



## DELTA COVES OPERATIONS SURVEY RESULTS

June 2025

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

Answer Choices	Responses	
Less than 1 year	12.10%	15
Between 1 and 2 years	21.77%	27
Between 2 and 3 years	29.03%	36
Between 3 and 4 years	20.16%	25
More than 4 years	16.94%	21

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

Answer Choices	Responses	
I own - It's my primary residence	67.80%	80
I own - It's my secondary home	27.97%	33
I own - It's an investment property	0.85%	1
I rent	3.39%	4

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

Answer Choices	Responses	
Yes	70.34%	83
No - I'm a weekender	15.25%	18
No - I'm here during summers	3.39%	4
No - Other (please specify)	11.02%	13
Summary of responses:		

Half of the time, Three days out of the week normally, most of the time in the summer, a couple weekeneds a month, as much as we can, two to three months a year

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

Answer Choices	Responses	
1	1.74%	2
2	46.09%	53
3	18.26%	21
4	16.52%	19
5	6.09%	7
6	7.83%	9
7	1.74%	2
8	0.00%	0
9	0.00%	0
10	1.74%	2

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

Answer Choices	Responses	
Yes	38.60%	44
No	61.40%	70

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

Answer Choices	Responses	
0 - 2 years	18.18%	8
3 - 5 years	13.64%	6
6 - 10 years	22.73%	10
11 - 13 years	27.27%	12
14 - 17 years	27.27%	12
18+ years	43.18%	19

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

	Unimportant	Somewhat unimportant	Neutral	Important	Very important
Inviting neighborhoods and streetscapes	2.78%	2.78%	17.59%	36.11%	40.74%
Amenities	1.82%	0.91%	4.55%	42.73%	50.00%
Programming and events	6.36%	5.45%	25.45%	44.55%	18.18%
Opportunities for civic and social engagement	8.18%	4.55%	31.82%	35.45%	20.00%
Geographic location	5.41%	4.50%	19.82%	40.54%	29.73%
Proximity to work	36.70%	7.34%	36.70%	11.93%	7.34%
Developer reputation	7.34%	4.59%	31.19%	32.11%	24.77%
Builder reputation	6.48%	5.56%	25.93%	31.48%	30.56%
Home price value	2.73%	0.91%	11.82%	48.18%	36.36%
Homeowners' association value	7.41%	3.70%	15.74%	37.04%	36.11%

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

Answer Choices	Responses	
None of the above	1.83%	2
Amenities	66.97%	73
Diversity in homes and architectural styles	22.02%	24
Inviting neighborhoods and streetscapes	36.70%	40
Geographic location	33.94%	37
Home price value	21.10%	23
Proximity to the Delta waterways	75.23%	82
Desirable mix of social and recreational clubs/groups	45.87%	50
Desirable mix of programs and events	43.12%	47
Opportunities for volunteer and philanthropic service	5.50%	6
Homeowners' assessment value	12.84%	14
Overall community image/value	47.71%	52
Proximity to family/friends living in Delta Coves	30.28%	33
Personal dock	84.40%	92
Other (please specify)	9.17%	10

**Summary of all responses**

Love the homes and being on the water but feel the HOA is too high. Pickleball needs more courts or higher wind fences. Diverse cultures. Awesome neighbors who became good friends. Wildlife. No freeway noise. Great community and friendships. Sense of community.

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

	Not satisfied	Somewhat unsatisfied	Neutral	Somewhat satisfied	Satisfied	N/A	Weighted Avg.
Island Camp	0.92%	6.42%	7.34%	19.27%	66.06%	0.00%	4.43
Community docks	1.83%	6.42%	14.68%	18.35%	45.87%	12.84%	4.15
Gates	11.01%	18.35%	12.84%	21.10%	36.70%	0.00%	3.54
Parks	0.92%	4.59%	16.51%	21.10%	50.46%	6.42%	4.24
Common area landscaping	4.59%	8.26%	9.17%	26.61%	51.38%	0.00%	4.12
Walking trails	1.83%	2.75%	15.60%	12.84%	59.63%	7.34%	4.36
Dog park	2.75%	7.34%	25.69%	9.17%	27.52%	27.52%	3.71

**Q10. What, if anything, can be done to increase your satisfaction with the maintenance of amenities and common areas?**

Summary of responses:

Open the gym, yoga room, and Island Camp from 5 a.m. to 11 p.m. Change the trees to something that flowers. Trash left around the pool. Builders not controlling dust and dirt debris from construction of homes. Put gates at any gaps in the fence to prevent "outsiders" from entering the community. Increase security. Add palm trees on Delta Coves Drive. Include front yard maintenance. Create an access card for the dog park. Post a sign to turn off cell phones in the gym. Fence off grass areas near Sandy Lane for another off leash dog area. Change landscaping to low maintenance/water conservation landscaping. Reduce the HOA and have better enforcement for amenity violators. Add a pathway to the pickleball courts. Get rid of the sand volleyball courts. Too much chlorine in the hot tub water. Create a gate code for occasionally vendor use so we don't have to give our our personal code. Plant more flowers and green trees to make it look more inviting. Change the play structure to be more interesting. Schedule pickleball hours. Remind neighbors about Island Camp expectations - especially on weekends. The areas nearest stop signs should be maintained by the HOA. Add a sauna. Increase the hot tub temperature. Stain fence around the community. The pool is too cold. Vacant lots should be managed for weeds. Keep vehicles off walking paths. Everything is kept clean and landscaped - love it here! Reduce the number of street signs. Change the rose bushes at the perimeter of the island to low level trees. Add more trashcans along the island camp roads. Add a check in system to ensure guests are always accompanied to Island Camp and not dropped off. Music at island camp is atrocious. Boat trailer parking. Island Camp furniture needs better upkeep.

**Q11. Did you reserve Island Camp or a pool cabana in the past year?**

Answer Choices	Responses	
Yes	8.49%	9
No	91.51%	97

**Q12. Rate your level of satisfaction with the amenity reservation experience.**

Not Satisfied	Somewhat unsatisfied	Neutral	Somewhat Satisfied	N/A	Weighted Avg.
10.00%	10.00%	20.00%	10.00%	40.00%	10.00%
					3.67

**Q13. What, if anything, can be done to increase your satisfaction?**

Summary of all responses

Reduce the hourly rental price and increase the total people. Price is too expensive. Cost is too high.

**Q14. How often do you visit Island Camp?**

Answer Choices	Responses	
Every day	6.60%	7
At least once per week	54.72%	58
At least once per month	26.42%	28
Less than once per month	10.38%	11
Never	1.89%	2

**Q15. What amenities do you use at Island Camp? (Select all that apply).**

Answer Choices	Responses	
None of the above	1.96%	2
Fitness center	61.76%	63
Movement studio	23.53%	24
Pool	78.43%	80
Docks	28.43%	29
Lawn	27.45%	28
Duffy boat bar	9.80%	10
Firepits	49.02%	50
Picnic pavilion	42.16%	43
Club room	62.75%	64
Pickleball courts	53.92%	55
Basketball half court	15.69%	16
Sand volleyball court	5.88%	6
Play structure	11.76%	12
Other (please specify)	5.88%	6

Summary of all responses

BBQs. Jacuzzi. Adirondack chairs. Dog Park

**Q16. What would increase your use of the amenities?**

Summary of all responses

Open Island Camp and gym from 5 a.m. to 11 p.m., Change the rental price for private parties. Larger facility - fitness center. Adult pool time. More pickleball courts. Less wind. Allow additional guests (up to 8). Allow each house to host quarterly group visits. Indoor courts. Better enforcement of violators. Tennis courts. Coffee shops. Proper fencing around pickleball courts. Being able to bring my dog. Add more plugs for potlucks. More people in charge of enforcing the rules. Ability to change the TV channel in the club room. I just need to make the time. More planned social events. Change the volleyball court to bocce ball. An adult only spa. Tighter control of residents bringing in guests. Add a camera so we could see how busy the pool is before driving over. Don't allow food in the common area.

**Q17. Rate your level of satisfaction with the following:**

	Not satisfied	Somewhat not satisfied	Neutral	Satisfied	Very satisfied	N/A	Weighted Avg.
Community concern form	7.77%	9.71%	36.89%	26.21%	12.62%	6.80%	3.28
Cohere's corporate customer care team	1.94%	6.80%	31.07%	33.98%	20.39%	5.83%	3.68
Board meetings	6.80%	11.65%	36.89%	30.10%	3.88%	10.68%	3.14
Governance	6.80%	18.45%	34.95%	27.18%	5.83%	6.80%	3.07
Owner director elections	3.92%	6.86%	41.18%	28.43%	5.88%	13.73%	3.3
Community standards and design review	12.62%	26.21%	32.04%	18.45%	8.74%	1.94%	2.84

**Q18. Rate your level of satisfaction with the following:**

	Not satisfied	Somewhat not satisfied	Neutral	Satisfied	Very satisfied	N/A	Weighted Avg.
Resident website	0.98%	4.90%	23.53%	52.94%	14.71%	2.94%	3.78
Communications (Delta Coves News, etc)	0.98%	1.96%	16.67%	53.92%	25.49%	0.98%	4.02
Volunteer opportunities	0.00%	1.98%	39.60%	30.69%	4.95%	22.77%	3.5

**Q19. How many board meetings did you attend in the last 12 months?**

Answer Choices	Responses
All	0.96% 1
None	28.85% 30
1	12.50% 13
2	15.38% 16
3	18.27% 19
4+	24.04% 25

**Q20. Would anything inspire you to attend more board meetings?**

Answer Choices	Responses
No	58.59% 58
Yes (please specify)	41.41% 41

Summary of all responses

Educate neighbors on the governing bodies and rules and regulations. I heard that resident opinions don't matter - but have never been. Start the meetings later. Give us an agenda. Increased communication and remote meeting links. Creating a better feedback loop. Giving enough time for resident concerns. Talk about safety. Add an offline discussion page before the meeting so residents can give feedback on the agenda. Provide food and refreshments. Have the board respond to public comment. Staying on subject. Create hybrid meetings where we can attend in person or online. Hold meetings on the weekends. Better control over member 'rants'. More communication about when meetings are.

**Q21. How do you stay informed about Delta Coves-related info?**

Answer Choices	Responses	
None of the above	1.94%	2
Delta Coves News emails	90.29%	93
Resident website	57.28%	59
Unofficial Facebook pages/groups	68.93%	71
Board meetings	27.18%	28
Island Camp notice boards	39.81%	41
Other (please specify)	10.68%	11

Summary of all responses

Word of mouth. Whatsapp. Resident calendar.

**Q22. On average, how often do you visit the resident website?**

Answer Choices	Responses	
More than once a week	7.77%	8
Once per week	6.80%	7
A few times per month	20.39%	21
Occasionally	43.69%	45
Rarely	14.56%	15
Not at all	6.80%	7

**Q23. When it comes to ease of use, how would you rate the resident website?**

Answer Choices	Responses	
Easy to navigate	44.55%	45
Neutral	52.48%	53
Difficult to navigate	2.97%	3

**Q24. How would you rate the number of emails you receive from Delta Coves Community Life?**

Answer Choices	Responses	
Not enough	2.91%	3
Perfect amount	90.29%	93
Too many	2.91%	3
What emails?	3.88%	4

**Q25. Do you find the weekly emails helpful?**

Answer Choices	Responses	
Yes	95.15%	98
No	1.94%	2
I don't read them	2.91%	3

**Q26. If you answered no to the previous question, what - if anything - would make the emails more helpful?**

Summary of all responses

I am not sure what this email is. I want direct communication to my phone.

**Q27. 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	5.83%	6
Register for the website	24.27%	25
Obtain amenity access	46.60%	48
Join a group or club	11.65%	12
Connect with neighbors	62.14%	64
Learn about community governance	10.68%	11
Submit a design review application	42.72%	44
Attend an upcoming event	33.98%	35
Meet the Community Life team	8.74%	9
Find out how to pay homeowners assessments	13.59%	14
Water safety	19.42%	20
Other (please specify)	2.91%	3

**Summary of all responses**

Tips and tricks, Buy and sell.

**Q28. Have you used the community concern form or reached out to Community Life during the past year?**

Answer Choices	Responses	
Yes	59.22%	61
No	40.78%	42

**Q29. 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	4.92%	3
Satisfied	52.46%	32
Neutral	32.79%	20
Dissatisfied	9.84%	6

**Q30. Have you submitted a design review application?**

Answer Choices	Responses	
Yes	79.41%	81
No	20.59%	21

**Q31. Was the design review process easy to follow?**

Answer Choices	Responses	
Yes	70.37%	57
No	29.63%	24

**Q32. Is there anything you would change about the process?**

Answer Choices	Responses	
No	56.79%	46
Yes	43.21%	35

**Summary of all responses**

Simplify the process, provide better education. Apply all rules equally. Shorten the process and response time approval. Streamline the process. Please review every week. Get all comments in one submittal. Remove requirements for small items like lights and cameras. Limit the fees. Make it easier to understand. It's too time consuming. Someone should walk you through the process. Already approved plans should be available so they can be repurposed. Give owners more freedom. Approval seems inconsistent - some homes have cheap fake grass but we had high standards for our yard. The staff was helpful when we had tech problems. More info on what is approved and not approved for common items most homes will request. Too much back and forth.

**Q33. Did you receive a notice of noncompliance in the last year?**

Answer Choices	Responses	
Yes	49.50%	50
No	50.50%	51

**Q34. Please share your thoughts on the noncompliance process.**

Summary of all responses

Do not agree with the inequal application of rules and guidelines. Why can our neighbors have something for weeks without moving it when we're being told to move something within a few days. I got it the day I moved, so please consider some facts before sending. The violation was minor and should not have been a concern. Little weeds which you have to zoom in to see. Most of the properties appear to be noncompliant all of the time. Phone calls for new residents until mailboxes are established since we don't check out emails. Please call us instead of sending physical notices. Nothing seems to be enforced consistently. Give a warning before any fines are handed out. I see a lot of noncompliance but it seems unevenly enforced. I think it's appropriate and the process is fair. The HOA is just collecting and not providing any services. Please close the loop acknowledging when compliance is met. I don't think it's strict enough since violators continue to break rules.

**Q35. Do you have any feedback to help improve the experience and quality of life in Delta Coves?**

Summary of all responses

Build a strong community that supports other neighborhoods on this island. Be more transparent and relax some of the requirements. Put gates on pedestrian walkways. We love it here! Install palm trees and big plants. HOA, property tax and additions are way too high. It's a beautiful community but we've seen people ridicule others for having a different opinion than theirs. Be more transparent. Make DC more appealing by having proper front yard maintenance. Lower the HOA but build more amenities. Love everything the HOA does for us. Build commercial lots out for businesses - like a coffee shop or cafe. Management is doing a great job explaining everything. The board could be more patient. Hold everyone to the same rules. Improve the safety. Be less strict on HOA policy. Landscaping looks terrible. Management should call people and let them know what's wrong. Recyclables should be picked up weekly. The addition of cleaning staff at events is wonderful. More classes on water and boat safety. Less parking allowed on streets. Better control of access into Island Camp. Stronger action for repeated violators. Need to be more dog friendly at the amenities. More supervision at the pool on evenings and weekends. Lower the HOA fee and make expenses more transparent. Link more communication to the website rather than Facebook. Better enforcement of weeds in front yards. Slow boats in the lagoon. Change the music at Island Camp. Continue the friendly compliance reminders. Decrease the rental cost for Island Camp.