



## Survey Results: December 2013 APCOA Survey

Survey Type	Owners Surveyed	Units Represented	Owners Responded	Owners Participation	Units Responded	Units Participation
On-Line	51	61	40	78.5%	44	72.2%
By Mail	5	6	0	0%	0	0%
<b>Totals</b>	<b>56</b>	<b>67</b>	<b>40</b>	<b>71.5%</b>	<b>44</b>	<b>65.7%</b>

### Sent/Scheduled Messages

Message Subject	Send Date	Sent
<a href="#"><u>Anchor's Point Owners Survey - December 2013 - Final Notice....</u></a>	December 20, 2013 2:00 PM	18
<a href="#"><u>Anchor's Point Owners Survey - December 2013 - 3rd Notice....</u></a>	December 18, 2013 1:01 PM	22
<a href="#"><u>Anchor's Point Owners Survey - December 2013... 2nd Notice.....</u></a>	December 16, 2013 1:00 PM	37
<a href="#"><u>Anchor's Point Owners Survey - December 2013.....</u></a>	December 12, 2013 3:01 PM	51

**This published Survey Results shows tabulated responses. Comments are not published.**

**Responses are weighted by the number of Unites Owned by the Respondent.**

**Telephone Service:**

- 1. The association continues to pay for Land Line Telephone Service in each unit & lockout. These costs are increasing. With the advent of mobile cell telephones and increased cell service in Kimberling City, fewer individuals use land lines and more individuals have cell telephone service. Additionally, the Front Desk service is no longer a 24 hour service. With increasing costs and diminishing need and usage, it is reasonable to ask owners whether or not the APCOA members want to continue to pay for telephone service in the units and lockouts. Please choose 1 of the following responses.**

<b>Answer Choices</b>	<b>Responses</b>	<b>Units</b>	<b>Pct. Units</b>
We have no need for Land Line Telephone Service in our unit and would rather reduce the APCOA expense	32	36	87.7%
We use our unit Land Line Telephone Service and desire to keep the service.	1	1	2.5%
Have no opinion	4	4	9.8%
Total Responses	37	41	
No Response	3		

**Security Cameras:**

- 2. As mentioned at the Annual Meeting, the board is considering installing Security Cameras to servile the AP Lakeside Pool & Bathroom Areas and the Parking Lot. The areas being monitored would only be the Common Areas. Unit entrances and decks would not be in the monitored area. Please choose 1 of the following responses.**

<b>Answer Choices</b>	<b>Responses</b>	<b>Units</b>	<b>Pct. Units</b>
We support the installation of Security Cameras	37	39	88.7%
We do not support the installation of Security Cameras	2	4	9.1%
Have no opinion	1	1	2.3%
Total Responses	40	44	
No Response	0		

**Amenity Usage:**

3. At the beginning of the year, we had a dispute with Kimberling Inn concerning Amenity Usage. Since then, only owners in the Kimberling Inn Rental Program have had usage to the indoor pool, workout room, other pools, tennis courts, and miniature golf. Additionally, the association took over the management and operation of the Lakeside Pool. How important is the usage of these amenities to you ? Please choose 1 of the following responses.

<b>Answer Choices</b>	<b>Responses</b>	<b>Units</b>	<b>Pct. Units</b>
My unit(s) is in the Kimberling Inn Rental Program and my Family & Guests have Amenity Access.	9	11	25.0%
I am not interested in using Kimberling Inn Amenities and am not interested in the board working to getting Amenity Usage back for all owners.	3	3	6.9%
I would like to use the Kimberling Inn Amenities and would encourage the board to work toward getting Amenity Usage back for all owners.	28	30	68.2%
Total Responses	40	44	
No Response	0		

**AP Lakeside Pool:**

4. With the Amenity dispute mentioned in Question 5 above, the association assumed responsibility for the operation and management of the AP Lakeside Pool. How satisfied are you with the pool operation and the upgrades to the pool furniture? Please choose all responses that apply.

<b>Answer Choices</b>	<b>Responses</b>	<b>Units</b>	<b>Pct. Units</b>
Did Not Use The Pool or Have No Opinion	19	19	28.4%
Found the AP Lakeside Pool the same as prior years	3	3	4.5%
Found the new Pool Furniture to be an enhancement	18	20	29.9%
Found the AP Lakeside Pool clean, orderly, and in satisfactory condition	19	23	34.4%
Found the AP Lakeside Pool in unsatisfactory condition	2	2	3.0%
Total Responses (Multiple Responses Allowed)	40	67	
No Response	0		