



## DELTA COVES OPERATIONS SURVEY RESULTS

January 2024

### Q1. How long have you lived in Delta Covés?

Answer Choices	Responses	
Less than 1 year	24.75%	25
Between 1 and 2 years	26.73%	27
Between 2 and 3 years	27.72%	28
Between 3 and 4 years	12.87%	13
More than 4 years	7.92%	8

### Q2. Do you own or rent your home in Delta Covés?

Answer Choices	Responses	
I own - It's my primary residence	62.00%	62
I own - It's my secondary home	36.00%	36
I own - It's an investment property	1.00%	1
I rent	1.00%	1

### Q3. Do you live in Delta Covés full-time?

Answer Choices	Responses	
Yes	59.60%	59
No - I'm a weekender	25.25%	25
No - I'm here during summers	1.01%	1
No - Other (please specify)	14.14%	14

#### Summary of responses:

Half of the month, several months a year, some weekdays, most of the time, part-time but random

### Q4. What is the total number of people living in your household?

Answer Choices	Responses	
1	3.13%	3
2	50.00%	48
3	20.83%	20
4	11.46%	11
5	4.17%	4
6	7.29%	7
7	0.00%	0
8	0.00%	0
9	0.00%	0
10	3.13%	3

### Q5. Do you have children living in your household?

Answer Choices	Responses	
Yes	34.38%	33
No	65.63%	63

### Q6. What is the age range of children in your household?

Answer Choices	Responses	
0 - 2 years	12.50%	4
3 - 5 years	9.38%	3
6 - 10 years	25.00%	8
11 - 13 years	25.00%	8
14 - 17 years	31.25%	10
18+ years	40.63%	13

**Q7. How important were the following features in choosing the Delta Coves community?**

	Unimportant	Somewhat unimportant	Neutral	Important	Very important
Inviting neighborhoods and streetscapes	0.00%	0.00%	18.28%	41.94%	39.78%
Amenities	0.00%	1.08%	7.53%	43.01%	48.39%
Programming and events	0.00%	3.30%	37.36%	45.05%	14.29%
Opportunities for civic and social engagement	8.60%	3.23%	34.41%	34.41%	19.35%
Geographic location	4.30%	5.38%	26.88%	38.71%	24.73%
Proximity to work	47.78%	10.00%	25.56%	13.33%	3.33%
Developer reputation	3.37%	3.37%	26.97%	41.57%	24.72%
Builder reputation	0.00%	3.26%	28.26%	36.96%	31.52%
Home price value	0.00%	0.00%	9.89%	53.85%	36.26%
Homeowners' association value	5.43%	3.26%	18.48%	51.09%	21.74%

**Q8. Now that you live in Delta Coves, what do you love about living here?**

Answer Choices	Responses	
None of the above	0.00%	0
Amenities	64.52%	60
Diversity in homes and architectural styles	21.51%	20
Inviting neighborhoods and streetscapes	29.03%	27
Geographic location	33.33%	31
Home price value	27.96%	26
Proximity to the Delta waterways	82.80%	77
Desirable mix of social and recreational clubs/groups	49.46%	46
Desirable mix of programs and events	45.16%	42
Opportunities for volunteer and philanthropic service	4.30%	4
Homeowners' assessment value	6.45%	6
Overall community image/value	54.84%	51
Proximity to family/friends living in Delta Coves	24.73%	23
Personal dock	86.02%	80
Other (please specify)	12.90%	12

**Summary of responses:**

Peace and quiet, friends, family, neighbors, gated community, views from my home

**Q9. Rate your level of satisfaction with the following:**

	Not satisfied	Somewhat unsatisfied	Neutral	Somewhat satisfied	Satisfied	N/A
Amenities	2.20%	4.40%	6.59%	21.98%	63.74%	1.10%
Common area landscape maintenance	5.49%	5.49%	16.48%	20.88%	51.65%	0.00%
Resident website	0.00%	6.59%	26.37%	18.68%	46.15%	2.20%
Community concern form	5.49%	8.79%	34.07%	16.48%	23.08%	12.09%
Cohere's corporate customer care team (assessment questions)	3.30%	7.69%	29.67%	13.19%	36.26%	9.89%
Board meetings	4.40%	8.79%	35.16%	17.58%	18.68%	15.38%
Governance	5.49%	10.99%	31.87%	19.78%	19.78%	12.09%
Owner director elections	3.30%	4.40%	40.66%	13.19%	15.38%	23.08%
Communications (email, social media)	0.00%	2.20%	16.48%	13.19%	64.84%	3.30%
Volunteer opportunities	0.00%	1.10%	42.86%	10.99%	17.58%	27.47%
Community standards and design review	4.40%	16.48%	20.88%	23.08%	31.87%	3.30%
Strategic plan	0.00%	6.59%	27.47%	25.27%	28.57%	12.09%

**Q10. How many board meetings did you attend in the last 12 months?**

Answer Choices	Responses	
All	2.20%	2
None	43.96%	40
1	16.48%	15
2	9.89%	9
3	17.58%	16
4+	9.89%	9

**Q11. What would inspire you to attend more board meetings?**

**Summary of responses:**

Relevant agenda, improved online version, more participation, move the meetings to later or weekends, free food and drinks, having more notice, easily accessible agendas, allow residents to talk without a time limit.

**Q12. How do you stay informed about Delta Coves-related info?**

Answer Choices	Responses	
None of the above	0.00%	0
Delta Coves News emails	89.01%	81
Resident website	51.65%	47
Delta Coves Community Life Facebook group	78.02%	71
Unofficial Facebook pages/groups	30.77%	28
Board meetings	14.29%	13
Island Camp notice boards	40.66%	37
Other (please specify)	9.89%	9

Summary of responses:

Friends and family, talking with neighbors.

**Q13. On average, how often do you visit the resident website?**

Answer Choices	Responses	
More than once a week	5.49%	5
Once per week	8.79%	8
A few times per month	21.98%	20
Occasionally	43.96%	40
Rarely	15.38%	14
Not at all	4.40%	4

**Q14. How would you rate the number of emails you receive from Delta Coves Community Life?**

Answer Choices	Responses	
Not enough	4.40%	4
Perfect amount	92.31%	84
Too many	3.30%	3
What emails?	0.00%	0

**Q15. Do you find the weekly emails helpful?**

Answer Choices	Responses	
Yes	94.51%	86
No	3.30%	3
I don't read them	2.20%	2

**Q16. If you answered no to the previous question, please elaborate.**

Summary of responses:

Too frequent.

**Q17. How important to you is the following email content?**

	Unhelpful	Neutral	Helpful
Delta Coves event and program info	0.00%	5.68%	94.32%
Events and programs hosted by community partners	0.00%	18.39%	81.61%
Neighborhood profiles (Topsider Talks, Crew Chat)	5.75%	50.57%	43.68%
Operations updates	0.00%	16.47%	83.53%
Education (design review, compliance spotlights)	4.55%	27.27%	68.18%
Delta Coves philanthropic opportunities	2.35%	60.00%	37.65%
Event racaps	4.71%	30.59%	64.71%
Developer updates	1.12%	26.97%	71.91%
Governance info (board meetings)	0.00%	29.55%	70.45%

**Q18. How would you prefer to receive community-related information digitally?**

Answer Choices	Responses	
Emails	94.38%	84
Other	2.25%	2
Text Messages	13.48%	12

**Q19. If you selected text messages, what type of info would you like to receive?**

Answer Choices	Responses	
Event announcements	100.00%	5
Event reminders	100.00%	5
Alerts (pool closures, construction)	100.00%	5
Meeting announcements	100.00%	5
Other (please specify)	0.00%	0

Q20. If we implement text messaging, how many texts would you like to receive from Delta Coves Community Life per week?

Answer Choices	Responses	
All	15.73%	14
1 - 2	75.28%	67
3 - 5	7.87%	7
6+	1.12%	1

Q21. When you first moved to Delta Coves, what were the top 3 topics you were eager to learn more about?

Answer Choices	Responses	
None of the above	3.37%	3
Register for the website	22.47%	20
Obtain amenity access	43.82%	39
Join a group or club	7.87%	7
Connect with neighbors	59.55%	53
Learn about community governance	16.85%	15
Submit a design review application	33.71%	30
Attend an upcoming event	39.33%	35
Meet the Community Life team	7.87%	7
Find out how to pay homeowners assessments	17.98%	16
Water safety	21.35%	19
Other (please specify)	4.49%	4

Summary of responses:

Fishing, understanding CC&Rs and rules

Q22. If you asked a question or reported a concern within the last 6 months, how satisfied are you with the time it took staff to respond?

Answer Choices	Responses	
None of the above	14.61%	13
Satisfied	44.94%	40
Neutral	28.09%	25
Dissatisfied	12.36%	11

Q23. Have you submitted a design review application?

Answer Choices	Responses	
Yes	83.15%	74
No	16.85%	15

Q24. Was the design review process easy to follow?

Answer Choices	Responses	
Yes	75.68%	56
No	24.32%	18

Q25. Is there anything you would change about the process?

Answer Choices	Responses	
No	62.16%	46
Yes	37.84%	28

Summary of responses:

Add an 'Other' option to the form, simplify the process or requirements, have design review conduct onsite meetings, more frequent meetings for faster responses, improve website navigation, fewer rules, you have an amazing team that guided us through the process.

Q26. Do you have any feedback to help improve the experience and quality of life in Delta Coves?

Summary of responses:

Simplify the rules and guidelines, neighbors don't follow the rules, keep outsiders out of Island Camp, increase the amount of guests allowed at Island Camp, provide more parking, increase security, we have a great team in place, enforce policies better.