

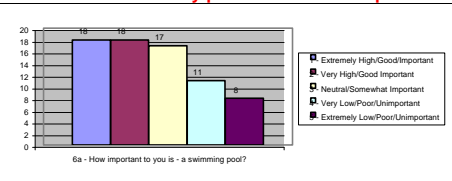
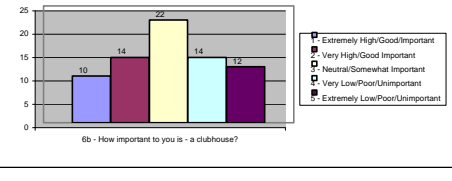
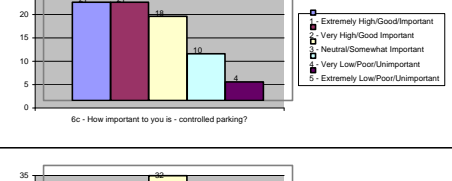
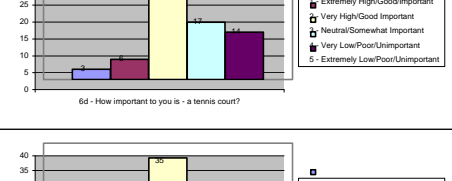
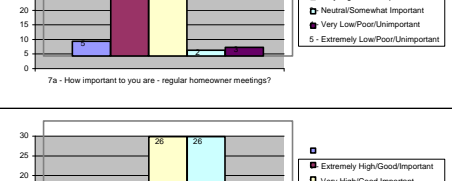

Seven Springs 2003 Survey Results Summary

SQDisplayID	NoResp	.1	.2	.3	.4	.5	.6	ave (1-5)	All data is automatically pulled from R007-import	question	A1	A2	A3	A4	A5	A6
1	0	1	18	45	9	1	#/N/A	2.878		1 - Overall, what is your opinion of your community?	1 - Extremely High/Good/Positive	2 - Very High/Good/Positive	3 - Neutral/Somewhat Positive	4 - Very Low/Poor/Negative	5 - Extremely Low/Poor/Negative	
2	1	3	22	37	10	1	#/N/A	2.743		2 - How safe do you feel in your community?	1 - Extremely High/Good/Safe	2 - Very High/Good/Safe	3 - Neutral/Somewhat Safe	4 - Very Low/Poor/Unsafe	5 - Extremely Low/Poor/Unsafe	
3	5	1	16	35	14	3	#/N/A	2.824		3 - How watchful are your neighbors for the safety and security of others in the community?	1 - Extremely High/Good/watchful	2 - Very High/Good/watchful	3 - Neutral/Somewhat watchful	4 - Very Low/Poor/Not very watchful	5 - Extremely Low/Poor/Not very watchful	
4	2	1	15	33	18	5	#/N/A	3.068		4 - How do you see property values changing in your community?	1 - Increasing Rapidly	2 - Increasing Slightly	3 - Stable	4 - Decreasing Slightly	5 - Decreasing Rapidly	
5a	1	37	35	1	0	0	#/N/A	1.486		5a - How important to you is - a safe neighborhood?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
5b	1	10	32	21	9	1	#/N/A	2.405		5b - How important to you is - strong sense of community?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	

Seven Springs 2003 Survey Results Summary

SQDisplayID	NoResp	.1	.2	.3	.4	.5	.6	ave (1-5)	All data is automatically pulled from R007-import	question	A1	A2	A3	A4	A5	A6
5c		2	12	23	15	12	10	#/N/A	2.716	5c - How important to you are - schools?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
5d		1	16	25	16	11	5	#/N/A	2.473	5d - How important to you are - amenities (pool, tennis courts, etc.)?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
5e		3	26	31	13	0	1	#/N/A	1.784	5e - How important to you is -price/cost?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
5f		1	11	21	30	8	3	#/N/A	2.568	5f - How important to you is - architectural style?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
5g		2	32	31	8	1	0	#/N/A	1.649	5g - How important to you is - a good investment?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
5h		1	19	43	11	0	0	#/N/A	1.865	5h - How important to you is - location?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	

Seven Springs 2003 Survey Results Summary

SQDisplayID	NoResp	.1	.2	.3	.4	.5	.6	ave (1-5)	All data is automatically pulled from R007-import	question	A1	A2	A3	A4	A5	A6
6a		2	18	18	17	11	8	#N/A	2.554	6a - How important to you is - a swimming pool?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
																
6b		2	10	14	22	14	12	#N/A	2.973	6b - How important to you is - a clubhouse?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
																
6c		0	21	21	18	10	4	#N/A	2.392	6c - How important to you is - controlled parking?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
																
6d		2	3	6	32	17	14	#N/A	3.365	6d - How important to you is - a tennis court?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
																
7a		3	5	26	35	2	3	#N/A	2.500	7a - How important to you are - regular homeowner meetings?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
																
7b		2	2	7	26	26	11	#N/A	3.419	7b - How important to you are - community-wide parties?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
																

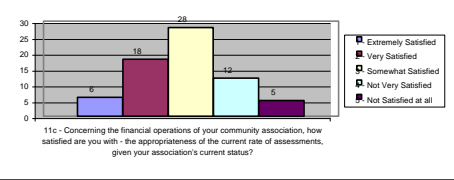
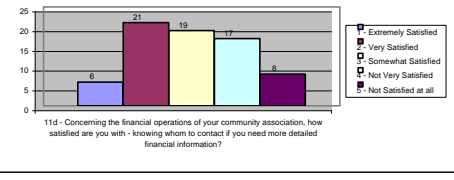
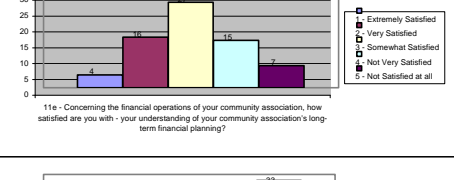
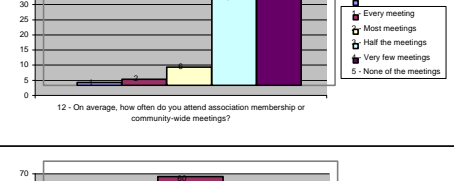
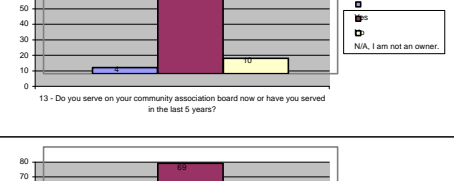
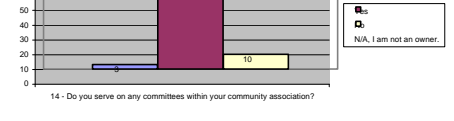
Seven Springs 2003 Survey Results Summary

SQDisplayID	NoResp	.1	.2	.3	.4	.5	.6	ave (1-5)	All data is automatically pulled from R007-import	question	A1	A2	A3	A4	A5	A6
7c		1	20	31	18	3	1	#/N/A	2.068	7c - How important to you are - neighborhood watch programs?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
7d		3	2	6	25	28	10	#/N/A	3.392	7d - How important to you are - other social events?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
8a		2	12	37	21	1	1	#/N/A	2.135	8a - How important is it for your community association to have good relationships with - local government agencies?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
8b		1	9	25	22	12	5	#/N/A	2.676	8b - How important is it for your community association to have good relationships with - area schools?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
8c		3	7	15	23	16	10	#/N/A	2.973	8c - How important is it for your community association to have good relationships with - houses of worship?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
8d		1	11	25	24	10	3	#/N/A	2.541	8d - How important is it for your community association to have good relationships with - local businesses?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	

Seven Springs 2003 Survey Results Summary

SQDisplayID	NoResp	.1	.2	.3	.4	.5	.6	ave (1-5)	All data is automatically pulled from R007-import	question	A1	A2	A3	A4	A5	A6
8e	2	2	22	35	8	5	#/N/A	2.811		8e - How important is it for your community association to have good relationships with - neighboring civic groups?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
8f	2	3	16	31	13	9	#/N/A	3.041		8f - How important is it for your community association to have good relationships with - youth organizations (scouting, Little League, etc.)?	1 - Extremely High/Good/Important	2 - Very High/Good Important	3 - Neutral/Somewhat Important	4 - Very Low/Poor/Unimportant	5 - Extremely Low/Poor/Unimportant	
9	0	2	18	24	21	9	#/N/A	3.230		9 - How responsive is your community association to the needs of its residents?	1 - Extremely High/Good/Responsive	2 - Very High/Good Responsive	3 - Neutral/Somewhat Responsive	4 - Very Low/Poor/Unresponsive	5 - Extremely Low/Poor/Unresponsive	
10	1	1	29	27	11	5	#/N/A	2.824		10 - How well does your community association board keep residents informed about community issues and activities?	1 - Extremely Well	2 - Very Well	3 - Neutral//Somewhat well	4 - Not Very Well	5 - Not Well at All	
11a	2	4	24	31	9	4	#/N/A	2.716		11a - Concerning the financial operations of your community association, how satisfied are you with - the information you receive regarding financial status of the assoc.?	1 - Extremely Satisfied	2 - Very Satisfied	3 - Somewhat Satisfied	4 - Not Very Satisfied	5 - Not Satisfied at all	
11b	3	3	24	23	14	7	#/N/A	2.851		11b - Concerning the financial operations of your community association, how satisfied are you with - your understanding of how assessment dollars are spent?	1 - Extremely Satisfied	2 - Very Satisfied	3 - Somewhat Satisfied	4 - Not Very Satisfied	5 - Not Satisfied at all	

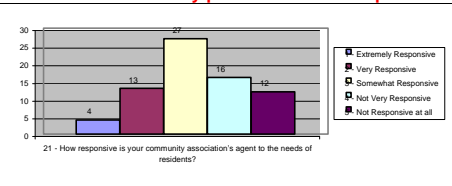
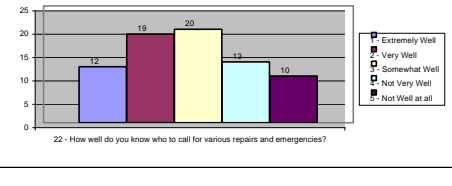
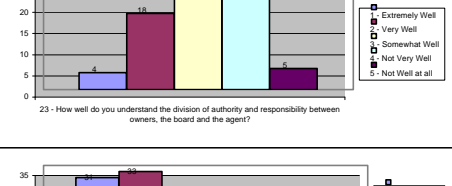
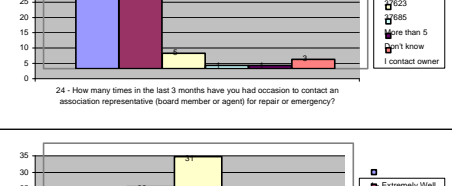
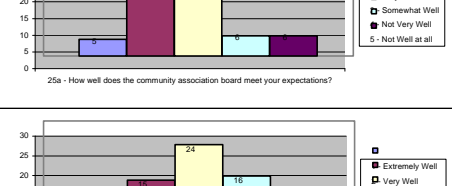

Seven Springs 2003 Survey Results Summary

SQDisplayID	NoResp	.1	.2	.3	.4	.5	.6	ave (1-5)	All data is automatically pulled from R007-import	question	A1	A2	A3	A4	A5	A6	
11c		5	6	18	28	12	5	#N/A	2.689	11c - Concerning the financial operations of your community association, how satisfied are you with - the appropriateness of the current rate of assessments, given your association's current status?	1 - Extremely Satisfied	2 - Very Satisfied	3 - Somewhat Satisfied	4 - Not Satisfied	5 - Not Satisfied at all		
																	
11d		3	6	21	19	17	8	#N/A	2.878	11d - Concerning the financial operations of your community association, how satisfied are you with - knowing whom to contact if you need more detailed financial information?	1 - Extremely Satisfied	2 - Very Satisfied	3 - Somewhat Satisfied	4 - Not Satisfied	5 - Not Satisfied at all		
																	
11e		5	4	16	27	15	7	#N/A	2.865	11e - Concerning the financial operations of your community association, how satisfied are you with - your understanding of your community association's long-term financial planning?	1 - Extremely Satisfied	2 - Very Satisfied	3 - Somewhat Satisfied	4 - Not Satisfied	5 - Not Satisfied at all		
																	
12		3	1	2	6	29	33	#N/A	4.108	12 - On average, how often do you attend association membership or community-wide meetings?	1 - Every meeting	2 - Most meetings	3 - Half the meetings	4 - Very few meetings	5 - None of the meetings		
																	
13		0	4	60	10	#N/A	#N/A	#N/A	2.081	13 - Do you serve on your community association board now or have you served in the last 5 years?	Yes	No	N/A, I am not an owner.	#N/A	#N/A		
																	
14		2	3	69	#N/A	#N/A	#N/A	#N/A	1.905	14 - Do you serve on any committees within your community association?	Yes	No	#N/A	#N/A	#N/A		
																	

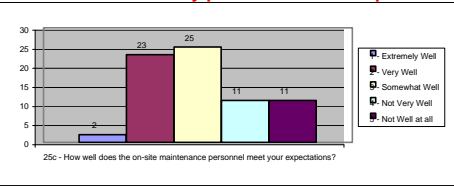
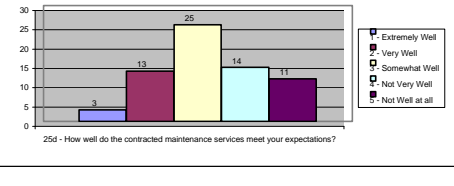
Seven Springs 2003 Survey Results Summary

SQDisplayID	NoResp	.1	.2	.3	.4	.5	.6	ave (1-5)	All data is automatically pulled from R007-import	question	A1	A2	A3	A4	A5	A6
15		1	26	37	10	#N/A	#N/A	#N/A	1.757	15 - Did you vote in your last association election? Yes		No	N/A, I am not an owner.	#N/A	#N/A	
16		1	52	14	4	1	2	#N/A	1.432	16 - How often do you read your quarterly community newsletter?	1 - All the time	2 - Most of the time	3 - Some of the time	4 - Infrequently	5 - Never	
17		0	7	23	28	13	3	#N/A	2.757	17 - How well did you understand the community's covenants, rules and regulations before you bought your home or moved into your home?	1 - Extremely good understanding	2 - Good understanding	3 - Fair understanding	4 - Poor understanding	5 - No understanding	
18		1	10	39	19	5	0	#N/A	2.230	18 - How about now? How well do you understand your community's rules and restrictions?	1 - Extremely good understanding	2 - Good understanding	3 - Fair understanding	4 - Poor understanding	5 - No understanding	
19		2	5	29	31	4	3	#N/A	2.527	19 - How appropriate are your community's rules and regulations for your community?	1 - Extremely Appropriate	2 - Very Appropriate	3 - Somewhat Appropriate	4 - Not Very Appropriate	5 - Not Appropriate at all	
20		5	1	25	30	5	8	#N/A	2.716	20 - How fairly are the rules enforced in your community by your community board or management?	1 - Extremely Fair	2 - Very Fair	3 - Somewhat Fair	4 - Not Very Fair	5 - Not Fair at all	

Seven Springs 2003 Survey Results Summary

SQDisplayID	NoResp	.1	.2	.3	.4	.5	.6	ave (1-5)	All data is automatically pulled from R007-import	question	A1	A2	A3	A4	A5	A6			
21		2	4	13	27	16	12	#N/A	3.176	21 - How responsive is your community association's agent to the needs of residents?	1 - Extremely Responsive	2 - Very Responsive	3 - Somewhat Responsive	4 - Not Very Responsive	5 - Not Responsive at all				
																			
22		0	12	19	20	13	10	#N/A	2.865	22 - How well do you know who to call for various repairs and emergencies?	1 - Extremely Well	2 - Very Well	3 - Somewhat Well	4 - Not Very Well	5 - Not Well at all				
																			
23		2	4	18	22	23	5	#N/A	3.014	23 - How well do you understand the division of authority and responsibility between owners, the board and the agent?	1 - Extremely Well	2 - Very Well	3 - Somewhat Well	4 - Not Very Well	5 - Not Well at all				
																			
24		0	31	33	5	1	1	3	1.878	24 - How many times in the last 3 months have you had occasion to contact an association representative (board member or agent) for repair or emergency?		0	37623	37685	5	More than know	Don't know	I contact owner	
																			
25a		4	5	22	31	6	6	#N/A	2.649	25a - How well does the community association board meet your expectations?	1 - Extremely Well	2 - Very Well	3 - Somewhat Well	4 - Not Very Well	5 - Not Well at all				
																			
25b		5	4	15	24	16	10	#N/A	2.973	25b - How well does the community association's agent meet your expectations?	1 - Extremely Well	2 - Very Well	3 - Somewhat Well	4 - Not Very Well	5 - Not Well at all				
																			

Seven Springs 2003 Survey Results Summary

SQDisplayID	NoResp	.1	.2	.3	.4	.5	.6	ave (1-5)	All data is automatically pulled from R007-import	question	A1	A2	A3	A4	A5	A6	
25c		2	2	23	25	11	11	#N/A	3.000								
										25c - How well does the on-site maintenance personnel meet your expectations?	1 - Extremely Well	2 - Very Well	3 - Somewhat Well	4 - Not Very Well	5 - Not Well at all		
																	
25d		8	3	13	25	14	11	#N/A	2.905								
										25d - How well do the contracted maintenance services meet your expectations?	1 - Extremely Well	2 - Very Well	3 - Somewhat Well	4 - Not Very Well	5 - Not Well at all		
																	
25e		16	1	12	18	12	15	#N/A	2.730								
										25e - How well does the security company meet your expectations?	1 - Extremely Well	2 - Very Well	3 - Somewhat Well	4 - Not Very Well	5 - Not Well at all		
										