

# Countryhouse Communications Survey

## Summary and Recommendations 2024

### Survey Overview:

The Countryhouse HOA conducted a communications survey to understand residents' preferences and improve existing communication methods, with 87 responses. Here's a summary of the findings and recommendations:

### Communications Methods and Preferences:

- **Primary Methods:**
  - Email is the most used and preferred method
  - Standard mail, AppFolio Portal, the Countryhouse Website, and Community/Board Meetings follow
- **Preferred for Time-Sensitive Information:**
  - Text, email, and phone are preferred for urgent messages
- **Priority Topics:**
  - Residents prioritize maintenance, landscaping, and community events

### Recommendations:

#### 1. Website Enhancement:

- Make the Countryhouse Website the central hub for information
- Include a calendar and news updates for timely community notices
- Organize shared community documents

#### 2. AppFolio (Property Management Portal) Optimization:

- Establish a procedure for landscaping/tree requests via AppFolio
- Improve updates on maintenance/landscaping/architecture requests

#### 3. General Communications Initiatives:

- Explore methods for sharing informal community events and social opportunities
- Introduce a Zoom option for Community/Board meetings
- Share updates to introduce new residents and real estate news
- Implement text messaging and/or automated phone calls for alerts/emergencies