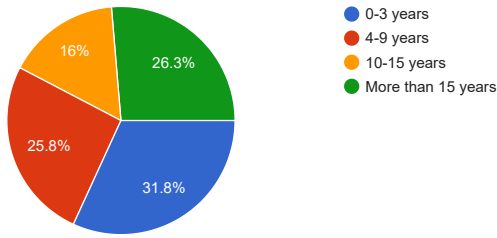


2019 HAH MEMBERS SURVEY

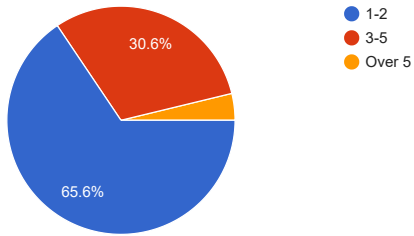
597 responses

Demographics

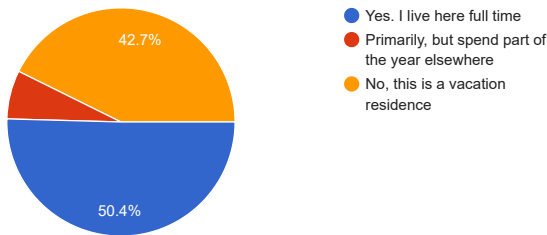
How many years have you been a member of Hide-A-Way Hills? 581 responses



How many people reside in this household? 581 responses

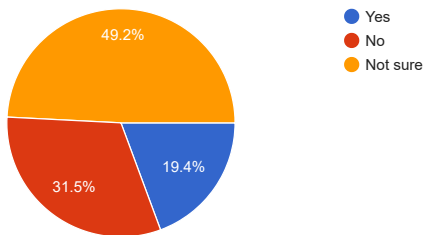


Is Hide-A-Way Hills your primary residence? 581 responses

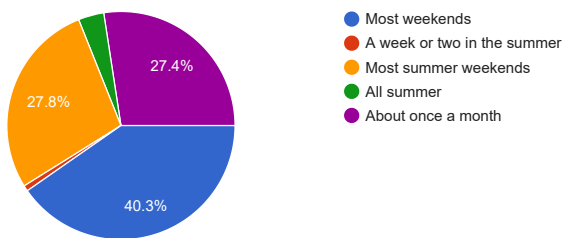


Demographics - Part Time Residents

If Hide-A-Way Hills is not your primary residence, are you planning to make it your full-time home in the future? 248 responses

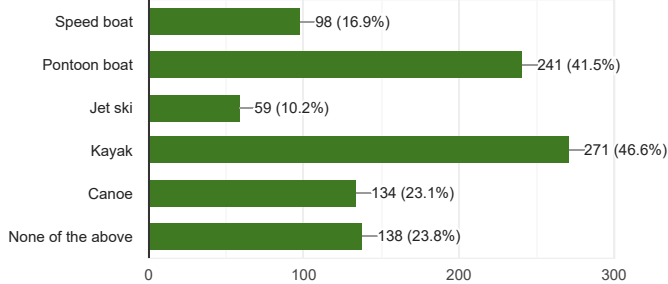


If you are not a full-time resident, please select the responses that indicate when you come to Hide-A-Way Hills. 248 responses

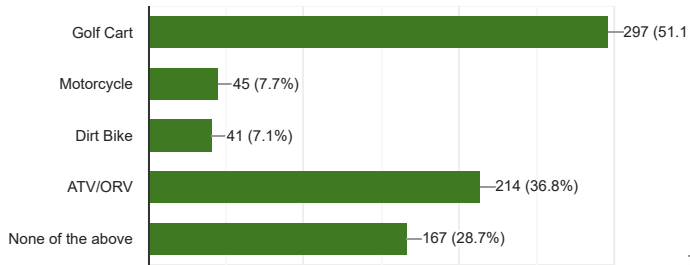


Amenities

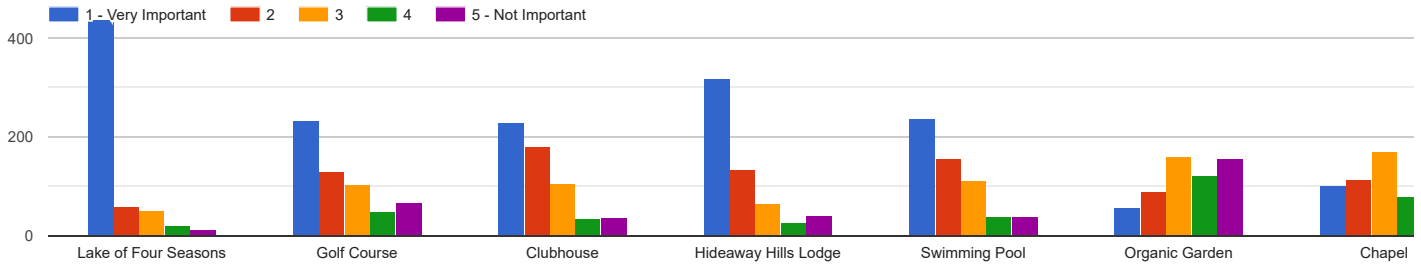
Do you own and use any of the following water craft? 581 responses



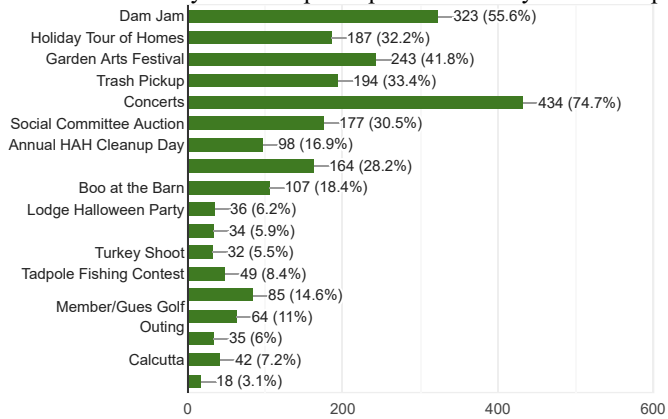
Do you own or use any of the following vehicles? 581 responses



family.

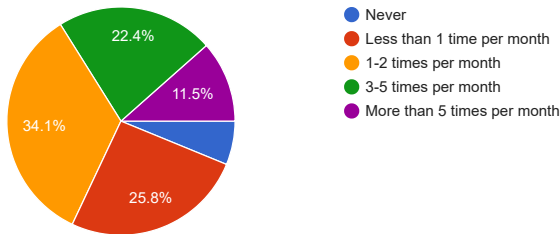


### Which events did you attend/participate in the last year? 581 responses

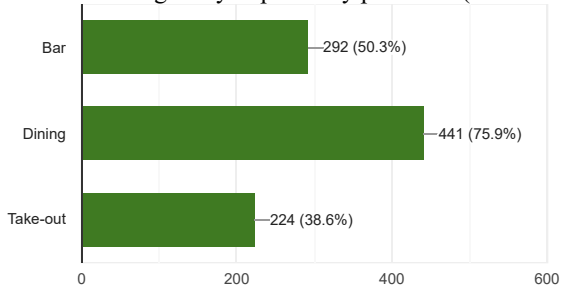


### Hide-A-Way Hills Lodge

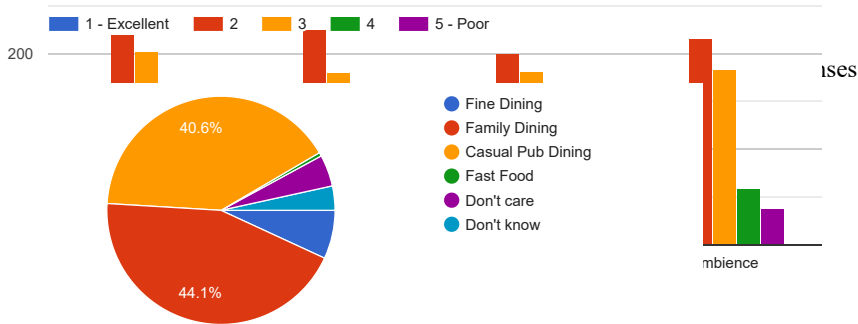
#### How often do you patronize the Hide-A-Way Hills Lodge? 581 responses



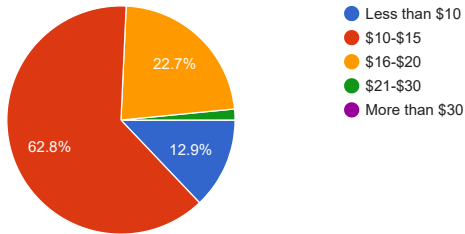
#### What features of the Lodge do you primarily patronize (select all that apply)? 581 responses



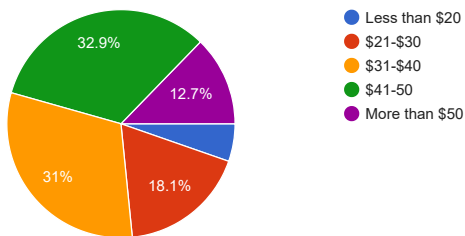
Please rate the Hide-A-Way Hills Lodge?



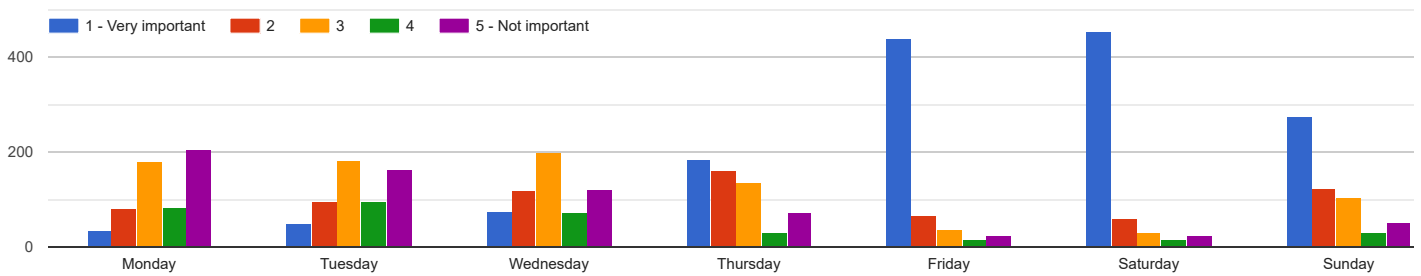
What is the price range for the main course that you would like to see? 581 responses



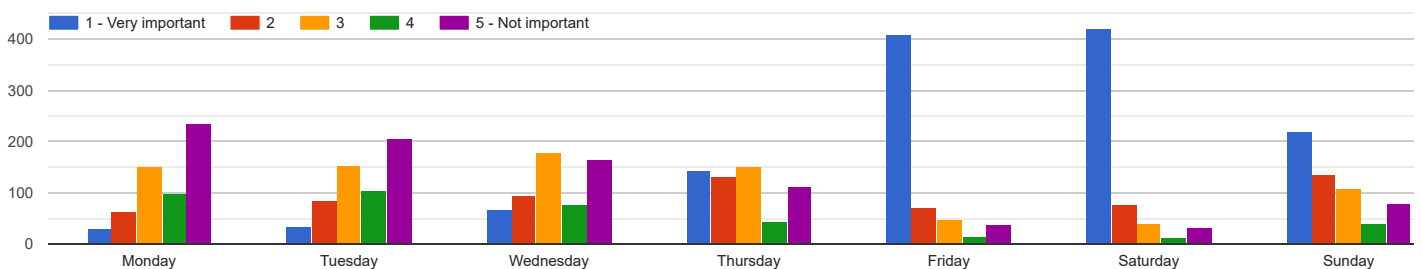
What is the maximum price you would prefer to pay for dinner (including drinks) for two adults at the Lodge? 581 responses



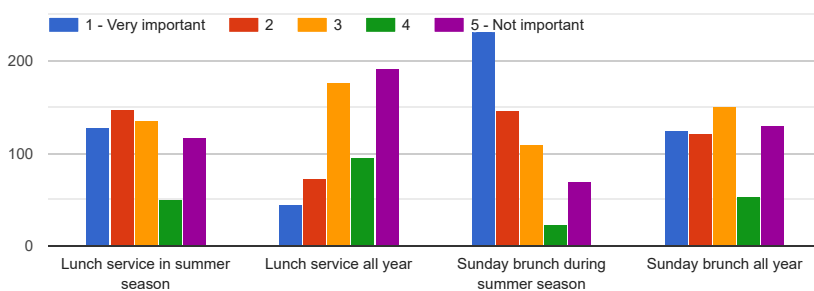
How important is it that the Lodge is open on the following days during the Summer?



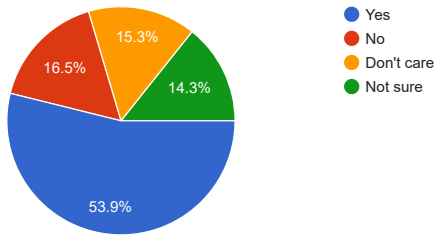
How important is it that the Lodge is open on the following days during the non-Summer season?



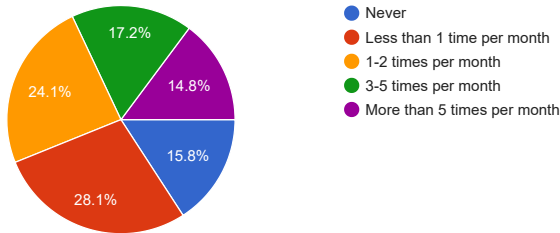
What schedule changes would you find most valuable for the Lodge?\*



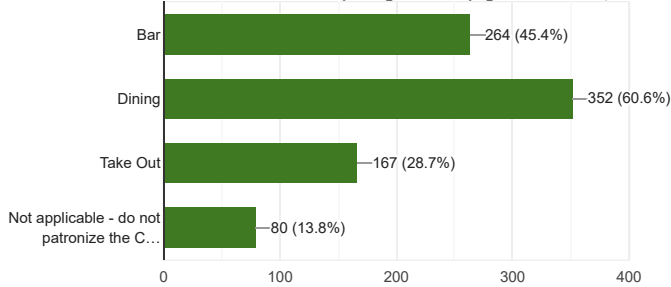
Are you in favor of encouraging customers from outside of Hideaway Hills to patronize the Lodge? 581 responses



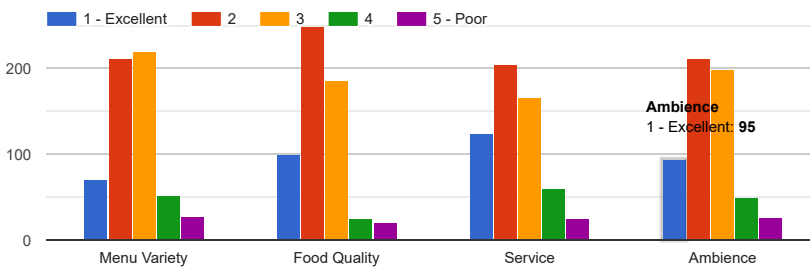
How often do you patronize the Hide-A-Way Hills Clubhouse at the golf course? 581 responses



What features of the Clubhouse do you primarily patronize? (Select all that apply) 581 responses

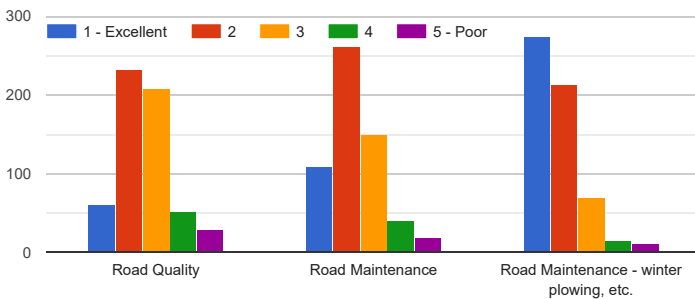


Please rate the Hide-A-Way Hills Clubhouse restaurant

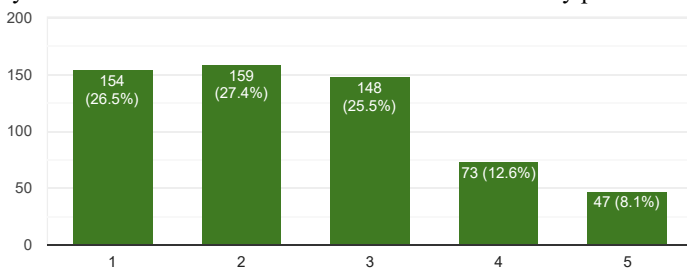


## Roads

How do you rate the roads in Hide-A-Way Hills?

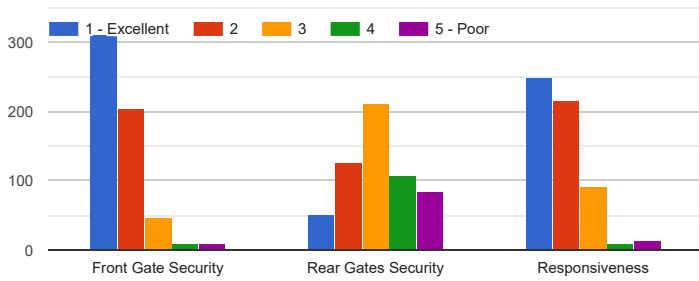


Do you see the condition of the roadside ditches as a safety problem? 581 responses

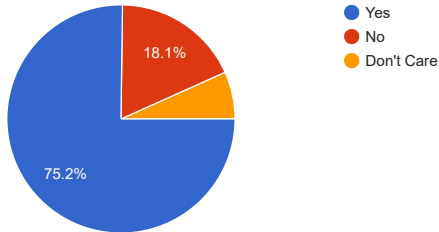


## Security

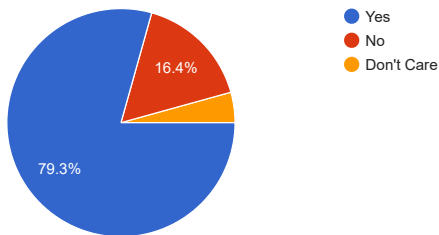
How do you rate the Security in Hide-A-Way Hills?



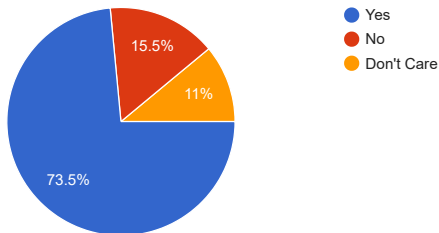
Do you consider it a problem for non-HAH autos (including contractors) to follow members through the gates without going through security? 581 responses



Do you consider the proliferation of unauthorized gate entry remotes to be a security problem? 581 responses

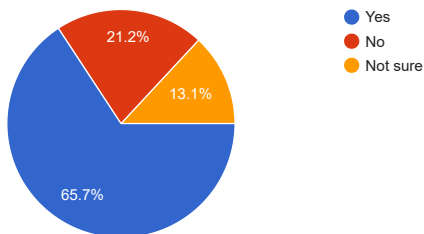


Do you believe that Hide-A-Way Hills should invest in an upgraded gate security system for the three back gates currently using the gate entry remotes? 581 responses

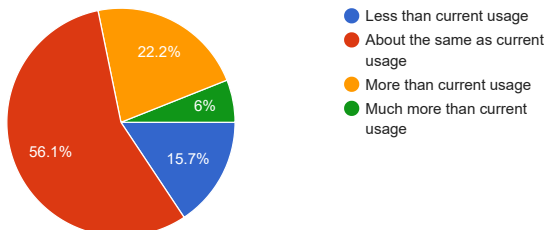


### Mail & Packages

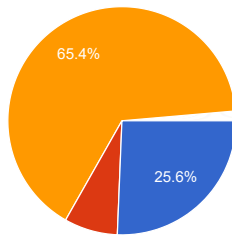
Are you aware that there are different proper addressing conventions for receiving mail and packages through the Postal Service, Fed Ex and UPS? 581 responses



Please describe how you anticipate future usage of package delivery services to HAH. 581 responses



How would you best like to receive notification that Security is holding a package for you? 581 responses



- Phone call
- Email
- Text
- None, email from company...
- Give me a holler out the do...
- don't receive packages
- any of the above is fine
- i dont get packages

ce. 112 responses

▲ 1/2 ▼

Bigger building

Text based system of notification

Texting would be best for me

Force UPS and FEDEX to deliver to the door of individuals. When ordering online, you normally receive notification of delivery. No need to have security notify that there are packages unless they have been in storage for a while.

Could our admin staff handle packages instead of security? Seems like an administrative task that our security personnel are not great at.

It is hard to know which route of delivery to ensure they get to the right person All packages - including post office goes to one address.

Allow Fed Ex and UPS to deliver to homes

Hire non guards specific to packages

Better notifications

Please publicize the address differences for different carriers.

More boxes at post offices

I appreciate what security is doing letting us know.

That's a tough one. No better suggestions at this time.

Let amazon/ups/FedEx deliver our packages directly

Not sure

Security could benefit from a more modern technique. Hand writing each package on a ledger sheet and calling each member with a package is time consuming and with the technology available, it is unnecessary.

Bigger package handling space

Develop system to keep similar names from getting other people's packages

They work their @sses off - add a tip jar.

Impossible to deliver directly to homes? Volunteers to manage packages daily?

There's no way of know how companies are going to send a package so you can not choose different address.

off peak hours (like 2 in the morning type stuff) they can just get it while you wait

I have not used package delivery service.

Amazon notifies buyers of delivery. So security could save time and not contact home owners on Amazon packages.

I have gotten calls for other folks' packages, which means that they didn't get the call. Don't know how to correct this, but I would be outraged if my package was sent back before I was correctly notified.

Hire extra help part time for packages Nov-Dec

No suggestions, happy with current package delivery service

I think they do a great deal but I prefer when I stop coming in, to have them put packages in my car for me. They aren't that busy that they can't do it.

I think it is fine as is.

Delivery to a locked secure building that is opened when a package is delivered or needs to be received.

Satisfied with current system

Better package handling/storage.

Guards have always a great job for us

They do a good job.

Security is currently devoting way too much time to mail instead of security of the gate. Security can't be as vigilant because they are handling mail. Build on to mail room down front and have a few part time/full time employees handling mail. Could build some larger after hours boxes for larger items so they can be picked up after hours.

When people are buying large new things they should go get the stuff, not expect it to be delivered. If it's not worth going to get they don't need it. Plus people that live here are never that busy!!

Ensure area to keep plk safe. Including large pkg.

Would like to receive a meal service like hello fresh which requires refrigeration

N/A I don't have a house yet so never receive mail.

Have volunteers help security with the packages !

No suggestion I know that many more items are shipping thru the mail. My gosh even groceries

A few guards need some training in how to be polite and kind - there is no excuse for rudeness or grouchiness when dealing with members.

Bring it to my house!

Better organization for committees to transfer envelopes at security. File cabinet.

OK as is.

No need for security to waste time calling

Fix the address problem. So many websites do not recognize the address as being a valid address

They do as well as can be expected

When purchasing off amazon they do not tell you how it is going to be shipped (usps, ups, etc) so it is hard to enter the correct shipping address. My usps packages always go to Box # instead of Lot# because I enter the security gate address for packages

have parcel companies accept more responsibilities

during the peak times get a member to assist with process or make calls /text of notifications

Unfortunately, the Lodge is suffering greatly from not have prompt friendly service. Tonight we were there for 2 hrs in the bar and was only served 2 beers. I asked for a third but had to ask 3 times for the second one, gave up and cashed out. Didn't even order food. Service is a serious problem.

Use your lot number as your address

Text or call whatever is easier for the staff. I usually know when we are expecting a delivery, so I can track it myself. However unexpected packages we need a message.

Maybe a new organization system for packages. The shelves could be organized by lot number ( one shelf for lot 400- 600 etc.) I don't know what kind of system they have but it's very messy in the guard shack especially around holidays

Password protected lock boxes in a building near the mailroom.

Perhaps if a package seems to be food or plants/bouquets, if a call is not answered, to also do a second method of contact. Also, perhaps volunteers could help handle package checking in, calling, storing so the guards could focus on their real jobs.

Sometimes they pick the first Hall in the directory to call when a package is received, but we almost never received packages. Need to read the name closer

I don't receive mail/packages in HAH

It would be helpful to have an additional security guard (3) on 2nd shift

Security does a great job with pkgs! Thinking they'll need more storage area as more people do online retail, especially at the holidays.

The guys do a fine job with the volume and distribution.

A phone call every day is a bit much. Sometimes we are not there for 2-3 weeks.

Think present system is excellent

Ups delivery door to door on main roads.

They do a great job.

Given all the packages that come in...they do a great job. I have seen some members give them a hard time and it is ridiculous.

have the guards be nicer when they call

Using lot numbers on packages and then verify the name. It may be easier to inventory and find on the shelves.

Amenities question would not let me accurately rate the shooting rang as a 3 in importance.

We order from Amazon frequently and I occasionally get a case of wine. We have never had a problem with the front gate service.

I've never had a package delivered there.

Track your own packages thru the seller.

Maybe installing bigger boxes or something

Consistently through whatever method. I am fine with a phone call or a text message, seems that notifications have become hit or miss depending on the day or perhaps with who is working at the front gate security. Has been far better in the past.

I think the current system works, but I realize it is a lot of work and responsibility for the guards. Having guards deliver packages is also costly and full of potential problems. You can't really incorporate it into the US mail system, unless you can create a bank of larger lockers and place keys in the existing mail boxes - maybe via a small slot? Similar to what the PO currently does for smaller packages. Then people can retrieve their own packages as they get their mail.

no suggestions, but feel that package delivery will continue to increase for most residents.

Not applicable

0

This is not something that's affected me yet. I'd like a text message if something were to arrive, but typically the delivery service updates "tracking", too.

Let people monitor their own tracking. Only bother security to make contact if the pkg has been there for 3 days

Not applicable

Experts to devise a one button auto call for package pickups so dialing could be omitted.

Have members drive to the post office in Bremen or Sugar Grove

I think they do a great job

Members should have packages shipped here that they cannot pick up from a store or the package service themselves. How to do that will be tough to police. But you could start charging them according to size and quantity!

Larger space to hold packaging in the new security building and automate communications. Design the new space so its expandable for the peak season and look at long term trends like food and medicine delivery..... Including bulk or oversize

Charge \$1/package service fee. Have someone other than security manage package service.

Need a text notification system...so guards don't have to dial the number and wait for the 4-5 rings and than wait to leave a message....too many packages...faster notification system

Text notification system....like UPS gives updates

Ask for volunteers for 3 or 4 hours a day to assist security when high volume of packages is expected - suggested 2 yrs ago more cold storage

If I call and tell them when I will be able to get there I don't need to be called every day and reminded (I'm not full time resident)

The guard house shed for packages is still rejecting HAH's own ACC rules at our front entrance which everyone sees, even those not entering HAH's gate. There are no excuses for it to not be painted, even if it's being rented, HAH has had the shed this way for almost 2 years!! How can we hope for members to properly follow the rules when the community itself doesn't follow them at our own front entrance? Members would be fined and enforced to adapt their building addition to match the original structure, therefore HAH common grounds and Management need to abide just the same. As reported in Open Forum in the November 2017 Echo: "Todd Kaho – Lot #0975 – Shed behind Security has a lot of issues – First, the windows are gone on the backside of the guard shack, they can no longer see the dam, parking lot and most importantly the basketball court and playground. Secondly, it is ugly. Thirdly, it is front and center and it is ugly if it were brought before ACC it would not have been approved. Our community does not have the ability to invest funds in a new guard shack - with or without bathrooms - when we have basic essential road maintenance lacking! Adding bathrooms is completely unnecessary when they already exist in the same parking lot. Adding an addition for the packages is completely understandable but not when it doesn't meet ACC rules!

Guards do a great job with this

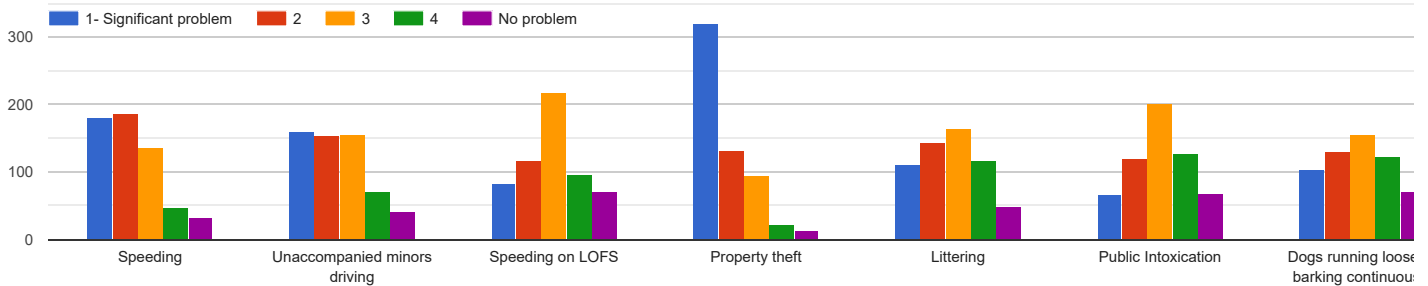
When member receives UPS/FedEx delivery confirmation directly from carrier and stops by guard house in advance of security calling to say it arrived, security should allow member to pickup the package. Even if the package has not been logged by security yet, the member should be permitted to wait while security logs it in. Reasoning is this saves security an additional phone call of package needing picked up and prevents an over abundance of packages when there are too many arriving inside guard house.

We do not have packages mailed to HAH.

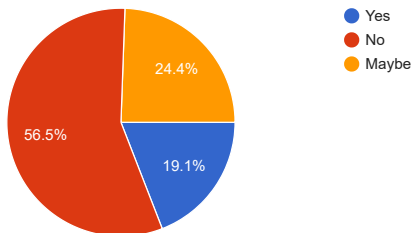
Other

### Complaints & Concerns

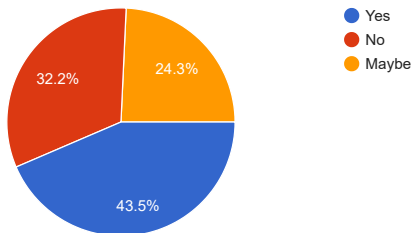
The Board of Trustees and the Management Committee have received complaints of the behavior of certain HAH members in the past. Please rate the problem for each of the following complaints.



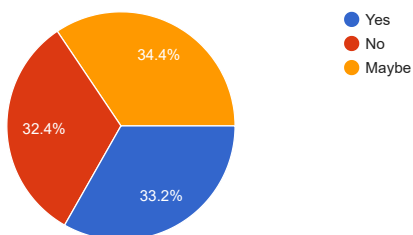
There are complaints that the deer population is getting out of control. Do you think that this is a serious concern? 581 responses



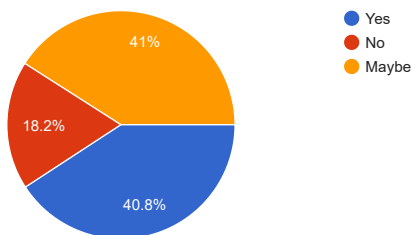
There are complaints that the Canadian geese population is getting out of control. Do you think that this is a serious concern? 581 responses



This season there have been reports of large numbers of water snakes in Lake of Four Seasons. They are not poisonous, but they are appearing in increasing numbers and in increasing sizes. Do you see this as a serious concern? 581 responses



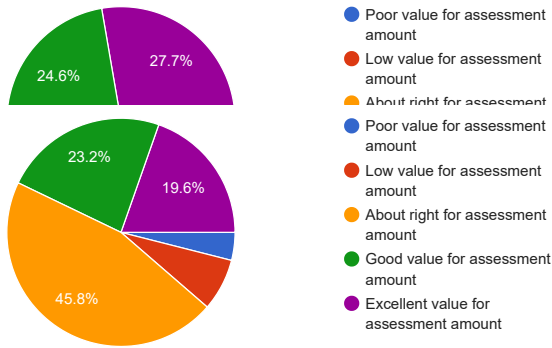
There are concerns about the proliferation of invasive plant species in Hideaway Hills. These can endanger the survival of native plants. Do you think that this is a serious concern? 581 responses



### Assessments

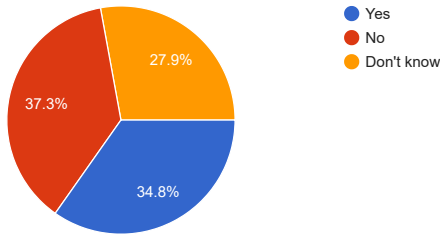
Please rate how you value the current Hide-A-Way Hills lot assessments. 581 responses





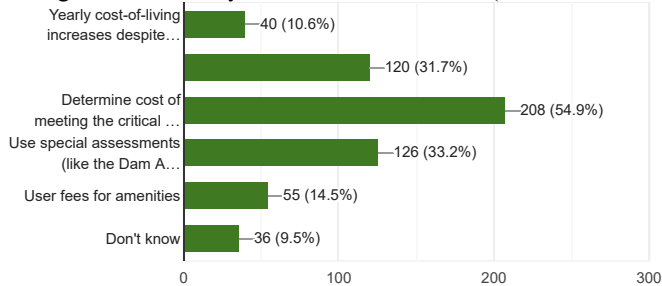
ent.581 responses

Do you feel that the current lot assessments are sufficient to meet the critical needs of Hide-A-Way Hills infrastructure?581 responses



### Assessment planning

If you do not believe assessments are sufficient to meet the critical needs of Hide-A-Way Hills infrastructure, please try to characterize how management should try to address the shortfall. (Please select all that you think appropriate).379 responses



### Suggestions for addressing the funding shortfall78 responses

Increase assessment and decrease capital investments. Definitely charge user fees for amenities and scale assessment based on geographics/location. Lake property typically has a higher value, scale based on values.

Use assessments wisely. Increasing assessments on 2nd or 3rd lots in line with their lot value. People who are paying off the dam assessment over 5 years shouldn't be burdened with another large assessment until the huge one is paid off.

Home owners Association grants are available for communities and help with expenses. Write some grants!

Need a detailed list of areas to be addressed with budget numbers

Fee increase

Raise HOA fees - but make sure improvements are clear to see - especially roads

Change road assessment to a per vehicle assessment. More vehicles parked on your lot the more you pay. A full timer with 4 vehicles does more damage than a weekender with one

collect all monies due - late fess if continue to go unpaid - garnishment

Sell a limited number of associate memberships for amenities if members continue to vote down additional HOA due increases.

Monthly fee for Lodge (\$25?) to be used while dining at Lodge.

NOT USER FEES. That would be disastrous to the community.

Post what specific Infrastructure needs are, the costs and the budget shortfall. People want to see what additional charges are being spent on. All I have seen are "waiting on estimates"

We like the way each amenity seems to have a dedicated group of users and committee. Each of those groups, along with the committee should meet and determine their needs - going forward with whatever plans they want to make for supporting and improving their amenity. Much like what John Jones has done at the Clubhouse with the Century Fund and what the FFF is doing with the deck. Allow members to support and sustain their favorite amenities, taking responsibility for some fundraising events.

Big Fines \$2500+ when a member or their guest commits a felony in the Hills. Insider theft needs to be addressed!

Increase annual road assessment to cover those needs. It's easy to explain and makes sense. Don't mix road needs into general assessment. Be careful with needs assessment. For instance, don't believe \$75,000 is needed to build an adequate addition to the guardhouse, even with upgrading current and adding a bathroom for the guards.

Something must be done about lodge short falls.

i in for the twenty dollars increase per month each year for three years

Raise monthly assessment fee \$10 per year for 3 consecutive years then evaluate situation. The cost of living increase is not enough to meet the infrastructure demands of HAH.

Keep all amenities free and raise assessments to meet the needs. Increase enough to build up a reserve fund.

More aggressive collection on delinquent dues. Raise assessments as needed, but provide a clear break down of the revenues needed and how/ where those revenues are being/ will be spent.

I don't mind small increases that target problems that have been only defined in general terms. When one wants to increase assessments by \$240/yr X 3 yrs, I would want great detail about what something actually costs before supporting an increase. I have asked HAH for help twice this past year and did not received it. HAH wants my money, but has proven to not be interested in helping me with my HAH related problems.

Assess a reasonable yearly fee to use certain amenities such golf, swimming pool, docks, barns.

Compile list with estimates of cost, and educate the community. The more we know, the more we can possibly help. This survey is a great start!!! Thanks for all you do.

Let the members know of any shortfalls annually, how much the shortfall is and what it would take to reduce the shortfall in a certain amount of time and have the assesment approved by membership.

Tighten up on those who are behind on assessments. Perhaps the system in place is working but the appearance is that the net is always way in the negative when I look at the financial statements.

Identify and quantify problem areas and suggest assessment increase amount.

Is there a fee for docks? Should be

Some money should come from new member fees and not just given to amenity committees

Reduce delinquency of members

Make it based off of property value of home. A \$750k home on lake should pay more than \$130k home. Or full timers pay more.

Create an assessment hierarchy. I.E. folks with docks on the lake(s) have a higher assessment.

It's hard to make decisions with out having any first hand knowledge of how much is coming in and where it is all going. Looking at the eco I see that the lodge losses money most of the time. I do like having the lodge but maybe there is another way to manage it that would be able to match a fluctuating crowd? Less items on the menu? Reservation system? Open only on weekends when it would make the most money? I'm not sure what emergency expenses there are more info on that would be helpful.

I AGREE IN filing the needs for infrastructure but not to the excess [ no waste]

Definitely against user fees. That is what our amenity money is for.

I agree we have to stay on top of issues, have reserves and make improvements when necessary. I am concerned about members who are not willing to step up and the deterioration I see in roads. We have a road that may soon be unpassable!

I don't think HAH access s for needs or costs correctly. For example, general/administrative costs and annual recurring costs along with the cost of maintaining a safety net of cash should be the the regular monthly fee. Road costs conversely need to be backed into "what's needed" to ascertain the annual dues required. Note, one time infer structure is a different type of cost which are accessed via special assessments. So, balance of these costs assessments is important. No one wants permanent special assessments. Conversely most would accept a special assessment if they knew it would go away more or less permanently once paid. Vision is very important here! Consider, if lake dams (all Lakes), road paving, etc. etc. etc. we're assessed one time? And with certainty these improvements clearly marked long term remedies. ie: 25, 30, 50 years or longer. Other upkeep must be paid in monthly dues. The capital fund should always be growing until it meets a planned threshold. At the point, dues can be actually decreased. Monthly dues, as a goal are net zero versus recurring expenses.

As long as we are putting some money In reserve on a monthly basis for other needs or expenditures

Better management of all of our resources!

If you want to fix roads and ditches you should raise the Roads Assessment, not raise the entire assessment and confuse folks as to what funds pay for what. Bundling roads monies in with other wants/needs is a mistake.

paying attention to increase the assessment as needed to avoid a short fall

Increase the assessments as necessary to cover expected shortfalls.

Educate members how small our maintainence and security staff are

A combination of cost of living increases and regularly scheduled (every 5 years?) adjustments based on the needs.

In a recent board meeting, one of the members stated "there is always something that comes up" when asked about increasing rates. This cavalier attitude towards spending does not demonstrate thoughtfulness when considering Hah needs. Instead it conveys an attitude of give us your money . . .trust us we'll figure it out. For large issues, Special assessments make sense not ongoing rate hikes because "something always comes up". And one suggestion— stop trying to sell the increased assessment by comparing it to rates for condo communities in Columbus, etc. it's like comparing apples to oranges

?

In the choices above, I don't see any options above related to cost cutting based on reduction or elimination funding of some benefits. For example, if we fund infrastructure that is used by 5% or less (just for example) of the population, determine the cost of maintaining that benefit and decide whether or not to continue it. Pick the annual cost of living increase above and find ways to cut to balance the budget. I also don't see any suggestions for making sure everyone pays their dues in a timely manner, etc. Maybe there should be a significant deposit made to be used when someone becomes late (to be refunded when a member sells there house).

Asking for longer-term fixed increases at historically (for HAH) higher levels (\$20 is higher...) is problematic in at least a couple of ways..especially without specific presentations relative to how much will be raised and specifically how it will be spent. A decreasing incremental increase plan would be easier to present and likely accept for a varied membership such as HAH...such as \$20, \$15, \$10 under a concept of better targeted use as the years progress and improvements are made. Maybe even \$25, 20, and 15 if that better meets and anticipated total need. It's all in the presentation and explanation. I fear the 20-20-20 approach will seem more like a blunt instrument to many members, at least based on our own historical sort of perspective.

It would be good to have someone spend time contacting those who owe back assessments and get them to pay something on it monthly, perhaps even taking money from paychecks if still working. There is too much money owed the Club. Also, perhaps renting or leasing some of the big ticket items (golf course mower) could save us some money.

Don't know

Our current monthly assessments need to be significantly increased (doubled?) to continue to provide our great amenities. We have reached a critical point (just compare to any condo assoc that handles much less) and our staff salaries and road maintenance must be supported. Possible tier assessment difference for residents residing fulltime in HAH and using amenities daily, verses HAH residents who visit occasionally and maybe use amenities.

As a prior HOA board member from prior community, we wrote grants to help with expenses. Look into it there is A LOT of money to be had if you have the write grant writer

The lodge is a significant drain on finances, I would strongly suggest marketing during the tourist months to draw people in off the main roads and appeal to the locals in surrounding Bremen, Sugar Grove, Lancaster, Logan et al. I would also encourage outside golfers to come and enjoy the course and clubhouse with applicable fees

Combine all assessments; roads and monthly into one monthly payment.

Usage of the lodge seems very low during most weekdays, even in season, yet it appears to be expensive to keep the lodge open so much with low attendance. Would it make sense to use the clubhouse more during the week, and reserve the lodge for weekends, holidays, and special events? It is important to have a facility like this for HAH-wide meetings and special events.

Monthly dues should be \$300 per month.

Fee for lodge similar to a country club

Not knowledgeable on these issues need another choice if I do not know for the next question

The proposed \$60 increase in fees will be difficult for many retired residents. I would prefer a \$20 increase now to address the most urgent needs with a report to the membership on progress (how was the money spent; to what end). Another \$20 increment could then be proposed next year. Maintain the cost of living adjustment.

Create a vehicle for fundraising, e.g., a foundation

Cut or address the amenities that are rarely used or hemorrhaging funds such as lodge. Also put on fundraising activities such as 5k and other events to bring awareness to HAH.

While no single answer is by default the all around solution perhaps, some that don't use some or any of the amenities, charging a fee for residents that do may be a manner to do so and places the increasing burden more on the people who use them. Charging a dock fee as an example for people who have boats may be one way to increase revenues. Perhaps instead of a blanket increase in the monthly assessment an increase in the annual road maintenance fee to more thoroughly cover road repair, improvements and maintenance would be more appropriate. Seems like the current direction has become finding ways to fine residents for speeding, or in several other manners that I have seen increasing in the minutes in the past year. Yes people need to be held accountable for violation of rules, not sure spending whatever the cost of a radar gun and associated training required of the security staff as well as the ongoing calibration requirements and expense was the most well considered expense. When the membership learns of these types of expenditures, it opens up questions as to just how effectively and efficiently the current revenues are being spent. I also have grave questions as to why we keep hearing about repairs to the LOFS spillway. I question why who performed that work is not on the hook for those repairs under some type of a warranty of their work. In addition to me and I am home during the day most of the time as I work nights, the expense of purchasing the brush for sweeping the roads seems a bit concerning. This is especially true when it was delivered the end of March and I have yet to see it actually being used on any of the roads I routinely drive on. The snow removal this past winter was, in a word, abysmal. Both my wife and I own 4x4 or AWD vehicles and on more than one occasion the roads were impassable by either of us. My son literally had to buy tire chains in an effort to get his car in and out on several days. Prior to that, I had to go down and tow him back to our house. There he had to sit until the roads were passable. I had occasions where my son was stranded on one side of the development and my wife was stuck trying to get in/out the other side. This was our third winter season here and it was by far the worst in that time. I understand that paying overtime is a huge burden and while it is difficult to forecast a number, if a budget is properly done it can be covered with a contingent line in the departmental budget that even if it does not cover it 100% it would minimize the need to come back asking for emergency funds to cover all of the additional cost. I also do not know who is in charge of the paving that happens, but they clearly are not an expert at doing so. Putting down 6x the amount of gravel versus tar ratio is never going to achieve a positive outcome. At the intersection of Enchanted Forest and Yana for example, I literally have to put my truck into 4x4 because of the amount of gravel still on the road from last years paving. When the gravel is laid on top of the tar, pretty standard to also have it rolled to better inbed it into the tar and lessening people sliding around on the curves and hills creating a huge safety concern.

make certain the association has at least a 250 per lot reserve for emergency matters through a single assessment and increase monthly assessments to 215 per month with COLA thereafter. Once the reserve fund is at 800K stay the COLA increase until necessary in the future.

Why not have a clubhouse and Lodge food amount that's charged whether you use it or not.

Make sure you control spending, and using this survey to assign value for spending purposes is a good place to start. People do not mind paying, but they do mind paying when they feel money is being wasted on things they don't need.

Raise the dues to sufficient level.

7

The city of Columbus Ohio has turned into one of the top white collar job markets in the world due to communication infrastructure. Hocking county is the top county in Ohio for tourism. Its even higher than Ottawa county which covers Port Clinton and Put in Bay. 12 months vs 3 for tourism. With HAH sitting in the middle of these two factors it is a gem and has the potential to be much better. An increase in assessments is a must. HAH has much more potential but is currently being held in a hole due to assessments that are too low. Our roads need work. Our employees need raises. It is bullshit that our security guards get paid nothing. They should make at least 18 to 20 dollars an hour. I am a fulltime firefighter/paramedic with the city of Columbus. I volunteer for Marion Township Fire Dept which covers HAH. We respond to every fire/medic run in HAH. I have been on a lot of emergencies and seen a lot of bad shit in my ten years of responding into HAH. I have done CPR on a baby and on people I knew. I have also ran on intoxicated idiots who tried to fight. Every time I was in on one of these fucked up situations security was there with me. I had one run where one member had a shunt in his lower leg to increase blood flow due to blood clots. The shunt ruptured which happens especially with dialysis pts. This resident was bleeding out. Security was around the corner making rounds. The guard had first responder training. He took off his belt and used it as a tourniquet above the shunt and stopped the bleeding. The guard was covered in blood. However a life was saved. This was a true save. Not a bullshit save like you see on the news. Multiple times I have ran on injured intoxicated residents. Multiple times the drunk pt and their drunk friend have been very rude and belligerent to security. Security will ask the drunk pts drunk friends to give us space to work and they get verbally abused which is bullshit. 12 dollars an hour is also bullshit. I forgot to mention our security guards are also UPS workers now. I know a lot of UPS workers and none make under 100,000 dollars a year. I hate to be an ass but an increase in assessments would run out some of the white trash that has lived here for years. There are a lot of people in HAH who have inherited their homes and not worked for it. It shows because their homes look like shit. We need to start paving our roads in June when the roads are hot. We have done it in August, September and October the last few years. The tar and roads are not getting hot and soft enough for the limestone to get pushed into the tar. When the roads get plowed it all gets scrapped off.

Please don't use an "urban" consumer price index for a RURAL location? Not really seeing how an "urban" CPI justifies increases that, after 3 years, lead to 30% INCREASE in permanent monthly rates; also, not appreciating people stating such things as "compared to condo fees in Columbus..." HAH is NOT Columbus! Also not really understanding how there's always this shortfall that we're forced to contend with. From my point of view, HAH is getting over 3.3K per year from my family, and we're "weekenders". How is this not enough, when there are some 800 families in HAH? That would in theory lead to some 2.6 million/year. Not really seeing how this isn't enough, and it seems that board members have often been people with financial backgrounds. The dam assessment was even its own thing. I think people like me don't appreciate the "shortfall" because we don't understand why it exists in the first place, when a couple million bucks per year are coming in to the organization.

User fees

Smaller increases for current homeowners until reach goal. Set higher for incoming new homeowners at rate expected to be new goal.

Run this place like a real business. We need an outside audit from a third party.

Consider members budgets as well and spend very wisely/be good stewards of \$ received (no waste)

member monthly eating allowance per household to help cover lodge and clubhouse costs, similar to country club fees

Correct the lodge deficit or close it.

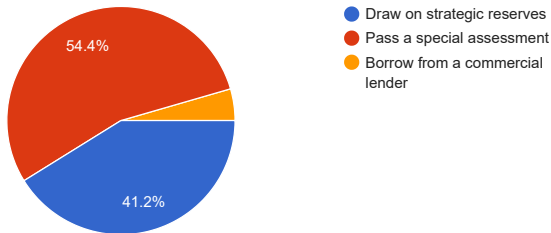
I would need more information to answer this question effectively

Increasing the regular assessment would be the easiest method for members, accounting and management but then the fund usage would not be strictly controlled. New Member Fees only gave \$36k to the Road Fund in 2019 but gave \$32k to the Pool for landscaping?!?! \$23k to Lodge, \$61k to Clubhouse, \$18k to Health Wellness, \$10k to Social = total of \$119,000 -- yet our roads are in dire shape?!? Why are we not changing our rules to balance this out and prevent Amenity Fund requests from trumping our essential needs such as Roads?

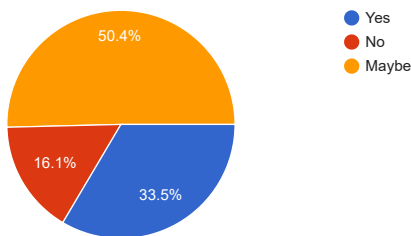
Landscaping the pool, adding decks and furniture, kitchen remodels are all nice things that every homeowner wants but absolutely does NOT do when there are no funds to support the general operation of their property! Our rules need to be adapted to meet the influx of New Members, HAH is gaining more New Membership fees than ever before which is increasing this fund to new heights but yet HAH is not adapting the 10% going into the Road Fund to sustain all of the additional drivers and instead is allowing 50% to make our Amenities stronger than our infrastructure... NEXT QUESTION Best way to deal with unplanned critical/emergency expenses - There is no option to choose "strip out amenities for 2 years"?? The Amenity Fund preset at 50% has to be adjusted for modern times now that infrastructure and operation costs are increasing more than ever before! Why do we allow unnecessary improvements such as landscape, hardscape and purchasing furniture to take priority over our emergency fund?!

Raise monthly assessment. Higher fees for multiple property ownership. If that's a burden, sell the extra lots. Why are those given advantage?

What is the best way to deal with unplanned critical expenses or emergency expenses? 379 responses

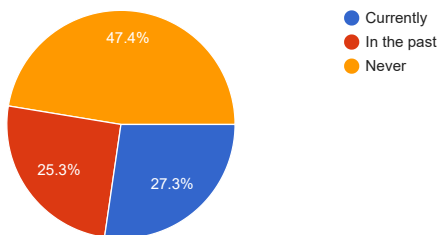


HAH has nowhere near the State of Ohio guidelines for cash reserves. Should HAH management consider additional annual assessments like "Reserve Assessments" or "Growth Assessments" to generate funds that can only be used for those purposes? 379 responses

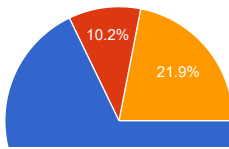


### Management & Volunteerism

Volunteerism is the lifeblood of our community. Has anyone in your household volunteered on a Hide-A-Way Hills Committee? 597 responses

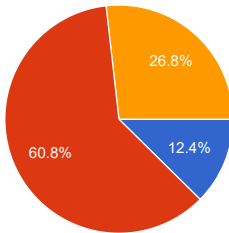


Are you willing to volunteer in the future? Note: this is for statistical purposes only - nobody will contact you based on this survey. 597 responses



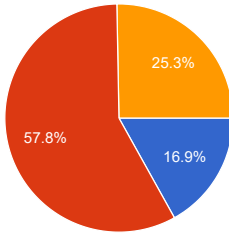
● Yes  
● No  
● Not sure

Please rate the communication from the Board of Trustees to the



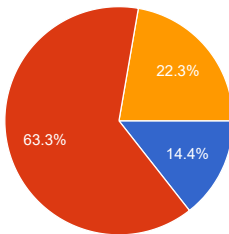
● Poor  
● Acceptable  
● Very Good

The Management Committee is responsible for operations in Hide-A-Way Hills. Please rate the communication from the Management Committee to the membership..597 responses



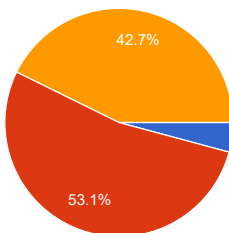
● Poor  
● Acceptable  
● Very Good

Please rate the responsiveness of the the Management Committee and the Board of Trustees to the membership concerns.597 responses



● Poor  
● Acceptable  
● Very Good

How do you rate Hide-A-Way Hills office staff and manager?597 responses



● Not helpful  
● Helpful  
● Very helpful

Comments

What do you think is the greatest need in Hide-A-Way Hills? (not required)410 responses

Security

Security

Roads

Better roads

I think we should drive more people to the lodge. When i first arrived at the community 7 years ago, the lodge was packed every weekend. In recent years, there are many times when my family is the only group in the dining room. What can be done to spur more people to hit the Lodge? Especially on Thursday and Friday nights?

Gate security

security

Fitness Center

Road/ditch maintenance

Better alignment across those who

security and bring back the lodge dining experience 2015 time frame

Elimination of the ditches and theft

A fitness or workout center. I feel lodge & clubhouse should be treated as amenities. I believe poor decisions have been made due to attempts to make profitable or break even

Security has keeping assessment worthy of pails wanting to buy here

Dog park

Hideaway Hills assessments should be in line with the quality and number of amenities that are provided. Since the volunteerism that is the heart of HAH means that we receive a great deal that we do not pay for, we should not be adverse to paying what is needed to meet the actual expenses of the community.

The lodge to not lose so much money

Security with all the theft and robbery, and out dated RF technology will not fix or help waste of money  
Keeping it the best kept secret!

I have to say security. We need cams monitor the boat docks, back gates and other sensitive areas. I had problems with my pontoon. My boat trailer was stolen or trashed (never got an explanation). I believe the security staff does well with what they have to work with. Getting theft under control. Part timers are going to sell if they don't think their cabins will be safe while gone.

More security (ie. more cameras (both in/out going), better back gate security). Also seems like there are more people driving around with no sticker or tag. Sand Volleyball / Corn Hole (Concrete).

At this point in time I view the lack of "supervision" of the Neighbors fb page, which has become incredibly immature, to be a detriment to harmony in the hills and surely moral of The Lodge staff. Like so much of fb this page seems to attract bored " busy bodies" and fosters a bully mentality. I am not sure who is responsible for monitoring the comments but it appears to have run - amuck. I would think if people needed to present some of these comments in person in an adult and responsible way they would surely recognize the pettiness of it and think twice. In my opinion the solution to this "venting page" being held to a higher standard of communication would be to have more monitoring and "reminders" from an Admin. Personal opinions and the right to voice them is certainly everyones right. However; It appears more than half the time to be a " dumping ground". I reiterate, in order to post, being held to a higher standard of communication would contribute to solutions as opposed to just finger pointing and picking.

Address long term infrastructure needs

Planning. Develop a realistic, short term/long term capital budget with realistic projections of what the needs/wants are and prioritize them. If there is not Board/Management expertise to develop such a plan, hire it out. Sub-contract out food service. Lease out facility to operator, fund a specific annual amount that is the "loss." Upgrade technology to alleviate administrative costs and burdens. Electronic invoicing/debit/credit payments, RFD/Electronic gates for members and guests, database/web based technology for members to log in guests.

Roads/culverts repairs

Road maintenance and mail and parcel delivery (ex.not having 3 addresses - lot address, box address, and parcel address :-)

Privacy...no public

Close the lodge !!

To get rid of anyone who has served on the board or management in the past and open the seats up to new people with fresh ideas. The old boys club needs to GO.

Better security control at gates

Maybe not greatest need but would be helpful for members and club to have accounts linked to credit cards for families and friends to be able to spend without cash and cards. This would improve convenience and there would be more spending. Need to automate assessments and other fees to enable credit cards and doing so on line. Again against a credit card or account. Too much paper and checks to manage.

Need to update and automate.

Someone to manage the lodge correctly or turn it into a teenage recreational center

Road improvements and back gates security

Keeping the crime rate down and keeping the assessment at a decent price bcz it will be harder to sell property in HAH if the monthly fee gets too high

Beach area should be improved

Safety

Updating infrastructure

Getting an outside company to run the lodge . Using areas across from the entrance for storage - not the old baseball field or area 54. A real fitness facility. More control over members that don't keep their property to HAH standards.

I think we need an 'official' facebook group. Given the level of fearmongering and rumor spreading on the current facebook group, a place to share information regarding club activities that is monitored for more than what makes Joe Williams look bad? Might be a good plan.

We are a resort community that sometimes thinks like a trailer park. Determine what we want to be and then charge appropriately. Clean up the trashy properties.

Lodge improvements

To improve technology, to pay assessments, call in guests, receive package alerts, etc. online, and or through an app.

Enforcement of rules/regulations; better lodge management

Security, break ins, lodge food quality,

ATV regulation on roads/speeding - kids driving reckless - dogs barking fines

Keep it the awesome place it is and don't turn it into a uptight community. I moved here because it's a really cool place.

To allow passes for each lot not based on if it is a child of the owner. This is discrimination to people who do not have children. This outdated ignorant rule needs to change.

Pass the proposed assessment increase RFID gates

Reliable utilities. Community wide Wi-if if possible? Smooth operating lodge.

Keep Lodge open! Roads

passing monthly assessment increase.

Roads and main entrance.

Enforcement of existing rules for everyone

Too soon to answer. I have not lived there one full year yet

Increase assessments to improve maintenance and reserves

Airbnb approach to increase property values and improve finances.

Increase the security at back gates

Close the lodge. It has never and will never break even. The food SUCKS. Term limits and vote for management committee. The rules should apply to everyone equally.

The Roads and ditches are in very poor shape, Also main entrance roads and security need improved, That is the first thing people see arriving in HAH and form first impressions, an updated cemented road with an upgraded modern security office would give HAH a much needed improvement.

Fix roads

Safety & Security. Modernized package handling system. A dedicated & published way for members to make "end of life" financial gifts to HAH, their favorite committee, to buy trees for the chapel, whatever they want to "gift."

Roads and Ditches

Taking a hard look at what money should REALLY go for and not the minority's special interests. Making people who use the amenities pay for them or do away with them. Why have a Lodge if we don't have easy access to outsiders and why do we not advertise in a 25 mile radius to bring in more fund for it? If not close it down along with any other amenities that don't carry their weight. Noise is also becoming more and more of an issue. Between ATV course, golf carts, loud diesel engine trucks from contractors, partying on the lake AND the gun range it's now like a war zone out here to enjoy your summer decks.

A better fiscal outline on wanted improvements. Simply saying "things always come up" & comparing our assessment to condo fees in Columbus is probably not going to sell this newest increase. I believe the community wants what is best, but I don't think enough has been done to outline the accurate costs and explain the long term benefits of the additional \$500,000 per year member fees. Personally, I was quite disappointed in the meeting last month when someone on the committee asked what would be done with the money after the initial items/repairs were taken care of and the response was, "There's always something". Perhaps a financial plan/outline With desired repairs would help members have a better understanding of our communities needs.

To keep things running within budget without increasing dues tremendously. Get rid of the things that are causing a significant strain to minimize large chunks of money to be spent on them.

Address insider theft - most say it's not a big deal yet we keep having break-ins that are downplayed. Gates serve no purpose when it's coming from within.

More advertisement to public so more homes can be sold - have full membership

Improve the financial footing of the club. The inability of the club to increase assessments (which should include a reasonable amount of money for reserves) without a membership vote will be a constant issue.

A workout facility.

Road improvement. Security gates improvements.

Better fiscal management: Quit throwing good money after bad! The Lodge has continuous losses year over year and yet the board continues to ask for increases from members if my employer worked that way we would be out of business! Stop plowing the snow when there is 1-2 inches on the ground, numerous times this year saw the plow starting at 4-5 am plowing on weekends and weekdays when we only received a few minor inches of snow. On one weekend alone at the beginning of the snow season counted the plow 14 times on my street!!! waste of time, money and resources. If you are going to live here in the winter months then expect to have to own a vehicle to get you around in the winter months instead of counting on HAH to plow better than the cities do!! I have lived here 30 years in the beginning you had better own a 4x4 and we all survived! The amount of dirt mixture on the roads is a terrible waste ! Let alone when spring hits can't open a window because of the dust created by the mess on the roads! Cannot keep a car clean in here due to the dust everywhere!

Road improvement. Creating a better system for registering guests.

Solar panels by the damn to offset costs at HAH, cheaper pizza at the lodge, and an Open Gym for the community.

Increase monthly due's

Don't assess us out of ownership

I love the lodge, but it seems to need a makeover (modernized). The bar is fine but that is the atmosphere needed for the entire lodge. I will still be a patron, regardless. The staff is great. When I walk into the lodge main dining room, it has a 1990's feel. A bigger bar area that is open to ALL ages seems to make sense. Pizza is great!

Run off ditches cleaned out & maintained so that members that have driveways over top of the run off ditches don't have to replace the culverts because of a lack of maintenance.

Making sure that there are sufficient funds to meet the needs of the community. Without funds, the amenities will suffer and we will need specific assessments in order to repair them (at a much higher cost than maintaining them). I would much rather have increased monthly assessments that will not only meet the current needs but also make sure there are reserve funds for unforeseen issues in the future. I believe our current assessment is much too low to maintain everything that we have and all of the maintenance that is needed.

1. The culverts were a priority when the first road assessments were passed, not the motopave. The culvert under the road next to my property has water running beside the pipe, not in it. The GM's have been approached, going back to Jim Palmer with nothing. A section of pipe has since fell off into the ravine and I can see a major thoroughfare shut down for a significant amount of time for repair. This is not the only area in dire need of repair. 2. Too much money is being spent on the Lodge. I remember when a loss of \$4k/mo. was considered a bit high. this has quadrupled. With the IPA boom, are we marketing our beer to local establishments? Are we marketing our dining for tourists. What is the footprint of HAH outside our front gate? 15 mile radius? "I've heard of it"...isn't good enough to bring outside patrons to the lodge.

Neighborhood watch

Prioritizing the essentials, ie, road maintenance before amendity fund disbursements. Just common sense.

Ditch, culvert work. Roads are definitely failing soon.

Fiscal responsibility, spend money on how issues impact most owners. Not niche items that favor very percentage of owners.

A balanced budget to fund amenities, and security for those amenities, so that all members who actually pay for those amenities can continue to enjoy this beautiful place without fear and with certainty they will be properly maintained.

Board of trustees that is diverse like our population and does not use the platform for person and hidden agendas. Management committee and Board need to be thinking about the future and what infrastructure and technology needs would help us thrive.

I suggest a minimum spending of \$50 per quarter for food and drinks purchased at either the Lodge or the Clubhouse. If paid in total annually, that household could spend any portion of the \$200 anytime during that year. Any portion remaining would be forfeited. This would not be a hardship for any resident.

Operating budget shortfalls and theft prevention.

Energy conservation

A sustainable future.

To spend every penny wisely.

Don't know

Fix the roads

Roads and ditches. Never lose the Lodge even if it loses money.

Walking trails,

road improvements and more dining participation in Lodge

Security in regards to recent break ins

Transparency and communications

I know you can't do anything about this - but reliable power and internet! Other than that, I suppose member involvement (I'm guilty here of not being as involved as I should), awareness, and pooling of our individual talents/resources to help make our community stronger and safer.

A Lot of waste. A lot of items on wish list to spend money on, not all needed now. Restaurant losing 10s of thousands of dollars every year. When was last time Club House and restaurant was audited? Real audit? Are we getting industry standard shots per EACH liquor bottle? Amount of glasses of beer from each keg? Why the big push for Liquor license on Sunday for Club house and not the Lodge??? Open Lodge on Sunday especially in summer so weekenders can eat breakfast and dinner before heading home. Yes it would take time to get people use to going there on Sunday after being closed for decades. Research have a private company run the Lodge.....if was sound when private company ran it before i believe. I mean how many of our leaders have actually owned a restaurant??? But they are trying to run the lodge. If roads need fixed raise the road fee to \$300. If need new guard house do a one time fee of a few hundred to build another. It worked for new Docks, Swimming pool etc. Stop using members brother in laws and friends to do projects. Half the projects never get finished and have to find someone else to finish them. IE Lodge restrooms, lodge door etc. Raising lot fees OVER 35 % is going to hurt homesales, cause more late payments etc. And our lot fees are not like condo fees!!!! Lot fees do not take care of the exterior of my house like most condo fees. It is more like a small city tax that takes care of our administration costs, roads, security, and trash. And no city would think of raising their taxes over 35%.

Other (285)

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