

Mid-year Assessment Survey

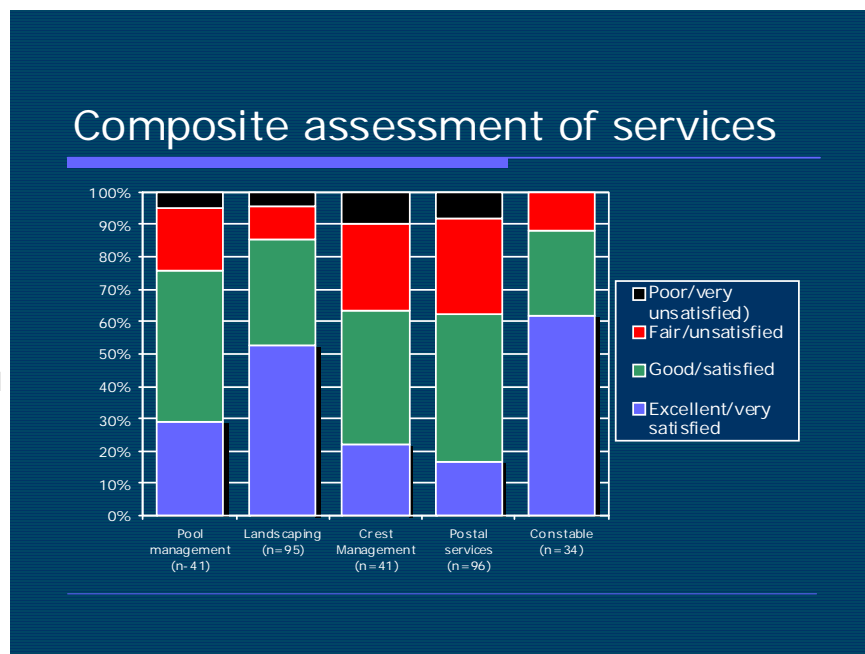
A Survey of Barkers Ridge Residents on the Quality of Services Delivered to Our Community

Introduction & Summary

In October and November 2007, the Barkers Ridge HOA conducted a survey of its residents, the objective of which was to gain an assessment of the year-to-date performance of the services provided to Barkers Ridge. The survey elicited the response of 121 homeowners, or a response rate of 16%.

The results of this survey are intended to help the Association's Board of Directors set strategic priorities for the community over the next three years. This plan is related to our capital investment plan, which we have outlined in prior communications, but focuses more on the desired character of our community and the services that help to manage its underlying behavior.

The survey was comprised of mostly "closed-end" questions that could be statistically compiled. However, there were also a number of "open-ended" questions that provides a deeper understanding of resident sentiments. These verbatim comments are listed in the appendix to this overall summary.



Overall, the survey results portray our community as one that is content with our homes, our neighbors, and the services that support us - but we are somewhat apprehensive about the changes going on in the surrounding community. Within our community, we feel the sense that we are a "small town", with neighbors that "watch out for each other" – but we wish that this sentiment was more widely shared across all residents. Issues such as the increased traffic on Morton Road (following the installation of two traffic signals to improve traffic flow in the larger Katy area) and the greater number of vehicles parked within the neighborhood were also frequently cited.

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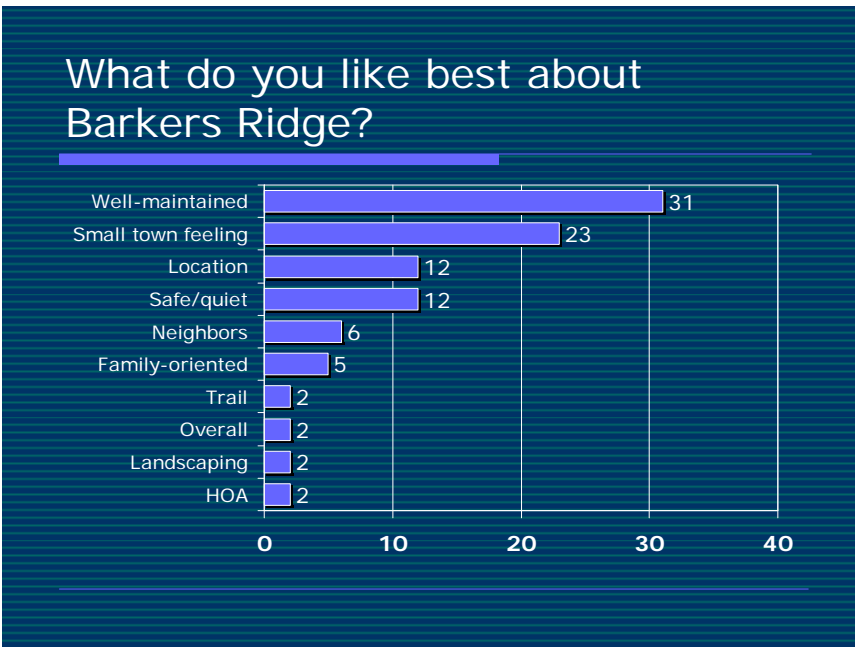
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Our residents were largely satisfied with services delivered to the Barkers Ridge community. Highest marks were given to the Harris County Precinct 5 constables, who drew a nearly perfect rating by the 30 or so residents who had called the constable this year. Our landscaping services and, to a lesser extent, our pool management services received relatively high marks as well. However, the survey results uncovered a fairly high incidence of dissatisfaction with the mail delivery services provided by the U.S. Postal Service – a result which was relatively widespread throughout the various sections of Barkers Ridge. Our property management company also received somewhat lower marks in the survey, although the sample was confined to those residents who had called Crest Management this year.

The objective of this document is to convey the results of the survey. There are clear messages that highlight key issues for the community and for the Association’s Board of Directors: we will table these questions for the moment and address their resolution in subsequent communications. This document is intended now just to understand what our residents said, look for common themes, and highlight their potential implications for changes in policy and resources.

Overall Impressions—What’s best about Barkers Ridge

Our residents conveyed a sense of pride and satisfaction with the Barkers Ridge



community. Almost a third of the respondents said that Barkers Ridge was a well-maintained community, where neighbors generally kept their homes in good repair and their yards maintained well — and thought the common areas were properly maintained by the Association. Adjectives used to describe Barkers Ridge included “neat”, “clean”, “nice neighborhood”. The theme of an overall good appearance coupled with

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the attractiveness of our “diversity” was also woven through the comments provided.

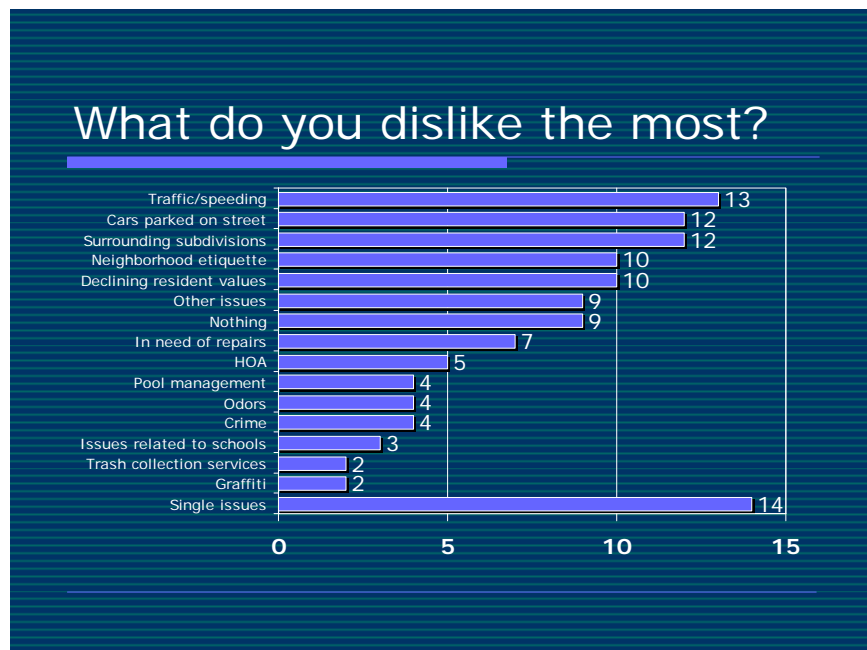
The second major theme was that of the “small town feeling” that they sensed—not “big like Cinco Ranch”. “It’s a quiet, friendly neighborhood,” said one resident, “where people go out of their way to get to know each other and to watch out for each other.” Separate but related themes of a “family oriented” community, one that is “safe and quiet” also emerged. Said one resident: “I appreciate the feeling of safety & security. I feel safe in the neighborhood because we know our neighbors. We communicate when we are going to be gone and watch out for each other.”

Six residents narrowed their remarks to their immediate neighbors, while other residents looked to specific attributes—its location to other areas, the new trail, and (specifically) the landscaping of our common areas. “I am most impressed by how well the landscaping in the common areas are kept. First impressions are important, and I take great pride in seeing that our grounds are well kept.”

Two residents mentioned the Association specifically: HOA works hard & really keeps us with the issues that are important for Barkers Ridge.”

What is the one thing you dislike most about Barkers Ridge?

There was less consensus on the things that Barkers Ridge residents do not like. Topping the list were traffic/speeding issues (both on Morton Road and within Barkers Ridge), the number of cars parked on Barkers Ridge streets, the growth in residential and commercial developments around us, the behavior of some Barkers Ridge residents that do not conform with accepted rules of “etiquette”— and a broader sense that the values of residents (for example, pride in their homes) are declining as the community ages. Said one resident:



Said one resident:

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"Like most residents, I wish that 'everyone' cared about the status of our neighborhood. I am not sure what homeowners rules/regulations are to yards, cars in the streets, but would love to see residents realize the value in these things."

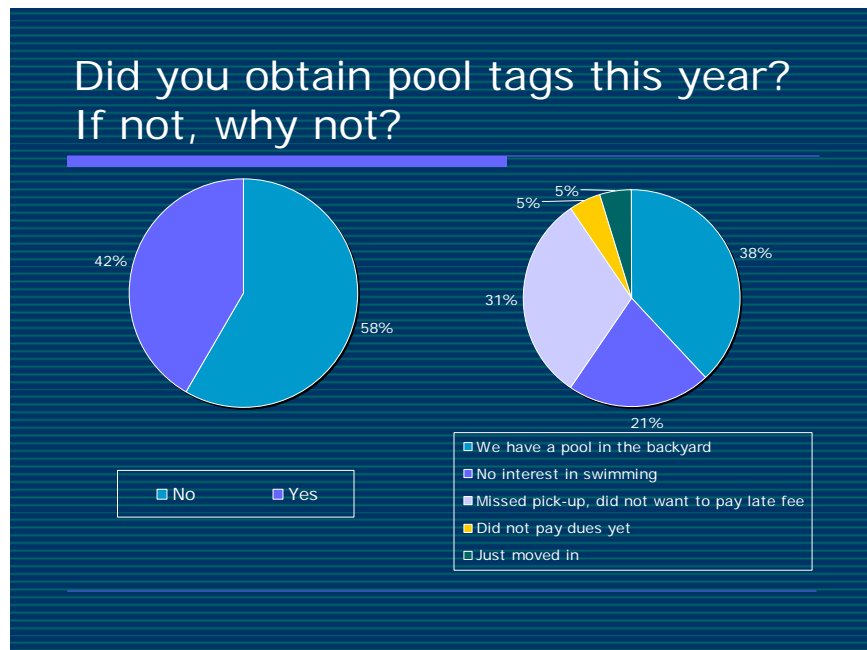
Neighborhood etiquette issues were largely related to the failure by some residents who walk their dogs to "clean up the mess" that results. But there were other issues as well: teenagers playing loud music from their cars, drivers failing to stop at neighborhood stop signs. Correlated with "declining resident values" was the failure of the Association to make needed repairs, including an "outdated recreational area" which not only needed repair but whose amenities feel below the standard of newer subdivisions, cobblestones in need of repair, and the perimeter fence. "We would love to have a brick boundary fence put in on Morton, with a one-time charge for all residents—or perhaps stain the fence on Morton to improve the overall look. The wooden fences look so bad, even when they are somewhat new."

Finally, there were specific references to the pool management services, trash collection services, and the odors that may emanate from the landfill or the sewage treatment plant. The Association was also cited for its "overzealous" behavior and for the inconsistent enforcement of our Deed Restrictions.

Pool Management Services

Just over 40% of the respondents to this survey obtained pool tags this year, which is about the same ratio that we measured during our pool tag registration period. In 2007, we registered 326 homeowners to use the pool, or 42% of the total resident population. A list of all comments is found in the appendix to this summary.

Of those that did not register this year, almost 40% did not obtain pool tags because they



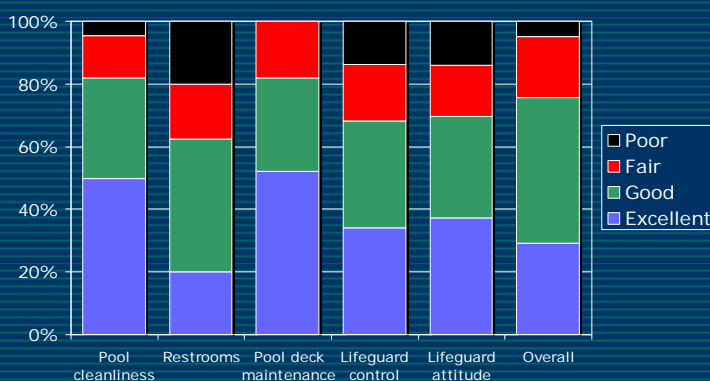
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already owned a pool in their backyards. Another 20% had no interest in swimming, while almost a third of the respondents said that they missed pool tag pickup, and did not follow up (either because of the \$20 late fee or some other reason) to obtain them.

Respondents rated the quality of pool management services, including the maintenance of the pool, the pool deck, and the restroom — as well as the performance and attitudes of the lifeguard staff. Pool maintenance received fairly high marks, especially the deck

How would you rate the pool management services this year?



around the pool, while about 40% of the respondents thought the restrooms were not well maintained. We, indeed, did have a major problem with the plumbing in the boys' restroom, that was not immediately reported by the lifeguards, leading to the comment by one resident that the restrooms were "out of order most of the time". While the maintenance of pool restrooms, especially with an aging facility, is a struggle for most pool

management services, they should be at minimum functional, and this failure will be addressed in the 2008 pool season.

In addition to the maintenance of the restrooms, the major concern of residents was the performance of the lifeguards, both in their ability to maintain control of unruly kids and in their attitude toward the residents. To be sure, there were some residents who felt that there was a better performance this year than last ("overall, much better service this year!") but there were a number of comments about the maturity of the lifeguards employed during the 2007 season ("These lifeguards were younger and seemed to be less-trained in the importance of their job. They were all polite but seemed more relaxed than ones in the past"). In fact, there were a number of comments made to the Association in the early months of the swim season about the inappropriate behavior of some younger teens and the inability of the lifeguards to establish and maintain control. While corrective actions were taken, these actions were not taken for some weeks after the problems first surfaced.

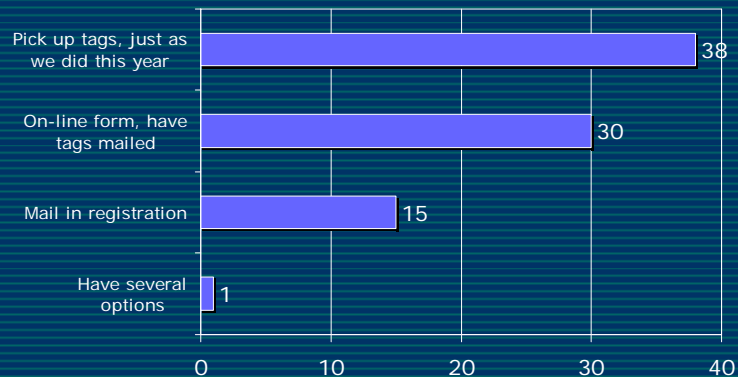
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While any problems are very unfortunate, the lessons learned from our experiences this season are:

- We must require a more balanced age distribution of lifeguards. This group of lifeguards was younger (15-16 years old) than we would have liked. When problems surfaced, we found it was not that they could not establish control, but they had not been trained in what to do when difficult conditions emerged. Once those protocols were implemented the implemented, the problem ameliorated.
- We need to review carefully our pool regulations that are posted at the pool. One regulation allows minors to bring in guests who are also minors, and be responsible for them, which is a far more relaxed policy than most neighborhood pools—which require residents to be at least 18 to bring in guests that are younger. Some of the problems that were encountered may have been due to a disproportionate number of younger residents who brought in friends their age, without the benefit of an older sibling or parent who could supervise their activities more closely.

What is your preference for obtaining pool tags next year?



The last pool-related issue on the survey focused on residents' preferences for obtaining pool tags next year. Just under half of the 84 residents that answered this question chose the option that we used this year: picking up tags at the pool on specified days. Only 15 respondents (or 17%) would prefer to mail in a registration form and have the tags mailed in return. A number of respondents chose two options, including the option to register for pool tags on line—and one resident specifically requested having several options available. We will explore the on-line option and how it might be used to supplement the delivery of pool tags to our residents.

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Some of the relevant comments offered by respondents highlighted less the performance of the pool management company and, more, strategic issues facing the Association. Said one resident: "We need to look into pro-rated HOA assessments, so that those who don't use the pool get either a rebate of a portion of our assessment in October of each year, or pay a smaller assessment each year in January. Non-users should get a discount." Another resident highlighted the issue of smoking, which is presently not prohibited within the pool gates: "there was a smoker by the baby pool and when I reported her, the lifeguard immediately talked with her and she went outside the gate."

The strategic issues raised both by the survey findings and respondent comments were as follows:

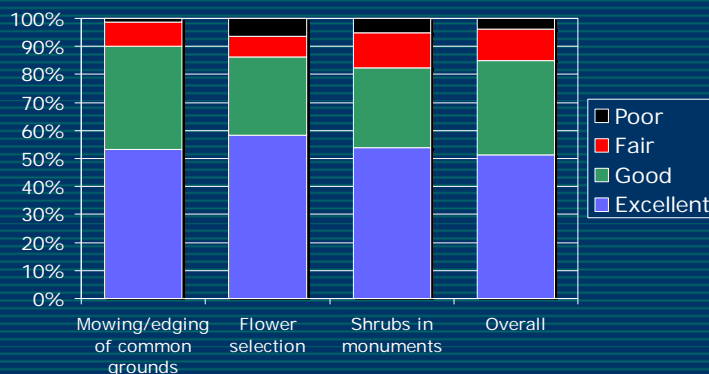
- What is the equitable distribution of annual dues if residents do not use the pool?
- Should we allow adult smoking within the pool gates?
- Why does the Association require its homeowners to use and monitor swim tags?
- Why does Crest Management charge a late fee, and are there other ways that late registration could be handled?

These are all valid questions, and we will communicate our thoughts in our Spring 2008 newsletter.

Landscaping Services

Our landscaping services received fairly high marks by most residents, with about 85% of the respondents providing a "good" or "excellent" rating. Despite the high volume of rain that interrupted the mowing schedule, this feature of our landscaping services received the highest assessments. Lowest was the shrubbery and landscaping around the Barkers Ridge monuments

How would you rate the landscaping services this year?



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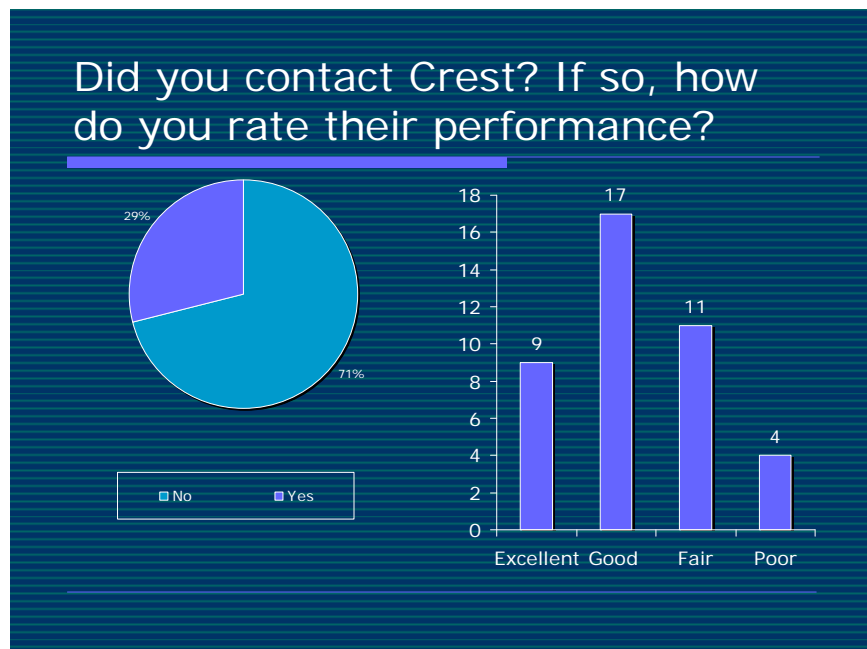
that are located at the intersection of Dulaney Road, Magnolia Trail, Barkers Forest Lane, and Piney Forest Drive and Morton Road, respectively. These areas were landscaped by the developers when Barkers Ridge was first constructed, and no changes to the selection of shrubs has been made in a number of years. The Association has been doing work in this area in recent months, outside of our landscaping contract, and this work should become to manifest itself in the spring of 2008.

While our landscaping is recognized by many residents, there were some residents who felt that we could do better. Wrote one resident, "I believe our service is doing an adequate job, but nothing outstanding." Other residents commented that the medians could be enhanced, perhaps with the addition of more trees (preferably, not pine trees) and more color could be added. "We have the luxury of a median on Morton Road, would love to see more color/pizzaz along Morton. I've driven through Copperfield lately - they have beautiful median plantings." Of specific concern was the median to the west of Eagle Ridge Way which, when there was a change in the contractor's supervising personnel, was indeed neglected for several weeks this season.

Our conclusions from the survey are that landscaping is important to the community, and that there are areas where we can make improvements. Our landscaping chairman, Margaret Moore, has long wanted to involve the community in planting more trees along the median — which is both a cost-effective and community-building effort that we certainly will consider.

Crest Management

Less than a third of the survey respondents reported that they had called Crest Management this year. Of the 41 respondents who had called, 26 (or just over 60%) said their experience was "excellent" or "good". The 40% who rated Crest's "ability to resolve their problem" as "fair" or "poor" is still a much larger percentage than



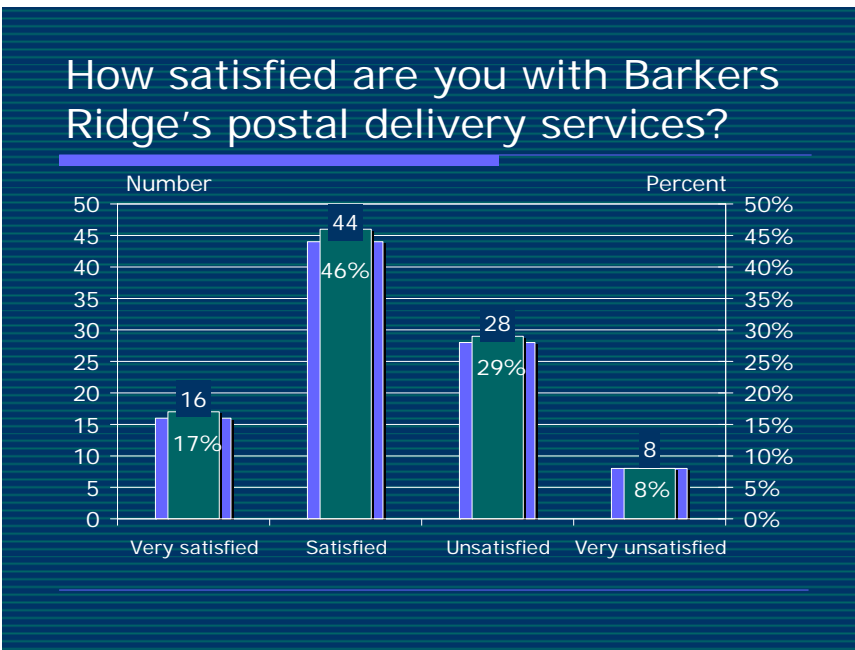
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the Association would like to see. Some of the changes we made this year were the maintenance of a telephone log by Crest that allows us to monitor calls that might require Board intervention and the introduction of digital photos to communicate the deed restriction violation identified by Crest Management. These processes have been somewhat successful, but there are still improvements in the interface between Crest Management and our residents that may need to be made.

U.S. Postal Services—Mail Delivery

Of all the services measured, the services provided by the Bear Creek Postal Station



received the largest number and largest percentage of unfavorable responses. Fully 37% of the respondents—which numbered 96 in total — reported that they were “unsatisfied” or “very unsatisfied” with the service delivery of USPS. About 60% of the respondents reported that the main problem in the mail service was the delivery of mail to the wrong address, while another 20% have had experiences where expected mail was never

delivered, and a follow up with the sender was required. The issue of delivering mail to the wrong address was raised with the Bear Creek Postal Station about two years ago, based upon a survey of residents in the Estates only. However, there was clear evidence that the problem had returned, and that the problem was more widely felt in the Barkers Ridge community. Wrote one resident in the Estates: “Some ridiculous mail delivery problems feedback concerning our address: 10/06/07—Wells Fargo Institutional Investments Group for: <an address on Morton Court, different street number>; 10/09/07— Elite Decor Magazine for: <an address on Morton Court, different street number>; 10/11/07— Mr. Richard H. Hill, Jr. Open Door Mission for: <a street outside of Barkers Ridge, same 77084 zip code>; 11/14/07—Jenny Graham of San Marcos, TX

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PRIORITY MAIL for: <an address on Dulaney Road, same street number>; and 11/16/07—Lexus Automobile Advertisement Packet for: <an address on Eagle Ridge Way, same street number>.” He added, “I received mail delivered to the wrong address that someone paid \$4.60 for priority mail, only to have it delivered to the wrong address!”

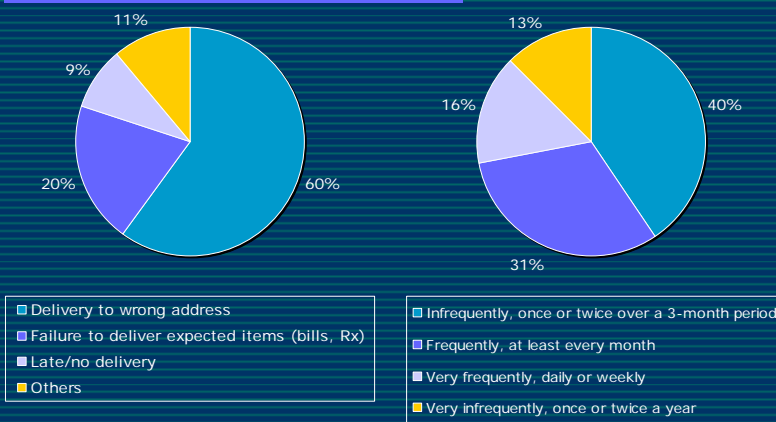
While the failure to deliver mail to the right address was the most commonly identified problem, the failure to deliver critical mail at all might well be the most serious problem of our residents. One

resident, whose husband had suffered a massive heart attack only months before, wrote: “I should have received a very large check in the mail from my retirement which I need to pay some of my husband's medical bills. It was mailed out on the 19th and should have arrived here on the 26th according to my company. As of today's mail delivery, it has not arrived. I am really concerned about

my check and if it doesn't come by tomorrow, will have to have stop payment on it and another one issued — which will delay paying the bills considerably.” Wrote another resident: “about a month or so ago, I diverted all of the mail that can be diverted to my P.O. Box at the Bear Creek Post Office. I paid off my son's truck and had the title mailed to the Bear Creek P.O. Box. Inside the box, I found an envelope wrapped in Post Office plastic and labeled "opened by mistake" by my P.O. Box neighbor. A vehicle title? That's about as important as it gets. I'm just glad and lucky that my P.O. Box neighbor was honest.”

The frequency with which these problems occurred fell between “frequently (at least every month)” and “infrequently (at least once of twice over a three-month period)” - which together accounted for about 70% of the responses of residents who were unsatisfied with their postal services. Another resident reported that the problem in mail delivery had improved in recent months, but that “it is starting to happen again, almost once a month

If unsatisfied, what types of incidents were encountered?



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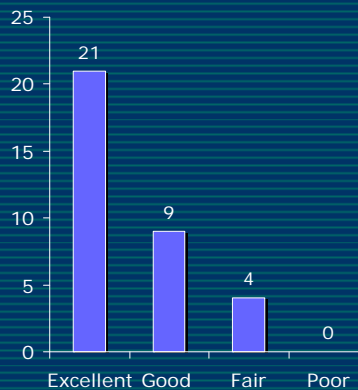
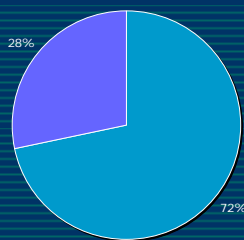
now. Sometimes it is good for a while, then it gets bad again.”

Contract Law Enforcement Services—Harris County Precinct 5 Constables

The last item in our survey provided an estimate of the percentage of residents who contacted the Harris County Precinct 5 constables, and their evaluation of that interaction. Barkers Ridge has an annual contract with Precinct 5 to provide a dedicated constable

during the hours of 6 a.m. and 2 p.m.; outside of those contracted hours, the closest deputy is dispatched to Barkers Ridge to respond to a resident call.

Did you experience an incident where the Constable could have been called?



Our survey found that a little fewer than 30% of our residents experienced an incident in the past year where Precinct 5 constables could have been called, and most (not all) did make that call. Five of the 33 residents (or about 15%) that experienced an

incident did not call the constable.

There were 35 residents who provided a rating of the constable services received (some rated because they had called the constable in years past), and 21 of those residents (or 60%) gave the constables a rating of “excellent”, while another 9 rated the services as “good”. There were few comments (no opportunity for comments) on the quality of services rendered by Precinct 5 constables. However, one resident wrote: “The precinct was foolish to let Officer Schulte leave. I wish I could have some say in it!”. Deputy Schulte left Barkers Ridge in September to pursue other opportunities in the Harris County Precinct 1 Constables Division.

If you did not receive this document via e-mail, please contact jmcglaughlin@sbcglobal.net to join the Barkers Ridge Community network.



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Appendix: Verbatim Comments

First, what is the one thing you like best about Barkers Ridge?

Well-maintained

How organized it feels, i.e., all landscaping neat & inviting, events that are planned, all news pertaining to Barkers Ridge is quickly and accurately released!

How well kept up the neighborhood is

I like the cleanliness in the community

I like the way the neighborhood is kept up. Curb appeal.

I love that neighbors keep their yards looking clean & it's such a nice community of people.

Everyone seems to care (for the most part). I feel that the landscaping on the main roads is a huge plus as well. It is very attractive to visitors.

It is a rather quiet area of town. It looks good, most people seem to care about the appearance of their property. I am impressed by the quality of the newsletter and the involvement of the members of the HOA.

The nice overall look of the neighborhood—also, the informative newsletter and e-mails we receive.

It's an attractive community, most people keep their homes & lawns looking nice

Lower HOA dues compared to other neighborhoods, nice people, area kept clean

"Most homeowners maintain their homes & live in them

Common areas & recreation areas are well maintained

It's a neighborhood, not a neighborhood/commercial mix"

Most people keep their yards & homes maintained

"Neighbors are friendly and share the goal of having a good-looking subdivision to come home to.

Overall, a great place to live. We had looked at other places around Katy recently, but we really like this neighborhood."

Nice neighborhood, clean friendly neighbors, involved Board (at least the Chair)

Nice, neat neighborhood and side walks. I don't mind what I call "nasty grams" about keeping my property up. When I'm busy, this encourages me to get moving to do what needs to be done.

Our family has lived here for over 15 years and overall the residents maintain their homes in good condition

Overall neighborhood appearance & diversity

Overall nice people throughout & most do a good job of maintaining their property

People take pride in their community.

Quiet, clean, good resell value, neighbors who care

Quiet, peaceful, well kept neighborhood

That the majority of people care as much as we do about keeping our neighborhood up

The big trees, the nice people, and how everyone keeps their homes & yards looking nice.

The community, it is very clean & the landscaping is beautiful. Also looks safe.

The landscaping & maintenance of the neighborhood is something I enjoy about BR. I also like the wreaths that are put up every Christmas.

The location and a fairly well-kept neighborhood. They stay on top of homeowners who do not maintain their property properly. For the most part, friendly neighbors.



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The neighborhood looks better now

The residents that take pride in their homes and strive to make Barkers Ridge a better place for us all.

The way it is kept up, clean and well maintained

This is quiet and peaceful neighborhood. The yards are very lovely and well-kept, particularly on the Estates side.

Upkeep is good of common areas. Most everyone cares about the look of their property.

Well maintained community, great board & communication

Well-kept, location, new trails, landscaping, pool area.

The neatness of all the properties, community & private.

Small town feeling

A real sense of community and good neighbors!

Feeling of community and security/safety, as well as the overall appearance.

I absolutely love the block captain program! From the moment we moved in, we were made to feel welcome. Even though we don't know many of the neighbors yet, it is still a lot friendlier than our previous neighborhood.

Barkers Ridge community - I love it, Barkers Ridge HOA - communicative

Clean neighborhood with friendly people

Community activities, communication via newsletters

Coziness of a small community

Established neighborhood

Friendly neighbors

Friendly neighbors next door, who are helpful too.

Generally nice area to live and small neighborhood

I have been here for 13 years and am friends with many of the families that my kids grew up with.

The sense of community and family, and truly the outstanding job of our Board!

I like that my kids have called Barkers Ridge their home their entire lives & that it is still a pretty good neighborhood. I like my neighbors and the schools. I like that we have a strong HOA as well.

It's a quiet, friendly neighborhood where people go out of their way to get to know each other and to watch out for each other

It's a small community, not big like Cinco Ranch

I've lived here 15 years, and I know most people on my block. We are a small, close knit community in some respects, I feel.

"Neighbors, neighborhood, newsletter, community involvement

That most everyone is improving their property as it ages."

Self-less volunteers who continue to make sure we've a great quality of life at Barkers Ridge

The "community", the small town feeling, the care that is shown for one another

The community

The friendly neighbors and the involvement to keep the neighborhood up.

The people

The people have been very friendly

The small neighborhood atmosphere. The swim team, the activities we used to do (Halloween,



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etc.) and continue to do (Easter, 4th of July, block party). The great HOA Board, most of all, who keep our neighborhood in such great shape. The Christmas decorations.

There are actually many things I love about Barkers Ridge but the top three are: 1) the overall sense of community; 2) our fantastic HOA president and Board members; and 3) wonderful neighbors

Safe/quiet

I love my cul-de-sac. My son was hit by a car (at 5) when we lived in Illinois. I would only live on a cul-de-sac, and I do, and it's great.

Barkers Ridge is a very quiet neighborhood

For the most part, we have a quiet neighborhood

I appreciate the feeling of safety & security. I feel safe in the neighborhood because we know our neighbors. We communicate when we are going to be gone & watch out for each other.

I have always felt safe, low crime, great neighbors and the HOA does a great job

I like my neighbors and their kids can feel safe enough to play outside.

I like that the neighborhood is quiet & mostly well-maintained

I like the trees & the quietness

Peaceful neighborhood

Safe/good people

Quiet, clean, good resell value, neighbors who care

Quiet, peaceful, well kept neighborhood

Safety record & ways to keep it that way

It's a relatively safe place to live, and we have good neighbors.

The quietness of the neighborhood (most of the time).

It is nice & quiet.

Location

Close to work

Close to work, well-maintained, nice yards

I like its location off Barker Cypress, far enough from I-10 to be quiet. It's close enough to Fry Road for shopping but I don't like to deal with Fry Road traffic every day.

Location

Location - close to I-10, Katy

Location !!!

Location and cleanliness of neighborhood

Location and our immediate neighbors

Location to I-10

Location to job

Location, as far as being close to I-10, the high school, and the parks.

Proximity to the schools, I like my cul-de-sac street, I like that we have an active HOA watching out for us.

The quietness and location to shopping, churches & schools.

Neighbors

My neighbors

My neighbors.

Neighbors

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Nice neighbors
Plum Knoll Court!
Our next door neighbors
Quality of homes, I have great neighbors!
My home & my neighbors.
It's a relatively safe place to live, and we have good neighbors.
The neighbors.

Family-oriented

Family oriented. The homes are nice and for the most part, kept in good condition. Landscape as well.
Great neighbors, great place to raise a family.
I feel safe there and I love the family environment.
The friendly atmosphere and all the family related activities
Two things - the family friendly atmosphere & Judith McLaughlin's hard work
Overall The whole community is great!
Winding streets, homes that don't look like little boxes out on the prairie.
Nice, quiet, safe, well-maintained & friendly neighborhood. A great place to raise a family. We moved from downtown, and we love it.
Neighbors, activities for kids on holidays.

Landscaping

I am most impressed by how well the landscaping in the common areas are kept. First impressions are important, and I take great pride in seeing that our grounds are well kept.
Landscaping is beautiful on the common grounds.

HOA

HOA works hard & really keeps us with the issues that are important for Barkers Ridge
The Association
Proximity to the schools, I like my cul-de-sac street, I like that we have an active HOA watching out for us.
Active HOA, with much better focus on what's important

Trail

The new trail that gives BR residents access to the park. It's nice to see neighbors walking/jogging/biking in the evenings, enjoying their environment.
The trail.
New walking path to Cullen Park.

What is the one thing you dislike most about Barkers Ridge?

Traffic/speeding

All the traffic that speeds down Morton.
All the traffic cutting through Morton.
40 mph speed limit on Morton.
Heavy traffic during peak hours through Morton as it is widely used to gain access to Barker Cypress from many other streets, starting on Fry Road and on.
Increased traffic through the neighborhood



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Morton Road traffic!!!

Noisy speeding on my street

The cars randomly speeding through Morton in the middle of the night.

The fact that the speed limit on Morton Road was raised to 40 mph, I was thrilled that it was 30 mph when I first moved in. People give themselves the option of going 45 now that the posted limit is 40 mph.

The speeders on the streets. I have observed these folks and notice that they tend to be younger women or teenage girls.

The speeding traffic on Morton Road.

The traffic light at Morton and Barker

Traffic lights at Morton.

Traffic on Morton.

The inability to see traffic when turning onto Morton from Dulaney.

We need a three-way stop sign at Cherrytree Grove and Eagle Ridge way to slow the cars down.

On Cherrytree Grove, several vehicles speed down on street (usually about the time that school lets out!). It is kind of scary when you have small children. Maybe we could get the constable to observe this and write some speeding tickets and it would diminish.

Surrounding subdivisions

Development in front of neighborhood (store, apartments)

New construction—apartments on Barker Cypress.

How busy Morton Road is. We were walking one evening and were harrassed by a car full of kids speeding by. We want walk there anymore.

I dislike most of what is springing up around Barkers Ridge, residential & commercial. I dislike criminal activity in and around my neighborhood.

I dislike that it's located north of I-10 and that smaller and less expensive homes are being built around us. I also wish that we had better landscaping along Morton Road, something to break up the long fence line.

I feel that BR is being surrounded by lower value subdivisions and fear that our property values will diminish.

Surrounding traffic & construction of new homes.

The new lights on Morton Road. They have caused too much traffic and speed. I do not know why the lights had to be installed.

I feel we are being infiltrated by the gang/bad peeople around.

New construction happening around us. I feel that our surroundings are changing and we are considering moving in the near future ("apartments")

Noise from Greenhouse Road traffic

Noisy traffic, loud motorcycles & cars (get a muffler & turn your music down). This is a residential neighborhood and I would like to see the public nuisance laws enforced.

Starting to get too many apartments & businesses near the neighborhood. Traffic is bad in the mornings on Barker Cypress.

The proximity of BR to neighborhoods that affect the demographics of our schools. I'm sorry, I wasn't able to put that gently. I also do not like people parking on (blocking) the street when they have ample room to park in their own driveways, or at least

We are too close to some neighborhoods that are not well-maintained and are getting run down,



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but we can't do anything about that.

Cars parked on street

Amount of cars parked on the streets (driveways too short for people who have 2-3-4 cars).

Amount of cars parked on streets.

Cars parked in the street & not in a driveway

Cars parked on street, constantly and no enforcement on people parking trailers and/or work trucks on street or in driveways - looks like a trailer park!

I wish the Association would do more to restrict the number of vehicles per house. Across the street there are at least six vehicles in the driveway and on the street.

If all of our good friends park the car in the driveway, it would be wonderful.

More cars than parking space, lots of street parking, I am guilty too.

People parking on the street

So many cars parked on the streets, especially near the corners.

Speed limit is too high, too many cars parked on the street makes it very dangerous driving through the neighborhood.

The street parking is one item of concern. Some neighbors are courteous, however, some neighbors (it seems) tend to park in front of my house just out of convenience. Also, I think there is a safety issue in parking directly in front of a stop sign on a c

Too many cars and trucks parked on the streets

Vehicles parked on street

Neighborhood etiquette

Adults that run through stop signs with their bikes, especially those low to the ground

Fireworks are permissible.

The fireworks around us twice a year.

People that take their trash cans out the day before trash day, and leave them out for a day or so afterwards. That means that some trash cans can be out as many as five days in a row!

Mean teens.

Kids playing in the street.

People letting their dogs out to poop in their neighbors yard, with no regard to cleaning up after their pet(s).

Neighbors walking their dogs & not cleaning the mess up.

People not stopping at stop signs.

People who don't clean up after their pets or let them run around the neighborhood.

People who let their dogs poop in my yard and on the sidewalk. I do not have a dog and it is for a reason. I don't want to have to pick up poop from my yard or my driveway or from the street in front of my house.

STRAY ANIMALS, one cat got in my home while I was in my yard and a big dog practically terrorized myself, and my pest control person. {additional comments outlining the incident, follow up on question on what to do}

Teens playing music too loud in cars

Too many motorcycles & noisy

Declining resident social values

I am concerned about the neighborhood going down with all the rental properties, and also neighbors that do not respect others by letting their dogs bark at night.



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Like most residents, I wish that "everyone" cared about the status of our neighborhood. I am not sure what homeowners rules/regulations are to yards, cars in the streets, but would love to see residents realize the value in these things.

More & more houses up for sale

People who don't take care of their property

Some of the homes are being rented out and the tenants are not taking care of rental homes as good as homeowners would.

Some of the homes have broken windows with duct tape and sheets, not curtains. Many have unkept yards which makes all of us look bad. Many (our neighbors) have junk cars in front of home or in driveway and these cars have been this way for the past year (

Some of the laws & yards seem to be "disheveled" and landscaping overgrown. Sometimes my yard even looks that way. I would like to see me and others maintain better curb appeal.

That not all neighbors maintain their homes/lawns

The loss of property values

The rent house down the street, truck in the driveway on Deeds Road

Nothing

Can't really thing of one

Can't thing of anything.

None

Nothing

Nothing at this time

Nothing that I do not like.

We have not found anything.

We've only been her for 10-1/2 years. I haven't found anything yet, but I'm sure that given enough time, we'll find something!

In need of repair

Barkers Ridge is aging and no always gracefully. Too many yards are overgrown and houses in disrepair.

Cobblestones need repair, but that's about it.

Homes are beginning to need repairs, some work needs to be done (i.e., paint, pressure wash, rotten wood replaced)

Outdated recreation area, new subdivisions offer pool slides, sprinklers (water park style).

Playground is run down, i.e. swing has been broken for most of 2007. Better upkeep and more options desired.

The fences that face the street are unattractive.

Water fountain in the recreational area does not work.

We would love to have a brick boundary fence put in on Morton, with a one-time charge for all residents. The wooden fences look so bad, even when they are somewhat new. Or perhaps stain the fence on Morton to improve the overall look.

HOA

Also, I must say that our overzealous HOA sending threatening or intimidating letters of non-compliance. A fact checking procedure should be implemented before these types of letters are sent.

HOA - I feel singled out, there is a house on my block with a tire swing in the front yard which



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looks horrible and it does not bother anyone.

Times we have received citations. We have spoken to neighbors with similar house problems and they have not received a citation.

We received a letter about mildew on our home and there is none. We called & sent in a request for pictures and there are no pictures, but it was such a hassle to be even bothered for something that was false, especially when so many homes are looking bad

While I like the strong HOA, I do not like receiving letters from them regarding my home.

Pool management

I did not like the lifeguards cleaning the pool with bleach around children. We lost pool tags and lifeguards did not know how to get additional. We had to sign in every day at the pool, why?

Pool management services

Pool, lifeguards

The fact that if I do not pick up my pool tags on time, I will be charged for them.

Odors

Odor in the air sometimes - sewage plant, garbage dump?

Odors from the water treatment plant are getting worse (Morton between Eagle Ridge & Piney Forest)!

The smell early in the morning. If I sleep with my windows cracked, the smell is horrible. I don't know what it is, but it is only in the morning.

The smell of the landfill and the proximity of this to our water supply and overall neighborhood

Crime

Increasing crime.

We need a "no soliciting" sign, which could be a deterrent even if not enforceable.

What seems to be an increase in crime, or at least criminal activity.

Lack of police in neighborhood

The current crime

Too many uncontrolled access points, with people cutting through neighborhood, brings more crime in.

Neighborhood schools

And, if I were looking at our neighborhood as a new home buyer, I'd want my children to go to the neighborhood schools - MCHS, MCJH, and MCE. We should lobby for the zoning changes and allow our children to go to the nearest school to their home.

I dislike the bus traffic & accompanying dust that filters into my house from MCHS, but then it bothers me because I live on the corner of Dulaney & Cherrytree Grove.

Neighborhood schools seem to be getting a worse reputation for gangs.

Trash collection services

I just moved in, so I don't have many complaints. I have had trouble with garbage collection.

Trash pickup is an uncertain issue. Many times, I put out substantial cuttings for the heavy pickup day and they are not picked up. Then I wait until the next pickup & assist the truck driver with the pickup. I don't think this should have to be done, but

Graffiti

Graffiti seen on the mailboxes & other places recently.

The graffiti and keying on the outside of fences

Other issues



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I also wish that we had better landscaping along Morton Road, something to break up the long fence line.

That our mail is always wet & ruined from the mail box

It's too far from work.

Crest Management

Getting to & from I-10

I do not like the lights on the trail behind my house are still not up and running.

I wish the home values would go up, but that is out of our control.

I wish the women's group would get going again.

It's not a gated community

Lack of reply the one time I tried to get involved. This was several years ago re a Bunco group contact.

Lots of barking dogs

No community clubhouse

We should support the Mayde Creek High School fine arts program with our sign.

The pool being open to swim meets. It is a traffic hazard waiting for something to happen. There should be security directing the traffic so some child will not get run over.

The traffic that cuts us in 2, but we have no control over that as the county planned it before we were developed.

How would you rate the pool management services delivered this year?

Pool cleanliness

By weekend, pool needed skimming more often

I think the residents could pick up after themselves more.

It was very clean

Often bugs (excessive amounts) floating in pool

Pool restrooms

Could be better

I tried to use the restroom which was usually not working or dirty

Never used them

Out of order most of the time.

Restrooms were often dirty

Seemed mostly clean all the time but pool restrooms are always a little less cleanly.

Smells bad

They were mostly clean, but not all the time.

Lifeguard control

By summer's end, it was really bad.

Did not go to the pool enough to make a judgment. The lifeguards did not seem as attentive as they have been in the past, though.

Lifeguard-KIDS say 10-minute break is for kids, that too much chlorine is unsafe (?)"

Lifeguard's friends can do what they want. We need "mature" lifeguards.

Lifeguards get a little too involved with teenagers rather than doing their job

Safety on personal belongings, a PSP machine was stolen from my son's backpack. Maybe



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temporary lockers?

Sometimes the kids don't listen to the lifeguards

The lifeguards were ineffective in keeping control. Gangs of boys ran amuck during the summer, completely disregarding pool rules. I experienced more than one run in with bullies or ill behaved boys. I was also repulsed by the offensive behavior of some of our high schools, e.g., girls that behaved in a homosexual way in the pool

There should always be 2 on duty lifeguards. Usually only 1 while others were playing

These lifeguards were younger & seem to be less trained in the importance of their job. They were all polite but seemed more relaxed than ones in the past.

They were good

Lifeguard attitude

An incident with a lifeguard and a resident discouraged my daughter from going to the pool.

I confronted the lifeguards about their lack of action to enforce pool rules. Their general attitude was 'not my kids, not my job'. We complained to management, and stopped going to the pool as often. Toward the end of the summer, we heard that there had been a change, so we tried going back. We noticed a difference for the better.

Lifeguards were not rude, but they could have been more cheerful.

They did their job

They were always polite.

Variable. Several examples of inappropriate attitude.

Overall comments

I did not care for the music. It did not prevent me from going back, however.

I swim 3+ times/week at my club - lap swimming. The lap lane is never empty at the pool, kids playing in it or parents use it as a private instruction area.

More oversight in regards to teenagers during the summer

Need to look into pro-rated HOA assessments, so that those who don't use the pool get either a rebate of a portion of our assessment in October of each year, or pay a smaller assessment each year in January. Non-users should get a discount.

New pool company desired

Overall , much better service this year!

Pool area is better now since they revamped it.

"The pool is to close at the scheduled time NOT when the lifeguards say, 15-30 minutes early.

These kids should be at least one year older."

There was a smoker by the baby pool and when I reported her, the lifeguard immediately talked with her and she went outside the gate.

Very good.

How would you rate the landscaping services delivered this year?

Mowing

Almost always looks good

I do not notice, which I equate to mean that if these areas looked unkempt, I would notice.

I thought they forgot to mow the median across from the Village a couple of times.

Mowing not done enough



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The workers need to watch out for traffic when blowing
They must bag the clippings, not blow them into the drains.
Very good

Has declined over the past four or five years.

What can be done about those unsightly solicitation signs that are everywhere?

Flowers & shrubs

Almost always looks good.

All the monuments outside of the Estates have great color, the Estates monuments look dreary.

Needs to be reworked, lost a lot of foliage and several died during construction.

Average selection, more color would be nice.

Facing east, to turn left on Barkers Forest Lane, shrubs blocking view badly!

Flowers were prettier last year.

Good

I like it usually, but this was one season I didn't care for

Love it, I would hire them to do my yard

Sorry, I haven't noticed.

Tall plantings in the median by the pool obstruct the view of oncoming traffic, making it
dangerous to turn across traffic and onto Barkers Forest Lane

The flower selection is fine, but I have a problem with the shrubs in the median at Barker Forest
& Morton. The shrubs in the median block a clear view of the traffic coming from the opposite
direction on Morton. Perhaps the shrubs could be moved to another area as I would hate to
see them wasted, but they are ill-placed at present.

The flowers have been beautiful this year

The magnolia trees are too big & messy. We need a plan for what to do when they grow up.

Very nice

We have the luxury of a median on Morton Road, would love to see more color/pizzaz along
Morton. I've driven through Copperfield lately - they have beautiful median plantings.

Almost always looks good

At the intersection of Morton, the plants obstruct the view of oncoming traffic.

Do not always look healthy and attractive

Hedge in median blocks view of oncoming traffic

I believe our service is doing an adequate job, but nothing outstanding.

I think our entrances are lacking!

Lose the pine trees, pines are trash trees & do not present a good image

Love it

Old and need replacing badly.

Shubs/flowers in the monuments need color

Very well maintained

Landscaping Overall

All in all, looked good this year!

Clean and well-maintained.

Sprinklers need adjusting, water wasted and is in road a lot.

Always looks nice

Great



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Great job!

I am very pleased.

I appreciate our landscaping. It generally looks well kept & colorful. It makes a difference!

I think the landscaping is one of the biggest attractions in our neighborhood. As people drive down Morton, it is very appealing to see the trees that were chosen, the well-maintained lawns and the seasonal flowers.

I think we could do a better job in this department.

I'm always excited about what has been done and how nice it looks, but what are the "monuments" you mention?

It seemed the grass was allowed to grow too long before cutting, maybe due to the rain. Always seemed to look nice except now. The areas look forsaken.

Last year, these looked better & more colorful.

Maintenance seems quite good. The workers I've run into were very courteous.

Need to consider sound barrier walls along Greenhouse Road, especially since traffic has increased with the completion of the road north of us & the future completion of I-10

The median beyond Eagle Ridge Way needs help.

Driving north on Dulaney, plants block view from left to turn right.

Overall, it looks very nice. Always seems to be a good job.

If unsatisfied with the mail delivery service, what types of incidents were encountered? (supplemental comments to the closed-ended question)

I am satisfied, but I do get other people's mail frequently.

I do get others mail, usually my address number, but for a different street.

Complaints issued to Manager at Bear Creek Station, no response.

Damaged packages, broken, lost keys & slow replacement or repair

I don't like the way the new mailboxes were handled, no key, no notice, had to call and was told I would have to take off time from work to get the keys they were responsible for.

Lateness of delivery

No mail delivered on 10/9, 10/10 (10/10 mail was delivered very late, why?)

No/delayed mail after some holidays

Non delivery of mail for 1-2 days in a row.

Our carriers are very friendly and helpful. I think the problem is short staffing & mismanagement at the Post Office.

Our mail is always wet & ruined.

They wad up the mail and cram too much into those little boxes

Twice failed to pick up packages when I had arranged for pickup

When they put in the new, larger boxes, they faced the openings toward the street. We now have to step into the street side to get our mail - not safe.

Crammed a package in the backside of my box that I could not

I received mail delivered to the wrong address that someone paid \$4.60 for priority mail, only to have it delivered to the wrong address!

Son's prescription never gets delivered consistently for the past four months