

## HOW ARE WE DOING?

We're more than halfway through the current year, time to stop and gauge the delivery of services provided through your Annual Dues. Please take a moment to take this survey, which will give us insight into who and what to contract in 2010.

### OVERALL

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

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

### POOL MANAGEMENT SERVICES

Did you obtain tags to use the Barkers Ridge pool this year?

Yes       No

If you did obtain pool tags this year, about how frequently did members of your family use the Barkers Ridge pool this summer?

More than 3 times a week       About once a week       Once or twice per month       Never

How do you rate the quality of pool management services rendered so far this year?

	Excellent, highest rating	Pretty good, meets expectation	OK, could improve a little	Fair, a number of improvements required	Poor, we need to replace company
Cleanliness of pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of the restroom facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of pool deck area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability of lifeguards to maintain control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude of lifeguards toward residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What additional comments do you have about our pool management company's performance this year?

### LANDSCAPING SERVICES

How do you rate the quality of landscaping services rendered so far this year?

	Excellent, highest rating	Pretty good, meets expectation	OK, could improve a little	Fair, a number of improvements required	Poor, we need to replace company
Mowing, edging of common grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flower selection in median	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shrubs/flowers in BR monuments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# SEVERN TRENT ENVIRONMENTAL SERVICES

Did you contact Severn Trent by telephone this year to answer a question or to file a complaint?

Yes       No

How would you rate the quality of Severn Trent's response to your inquiry?

	<b>Excellent, highest rating</b>	<b>Pretty good, meets expectation</b>	<b>OK, could improve a little</b>	<b>Fair, a number of improvements required</b>	<b>Poor, we need to replace company</b>
<b>Courteousness</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Problem-solving ability</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate the quality of services provided by Severn Trent over the past year?

	<b>Excellent, highest rating</b>	<b>Pretty good, meets expectation</b>	<b>OK, could improve a little</b>	<b>Fair, a number of improvements required</b>	<b>Poor, we need to replace company</b>
<b>Accuracy of billing</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Proper assessment of late fees, red-tagging</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Flexibility of payment methods</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Clarity, quality of residential water</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Maintenance of water plants</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Maintenance of sewage treatment plant</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Overall</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What additional comments do you have about Severn Trent's performance this year?

## ALLIED WASTE

How would you rate the quality of services provided by Allied Waste Trent over the past year?

	<b>Excellent, highest rating</b>	<b>Pretty good, meets expectation</b>	<b>OK, could improve a little</b>	<b>Fair, a number of improvements required</b>	<b>Poor, we need to replace company</b>
<b>Overall</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you favor a move to an automated collection system, which would include 95-gallon carts for general waste and recycled waste picked up twice a week, and heavy trash collection once a month?

Yes       No

If no, what are your concerns?