

KACHESS COMMUNITY ASSOCIATION
P.O. Box 3214
Bellevue, WA 98009

Clubhouse Survey

July 19, 2008

Dear Community Members,

Your board of directors is looking for feedback regarding the use of our Community Clubhouse, which is located next to the fire station (another community owned asset). Second only to our community owned water system, the Clubhouse represents one of our biggest physical asset, with an estimated insurance replacement value in excess of \$310,000, and is an amenity that consumes a significant portion of our annual budget.

This survey is being sent electronically, for ease of delivery and at no cost. We will mail this survey to those without e-mail. This informal survey is not meant to cover all issues that could be considered, but its intent is to give us a sense of general attitudes.

Can you please take a few moments and help us with your thoughts? Please place an "X" on the answer that most represents your answer, or add your comments. Don't forget to save your changes when you are finished and forward, don't reply, the e-mail back to Marisa, our secretary at kca.sec.tres@comcast.net

Don't worry about the formatting. We won't be printing out your surveys. We'll gather the information and publish a summary.

Before you begin, here are some quick facts:

The Annual budget for the Clubhouse is approximately \$16,000, of which approximately \$11,000 is for propane, as proposed in the 2008 – 2009 FY Budget.

The cost of insurance for the Clubhouse is approximately \$1,000 per year.

We can think of **three options** for the future of the clubhouse:

1. **Operate the clubhouse as we have in the past** - current costs are \$16,000 per year or approximately \$95 per year, per lot.
2. **Curtail use during high cost months to conserve money** – may drop cost to \$8,000 per year, which is a \$47.50 savings per year, per lot owner.
3. **Re-model and improve** – capital and operating cost to be determined.

Thanks for your time.

Kachess Board of Directors

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Please reply by July 25, 2008.

1. Do you think the Community Clubhouse adds value to the community and your individual property?

- * Yes
 * No

Comments:

2. What other community properties or services are important to you...and why?

3. Did you know that at www.Kachess.com you can see a calendar showing it's availability, and a form/deposit guide that is required?

- * Yes
 * No

4. Are you aware that the community has wireless internet connection available at the Clubhouse for your use?

- * Yes
 * No

5. Other than the KCA annual meeting, how often have you or a family member, used or attended a function at the Clubhouse in the last 12 months?

- * Never
 * Weekly
 * Monthly
 * Number of times in the last 12 months

a. If "Never" ... share your thoughts on why not?

b. If "In the last 12 months" ...do you recall what months you may have used?

- * January - February
 * March - April
 * May – June
 * July – August
 * Sept – October
 * November - December

6. If you did use the Clubhouse, for what purpose did you use/visit?

- * "Private" event
 * "Community" sponsored event
 * Internet access
 * Kitchen
 * "Other facilities" (restrooms, picnic tables, bulletin board, etc.)

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7. What amenity/improvement/upgrade, might cause you to use, or consider using, the Clubhouse more? Put another way, what has kept you from using the Clubhouse? (Examples might be.... uncomfortable chairs/furniture, simple aesthetics, cleanliness, no dishwasher, no ice machine, lack of upgrades, etc.)

8. What “procedural” changes might cause you to use or consider using the Clubhouse more? (Reservation process, deposits, cleaning issues, etc.)

9. In General, how important to you is the Clubhouse?

- _____ * Would like to see it updated/upgraded and willing to pay for it with higher dues.
- _____ * Very important, as a community asset with no changes
- _____ * Nice to have and use as an option
- _____ * Somewhat important
- _____ * Don't care either way

10. Would you be opposed to closing the Clubhouse during certain months of the year, if it meant substantial savings to the Association?

- _____ * Yes
- _____ * No

a. If you support this consideration/option, what exceptions might you have?

b. If you oppose this consideration/option, what exceptions might you have?

11. Would you be willing to pay an additional fee per use if, for example, you were to host a “private” event at the Clubhouse, with these funds being directed to a restricted account for the purpose of upgrades and improvements to the clubhouse or other projects?

12. Some other associations sub-contract small operations (snack bar, small services) that operate on a limited basis, during certain seasons. Is there any interest or ideas you might have, and under what conditions?

13. With regards to the Clubhouse specifically, please share your highest compliment, concern, complaint, “wish list” item and/or any miscellaneous thoughts in general?

Thank you for your time and for your opinions.