

ADMINISTRATION

MCCA Annual Survey Results

Thank you to all who completed the 2021 MCCA Annual Survey. We appreciate the time you spent to give us feedback. The MCCA Board, committee members, and staff will use this information to prepare the budget and programs for the next fiscal year. The first survey question was the PIN assigned to the resident, this ensures that only residents have the opportunity to participate in the survey. We start the results with question 2. Look in the next edition of the MillStream for a summary of the short answer questions.

2. I live in a(n):

● Apartment	2
● Condo	97
● Townhome	66
● Single-Family Home	551



3. I have lived in MCCA for:

● 0-1 years	79
● 2-5 years	131
● 5-10 years	128
● 10-20 years	142
● 20+ years	236



4. Currently, MCCA Security patrols seven days per week from 7 am to 11 pm and provides member assistance, vacation checks, package pickup, and delivery. In addition, Security also notifies members of open garage doors, jump starts dead car batteries, and reports suspicious activity to local police. I support a change in the level of Security that MCCA currently provides.

● Much more patrol time	124
● Slightly more patrol time	198
● Keep patrols the same	354
● Slightly less patrol time	18
● Much less patrol time	22



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5. Car break-ins, mailbox tampering, and vagrant activity are on the rise in our area. The City of Mill Creek now has fewer police officers and fewer opportunities to patrol our community. I support an increase in assessments of approximately 60 cents per unit per week so MCCA can increase Security patrols to 24 hours per day, seven days per week, 12 months per year.

● Strongly Agree	202
● Agree	228
● Neutral	136
● Disagree	90
● Strongly Disagree	60



6. How often do you use MCCA trails, parks, and/or playground equipment (pick one)?

● Daily	139
● A few times a week	231
● A few times a month	166
● Rarely (less than once per mo...)	138
● Never	42



7. I am satisfied with the overall maintenance of MCCA common areas, including the trails, sidewalks, parks, playgrounds, division entrances, and the Nature Preserve.

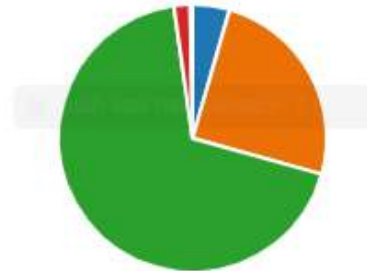
● Strongly Agree	181
● Agree	403
● Neutral	94
● Disagree	32
● Strongly Disagree	6



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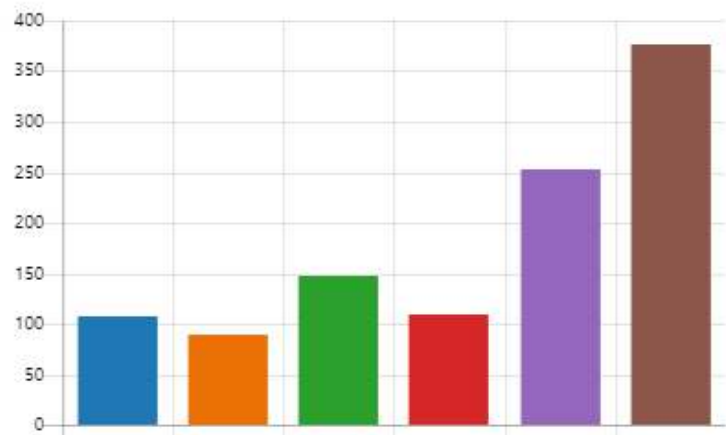
8. I support a change in the current level of landscaping maintenance which includes mowing, blowing, weed removal, pruning, tree trimming, tree management, cleanup, etc.

● Much more maintenance	32
● Slightly more maintenance	178
● Keep maintenance the same	490
● Slightly less maintenance	14
● Much less maintenance	2



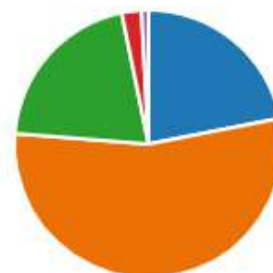
9. I support an increase in maintenance performed by the MCCA in the following area(s) (pick up to 3):

● Park areas	107
● Playgrounds	89
● Entrances	147
● Nature Preserve	109
● Trails, paths, and walkways	252
● None, I do not support an incr...	377



10. I am satisfied with how MCCA communicates with residents via PayHOA, the MillStream, Facebook, and the MCCA website.

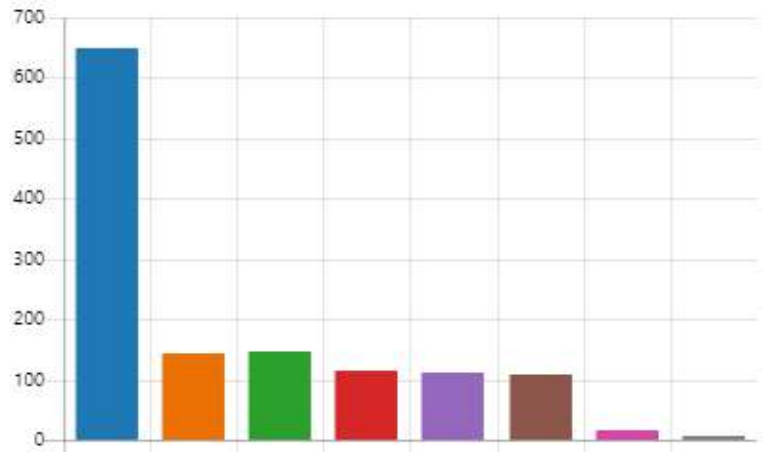
● Strongly Agree	157
● Agree	389
● Neutral	147
● Disagree	17
● Strongly Disagree	6



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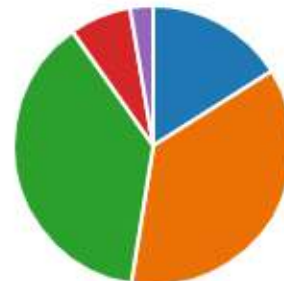
11. I prefer to communicate with MCCA in the following manner (pick the top 2):

● Email	648
● PayHOA	144
● Phone	147
● Mail	113
● Text	110
● In-Person (office visit)	107
● Facebook	17
● Other	7



12. I am more likely to participate in MCCA meetings, including the annual meeting, the budget meeting, committee meetings, and regular board meetings if they are held online.

● Strongly Agree	115
● Agree	261
● Neutral	270
● Disagree	51
● Strongly Disagree	19



13. I am satisfied with how MCCA administration manages homeowner architectural control and covenant compliance issues.

● Strongly Agree	53
● Agree	305
● Neutral	255
● Disagree	84
● Strongly Disagree	19



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14. I am satisfied with how MCCA administers the affairs of our Association, which includes all employees and volunteer committees.

● Strongly Agree	64
● Agree	314
● Neutral	325
● Disagree	6
● Strongly Disagree	7



15. I support having an MCCA Open House for residents attended by both the Association Director and the Board of Directors at least once a year.

● Strongly Agree	74
● Agree	344
● Neutral	280
● Disagree	16
● Strongly Disagree	2



16. Overall, how satisfied are you with MCCA?

● Highly satisfied	165
● Satisfied	450
● Neutral	83
● Unsatisfied	12
● Highly unsatisfied	6

