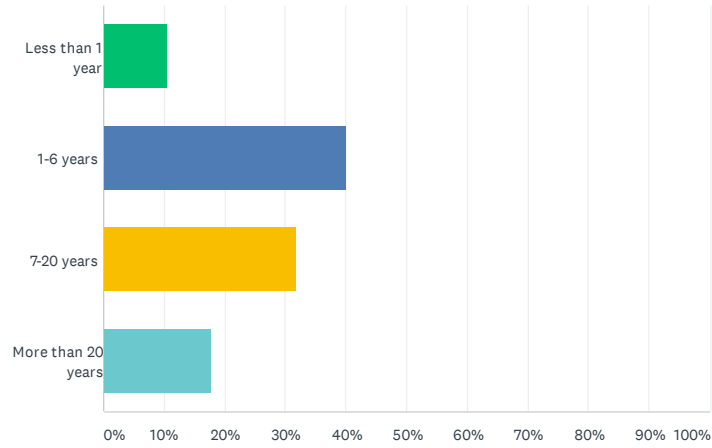


# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

## Q1 How long have you been a resident at Lake Barrington Shores?

Answered: 513 Skipped: 0

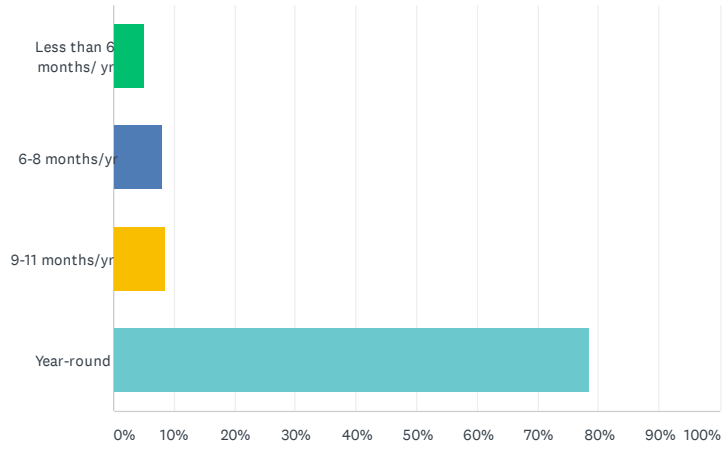


ANSWER CHOICES	RESPONSES
Less than 1 year	10.53% 54
1-6 years	39.96% 205
7-20 years	31.77% 163
More than 20 years	17.74% 91
TOTAL	513

# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

## Q2 What portion of the calendar year do you reside in Lake Barrington Shores?

Answered: 513 Skipped: 0

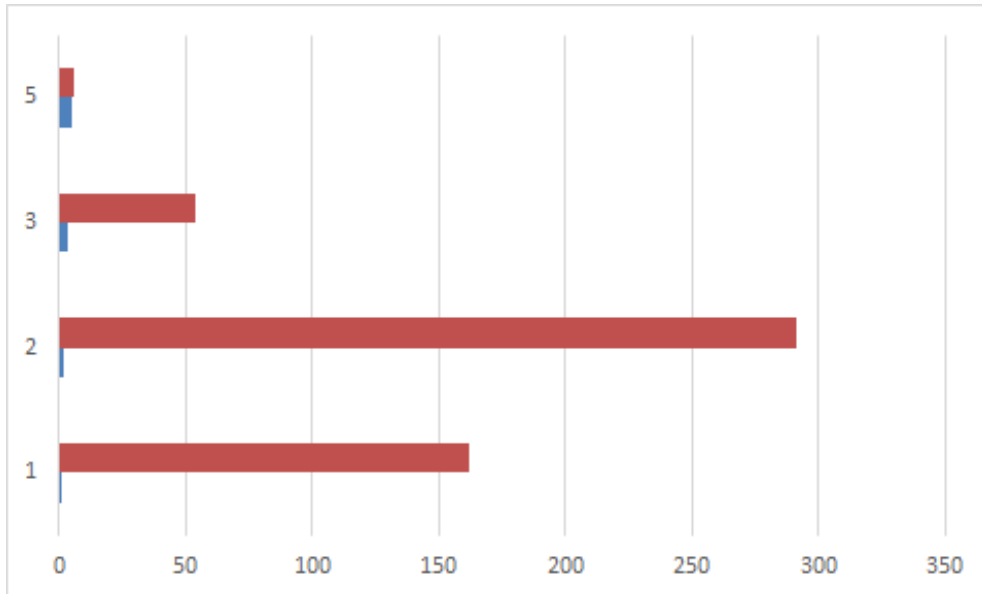


ANSWER CHOICES	RESPONSES
Less than 6 months/ yr	5.07% 26
6-8 months/yr	7.99% 41
9-11 months/yr	8.58% 44
Year-round	78.36% 402
TOTAL	513

# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

## Q3 How many people currently live in your household?

Answered: 513 Skipped: 0

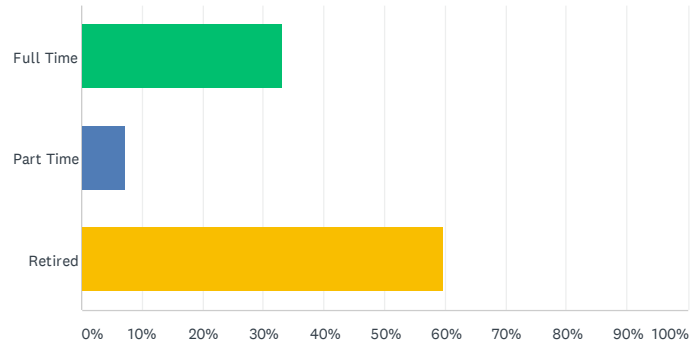


Answer	Responses	
1	32%	162
2	57%	291
3	11%	54
5	1%	6
		513

# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

## Q4 What is the employment status of members in your household?

Answered: 499 Skipped: 14

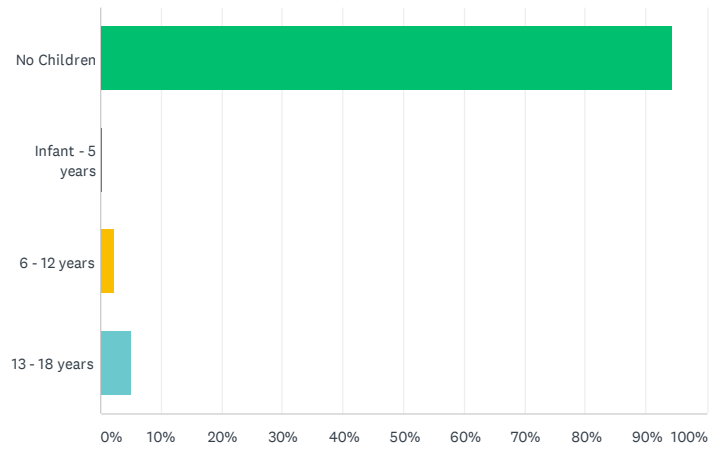


ANSWER CHOICES	RESPONSES	
Full Time	33.07%	165
Part Time	7.21%	36
Retired	59.72%	298
TOTAL		499

2021 ANNUAL RESIDENT SATISFACTION SURVEY

Q5 What are the ages of the children residing in your household?

Answered: 513 Skipped: 0



ANSWER CHOICES	RESPONSES	
No Children	94.35%	484
Infant - 5 years	0.19%	1
6 - 12 years	2.34%	12
13 - 18 years	5.07%	26
Total Respondents: 513		

Q6 Why do you like living at Lake Barrington Shores?

Answered: 476 Skipped: 37

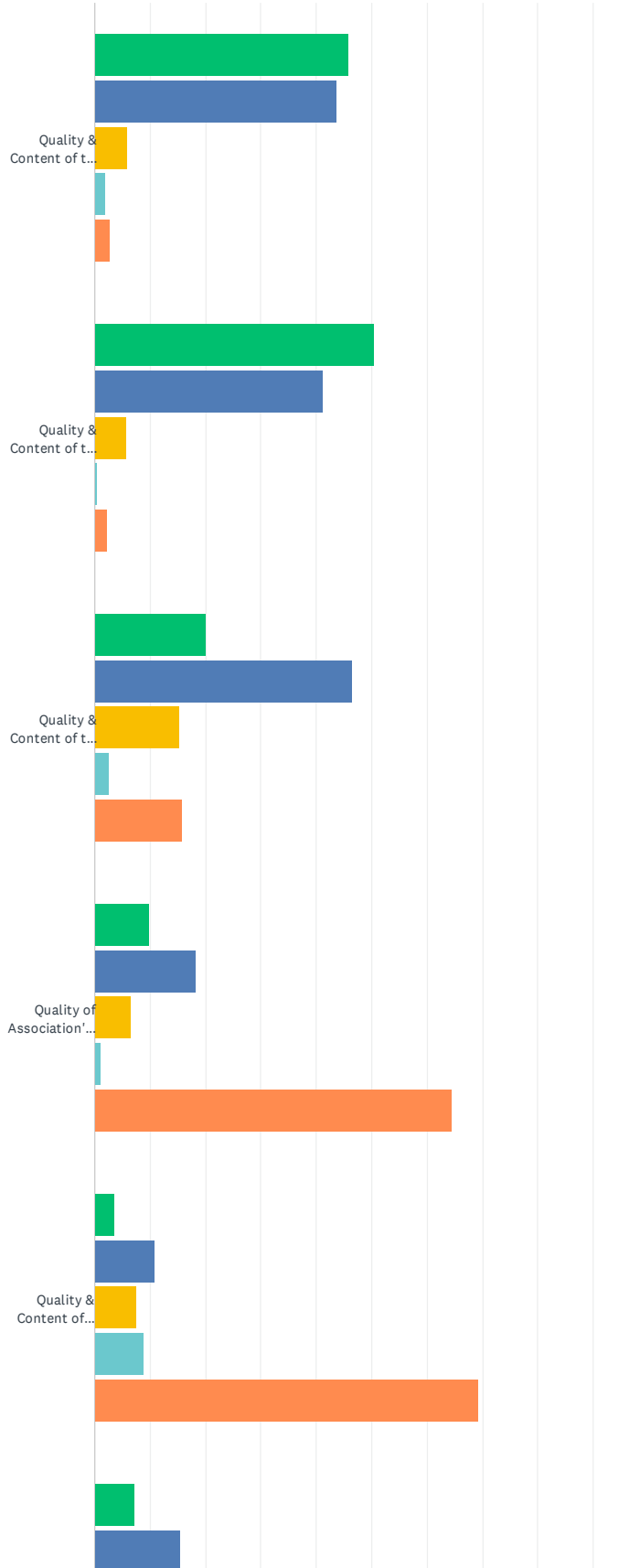
Q6 Why do you like living at Lake Barrington Shores?

wonderful Privacy facilities marina etc longer natural interests grounds social  
Convenience lodge residents home area secure safety well Views feel safe  
beautiful surroundings many activities environment lots activities  
location Beautiful area trees neighborhood nice sure Quiet Barrington  
beauty atmosphere many good maintenance low maintenance  
friendly nice people people everything love Friendly people  
landscaping work security beach lake walk  
amenities condo beautiful beautiful setting  
community wanted activities moved  
gated community natural beauty golf course setting  
pool easy nature lifestyle living time neighbors used gated  
well maintained safe lake pool great Beautiful grounds S peace quiet golf outdoor  
lots concerts enjoy fun peaceful less walking path available close friends LBS  
grandkids Friendly neighbors Convenient surroundings us things water  
Maintenance free clubs

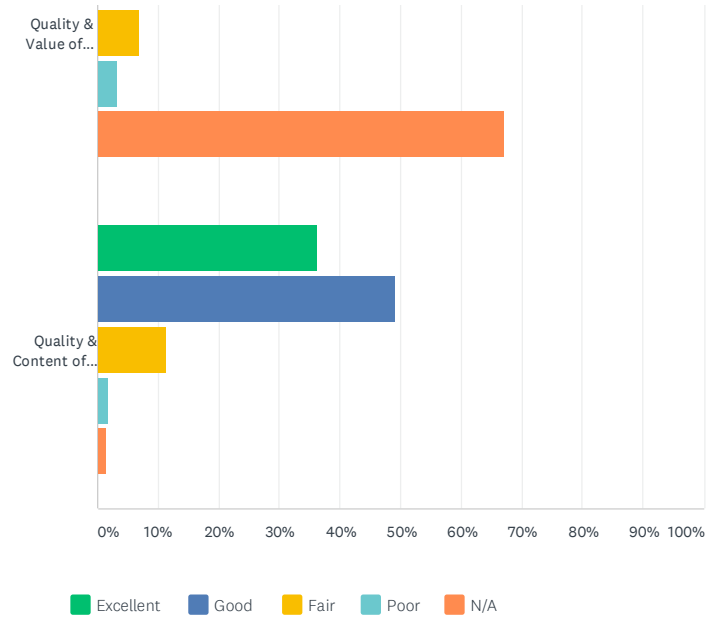
2021 ANNUAL RESIDENT SATISFACTION SURVEY

Q7 Based on your experiences, please evaluate the quality and effectiveness of the Association's Marketing & Communication Resources:

Answered: 464 Skipped: 49



## 2021 ANNUAL RESIDENT SATISFACTION SURVEY



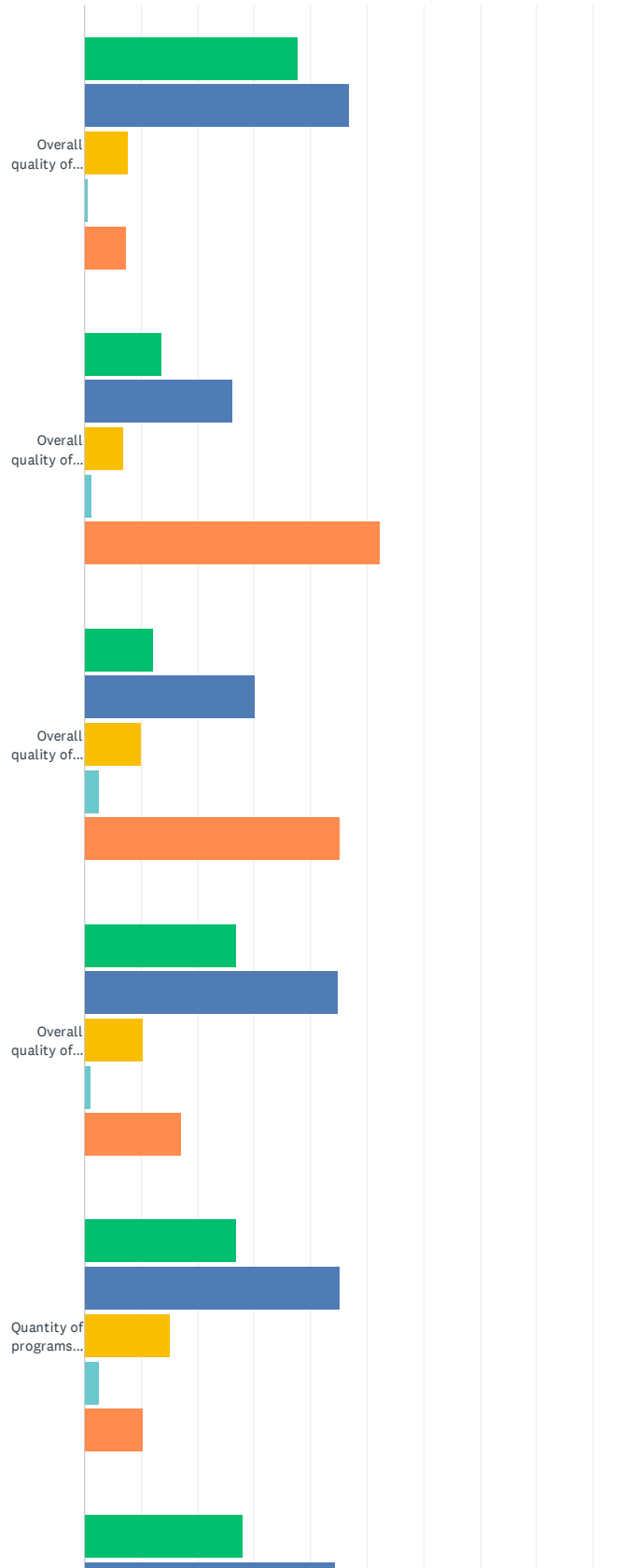
	EXCELLENT	GOOD	FAIR	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Quality & Content of the Association's SHORELINES Monthly Newsletter	45.79% 212	43.63% 202	5.83% 27	1.94% 9	2.81% 13	463	1.63
Quality & Content of the Association's SHORES WEEKLY E-Newsletter	50.43% 234	41.16% 191	5.60% 26	0.43% 2	2.37% 11	464	1.55
Quality & Content of the Association's Website	20.04% 92	46.41% 213	15.25% 70	2.61% 12	15.69% 72	459	2.01
Quality of Association's Facebook Page	9.85% 45	18.16% 83	6.56% 30	1.09% 5	64.33% 294	457	1.97
Quality & Content of Community Cable Channel 97	3.51% 16	10.96% 50	7.46% 34	8.77% 40	69.30% 316	456	2.70
Quality & Value of Content on FSR CONNECT	7.21% 32	15.54% 69	6.98% 31	3.15% 14	67.12% 298	444	2.18
Quality & Content of Email Communication	36.11% 165	49.23% 225	11.38% 52	1.75% 8	1.53% 7	457	1.78



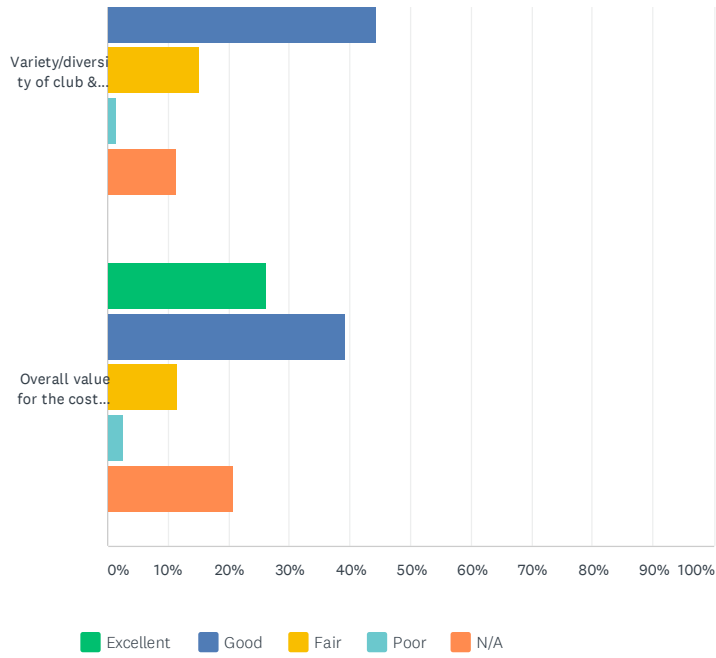
# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

Q8 Based on your experiences, please evaluate the following items as they relate to the Community-Wide Events, Classes, Trips, Clubs and other Lifestyle Activities & Programs:

Answered: 461 Skipped: 52



## 2021 ANNUAL RESIDENT SATISFACTION SURVEY

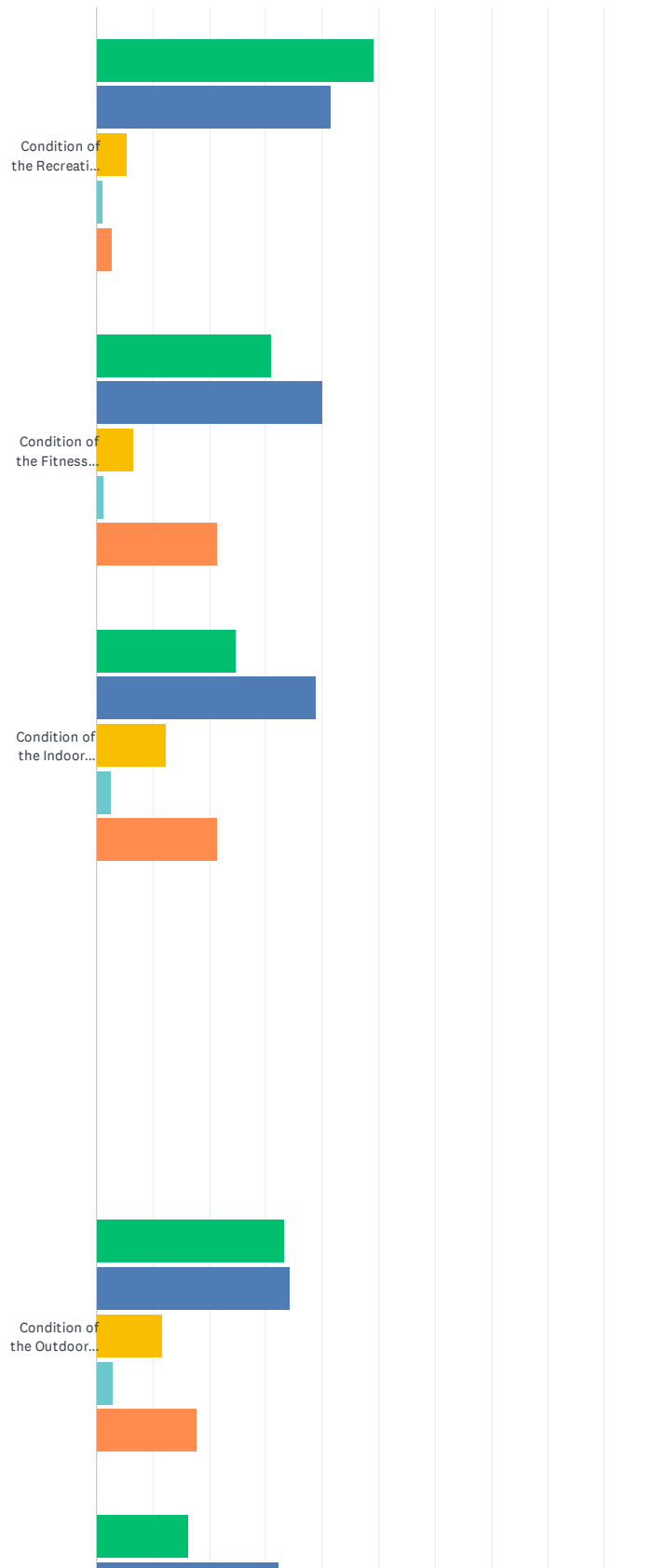


	EXCELLENT	GOOD	FAIR	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Overall quality of Community-Wide Events	37.64% 172	46.83% 214	7.66% 35	0.66% 3	7.22% 33	457	1.69
Overall quality of Instructional Classes	13.50% 61	26.11% 118	6.86% 31	1.33% 6	52.21% 236	452	1.92
Overall quality of Fitness Programs	12.09% 55	30.11% 137	10.11% 46	2.42% 11	45.27% 206	455	2.05
Overall quality of Social Programs	26.71% 121	44.81% 203	10.15% 46	1.10% 5	17.22% 78	453	1.83
Quantity of programs available	26.81% 122	45.27% 206	15.16% 69	2.42% 11	10.33% 47	455	1.92
Variety/diversity of club & program offerings	27.97% 127	44.27% 201	14.98% 68	1.54% 7	11.23% 51	454	1.89
Overall value for the cost of programs	26.22% 118	39.11% 176	11.56% 52	2.44% 11	20.67% 93	450	1.88

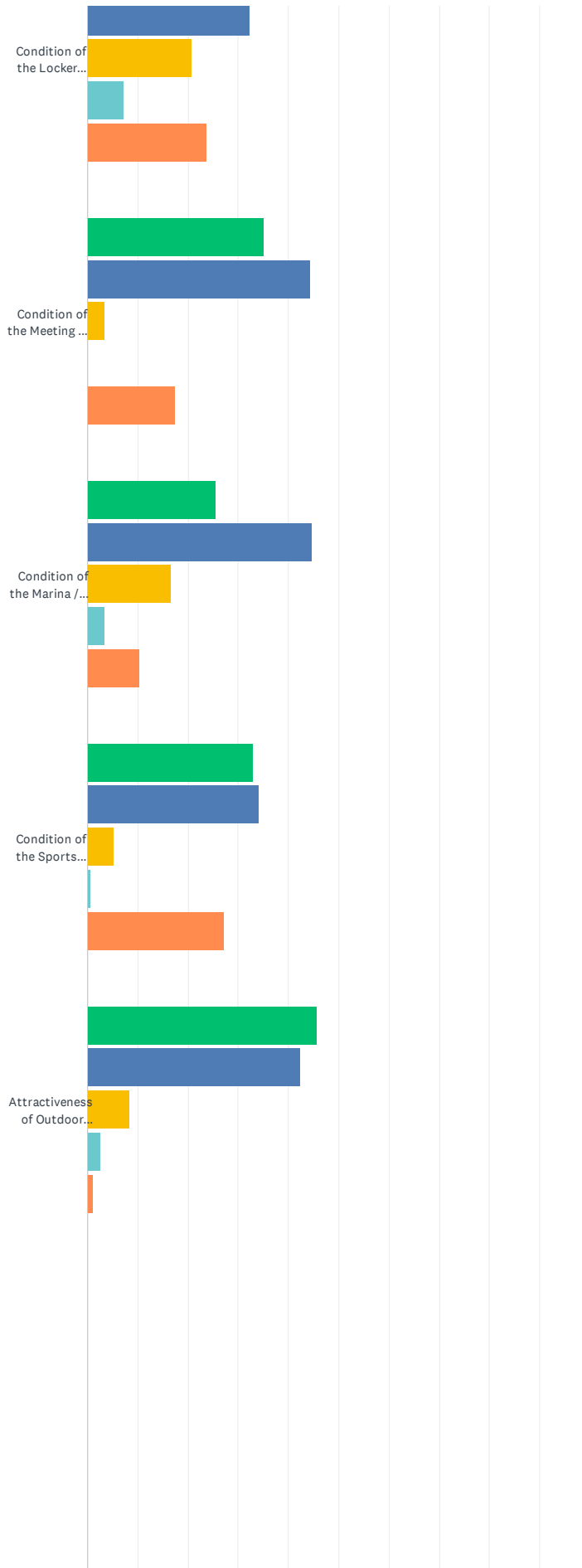
# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

Q9 Based upon your experiences, please evaluate the following items related to the Condition of Facilities Owned & Maintained by the Community Association:

Answered: 464 Skipped: 49



# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

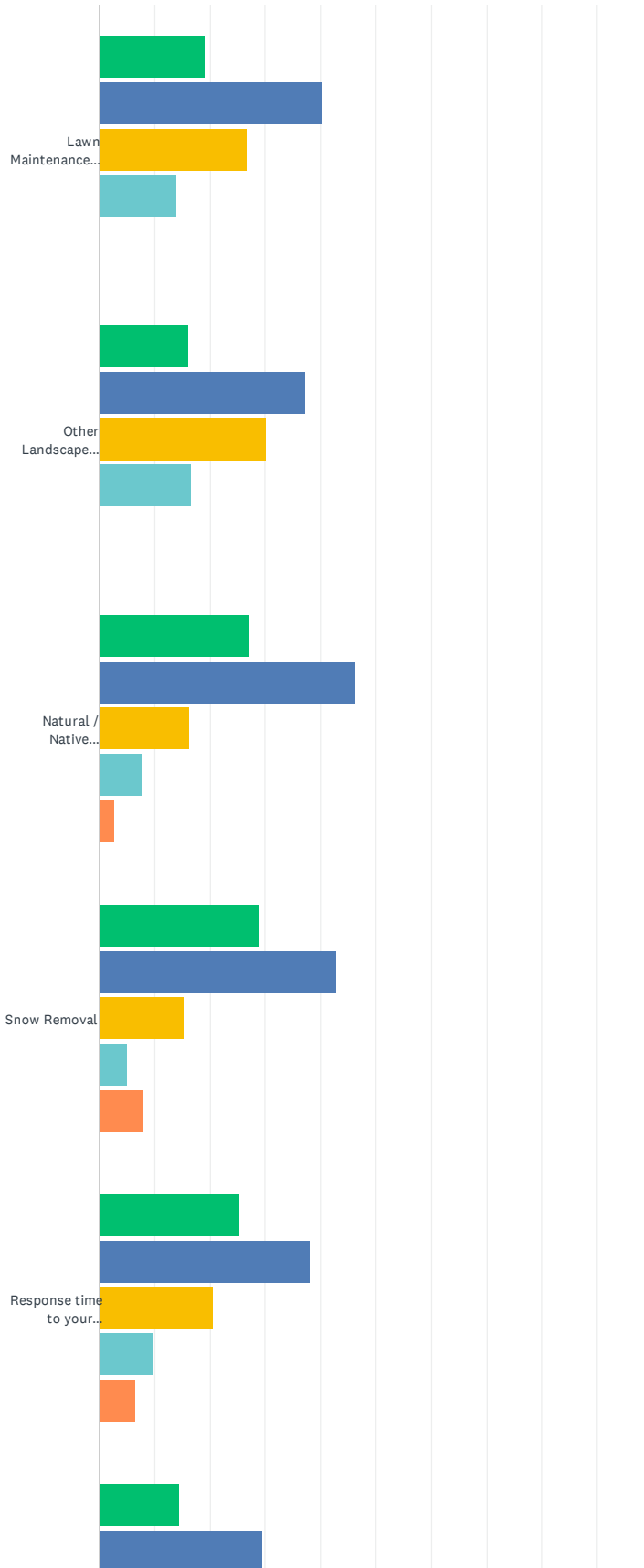




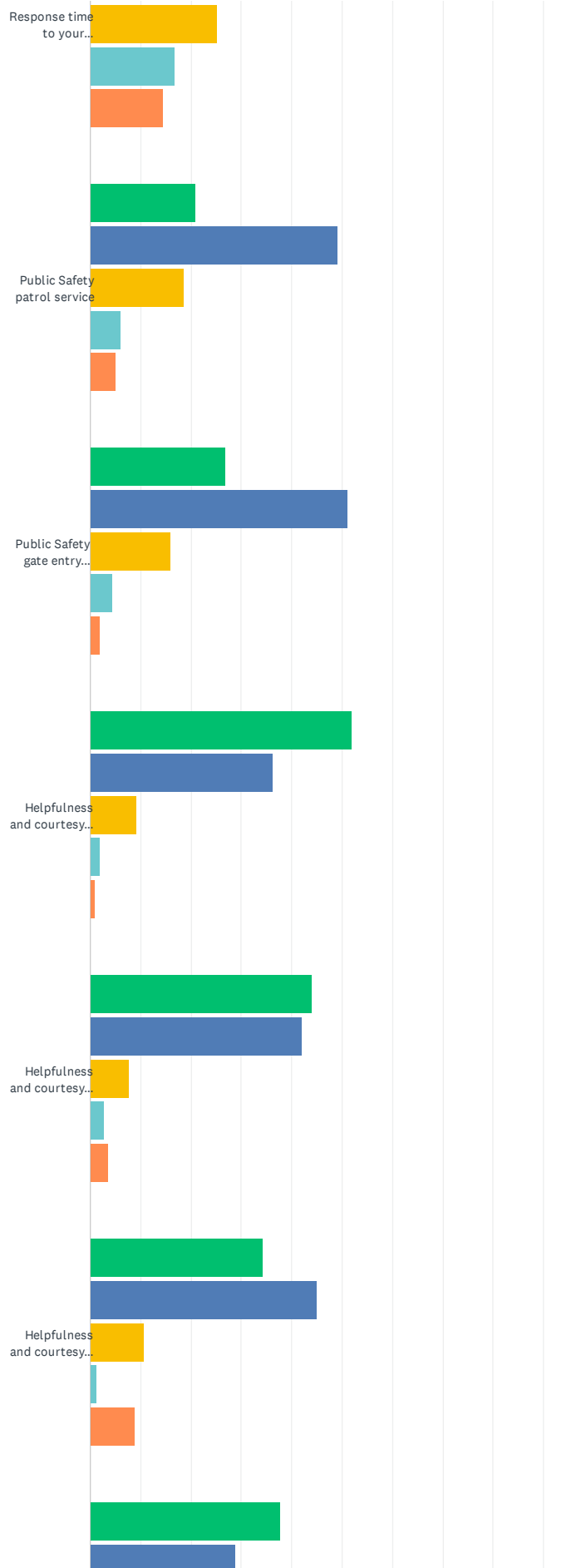
# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

Q10 Based upon your experiences, please evaluate the following items related to the Residential Services provided by your Association:

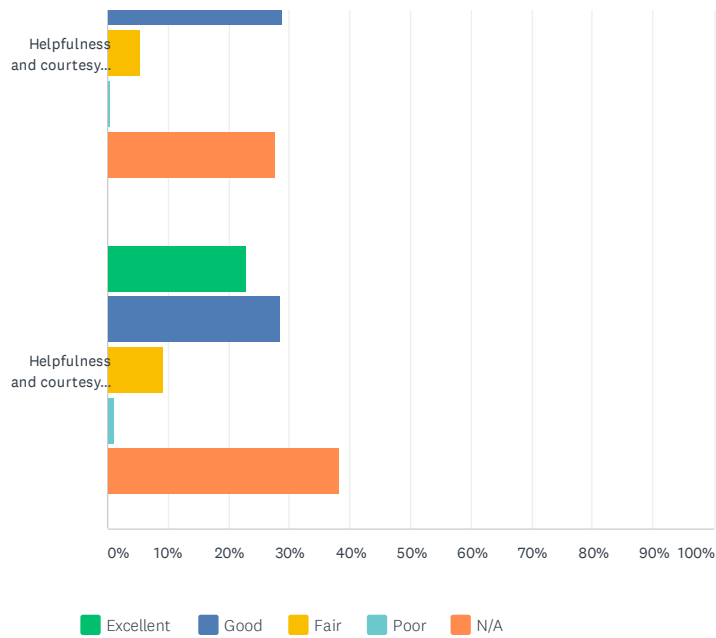
Answered: 444 Skipped: 69



# 2021 ANNUAL RESIDENT SATISFACTION SURVEY



## 2021 ANNUAL RESIDENT SATISFACTION SURVEY



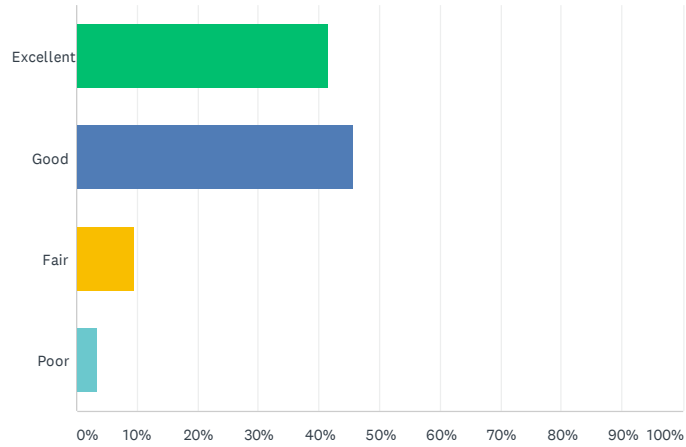
	EXCELLENT	GOOD	FAIR	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Lawn Maintenance (Mowing, Weeding, Turf Care, Shrub Trimming)	18.96% 84	40.18% 178	26.64% 118	14.00% 62	0.23% 1	443	2.36
Other Landscape Maintenance (Tree Removal, Pruning, Plants, Flowers)	16.03% 71	37.25% 165	30.02% 133	16.48% 73	0.23% 1	443	2.47
Natural / Native Landscape	27.15% 120	46.15% 204	16.29% 72	7.69% 34	2.71% 12	442	2.05
Snow Removal	28.77% 126	42.92% 188	15.30% 67	5.02% 22	7.99% 35	438	1.96
Response time to your maintenance work orders	25.40% 112	38.10% 168	20.41% 90	9.52% 42	6.58% 29	441	2.15
Response time to your landscape work orders	14.38% 63	29.45% 129	25.11% 110	16.67% 73	14.38% 63	438	2.51
Public Safety patrol service	21.00% 92	49.09% 215	18.72% 82	6.16% 27	5.02% 22	438	2.11
Public Safety gate entry service	26.88% 118	51.03% 224	15.95% 70	4.33% 19	1.82% 8	439	1.98
Helpfulness and courtesy of office staff	51.81% 229	36.20% 160	9.28% 41	1.81% 8	0.90% 4	442	1.61
Helpfulness and courtesy of maintenance staff	43.86% 193	42.05% 185	7.73% 34	2.73% 12	3.64% 16	440	1.68
Helpfulness and courtesy of Public Safety staff	34.31% 152	44.92% 199	10.61% 47	1.35% 6	8.80% 39	443	1.77
Helpfulness and courtesy of Marina staff	37.56% 166	28.96% 128	5.43% 24	0.45% 2	27.60% 122	442	1.57
Helpfulness and courtesy of Pool attendants	22.80% 101	28.44% 126	9.26% 41	1.13% 5	38.37% 170	443	1.82



# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

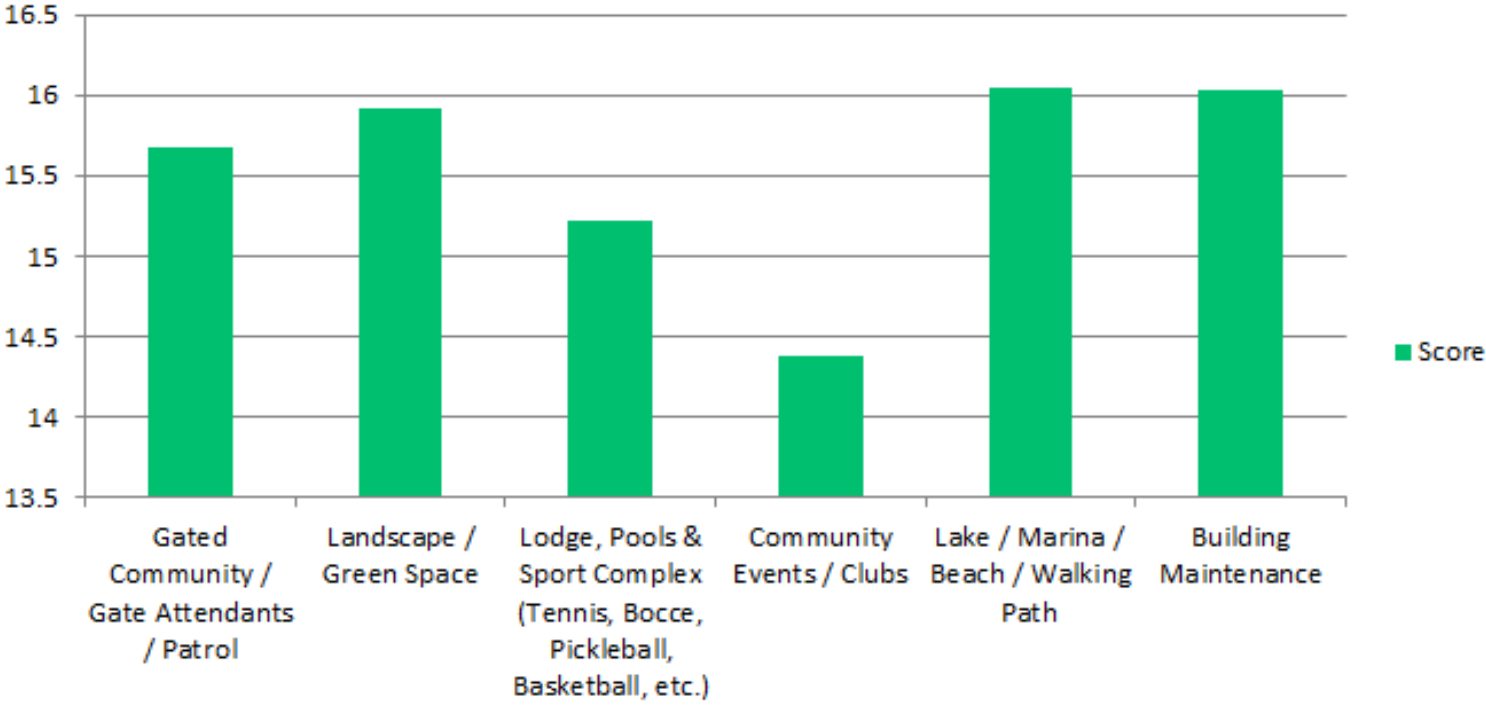
## Q11 How would you rate the Board and Management's Response to the COVID-19 Pandemic

Answered: 436 Skipped: 77



ANSWER CHOICES	RESPONSES	
Excellent	41.51%	181
Good	45.64%	199
Fair	9.40%	41
Poor	3.44%	15
<b>TOTAL</b>		<b>436</b>

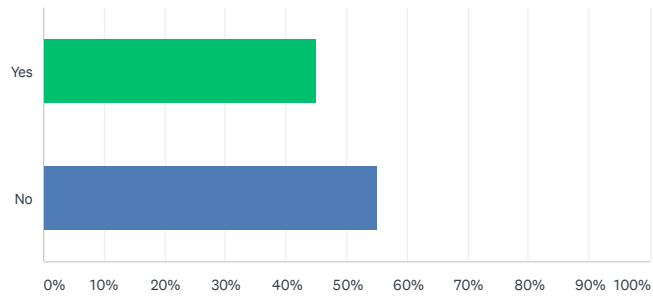
Please rank in order of importance with 1 being the most important and 6 being the least important, the features you value most at Lake Barrington Shores. (Weighted Score)



# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

## Q13 Do you golf (either here or other locations)?

Answered: 444 Skipped: 69

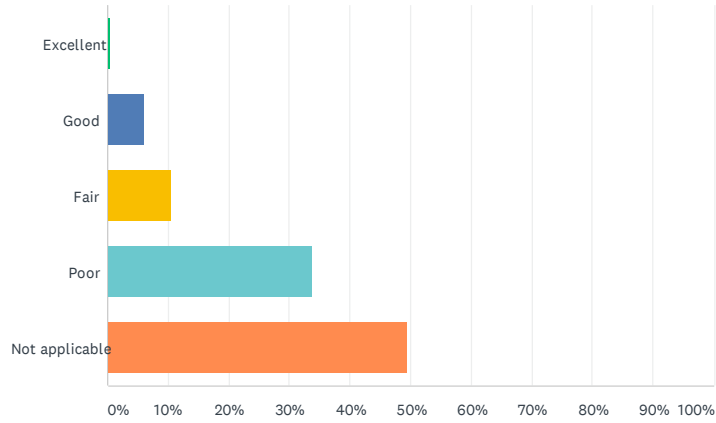


ANSWER CHOICES	RESPONSES	
Yes	45.05%	200
No	54.95%	244
TOTAL		444

2021 ANNUAL RESIDENT SATISFACTION SURVEY

Q14 How would you rate the quality of service and amenities at the Golf Course?

Answered: 443 Skipped: 70

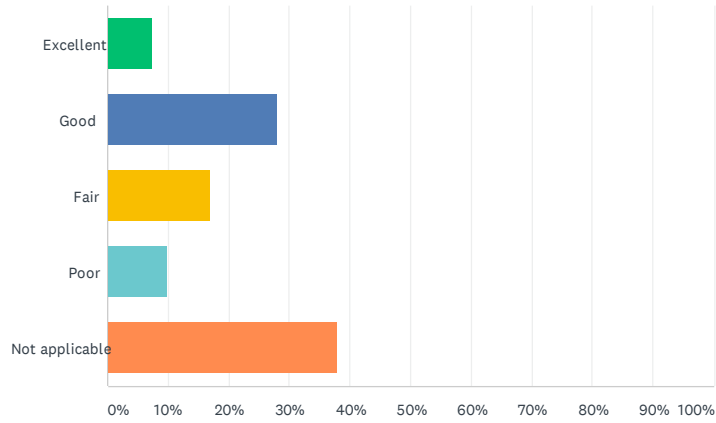


ANSWER CHOICES	RESPONSES	
Excellent	0.45%	2
Good	6.09%	27
Fair	10.38%	46
Poor	33.63%	149
Not applicable	49.44%	219
<b>TOTAL</b>		<b>443</b>

# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

## Q15 How would you rate the quality of the Golf Course maintenance?

Answered: 443 Skipped: 70

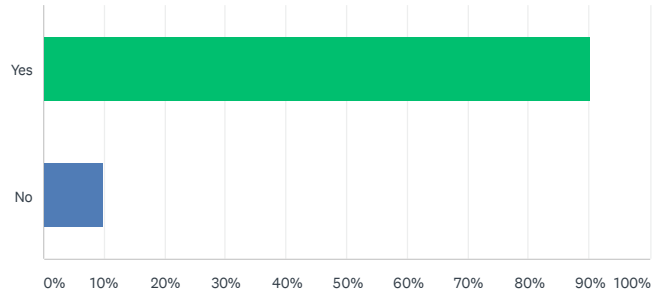


ANSWER CHOICES	RESPONSES	
Excellent	7.22%	32
Good	27.99%	124
Fair	16.93%	75
Poor	9.93%	44
Not applicable	37.92%	168
TOTAL		443

# 2021 ANNUAL RESIDENT SATISFACTION SURVEY

## Q16 Do you believe maintenance of the Golf Course impacts the value of your home?

Answered: 442 Skipped: 71

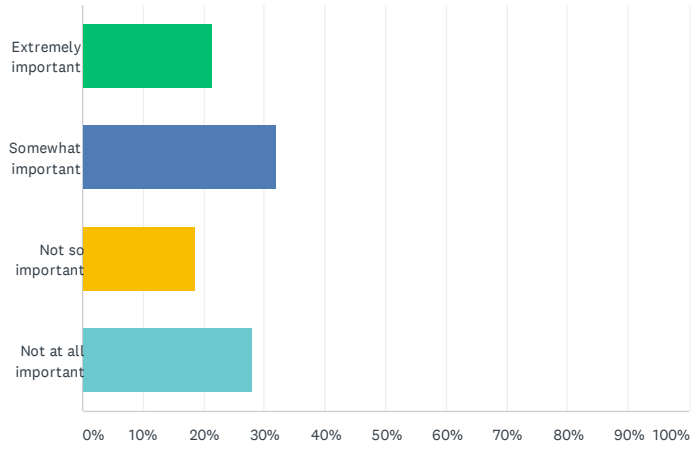


ANSWER CHOICES	RESPONSES	
Yes	90.27%	399
No	9.73%	43
TOTAL		442

2021 ANNUAL RESIDENT SATISFACTION SURVEY

Q17 When purchasing your home, how important was the Golf Course in your decision?

Answered: 445 Skipped: 68

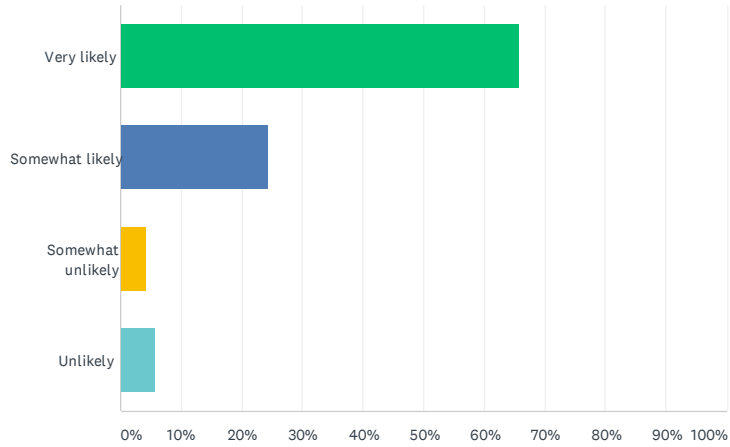


ANSWER CHOICES	RESPONSES	
Extremely important	21.35%	95
Somewhat important	31.91%	142
Not so important	18.65%	83
Not at all important	28.09%	125
<b>TOTAL</b>		<b>445</b>

2021 ANNUAL RESIDENT SATISFACTION SURVEY

Q18 If the Golf Course restaurant and bar were open, how likely would it be for you to dine there?

Answered: 444 Skipped: 69



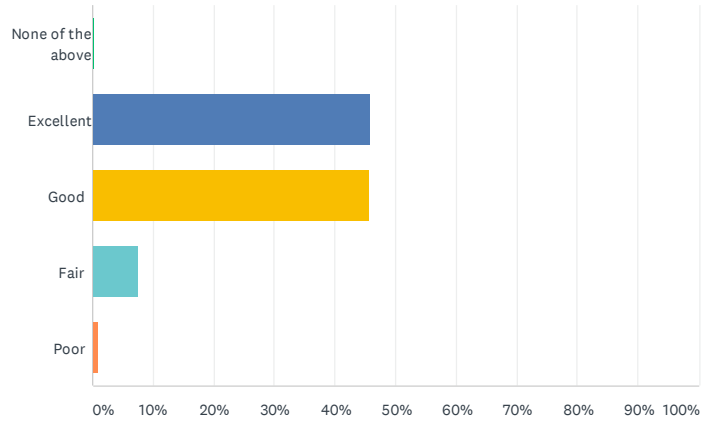
ANSWER CHOICES	RESPONSES
Very likely	65.77% 292
Somewhat likely	24.32% 108
Somewhat unlikely	4.28% 19
Unlikely	5.63% 25
TOTAL	444



2021 ANNUAL RESIDENT SATISFACTION SURVEY

Q20 How would you rate your overall level of satisfaction with your lifestyle at Lake Barrington Shores?

Answered: 439 Skipped: 74



ANSWER CHOICES	RESPONSES	
None of the above	0.23%	1
Excellent	45.79%	201
Good	45.56%	200
Fair	7.52%	33
Poor	0.91%	4
<b>TOTAL</b>		<b>439</b>