

# Hawthorn Farm Village Homeowner's Association Survey 2018

Monday, May 21, 2018

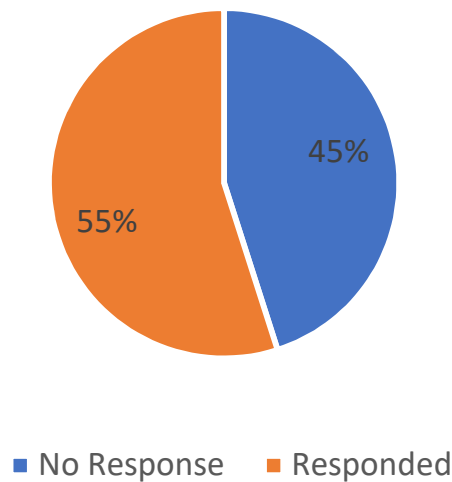
# Survey Participation

Total invitations Sent	344
Total who did not respond	155
Total who did respond	189
Survey Completed	130
Partial Survey Completed	54

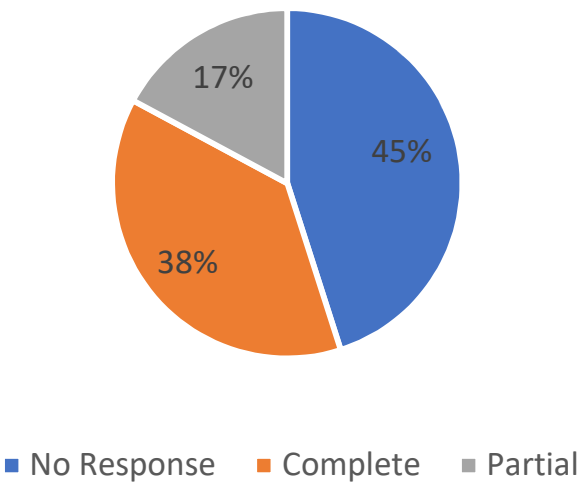
## Comments & Suggestions

There were over 500 write in comments. All comments are included in a separate file by question number. Any information included in a comment that identifies a member was redacted for anonymity.

Total Response Rate

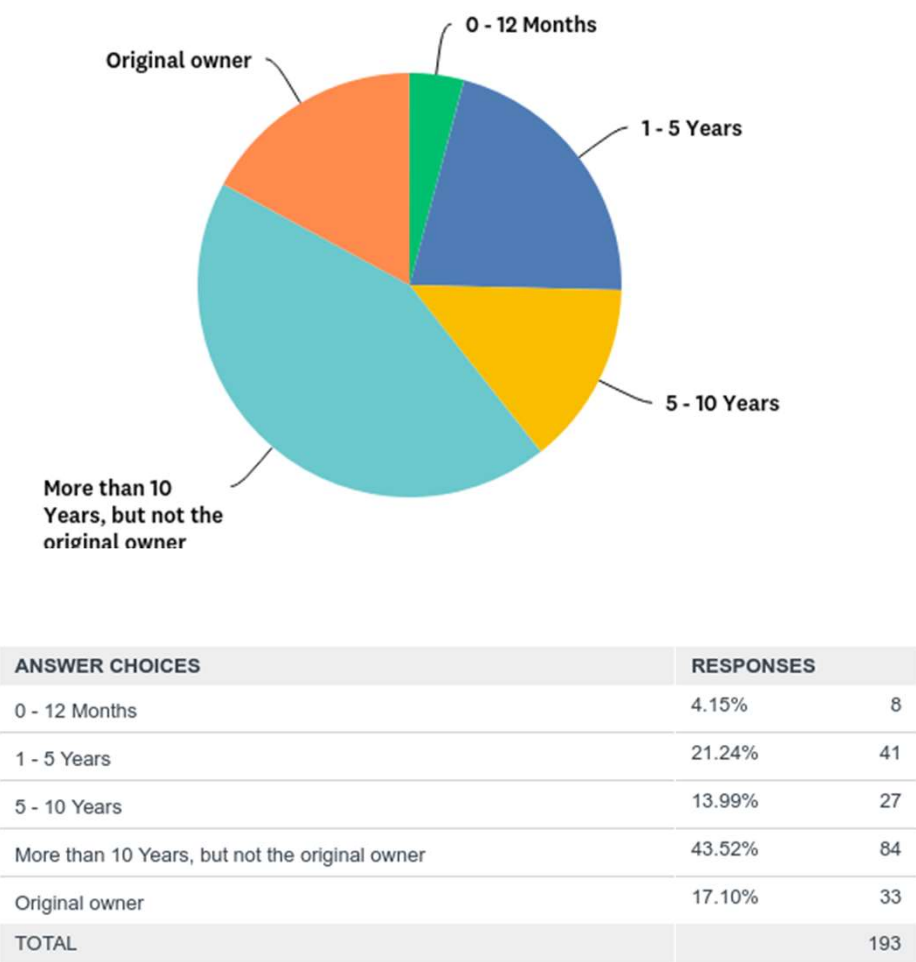


Response Rate



# Q1: How long have you lived in the neighborhood?

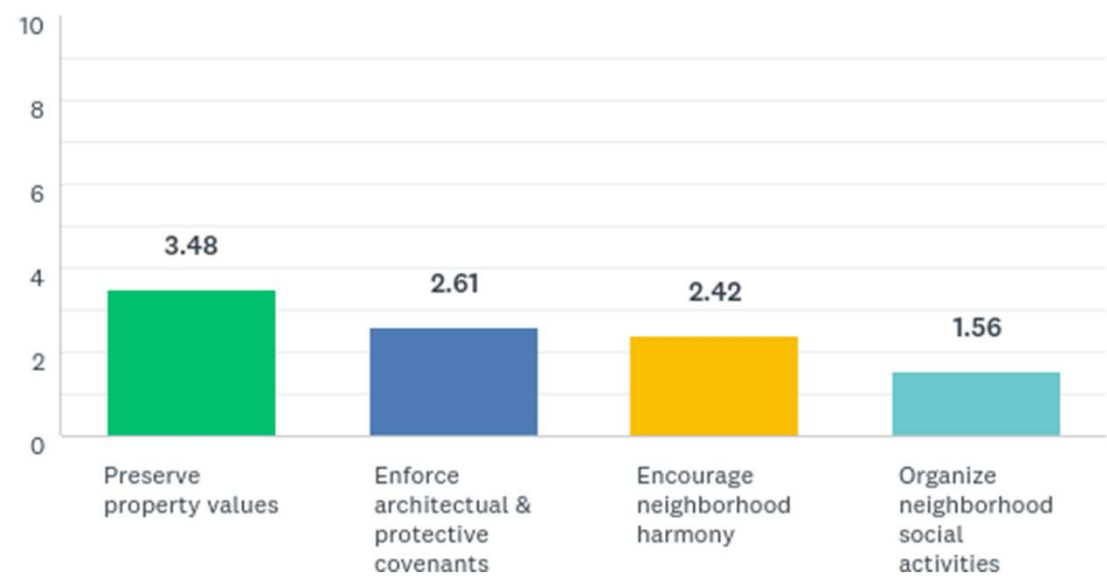
Answered: 193    Skipped: 0



Key Message:  
Members living in HFV for more than 10 years made up 60% of the responders.

**Q2: In your opinion what is the main purpose of an HOA?(please rank: 1=most important; 4 =least important)**

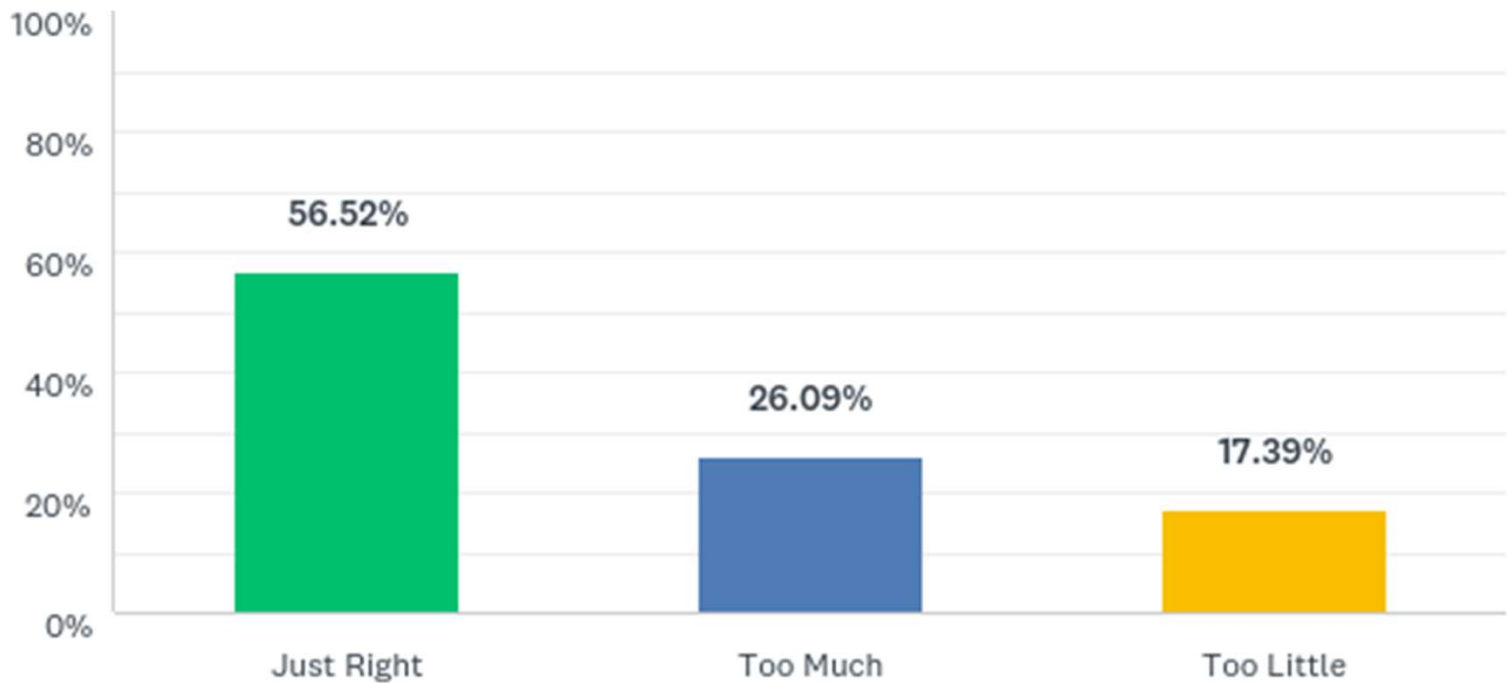
Answered: 169    Skipped: 24



**Key Message:**  
The majority of responders feel the main purpose of the HOA is to preserve and protect property values. Followed by enforcing ARC rules & HOA covenants and encourage neighborhood harmony.

### Q3: What are your thoughts on the current level of HOA architectural rules and the enforcement? (pertaining to appearance of owner property and perimeter land)

Answered: 161    Skipped: 32



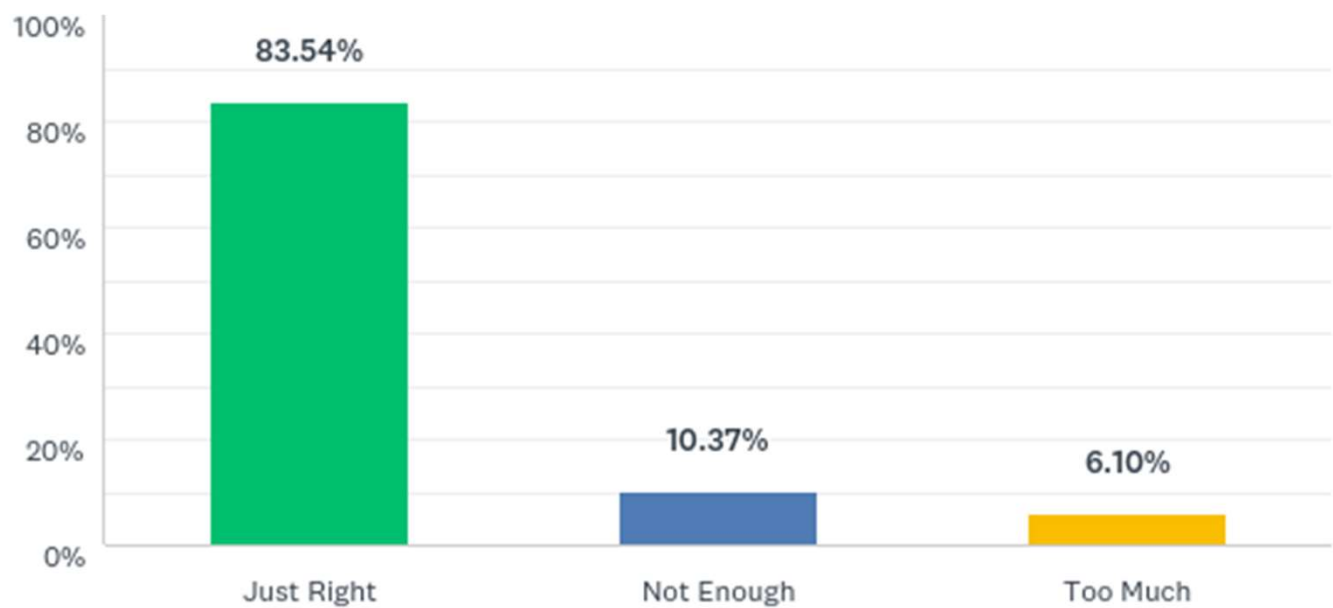
**Key Message:**

74% Are in favor of HOA Architectural rules (Too Little + Just Right)  
17% responded with more is needed, comments, shared a concern with lack of enforcement  
26% Responded in favor of less rules, approvals, and too strong of enforcement

- See comments handout for Question 3 comments.

# Q4: What is your opinion on the current level of communication by the HOA?

Answered: 164    Skipped: 29

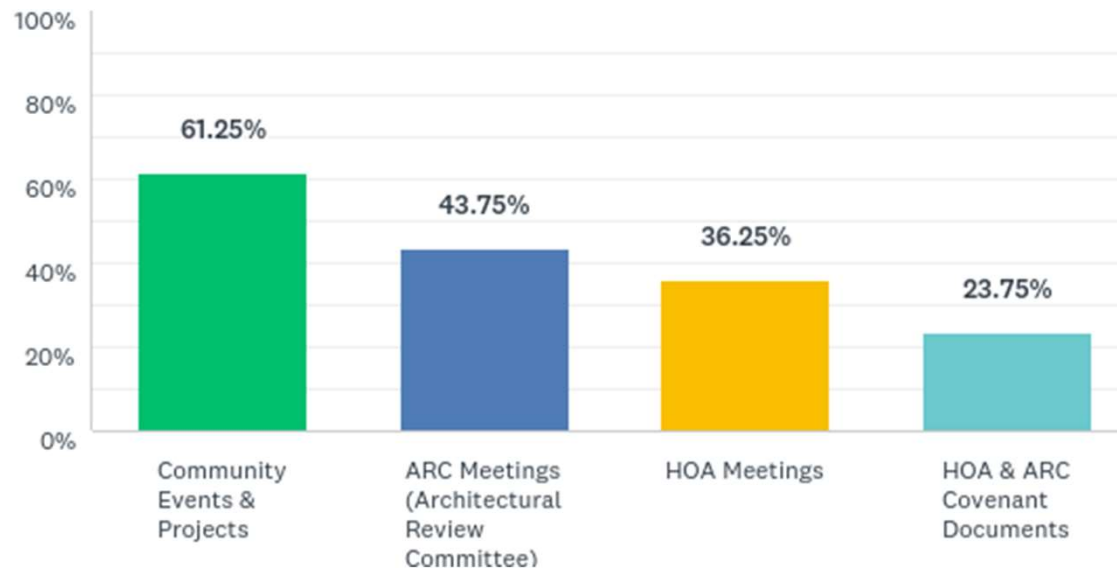


**Key Message:**  
While 83% of those who responded think the HOA communication is just right, the majority of those who left comments have concerns over past communication.

- See comments handout for Question 4 comments.

## Q5: I would like more information on: (please check all that apply)

Answered: 80 Skipped: 113

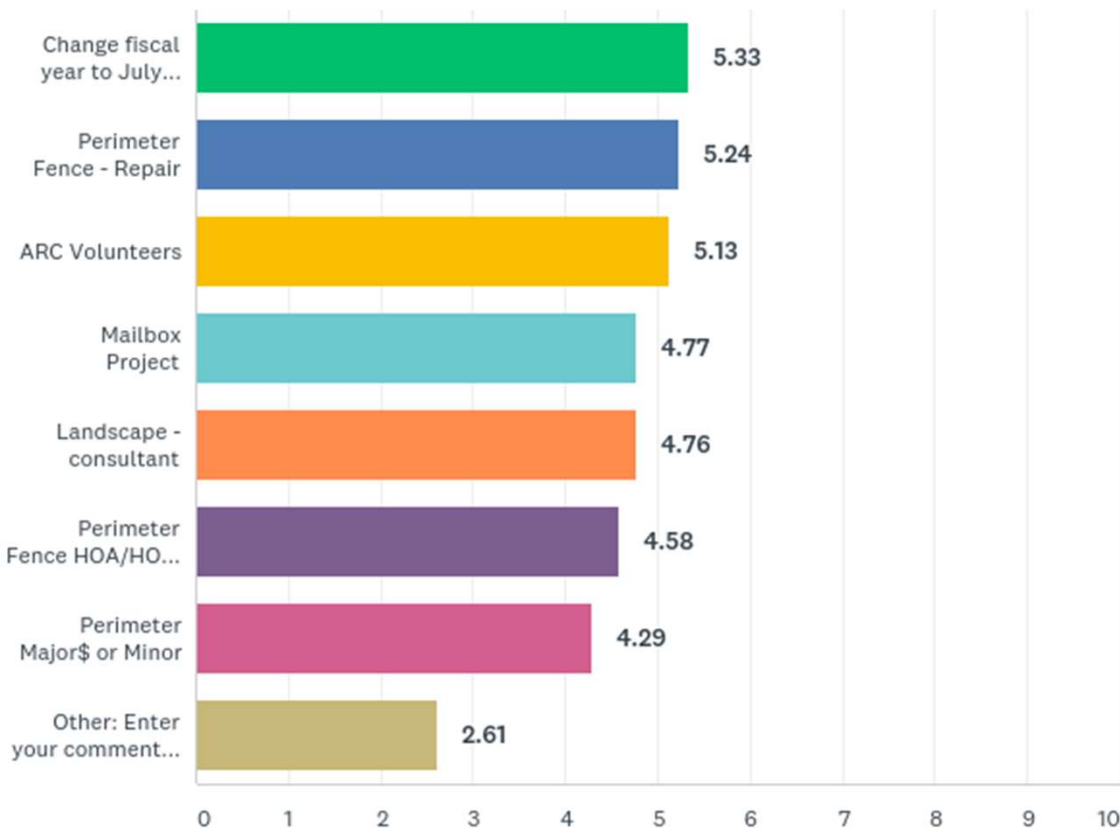


### Key Message:

- Respondents want more information regarding community events & projects followed by more information regarding ARC Meetings, etc.
- Respondents comments include suggestions for improvement in a variety of subjects
- See comments handout for Question 5 comments.

Q6: Please review the list of projects below and rank the projects most important to you (please rank 1=most important; 8=least important)

Answered: 152   Skipped: 41



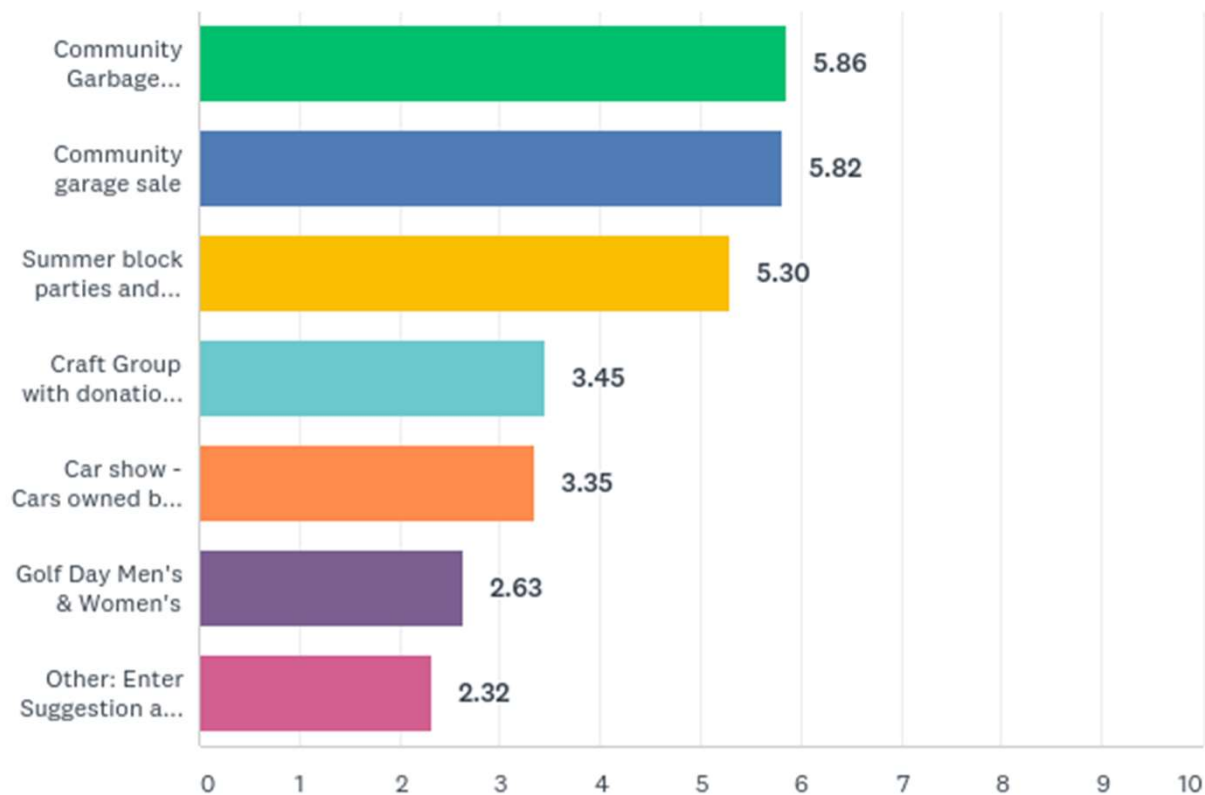
Key Message:

- Top 4 projects – Change Fiscal Year, Perimeter Fence Repair, ARC Volunteers, and Mailboxes
- In General all Perimeter Landscape options were of interest
- Further discussion on how to improve Perimeter before changes or additional investments are made



# Q7: What kinds of community activities would you enjoy participating in?(please rank: 1=most important; 7 =least important)

Answered: 139    Skipped: 54

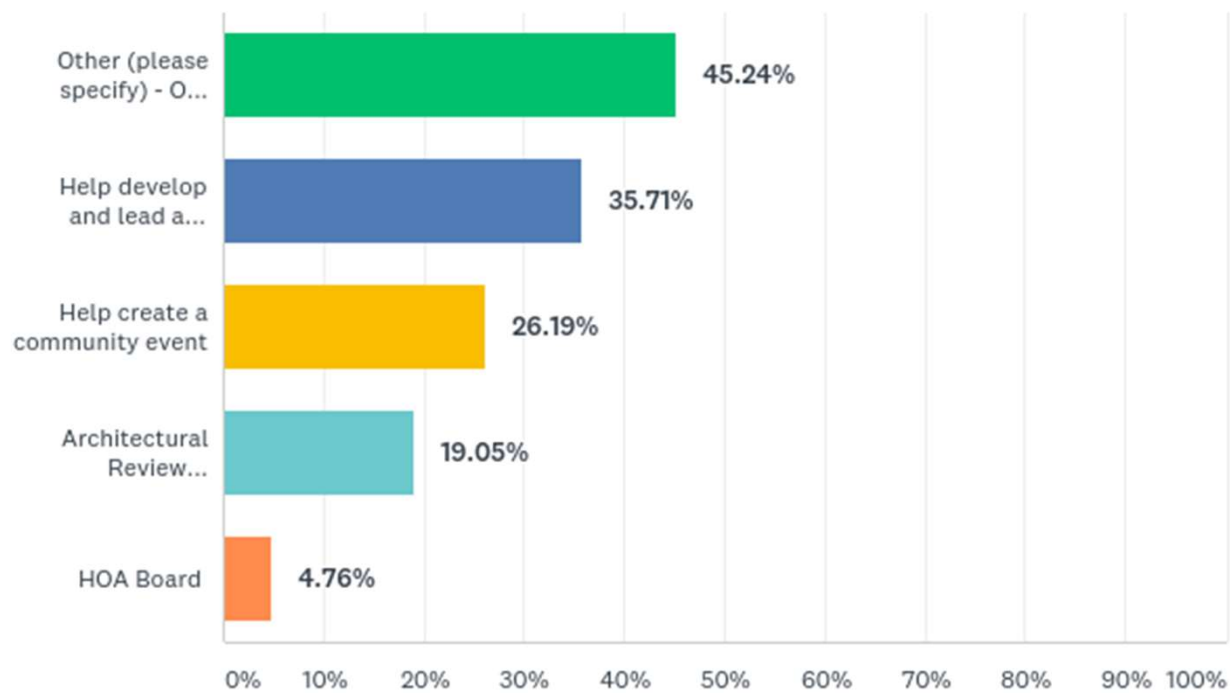


## Key Message:

- Top 3 Activities – Community Garbage Dumpsters, Community Garage Sale and Summer Block Party
- HOA will solicit volunteers to help coordinate events.

# Q8: Check any of the following that you would be interested in working on:

Answered: 42   Skipped: 151

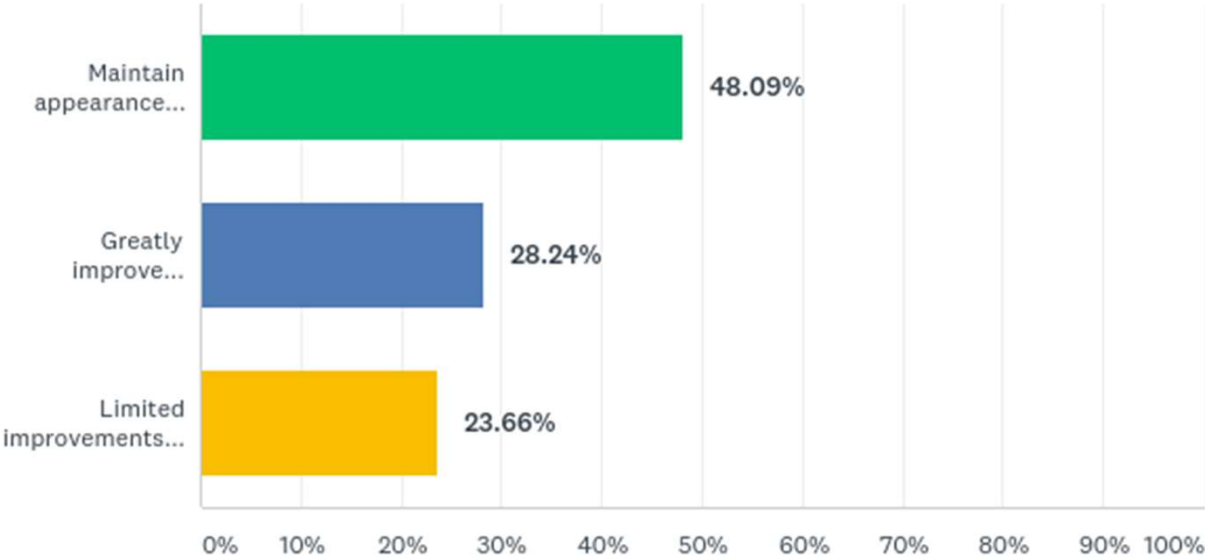


## Key Message:

- Top Volunteer Activity is other, only two suggestions provided related to yards and neighborhood aesthetics
- Only 5 responders offered to volunteer
- 72% of responders skipped question
- HOA will need to solicit members to volunteer.
  
- See comments handout for Question 8 comments.

# Q9: Considering all the new development occurring in Hillsboro and around our neighborhood, what would be your desired vision for HFV? What should we look like in 5 years from now?

Answered: 131   Skipped: 62



- Key Message:
- 48% of responders chose to pursue minor projects to maintain current property values.
  - 28% would like to pursue projects to greatly improve appearance and property values
  - 23% would only like to pursue projects required for safety or legal compliance.
  - See Comments handout for Question 9 comments.

## Q10 Please Provide your written input to the following:

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Answered: 131 Skipped: 62

Q10 asked you to respond to 4 questions:

- What do you like best about living here?
- What would improve the experience of living in Hawthorn Farm Village for you?
- Are there any other projects improvements or social events the HOA should consider for the community?
- Any other comments or suggestions for the HOA & Board?

# Q10 Continued - Please Provide your written input to the following:

Answered: 131 Skipped: 62

All responses to the 4 questions are summarized in this word cloud. Also see comments handout for all Q10 Comments

*What is a Word Cloud?*  
*A Word Cloud is an image composed of words used in a particular text or subject, in which the size of each word indicates its frequency or importance.*

Q10 Please Provide your written input to the following:



# Summary Actions

- **Q1 Survey Participation**
  - 55% of members responded
  - 45% did not respond
  - Encourage more members to participate in future surveys.
- **Q2 Main purpose of an HOA**
  - Keep focused on preserving property values and enforce ARC & protective covenants
  - Encourage harmony
  - Utilize more volunteers for social activities.
- **Q3 Level of HOA ARC enforcement**
  - Maintain current level of enforcement with care
  - Support volunteer work teams to help members as needed
- **Q4 Current level of HOA Communication**
  - Maintain current level of communication
  - Validate member contact methods are current to ensure receipt of communication.
  - Encourage members to attend board meetings and other HOA meetings.
- **Q5 More information on Events, ARC & HOA**
  - Provide more information about community events
  - Provide better details on projects - description, for/against, total cost, timeframe.
- **Q6 Projects most important –**
  - Focus on Change Fiscal Year, Perimeter Fence, Mailbox Standards
  - Seek Volunteers for ARC and other projects.

# Summary of Results & Actions

- **Q7 Community activities you would enjoy**
  - Focus on Garbage Dumpsters, Garage Sale, Summer Block Party
  - Seek volunteers to help coordinate
- **Q8 Interested in working on projects (Volunteer)**
- 5 out of 189 volunteered
- HOA Board needs help from volunteers for projects, events, ARC, Perimeter
- Please contact HOA to volunteer
- **Q9 What should we look like 5 years from now?**
  - Maintain current appearance, cost, with minor improvements.
- **Q10 Written comments on 4 questions**
- See comments for voice of the community
- Many comments are related to past years experiences with HOA
- Board reviewing and selecting suggestions for improvement
- Members can provide feedback to the HOA by
  - email at [hfvoa.or@gmail.com](mailto:hfvoa.or@gmail.com) ,
  - phone (503) 693-8787 (Voice-mail only)
  - US Mail at 5500 NE Farmcrest St. Hillsboro, OR 97124

**Q3: What are your thoughts on the current level of HOA architectural rules and the enforcement? (pertaining to appearance of owner property and perimeter land)**

**All comments to Q3 categorized below: Any information included in a comment that identifies a member was redacted for anonymity.**

Just Right
it will be just right now that we have the processes in place [REDACTED]
I see an overall improvement of the enforcement over the last couple of years. I have also seen the perimeter is being held to the same HOA standards as the homeowners are held too. This is so important. I hope that the board is giving people realistic timelines to get into compliance.
Had issues few years ago and have mixed opinion. If ruled and enforcement are uniformly applied then no concerns!
My experience is just right. The perimeter was but is now in the just right category.

Too Little
I don't know how to answer this because if you read the regs, I think it is, but it doesn't seem as if anything is enforced. We painted our house, I submitted the color for approval & never heard back.
I walk my dogs through the neighborhood and have met a number of my neighbors. I am discouraged with the number of lots which are in disrepair, yards are not maintained and vehicles that don't run are all but abandoned. What enforcement will it take to bring them into compliance?
Across the board enforcement of rules pertaining to curb appeal of individual property
Plenty of arch. rules. Just need enforcing. Instead of sending out flyers to remind all the people in the development to maintain their yards to the designated standard, concentrate on the houses that don't follow the rules. It is insulting to the people who do maintain their property and follow the rules to get these reminders as well as wasting money on the paper and printing of the issue .
Lawns and paint quality on garage doors, fences, and front doors are poor
Falls between and just right. Lack of follow through on resolution of violations. Intent is good, as well as level of rules. Things like repairs/maintenance/painting on exterior commons fencing, has taken way to long after notifications or still not completed. The next couple of months will be revealing. No excuses that weather, or overgrowth has prevented compliance.
I see a lot of yards that look unkept. Rules are in place, but don't seem to be followed.
Stringent rules of maintenance requirements like replanting a tree if removed.
Enforce CCRs as written. Don't look for ways to get around Legal CCR's to suit what you, the Board, wants. Less time for offenders to make corrections. Official Owner vote should be taken for ALL new decisions that affect all of us.
, the most noticeable one about garbage/recycling bin storage. Enforcement also seems to be inconsistent, I and other neighbors have seen inconsistent or nonexistent feedback regarding exterior changes and in the past have moved ahead with those changes rather than wait for say-so that may never come.



Think they need to enforce properties (front/street) appearance to be maintained. Porches that have "tarp" type items hanging off them. Fences along the perimeter need to be painted/stained the same color and condition of repair. Some of them are in terrible condition.

### Too Little - Continued

As you pull into the East side of the neighborhood you see the two worst yards in the area. I can't figure out why we haven't done anything about it. They should be fined. It's ridiculous.

Numerous front yards and fences in poor shape, and no improvement or change in many years. These comments do not apply to the neighbors that cooperated with [REDACTED] during her time as they made the improvements. Example of issue: fence on [REDACTED] of Farmcrest and Shute.

You need to enforce mowing lawns, pulling weeds, killing weeds in sidewalks. Some yards are an embarrassment in this neighborhood and it affects all of our property values.

Home next to [REDACTED] has yard full of weeds, building structure above garage is hanging, and north side of home is full of moss, been that way for years. Only one example of many more in neighborhood.

We have plenty of rules which is fine but the [REDACTED] of sunset downs has several homes that are in significant disrepair, are over grown or need cleaned up. It makes it difficult to ask permission from the ARC to change something in my yard when others can let their homes / yards go to hell and reduce our home values and nothing is ever done about it.

Enforce them !!

You UNDER enforce the rules regarding yards kept up and neat. (The obvious stuff like lawns not mowed/edged/weed control, etc.). There are still a lot of yards that are not consistently maintained and look terrible. You OVER enforce paint colors, fence building, building additions etc. In other words, the people who obey the rules are the one's who go through the hassle of getting permission to do anything while at the same time, the people who ignore the rules seem to have no consequence.

It's not enforced

A few area where homeowners need to do a better job.

No enforcement

The majority of sidewalks outside of the homes are very dangerous due to large cracks and holes. Many homes in dire need of exterior paint, and simple landscaping:

Could be better on the Westside

Better enforcement needed

### Too Much

feels like i am a kid "MOTHER MAY I ?"

having to get permission to build something in your backyard...having to keep your yard waste cans out of sight....having to give exact name AND number of paint used for outside of house....having to have colors approved if they match what was there before...having only one backyard structure that can be seen from street

HOA architectural rules are always a pain in the butt.

How much grass in front, approval for shed or playhouse, rv storage- if small,in good repair and fits in driveway should be allowed.

I am Ok with color choices for exterior of the house, but the requirements on no gardens in the front, window replacements, roof replacements, etc. is not needed. Same with concrete replacement, additions, etc. If the City or County is OK with it then it is good.
I find threatening families with liens on their homes for having weeds a bit excessive- especially families with new babies or just starting out. The rules about no raised beds/gardens in front yards are outdated.
<b>Too Much</b>
I get the ideal of a HOA but it seems that we are paying out way way too much money now for things that used to be handled locally in house. There also seems to be or becoming an us versus them between the board and its members and the neighborhood.
I really don't care for someone else who is not paying my mortgage, my insurance or my taxes to tell me that it is OK for me to paint my house the same color
I think it should pertain to grass and weeds, but some people can't afford massive curb appeal
i think there are some really dumb things we're supposed to get approval for
I understand the need to enforce the rules, but I feel the enforcement is a little heavy handed. The letters left on doors and/or emails we receive are somewhat stern. I don't feel as if they promote harmony in the neighborhood.
I want the neighborhood to maintain a clean and safe look but in the last few years it's become too controlled. When we moved into our new home in 1987 we wanted to have guidelines to keep the neighborhood nice. No campers, broken down cars in front of homes, dogs on leash and keep homes presentable. But now you can't do any improvements without permission. It's become too extreme!!!!
I would like to get rid of the HOA. I don't feel that it improves the neighborhood at all and it is expensive. I feel the board creates projects to justify the dues. I don't like that there are rules for how the houses/fences yards must look to match/keep up with neighbors. I don't like cookie cutter neighborhoods and I feel that is what the board wants.
Just seems that you are threatening in your messaging
Moving forward the board needs to remember "just because you 'can' (make a decision without majority consensus) doesn't mean you should"
Over-reach when you decide that EVERY home must maintain more than 50% of their front area in natural grass. This is not about maintaining appearance. It is about someone's idea of "proper landscaping" and making that the basis for UNIFORMITY.
Process is sometimes over enforced
sometimes
The HFVOA should be focused on house colors, junk in yards and yard maintenance. In my opinion, the HFVOA should not be trying to control what type of roof material, gutters, windows, etc that I choose to update and maintain my home. Your involvement is not needed or appreciated.
The home owner should be able to repaint with the same color without involvement from the board. Improvement that goes with the surrounding homes should not need board approval.
Too strict
You "attack" certain homeowners". You know exactly what you are doing. Homeowners aren't stupid.
You have crossed the line into harassment.
your job is maintain the perimeter, and make sure yards of homeowners don't have weeds over growing i.e. to look like an unkempt field. You all take things too far and make us as homeowners hate you. I know you are just [REDACTED] from the last board, maybe try to your own person and realize this isn't a street of dreams, we are a 40 year old neighborhood, and will not let our homes go to shit.
Should be able to make minor home improvements and adjustments without jumping through a bunch of hoops.

### Uncertain Category

Sometime just right is not sufficient for instance, one of neighbor's tree branches grow more than 30 feet over the fence into three neighbor properties. I had checked with HOA and they said HOA's not responsible for this problem and I would need to talk to the owner's of that tree. I ask what's about owner's responsible to respect not to cause any nuisance for the neighbors. Our backyard needs sun, our lawn needs sun, our strawberry plants needs sun. our gazebo does not like sap from this tree that may cause algae or moss. Pick the seedlings in the Spring and leaves in the Fall that the owner does not come to clear them.

sometimes the many get punished for the actions of the few offenders. We should target negative messages - even general maintenance messages - to the chronic offenders. Those who are faithful in maintaining and improving their property are offended by some of the "reminder" messages that go out.

NE [REDACTED] and NE [REDACTED] Drive

Regarding #3: The amount of communication regarding the mailbox issue was waaay over the top. Strong communication is excellent, yet multiple flyers on our doorstep is unnecessary. Especially seeing as we ended up paying money for something that never happened. The goal is to have a harmonious neighborhood that adheres to their bylaws for the betterment of everyone. Thank you for your hard work, however.

I don't feel I know enough in my (somewhat) short time living here. I thought the lawn maintenance reminder that went out recently seemed wordy and excessive. I know there is a lot of information to cover but as a newer member of the community it was a lot to take in. I'm not sure how these rules are enforced (or the timeline and strictness of the rules listed). I'm saying just right because I haven't been confronted personally on anything and I appreciate that the perceived courtesy of allowing us time to make improvements.

### Mailbox

Mailbox issue was not handled well by the board. [REDACTED]

[REDACTED] It is not a neighborhood issue, it's a Sunset Downs issue.

Thes mailbox idea and the costs seemed extreme. Nor were they needed.

#### Q4: What is your opinion on the current level of communication by the HOA?

All comments to Q4 below: Any information included in a comment that identifies a member was redacted for anonymity.

No comment, it is your job to keep us posted. Only thing I am disappointed that you did not keep grandfather name for this development; Sunset Downs and Dawson Creeks. I dislike the words; West and East. New sign posts states "Hillsboro" that can confuse the people which is which. I still tell them Sunset Downs and they cannot find it, Thank God GPS aides them to find our place.

we focus on relevant and timely communication using the most user friendly and cost effective method based on the type and legality of the content. we have a process for non internet users but due to resource limitations, target communication to this small group is for legally required content. In the past, We have asked neighbors to print and provide a copy of general information (Newsletter and email notices) to non internet owners. HOA board meetings are available to all owners with little participation. Little pro-active interaction is received from homeowners and is justified by life style, work, and family activities. Several owners do not want to be contacted at all.

I want less communication. I am not interested in anything, but what impacts my HFVOA dues and special assessments. Over the last 5 years, my annual dues have more than triple without the special assessments. This is the result of farming out all the work to 3rd parties. I DON'T LIKE IT!!!

Please remember you are communicating with fellow, educated adults who don't want to be "told" what to do, how to act or how to think or how to feel. Past communications have felt scolding and many filled with scare tactics and half truths. The communication frequency is acceptable, but please no more than what is necessary.

On critical decisions, mailbox issue a strong example, board should have sought Assoc members opinion/vote about replacing or repairing the mailboxes FIRST. Too much misinformation, lack of clarity, and board member personal preferences led to this fiasco.

I like how we're notified when something suspicious is going on in the neighborhood (someone in the neighborhood who should not be).

I read the newsletters and emails, go to annual meetings, but still feel that things have been done/decided that are significant without our knowledge. Would like to see more info on what is being talked about/researched during the process of making a decision on something.

I'm concerned who is getting what information and which people are being heard. I was told in this email that I hadn't yet completed this survey - that is because i hsd not gotten it prior to this time. Some people have had information left on their doors, some not. Wooden markers put in areas to mark where new mailboxes were planned to go are still in areas even though I was told they would be removed... am I not listened to and/or nobody on the board cares. I was flat out lied to by a board member about a very little thing, so trust in the board is an issue for me.

In my opinion they are bullies and crooks

You sometimes give lots of communication but do not tell the real story.....Baffle with Bull....! Your communication is incomplete with some owners left out if not on your level of computer knowledge.

Board meetings s/b videoed and uploaded to the internet. I' [REDACTED] cannot make it to many meetings. Past meetings have been acrimonious at times with the board assuming too much authority, talking down to owners, belittling people, etc. Streaming meetings and/or posting them to the web might cause an outbreak of civility and keep more owners aware of neighborhood issues if they can't attend.

Great actually!

GREAT JOB. THERE WILL ALWAYS BE THOSE THAT DO NOT READ AND COMPREHEND.

This is pertaining to when there are vital decisions to be made. I would hope that any such happenings are met with a very open call to arms. Even a mandatory meeting so that everyone is aware...I hear people saying they got blindsided by decisions even when there is information out there to be had.there and

See #3

Mixed communication!

Frequency is acceptable. Extremely disappointed with personal / bias opinions included in homeowners communications tools. A board is not nor should leverage HOA communication means to express personal opinions on any matter.

Failed to communicate with homeowners in person

I don't really care about news letters, I know some have time to spare and are dying to know what [REDACTED] ten doors down is doing but I have no time or need for that information. The information I need is what items are being proposed, arguments for and against it, total cost and timeframe of the project. It also needs to be clear when the meeting and discussions on it are.

Not all people in the neighborhood have email. (For example..How are you reaching out to those for this survey who do not have computers?). Telling someone to go to the library or to improve their computer skills is not a good response. Another issue is the board in the past has communicated it's own agenda, and slant things their way. A perfect example was the mail box issue. There were things stated by the board that were simply not true..... Also the change in the dropping of the specific names of Sunset Downs and Dawson Creek being dropped. History of the neighborhood simply was dropped without any input from the neighbors and now were are referred to as a "Village" by board members. Not to mention the cost of >\$13K for the new signs.....Really? Can you imagine if the commissioners in Portland decided to drop the names of St. Johns., or the Kenton district, or Laurelhurst or the Pearl? Because we are, after all, Portland. I don't think that would go over too well, but our board seems to think that it's own opinion takes precedence over the total neighborhood (s). (Sunset Downs & Dawson Creek).

The only thing I like about the HOA is the suspicious activity info passed on. However, that can be done without an HOA. It was done quite successfully in my former neighborhood.

In the past, newsletter delivery has been very erratic. I think homeowners should get a newsletter from the board at least every other month to keep up to date on issues and seasonal information.

A simple monthly emailed letter is fine

Stop increasing fees with a 2 month window to pay it. You may have have a lot of money but not all of us do.

Enough communication, but not enough enforcement. Many Home exteriors and yards are in complete disarray, including sheets hanging on front porches [REDACTED] junk in front yards, broken dangerous sidewalks and exterior paint issues.

**Q5: I would like more information on: Community Events & Projects, ARC Meetings, HOA Meetings, and HOA & ARC Covenants Documents.**

**All comments to Q5 below: Any information included in a comment that identifies a member was redacted for anonymity.**

General
i don't want more information
I find the amount and quality of communications is very satisfactory
I get emails about most everything that is going on.
I think we are good.
I'm good with the current level of information received
Information is adequate
No additional information is necessary. Current level is satisfactory.
No change
No I am good
no I have other sources, library,schools, senior center
No thank you
None
None
None
None needed
None of the above
Nothing
nothing more via e-mail - can check web site for information
Nothing. I get everything.
Nothing. I'd like to be left alone.
refer to question 4
The amount of information we get is fine!
There is a good balance right now.
this survey is great to get more active communication from owners
YOU ARE DOING THESE ALL VERY WELL
Your communication if just fine
not at this time

Suggestions
Trying to exercise too much control over my property. NOT APPRECIATED!!!
This is a stupid question. Everyone should get all information by whatever means necessary.
How to eliminate the HOA.
I have not attended the meeting due to [REDACTED]. I want to see the speed post be decreased to 20 MPH from 25 because we are in residential zone, not public street..
General (truthful) consensus numbers. I want to know what my neighbors are thinking not just what the board desires
What topics will be discussed at meetings
Cost breakdowns and options as soon as such an issue arises

If there is going to be a “sweep” through the neighborhood looking for one or two specific violations for all houses, I would appreciate a short email saying that the board is targeting specific violations so that we can get into compliance before a violation is cited.

Minutes...actions being considered in time.

Survey before moving forward on projects.....In the past the board has overstepped it's boundary by stating projects without input from the community.

Because the web site is up to date, now, this information is available to all. I don't like getting information posted by my door.

Better community involvement

Will there be a garage sale this year?

**Q8: Check any of the following that you would be interested in working on:**

**All comments to Q8 below:**

General Comments
Art this point in time there are [REDACTED] with a family member which takes all my time. I will consider participating in activities at a later date
None
Not at this time.
None of the above
None
Thank you to all, but you have got to be kidding!
Already involved.
None
N/a
Too busy right now.
Suggestions
Property maintenance
Anything that improves the aesthetics of the neighborhood.
Volunteers
Volunteer #1 (Name & address redacted)
Volunteer #2 (Name & phone redacted)
do not mind helping = part time
Help in document printing
Volunteer for work group to help neighbors take care of yard.



**Q10: Please Provide your written input to the following:**

**All comments to Q10 below: Any information included in a comment that identifies a member was redacted for anonymity.**

What do you like best about living here?
A
Always been a nice neighborhood. Friendly people.
Attractive and safe neighborhood, with yards large enough for gardens, vehicle storage, etc.
big lots with RV Parking, walk distance to food & shops
big lots with RV Parking, walk distance to food & shops
Big, mature trees. Central location. Nice sidewalks.
Central location and quiet
Close to bank, medical facility, a beautiful park to walk to and a beautiful setting.
Close to everything
Close to Orenco station
Close to services
close to shopping
Close to store and family
Close to stores and train station
close to stores, parks, library
close to work and Orenco shops
Close to work, doctors and stores
Closeness to everything
Convenience and close to shopping, restaurant etc
Convenience of shopping, restaurants, access to MAX,
Convenient and property value
Convenient location, neighborhood farmers market-stores
Convenient to shopping and Max
Convenience to Highway and stores
ease of access to local shopping and restaurants
Enjoy our neighbors and safe community
etc
For the most part, our neighborhood looks good!
friendliness of neighbors, location
Friendly neighborhood
Friendly neighbors
Friendly neighbors
friendly neighbors, nice-looking yards, big lots
G
General appearance of neighborhood.
good curb appeal nice neighbors relatively quiet except for the noise from Cornell Road
good neighbors

Great neighborhood to walk through. People are friendly.
<b>What do you like best about living here? CONTINUED</b>
homes and yards are cared for
house
I feel safe and I love the convenient location.
I feel very safe here--being alone that means a lot
I love our house and garden, really like our neighbors and that there is much nearby to walk to
In general it is a safe neighborhood, well kept up, and friendly community.
intel
It is a very nice area, close enough to town and shopping. Also the area is fairly free of crime.
It was nice, but now things have changed.
It's quite and a nice place to live!
Large yards & nice neighbors
Location
Location
location
Location
Location
Location
Location
Location
Location & good neighbors
Location and appearance of property
Location to amenities and fellow school aged kids in the neighborhood.
Location to everything
Location, good neighbors
location, location, location
Location, neighbors/neighborhood, CCR'S, safety, lot size.
Location. Close to work and amenities.
Low HOA fees, good neighbors
My cul-de-sac neighbors
My family
my home, my neighbors, the location and convenience
my house
My neighbors
My neighbors
My neighbors
My neighbors are awesome and we have developed an extended family relationship.
n/a
n/a
na
Near family
Near my work and family. Big yards and quiet

Neighborhood watch
<b>What do you like best about living here? CONTINUED</b>
Neighbors
Neighbors
neighbors & closeness to New Seasons Market
Neighbors and location
Nice location, easy access to MAX and library
Nice quiet community and close to shopping areas.
Nice, quiet neighborhood.
No
no response
not much
not much anymore you make we want to sell and get out
our neighborhood and accessibility to public transportation
Our neighbors
Peaceful neighborhood and neighbors.
People keeping houses & yards looking nice!
Proximity to shopping, community is well kept, love my property
Quiet and Safe Neighborhood
Quiet and safety
quiet area
Quiet neighborhood
Quiet neighborhood, all shops in walkable distance and across the street commute to work
Quiet, convenient neighborhood
Quiet, safe neighborhood
quite and kids friendly
Quite and peaceful
Quite neighborhood
Safe neighborhood
Safe neighborhood to live in, kids can play outside without fear
Safe, well-maintained neighborhood with stores and transit nearby.
Safety
Safety of area proximity to Orenco
Safety, quiet neighborhood and nice homes.
Single family house near amenities
Single level homes with descent lots
size and use of lots for boats, campers, etc
Size of lots which allow for 1 story homes
The area of Hillsboro that the neighborhood is in.
The area.
The clean and well kept street I live in and immediately around me. The homes are nice and well maintained.
The convenience to things.

The HOA provides structure so most properties are in good condition
<b>What do you like best about living here? CONTINUED</b>
The large lots
The lot size & our neighbors!
the neighborhood feel, the relationships,
The overall neighborhood and friendly neighbors
The past 20 years have been very enjoyable. Seems as though some new members of the community have a different given the board a different direction. Our community inside of the perimeter looks the same as it always has. The ARC needs to apply their rules concisely not selectaity to all homeowners.
The physical appearance of the neighborhood and the location
the quiet
Two years ago we would have said the cohesiveness and love between our neighbors. It's truly been the reason we've stayed. I cannot tell you how it's saddened us to see the division today amongst our fellow neighbors.
walkability
Walkability, proximity to services, nice neighborhood to live in.
We love living in HFV
We have lived here 30 years--it is our home--we love the neighborhood
X

**Q10: Please Provide your written input to the following:**

<b>What would improve the experience of living in Hawthorn Farm Village for you?</b>
a return to the \$60 / yr dues we enjoyed for my first 20 years living here.
Allowing goats per Hillsboro rules.
B
Back gate to my yard? I'm on the perimeter.
Be able to have more freedom with our garden and property. No involvement from the HOA of what is deemed "acceptable"
Better ARC enforcement
Better house and property maintenance
Better mailboxes.
Better sidewalks and landscape
Can't think of anything at the moment
Can't think of any
Cheaper, more consistent HOA expenses
clean up the neighborhood.
Cohesive HOA board that is trying to keep status quo on livability in the community, not create problems where they don't already exist.
Community park for kids & pets
Coordinate opportunities for improvements by leveraging vendors for better pricing, like painting and roofing.
Cross walk
Currently none.
Dog owners not allowing their dogs to destroy landscaping of others by kicking or other.
Don't go overboard as a board
Don't know
Easier to deal with the HOA, for maintenance projects.
Encouraging homeowners to keep grass mowed and trees trimmed if they interfere with access to sidewalks.
enforcing and follow thru of compliance issues. Assoc driven interests/opinions in surveys like this.
Enforcing rules that are already in place
etc
Explain the rules on how long a dog is allowed to bark, and the steps that are best to prevent barking for long periods of time.
for the HOA to get their nose out of my home.
for you to mind your own business
General updates.
get to know more people in the neighborhood
Getting rid of the HOA

**What would improve the experience of living in Hawthorn Farm Village for you? CONTINUED**

Getting to know more neighbors

Having a management co. take care of the HOA issues

having a yard that drains well

helping those who need help caring for their yards

HOA staying out of my business.

I believe that if someone does not maintain their property it is for the HOA to hire maintenance company and property owner will have to pay for it. I will not pay for perimeter fencing. They bought the land knowing they have a perimeter fence. They must keep it up. I had to pay for my fence. They must pay and keep up their fence.

I am moving

I like the news letter

I live in Sunset Downs, what a dumb idea and part of many reasons why there is no harmony in the community any more.

I think our appearance from the outside could really be improved.

I think the HOA fees are high. I don't care about the way the entry signs look, the perimeter fencing or the landscape.

I would like more attention given to fence cleaning and painting. Several areas of perimeter fencing is green where not cleaned or painted often enough

If my neighbor would adhere to common courtesy and our HOA and keep their lawn mowed/weeded on a regular basis.

If people want to change out their mailboxes, let them collectively pay for the replacement of their mailbox. We already had to replace ours and do NOT need to do it again.

If some of the people would maintain their property better (fences, yards, etc).

if there was more community building and support

Its just about right at this time.

Just because I purchased a home on the perimeter should not mean I am solely responsible for it's maintenance. That's absurd. The perimeter fence maintenance should be the entire communities responsibility and monies to keep it in repair should come from our annual fees. I should not have to shoulder that responsibility alone. Then you would not have the current issue of so much fence in disrepair.

just keep up on maintaining homes

Keep the board from being so involved in property owners decisions for improvements!!!

Keeping homes updated

Keeping up appearances.

Knowing all neighbors!

Knowing more neighbors

Knowing more people

leaving

Less control from the board and more allowance of home owner control over their property within the intent of the original cc&rs.

## What would improve the experience of living in Hawthorn Farm Village for you? CONTINUED

less friction between east/west or neighbors, more cooperation and a more helpful attitude toward others, more owners involved in volunteering

Less HOA involvement

Less interference from HFVOA

Less oversight by the HOA

Less oversight of the petty things

less rules from HOA

Less traffic from Intel

less trafic

Lots be landscape maintained

Mailboxes

Maintaining low HOA fees. Having a board that understands a budget and finance 101

Make it more progressive in thought process

More community helping of seniors & disabled

More control of the property i own

more homes/yards maimtained better

more involvement (attending Town Halls, etc.) by owners

More kids. Better mailboxes. Community mulch delivery.

More open and explicit communication between the board and homeowners, especially when additional funds are involved. Having the board, which can be so involved in an issue, step back and consider the viewpoint of a busy or fixed-income homeowner who doesn't have all the information the board does. By the way, it would be nicer to have a survey where the responder can see their entire message as it's being typed and not just one phrase at a time, like this one.

More restaurants at Orenco

More secure mailbox

More ties to the greater community. Ie: Orenco, Hillsboro etc

More transparency from Board

n/a

n/a

N/a

N/A

na

Na

NA

Na

Neighborhood Pool

Neighbors getting along

New locking mailboxes

New mail boxes

What would improve the experience of living in Hawthorn Farm Village for you? CONTINUED
New mailboxes
New, centralized mailboxes.
No
No
no backyard burning ---- yes, it is happening
no comment
No comment
No commit
No complaints, no suggestions.
None at the moment
Not sure
Nothing
Nothing
Nothing
nothing
Nothing
Nothing
Nothing comes to mind at the moment.
Nothing really, except improving the mailbox situation.
Others taking more pride in their homes and yards and maintaining them properly
People maintaining their yards.
People with junky yards or not kept well. Dead or overgrown grass, bushes and weed yards. Weeds in driveways. No Gardens in front yard. Gates and fences replaced and not falling apart.
Perimeter fence, landscaping & mail boxes
Replace hitching post mail boxes
Replace the mail boxes.
Replant the trees that were promised.
Return the name of sunset downs to our neighborhood
Return to volunteer work where appropriate, as volunteers are available. Use fewer "Expert" consultants. Respect people who volunteer, and protect their integrity.
Rules aren't enforced, horrible paint, yards and junk littering homes(cars campers tarps)
See final comment
some home owners need to take better care of thier yards and houses
That all residents follow the same rules on maintaining our house and yards. Keep our neighborhood from looking run down and trashy
The Board remembering the simple phrase that you work 'for' and 'with' the people.
Traffic speed monitor on 51st
We are happy the way it is
X



**Q10: Please Provide your written input to the following:**

Are there any other projects improvements or social events the HOA should consider for the community?
Annual neighborhood picnics.
C
Can't think of anything right now.
Community cookouts
Complete and resolve our fence issues thru compliance enforcement, landscaping, and potential sidewalk repairs in the near future before taking on other "projects".
Currently none
Don't be so controlling and try to have a say in each neighbors business!!
Don't know
Dumpsters for spring cleaning, dumpsters for spring yard clean up, hazardous waste/old paint drop off
Earthquake Disaster preparedness
Event for children
Focus on the perimeter fence and landscaping
G
Garage sale should be in August not September
Helping neighbors that can't or are unable to financially
I think a company should be hired for the CC&Rs. Having neighbors inforcing other neighbors makes for a bad community. I hate seeing my [REDACTED] into every ones business.
Keep at it though.
Keep up the work on inspections of the community
Mail boxes
mailbox issue
Maintain the sidewalks
n/a
n/a
na
Na
NA
Neighborhood swimming pool, sport court
no
no
No
no
No
no
No
No

Are there any other projects improvements or social events the HOA should consider for the community? CONTINUED
No
No
No
no
No
no
no
no cooemnt
no response
None
None
None
none
none I can think of
none that I can think of - I have enough expenses keeping up with my home without having to contribute more monies to a group project
Nonone
not at this time
Not interested in social events; I only want to maintain or improve the appearance of the neighborhoods.
Not that I can think of.
Nothing that hasn't been mentioned in previous questions
Opt-in contact sheet to get a hold of neighbors
Put in a street light where you turn off of Shute Rd. onto Saddle. It is so dark in the winter you can hardly see where to turn.
Special Assessment Projects Should only be undertaken if required
stay the course for a while and complete/improve what processes are place. A non costly project would be a plan on bringing harmony back to owners
The [REDACTED] members should take a good look at their own yards to make sure they have followed all the rules, esp. ones who live on corners. Remember, the plants are supposed to be no higher than 30 in. measure from the sidewalk, not the dirt they grow in.
The mailboxes!
Ugly structures visible in backyards from major roads
Yearly dumpster is a great idea. Shred event.

**Q10: Please Provide your written input to the following:**

Any other comments or suggestions for the HOA & Board?
another survey?
Ask before doing.
Be more aggressive with trouble makers
Be more lenient
Can't think of any at the moment
Can't think of anything right now.
Compile/distribute handbook of reputable companies, individuals who provide professional lawn care, fencing, painting, trash removal, etc. for the elderly not able to perform these tasks on their own.
Costs to the homeowners has skyrocketed over the last five years. I do not want to see this trend continue.
D
Disband.
Don't keep raising our dues. The mailbox issue is not a Dawson Creek issue. If Sunset Downs needs new mailboxes they should band together and get them.
Enforce the rules already on the books. Maybe provide an assessment for homeowners (at their request) to see if they are in compliance with ARC rules.
Enforce the rules equally to everyone including (name redacted).
Enforcement of ARC rules
exterior fences did not cost the h/o and should be at their expense
G
Get rid of HOA's involvement on the appearance of houses/properties
HOA/Board needs to maintain a level of respect for the residence and our input. The Board is the voice of the community NOT a dictatorship
I am moving
I appreciate the board and all their hard work.
I don't like "everyone" i.e. board members telling me what I can and can't do with my own home, i.e. with the "rules" of the HOA. I don't like HOA's and we moved here several years ago because of the gentle HOA. Now we have a bunch of [REDACTED] wanting to make our little community into another [REDACTED] by telling us we need permission to do anything to our home. When you start paying my mortgage, taxes and insurance on my home, maybe I will take notice.
I feel the Board should consider adding two positions. One a President Elect and Past President. The President position should be a three year responsibility. Boards I have served on have this dynamic. It lends to Mentoring the President and then as Past President you are able to assist the new President and head up other committee positions as necessary.
I think after the large sidewalk replacement where tree roots pushed up sections of the sidewalks, we should not be replanting trees there to only repeat the problem in the years to come. Plant only bushes and small plants.
I think that overall, the board does a great job!

Any other comments or suggestions for the HOA & Board? CONTINUED
I worry about the health impacts of living so close to Intel with exhausts, light at night and things we don't even know.
I would like to see more opportunities for the community to reduce costs (one example - multiple people would like to to landscaping at the same time, could we get it done cheaper if multiple people signed up through the same company?)
I would like to see the perimeter area always maintained by the board so that it looks unified/consisten. Leaving that area to the individual homeowner will cause all sorts of problems. I'd like too see that put to rest, it seems to come up every year. Spreading the expense to all homeowners means the area is maintained for a small cost and keeps the aging neighborhood looking fresh.
It was sad to see what happened with the mailbox situation. I hope we can avoid situations like this again. When it comes to money and change it is hard to please everyone.
Just do your best
Keep it simple, enforce ARC and only do one or two major project per year.
Keep up the communication
Keep up the good work
Keep up the great work!
Large projects are hard. The HOA board should seek the help of someone with procurement, project management and finance before undertaking them
Less control , more common sense
let us live without you coming to our door its our home not your....
Let's use some of the local talent to replace our current mailbox stands. The 'cluster' proposal was too expensive and a few of our neighbors are on a fixed income or have children in college.
Mailboxes need to be left as they are, the ones that need to be fixed need to be fixed, and no we don't want custler boxes. Perimeter fence is the responsiblality of the homeowner that lives on the perimeter. Always has been and should stay the same.
Main focus.....maintain appearances of all properties adjacent to street
mornining or afternoon coffee meetings
Neighborhood swimming pool, sport court
on landscape and fence projects, start with items that "positively" effect the MOST people. Trying to get ALL owners to pay for perimeter fencing is a hot button and needs to be approached carefully. Think how the mailbox issue blew up in our face.
Perimeter fencing should be paid for by property owners whose property is on the perimeter . No one helps interior property owners with exspence of keeping up their fences...we live on corner lot and our responsible for all our fencing.
Please enforce all residents to maintain their yards and upkeep of the outside of their house.
quit trying to spend my soc sec before it is deposited!
Safety day or neighborhood watch
See #3
See previous

**Any other comments or suggestions for the HOA & Board? CONTINUED**

Since so many people walk in or through our neighborhood, I think the board should walk/drive the entire neighborhood once a month looking for low-hanging tree branches or vegetation encroaching on the sidewalk and notify the owner directly instead of sending an email reminder to everyone, which can easily be overlooked. Or, a volunteer team could offer to take care of the issue immediately with some loppers or clippers.

Still questioning why we are paying for pavement improvements when the whole of Hillsboro gets to use them - I could see if they were just for neighborhood use. How about a "Toll-Walkway" if were paying for the improvement of raods, walkways for others to use that are not in the neighborhood why shouldnt they pay to use just as countys / cities use toll roads?

Stop looking for things to do and money to spend, start enforcing the rules we have and bringing the stragglers up to par with the rest of the neighborhood. Once that is done then we can look at new projects.

Thank you for doing a good job.

thank you for your hard work!

Thank you for your thoughtful service!

Thank you for your work

Thanks for your hard work.

The board made some poor decisions about the trees that needed to be cut for the sidewalk project. All of the trees between my house and Cornell were cut, even medium and small ones. The sidewalk ended up being narrow and did not require the cutting of all the trees. It was promised that the trees would be replanted within six months and it has still not happened. The whole thing was awful. The lack of trees has GREATLY reduced the enjoyment of our back yard, and has reduced our property value. This is incredibly frustrating, upsetting, irresponsible. I understand that it was the work of the previous board. The current board, however, is responsible for replacing the trees. They must be decent size and not the cheapest trees that will not make a difference for a decade. We paid just as much as everyone else for this project yet we see only negative consequences to it every day , when instead of the wall of greenery in our yard we now see the road and Intel.

The management company is archaic and a wasted extra expense. There's free software that can track and send out invoices. Current company payment processing issues has cost us \$150 in fees and the company admits to its issues

Think about priorities. Use money wisely. Be friendly. Make the world a friendlier place.

This is the first I have heard of ARC volunteers, something that should have happened long ago. The HOA has NEVER considered that a property owner may have a situation that requires some neighborly help. Instead of just talking to a property owner about a problem and asking if they need help, the HOA takes a heavy handed approach with official notices and threatened action.

This survey is awesome and a welcome way to give people a voice. Good job, great questions!! Thank you! You are appreciated!

This survey is good. A vote by Assoc members is always wise, when selective projects have a large financial impact on dues. I am talking selective not legally required or necessary projects, (sidewalks, trees, etc).

Any other comments or suggestions for the HOA & Board? CONTINUED
Too much time wasted dreaming up new projects/social events. Finish what's been started or needs to be done before making more work for board members and volunteers
Try not to be so controlling! Our HOA covenants were working fine before so many new people moved in and wanted a new type of neighborhood. Perimeter fence is the property owners responsibility. Mailbox stands should be painted by the homeowners who share the stand. Cluster mailboxes should be paid for but the people who already use them. Next time you decide to change the name of our subdivision, the board should pay for it. Sunset Downs and Dawson Creek were great names with some history but it seems new residents want way too many changes and rules.
We appreciate all the work done by board members.
We should have speed humps, drivers are using Windrow street as a shortcut off Cornell to bypass a long traffic light at Shute road.
why do i have to fill this out to to leave
Would like an explanation of where the thousands and thousands of dollars collected for the sidewalk project disappeared to. Haven't seen anything done except a bunch of trees cut down on Shute. I don't even see any problems with the sidewalks. Would like my money back from this ill-managed and unnecessary "project" that I never voted for.
X
You are doing a great job. Those that are against any change are the minority!
you are volunteers ~ please do not overwhelm yourselves with projects:)
n/a
N/a
n/a
N/a
N/A
na
Na
NA
na
Na
no
no
No
No
no
No
no
No
No
No
no

Any other comments or suggestions for the HOA & Board? CONTINUED
No
No
no
No
No
No
No
No
No
no
No
no
No
no
No comment
No other suggestions
No.
No.
None
None
None
None
none
none
none
None
none
Nope
Nope
Not at moment.
Not at this time
Not at this time.
Not right now
nothing
Nothing now