

Trafalgar Square HOA 2024 Landscape Committee Survey Executive Summary



Submitted July 22, 2024
by Landscape Committee
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Survey administration

- 58 residents completed part or all of the survey representing a 33.5% response rate.
- Average response rate for an email survey is 6%.*
- Overall survey response rate of 5—30% is considered good.*
- Response rate above 30% is considered excellent.*

*Source: Qualtrics

Feedback on the park

- 37.3% use the park at least weekly.
- 62.6% use the park at least monthly.
- 37.7% use the park less than once per month or almost never.
- Residents are satisfied with the current park landscape overall.
34.55%: Excellent 47.27%: Good 18.19%: Fair, Poor, or Not Sure
- Residents are overall satisfied with the quality of the landscape provider.
23.54%: Excellent 49.09%: Good 27.27%: Fair, Poor, or Not Sure
- The trees are the most valued asset in our park: 70% of responses.

Feedback on Marsh Lane Entry & Banbury Common Areas

- Residents are mostly satisfied with the appearance of the front entry. (60% of respondents rated it as *Excellent* or *Good*)
- Residents rarely use and mostly just drive by the common areas on the North and South curves of Banbury Lane. (78.43% of respondents just drive by the common spaces and several comments indicated that they did not know those spaces are owned by the HOA)
- Perceptions about the quality of landscaping at the Banbury curves are mixed.
 - 38.89% rated *Excellent* or *Good* with 44.44% rated *Not Sure*

Landscaping priorities ranked

1. Protecting and trimming existing trees. (Rated 5.47 out of 6)
2. Keeping the grass and flower beds looking nice. (Rated 4.60 out of 6)
3. Replanting and planting more trees in the park. (Rated 3.39 out of 6)
4. Improving and/or adding more flower beds and shrubs in the park. (Rated 2.84 out of 6)
5. Adding more benches and seating areas in the park. (Rated 2.6 out of 6)
6. Adding more landscape to our front entry at Marsh Lane. (Rated 2.6 out of 6)

Feedback on the Tennis/Pickleball courts

- 90.20% of respondents use the courts less than once per month or almost never.
- 36.54% rate the quality of our courts as Excellent or Good.
- Top 3 priorities for our courts:
 1. Resurfacing and keeping up our courts to protect our investment. (Rated 4.76 out of 5.0)*
 2. Updating nets and windscreens. (Rated 4.5 out of 5.0)
 3. Adding lines for pickleball on the second court. (Rated 4.4 out of 5.0)

***Interesting that although those who responded to survey don't really use the courts, they realize the importance of having this amenity. Almost every house that goes on the market in TS has photos of the park and courts!**

Other messages from the survey

- Residents are more willing to donate money for projects that are outside of available budget or reserves than volunteer to help with projects.
 - 54.37% responded *Yes or Yes if they can* to donating money.
 - 60.8% responded *No* to willingness to volunteer to help.
- Top three things respondents like most about our landscaping:
 - Trees
 - Consistency of maintenance and overall look
 - Walkability
- Top three things respondents like least about our landscaping:
 - Trees not trimmed
 - Bare areas
 - Shrubs not maintained or wrong shrubs in the space

Immediate Needs and Plans

- Address the sidewalks that are choking trees at the north and south ends of the park. The oak tree at the north end of the park is the immediate priority. One bid has been received and we are waiting on a second. There is the potential to seek donations for this project.
- Trim all trees and address trees that have a liability issue. Bids are being collected.
- Repair lights that are out in the park. One electrician has provided pricing estimates.
- Replace the nets on the tennis/pickleball courts. Current nets are being held in place with zip ties. Vendor has agreed to honor a two-year old bid for this work. It is a visible, low-cost action that can be taken now.
- Run a system check on the irrigation system in the park to identify any repair needs. Mary and Ken did meet with Al and action on this is underway.
- Ensure landscape provider is adhering to the contract. Meeting was held with Al on July 17th. Al was provided with a list of “contract vs. issues” list. Missing mulch, shrub trimming, weeds...

Next Steps

- Place solar lights along the stairs at the northwest corner of the park in response to survey comments about that area being dark. Completed with generous donation by Dee Abramski.
- Post survey results to the web site and schedule a special meeting in the park to discuss survey results with all residents.
- Consider fund raising for tree projects.
- Establish a project list and gather bids for Board consideration and budgeting.
- Establish a more robust communication process with residents (Landscape Committee account on web portal, regular posts, etc.). Wherever possible, address concerns and issues that residents noted. Can only be done when a survey respondent complete the last page with contact information. Mary already addressed the issue about courts keys in a general web entry and to individuals via email.
- Prepare budget request and project list for 2025 with priority on getting our trees in good shape. Tree trimming is best done between October and February. Much of this will be requested in the 2025 budget.