests more seriously

This board is right on top of things thank you

More mulching

Our sourcing landscape, construction (dry rot, painting) the future costs will continue to rise if we do not make a decision to increase quality and efficiency while leveling the required dues. Does the majority of cost reflect salaries and benefits? Consider freezing HOA dues for five year increments to force a decision to function on what you have not what you can get.. Set an unreasonable ceiling to force yourself to start thinking outside the box. Do we really function the same way?

Perform visual inspections of units for improvements such as painting, dry rot, etc.

How about once a year we can have a garage sale on Crosswoods Way? Since we can't have personal garage sales. It is a good way to get to know our neighbors as well. Make us proud and let us do this. If you have to break up the sections and rotate. Craigs list is not safe!

Communication – other times lousy (non-existent)

When residents are remodeling or moving please be considerate of this when a neighbor complains. There is a certain amount of inconvenience associated with having work done on one's home or having a moving truck in front of your home to load and unload. Some neighbors can be completely intolerant of this when some of the inconvenience cannot be avoided. Management should keep this in mind.

Pull ???? foolishness of board members

Change the current siding to a more heat tolerant siding. I live in a unit that has a complete side which faces the afternoon sun in the summer. It gets extremely hot in the patio and warps the siding: for ex there was a debate on our street about outside lighting long time Crosswoods residents saying that if a homeowner bought new outside lights for their property Crosswoods maintenance people would do the installation - other folks say no they would not which is it? What things will maintenance crews do?

More bang for the buck. Maintain what we have and keep it in good shape. Don't let big projects go for so long that the cost of the repair is much higher than it could/should have been

Hire an outside landscape, irrigation and management

Communication! Information re/work orders or scheduled work – estimated time line notice of work in progress and when job completed. Ask homeowner for input or at least make sure homeowner is aware of work being done.

When we need something done by management it would be nice if we were told what was going to be done.

Management could at least listen to homeowners and treat them with respect.

Think twice before making changes that will raise dues.

Why did you mail this? Expensive

Better communication on work to be done or in progress follow up on work that is left incomplete

More contact with members by mail

The manager and work crews are somewhat surly and make up rules that are not rules when we move in (1975) If you would like to talk I am at 726-0355

Rotate lunch hours for staff and drop the answering service.

Lower dues respond faster to nonemergency issues

No more raises in HOA dues. I have to skip meals to afford it sometimes.

Inspect after paint jobs attic vents painted over paint on windows, etc trim sloppy and spotty

I believe too many of the homeowner's mettle in the process and nit-pick their needs at the expense of the rest of our HOA. Let the cycle work so the crews can get to everybody in a timely manner.

Better at returning phone calls and remembering to do what they said they would do

List of emergency numbers for real problems after hours not 911 ex: broken sprinkler head shooting water 5 ft into air how about a board member - leaving a message with answering service is no good

Maybe the board should relax a bit and not be so nit picky about micro managing the workers let management manage and let the board do policy

23. Are you aware of the proposed walking/bike path (It will affect the privacy of those courts), which will be directly behind Vera Cruz Court, San Felipe Court and San Jacinto Court proposed by the City of Citrus Heights?

I would like to see the plan map is there one?

Not exactly sure where it would go Citrus Heights website not really clear.

I am against the proposal 100% especially after I was almost run over by bikers on our HOA trails

24. Are you in favor of the proposed walking/bike path?

The public can walk on the sidewalks and stay off of our CHOA paid dues trails or the bike trail can go on Auburn Blvd. or by the apartments and thru Crosswoods East.

Our privacy? Bringing more people through here????

We already have homeless near the creek. A formal path will invite more strangers.

Absolutely not

Only if we can make a good shrub and fence buffer and entry gates. We already have problems with homeless population intrusion. Will this increase the accessibility of our development to more intrusions?

One of the reasons we love/feel safe here is because it is so cut off. We are concerned about homeless people using the path as a shortcut to shops/sleeping camping areas

Concerned need more information

Unsure

Don't need more people in the area especially the urban campers

We don't need more people coming through and digging in our garbage and recyclables. Have you seen how dry some of those areas are? What if people passing through drop cigarette butts or cast aside lit matches. What will a path do to storm drainage?

I think a bike path would be nice.

People are using these paths anyway – not gated – you encourage people to walk and drive through. That's why inner courts are a mess. Why can't bicycles use paths? Usually bicyclist looks out for people and you very seldom see a bunch of people using the paths!

I bought here because it is quiet and secluded not well known. Don't like the idea of opening our paths and private streets to walkers and bikers who will divert from the bike trail.

Keep it out of Crosswoods

It will ruin the tranquility of this area. That is why folks move here. It will deter people from buying in Crosswoods affect resale values.

Does not affect me.

I think a walkway could somehow be developed that would not be so intrusive to people living along the creek.

Invites riff raff into our community