

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is..
- 28. My interest in continuing to receive the *Navigator* Magazine is.....
- 29. My support for upgraded security screening at the gates is.....
- 30. My level of concern regarding crime and vandalism in River Creek is.....
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- 32. My support for paying higher dues for continued improvements is.....
- 33. My overall satisfaction with the quality of life in River Creek is.....

- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)

love the photo's

250

Demographic information of person who completed this survey:

Age group: (✓) 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+
 Sex: (✓) Female () Male
 Employment Status: () Employed Full-Time () Employed Part-time () Retired (✓) Self employed.
 Marital Status: (✓) Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Fox Run

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

- ① Would prefer to eat dinner @ the club house wearing jeans! As long as the top fits regulations + the jeans aren't cut offs or have holes. You would have so much more business if you allowed jeans in most of the restaurants!
- ② Would LOVE for another childrens park to be built closer to the RC Entrance. Having the playground @ ~~the~~ by the River is dangerous.

- | | | | | | |
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| 31. My expectation for continued improvements to the River Creek community is..... | (1) | (2) | <input checked="" type="radio"/> | (4) | (5) |
| 32. My support for paying higher dues for continued improvements is..... | <input checked="" type="radio"/> | (2) | (3) | (4) | (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) | (2) | (3) | <input checked="" type="radio"/> | (5) |

251

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 () 56-65 66-75 () 76-85 () 85+

Sex: () Female Male

Employment Status: () Employed Full-Time () Employed Part-time Retired

Marital Status: () Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Playaers View

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

Re #20. The workout room is minimally adequate. I go there twice a week. It is none too clean; weights and equipment are lying about the room, sometimes there is no water or cups or towels. The "professional" is unfriendly, unhelpful, and unavailable, I am very disappointed in this facility.

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- 30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (5)
- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4)
- 32. My support for paying higher dues for continued improvements is..... (1) (2) (4) (5)
- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4)

252

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: Female () Male

Employment Status: () Employed Full-Time Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Fox Hill

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

I'm very disappointed that the area bordering Fox Hill and River Creek parkway has never been landscaped, fenced, finished. It looks horrible, especially when driving from Edwards Ferry.

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- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) ● (5)
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- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) ● (5)

253

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 ● 56-65 () 66-75 () 76-85 () 85+
 Sex: () Female ● Male
 Employment Status: ● Employed Full-Time () Employed Part-time () Retired
 Marital Status: ● Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Fox Hill

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

Landscaping and security fence along River Creek Parkway is deficient and below standards advertised.
 Promises need to be kept!
 Put the fence up, complete the hike trail, finish the back gate, and landscape!!

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- 33. My overall satisfaction with the quality of life in River Creek is.....

- | | | | | |
|-----|-----|-----|-----|-----|
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |

254

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 (x) 56-65 () 66-75 () 76-85 () 85+

Sex: () Female (x) Male

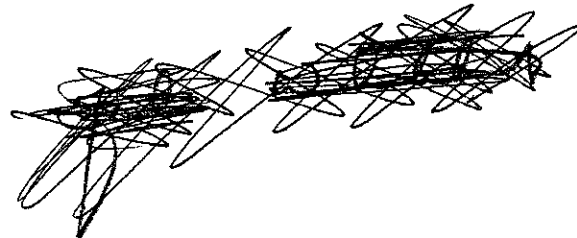
Employment Status: (x) Employed Full-Time () Employed Part-time () Retired

Marital Status: (x) Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. _____

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you. We need a fence out front what good is a gate without a fence?
 We need access to the driving range for golf,
 My boat was stolen from marina
 The people that run the club are the worst we will never
 go into the club again.
 We don't like River Creek very much!



- | | | | | | |
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255

Demographic information of person who completed this survey:

Age group: () 25-35 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female Male

Employment Status: Employed Full-Time () Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Deer Run (3rd hole)

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

- Need to finish landscaping @ 2nd entrance.
- Cable channel for River Creek is waste of money. It is always down if seems.
- Camera for gate through TV is never used. Waste of money
- Guests to my house are never challenged at gate. Anyone can get in. What is gate actually for? Neighboring community residents come jogging through gates and on our trails all the time.
- Guard cars are always parked in second exit, blocking road out.
- Need to finish paving streets in community.
- The wooden arm gates function very poorly. Easy for cars to follow each other through.

- | | | | | | |
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256

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 (✓) 56-65 () 66-75 () 76-85 () 85+

Sex: (✓) Female () Male

Employment Status: (✓) Employed Full-Time () Employed Part-time () Retired

Marital Status: (✓) Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. SHOAL CREEK TURN

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

- 1.) TREES IN COMMON AREA NEAR OUR HOUSE WERE CUT DOWN OVER A YEAR AGO. WHEN CAN WE EXPECT THEM TO BE REPLACED?
- 2.) KEEP THE NAVIGATOR. A GREAT SOURCE OF INFORMATION.

- | | | | | | |
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257

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 (✓) 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female (✓) Male

Employment Status: (✓) Employed Full-Time () Employed Part-time () Retired

Marital Status: (✓) Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. SHOAL CREEK TUBEN

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

32. I DON'T MIND PAYING HIGHER DUES FOR CONTINUED IMPROVEMENT. HOWEVER, THE RATIO OF DUES FOR GOLF MEMBERS TO SOCIAL MEMBERS HAS INCREASED TREMENDOUSLY SINCE WE MOVED HERE. WITHOUT EXACT FIGURES IT IS SOMETHING ON THE ORDER OF \$250 TO \$50 IN 2001 AND \$400 TO \$60 IN 2006. THIS DOESN'T SEEM TO BE A FAIR DISTRIBUTION OF EXPENSES FOR ACTIVITIES THAT ALL ENJOY (COMMON AREAS, POOL, TENNIS, CLUBHOUSE, ETC.)

- | | | | | | |
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258

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 (x) 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female (x) Male

Employment Status: () Employed Full-Time () Employed Part-time () Retired (x) sabbatical

Marital Status: (x) Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. center crossing

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

Do not allow craft star homes to be built in river creek or similar area properties. I have spent thousands of dollars repairing and replacing poor materials, poor workman and incomplete work (i.e. insulation, dry wall, roofing, etc.) on my home.

- | | | | | | |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
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259

Demographic information of person who completed this survey:

Age group: () 25-35 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female Male

Employment Status: Employed Full-Time () Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. CATMIL WOODS

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

- ① THE EXERCISE ROOM IS A DISGRACE. PLEASE STOP TALKING ABOUT EXPANDING IT AND ~~DO~~ DO IT. IT SHOULD ALSO BE REPAIRED AND PAINTED.
- ② THE TIME IT TAKES (AND EFFORT) TO GET LANDSCAPING ^{IN THE COMMON AREAS} CORRECTED (DEAD TREES REPLACED, ETC) IS UNACCEPTABLE. THERE ARE TWO DEAD TREES JUST OFF OLYMPIC NEAR THE GATE. WHEN WILL THEY BE REPLACED?
- ③ THE HOA SHOULD RETAIN A PORTION OF THE PROFITS FROM PRIVATE FUNCTIONS HELD AT OUR CLUB.
- ④ THE INFRASTRUCTURE MAINTENANCE IS TERRIBLE. THERE IS A SIGNIFICANT POT HOLE AT THE INTERSECTION OF OLYMPIC AND KINGSMILL (ON KINGSMILL) THAT HAS BEEN THERE FOR ALMOST 2 YEARS. VERIZON CREATED IT AND PINNACLE IS TRYING (SUPPOSEDLY) TO GET VERIZON TO FIX IT BUT WITH NO LUCK. IT HAS BEEN 2 YEARS SO JUST FIX IT, PLEASE.
- ⑤ THERE IS LITTLE ENFORCEMENT OF RULES / STANDARDS. FOR INSTANCE, SHUTTERS FALLING OFF OR MISSING FROM HOUSES, POOR YARD MAINTENANCE / UPKEEP. CARS PARKED IN STREETS TO MAKE WAY FOR DRIVELAWS.

- | | | | | | |
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260

Demographic information of person who completed this survey:

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Sex: () Female () Male

Employment Status: () Employed Full-Time () Employed Part-time () Retired

Marital Status: () Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Cattail Woods

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

I do not agree / understand fully the rationale for the use of portable basketball Hoops - which are needed + wanted in the different neighborhoods.

My son uses his 5 out of 7 days a week! It is located to the side of the front load garage

+ does not affect any of the aesthetics! My neighbors

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261

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 (x) 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female (x) Male

Employment Status: (x) Employed Full-Time () Employed Part-time () Retired

Marital Status: (x) Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Cattail Woods

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

- 1) Most of the speeding I observe is by the security guards making their rounds. They are a threat to children and pets.
- 2) The covenant regarding basketball hoops is ridiculous and likely dates back to when River Creek was being contemplated as an adults-only community. Basketball is one of the few outdoor sports which can be readily played by our children within the neighborhoods and is enjoyed by 5 yr olds and up. Our neighborhood has no side-lode garages. Yet we have about 30 children most of whom enjoy basketball, but cannot safely move a transportable hoop. This issue will become more significant as the community matures and our teenagers have little to do. My children (7 and 10) use air hoop everyday during basketball season. Our neighbors have no problem with the hoops and their kids also play. With neighbor approval, basketball nets should be permitted. Please reconsider your position. Y J.

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267

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+
 Sex: () Female () Male
 Employment Status: () Employed Full-Time () Employed Part-time () Retired
 Marital Status: () Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Deer Run

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

The club should charge higher prices to non-residents & kick back proceeds to a fund to lower prices for residents (regarding food & banquet services).

* * * Non Golf members should pay higher dues to use club & tennis facilities - there is no incentive for residents to join as the current structure exists.

- | | | | | | |
|---|-----|-----|----------------------------------|----------------------------------|----------------------------------|
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263

Demographic information of person who completed this survey:

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Sex: Female () Male

Employment Status: Employed Full-Time () Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Fox Hill

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

The speeding cars on their way through our neighborhood to the gate is a real problem for those of us who are trying to keep our children safe. Especially for those of us on Mid Ocean Place, which leads directly to and from the gate.

- | | | | | | |
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264

Demographic information of person who completed this survey:

Age group: () 25-35 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: Female () Male

Employment Status: Employed Full-Time () Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Flayers View

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

Just moved to VA in February & absolutely love River Creek!

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- 30. My level of concern regarding crime and vandalism in River Creek is.....
- 31. My expectation for continued improvements to the River Creek community is.....
- 32. My support for paying higher dues for continued improvements is.....
- 33. My overall satisfaction with the quality of life in River Creek is.....

- (1) (2) (3) (4) (5) ✓
- (1) (2) (3) (4) (5) ✓
- (1) (2) (3) (4) (5) ✓
- (1) (2) (3) (4) (5) ✓
- (1) (2) (3) (4) (5) ✓
- (1) (2) (3) (4) (5) ✓
- (1) (2) (3) (4) (5) ✓

265
Based on priority

Demographic information of person who completed this survey:

Age group: () 25-35 (✓) 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+
 Sex: () Female (✓) Male
 Employment Status: (✓) Employed Full-Time () Employed Part-time () Retired
 Marital Status: (✓) Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Shoal Creek Turn

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

Moving to River creek has been a great decision for my family. We enjoy all of the activities at the club, the quality of life, and the friendships established with many of the residents. Our guests also constantly complement the community.

27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) (5) 6
28. My interest in continuing to receive the *Navigator* Magazine is..... (1) (2) (3) (4) (5) 6
29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5) 5
30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (4) (5) 6
31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5) 6
32. My support for paying higher dues for continued improvements is..... (1) (2) (3) (4) (5) 5
33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5) 4

Hele

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 (X) 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female (X) Male

Employment Status: (X) Employed Full-Time () Employed Part-time () Retired *& retired USCG officer* 😊

Marital Status: () Married (X) Single + Looking! 😊

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. center crossing.

Please use the space below to share any other opinions, observations, ideas, etc.

10 May 2006

Thank you.

First, thank you for this survey. Good job as it opens communications.

→ THERE NEEDS to be NEW MANAGEMENT at the club. EXACTLY level of Food & Food service. As an example though, at the recent Daffodil Ball — it was Absolutely outstanding! other times — ???

→ cars (construction trucks) drive too fast.
 → the overall grounds needs to HAVE A NEW MAKEUP & Pickup of trash.

→ overall ~~at~~ *Supers neighbors* who should be getting *more service for money spent*

- | | | | | | |
|--|-----|-----|--------------------------------------|-----|--------------------------------------|
| 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> (5) |
| 28. My interest in continuing to receive the <i>Navigator</i> Magazine is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> (5) |
| 29. My support for upgraded security screening at the gates is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> (5) |
| 30. My level of concern regarding crime and vandalism in River Creek is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> (5) |
| 31. My expectation for continued improvements to the River Creek community is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> (5) |
| 32. My support for paying higher dues for continued improvements is..... | (1) | (2) | <input checked="" type="radio"/> (3) | (4) | (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> (5) |

267

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 (X) 56-65 () 66-75 () 76-85 () 85+

Sex: (X) Female () Male

Employment Status: () Employed Full-Time (X) Employed Part-time () Retired

Marital Status: (X) Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. CENTER RIDGE

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

1. VISITORS SHOULD BE GIVEN PASSES AND APPRISED OF OUR SPEED LIMITS.
2. DANGEROUS INTERSECTIONS:
 - A. OLYMPIC BLVD & SHOAL CREEK DR. - EITHER CAUTION OR STOP SIGN NEEDED.
 - B. FAIRWAY OAKS SQUARE & OLYMPIC BLYD AT CLUB - THERE HAVE ALREADY BEEN SOME NEARLY TRAGIC ACCIDENTS - STUPID IDEA!!
 - C. SHOAL CREEK O ENTRANCE INTO EAGLE RIDGE WHERE CART PATH FROM HOLE #10 CROSSES - LIMITED VISIBILITY

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) (5) ✓
- 28. My interest in continuing to receive the *Navigator* Magazine is..... (1) (2) (3) (4) (5) ✓
- 29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5) ✓
- 30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (4) (5) ✓
- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5) ✓
- 32. My support for paying higher dues for continued improvements is..... (1) (2) (3) (4) (5) ✓
- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5) ✓

268

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 () 56-65 (✓) 66-75 () 76-85 () 85+
 Sex: () Female () Male
 Employment Status: (✓) Employed Full-Time () Employed Part-time () Retired
 Marital Status: (✓) Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. CENTRAL RIDGE

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

1. COVENANTS COMMITTEE NEEDS MORE COOPERATION FROM RESIDENTS.
2. SPEED IS A REAL ISSUE.
3. CROSS STREET TO EAGLE RIDGE FROM CLUB NEEDS STOP. GOLF CARTS AND FOOT TRAFFIC CAUSE A HAZARDOUS SITUATION.
4. HIKE/BIKE NEEDS UNDERBUSH CLEARED BETWEEN LADISON AND THE 13TH TEE BOX.

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is..
- 28. My interest in continuing to receive the *Navigator* Magazine is.....
- 29. My support for upgraded security screening at the gates is.....
- 30. My level of concern regarding crime and vandalism in River Creek is.....
- 31. My expectation for continued improvements to the River Creek community is.....
- 32. My support for paying higher dues for continued improvements is.....
- 33. My overall satisfaction with the quality of life in River Creek is.....

(1) (2) (3) (4) (5)
 (1) (2) (3) (4) (5)
 (1) (2) (3) (4) (5)
 (1) (2) (3) (4) (5)
 (1) (2) (3) (4) (5)
 (1) (2) (3) (4) (5)
 (1) (2) (3) (4) (5)

269

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 56-65 () 66-75 () 76-85 () 85+
 Sex: () Female Male
 Employment Status: Employed Full-Time () Employed Part-time () Retired
 Marital Status: Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc.

CLUB HOUSE TERRACE

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

The security at the gate (MAIN) is a joke.
 Try and go into Belmont County Club sub-division
 and you will see what real security is all about
 - you will not get in unless you are called in.
 At River Creek it seems like all they do is
 write down your license plate - also the
 guards are quite unfriendly - For the 7.4 million
 we are paying - we ARE NOT GETTING
 OUR MONEY'S WORTH.
 (Maybe shop the service)
 and/or make them do what they are paid to do.

- | | |
|--|----------------------------------|
| 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. | (1) (2) (3) (4) (5) |
| 28. My interest in continuing to receive the <i>Navigator</i> Magazine is..... | (1) (2) (3) (4) (5) |
| 29. My support for upgraded security screening at the gates is..... | (1) (2) (3) (4) (5) |
| 30. My level of concern regarding crime and vandalism in River Creek is..... | (1) (2) (3) (4) (5) |
| 31. My expectation for continued improvements to the River Creek community is..... | (1) (2) (3) (4) (5) |
| 32. My support for paying higher dues for continued improvements is..... | (1) (2) (3) (4) (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) (2) (3) (4) (5) |

270

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female () Male

Employment Status: () Employed Full-Time () Employed Part-time () Retired

Marital Status: () Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. CLUB HOUSE TERRACE

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you. I disagree with club membership being mandatory. AND should be optional, since senior citizens don't always enjoy clubs. or their medical do not permit. The common areas are in terrible condition and needs to be corrected. The current contractor should be replaced with someone who can provide better work and supervisors

- | | | | | | |
|--|-----|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. | (1) | (2) | <input checked="" type="checkbox"/> | (4) | (5) |
| 28. My interest in continuing to receive the <i>Navigator</i> Magazine is..... | (1) | (2) | (3) | <input checked="" type="checkbox"/> | (5) |
| 29. My support for upgraded security screening at the gates is..... | (1) | <input checked="" type="checkbox"/> | (3) | (4) | (5) |
| 30. My level of concern regarding crime and vandalism in River Creek is..... | (1) | (2) | <input checked="" type="checkbox"/> | (4) | (5) |
| 31. My expectation for continued improvements to the River Creek community is..... | (1) | (2) | (3) | (4) | <input checked="" type="checkbox"/> |
| 32. My support for paying higher dues for continued improvements is..... | (1) | (2) | <input checked="" type="checkbox"/> | (4) | (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) | (2) | (3) | <input checked="" type="checkbox"/> | (5) |

271

Demographic information of person who completed this survey:

Age group: () 25-35 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: Female () Male

Employment Status: Employed Full-Time () Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. _____

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

The Service at the Club is awful. That needs to be improved
 or we will cease to use the Club.

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) (5)
- 28. My interest in continuing to receive the *Navigator* Magazine is..... (1) (2) (3) (4) (5)
- 29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5)
- 30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (4) (5)
- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5)
- 32. My support for paying higher dues for continued improvements is..... (1) (2) (3) (4) (5)
- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5)

272

Demographic information of person who completed this survey:

Age group: 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female Male

Employment Status: Employed Full-Time () Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. CLUBHOUSE SQUARE

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

GYM ~~WAS~~ NEEDS TO BE UPGRADED. WE NEED A DECENT TOT LOT (CHILDREN'S PLAYGROUND). A LAW FORCING ~~DOG~~ DOG OWNERS TO ALWAYS USE A LEASH AS A COURTESY TO NEIGHBORS. SEVERAL STRAY DOGS ROAMING AROUND.

27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) (5)
28. My interest in continuing to receive the *Navigator* Magazine is..... (1) (2) (3) (4) (5)
29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5)
30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (4) (5)
31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5)
32. My support for paying higher dues for continued improvements is..... (1) (2) (3) (4) (5)
33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5)

273

Demographic information of person who completed this survey:

Age group: (X) 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: (X) Female () Male

Employment Status: (X) Employed Full-Time () Employed Part-time () Retired

Marital Status: (X) Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. CLUB HOUSE SAVARE

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

The children's playground is woefully inadequate. The site is poorly lit, damp and therefore full of insects. The equipment is outdated and would be better if it were made of plastic rather than wood/metal. It is unfair for people to have their dogs unrestrained on the bike trail or in common areas.

27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) (5)
28. My interest in continuing to receive the *Navigator Magazine* is..... (1) (2) (3) (4) (5)
29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5)
30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (4) (5)
31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5)
32. My support for paying higher dues for continued improvements is..... (1) (2) (3) (4) (5)
33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5)

274

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 56-65 () 66-75 () 76-85 () 85+

Sex: Female Male (*we both completed this survey*)

Employment Status: Employed Full-Time () Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. DEER RUN ESTATES

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

The club needs a lot of work.

- New wine list (other than CA wines)*
- Better menu*

The club is a nice place for a hamburger and a beer —

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is..
- 28. My interest in continuing to receive the *Navigator* Magazine is.....
- 29. My support for upgraded security screening at the gates is.....
- 30. My level of concern regarding crime and vandalism in River Creek is.....
- 31. My expectation for continued improvements to the River Creek community is.....
- 32. My support for paying higher dues for continued improvements is.....
- 33. My overall satisfaction with the quality of life in River Creek is.....

- (1) ~~2~~ (3) (4) (5)
- (1) (2) (3) ~~4~~ (5)
- (1) (2) (3) (4) ~~5~~ 5.
- (1) (2) (3) ~~4~~ (5)
- (1) (2) (3) ~~4~~ (5)
- ~~1~~ (2) (3) (4) (5)
- (1) (2) (3) (4) ~~5~~

275

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female () Male

Employment Status: () Employed Full-Time () Employed Part-time () Retired

Marital Status: () Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Clubhouse Terrace

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

1. Speed limit should be raised to 25 mph or maybe 30 mph on Olympic; keep 25 or lower in neighborhoods.
2. Should be supplemented by visuals; easy to follow on the entrance gate.
3. Fitness facility and equipment is in need of upgrade.
4. Why? Would increase costs.
5. Do not increase \$.

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is..
- 28. My interest in continuing to receive the *Navigator* Magazine is.....
- 29. My support for upgraded security screening at the gates is.....
- 30. My level of concern regarding crime and vandalism in River Creek is.....
- 31. My expectation for continued improvements to the River Creek community is.....
- 32. My support for paying higher dues for continued improvements is.....
- 33. My overall satisfaction with the quality of life in River Creek is.....

- | | | | | |
|-----|-----|-----|-----|-----|
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |

276

I want to be able to
 feed my kids closer to the
 main pool. Please allow-

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+
 Sex: () Female () Male
 Employment Status: () Employed Full-Time () Employed Part-time () Retired
 Marital Status: () Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Deer Run

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

• The Navigator looks like a huge expense and should be more of an annual publication. It appears to mainly be snapshots of some people going to Club functions & health advertisements.

• The Club should channel profits it receives from renting the facility back to River Creek Community.

• The Club Service (food/amenities) is embarrassing for a Community with such a beautiful golf course & high

- | | | | | | |
|--|-----|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. | (1) | (2) | <input checked="" type="radio"/> (3) | <input type="radio"/> (4) | <input type="radio"/> (5) |
| 28. My interest in continuing to receive the <i>Navigator</i> Magazine is..... | (1) | <input checked="" type="radio"/> (2) | <input type="radio"/> (3) | <input type="radio"/> (4) | <input type="radio"/> (5) |
| 29. My support for upgraded security screening at the gates is..... | (1) | <input checked="" type="radio"/> (2) | <input type="radio"/> (3) | <input type="radio"/> (4) | <input type="radio"/> (5) |
| 30. My level of concern regarding crime and vandalism in River Creek is..... | (1) | <input type="radio"/> (2) | <input type="radio"/> (3) | <input type="radio"/> (4) | <input checked="" type="radio"/> (5) |
| 31. My expectation for continued improvements to the River Creek community is..... | (1) | <input type="radio"/> (2) | <input type="radio"/> (3) | <input checked="" type="radio"/> (4) | <input type="radio"/> (5) |
| 32. My support for paying higher dues for continued improvements is..... | (1) | <input type="radio"/> (2) | <input checked="" type="radio"/> (3) | <input type="radio"/> (4) | <input type="radio"/> (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) | <input type="radio"/> (2) | <input type="radio"/> (3) | <input checked="" type="radio"/> (4) | <input type="radio"/> (5) |

277

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female Male

Employment Status: Employed Full-Time () Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Deer Run Estates

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

I don't think we receive value from the club/Club Corp
as we could - Do they share in Landscapp maintenance, etc.?

- | | | | | | |
|--|-----|-----|-----|-----|-----|
| 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. | (1) | (2) | (3) | (4) | (5) |
| 28. My interest in continuing to receive the <i>Navigator</i> Magazine is..... | (1) | (2) | (3) | (4) | (5) |
| 29. My support for upgraded security screening at the gates is..... | (1) | (2) | (3) | (4) | (5) |
| 30. My level of concern regarding crime and vandalism in River Creek is..... | (1) | (2) | (3) | (4) | (5) |
| 31. My expectation for continued improvements to the River Creek community is..... | (1) | (2) | (3) | (4) | (5) |
| 32. My support for paying higher dues for continued improvements is..... | (1) | (2) | (3) | (4) | (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) | (2) | (3) | (4) | (5) |

278

Demographic information of person who completed this survey:

Age group: () 25-35 (X) 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+
 Sex: () Female (X) Male
 Employment Status: (X) Employed Full-Time () Employed Part-time () Retired
 Marital Status: (X) Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Clubhouse Sq

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

Wish there were more ads or public info regarding the community of Lansdowne and Belmont get way more airtime and thus recognition. As a result I see more homes for sale in River Creek as people move out. I still love the community, but without ^{name} recognition, the homes become an overpriced version of something the people can get elsewhere.

- | | | | | | |
|--|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. | (1) | (2) | (3) | <input checked="" type="radio"/> | (5) |
| 28. My interest in continuing to receive the <i>Navigator</i> Magazine is..... | <input checked="" type="radio"/> | (2) | (3) | (4) | (5) |
| 29. My support for upgraded security screening at the gates is..... | (1) | <input checked="" type="radio"/> | (3) | (4) | (5) |
| 30. My level of concern regarding crime and vandalism in River Creek is..... | (1) | (2) | (3) | <input checked="" type="radio"/> | (5) |
| 31. My expectation for continued improvements to the River Creek community is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> |
| 32. My support for paying higher dues for continued improvements is..... | <input checked="" type="radio"/> | (2) | (3) | (4) | (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) | (2) | <input checked="" type="radio"/> | (4) | (5) |

279

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 56-65 () 66-75 () 76-85 () 85+
 Sex: () Female Male
 Employment Status: Employed Full-Time () Employed Part-time () Retired
 Marital Status: Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. _____

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

NAVIGATOR: TOO MUCH DISCUSSION OF GOLF. EITHER MAKE GOLF AVAILABLE TO MORE RESIDENTS, OR ~~LIVE WITH~~ YOU WILL HAVE RESENTMENT FROM MORE THAN 50% OF THE COMMUNITY HAVE THE CLUB SUPPORT ITSELF ON ITS OWN MERITS BY OPENING THE RESTAURANT TO OUTSIDERS, I DON'T LIKE THE "ELITIST" MARKETING OF THE CLUB.

27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) ~~(5)~~
28. My interest in continuing to receive the *Navigator* Magazine is..... (1) (2) (3) (4) ~~(5)~~
29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5)
30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) ~~(4)~~ (5)
31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) ~~(5)~~
32. My support for paying higher dues for continued improvements is..... ~~(1)~~ (2) (3) (4) (5)
33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) ~~(4)~~ (5)

280

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female () Male

Employment Status: () Employed Full-Time () Employed Part-time () Retired

Marital Status: () Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Player's View

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

We have been told for years that the gym would be upgraded + expanded, to no avail. It is way too small, poorly ventilated (no ceiling fans) and is worse in the summer months when the gym and pool house dining area share the same space. I am embarrassed to show anyone our gym and I think you would be embarrassed to show it as a selling feature of the community.

The downstairs dining room (Champions Grill) has no atmosphere whatsoever; ~~as~~ same is true for Benjamin's Tavern. The Grill should be smaller and not one long open box and the Tavern should be expanded with more tables to seat 4 and 2. Is there a way to relocate the Pro Shop and expand the Tavern and put in a pool table - people need a reason + the atmosphere to go there, otherwise they will continue to go to Leesburg.

What happened to replacing the 2 portoon boats at the marina? This was a nice selling point for us but 1 boat was damaged in a storm and the other damaged by a resident - ~~the~~ sunset cruises were featured to me when looking at the commu

- | | | | | | |
|--|-----|-----|-----|----------------|----------------|
| 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. | (1) | (2) | (3) | (4) | (5) |
| 28. My interest in continuing to receive the <i>Navigator</i> Magazine is..... | (1) | (2) | (3) | (4) | (5) |
| 29. My support for upgraded security screening at the gates is..... | (1) | (2) | (3) | (4) | (5) |
| 30. My level of concern regarding crime and vandalism in River Creek is..... | (1) | (2) | (3) | (4) | (5) |
| 31. My expectation for continued improvements to the River Creek community is..... | (1) | (2) | (3) | (4) | (5) |
| 32. My support for paying higher dues for continued improvements is..... | (1) | (2) | (3) | (4) | (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) | (2) | (3) | (4) | (5) |

281

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 (X) 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female (X) Male

Employment Status: (X) Employed Full-Time () Employed Part-time ~~() Retired~~

Marital Status: (X) Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Player's View

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

- ① Improve the fitness facilities !!
- ② Expand / Improve Benjamin's Tavern

- | | | | | | |
|--|----------------|-----|----------------|----------------|----------------|
| 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. | (1) | (2) | (3) | (4) | (5) |
| 28. My interest in continuing to receive the <i>Navigator</i> Magazine is..... | (1) | (2) | (3) | (4) | (5) |
| 29. My support for upgraded security screening at the gates is..... | (1) | (2) | (3) | (4) | (5) |
| 30. My level of concern regarding crime and vandalism in River Creek is..... | (1) | (2) | (3) | (4) | (5) |
| 31. My expectation for continued improvements to the River Creek community is..... | (1) | (2) | (3) | (4) | (5) |
| 32. My support for paying higher dues for continued improvements is.. <i>until food & service is improved.</i> | (1) | (2) | (3) | (4) | (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) | (2) | (3) | (4) | (5) |

282

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+

Sex: () Female () Male

Employment Status: () Employed Full-Time () Employed Part-time () Retired

Marital Status: () Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Potomac Station

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

I can't emphasize enough our disappointment everytime we eat at the club -even though it is supposed to have been improved. Specific examples include a chicken breast that was tough and dry, a quesadilla with very little filling, waiting 50 minutes for lunch when our party was the only one in the dining room. These examples occurred in the last 60 days.

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) (5)
- 28. My interest in continuing to receive the *Navigator* Magazine is..... (1) (2) (3) (4) (5)
- 29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5)
- 30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (4) (5)
- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5)
- 32. My support for paying higher dues for continued improvements is..... (1) (2) (3) (4) (5)
- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5)

283

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 56-65 () 66-75 () 76-85 () 85+

Sex: Female () Male

Employment Status: Employed Full-Time () Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. _____

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

I wish the Golf Club landscaping people would address the dandelions. They are proliferating into my yard. I have been having trouble controlling them year after year. I'd suggest they invest in a good Dandelion/weed killer & use it.

- | | | | | | |
|--|-----|-----|----------------|----------------|----------------|
| 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. | (1) | (2) | (3) | (4) | (5) |
| 28. My interest in continuing to receive the <i>Navigator</i> Magazine is..... | (1) | (2) | (3) | (4) | (5) |
| 29. My support for upgraded security screening at the gates is..... | (1) | (2) | (3) | (4) | (5) |
| 30. My level of concern regarding crime and vandalism in River Creek is..... | (1) | (2) | (3) | (4) | (5) |
| 31. My expectation for continued improvements to the River Creek community is..... | (1) | (2) | (3) | (4) | (5) |
| 32. My support for paying higher dues for continued improvements is..... | (1) | (2) | (3) | (4) | (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) | (2) | (3) | (4) | (5) |

284

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 56-65 () 66-75 () 76-85 () 85+

Sex: () Female Male

Employment Status: () Employed Full-Time () Employed Part-time Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Center Ridge

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

Thanks for your efforts, time, and dedication. Good job!

- | | | | | | |
|--|-----|-----|----------------------------------|----------------------------------|----------------------------------|
| 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. | (1) | (2) | <input checked="" type="radio"/> | (4) | (5) |
| 28. My interest in continuing to receive the <i>Navigator</i> Magazine is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> |
| 29. My support for upgraded security screening at the gates is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> |
| 30. My level of concern regarding crime and vandalism in River Creek is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> |
| 31. My expectation for continued improvements to the River Creek community is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> |
| 32. My support for paying higher dues for continued improvements is..... | (1) | (2) | (3) | <input checked="" type="radio"/> | (5) |
| 33. My overall satisfaction with the quality of life in River Creek is..... | (1) | (2) | (3) | (4) | <input checked="" type="radio"/> |

285

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 56-65 () 66-75 () 76-85 () 85+

Sex: Female () Male

Employment Status: Employed Full-Time () Employed Part-time () Retired

Marital Status: Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Center Crossing

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you. ^① I believe ~~understand~~ that the ongoing construction is a source of destruction and littering of the common areas. It would be great if the workers could be more vigilant about cleaning up after themselves.

② The guards at the gate should be responsible for keeping the grounds in the vicinity cleared up

③ We enjoyed the fine dining in the Club more when it was a fixed price -

④ we find the prices were at the Club to be extravagant.

⑤ The grounds are beautiful, and we're proud of where we live. If everyone takes responsibility for keeping the grounds litter free, the neighborhood will continue to look beautiful.

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is..
- 28. My interest in continuing to receive the *Navigator* Magazine is.....
- 29. My support for upgraded security screening at the gates is.....
- 30. My level of concern regarding crime and vandalism in River Creek is.....
- 31. My expectation for continued improvements to the River Creek community is.....
- 32. My support for paying higher dues for continued improvements is.....
- 33. My overall satisfaction with the quality of life in River Creek is.....

- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)
- (1) (2) (3) (4) (5)

286

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 () 56-65 (✓) 66-75 () 76-85 () 85+

Sex: () Female (✓) Male

Employment Status: () Employed Full-Time () Employed Part-time (✓) Retired

Marital Status: (✓) Married () Single

River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Cattail Woods

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

Great Place to live!

287

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) (5)
- 28. My interest in continuing to receive the *Navigator Magazine* is..... (1) (2) (3) (4) (5)
- 29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5)
- 30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (4) (5)
- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5)
- 32. My support for paying higher dues for continued improvements is..... (1) (2) (3) (4) (5)
- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5)

Demographic information of person who completed this survey:

Age group: () 25-35 (✓) 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+
 Sex: (✓) Female () Male
 Employment Status: (✓) Employed Full-Time () Employed Part-time () Retired
 Marital Status: (✓) Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Deer Run Estates

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

Please consider asking CCA to return a portion of the monies received from Private Club Events back to the Home Owners / Full Priv. golf members as we paid for the Club House.

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) (5)
- 28. My interest in continuing to receive the *Navigator* Magazine is..... (1) (2) (3) (4) (5)
- 29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5)
- 30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (4) (5)
- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5)
- 32. My support for paying higher dues for continued improvements is..... (1) (2) (3) (4) (5)
- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5)

288

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 (✓) 56-65 () 66-75 () 76-85 () 85+
 Sex: (✓) Female () Male
 Employment Status: () Employed Full-Time () Employed Part-time (✓) Retired
 Marital Status: (✓) Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. DEER RUN

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you. The MOST MEMORABLE clubs we've visited have one thing in common... Meticulous attention to detail across the board. It begins with extensive training of a quality staff interested in providing top-notch service. Everyone is trained to be the best at what they do, whether they are groundskeepers OR the Club Managers. River Creek has this potential, but we're not there yet.

* * * *

REMOVE the brick-paved overlooks on #5 and #7. They are a neglected eyesore.

289

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) ~~(4)~~ (5)
- 28. My interest in continuing to receive the Navigator Magazine is..... (1) (2) (3) (4) ~~(5)~~
- 29. My support for upgraded security screening at the gates is..... (1) ~~(2)~~ (3) (4) (5)
- 30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) ~~(3)~~ (4) (5)
- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) ~~(4)~~ (5)
- 32. My support for paying higher dues for continued improvements is..... (1) (2) ~~(3)~~ (4) (5)
- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) ~~(4)~~ (5)

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+
 Sex: () Female () Male
 Employment Status: () Employed Full-Time () Employed Part-time () Retired
 Marital Status: () Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. _____

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you. See above notes.
 Service at club is consistently slow & often not coordinated. For special events i.e. weddings, office parties, ^{wine dinners} etc (which we have had several of), the food has been consistently very good and service better. I don't know what the problem is for regular meals at the club. We don't go nearly as often as we used to because of slow service. Some of problem is a language problem we think. We also think service would greatly improve if servers & cooks received the 18% service charge = added to bill. Why is this kept by ^{the} club? They should be like other restaurants & make their money from the meal tabs + the patrons, i.e us, should determine the gratuity deserved by the staff. This would be a motivator just like in the real world restaurants.

270

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) (5)
- 28. My interest in continuing to receive the *Navigator* Magazine is..... (1) (2) (3) (4) (5)
- 29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5)
- 30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (4) (5)
- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5)
- 32. My support for paying higher dues for continued improvements is..... (1) (2) (3) (4) (5)
- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5)

Demographic information of person who completed this survey:

Age group: () 25-35 () 36-45 (X) 46-55 (X) 56-65 () 66-75 () 76-85 () 85+
 Sex: (X) Female () Male
 Employment Status: (X) Employed Full-Time () Employed Part-time () Retired
 Marital Status: (X) Married () Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. Clubhouse Square

Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

- ① The level of food service + quality of food is poor - Better food + cheaper + Better service at Lightfoot, Blue Ridge Grill
- ② wait staff at club hardly understand english
- ③ have to Dodge cars to get to our home on weekends + Mondays due to the club - trying to make revenue from renting out our facilities. hard we know this we would have not moved here. Tell everyone we meet about this - went to use club and people are drunk, rowdy etc.
- ④ call homeowners mgmt office and all I hear is the person working there has same problems about cars parking in front of her house, she tells us her

problems. Yet people who don't live here go work at night etc.
⑤ architectural committee doesn't enforce people's lawns looking like projects, trash put out early, people don't park in their driveways - streets look like tenement projects

⑥ golfers don't adhere to stop signs at end of day when they drive to their cars to drop off their clubs - many possible accidents.

290 cont.

To complete the *Life in River Creek Community Resident Survey*, please answer every question by checking the number space that best reflects your response.

KEY: "hardly ever" ← (1) (2) (3) (4) (5) → "almost always"

1. I read the *Navigator* Magazine.....
2. I receive all the information I need regarding RCOA Board discussions/decisions.....
3. I see vehicles exceeding the speed limit in River Creek.....
4. I prefer e-mail/web site communications to printed mail and/or phone call.....
5. I use the hike/bike trail.....
6. I use the park/picnic/playground areas and/or the boat deck.....
7. I go to www.MyRiverCreek.com for information.....
8. I am satisfied with the level of service at the River Creek Club.....
9. I am satisfied with the quality of food at the River Creek Club.....
10. I think the RCOA Covenants are consistently enforced....
11. I attend social events at the Club i.e.. dinner dances, family nights, etc.....
12. I refer to my RCOA Handbook/Manual for information.....
13. I am favorably impressed with the landscape maintenance of common areas.....
14. I trust the RCOA Board of Directors to spend my dues wisely.....
15. I think car transponders are an effective, reliable means of security screening.....

NO					YES
(1)	(2)	(3)	(4)	(5)	<input checked="" type="radio"/>
(1)	(2)	(3)	(4)	(5)	<input type="radio"/>
(1)	(2)	(3)	(4)	(5)	<input checked="" type="radio"/>
<input checked="" type="radio"/>	(2)	(3)	(4)	(5)	<input type="radio"/>
<input checked="" type="radio"/>	(2)	(3)	(4)	(5)	<input type="radio"/>
<input checked="" type="radio"/>	(2)	(3)	(4)	(5)	<input type="radio"/>
(1)	(2)	(3)	(4)	(5)	<input checked="" type="radio"/>
<input checked="" type="radio"/>	(2)	(3)	(4)	(5)	<input type="radio"/>
(1)	(2)	(3)	(4)	(5)	<input checked="" type="radio"/>
(1)	(2)	(3)	(4)	(5)	<input checked="" type="radio"/>
(1)	(2)	(3)	(4)	(5)	<input checked="" type="radio"/>
<input checked="" type="radio"/>	(2)	(3)	(4)	(5)	<input type="radio"/>

AND THOSE PEOPLE HAVE NO REGARD FOR SAFETY

291

essentially - we have NO SECURITY. ANYONE CAN GET IN. WE HAVE A HOME IN THE PALM SPRINGS AREA OF CALIFORNIA, WE HAVE SECURITY! NO-ONE GETS IN UNLESS INVITED. WE HAVE NO CRIME - VANDALISM! RIVER CREEK SECURITY IS A "FALSE" SENSE OF SECURITY

Please continue to check the number space that best reflects your response

KEY: "low" ← (1) (2) (3) (4) (5) → "high"

16. The impact River Creek's esthetic beauty had on my decision to move here was.....
17. The probability that I would attend an RCOA "Town Hall" style meeting is.....
18. My interest in becoming more actively involved with River Creek governance is.....
19. In case of emergency/disaster, my expectation for instructions from the RCOA is.....
20. My satisfaction with the Club pool, tennis and workout facilities is.....
21. My understanding of the difference between RCOA and Club responsibilities is.....
22. My concern for cars speeding through River Creek is.....
23. My general sense of safety and well-being in River Creek is.....
24. My satisfaction with communications between residents and the RCOA Board is.....
25. My support for moving the RCOA management office to an offsite location is.....
26. My interest in more events/activities geared to River Creek teens is.....

VERY Low	Low			High
(1)	(2)	(3)	(4)	(5)
(1)	(2)	(3)	(4)	(5)
(1)	(2)	(3)	(4)	(5)
<input checked="" type="radio"/>	(2)	(3)	(4)	(5)
(1)	(2)	(3)	(4)	(5)
(1)	(2)	(3)	(4)	(5)
<input checked="" type="radio"/>	(2)	(3)	(4)	(5)
(1)	(2)	(3)	(4)	(5)
<input checked="" type="radio"/>	(2)	(3)	(4)	(5)
(1)	(2)	(3)	(4)	(5)

260

IN OUR FAMILY

I HAVE NO KNOWLEDGE OF THIS ** ON REVERSE

NOTE *

I TRULY APPRECIATE WHAT HOA OFFICERS HAVE TO PUT UP WITH. I SERVED AS PRESIDENT OF A FAIRFAX COUNTY HOA FOR FAR TOO MANY YEARS. IT IS A THANKLESS - NON-PAYING JOB

(19) WE ARE NOT TOLD W/ SUFFICIENT NOTICE THAT THE ENTRANCE - EXIT WILL BE CLOSED --- AND WE HAVE TO WAIT BEHIND CONSTRUCTION TRUCKS TO GET IN/OUT --- (PEOP ONLY KNOWS WHAT WE WOULD DO! THE BUILDER)

I WOULD HAVE A HELICOPTER LAND BEHIND OUR HOUSE & CARRY US OUT! OR, HAVE A BOAT PICK US UP AT THE "YACHT CLUB."

BUT, WHEN THE BUILDER THOUGHTLESSLY OVER RIDES THE HOA --- I DON'T FEEL IT IS "OUR" HOA. IT IS - & ALWAYS WILL BE THIS BUILDERS HOA. WE ARE THE PROFIT VEHICLES --- NO MORE - NO LESS!

(25) ** HOA MGMT OFFICE NEEDS TO BE ON SITE - OTHERWISE THERE WOULD BE LITTLE OPPORTUNITY FOR PERSONAL CONTACT. THINGS WOULD GET WORSE NOT BETTER.

(32) → I HAVE 28 YEARS EXPERIENCE WORKING W/ VIRGINIA LEGISLATURE. IF WE NEED LEGISLATIVE ACTION ONE OF MY ATTORNEYS IS A WELL KNOWN LOBBYIST. I REFER TO "SPEEDERS" W/IN RC AND SOLUTION TO PROBLEMS.

→ HIGHER FEES - DEPENDS UPON VALUE TO US OF "HIGHER SERVICES." WE DO HAVE A LIFE AND WE DO NOT NEED RC TO TAKE CARE OF OUR EVERY NEED. Thank you.

Please use the space below to share any other opinions, observations, ideas, etc.

SO THIS CRIME & VANDALISM HAS TO GO!
I KNOW SHERIFF SIMPSON --- HE CAN HELP!
I KNOW JIM FLOWMAN - COMMONWEALTH'S ATTORNEY. HE CAN HELP!

I COULD ARRANGE A JOINT MEETING WITH STEVE & JIM --- IF THE HOA THINKS THAT WOULD BE HELPFUL.

Demographic information of person who completed this survey:

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is..... (1) (2) (3) (4) (5)
- 28. My interest in continuing to receive the Navigator Magazine is..... (1) (2) (3) (4) (5)
- 29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5)
- 30. My level of concern regarding crime and vandalism in River Creek is. THIS NEEDS TO BE STOPPED! (1) (2) (3) (4) (5) (6) (7) (8)
- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5)
- 32. My support for paying higher dues for continued improvements is..... (1) (2) (3) (4) (5)
- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5)

Low High (highest)

9/ cont.

- 27. My expectation for consistent oversight and enforcement of the RCOA covenants is.. (1) (2) (3) (4) (5)
- 28. My interest in continuing to receive the *Navigator* Magazine is..... (1) (2) (3) (4) (5)
- 29. My support for upgraded security screening at the gates is..... (1) (2) (3) (4) (5)
- 30. My level of concern regarding crime and vandalism in River Creek is..... (1) (2) (3) (4) (5)
- 31. My expectation for continued improvements to the River Creek community is..... (1) (2) (3) (4) (5)
- 32. My support for paying higher dues for continued improvements is..... (3) (2) (3) (4) (5)
- 33. My overall satisfaction with the quality of life in River Creek is..... (1) (2) (3) (4) (5)

use what you wish
WISELY

Demographic information of person who completed this survey:

Age group: (x) 25-35 () 36-45 () 46-55 () 56-65 () 66-75 () 76-85 () 85+
 Sex: (x) Female () Male
 Employment Status: (x) Employed Full-Time () Employed Part-time () Retired
 Marital Status: () Married (x) Single
 River Creek Neighborhood i.e. Fox Hill, Lake View, etc. _____

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Please use the space below to share any other opinions, observations, ideas, etc.

Thank you.

The policies & procedures for both RCOA & RCC has to change. Increasing dues will not fix the problems you have. Lets look at security - gates. Why do we pay security guards they don't patrol the neighborhood enough. They are not friendly or courteous to the residents. They let anyone & everyone in. What is the policy for residents & guests? Shouldn't residents have a RCC card that can identify whether they live there or not? Maybe that can be used as ID to get in? Guards can use their name, which must be checked against a list (which currently rarely happens). Password can be a number or a phrase. Security guards who patrol the area are rude & do not do the job that they are supposed to. Does the night know what/how the guards are when they are not worth? Are there surprise visits by night? Next lets talk about landscaping. Why is the water running when its raining?? And you want to increase the dues?? I rarely see the fountains turn on when its nice out. I rarely see the waterfall turn on. The only time I see it turned on is when there is soap & sudas in it. Grass & landscaping were done poorly last yr.

lots address the survey questions

#2 - Do we not get enough communication regarding RCOA again
Why can't we hold more meetings? Why can't they be
held at the club house instead of off site?

#3 - there should be more than the two chairs for River Creek
Maybe one from North, South, East & West.

#7 - The website ~~was~~ is hard to enter/require password, etc. Password
should only be required for updating personal info or reserving
events or paying bills.

Put info on there that Residents would like/need to use. Ex:
Schools nearby, Shopping Sales nearby. Local Neighbors info,
Restaurant, events around the area, as well as RCL.
Notice is very notice. Satisfiable Residents who are good w/
creating & updating the website. Put a bid for the best
design.

#8 - I don't payhays in RCL events much, but every year, an
AUTOMATIC \$25 gets deducted for the staff, this is wrong.
Service should be earned. Service is poor from my experience.
Staff are not friendly. Tips or Money should be earned not
expected... i.e. holiday funds

#9 - Food is too salty. You should advertise when Residents think
calling the chef to make dinner or order through RCL. I
don't do that. I go out to restaurants to eat. I would like
to see that, but quality of food is not good.

#10 - Covenants should not be enforced because it's wrong.

#11 - Events are not advertised enough. Not appealing enough

#12 - should be on website
JJCant

#13 - I never impression
#14 - ABSOLUTELY NOT. I have many doubts and
am cont. relying on nothing. Does should not be a
requirement. I pay my dues every month, haven't used or
read the benefits at all. Maybe if I was given the
choice, I would not be so bitter. I don't see any
yearly statements that tells me where my monthly dues
go. Both for RCC & RCOA.

#15 - Car transponders are good, but what about the guests
who don't have them. It seems that they get asked what
their names are & get let in. What gets done with the
list of names anyway? There are times that security
doesn't want to do their job? Let guests in at night
w/out questions. Other times, security just wanted to
give people a hard time, just to slow status.

#16 - My first impression of River creek was WOW! River creek has
not maintain that impression anymore. One of the icon was
the waterfall, ~~that~~ which usually have 50000's of people
and is never on.

#17 - Very good pre building that I will attend, but why
is it held at some school instead of at River creek?
Is holding a meet out doors a possibility? I include the
comments.

Miss So

292 out.

#19 - Emergency? How will it be communicated?
What are the plans? Do the residents know? I don't

#20 - All too small.

#21. RECA: REC don't distinguish themselves enough. The person is that is the same. Set clear boundaries

#23. Who should I call when I feel suspicious activities? I can never reach the guard. -- There is either busy. Rings continuously & answering machine I just there stand on duty all the time???

#24. Communication is very poor. Means of comm are awful, but enforcement/execution is poor. **20% cont**

#25. Why were them off site? ~~For~~ Example of Does not being spend wisely. They need to be close to the community.

#26. How much of the resident population is teens? The social aspect should be created according to %.

#28 - On line. Paper form should be used for all need to know info.

#29 - like page when the security bar gets broken ??? The Resident. Why not the person who broke it? Settings for the bar going up? alarm should also change. Settings for exit should be at a further distance.

but should go down after can order to avoid speaking -

4.32 -

You do not have to increase dues to fix the problem you currently have. You don't have a good procedure policy in place. Current due is just free money.

If more money is required, a proposal needs to be put together & the members should only be for the project. The homeowners should be able to vote on items like that, not just to elect a board member. The current due is not put in good use is spent very, very frantically.

- Here are a few items I would like to see change:

- Security. Better policy, utilized the guards more effectively. Stricter rules.

- Friendly & helpful while still keeping an eye out for problems. Does security know how owners & residents?

- Landscape & overall presentation of area:

- Gardens working? in use
- Landscape up keep.
- Street lights (excess)

97 cent

- Spring clean - why are they pointed to the street instead of on the grass?

- Roads and dirty. Who enforces the cleaning of these roads when street cleaning done with their work each day? (residents)

15. Before considering to vote for a due raise, please determine

whether it is appropriate for guards to work their personal vehicles while working... right in front of the guard shack. Professionalism? or what?

293

Enclosed you will find my completed survey. Receiving this information gives me an opportunity to share a suggestion with you which I think would be beneficial for our community. As you know, most visitors approach our community by traveling north on River Creek Parkway. Those who have never been to River Creek may have uncertainty about when to turn right because of the lack of signage and the fact that our gated entrance is significantly recessed to the east of the Parkway. The situation is of course worse after dark.

In my opinion a perfect solution would be to add an attractive sign to the southern portion of the stone wall, with lighting, so that approaching visitors would know they are arriving at our community and would look for the upcoming entrance on the right.

On a similar but different note, the wood entrance sign near the gate is in terrible repair and has been for months. Whoever is in charge has dropped the ball.

294

The Potomac Ridge section is neglected by the RCOA. The developer has been asked and a letter was written to the board in 2005 regarding the common areas. Unfortunately no one seems to care; no one wants to take responsibility. It is not keep up to the standards of the rest of RC.

We need attention to the grass and grading, trees and landscaping.
I am a volunteer on the grounds and recreation committee, which makes this even more frustrating.

I will be happy to take a board member on a tour of my community.

Main Concerns in River Creek

295

1. The overall lack of enforcement of the HOA's in our River Creek neighborhood.
To include:
 - a. The number of owners/renters that park (overnight) in front of their homes/town homes in the community.
 - b. The number of owners/renters who do not take care of their lawns or landscaping.
2. The slow decline of the community lawn/planting/tree maintenance required to keep RCC looking beautiful. (e.g. The number of dead trees in the community-maintained landscaping that have not been removed and those that have been removed, but not replaced.)
3. The decline of the roads and their upkeep (divots resulting from water run-off, poor quality repair/patching)

I have just been informed that my transponder has gone bad and I have to pay \$75 to replace it. Now when I spoke with the RCOA management office I was told that I am lucky because my transponder is so old and some people's transponders have only last 2 years. Now how fair is that to the resident who received the faulty transponder and how fair would that be to me if my new one goes bad after two years?

When we bought into our lot, 8 years ago, we were told that each household would get two transponders and have to pay \$75 for any additional ones. We assumed that meant that our association dues cover those initial transponders that were given to us as well as a replacements if needed. If we have to pay for the replacement out of pocket (which I think is outrageous in itself) then at the very minimum, the association should guarantee a time frame that these transponders will last. Our family has a total of three transponders (mine, my husband and my father in-law) registered. If I have to pay to have these replaced on a regular basis...well you can see my point.

I do try to keep informed as to what is happening in our community but I do not recall seeing any information regarding the transponders other than they had to be registered. I think it would only be fair to notify residents that transponders are going bad and our association dues do not cover replacement.

Thank you for your time in this matter and this issue aside, I think you and the Board are doing a fabulous job.

~~XXXXXXXXXXXXXXXXXXXX~~
Deer Run

29/6

TO: The Communications Committee
RCOA Board of Directors

297

Thank you for your informative letter from the President that was recently emailed. It is a big improvement over previous communications. Many of my issues/concerns were addressed in this letter. It is obvious the new board is working hard and making good decisions. Communications like this will go a long way to improve the support the Board receives and overall satisfaction with RCOA.

Thank you also for the survey that was created and mailed by the Communications Committee. It is good that it was mailed, as it appears a lot of people have not given the RCOA their email addresses. Below are some additional comments after filling out the survey:

Communications

- The letter that went out from the President may not have reached a wide audience, since it appears that many people in RC are not on the email distribution. Perhaps important information like this should be mailed to those who haven't registered? Maybe a small fee can be applied to their dues if they are unwilling to use email as an alternative. Or perhaps a letter can be mailed that tells people important information is coming out and that they need to get their email addresses to the management company. Enclosing a form to fill out with self-addressed envelope might bring in some replies. Perhaps these forms can be placed outside the management office as well.

- The BOD monthly minutes should be available to the owners in a timelier manner. Perhaps they could be reviewed and approved in Executive Session or a special meeting? It would also be helpful if the President's Report were posted to the website before the meeting.

Website

- The website is a nice feature and, once a person has time to hunt around in it, a lot of information can be found. Some people do not have PCs and/or access to the internet, so there is going to have to be an alternative to include these folks in information dissemination.
- It would be helpful if the Association blank forms that need to be filled out could be available on the website to be printed out at home. For example, the Transponder forms, the boat storage permit, the Life in River Creek survey, etc.

Covenants Enforcement

- Covenants enforcement needs improvement. It seems the rules are not consistently enforced from neighborhood to neighborhood. For example

Clubhouse Square and Potomac Ridge have a large volume of "landlords" renting their homes out. Most of them are still vacant and they are not taking care of the landscaping. It appears, however, that the RCOA is not going back to the landlords and requiring compliance with our bylaws since no improvements are ever noted (except further deterioration). Also, we have a lot of parking violations going on, and we already have a parking problem in Potomac Ridge. Gentle reminders to these violators are met with "an attitude" and continued violations. In instances like this, the property manager or covenants committee should help resolve the violations. (The property manager has been notified of these issues, but the neighborhood will be compiling and readdressing all our concerns to the Board and management in the near future). In general, throughout RC, many of the contractors hired by individual homeowners to work on their own homes make a mess on the sidewalks or the streets. I noticed this especially in Clubhouse Square where the street and sidewalk were permanently damaged with paint, cement, etc. and no one seemed to enforce getting it cleaned up and rectified. As for neighborhoods in transition, such as Potomac Ridge, the Developer sends workers in to work on something and they seem to always make a mess and no one holds them accountable. For instance, about 3 weeks ago, they were trying to find the conduit for the street lights. They dug up the grass at the curbside in front of a home as well as grass in the common area. They basically left it a muddy mess and the sod is almost dead where they dug it up. Again, we will be notifying the Board and management about this problem with the developer, but it is a consistent problem.

Landscape Maintenance

- For the most part, the landscape maintenance of RC is satisfactory. That is, the part of RC that is *already established*. Areas of improvement include more frequent weed control of the beds and areas where pavers exist; more attention to keeping the trees pruned—there are many shoots and suckers growing at the base of the trees which need to be trimmed or the trees will not mature properly or aesthetically; reseeding of common areas that have a lot of bare patches; and edging of the grassy common areas.

- For the newly completed developments, such as Potomac Ridge, there is a real problem with the landscape. We will be addressing this to the Developer, to the Board and management in a separate letter. The key point is that the Developer has reportedly finished the landscaping of the island that separates Mullfield Village Terrace and Cypress Point Terrace. However, the condition it was left in is not satisfactory. It is supposed to be "natural", but there are dead trees, dead bushes, unsightly tree stumps, cement debris, rocks, dead tree branches, weeds and barren patches. This is an eyesore rather than being a natural look. It is also dangerous as there are tripping hazards throughout this island. Furthermore, instead of putting pavers in the middle, the Developer put a mulch walkway in. This is going to have to be maintained each year by the RCOA and will be expensive. It seems RCOA should push for fixes to all these issues before the developer hands it off to us or we will be stuck with the bill to finish it correctly.

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cont.

Also, now that this island is being maintained by the landscape company, they are leaving the grass clippings and mulch debris on the curbsides instead of blowing it away.

- Again in Potomac Ridge, the park at the end of Cypress Point Terrace that overlooks the 15th hole and the River is an issue. We were all told that this would be a park like all the other mini parks around River Creek. In other words, it would include a place with benches, waste basket and pavers. How do we get the Developer to finish this park? Also, the edges of this grassy area were left wild and need to be weeded whacked by the landscape maintenance company.

- It has been noted that Potomac Ridge is the only neighborhood that does not have a landscaped garden with a border of curbing at its entry way. All existing neighborhoods have a landscaped divider in the road that enhances the entrance into that particular sub-division. How do we get the Developer to do this?

Satisfaction with Pool

The adult swim rules are not enforced by the Club. Member's children remain in the water at the steps and walls throughout adult swim, making getting in and out of the pool difficult. They spray adults with their water guns and floatation devices or just plain splashing people. The life guards do not enforce the rules for fear of the members' anger. There are many people who feel we need another pool for adults only. The current pool is too crowded.

New Attorney

Great decision on the firm selected. We used Dias in a previous HOA and he was excellent!

Transition Plan

We really should have a written transition plan with the Developer. A separate committee should be on top of monitoring progress against the plan. Also, as a side comment, I do not think we should allow him to repave the main roadways before the heavy equipment is out of here, unless we have written agreements with the remaining housing developers that they will clean up the roads after they complete their developments.

Thank You

The Board and Committees are obviously working hard. A huge thank you for all you are doing. The owners in Potomac Ridge intend to get more involved by joining the committees and being proactive in our own neighborhood.

297
cont.

298

1. Too much disparity between general membership and golf membership. Either bring them more in line or add benefits to the golf members – ie food credits/discounts, pro shop discounts, discounts for events – as other clubs do for members.
2. myRiverCreek.com – we need a reason to go there. This must be a place where you have to go to get important information like the current covenants, homeowners manual, forms for improvements, etc. Additionally, information should be consistently pushed to members from this site so those who are not registered feel they are missing important information and would want to register. The site is very confusing – needs much organization! This should also be a site where you can gain quick contact with the various committees via a group email for each.
3. We need to make better use of the park down at the point. This could be a lovely setting for a variety of social and athletic purposes.
4. Fitness Center – we should have a schedule of classes for members including water aerobics during the summer months – in the mornings during the adult hour. In the fitness center (or club) we should have yoga classes and other fitness options on a scheduled basis.
5. Communications via email should be the norm rather than exception to reduce costs. Those who don't offer an email address should be assessed a fee for paper communication – this is the way of the world today. Offer to have the Navigator published electronically – allow people to choose that delivery method – big cost savings!

May 14, 2006

Additional comments:

Gate security remains our chief concern. With construction going on, it's backwards security at this point. Any contractor or anyone in a van or truck is sent to the far gate where they can gain access by saying they are going anywhere they want to say. You write down their license plate and that's it. However, when our friends pull up in a BMW at the main gate, they're either given the third degree or forced to used that retarded key pad in order to dial the house. We have acquiesced after 7 years that the security just won't work until they are done building houses. Let's be honest, which scenario is likely to have the individuals that would cause problems in the community.

A suggestion after that...

My Sister lives in a "plantation" (gated neighborhood) on Hilton Head Island. They have one gate that serves about 1000 homes. Granted, about 40% of those are empty most of the time since they are second homes for people who live elsewhere. Still, about the same number of active homes as we have in River Creek. Residents have bumper stickers on their front bumpers that show them to be residents and are waived through the gate. No transponders that always seem to be in the other car, etc. but a safety net if you don't have that transponder and pull up to the guard. They also have a system for visitors. The resident calls ahead to the gate house with who will be visiting their home, when and for how long. The guard house fills out a "pass" with the resident name, visitor name and effective dates. This is on a tag that is placed on the dash-board until the visitor leaves. If I go to visit my sister, she calls ahead for a day, week whatever and then I'm given a pass with dates on it that goes on my dash board. When I come back to the gate they check that date before letting me re-enter. If I show up to the gate and my sister has not called in a pass. I am not going to get through that gate, period. Our retarded keypad could be a back up to that. Also, if you think about it, once everyone gets used to it (after being frustrated a few times) think of the sense of security that it will instill on the community.

Now, the next part is a bit controversial but is common practice among all of the gated communities in Hilton Head. Service people are allowed to have a gate pass called in if they are coming in to give a bid on a job. (honor system by residents) Beyond that, the service companies, contractors MUST PURCHASE a gate pass if they want to work in that plantation. Daily passes are \$8-\$10 or annual passes are \$75-\$120. This supposedly keeps the contractors on the up and up. (it also provides a group of service companies that want to service a

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neighborhood and clientele like ours versus those that are out for one job and a quick buck. The up-side of this is that this generates \$80,000-\$100,000 a year in revenue for the neighborhood. (yes, you read that correctly, my sister is on the board of her community) The down-side is that most contractors pass this fee on to the home-owners. I don't exactly look forward to paying that surcharge on a bill for my housekeeper or lawn service,. But on the other hand, if someone is remodeling and is having a number of different contractors in over a period of time, and that is taking up guard time at the gates, then maybe it should fall on the home owner.

The other issue that will come up once we are not selling new homes is how do our homes get exposure when we are trying to sell them. The neighborhood my sister lives in does not allow "for sale" signs to be posted in the yard. The only way that people know what is for sale is to contact a realtor. The community also pays for a weekly ad in the paper that lists all of the available properties for sale. You can also get this at the guard house, but you can't get in without a realtor or a friend that lives there. A resident trying to sell on their own can put a phone number and could call in a gate pass for a prospective buyer.

This is something we need to think about because we will all need to sell at some point but I know that I'm tired of the parade of cars that go up and down the streets on the weekends with "look-e-loos" in them. And quite frankly, what is going to impress a perspective buyer trying to buy in a gated community? A gate that let's them pass when they just want to see what is for sale? Or a community that makes it known that security is a concern and that it's not that easy to get in. Any real estate agent can get a prospective buyer in. Side note: The communities are considering charging the real estate agents for a pass to get in. I'm torn on this one, we want them here, but on the other hand they are making 6% on a big number.

Even though these surveys are anonymous, I will sign my name and list my email should you have any clarifying questions. These gated neighborhoods in Hilton Head have been there for 30+ years. I think we can learn from their experience.

Sincerely,

299 cont. +