

Ladera Ranch Resident Survey 2022

Tuesday, March 28, 2023

509

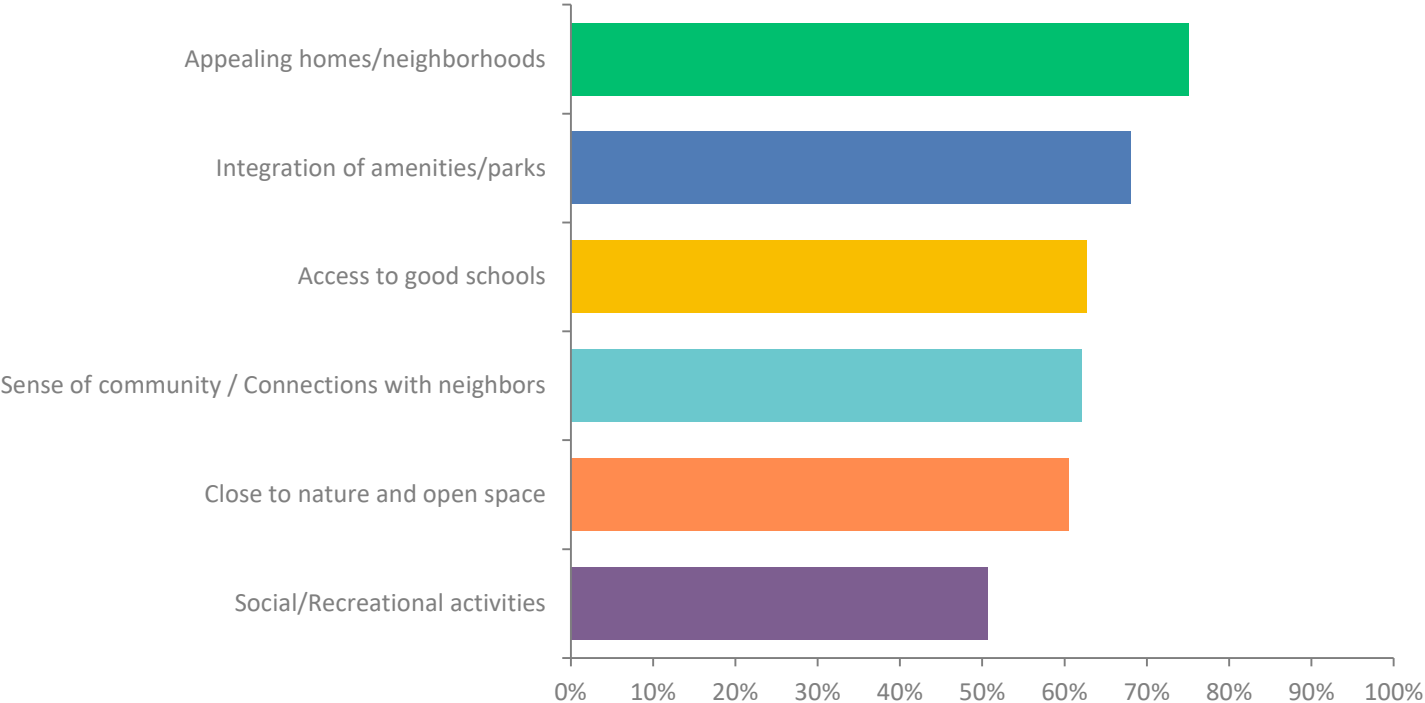
Total Responses

Date Created: Friday, November 18, 2022

Complete Responses: 509

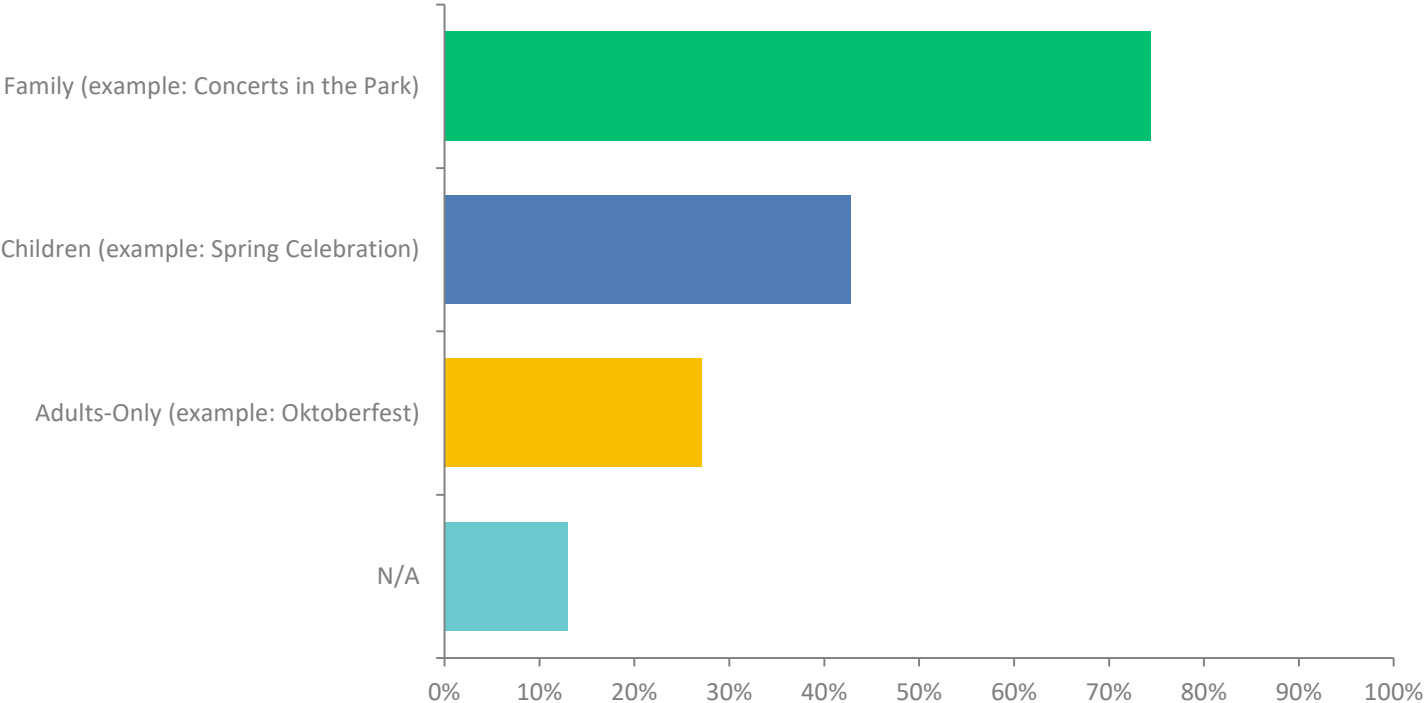
Q1: Thinking of the experience of living at Ladera Ranch overall, which of the following are especially important to you? (Select all that apply)

Answered: 509 Skipped: 0



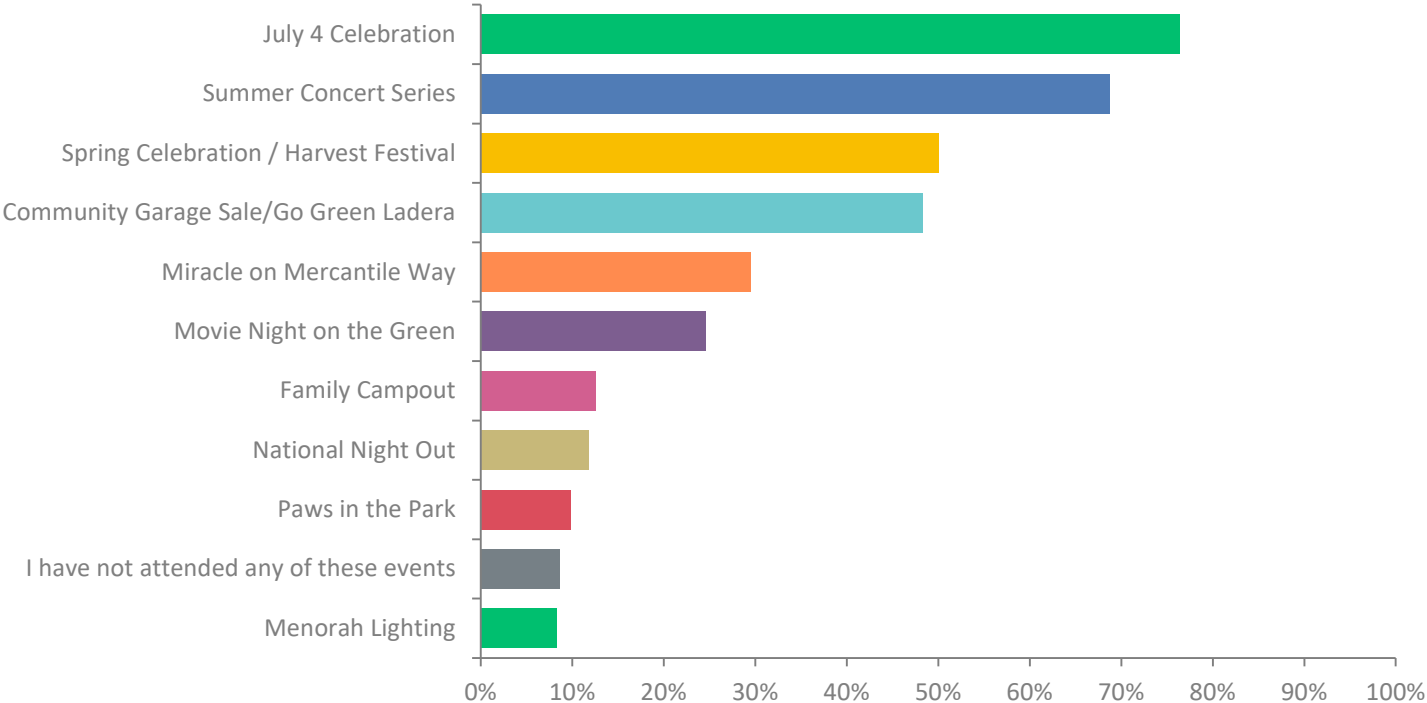
Q2: Which events and programs Ladera Ranch offers are significant to you? (Select all that apply)

Answered: 509 Skipped: 0



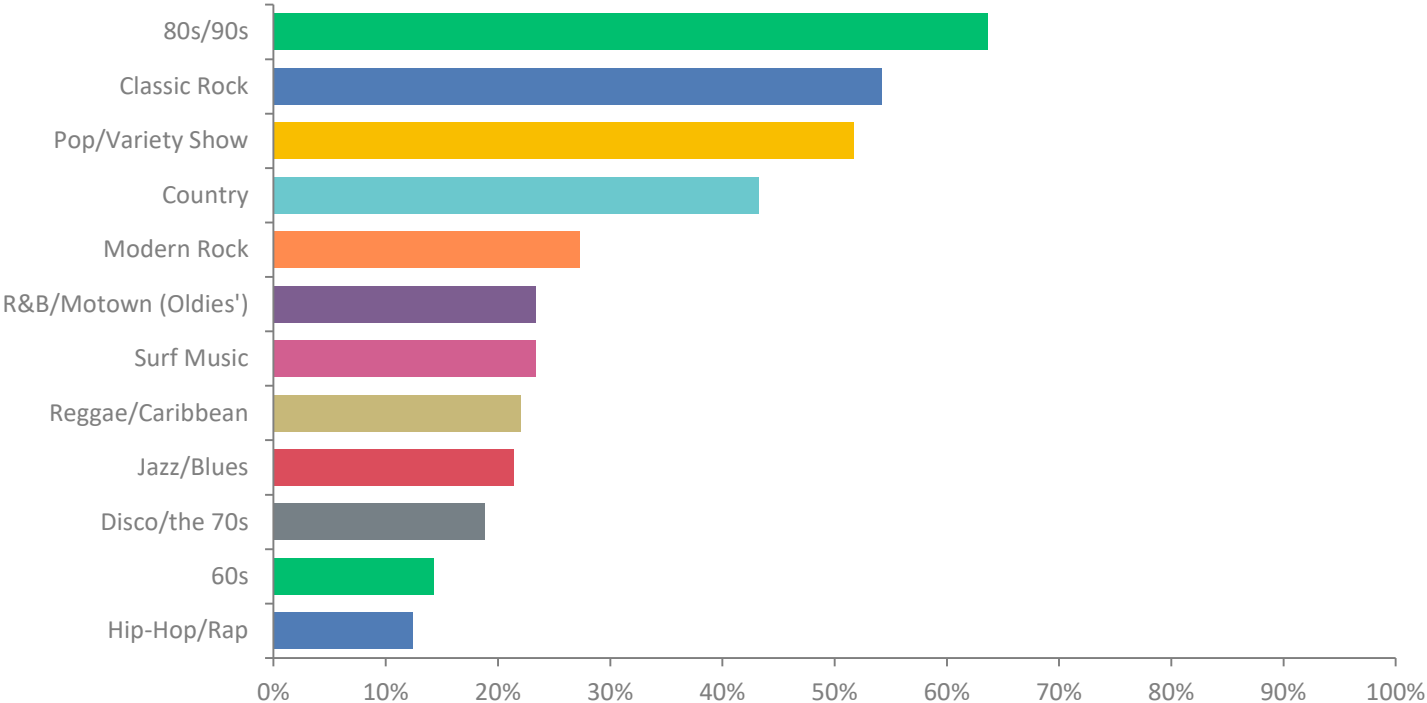
Q3: Still, thinking about events and programs in which have you participated in? (Select all that apply)

Answered: 509 Skipped: 0



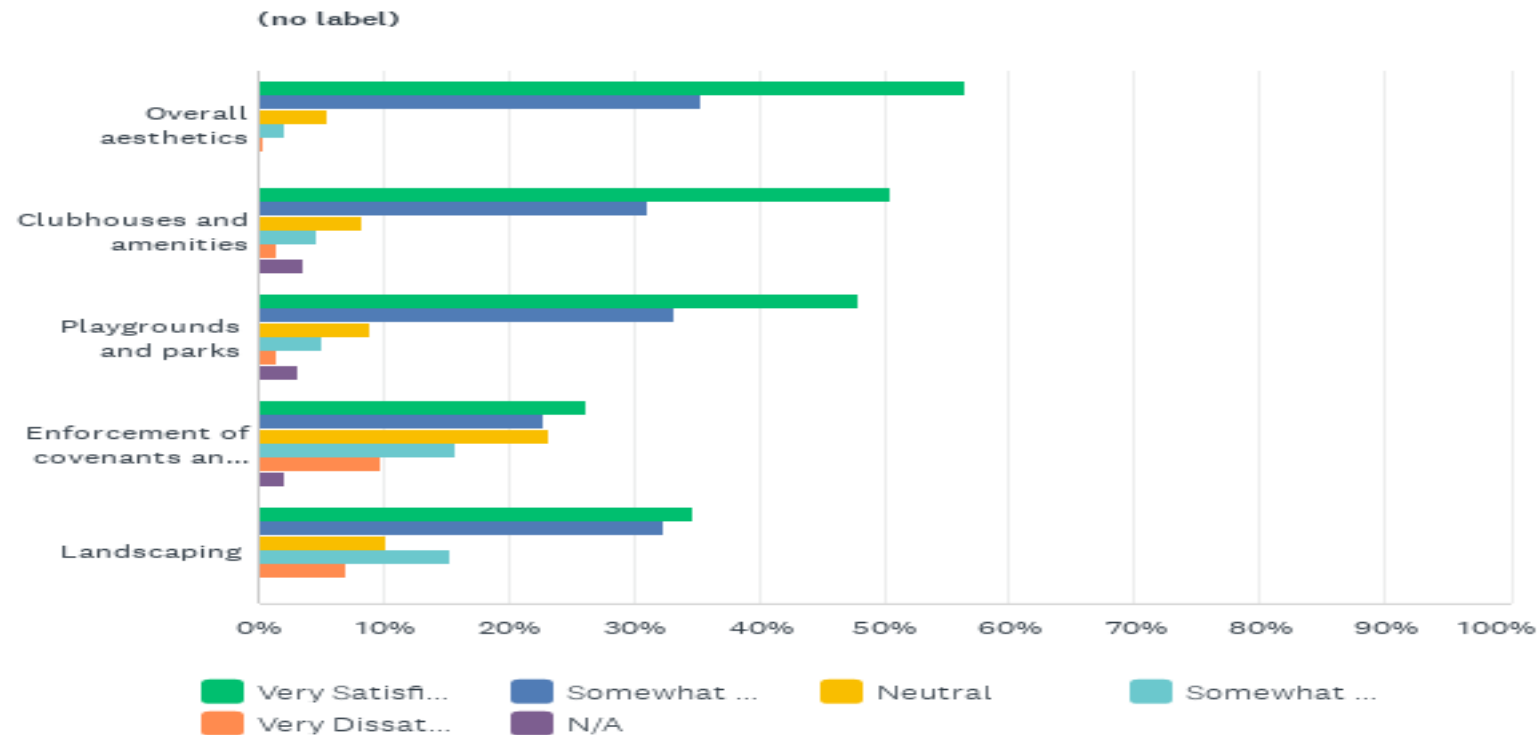
Q4: What genres of music would you like to see at the Summer Concert Series? (Select all that apply.)

Answered: 509 Skipped: 0



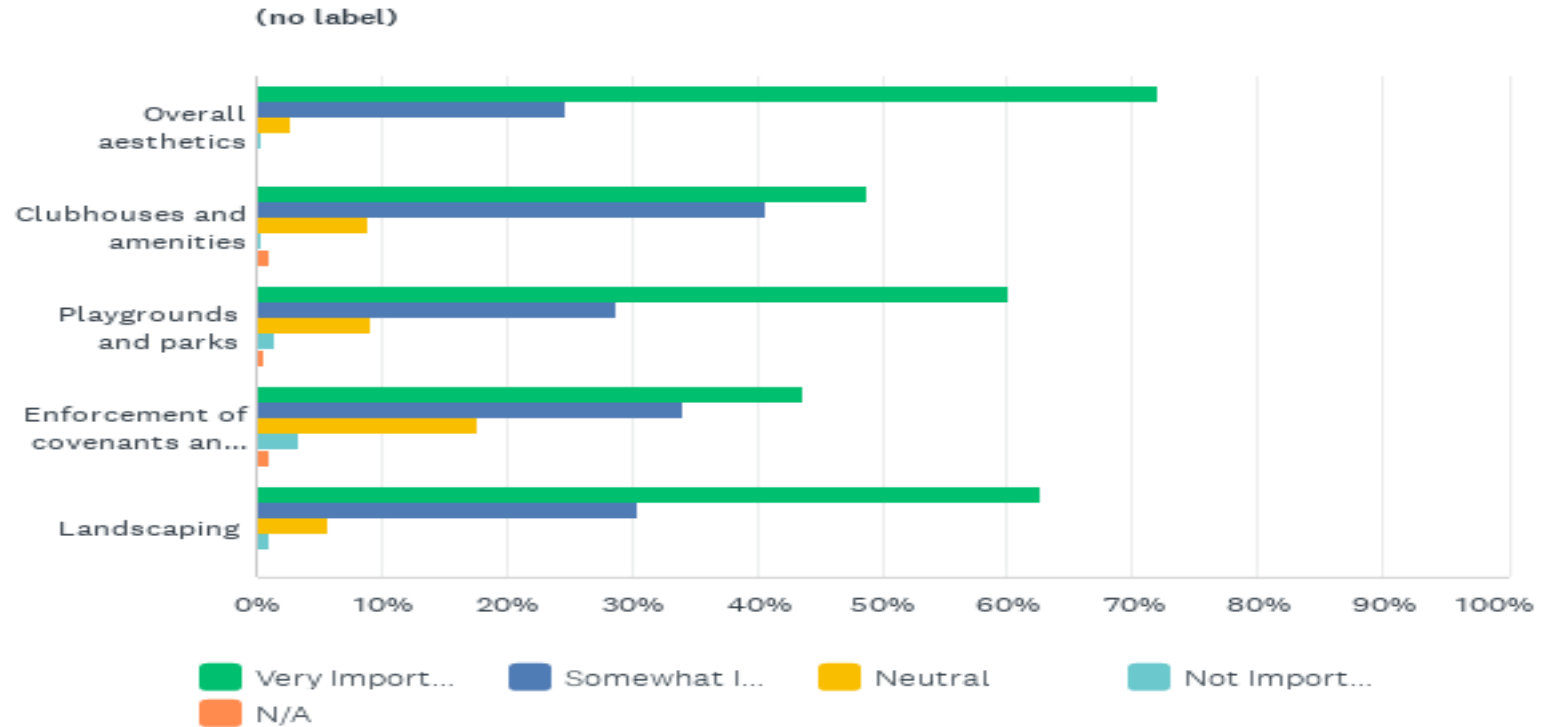
Q5: When considering Ladera Ranch's overall aesthetics and community, how satisfied or dissatisfied are you with the following?

Answered: 506 Skipped: 3



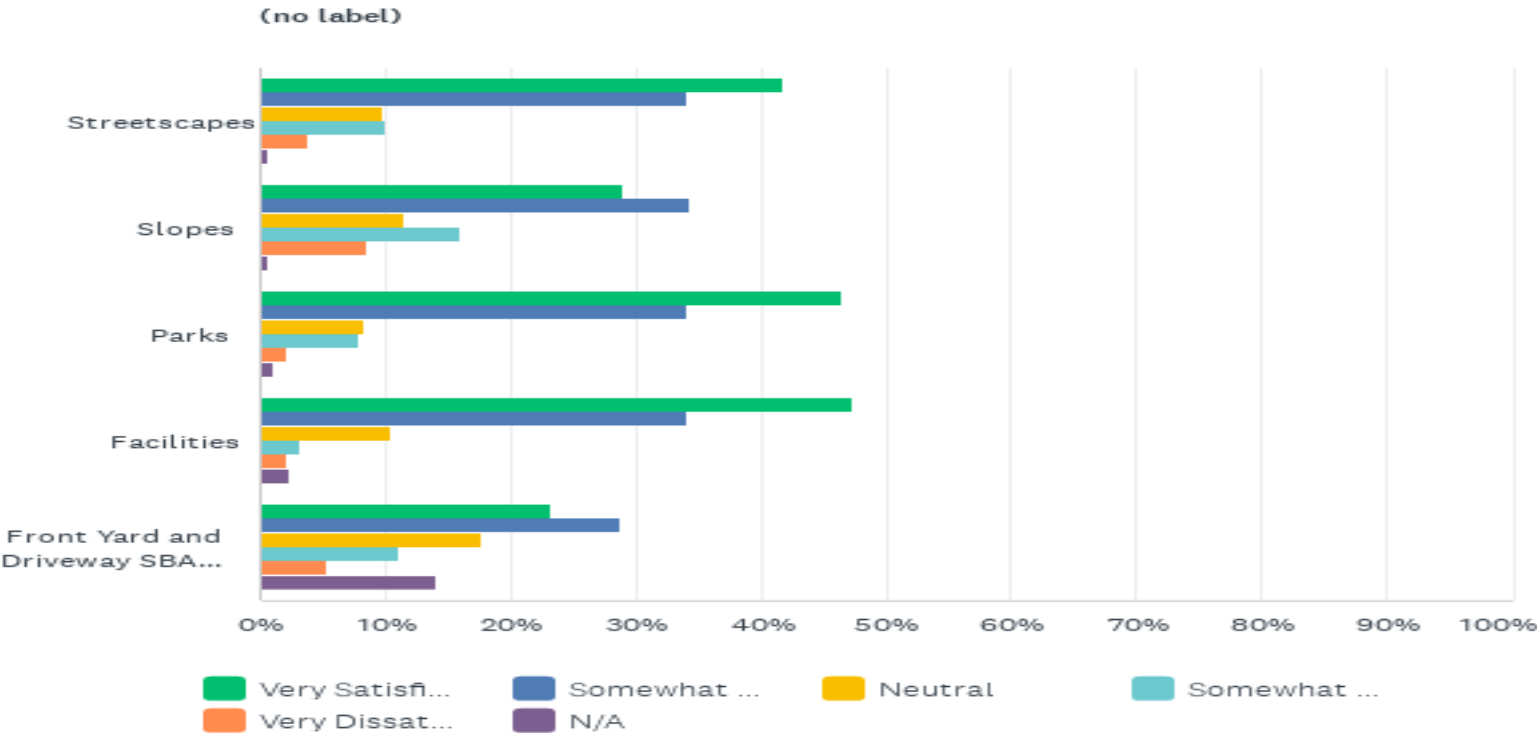
Q6: Still thinking about the Ladera Ranch's overall aesthetics and community, which of the following are especially important to you?

Answered: 505 Skipped: 4



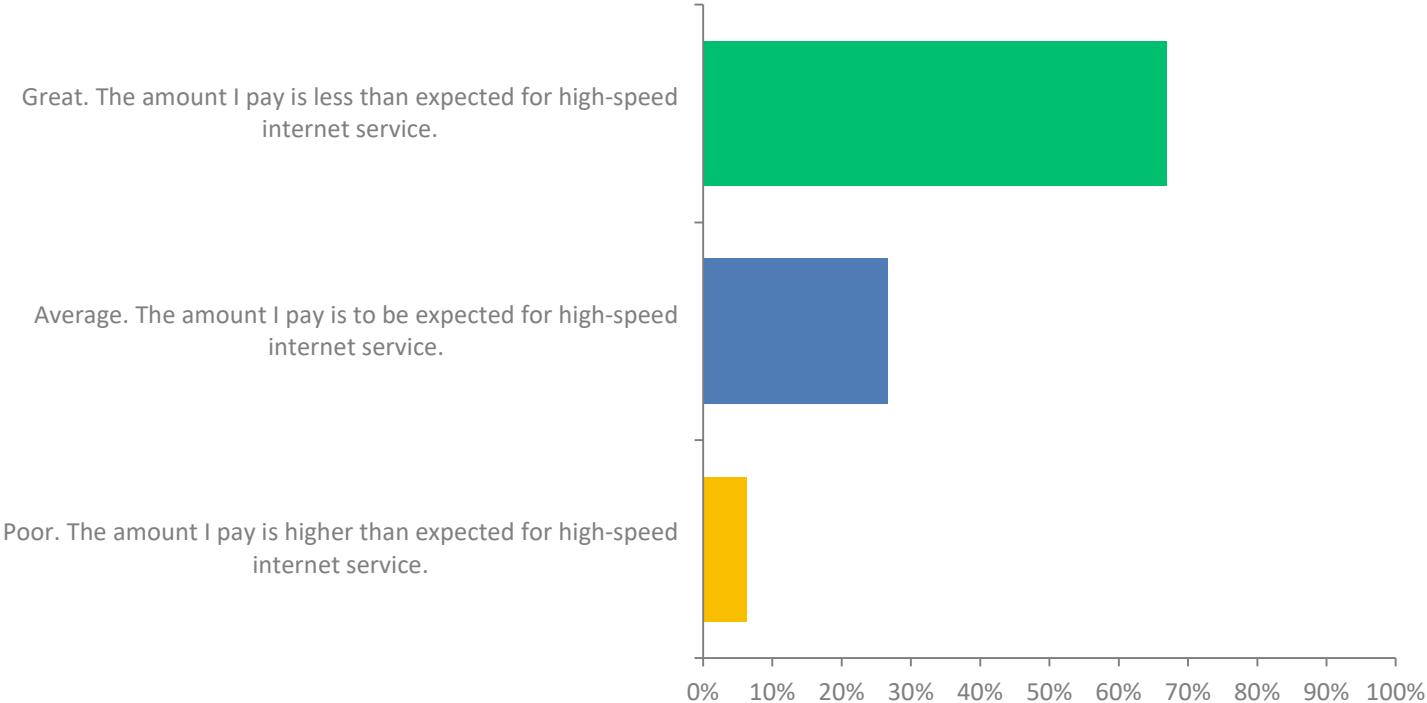
Q7: How satisfied or dissatisfied are you with landscaping maintenance in the following areas?

Answered: 506 Skipped: 3



Q8: Currently, \$29.79 of your monthly assessment pays for high-speed internet service. How would you rate the value of this service based on its cost?

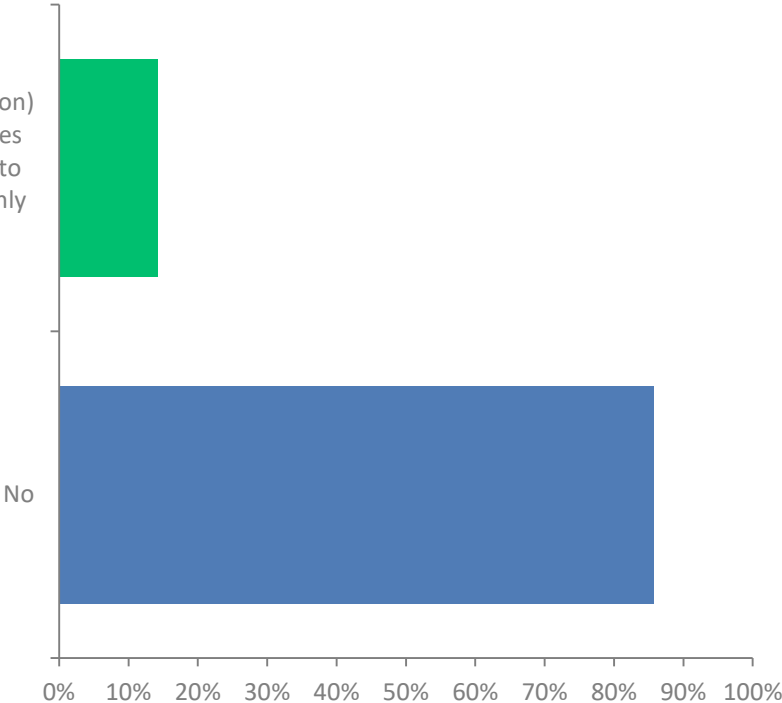
Answered: 505 Skipped: 4



Q9: If feasible, would you prefer to select an internet service provider and pay for that service directly?

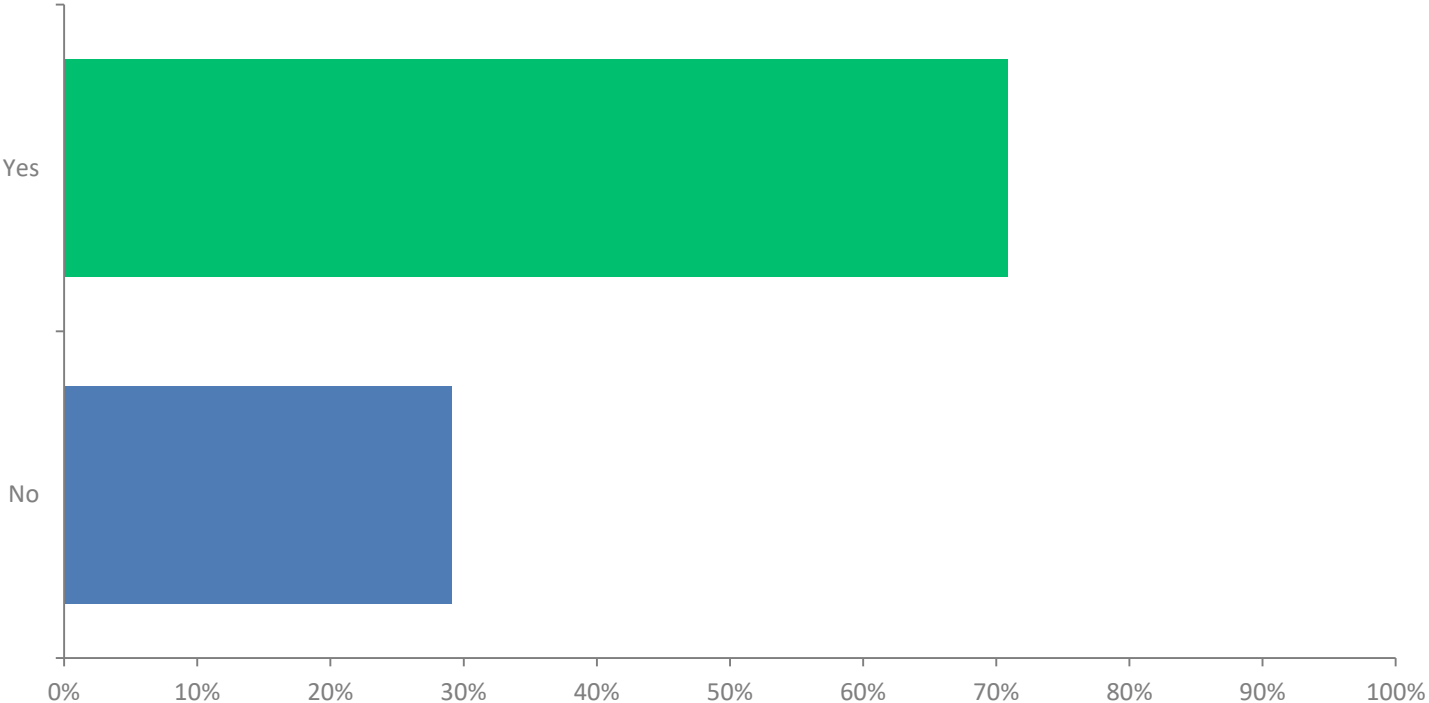
Answered: 506 Skipped: 3

Yes. (If yes, LARMAC (Ladera Ranch Maintenance Corporation) would no longer be involved in negotiating discounted rates with an internet provider, LARMAC members would have to seek/pay for their internet services directly, and the monthly LARMAC assessment would be adjusted accordingly.)



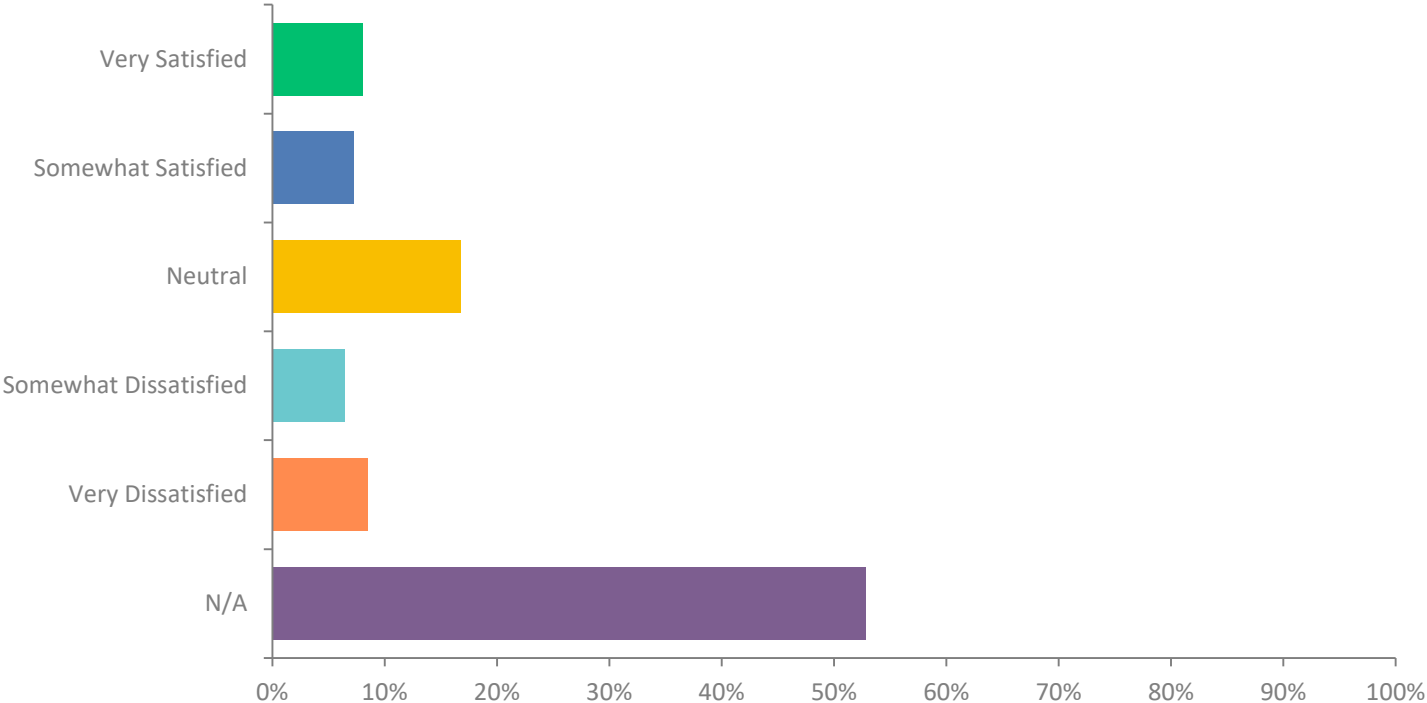
Q10: Are you aware that Allied Universal Security Services, as contracted by LARMAC, is tasked with parking enforcement on LARMAC private streets, performing vehicle gate services at Covenant Hills, protecting all LARMAC-owned and maintained assets, property, and facilities, including its recreational parks, trails, swimming pools, and clubhouses and is not responsible for providing security services to homeowners or their properties?

Answered: 508 Skipped: 1



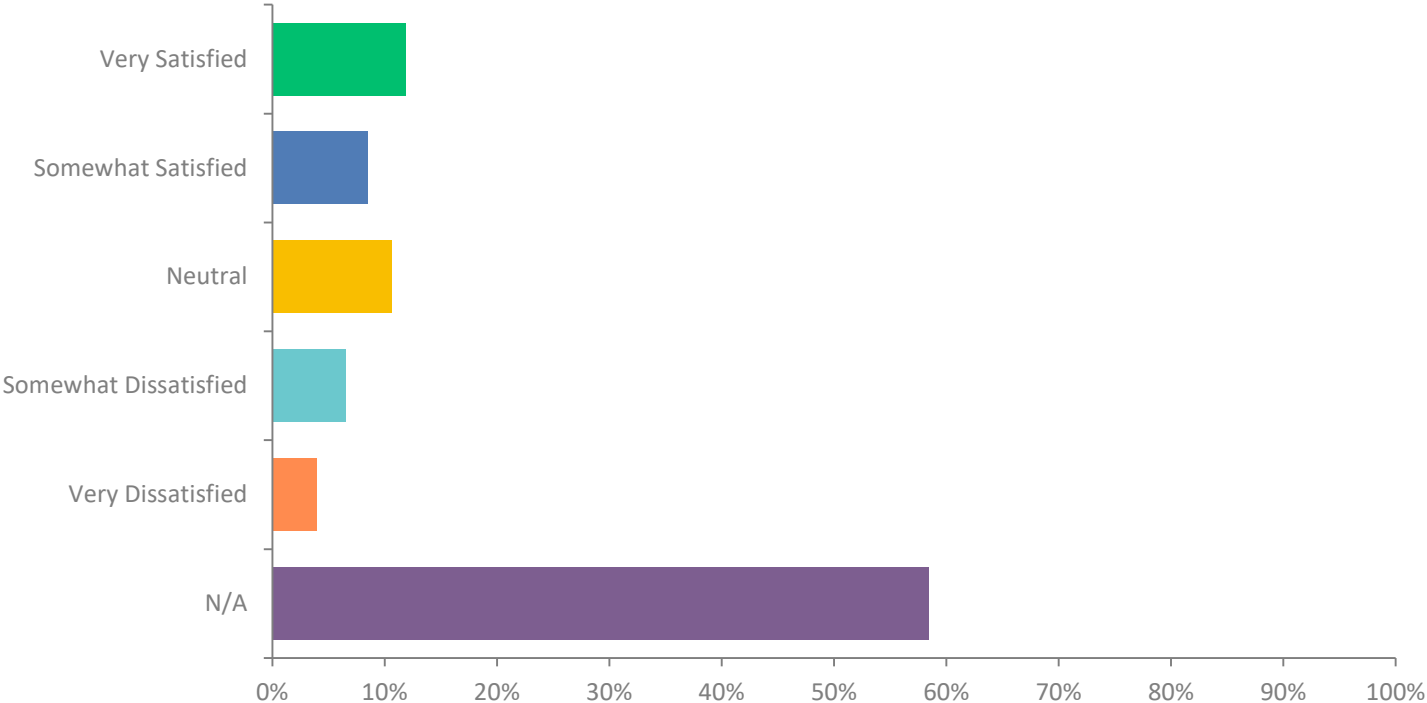
Q11: If you have contacted Allied Universal to address concerns related to the scope of service listed above, how would you rate the interaction from a responsiveness/customer service level?

Answered: 507 Skipped: 2



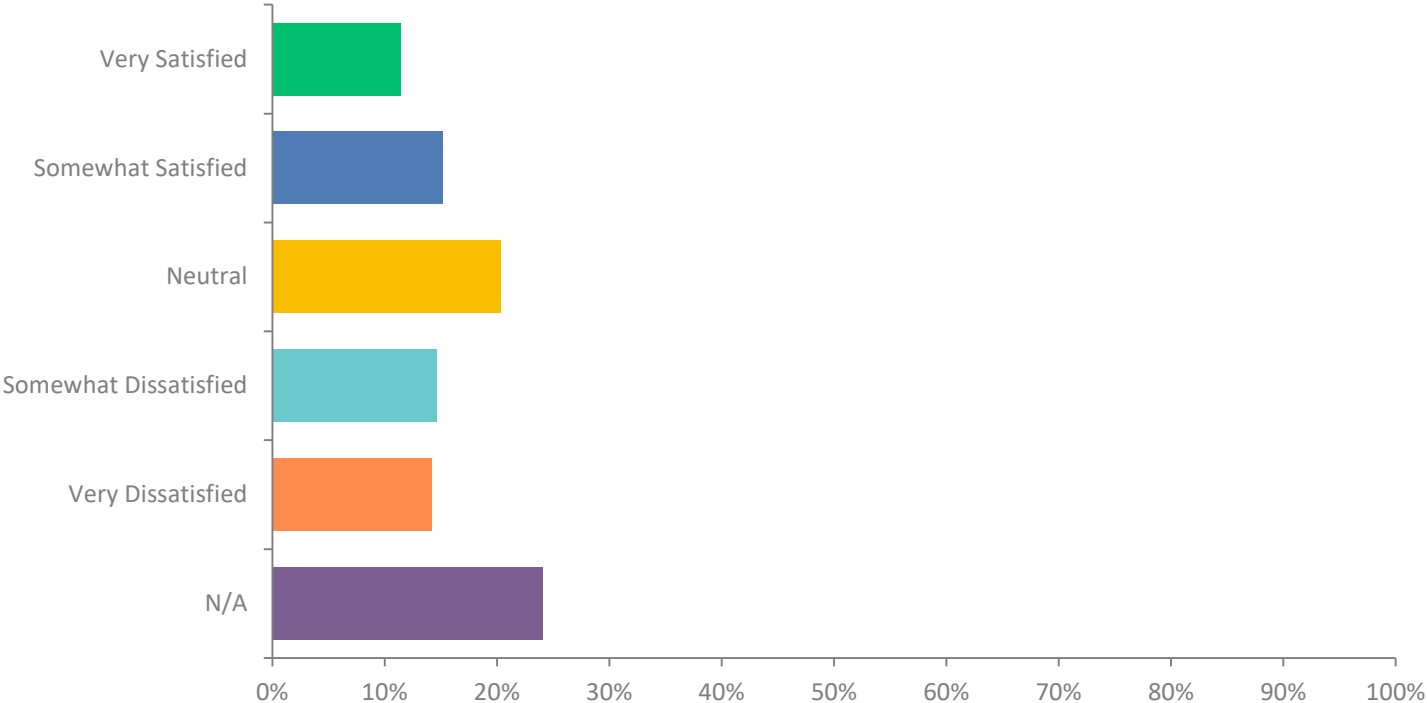
Q12: Still, thinking about Allied Universal’s scope of service, how satisfied or dissatisfied are you with respect to Vehicle Gate Attendant Services in Covenant Hills?

Answered: 506 Skipped: 3



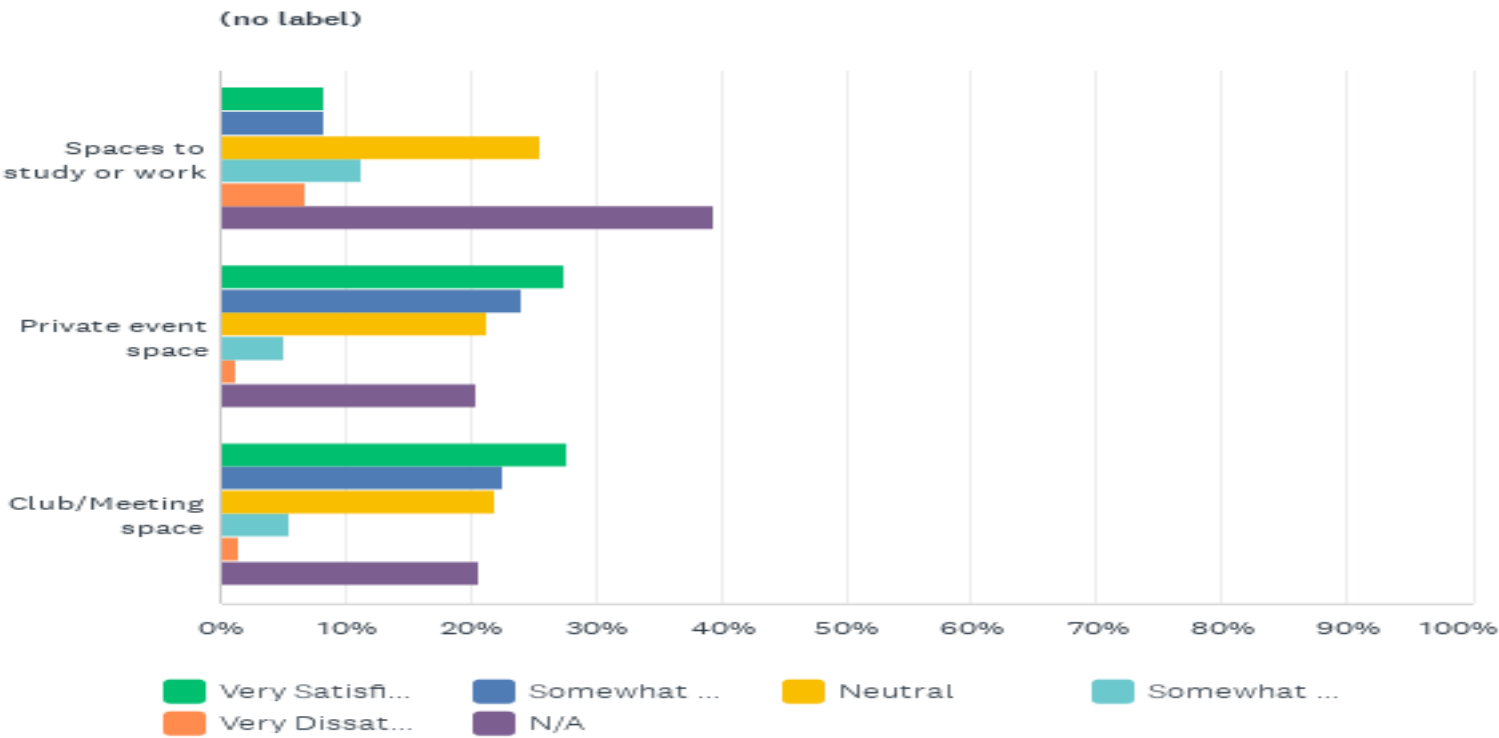
Q13: Still, thinking about Allied Universal’s scope of service, how satisfied or dissatisfied are you with respect to the protection of LARMAC Facilities/Amenities?

Answered: 506 Skipped: 3



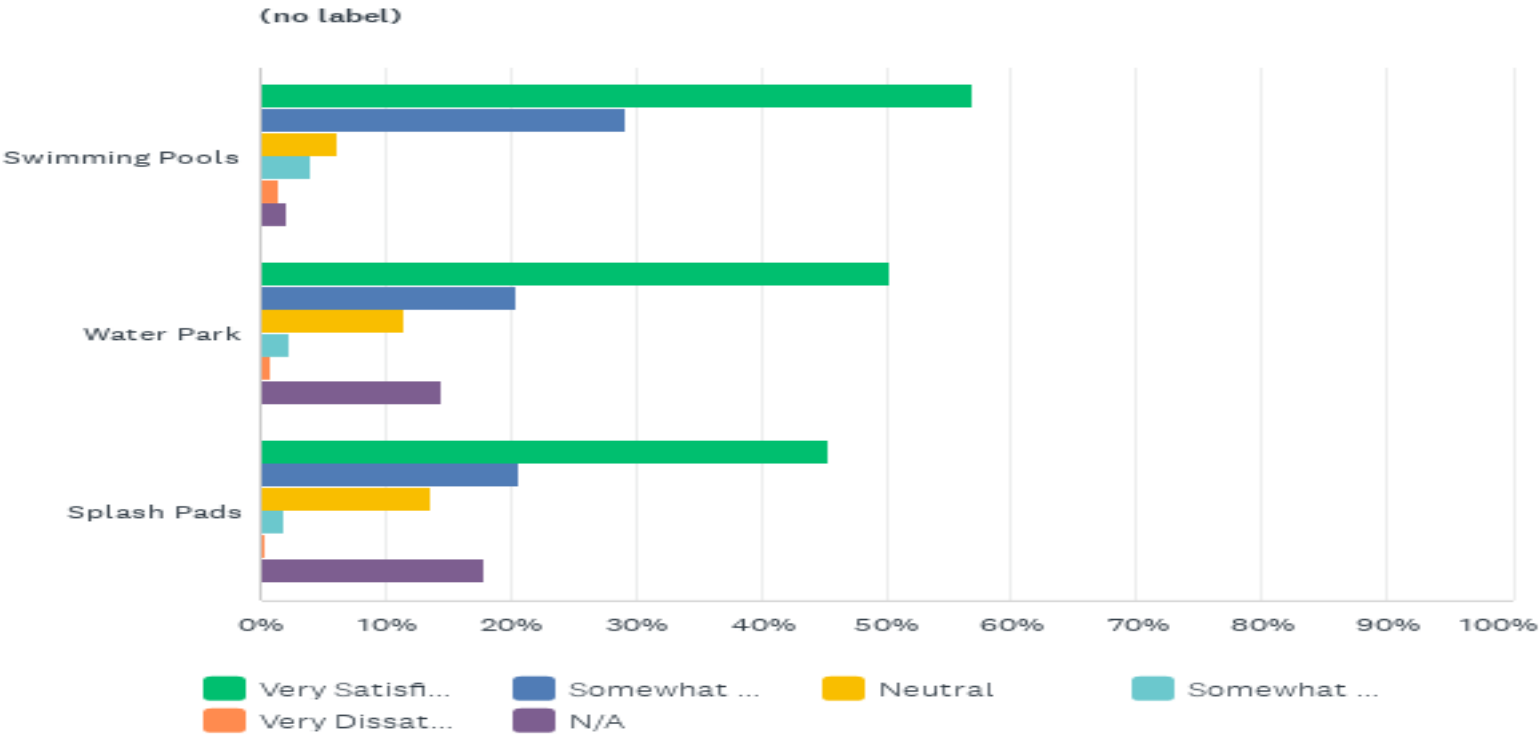
Q14: How satisfied or dissatisfied are you with the following indoor amenities in Ladera Ranch?

Answered: 503 Skipped: 6



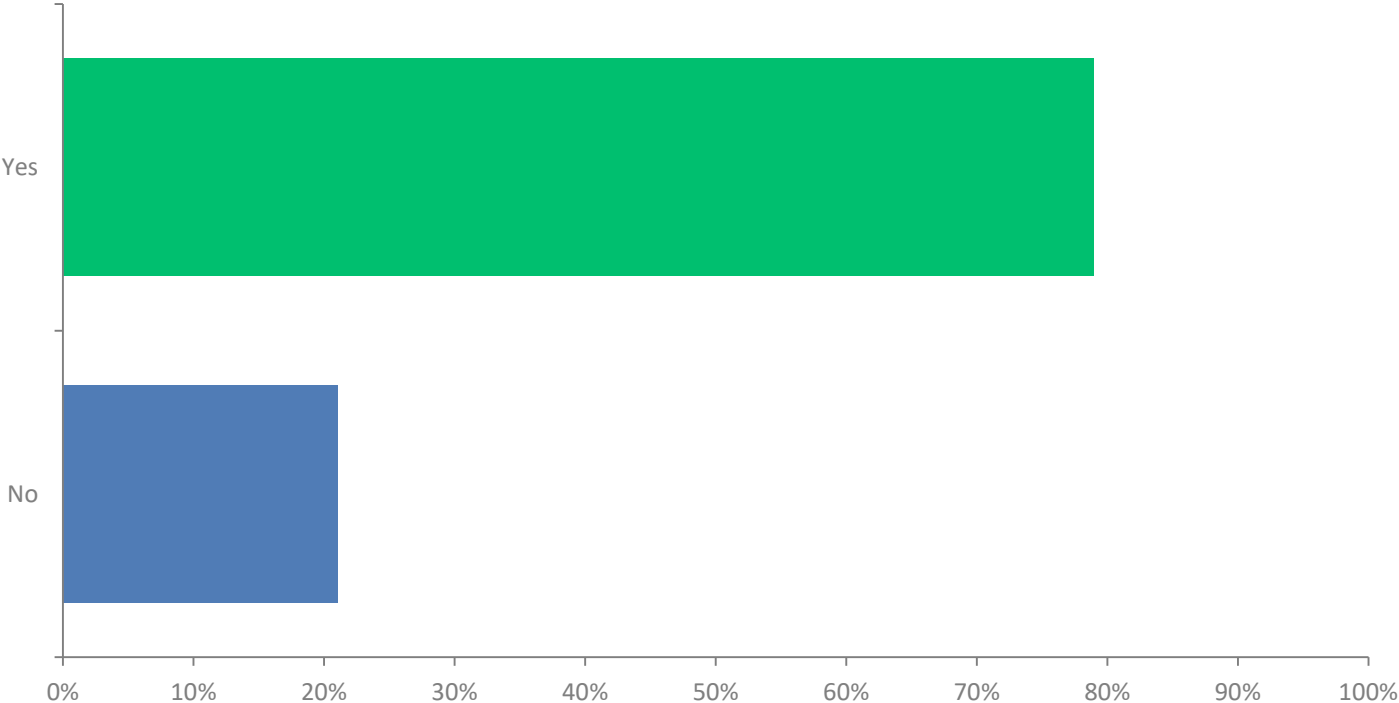
Q15: How satisfied or dissatisfied are you with Ladera Ranch's aquatic amenities and facilities?

Answered: 506 Skipped: 3



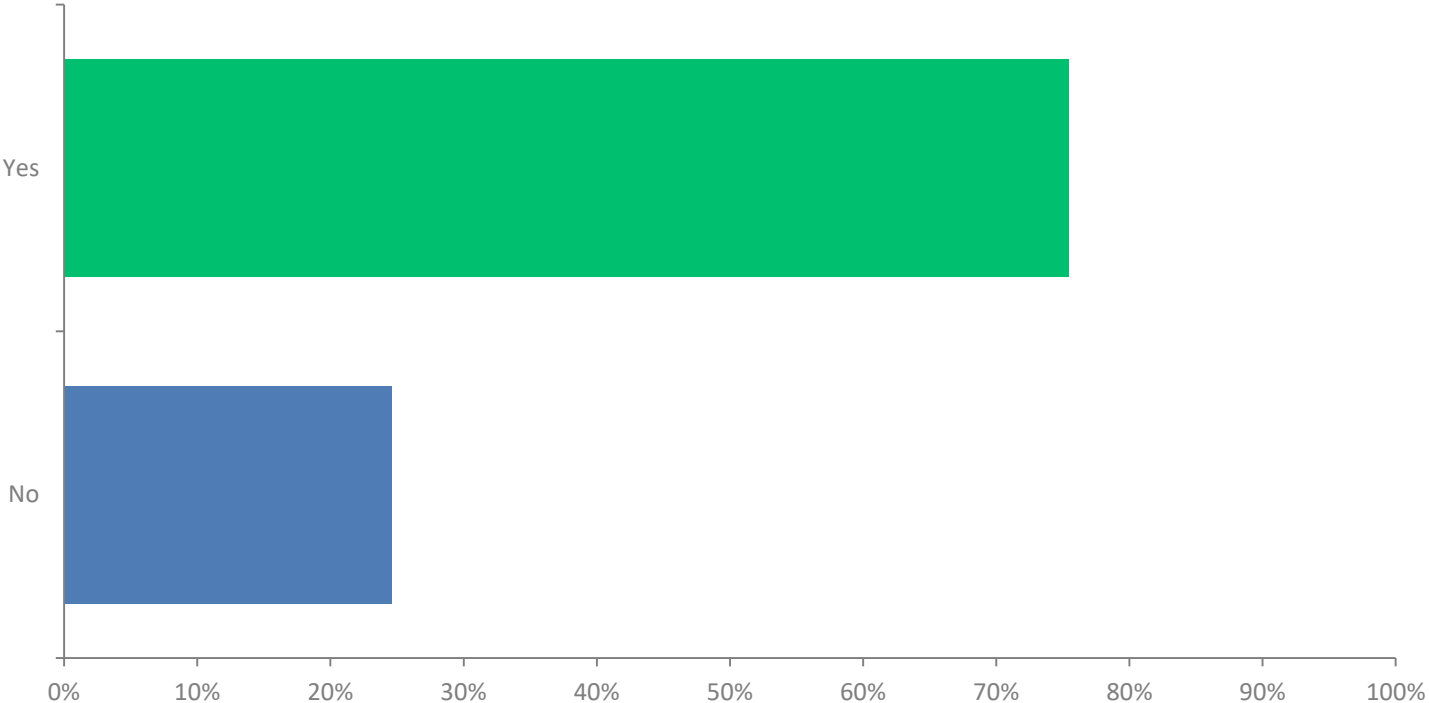
Q19: The LARMAC Board of Directors is made up of five volunteer homeowners elected by the general membership for 3-year terms. The Board oversees the operation of the master association, LARMAC, which includes managing and maintaining LARMAC property, enforcing the governing documents, and imposing architectural control in the community. Did you know you can find out more about your Board of Directors on LaderaLife.com?

Answered: 504 Skipped: 5



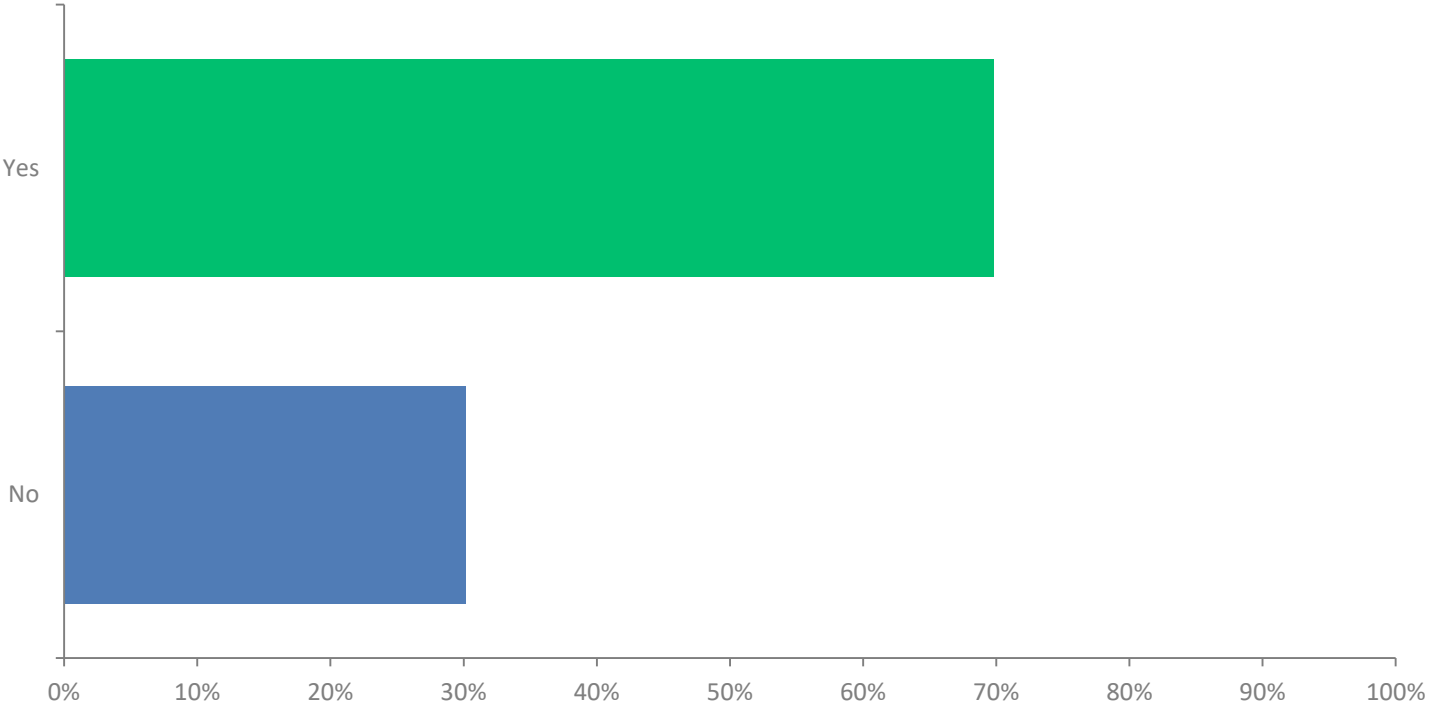
Q20: LaderaLife.com has information for homeowners, including meeting agendas for Executive and Open Sessions and minutes for each LARMAC Open Session Board of Directors meeting. Did you know you can find these important documents on LaderaLife.com?

Answered: 504 Skipped: 5



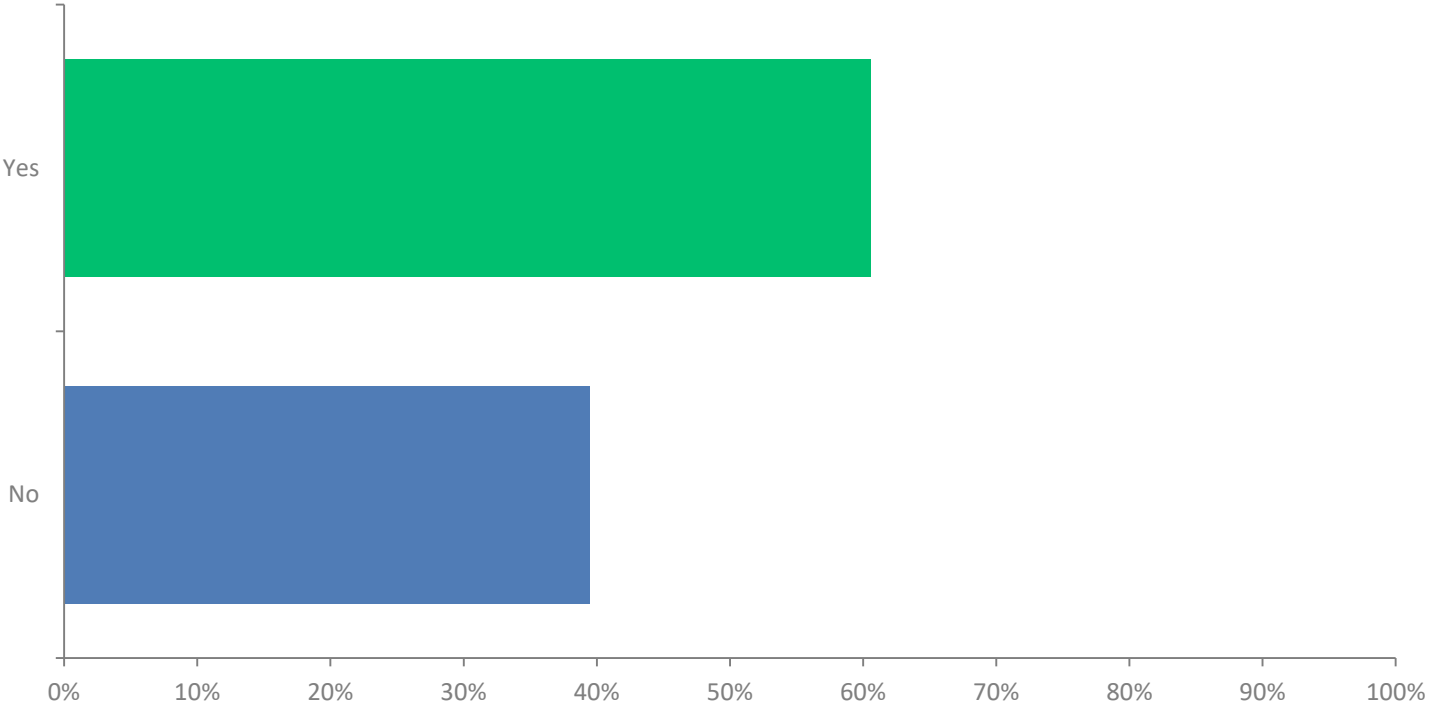
Q21: If you have a concern or question for the LARMAC Board of Directors, you can attend the Homeowner Forum at the beginning of each Open Session Board Meeting. Each Homeowner has 3 minutes to present to the Directors. Did you know you can speak to the Directors at a Board Meeting?

Answered: 504 Skipped: 5



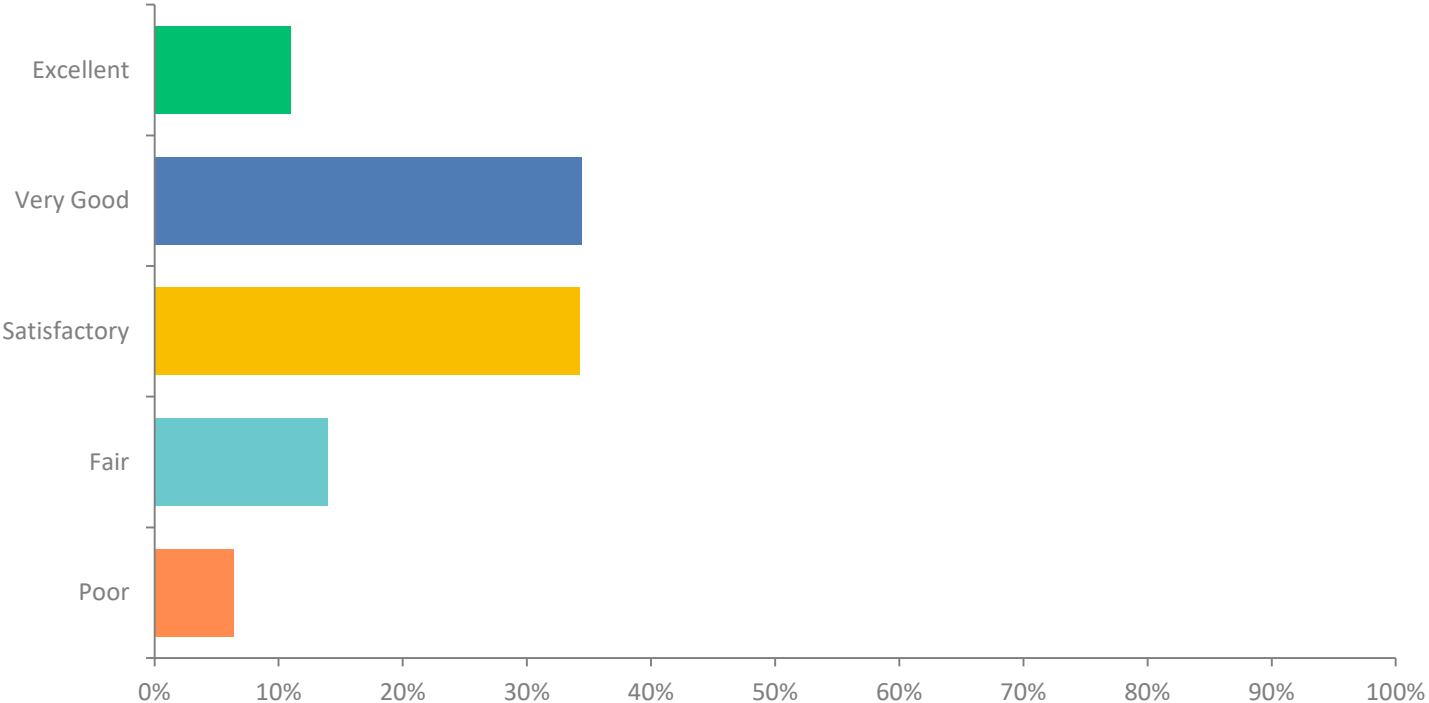
Q22: Do you feel you have a good understanding of the role of the LARMAC Board of Directors and how they manage LARMAC-owned and maintained property?

Answered: 504 Skipped: 5



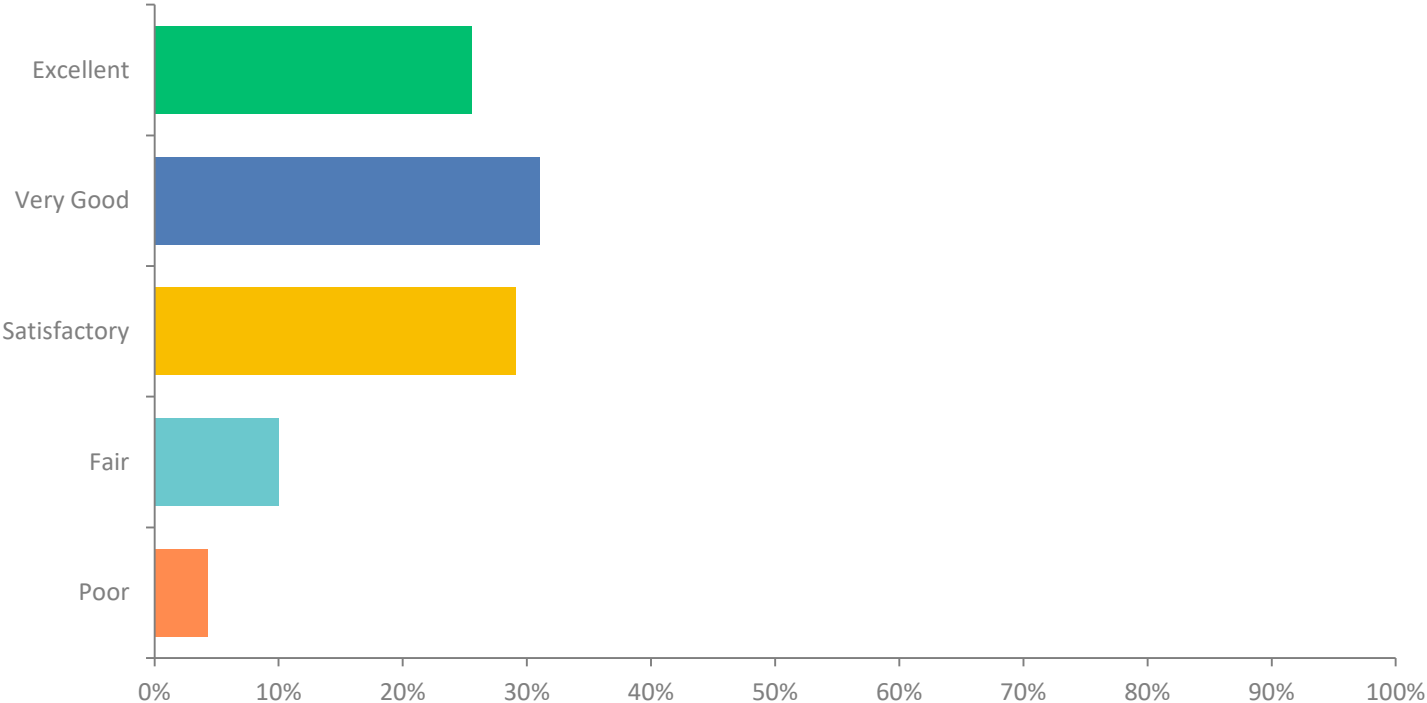
Q23: Still thinking about the LARMAC Board of Directors' role, how would you rate the Board's overall performance on behalf of our community?

Answered: 502 Skipped: 7



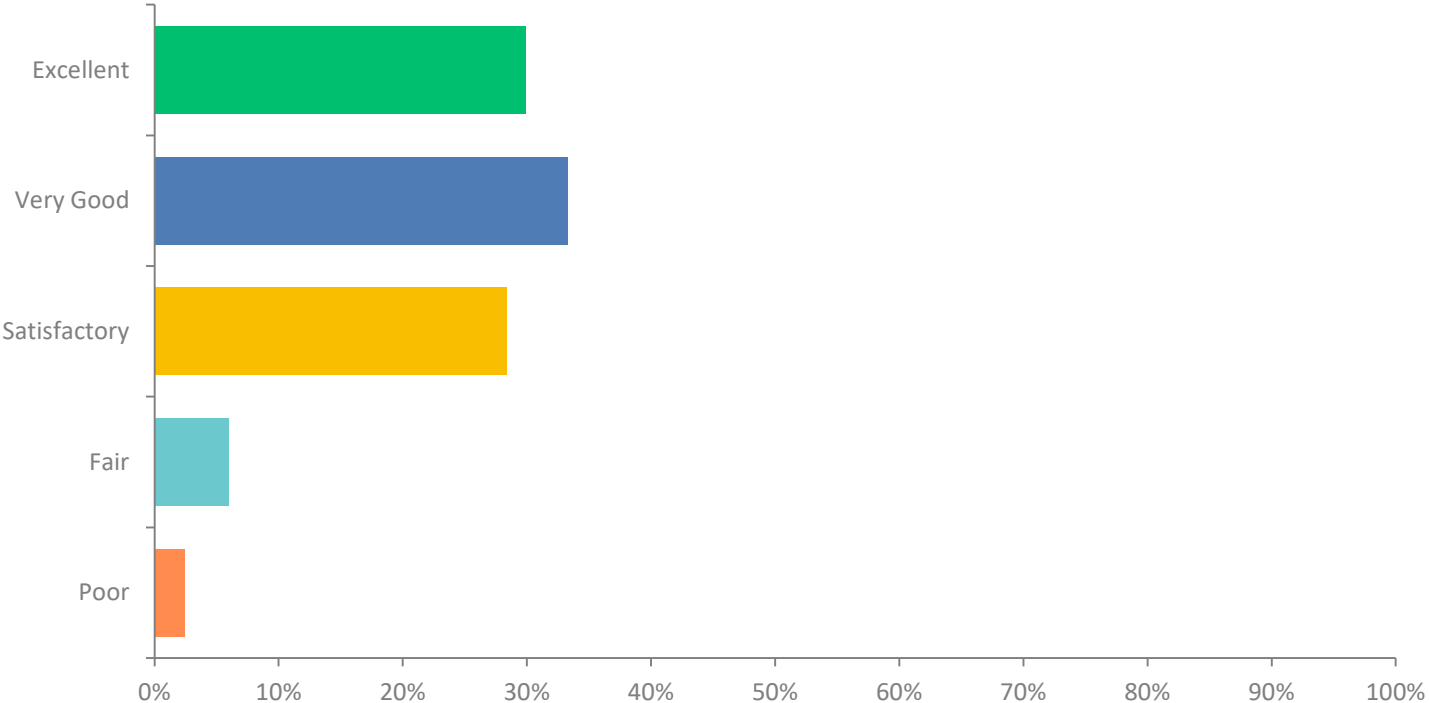
Q24: If you have contacted the LARMAC on-site team, the master homeowners association (e.g., work orders, issuing member access cards/transponders, and corresponding with the management team), how would you rate your customer service experience?

Answered: 470 Skipped: 39



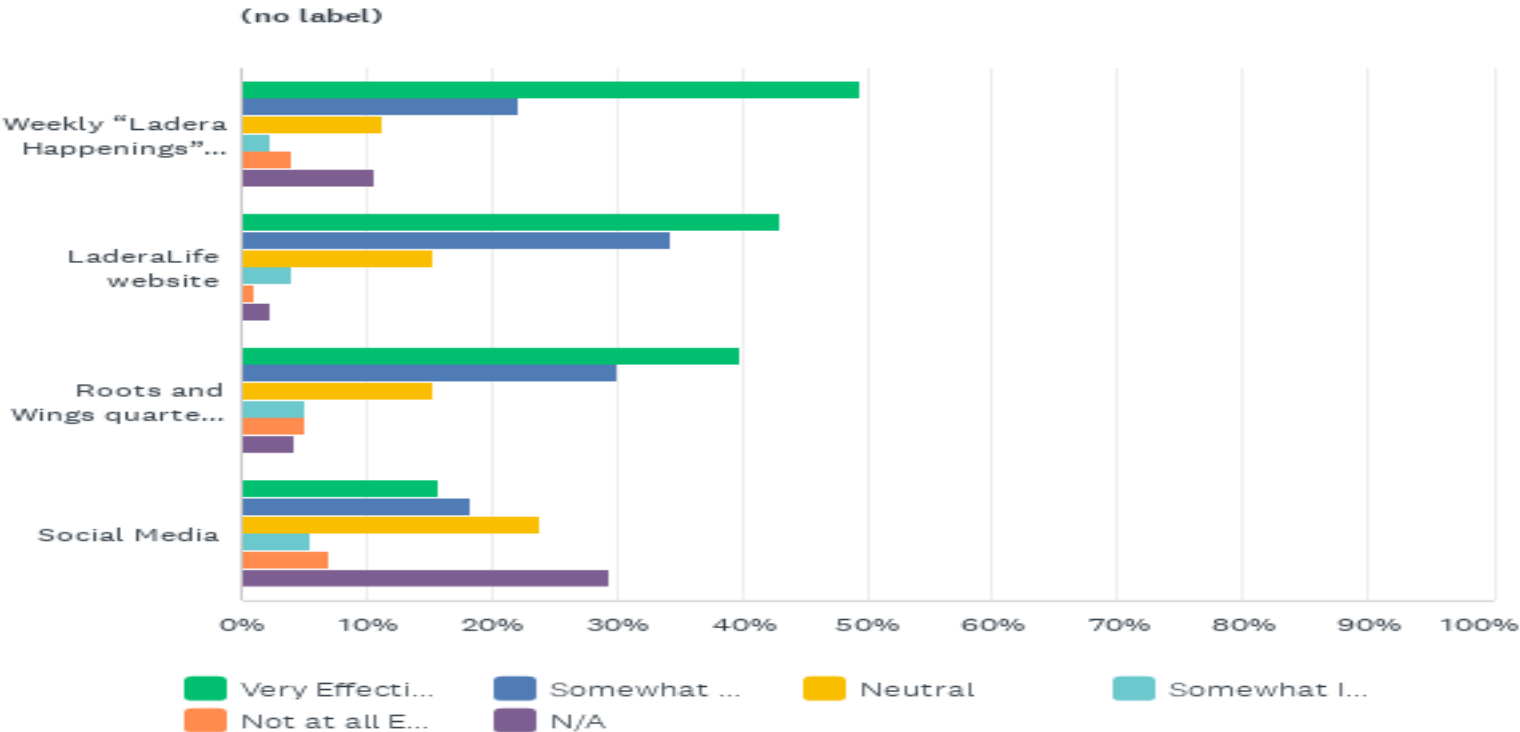
Q25: If you have contacted the LARCS on-site team, the community services organization (e.g., events, programming, and LaderaLife), how would you rate your customer service experience?

Answered: 448 Skipped: 61



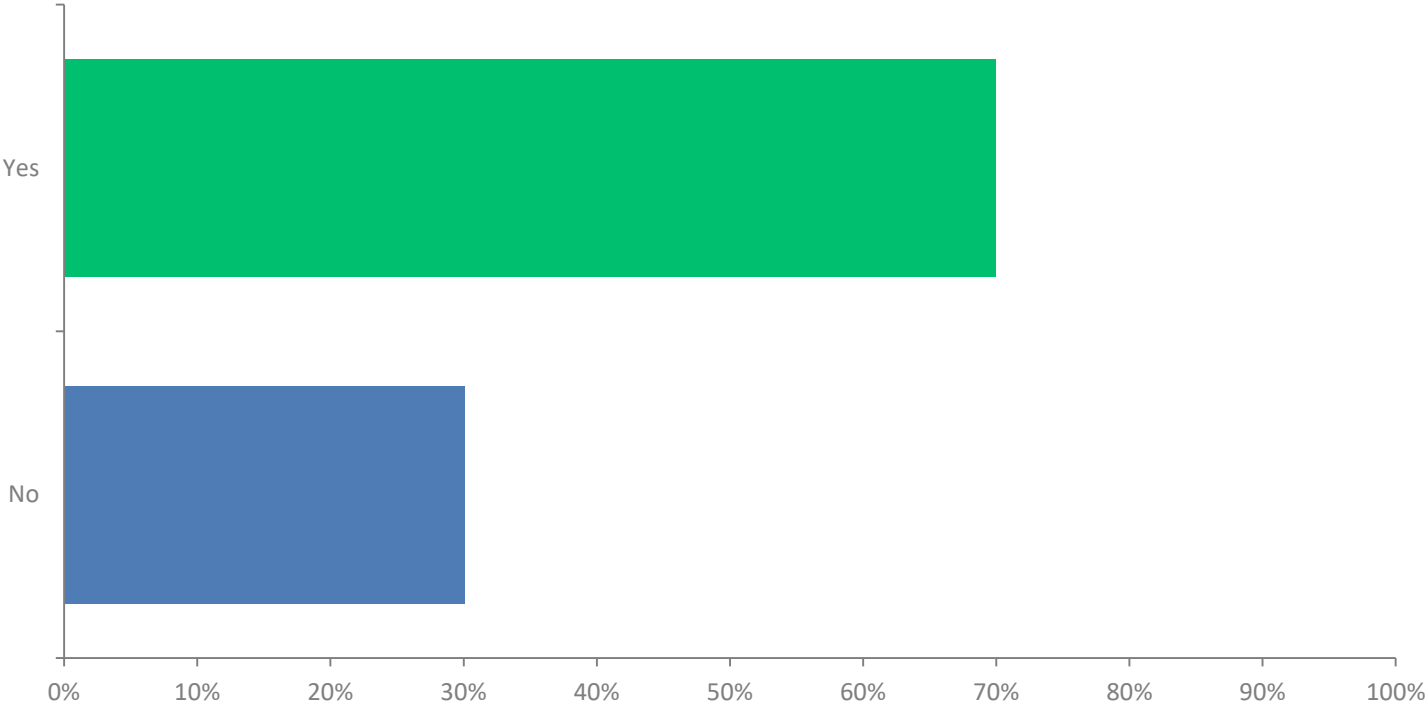
Q27: Ladera Ranch communicates with residents in several diverse ways. How would you rate the effectiveness of these?

Answered: 489 Skipped: 20



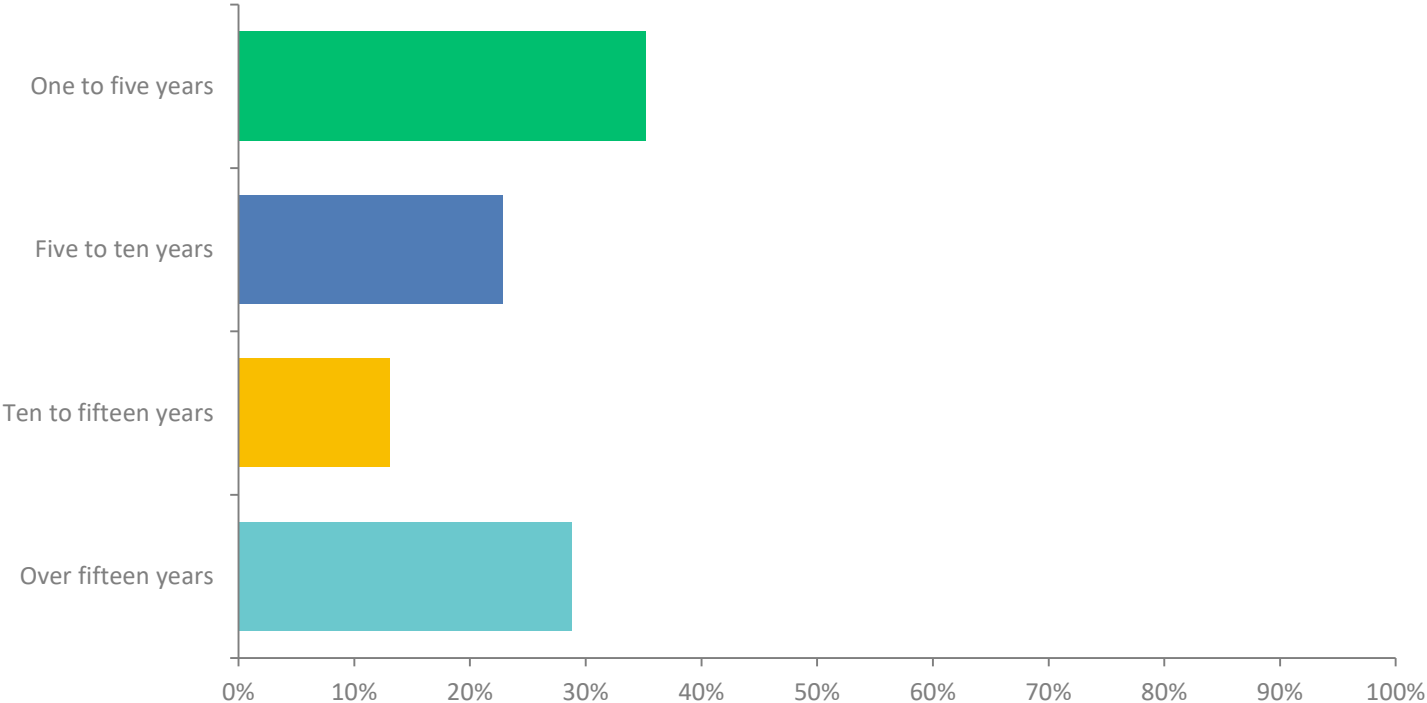
Q28: If text message alerts/notifications were offered, would you opt-in to receive important messages?

Answered: 499 Skipped: 10



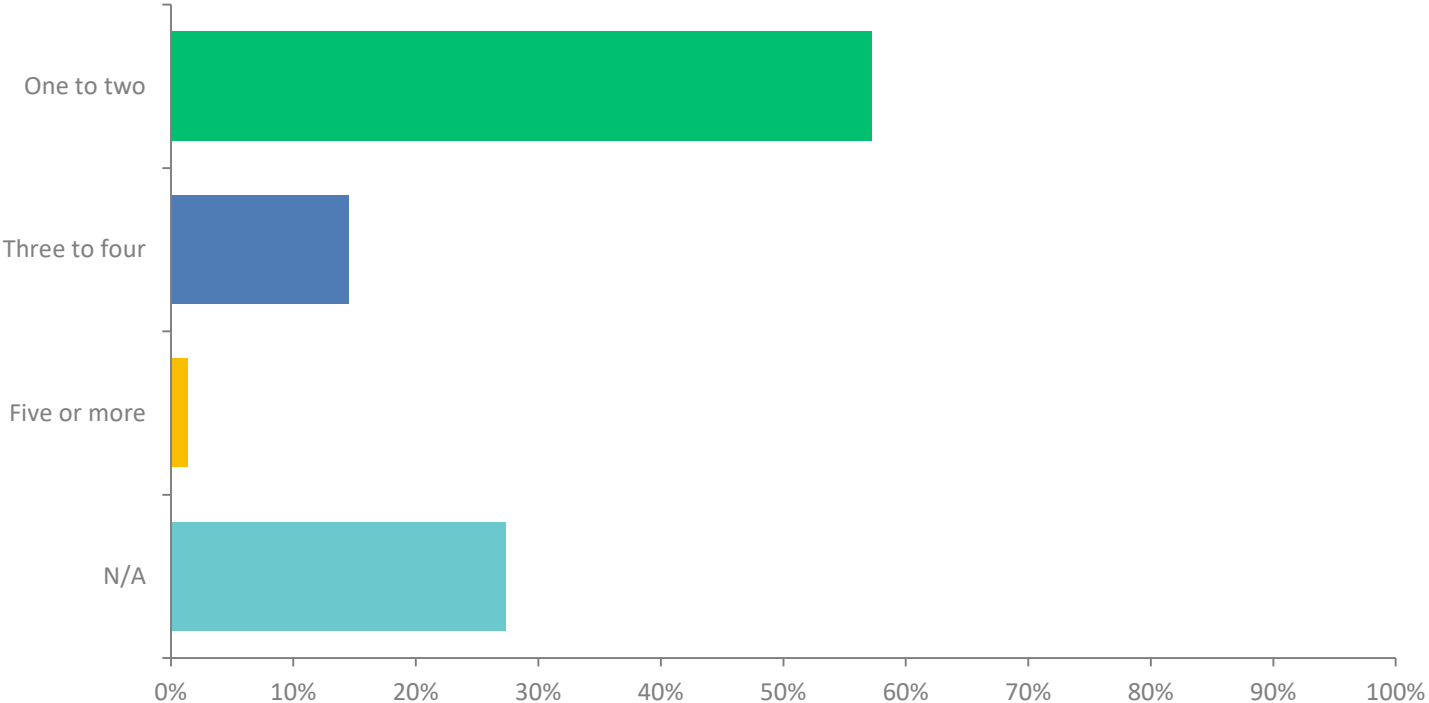
Q29: How long have you lived in Ladera Ranch?

Answered: 503 Skipped: 6



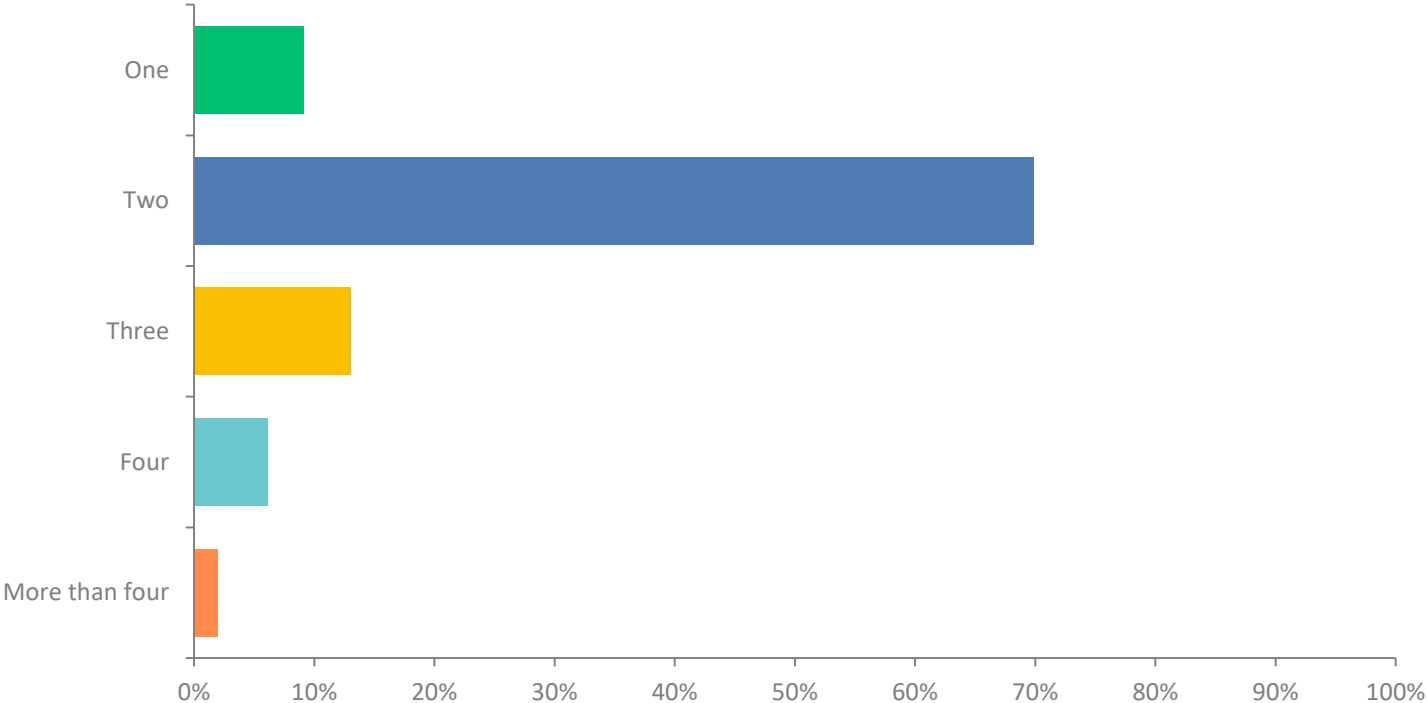
Q30: How many children ages 17 or younger live in your home?

Answered: 509 Skipped: 0



Q31: Including yourself, how many adults (ages 18+) live in your home?

Answered: 508 Skipped: 1



Q32: When you think of the experience of living in Ladera Ranch overall, how satisfied or dissatisfied are you?

Answered: 508 Skipped: 1

