

ACIA residents and their Board must face and address the ever-increasing Operational Costs and Capital Expenditures linked to ACIA's services and operating current amenities.

*PLEASE complete this SURVEY and RETURN it in person or via mail to the **ACIA Manager – Community Asset Management at 9802 FM 1960 Bypass W Suite 210 Humble, TX. 77338** or to an ACIA board member at the monthly meeting in April 2019.*

**OR by faxing to Community Asset Management at 281-852-9111**

SURVEY RESPONSES ARE STRICTLY CONFIDENTIAL. Only 'aggregated data' will be publicly released.

Please indicate your response to items by circling YES or NO

**Expenditures:**

**Community Activities**

Easter Egg event?	YES	NO
4 <sup>th</sup> of JULY activities?	YES	NO
ACIA Member Appreciation Events	YES	NO
Other _____		

**MARINA, LAKE HOUSTON**

Have you or your family ever used the Marina?	YES	NO
Would you support the following changes to the marina?		
Closure?	YES	NO
Raise use fees significantly to offset operating costs?	YES	NO
Sale?	YES	NO
Lease?	YES	NO

**POOLS AND TENNIS COURTS** There are two pools and two sets of tennis courts in the community. The *Pinehurst Pool* and Tennis Courts are located *north of 1960 on Atascocita Shores Drive*. The *Shores Pool* and Tennis Courts are located *south of 1960 off Atascocita Shores Drive*.

**Swimming Pools**

How often do you or your family ever use the pool(s)?	WEEKLY   MONTHLY   ANNUALLY   NEVER
Would you support the following changes to the pools?	
Close one of the two pools?	YES NO
Close both pools?	YES NO
Reduce operations at both pools?	YES NO
Schedule opening only one pool each day?	YES NO
Promote the pools for private functions?	YES NO

OTHER \_\_\_\_\_

**Tennis Courts**

How often do you or your family use the tennis courts?	WEEKLY   MONTHLY   ANNUALLY   NEVER
Would you support the following changes to the tennis courts?	
Close one of the tennis courts?	YES NO
Close both tennis courts?	YES NO
Repurpose tennis court(s) to a different activity?	YES NO

**Security Patrol**

Please rate the Security Patrol service?	GOOD   ADEQUATE   POOR
Would you support the following changes to the Security Patrols?	
Change the security patrol contractor?	YES NO
Reduce the number of security patrol personnel?	YES NO
Eliminate dedicated patrols?	YES NO

OTHER \_\_\_\_\_

**Trash Collection**

Please rate the Trash collection service	GOOD   ADEQUATE   POOR
Would you support the following changes to the Trash collection?	
Include trash collection in Maintenance Fee?	YES NO
Add additional services (recycling, etc.)?	YES NO
Reduce trash collection days?	YES NO
Raise Maintenance fee to include trash collection?	YES NO
Eliminate trash collection from the Maintenance Fees?	YES NO

OTHER \_\_\_\_\_

**Lawn Maintenance**

Please rate the Lawn Maintenance service? GOOD | ADEQUATE | POOR  
Would you support the following changes to the Lawn Maintenance?  
Reduce overall lawn maintenance to reduce costs? YES NO  
Installation of drought tolerant plants? YES NO  
Installation of improved water monitoring capabilities? YES NO

**OTHER** \_\_\_\_\_

**Manager**

Please rate the quality of service GOOD | ADEQUATE | POOR  
Change the management company? YES NO  
Closer monitoring of member complaints? YES NO  
ACIA self-management? YES NO  
What changes would you recommend?

**GENERAL:**

If the ACIA Board were compelled to close one or more amenity or reduce services due to budget shortfalls, which amenity(s) would you select? Please place a number rating (1 to 6, where 1 is most likely choice to be eliminated or reduced) next to each.

- \_\_\_\_\_ Marina?
- \_\_\_\_\_ One pool?
- \_\_\_\_\_ Both pools?
- \_\_\_\_\_ Tennis Courts?
- \_\_\_\_\_ Security Services
- \_\_\_\_\_ Trash Collection?
- \_\_\_\_\_ Lawn Maintenance?

**Revenue:**

Would you support an increase in **Maintenance Fees** if the survey does not identify adequate savings to balance the Budget? **Maintenance fees cannot be increased by more than 10% annually; the maximum Maintenance Fee amount requires a vote of the ACIA members.**

**[\$150-\$200 YES NO] [\$200-\$300 YES NO] [\$250-\$400 YES NO]**

Would you support an increase in the **Maintenance Fee Maximum** (NOTE: this is not the Maintenance Fee), if trash collection is included in the **Maintenance Fee**? **Maintenance fees cannot be increased by more than 10% annually; the maximum Maintenance Fee amount requires a vote of the ACIA members.**

**[\$300-\$400 YES NO] [\$400-\$500 YES NO] [\$500-\$600 YES NO]**

Comments related to any items:

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**DEMOGRAPHICS:**

How many years have you/your family resided in this community? Put a check by your response.

\_\_\_\_\_ 1-5    \_\_\_\_\_ 6-10    \_\_\_\_\_ 11-15    \_\_\_\_\_ Greater than 15

Age of head of household? Put a check by your response

\_\_\_\_\_ 20-35    \_\_\_\_\_ 36-50    \_\_\_\_\_ 51-65    \_\_\_\_\_ 65+

**Address (Required):** \_\_\_\_\_

**Thank You! Your ACIA Board greatly appreciates your time and attention to this much needed data in support of our community.**