



Lake Sovereign Homeowners Association, Inc.
330 Lake Sovereign Court
Canton, Georgia 30114-6895

November 12, 2007

To: Lake Sovereign Residents

Re: Results of Association Survey

One of our Communication Goals is to provide effective two-way communications between our Board of Directors and Association Members. This is to ensure that Members opinions are considered and addressed in the development and implementation of policies, procedures, and administration of the Association.

In September, we sent out an Opinion Survey to each member of our Association. We received 42 responses which represents 32% of Association members. We thank you for taking your time to respond and give us your comments. In an effort to reduce the printing and mailing cost, the attached results have been condensed and summarized for your review. Residents may request the complete results of the Opinion Survey via an e-mail to communications@lakesovereign.net or by calling Phyllis Lea at (770) 345-4904.

A special thanks to Michael Flanagan for deciphering and tabulating all of the responses into a readable format. We would also like to thank an anonymous resident who donated \$1000 to the Communications Committee to help cover the costs of printing and postage for this survey and our newsletter "Lake Lines".

Thank you again,

Phyllis Lea

Communications Committee
communications@lakesovereign.net



Results of the 2007 Opinion Survey

**Survey Categories: 1. Building and Grounds; 2. Services and Programs; 3. Governance;
4. Amenities; 5. Safety and Security; 6. Communications; 7. Community**

1. Building and Grounds

Please rate the following: 1 = Extremely Dissatisfied, 5 = Extremely Satisfied

<u>Responses:</u>						Total # of	Average
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>Responses</u>	<u>Response</u>
Entrance	0	1	7	14	19	41	4.2
Mowing and weed control	0	1	3	17	21	42	4.4
Building and repair projects	0	0	5	17	19	41	4.3
Docks and bridges	0	0	5	21	15	41	4.2
General landscaping	0	1	3	18	20	42	4.4

Any ideas for improvement to common areas?

There were 9 comments for this question. These included:

Compliment on the upgrades to the dock, fridges and lighting
 Request for more ways that non-lakefront owners could use the lake
 Request for a community boat dock
 Request for enhance the fishing opportunities
 Request for horseshoe pits near the new activity field
 Comment that the pool needs to be kept cleaner and the pool fence along the lake needs to be repaired
 Request for monuments at the entrances to be upgraded with complementary lights on top
 and rock planters added onto the monuments
 Request for electrical services to be added at the East Shore Dr entrance for more decorative Christmas lights
 Request for a sign at Lake Overlook Dr. to advise folks that road is a dead end.

2. Services and Programs

Throughout the year, Lake Sovereign hosts several popular events. Please circle the events you have attended:

<u>Responses:</u>	Number of each:		Total # of <u>Responses</u>	The Annual meeting and Fish Derby/BBQ were the most attended events
	<u>Yes</u>	<u>No</u>		
Pool Opening "Splash" Day	15	17	32	
Fish Derby/BBQ	20	13	33	
Halloween Party	15	17	32	
Christmas Party	18	15	33	
Annual Meeting	22	13	35	

Any ideas for future events?

There were 11 comments for this question. They included:

Several compliments on current activities
 A request for another Chili cook off and a Christmas tour of homes as a fund raiser for Charity
 A request for Easter egg hunt, movie nights and July 4th BBQ
 A request for tennis events with more open, inclusive and advertised groups to join-Bunco, cards, fishing, tennis, etc
 and more parties in clubhouse/lake/pool with adult activities
 Complaints that Halloween party doesn't include all ages of children; Christmas Party too expensive and doesn't seem friendly
 Resident unaware of any activity except for annual meeting



3. Governance

The enforcement of the Covenants, Conditions and Restrictions (CC&R'S) is a major responsibility of the association, which could be improved by:

<u>Responses:</u>	<u>Yes</u>	<u>Total # of Responses</u>	
More enforcement	19	19	76% of those responding want more enforcement
Less enforcement	6	6	24% of those responding want less enforcement
Changing the CC&R's to make them more flexible	4	4	16% of those responding want more flexible CC&R's
Updating the CC&R's to remove 124 references to Declarant (Developer)	9	9	37% of those responding want to remove references to Declarant
Leave as is	11	11	45% of those responding want the leave as is

Comments:

There were 19 comments for this question. They included:

Of the 19 comments, 11 were concerned about the lack of enforcement
 Illegal parking on the streets and failure to maintain properties were the major concerns
 One resident felt things should only be address if a legit complaint was made by a neighbor
 Another resident felt the regulations in place should be enforced across the board while another suggested balance

4. Community Amenities

Please rate the following: 1 = Extremely Dissatisfied, 5 = Extremely Satisfied

<u>Responses:</u>	<u>Number of each:</u>					<u>Total # of Responses</u>	<u>Average Response</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>		
Lake Sovereign Pool	1	2	5	21	12	41	4.0
Tennis Courts	0	2	9	12	13	36	4.0
Lake Activities	1	1	10	12	11	35	3.9
Club House	1	3	8	15	11	38	3.8

Suggestions community amenities operation:

There were 12 comments for this question. They included:

Two requests for key or code to tennis courts or pool
 Toilet facilities at the tennis court
 A request for a full size frig and cook stove for clubhouse
 Request for repair of fence around pool
 Request to repair or replace chairs at the pool
 Request for Kool Coat or something similar applied to cement around the pool to keep it cool
 A play area for children

5. Safety and Security

Please rate the following: 1 = Extremely Dissatisfied, 5 = Extremely Satisfied

	<u>Number of each:</u>					<u>Total # of Responses</u>	<u>Average Response</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>		
How satisfied are you with the job done by our security officer?	1	3	2	13	17	36	4.2
Rate your level of overall satisfaction with the level of safety and security with Lake Sovereign?	0	2	9	14	13	38	4.0

How can we improve safety and security for our community?

There were 14 comments for this question. They included:

Several that were glad we have a security officer
 Several that did not know we had a security officer
 Several requests for speed bumps or rumble strips
 One request to not have speed breakers
 One request for Lake Sovereign stickers on vehicles so residents recognize fellow resident's vehicles.



6. Communications

Please rate the following: 1 = Extremely Dissatisfied, 5 = Extremely Satisfied

	Number of each:					Total # of Responses	Average Response
	1	2	3	4	5		
Lake Lines News Letter	0	2	5	20	13	40	4.1
www.lakesovereign.net Web Site	0	1	4	16	15	35	4.4
Entrance Bulletin Boards	0	1	7	15	15	38	4.2

What would you like to add or change to improve communications?

There were 9 comments for this question. They included:

- Several compliments on current communications
- A request to stick to business in the News Letter (no recipes, jokes, advice, etc.)
- A request for open board meetings
- A comment that the website is boring and Lake Lines has no use information

7. Community

What do you like most about living in Lake Sovereign?

There were 33 comments for this question. They included:

- The size of the neighborhood, the beauty of the lake, the friendly neighbors and group activities that are available
- The convenience, tranquility, beauty, active board and well maintained amenities
- One resident stated that after living here for 7 years, not a whole lot

If you could change one thing about Lake Sovereign, what would it be?

There were 29 comments for this question. They included:

- Too many homes for sale for too long; faster home sales
- Request for a small dock at the boat ramp to make it easier to launch & board small boats
- More community activities for kids; add a play ground
- Have more residents participate and share the responsibilities
- Concern about parking on the streets
- Stronger enforcement of covenants - lawn upkeep specifically; ban rental properties
- Concern that Holly Springs commercial does not extend any further down Sixes Road
- Request to reduce the dues
- Hire an activities director so we can make this our community where we engage those without children
- Residents need to be more friendly; this is not a retirement community
- The "snootiness" of the neighborhood and the board.
- Get rid of American Heritage Academy's outdoor loud speaker system and get rid of the ducks
- More information and better communications

Please provide any comments or suggestions you have regarding any aspect of the Lake Sovereign Homeowners Association.

There were 19 comments for this question. They included:

- Several compliments including "A great community, well managed by good neighbors. Thanks you."
- Request to keep dues at a minimum
- Request to revisit the rental policy
- Concern about what was spent to cleanup the lake and which areas had silt removed
- Request for new elections and new board members
- Request for better control of weeds & general property appearance of empty houses up for sale
- Request for the board to govern as a servant to the community SERVICE not doing what you think is right, but what you hear from the neighborhood majority
- Request for a fitness center in the clubhouse for all to use
- Request to provide frequent updates to community regarding homeowners/board-committee issues