


The survey is closed a/o 11/19/19.

Survey Collectors

ADD NEW COLLECTOR ▼

	NICKNAME	STATUS	RESPONSES	DATE MODIFIED	
	Web Link 1 Created 9/4/2019	CLOSED	74	Saturday, November 16, 2019 3:35 PM	...

Q1



Customize

Save as

Road maintenance. Are you satisfied with the repair of Saddle Creek Drive and Oak Creek Drive? With the project execution, including traffic control? With the plans to repair all remaining streets and cul-de-sacs at one time in 2020?

Answered: 74 Skipped: 0

3.8★

average rating



	HIGHLY UNACCEPTABLE	UNACCEPTABLE	NEUTRAL	MEETS EXPECTATIONS	EXCEEDS EXPECTATIONS	TOTAL	WEIGHTED AVERAGE
★	2.70% 2	4.05% 3	16.22% 12	62.16% 46	14.86% 11	74	3.82

[Comments \(14\)](#)

Showing **14** responses

Disappointed that previous boards did not deal with this.

11/13/2019 11:18 AM

[View respondent's answers](#)

[Add tags](#) ▼

Neutral

11/11/2019 2:00 PM

[View respondent's answers](#)

[Add tags](#) ▼

Crosswalk and centerline painting should be refreshed more frequently.

11/11/2019 7:52 AM

[View respondent's answers](#)

[Add tags](#) ▼

Waiting anxiously for the remaining streets to get paved.

11/10/2019 7:30 PM

[View respondent's answers](#)

[Add tags](#) ▼



Showing **14** responses

This work should have been done sooner

11/10/2019 8:05 AM

[View respondent's answers](#)

[Add tags](#) ▼

As a Bungalow Owner, I believe Quail Hollow Lane should be included in the Road Maintenance efforts, since we pay the full assessment on our property tax bill..

11/9/2019 3:35 PM

[View respondent's answers](#)

[Add tags](#) ▼

around sewer plates it is still not level

11/9/2019 2:51 PM

[View respondent's answers](#)

[Add tags](#) ▼

Bungalow road needs to be repaved and we are paying taxes for it

11/9/2019 12:11 PM

[View respondent's answers](#)

[Add tags](#) ▼

Showing 14 responses

Doing them all at one time saves money and satisfies residence

11/9/2019 11:09 AM

[View respondent's answers](#) [Add ta](#)

No mention of street storm drains that are cracking and sinking. There are a few on Rock Ridge alone that appear to have been rebuilt once before but are failing.

11/9/2019 5:53 AM

[View respondent's answers](#) [Add ta](#)

Is CV Development going to pay for damage to the roads from heavy construction trucks?

11/8/2019 7:53 PM

[View respondent's answers](#) [Add ta](#)

Did not affect us, but looks good.

11/8/2019 6:09 PM

[View respondent's answers](#) [Add ta](#)

Value boxes still covered. Water, gas, sewer, etc

11/8/2019 4:55 PM

Paint stripes on Rock Ridge.

11/8/2019 4:51 PM



Are you satisfied with the effectiveness of the storm drain facilities maintenance?

Answered: 71 Skipped: 3

3.4★
average rating



	HIGHLY UNACCEPTABLE ▾	UNACCEPTABLE ▾	NEUTRAL ▾	MEETS EXPECTATIONS ▾	EXCEEDS EXPECTATIONS ▾	TOTAL ▾	WEIGHTED AVERAGE ▾
★	2.82% 2	8.45% 6	32.39% 23	54.93% 39	1.41% 1	71	3.44

[Comments \(15\)](#)

Showing 15 responses

I think the drains need a little extra care in the winter. Leaves are continuously falling. We all have a chore keeping up on them but I would like to see them try to be more regular on trying to keep the drains free of debris.

11/14/2019 5:43 PM

[View respondent's answers](#) [Add tags](#)

have no knowledge of this

11/11/2019 3:32 PM

[View respondent's answers](#) [Add tags](#)

Unacceptable

11/11/2019 2:00 PM

[View respondent's answers](#) [Add tags](#)

Never see standing water so have to assume all is well.

11/10/2019 7:30 PM

[View respondent's answers](#) [Add tags](#)

Showing **15** responses

many drains are cracked and broken and some smell terrible

11/10/2019 3:57 PM

[View respondent's answer](#)

Strong drains should be vacuum cleaned at least every other year. More effort should be placed in out fall are control

11/10/2019 8:05 AM

[View respondent's answer](#)

hasn't been any weather as of this time

11/10/2019 7:57 AM

[View respondent's answer](#)

Rock Ridge still has the horrible sewer smell in the summer. It is better though.

11/9/2019 1:58 PM

[View respondent's answer](#)

CSD Should be clearing leaves and debris at least twice a week during fall.

Showing 15 responses

How would one measure this?
11/9/2019 11:09 AM [View respondent's answer:](#)

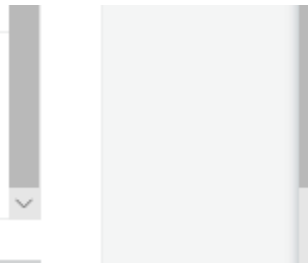
No storms yet unfortunately
11/9/2019 6:36 AM [View respondent's answer:](#)

Year round, a foul odor permeates from Rock Ridge storm drains. The fix of a few years back is ineffective.
11/9/2019 5:53 AM [View respondent's answer:](#)

Smells like gas coming out of the storm drains on Rock Ridge.
11/8/2019 7:53 PM [View respondent's answer:](#)

Still have odors coming from drains on Rock Ridge Ln.

It has not rained yet
11/8/2019 4:55 PM [View respondent's answers](#) [Add tags](#) ▼



Q3



Customize

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Do we have a good system for maintaining privacy through the entrance gate control? Are you satisfied with entrance gate control?

Answered: 73 Skipped: 1

3.7★
average rating



▼	HIGHLY UNACCEPTABLE ▼	UNACCEPTABLE ▼	NEUTRAL ▼	MEETS EXPECTATIONS ▼	EXCEEDS EXPECTATIONS ▼	TOTAL ▼	WEIGHTED AVERAGE ▼
▼ ☆	2.74% 2	8.22% 6	16.44% 12	60.27% 44	12.33% 9	73	3.71

[Comments \(11\)](#)

at times the gates are left open and Im not sure why.

11/11/2019 3:32 PM

[View respondent's answers](#)

[Add tags](#) ▼

Exceeds

11/11/2019 2:00 PM

[View respondent's answers](#)

[Add tags](#) ▼

We will never have total security as long as the public uses the golf course and restaurant. Anyone is admitted. Having someone "guard the gate" makes some residents feel better.

11/10/2019 7:30 PM

[View respondent's answers](#)

[Add tags](#) ▼

Get RFID for residents

11/10/2019 5:15 PM

[View respondent's answers](#)

[Add tags](#) ▼

we should have more control over who gets into the residential areas

11/10/2019 3:57 PM

[View resp](#)

The people are instructed to let anyone in. There is no security. Then when power goes off, the

11/9/2019 2:51 PM

[View resp](#)

difficult to reach out for code buttons and tough to punch in numbers in codes

11/9/2019 12:11 PM

[View resp](#)

Software needs to be upgraded to allow residence to use the technology in their vehicles

11/9/2019 11:09 AM

[View resp](#)

Always greeted with a smile and hello when passing through the gate. I would trim some of the ivy-type growth back a bit to show more of the gate-house's architecture.

11/9/2019 5:53 AM

[View respondent's answers](#)

[Add tags](#) ▼

Would like to see a placard for non homeowners if possible given to the driver

11/8/2019 5:35 PM

[View respondent's answers](#)

[Add tags](#) ▼

Need new gate entry system

11/8/2019 4:55 PM

[View respondent's answers](#)

[Add tags](#) ▼

Q4



Customize

Save as ▾

Are you satisfied with the effectiveness of maintaining the street lights?

Answered: 72 Skipped: 2

3.8★

average rating



	HIGHLY UNACCEPTABLE ▾	UNACCEPTABLE ▾	NEUTRAL ▾	MEETS EXPECTATIONS ▾	EXCEEDS EXPECTATIONS ▾	TOTAL ▾	WEIGHTED AVERAGE ▾
▼ ☆	1.39% 1	5.56% 4	22.22% 16	58.33% 42	12.50% 9	72	3.75

[Comments \(7\)](#)

Too few street lights.

11/13/2019 11:18 AM

[View respondent's answers](#)

[Add tags](#) ▼

Meets expectations

11/11/2019 2:00 PM

[View respondent's answers](#)

[Add tags](#) ▼

Hopefully, there will be money to paint them. I actually don't notice them. They fade into the background during the day and they work at night.

11/10/2019 7:30 PM

[View respondent's answers](#)

[Add tags](#) ▼

lights look tired and worn out

11/10/2019 3:57 PM

[View respondent's answers](#)

[Add tags](#) ▼

has anything been done????

11/10/2019 7:57 AM

What street lights????

11/9/2019 1:58 PM

Need more lights!

11/8/2019 6:09 PM

Q5



Customize

Save as ▾

Are you satisfied with the effectiveness of the mosquito abatement operations?

Answered: 72 Skipped: 2

4.1★

average rating



	HIGHLY UNACCEPTABLE ▾	UNACCEPTABLE ▾	NEUTRAL ▾	MEETS EXPECTATIONS ▾	EXCEEDS EXPECTATIONS ▾	TOTAL ▾	WEIGHTED AVERAGE ▾
★ ▾	0.00% 0	4.17% 3	16.67% 12	43.06% 31	36.11% 26	72	4.11

[Comments \(9\)](#)

Comments & Responses

Exceed

11/11/2019 2:00 PM

Absolutely!

11/10/2019 7:30 PM

can residents be notified day before or day of truck coming?

11/10/2019 3:57 PM

I haven't heard of any spraying...no notice

11/10/2019 7:57 AM

Showing 5 responses

Not often enough, to have a significant impact especially with a rainy season
11/9/2019 2:51 PM [View respondent's answers](#)

Spraying from the street does not get to the wetlands. Wetlands need extra spraying close to them!
11/9/2019 11:09 AM [View respondent's answers](#)

It would be nice if an email-/text-blast was sent out on those Thursdays that fogging is to take place.
11/9/2019 5:53 AM [View respondent's answers](#)

No. I am personally against the use of any harmful chemicals that pollute our air, and gardens.
11/8/2019 7:01 PM [View respondent's answers](#)

Always spraying when the wind is blowing

Q6



Customize

Save as ▾

Are you satisfied with the effectiveness of the weed abatement operations?

Answered: 72 Skipped: 2

3.5★
average rating



	HIGHLY UNACCEPTABLE ▾	UNACCEPTABLE ▾	NEUTRAL ▾	MEETS EXPECTATIONS ▾	EXCEEDS EXPECTATIONS ▾	TOTAL ▾	WEIGHTED AVERAGE ▾
★	4.17% 3	9.72% 7	27.78% 20	45.83% 33	12.50% 9	72	3.53

[Comments \(1\)](#)

Meets expectations

11/11/2019 2:00 PM

[View respondent's answers](#)

[Add tags](#) ▼

It would help if the weeds in the cracks between the concrete walls and asphalt street were addressed more quickly to reduce road damage.

11/11/2019 9:38 AM

[View respondent's answers](#)

[Add tags](#) ▼

I would like to see tall weeds on vacant lots and along sidewalks cut down in a more regular schedule to maintain the appearance of the community.

11/11/2019 7:52 AM

[View respondent's answers](#)

[Add tags](#) ▼

Where else could you live that all vacant lots and natural habitat are mowed. It looks terrific when Greg and the crew get finished.

11/10/2019 7:30 PM

[View respondent's answers](#)

[Add tags](#) ▼

Showing 11 responses

there are weeds all over the vacant lots

11/10/2019 3:57 PM

[View respondent's answers](#)

[Add tags](#) ▼

it's getting better.. arouond the realistate building it still looks bad

11/10/2019 7:57 AM

[View respondent's answers](#)

[Add tags](#) ▼

Yes and no. Greg does a great job trimming around base of trees. The golf course does a poor job. Wish they could get to the weed abatement a bit earlier

11/9/2019 2:51 PM

[View respondent's answers](#)

[Add tags](#) ▼

People spend way too much time pulling weeds in areas that at not in view.

11/9/2019 1:58 PM

[View respondent's answers](#)

[Add tags](#) ▼

No. It has been definitively proven that Round Up causes cancer and yet you continue to spray it everywhere, polluting our community and gardens with those harmful cancer causing chemicals.

11/8/2019 7:01 PM

[View respondent's answers](#)

[Add tags](#) ▼

Lots of weeds on Rick Ridge Ln.

11/8/2019 6:09 PM

[View respondent's answers](#)

[Add tags](#) ▼

Could do more on the lots

11/8/2019 5:35 PM

[View respondent's answers](#)

[Add tags](#) ▼

Q7



Customize

Save as ▾

Are you satisfied with the effectiveness of the maintenance of the ponds and wetland areas?

Answered: 70 Skipped: 4

2.6★

average rating



▼	HIGHLY UNACCEPTABLE ▼	UNACCEPTABLE ▼	NEUTRAL ▼	MEETS EXPECTATIONS ▼	EXCEEDS EXPECTATIONS ▼	TOTAL ▼	WEIGHTED AVERAGE ▼
▼ ☆	18.57% 13	31.43% 22	24.29% 17	20.00% 14	5.71% 4	70	2.63

[Comments \(19\)](#)

NA - I have no experience with work with ponds/wetlands.

11/16/2019 3:35 PM

[View respondent's answers](#)

Unacceptable to neutral

11/11/2019 2:00 PM

[View respondent's answers](#)

Can something be done about duck moss?

11/11/2019 2:00 PM

[View respondent's answers](#)

The appearance of the ponds on the golf course is extremely disappointing.

11/11/2019 7:52 AM

[View respondent's answers](#)

Showing 19 responses

Most ponds are the responsibility of the new owners and so far they are neglecting them.
11/10/2019 7:30 PM [View respondent's answers](#) [Add](#)

Repair the Quail Trail signs
11/10/2019 5:15 PM [View respondent's answers](#) [Add](#)

CSD part maybe ok Golf course fails
11/10/2019 8:05 AM [View respondent's answers](#) [Add](#)

Ponds are a disgrace and major turn off to visitors.
11/9/2019 2:51 PM [View respondent's answers](#) [Add](#)

We are aware of the challenges.

Algae growth appears to be out of control

11/9/2019 1:14 PM

[View re](#)

Most of the time they are full of green or red algae. Some ponds smell.

11/9/2019 11:09 AM

[View re](#)

Related to the problem with Rock Ridge storm drains foul odor.

11/9/2019 5:53 AM

[View re](#)

Ponds covered with algae.

11/8/2019 7:53 PM

[View re](#)

Showing 19 responses

Seems like there was excessive pond scum this past summer

11/8/2019 7:22 PM

[View responses](#)

Too much algae/scum .

11/8/2019 6:09 PM

[View responses](#)

No, should be less growth around the ponds

11/8/2019 5:35 PM

[View responses](#)

They need cleaning

11/8/2019 4:55 PM

[View responses](#)

They need to mow more of the dry grasses and remove the reeds from ALL waterways.

Needs more algae abatement at the main pond.

11/8/2019 4:44 PM

Q8



Customize

Save as ▼

Are you satisfied with the landscaping design and maintenance in public areas along and within the roads?

Answered: 74 Skipped: 0

3.5★

average rating



	HIGHLY UNACCEPTABLE	UNACCEPTABLE	NEUTRAL	MEETS EXPECTATIONS	EXCEEDS EXPECTATIONS	TOTAL	WEIGHTED AVERAGE
★	2.70% 2	8.11% 6	40.54% 30	35.14% 26	13.51% 10	74	3.49

[Comments \(15\)](#)

No. Maintenance is sloppy. Weeds growing in the road and sidewalks is ridiculous. Weeds are all over many area's of landscape. I definitely expect more. When they are in area's working I later wonder what are they actually doing there. Coming up Rock Ridge is a mess!

11/14/2019 5:43 PM

[View respondent's answers](#)

[Add tags](#) ▼

In most areas, yes. But front of my house most have dies and have not been replaced.

11/11/2019 3:32 PM

[View respondent's answers](#)

[Add tags](#) ▼

It appears that common areas that were re-seeded were subsequently allowed to deteriorate through lack of watering, weed abatement and fertilizing. Why have grass if it's not properly maintained?

11/11/2019 7:52 AM

[View respondent's answers](#)

[Add tags](#) ▼

It looks gorgeous when you drive in the gatess. The grass was such a welcome addition. Hopefully, after the streets are paved, there will be money for the additon of drought resistent planting.

not sure why we went back to grass thought we were planning native landscaping?

11/10/2019 3:57 PM

[View respondent's answers](#)

Work in process

11/10/2019 8:05 AM

[View respondent's answers](#)

yes

11/9/2019 2:51 PM

[View respondent's answers](#)

Get rid of the grass and the cost of water! Should replace with low maintenance that does not need water!

11/9/2019 11:09 AM

[View respondent's answers](#)

To much dead grass along saddle creek drive

Road medians leading up to the clubhouse need improvement.

11/9/2019 5:53 AM

[View respondent's answers](#)

[Add tags](#) ▼

I don't understand why the lawns were replanted this year when the decision had been made to put in place drought tolerant landscaping - which is more appropriate for our area and water restrictions.

11/8/2019 7:01 PM

[View respondent's answers](#)

[Add tags](#) ▼

Median at entrance needs plants. Better tree trimming.

11/8/2019 6:56 PM

[View respondent's answers](#)

[Add tags](#) ▼

Why are there CSD employees blowing leaves off Little John Rd. When there are streets in community that need to be cleared?

Plant more grass along the entry median.

11/8/2019 4:51 PM

[View respondent's answers](#)

[Add tags](#)

Main trees on each side of Oak Creek Dr are causing root problems with driveways and other landscaping.

11/8/2019 4:44 PM

[View respondent's answers](#)

[Add tags](#)

Q9



Customize

Save as

Does CSD make good use of the Measure A funds that all property owners pay as “Special Assessment – Saddle Creek-CSD #8” on their property tax bills?

Answered: 71 Skipped: 3

3.3★

average rating



	HIGHLY UNACCEPTABLE	UNACCEPTABLE	NEUTRAL	MEETS EXPECTATIONS	EXCEEDS EXPECTATIONS	TOTAL	WEIGHTED AVERAGE
☆	5.63% 4	12.68% 9	39.44% 28	33.80% 24	8.45% 6	71	3.27

[Comments \(13\)](#)

I don't know. I don't know the specifics.

11/14/2019 5:43 PM

[View respondent's answers](#)

[Add tags](#) ▼

Meets expectations

11/11/2019 2:00 PM

[View respondent's answers](#)

[Add tags](#) ▼

I'm very disappointed with the signage near the roundabout at the clubhouse. People regularly ignore the 'yield' sign as they approach the roundabout because it is right at the entrance. A large 'yield' should have been painted in the street farther from the roundabout. I have barely avoided collisions multiple times when drivers enter at high speed rather than yielding.

11/11/2019 7:52 AM

[View respondent's answers](#)

[Add tags](#) ▼

All new roads by the end of 2020 and a plan for relandscaping! Especially when they are only collecting a portion of the allocated money.

11/10/2019 7:30 PM

[View respondent's answers](#)

[Add tags](#) ▼

Showing 13 responses

- Quail Hollow Lane should be covered by the Special Assessment, since the Bungalow Owners pay the full assessment.**
11/9/2019 3:35 PM [View respondent's answers](#) [Add tags](#) ▼

- How is the money actually being spent? Who does the accounting?**
11/9/2019 2:51 PM [View respondent's answers](#) [Add tags](#) ▼

- need more disclosure on the \$ amount & what projects are being done**
11/9/2019 12:11 PM [View respondent's answers](#) [Add tags](#) ▼

- Waiting for 2020 to see if Rock Ridge will be paved.**
11/9/2019 9:47 AM [View respondent's answers](#) [Add tags](#) ▼

- The bungalow street should be included in the paving plan. There are 17 bungalows paying Measure A & the street isn't included.**

Showing 13 responses

Too much labor spent on minutiae

11/8/2019 6:16 PM

[View respondent's answers](#)

[Add tags](#) ▼

Not sure what the Assessment is supposed to cover.

11/8/2019 6:09 PM

[View respondent's answers](#)

[Add tags](#) ▼

No details

11/8/2019 4:55 PM

[View respondent's answers](#)

[Add tags](#) ▼

They buy to many maintenance vehicles every year. Use some of that money to to put in more stone planters and grass along the entry street median.

11/8/2019 4:51 PM

[View respondent's answers](#)

[Add tags](#) ▼

Q10



Customize

Save as ▾

How easy is it to obtain services from the CSD -- how responsive is CSD staff?
How easy to use is the web site? Can you find what you are looking for?

Answered: 70 Skipped: 4

3.6★

average rating



▼	HIGHLY UNACCEPTABLE ▼	UNACCEPTABLE ▼	NEUTRAL ▼	MEETS EXPECTATIONS ▼	EXCEEDS EXPECTATIONS ▼	TOTAL ▼	WEIGHTED AVERAGE ▼
▼ ☆	2.86% 2	5.71% 4	38.57% 27	35.71% 25	17.14% 12	70	3.59

[Comments \(14\)](#)

Showing 4 responses

Web site is OK. The response is excellent from the staff.

11/11/2019 3:32 PM

[View response](#)

Exceeded

11/11/2019 2:00 PM

[View response](#)

Staff needs customer service training especially the manager, Mr. Hebard.

11/11/2019 2:00 PM

[View response](#)

Not very responsive.

11/11/2019 9:38 AM

[View response](#)

Showing 14 responses

CSD staff responds immediately. When the request is not in their jurisdiction, Greg or Ralph always point you in the direction where you can get your problem solved. 'I can find what I want on the website but have to go through a lot of steps. Its OK - definitely redesigning the website is at the low end of the CSD priority list. Not happy about CV replacing the SCCSD. CV does not own CSD. It operates as a separate entity. The cost involved in changing all official papers filed with the state and county plus loan documents make this change difficult and unnecessary.

11/10/2019 7:30 PM

[View respondent's answers](#)

[Add tags](#) ▼

staff does a good job for residents

11/10/2019 3:57 PM

[View respondent's answers](#)

[Add tags](#) ▼

Have not contacted CSD.

11/10/2019 1:04 PM

[View respondent's answers](#)

[Add tags](#) ▼

I think people do not know what is the CSD responsibilities verses the Golf Club. A listing would be very helpfull

11/9/2019 2:51 PM

[View respondent's answers](#)

[Add tags](#) ▼



Greg always makes himself available.

11/9/2019 1:58 PM

[View respondent's answers](#)

[Add tags](#)



Ralph George good. Greg needs help. Shoots from the hip!

11/9/2019 11:09 AM

[View respondent's answers](#)

[Add tags](#)



Web site is great but Peter Kampa does not reply to the Bungalow owners questions about paving their street.

11/8/2019 7:53 PM

[View respondent's answers](#)

[Add tags](#)



Easy to obtain services, not sure how to access website.

11/8/2019 6:09 PM

[View respondent's answers](#)

[Add tags](#)



N/A

11/8/2019 5:51 PM

[View respondent's answers](#)

[Add tags](#) ▼



Have not lived here long enough to know the ins and outs of CSD.

11/8/2019 4:44 PM

[View respondent's answers](#)

[Add tags](#) ▼
