





1. How would you describe your expectations of the Board of Directors and the bid and contract process for choosing a managing agent?

		Response Percent	Response Count
I trust the Board to make good decisions for BHVA.		36.2%	47
I want the Board to consider my survey input for the decision of managing agent.		66.2%	86
I only live at Bristol Harbour Village part of the time, and don't need to be involved.		4.6%	6
I don't care.		0.8%	1
answered question			130
skipped question			8

2. How satisfied are you with our current managing agent, Kenrick Corporation?

	Satisfied	Somewhat dissatisfied	Dissatisfied	Rating Average	Response Count
Overall performance	73.0% (92)	21.4% (27)	5.6% (7)	1.33	126
answered question					126
skipped question					12

3. In what areas has the administrative services of the current managing agent been most helpful? Please click on one of the five rankings and then indicate if you feel the service is "Critical".

	Very Good	Good	Poor	I don't know	I don't care	Critical Service	Rating Average	Response Count
Scheduling Community Center Rooms	23.8% (29)	29.5% (36)	0.8% (1)	42.6% (52)	3.3% (4)	0.0% (0)	2.72	122
Billing and Collections (Rochester office)	21.6% (27)	42.4% (53)	15.2% (19)	12.8% (16)	0.8% (1)	7.2% (9)	2.50	125
Property Maintenance - managing team	36.9% (45)	42.6% (52)	6.6% (8)	5.7% (7)	0.0% (0)	8.2% (10)	2.14	122
Bookkeeping	17.1% (21)	37.4% (46)	6.5% (8)	30.9% (38)	0.8% (1)	7.3% (9)	2.83	123
Budget Preparation (Rochester office)	18.9% (23)	34.4% (42)	4.9% (6)	34.4% (42)	0.8% (1)	6.6% (8)	2.84	122
Handling Violations	10.7% (13)	26.4% (32)	9.9% (12)	47.9% (58)	0.8% (1)	4.1% (5)	3.14	121
Environmental Committee requests	19.7% (24)	36.9% (45)	6.6% (8)	32.0% (39)	0.8% (1)	4.1% (5)	2.70	122
Meetings and resident communications	23.4% (29)	49.2% (61)	9.7% (12)	10.5% (13)	0.0% (0)	7.3% (9)	2.36	124
Maintaining Associations books and records	18.9% (23)	27.0% (33)	4.1% (5)	40.2% (49)	0.8% (1)	9.0% (11)	3.04	122
Negotiating contracts and handling vendors	17.7% (22)	25.0% (31)	5.6% (7)	44.4% (55)	0.8% (1)	6.5% (8)	3.05	124
Consultation on compliance/legal issues	15.4% (19)	27.6% (34)	7.3% (9)	43.9% (54)	0.8% (1)	4.9% (6)	3.02	123
Documentation for property sales (Rochester office)	13.2% (16)	23.1% (28)	6.6% (8)	52.9% (64)	2.5% (3)	1.7% (2)	3.13	121
Communication of association and community events/meetings	38.3% (46)	45.8% (55)	5.8% (7)	7.5% (9)	0.0% (0)	2.5% (3)	1.93	120
Facilitating Villager	28.9% (35)	47.9% (58)	3.3% (4)	18.2% (22)	0.8% (1)	0.8% (1)	2.17	121

Facilitating website accessibility	19.0% (23)	40.5% (49)	13.2% (16)	25.6% (31)	0.0% (0)	1.7% (2)	2.52	121
Personal assistance	30.0% (36)	42.5% (51)	8.3% (10)	12.5% (15)	0.0% (0)	6.7% (8)	2.30	120
answered question								129
skipped question								9

4. How would you rate the following maintenance services provided by the managing agent? Please select one of the five ratings and also indicate if you feel the service is "critical".

	Very Good	Good	Poor	I don't know	I don't care	Critical Service	Rating Average	Response Count
Signage	32.0% (40)	52.0% (65)	8.0% (10)	2.4% (3)	0.0% (0)	5.6% (7)	2.03	125
Road Maintenance	36.5% (46)	52.4% (66)	3.2% (4)	0.8% (1)	0.0% (0)	7.1% (9)	1.97	126
Common Area Clean up	41.6% (52)	50.4% (63)	3.2% (4)	3.2% (4)	0.0% (0)	1.6% (2)	1.74	125
Butterfly Garden	42.5% (54)	40.9% (52)	2.4% (3)	11.0% (14)	3.1% (4)	0.0% (0)	1.91	127
Tennis/Pickleball Courts	28.0% (35)	42.4% (53)	0.0% (0)	28.0% (35)	0.8% (1)	0.8% (1)	2.34	125
Beach, swimming area, sunning dock	28.3% (36)	49.6% (63)	10.2% (13)	3.9% (5)	0.0% (0)	7.9% (10)	2.21	127
Elevator	29.4% (37)	46.8% (59)	12.7% (16)	4.0% (5)	0.0% (0)	7.1% (9)	2.20	126
Road maintenance, check drains, etc	31.2% (39)	51.2% (64)	7.2% (9)	5.6% (7)	0.0% (0)	4.8% (6)	2.06	125
Plowing and salting	43.7% (55)	41.3% (52)	0.0% (0)	9.5% (12)	0.0% (0)	5.6% (7)	1.98	126
Fitness Center Cleanliness	21.8% (27)	42.7% (53)	2.4% (3)	29.0% (36)	0.0% (0)	4.0% (5)	2.55	124
Bush Trimming	32.8% (41)	55.2% (69)	4.0% (5)	5.6% (7)	0.8% (1)	1.6% (2)	1.91	125

Lawn mowing of common areas	42.7% (53)	49.2% (61)	3.2% (4)	2.4% (3)	0.0% (0)	2.4% (3)	1.75	124
Bulletin Boards	19.8% (25)	69.0% (87)	5.6% (7)	4.0% (5)	0.8% (1)	0.8% (1)	1.99	126
Street Lights	31.5% (39)	59.7% (74)	1.6% (2)	2.4% (3)	0.0% (0)	4.8% (6)	1.94	124
Dog stations	31.7% (40)	41.3% (52)	0.8% (1)	22.2% (28)	0.8% (1)	3.2% (4)	2.29	126
answered question								127
skipped question								11





5. How would you prefer the Board of Directors provide most communications? Please prioritize first, second and third preferences.

	First Choice	Second Choice	Third Choice	Rating Average	Response Count
Email	94.5% (120)	5.5% (7)	0.0% (0)	1.06	127
Website	9.2% (8)	59.8% (52)	31.0% (27)	2.22	87
Blog	0.0% (0)	7.7% (3)	92.3% (36)	2.92	39
Home Mailings	13.4% (13)	52.6% (51)	34.0% (33)	2.21	97
Monthly board meetings	23.1% (12)	26.9% (14)	50.0% (26)	2.27	52
Open forum meetings	22.7% (10)	27.3% (12)	50.0% (22)	2.27	44
Other (please specify)					3
answered question					130
skipped question					8

6. How important are these factors in choosing a manager/managing agent for BHVA?

	Most Important	Very Important	Important	Less Important	Not Important	Rating Average	Response Count
Onsite	47.7% (61)	30.5% (39)	14.8% (19)	7.0% (9)	0.0% (0)	1.81	128
Convenience to the association/board	23.6% (29)	48.8% (60)	17.9% (22)	8.9% (11)	0.8% (1)	2.15	123
Cost	33.1% (42)	44.9% (57)	20.5% (26)	1.6% (2)	0.0% (0)	1.91	127
Range of services available (admin, maintenance, financials)	34.4% (43)	51.2% (64)	12.8% (16)	1.6% (2)	0.0% (0)	1.82	125
Knowledge/experience level of the manager	49.2% (62)	38.9% (49)	11.9% (15)	0.0% (0)	0.0% (0)	1.63	126
Length of time in business	19.2% (24)	33.6% (42)	36.8% (46)	8.8% (11)	1.6% (2)	2.40	125
Availability after hours and weekends	21.9% (28)	30.5% (39)	31.3% (40)	13.3% (17)	3.1% (4)	2.45	128
Responsiveness to requests/calls within 24 - 48 hours	41.7% (53)	34.6% (44)	21.3% (27)	2.4% (3)	0.0% (0)	1.84	127
Ability to work cooperatively with other associations	42.1% (53)	26.2% (33)	25.4% (32)	5.6% (7)	0.8% (1)	1.97	126
Onsite billing and vendor/contract management	16.5% (20)	39.7% (48)	26.4% (32)	11.6% (14)	5.8% (7)	2.50	121
answered question							130
skipped question							8






7. What hours of availability are important for onsite service from the managing agent?

		Response Percent	Response Count
8:00 am - 5:00 pm Mon-Fri		48.0%	59
9:00 am - 6:00 pm Mon-Fri		17.9%	22
10:00 am - 7:00 pm Mon-Fri		4.9%	6
9:00 am - 7:00 pm Tues - Fri and Sat mornings		29.3%	36
answered question			123
skipped question			15





8. Please provide any additional comments.

	Response Count
	40
answered question	40
skipped question	98

9. Contact information

		Response Percent	Response Count
Name		97.6%	121
BHVA Address		97.6%	121
Neighborhood Assoc:		72.6%	90
Phone number		87.9%	109
Email address		90.3%	112
answered question			124
skipped question			14

10. How many years have you been a BHVA resident?

		Response Percent	Response Count
0 - 2 years		10.9%	14
3 - 5 years		21.7%	28
6 - 10 years		27.9%	36
10 + years		39.5%	51
answered question			129
skipped question			9