

PARKFAIRFAX COMMUNITY SURVEY

The purpose of this survey is to gather information from Parkfairfax owners and residents to assist the Board of Directors in evaluating services and making decisions regarding Parkfairfax. You are not required to identify yourself individually but completing the demographic information will help the Board better identify problem areas and plan for future needs. A summary of the survey results will be published in the *Forum*, and on the Parkfairfax website approximately 30 days after the submission deadline. Please take this opportunity to help improve services and make Parkfairfax an even better place to live. Return by mail to the office, fax to the office (703-998-8764), scan and e-mail to the office (estanley@parkfairfax.info), or drop hard copies off at the office. **Deadline for responses is October 14, 2011.**

COMMUNITY DEMOGRAPHICS

D1: Your status

- a. Renter
- b. Owner/Resident
- c. Owner/Non-resident

D2: Your Ward (see map)

- a. Ward 1
- b. Ward 2
- c. Ward 3
- d. Ward 4
- e. Ward 5

D3: Number of people residing in your Unit

- a. 1
- b. 2
- c. 3
- d. 4 or more

D4: Number of children under age 12 residing in your Unit

- a. 1
- b. 2
- c. 3 or more
- d. none

MANAGEMENT

Parkfairfax contracts with a professional management company (CMC) to provide certain services including our financial management and to oversee the day-to-day operations at Parkfairfax. If you contacted CMC directly during the past six months regarding your condominium fees, including late fees or other financial information, please answer the following questions:

M1: How did you contact CMC?

- a. Telephone
- b. Email

M2: How long did it take to resolve your issue?

- a. Same day
- b. Within 3 days
- c. Within a week
- d. More than a week
- e. Has not been resolved

If you contacted the Parkfairfax on-site office during the past six months, please answer the following questions:

M3: Why did you contact the Parkfairfax staff? (check as many as apply)

- a. I have not contacted Parkfairfax staff in the past six months (*skip to Question M6*)
- b. Unit Services Program (USP) work order
- c. Exterior Maintenance problem (building roof, brickwork,, clogged gutters, etc.)
- d. Tree or other landscaping issue
- e. Information about a community event
- f. Information about making changes to my unit
- g. Problem with a neighbor
- h. Problem with pools, tennis courts, or exercise room
- i. New owner check-in
- j. Other (please be specific): _____

M4: How did you make the contact?

- a. Telephone
- b. Email
- c. In person

M5: If you sent email or left a phone message, how long did it take to get a response?

- a. Same day
- b. Within 3 days
- c. Within a week
- d. More than a week

M6: How long did it take to resolve your issue?

- a. Same day
- b. Within 3 days
- c. Within a week
- d. More than a week
- e. Has not been resolved

BUILDING AND LANDSCAPE MAINTENANCE

These questions are intended to elicit responses about the overall condition of Parkfairfax buildings and how they are maintained.

M7: How would you rate the general upkeep and maintenance of your building and those nearby?

- a. Good
- b. Adequate
- c. Needs Improvement (Please identify specific concerns in the space provided at the end of this survey.)
- d. No opinion

M8: How would you rate the general upkeep and maintenance of the grounds around your building?

- e. Good
- f. Adequate
- g. Needs Improvement (Please identify specific concerns in the space provided at the end of this survey.)
- h. No opinion

PARKFAIRFAX AMENITIES

M9: Within the past 12 months how often have you used the following amenities?

	0-1 times	2-5 times	6-10 times	> 10 times
a. Pools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Tennis Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Basketball Court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Volleyball Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- e. Fitness Center
- f. Laundry Rooms
- g. Tot Lots
- h. Party Room
- i. Car Wash
- j. Dumpsters
- for Garbage
- k. Dumpsters
- for Recycling

M10: If you have used any of the amenities listed above, please check all that apply.

- | | Clean | Properly
Maintained | Properly
Managed | Need
Improvements |
|----------------------|--------------------------|--------------------------------|-----------------------------|------------------------------|
| a. Pools | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Tennis Courts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Basketball Court | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Volleyball Courts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Fitness Center | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Laundry Rooms | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Tot Lots | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Party Room | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Car Wash | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Dumpsters | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| for Garbage | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Dumpsters | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| for Recycling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

M11: Which additional amenities would you use, if available? (Check all that apply)

- a. More storage space to be rented to residents
- b. Expanded bike storage
- c. Expanded canoe/kayak storage
- d. Other (please be specific): _____

COMMUNICATIONS

C1: What is your preferred way to obtain Parkfairfax information?

- a. Automated Phone Messages
- b. Email
- c. Text message
- d. Flyers
- e. *Forum*
- f. Parkfairfax website

C2: The Parkfairfax newsletter, the *Forum*, is delivered to doorsteps monthly. Which of the phrases below describes your practice?

- a. Read immediately
- b. Read in first week of receipt
- c. Read within month of receipt
- d. Never read

C3: How often do you log in to the Parkfairfax website (www.parkfairfax.info)?

- a. Once a week or more
- b. One to two times a month

- c. Once a year
- d. Never

C4: If you use www.parkfairfax.info, what information would be helpful? (check as many as apply)

- a. Forms/specifications
- b. Current events in Parkfairfax
- c. Management contact information
- d. Landscape advice
- e. Status of work orders
- f. Other (please be specific): _____

C5: What information about the Parkfairfax community is important to you? (check all that apply)

- a. Board activities
- b. Planned maintenance
- c. Special events
- d. Committee meetings and activities
- e. Updates about pools and other amenities
- f. Covenants specifications and regulations
- g. External events/issues that have an impact on Parkfairfax
- h. Other (please be specific): _____

LANDSCAPING

L1: Please rate the following landscape features and services:

	Very Good	Satisfactory	Needs Improvement	Unsatisfactory	No Opinion
a) Lawn mowing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Tree pruning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Hedge pruning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Other shrub pruning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Erosion control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Mulching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Debris removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Storm removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Tree canopy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Foundation plantings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Flowering plants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Focal point gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WOODLANDS

The Parkfairfax woodlands are defined as those areas that are not generally maintained by the grounds crew and left in a more natural state (no mowing, mulching, trimming, removal of leaves, branches or dead trees).

W1: Which statement(s) best describes your attitude towards the woodlands? (check as many as apply)

- a. I'm too busy to notice the woods.
- b. I use the woodland trails often.
- c. I enjoy living close to a wooded natural area.
- d. I like to bird watch and the woodlands attract more varieties of birds.
- e. I appreciate being able to show my children some of nature's wonders in the woodlands.

W2: Which statement(s) best describes what might be done to improve the woodlands? (check as many as apply)

- a. The woods are fine as they are.
- b. Plant more native groundcovers.
- c. Plant more native trees.
- d. Keep invasive non-native vines and plants out of the woods.
- e. Maintain trails so they are kept clear of larger fallen limbs and trees.

- f. Keep poison ivy cleared away from trails
- g. No opinion

ACTIVITIES

A1: Which activities you would participate in, if offered, at Parkfairfax? (check as many as apply)

- a. Athletic event such as community 5K walk-run
- b. Remodeling seminars (kitchens, bathrooms, etc.)
- c. A landscaping seminar
- d. Pool parties/pool events.
- e. Concert events.
- f. Pet related events.
- g. Block parties
- h. A Parkfairfax-wide yard sale/clean-up day.
- i. A toxic-waste/electronics disposal day in the maintenance yard.
- j. Other (please be specific): _____

A2: Do you plan to or have you participated in any Parkfairfax sponsored activities?

- a. Yes
- b. No

A3: If not, please tell us why. (check as many as apply)

- a. Not enough time/conflicted with my other activities
- b. Did not want to participate in the events that were being held
- c. Was not aware that there were activities being held
- d. No interest
- e. Other (please be specific): _____

TECHNOLOGY

T1: Parkfairfax should research and invest in technologies to improve residents' lives while maintaining our neighborhood's historic character.

- a. Strongly agree
- b. Somewhat agree
- c. Somewhat disagree
- d. Strongly disagree
- e. No opinion

GENERAL COMMENTS

G1: Do you want Parkfairfax Board and Management to pursue environmentally friendly or sustainable policies?

- a. Yes, I think it is important.
- b. Yes, only if it does not cost anymore
- c. Yes, if it can reduce our maintenance costs and utility costs enough to be cost effective
- d. No, I don't think environmental concerns are of great importance in the decision-making process..
- e. No opinion.

If you identified concerns in certain areas, please give specifics in the space provided below:

If you have suggestions or comments on items not included in this survey, please provide them in the space provided below:

If you would like someone to contact you or are willing to volunteer on one of our committees, please provide your contact information below

Name

Address

Phone

Email

Committee Interest:

- Activities
- Building and Utilities
- Communications
- Landscape
- Technology
- Woodlands