



**Arlington Ridge Community Development District  
Resident Satisfaction Feedback Survey  
Results for 2019**



**Prepared for the Board of Supervisors  
and District Manager  
Arlington Ridge Community Development District**

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## **Introduction**

This report is based on data collected from the April 2019 Arlington Ridge Community Development District (CDD) Resident Satisfaction Feedback Survey. The survey was administered electronically and as an insert in the April 2019 edition of The Ridge Line newsletter. Arlington Ridge residents ranked their satisfaction with aspects of CDD services and amenities. The survey results offer a picture of how Arlington Ridge residents perceive the importance and quality of various community services. The survey results provide staff and the Board of Supervisors insight into overall satisfaction with the Arlington Ridge lifestyle. Data collected can be useful for decision-making such as resource allocation. The information is also useful to identify residential priorities, areas for improvement, areas where improved communication is needed, and areas where further research may be helpful.

This report is organized into the following sections: an executive summary, the methods used, and detailed findings.

## **Executive Summary**

The entire Arlington Ridge community is currently comprised of about 820 occupied homes in Leesburg, Florida. Of the approximately 820 homes, it is known that most are occupied by couples aged 55 or better.

Residents with an active electronic mail account received an electronic copy of the survey March 29, 2019. Paper copies of the survey were inserted in the April 2019 edition of the monthly newsletter distributed at residential homes. All surveys were requested to be returned by April 30, 2019. Overall, 349 surveys were completed and returned to the Arlington Ridge Community Development District.

Overall, there was strong agreement from survey responders that the community benefits from having 24 hour security staff the entrance gate and also benefits having access controlled amenities. There was consensus that the security team is a high performing group. There was not strong agreement regarding excellent road lighting, road safety, and road maintenance although most agreed there were adequate measures in place. There was strong agreement from residents that the common area landscaping increases property values. The results for landscaping services show this is an area for improvement as there is a sense of mediocrity about the success of this program. Residents assert a preference for electronic news among the current communication options offered by ARCDD. Residents place a high value on resident services and agree there is high employee performance in this area. Overall, residents are pleased with the performance of facility maintenance and assert the amenities are clean and ready for use. The community does not place a high value on the RV Storage Lot. Residents are favorable about having activities and agree they benefit most from special events, weekly and monthly activities, entertainment, and wellness programming. The restaurant is the area of service with the most opportunity for improvement. While residents strongly agree that having a restaurant is important and improves property values, there are many concerns about the restaurant's performance.

## 2019 Arlington Ridge Resident Feedback Survey Report

In terms of regular visits, the most popular amenities are the pool area, the fitness center, and the restaurant. The least popular amenities are the nail salon, tennis courts, and the massage room.

### **Methodology**

The data collection used two delivery methods. The first instrument was an electronic survey that consisted of 68 quantitative and qualitative questions. Quantitative questions elicited selected responses about security services, roads, common area landscaping, media and communication, resident services, facility and amenity maintenance, RV storage lot, activities, and restaurant and catering services. Responders were also asked to indicate additional demographic information such as age range, employment status, number of months residing in the community each year, and number of years living at Arlington Ridge. Space was provided to write comments. The electronic version of the survey was sent March 29 to about 1,300 electronic mail subscribers for Arlington Ridge Community Development District news. About 160 surveys were returned via electronic mail.

The second survey instrument was an identical survey printed double-sided on yellow paper. The paper survey was included in the April edition of The Ridge Line community newsletter with a circulation of 800. An anonymous drop box was provided to return those paper surveys to the Administration Office. About 189 paper surveys were returned.

Participation in the survey was promoted via weekly electronic mail news blasts, in the newsletter, and at the April Coffee Talk (community information) meeting. Residents were encouraged to complete either one electronic or one paper copy of the survey.

### **Sample**

The sample consisted of 349 responses from residents who provided feedback about their satisfaction with amenities and residential services at Arlington Ridge. Surveys were collected for a four week period with no incentive given.

Residents were asked the number of months, out of every 12 month calendar year, that they reside in the Arlington Ridge community. About 337 responders answered this question and a majority (267 responders or 79%) live in the community 12 months. Most community residents who responded are aged between 66 and 75, fully retired, and have lived in the community for a few years (four years or less).

The results are reported as a simple reflection of the total number of responses, brief analysis, charts and summaries of comments for key areas of residential services offered by Arlington Ridge CDD.

**2019 Detailed Findings**

**Arlington Ridge CDD Security Services**

Residents assessed the value of security operations at Arlington Ridge. The District provides security staffing at the community entrance 24 hours a day, 365 days each year. Residents are issued a vehicle bar code for expedited entry into the community. Vehicle bar codes are issued at the Administration Building. The District provides complimentary amenity access control cards for all residents which are issued at the Administration Building. Another security service provided by the District is guest registration which is facilitated by staff at the Administration Building. The District has interior and exterior security cameras installed to monitor and record activity at the community entrance and at the restaurant and bar.

Having a Security Officer at the Entrance Gate 24 hours a day improves property values and helps safeguard the community.

Disagree 14                      Somewhat agree 70                      Strongly agree 261      No opinion 4

Issuing Access Control Cards to residents helps ensure amenities are used only by residents and registered guests.

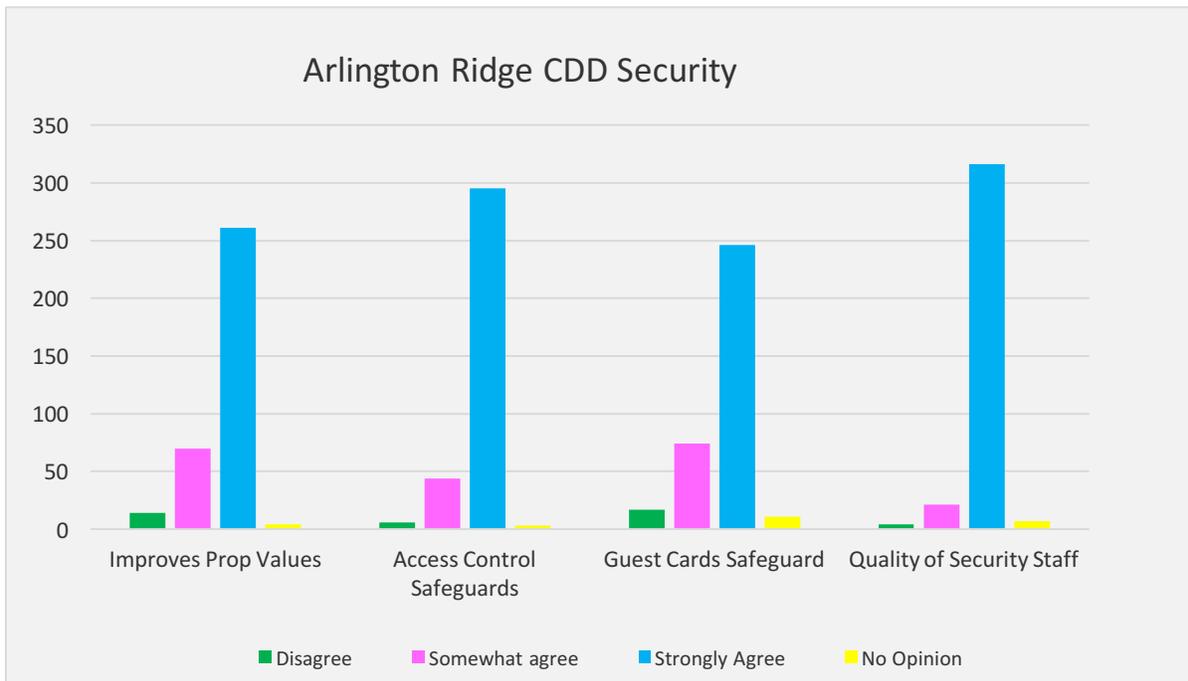
Disagree 6                      Somewhat agree 44                      Strongly agree 295      No opinion 3

Issuing Guest Cards helps ensure amenities are used only by residents and registered guests.

Disagree 17                      Somewhat agree 74                      Strongly agree 248      No opinion 11

Security Officers are courteous, knowledgeable, and have a professional appearance.

Disagree 4                      Somewhat agree 21                      Strongly agree 316      No opinion 7



There is strong agreement that the community benefits from having security staff the entrance gate and having access controlled amenities. There is also agreement that the security team has been a high-performing group. Residents made 135 comments about security services. The top comments about CDD security services were to commend the staff at the gate house at the community entrance (57 comments). A majority of the concerns about security were for an asset not owned by the District: there were 22 comments expressing concern about the lack of security for the back gate.

### Arlington Ridge CDD Roads

Residents rated the lighting, safety, and maintenance of roads at Arlington Ridge CDD. The District owns, maintains, and lights roads throughout the community.

Roads have adequate lighting.

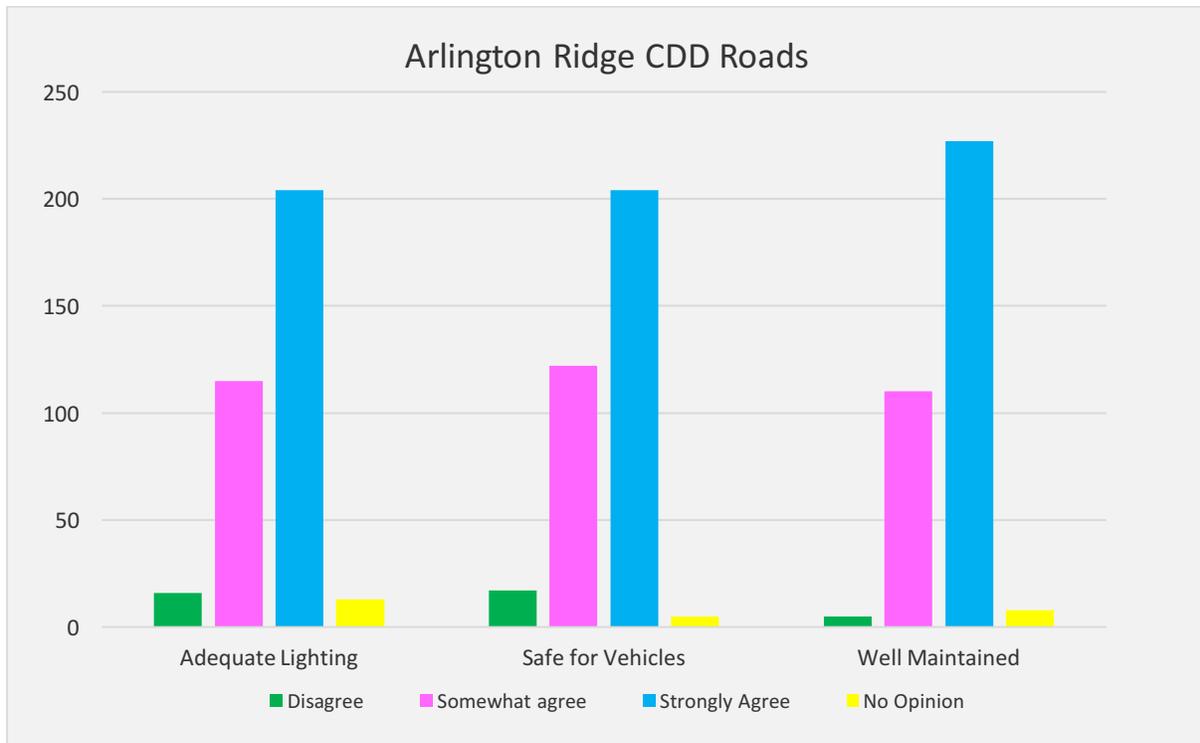
Disagree 16      Somewhat agree 115      Strongly agree 204      No opinion 13

Roads are safe for vehicles.

Disagree 17      Somewhat agree 122      Strongly agree 204      No opinion 5

Roads are well maintained.

Disagree 5      Somewhat agree 110      Strongly agree 227      No opinion 8



## 2019 Arlington Ridge Resident Feedback Survey Report

Responses regarding lighting, safety and maintenance of ARCDD roads show this is an area where most agree there are adequate measures in place. The qualitative feedback section where residents provided 114 comments provided insight into top concerns. The highest number of comments were concerns about other drivers speeding or failing to obey stop signs (17 comments). Fifteen comments were made regarding improving lighting throughout the community and nine comments were made about unsafe street parking. Residents wrote concerns about construction vehicles (doing damage to roads or creating unsafe conditions) in eight comments. Another construction concern was construction debris such as nails causing driving hazards (11 comments).

### Arlington Ridge CDD Common Area Landscaping

Residents provided feedback about common area landscaping. The community entrance, incoming boulevard, Village Green and surrounding amenities, and entrance area to The Commons (sports court area) are common areas maintained by ARCDD. Other property owned by ARCDD throughout the District is mowed.

The common area landscaping improves Arlington Ridge property values.

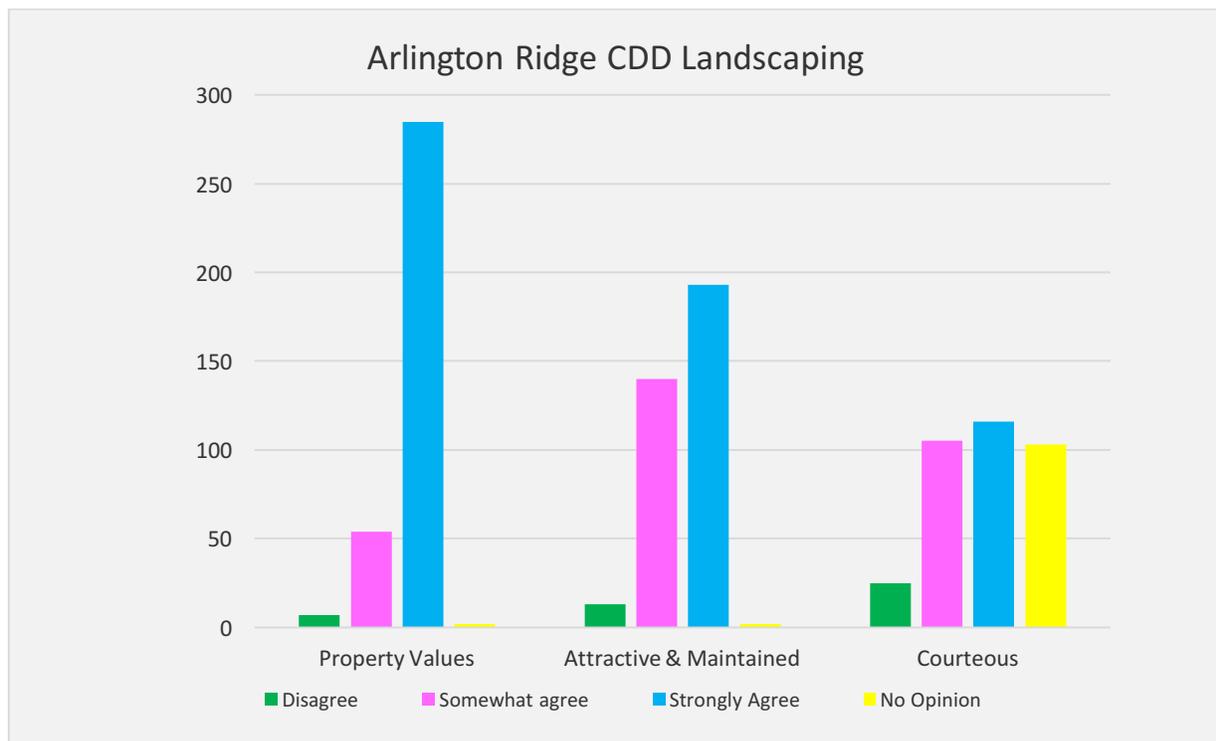
Disagree 7      Somewhat agree 54      Strongly agree 285      No opinion 2

The common area landscaping is attractive and well maintained.

Disagree 13      Somewhat agree 140      Strongly agree 193      No opinion 2

Landscaping employees are courteous and knowledgeable.

Disagree 25      Somewhat agree 105      Strongly agree 116      No opinion 103



## 2019 Arlington Ridge Resident Feedback Survey Report

Residents strongly agree that the common area landscaping increases property values. Although most agree that the landscaping is attractive and well maintained, there is a sense of mediocrity about the success of landscaping services. The comments provided insight into some concerns. Survey participants wrote 81 comments about landscaping services. Residents wrote about poor attention to detail (eight comments) and the need for landscape refurbishment (six comments). There were eight comments commending the landscaping team for good service.

### **Arlington Ridge CDD Media and Communication**

Residents rated various aspects of electronic and other communication. The District maintains information and distributes a monthly print newsletter, weekly electronic messages, a restaurant Facebook page, a digital sign at Village Green, and monthly community-wide information meetings at Fairfax Hall (Coffee Talk).

Since January of 2019, ARCDD publishes a monthly newsletter that is distributed to each home at Arlington Ridge and published on [Arlingtonridgecdd.org](http://Arlingtonridgecdd.org) website. The circulation is about 800 copies monthly. Each edition of *The Ridge Line* includes a monthly calendar of activities and District news.

The community website is [Arlingtonridgecdd.org](http://Arlingtonridgecdd.org) and contains information about ARCDD, policies, forms, meeting minutes, budgets, and other District information. The ARCDD website is public and signing up is not required.

Electronic mail addresses are available for about 1,100 current residents. CDD articles and restaurant news are sent on a weekly basis. Other time sensitive electronic messages can be sent as needed.

Coffee Talk is available to residents each month. A special speaker is invited to each Coffee Talk. News about happenings in and around Arlington Ridge are presented.

The [Arlingtonridgecdd.org](http://Arlingtonridgecdd.org) website is important to me.

Disagree 12	Somewhat agree 136	Strongly agree 156	No opinion 44
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Electronic news and the email messaging system is important to me.

Disagree 3	Somewhat agree 61	Strongly agree 275	No opinion 9
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The digital sign at Village Green entrance is important to me.

Disagree 71	Somewhat agree 146	Strongly agree 95	No opinion 36
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Coffee Talk monthly information meetings are important to me.

Disagree 32	Somewhat agree 110	Strongly agree 94	No opinion 112
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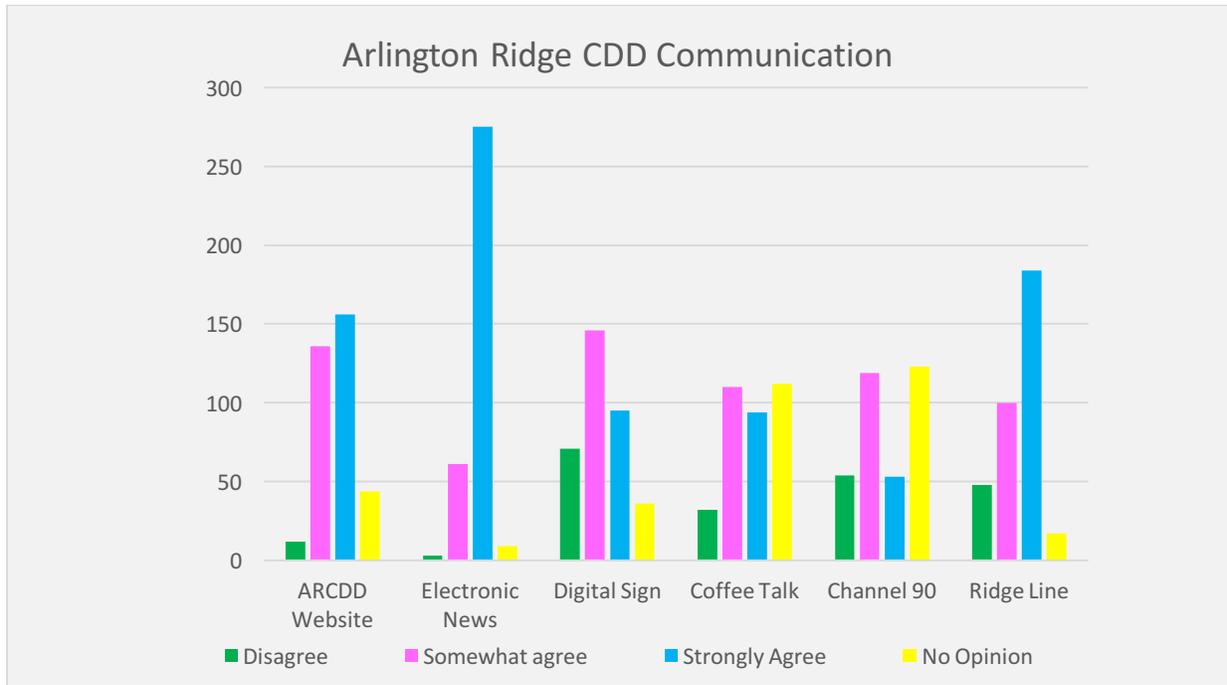
CDD information posted on cable channel 90 is important to me.

Disagree 54	Somewhat agree 119	Strongly agree 53	No opinion 112
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The Ridge Line community newsletter is important to me:

Disagree 48	Somewhat agree 100	Strongly agree 184	No opinion 17
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## 2019 Arlington Ridge Resident Feedback Survey Report



At the time of the feedback survey, the form of communication residents valued the most was electronic news. There was high agreement about the value of weekly electronic news blasts. The next preferred forms of communication was *The Ridge Line* newsletter. Residents did not place high value on a strong benefit of the CDD website although a majority agreed the digital site had value. A fair number of responders dislike the Digital Sign at Village Green. Channel 90 (maintained by the HOA Office) has certain slides dedicated to ARCDD information. Residents were ambivalent about the value of Channel 90. Residents were also ambivalent about the value of Coffee Talk although most who had an opinion agreed there was some value to the community information meeting. Residents provided qualitative feedback in the form of comments: ten residents indicated they did not want a monthly printed newsletter and eight residents commended CDD’s communication efforts.

### **Arlington Ridge CDD Resident Services**

Arlington Ridge CDD provides staffing to assist residents with various aspects of the Arlington Ridge lifestyle. Walk in hours are offered Monday through Friday from 1pm to 4pm with morning and evening appointments available.

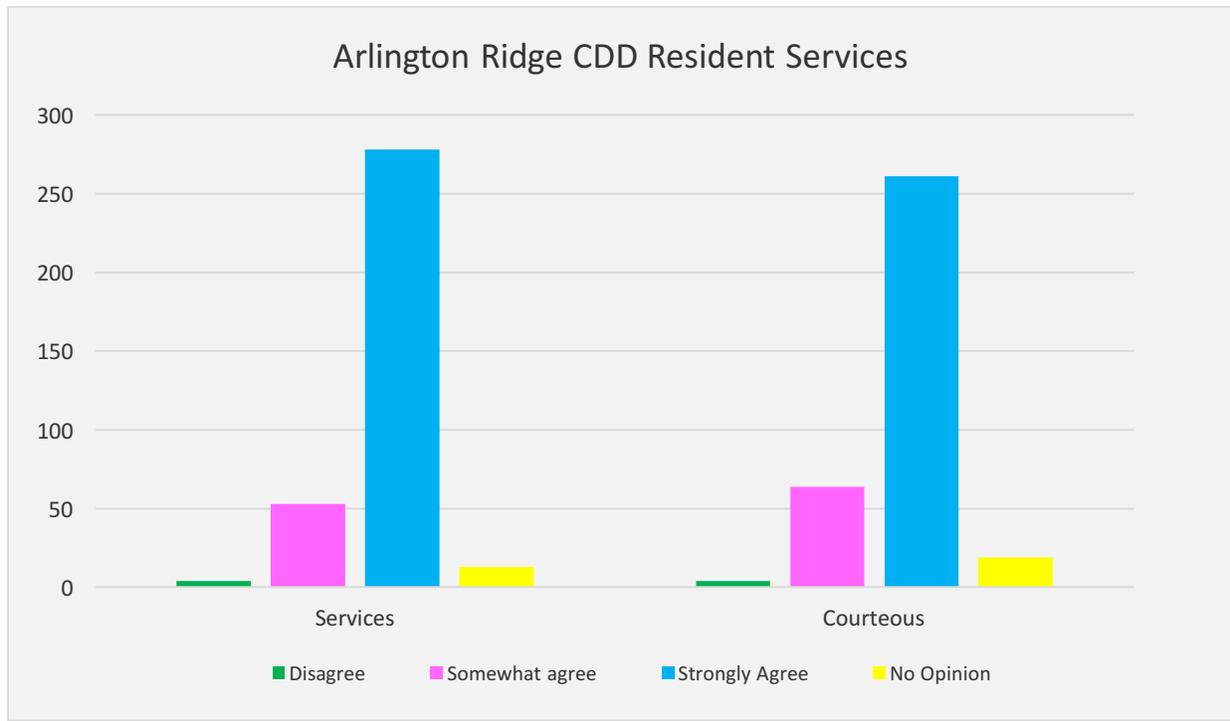
Services available at the Administration Building, copies, faxes, room scheduling, ticket purchasing, vehicle bar codes, access control cards, answering questions, notary, and other assistance are important to me.

Disagree 4                      Somewhat agree 53                      Strongly agree 278      No opinion 13

## 2019 Arlington Ridge Resident Feedback Survey Report

Resident Services employees are courteous, knowledgeable, and have a professional appearance.

Disagree 4      Somewhat agree 64      Strongly agree 261      No opinion 19



There is strong consensus that resident services are important. Quantitative data was collected regarding the resident services performance. It is apparent that there were top marks for staff's performance. Residents made 76 comments in this area and the top comment (35 comments) was to commend staff for good residential services. One area of concern for residents was the walk in hours which some felt were too limited (19 comments).

### **Arlington Ridge CDD Facility and Amenity Maintenance**

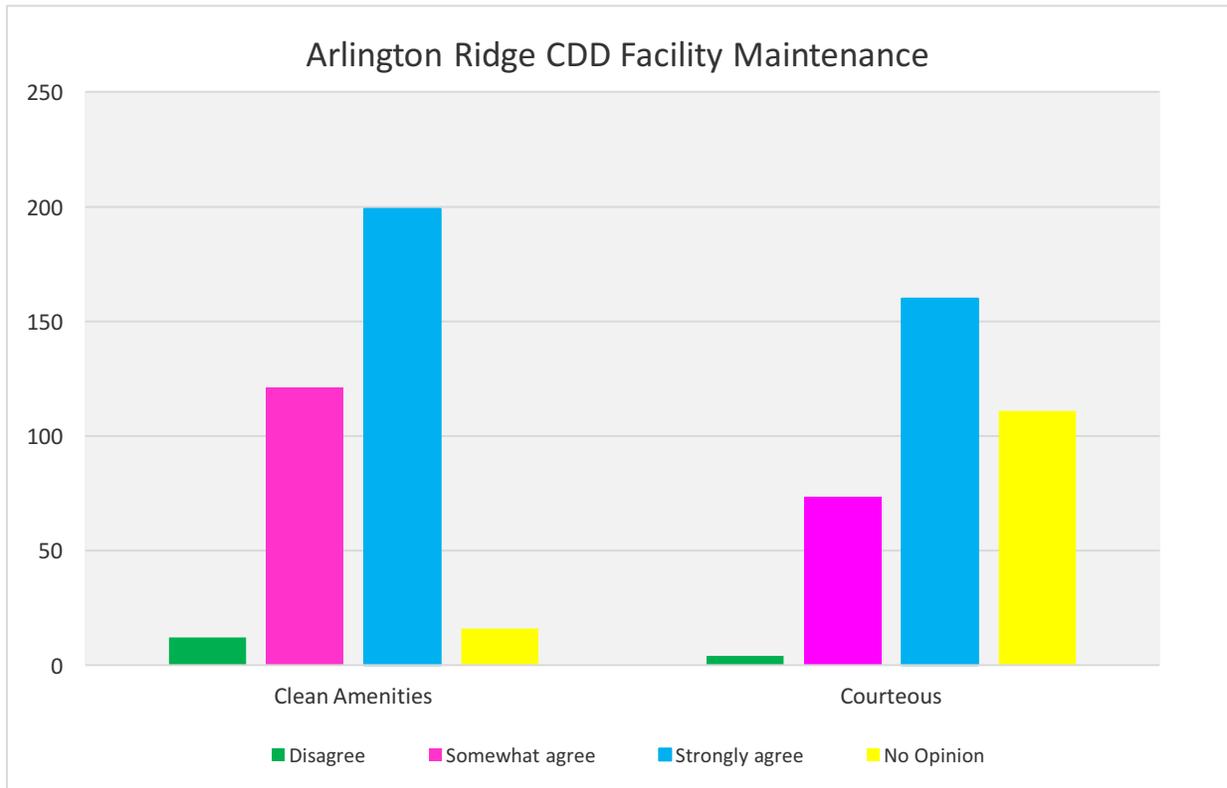
The Village Green and other amenities are clean, ready for use, and well maintained.

Disagree 12      Somewhat agree 121      Strongly agree 278      No opinion 13

Facility Maintenance employees are courteous, knowledgeable, and have a professional appearance.

Disagree 4      Somewhat agree 73      Strongly agree 160      No opinion 111

## 2019 Arlington Ridge Resident Feedback Survey Report



Residents agreed that the amenities are clean and ready for use. There was also agreement about a generally good performance by facilities staff. Residents provided 123 comments about facility maintenance. The top concern is cleaning up vegetation and acorns around Village Green amenities (22 comments). Other concerns were additional pool area maintenance needed (including cleaning up vegetation at the pool deck) cited by 15 residents. Ten comments were made about the need to improve the maintenance at The Commons (cleaning up the courts). Six residents made comments commending facility maintenance.

### **Arlington Ridge CDD RV Storage Lot**

The District owns a storage lot for residents to store 53 recreational vehicles or boats on a first-come, first-served basis.

Having an RV storage lot improves property values in Arlington Ridge.

Disagree 56      Somewhat agree 65      Strongly agree 94      No opinion 134

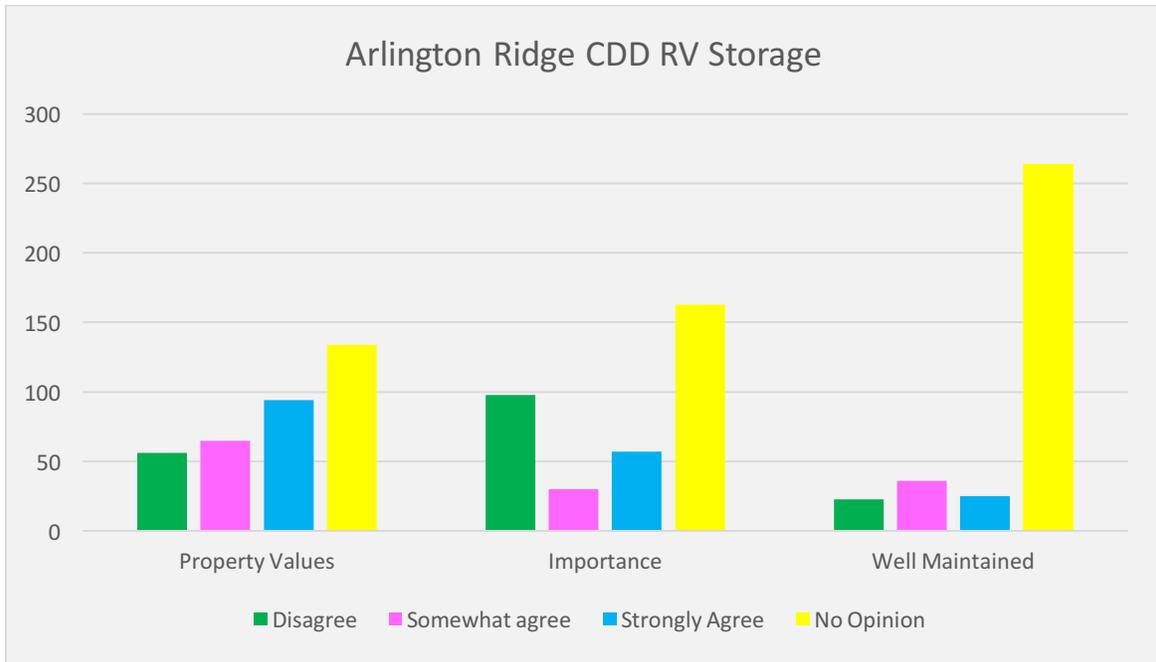
Having an RV storage lot is important to me.

Disagree 98      Somewhat agree 30      Strongly agree 57      No opinion 163

The RV lot is well maintained.

Disagree 23      Somewhat agree 36      Strongly agree 25      No opinion 264

## 2019 Arlington Ridge Resident Feedback Survey Report



Overall, the community does not place a high value on the RV Storage Lot. Most residents agree that having an RV Storage Lot is not personally important and there is a lack of agreement that having the RV Storage Lot improves property values. Most residents chose to not offer an opinion about RV Storage Area maintenance. A majority of the comments made were to suggest charging a fee for use of this amenity (12 comments). Concerns were noted about the lack of security (11 comments) and the need for improved lighting (7 comments).

### **Arlington Ridge CDD Activities**

Residents provided feedback about activities and special events. The District provides for the facilitation of weekly, monthly, and annual activities. Special events are offered throughout the year.

Activities promote amenity use and encourage an active lifestyle.

Disagree 2                  Somewhat agree 56                  Strongly agree 279    No opinion 11

Special events such as themed parties, holiday events, dinner dances, etc. are important to me.

Disagree 22                  Somewhat agree 124                  Strongly agree 167    No opinion 36

Weekly or monthly activities such as special interest groups, cards and games, etc. are important to me.

Disagree 15                  Somewhat agree 116                  Strongly agree 180    No opinion 36

2019 Arlington Ridge Resident Feedback Survey Report

Entertainment and shows are important to me.

Disagree 15                  Somewhat agree 128                  Strongly agree 182    No opinion 24

Lifelong learning such as classes and special presentations, etc. are important to me.

Disagree 25                  Somewhat agree 119                  Strongly agree 138    No opinion 65

Group travel such as day trips and special tours are important to me.

Disagree 33                  Somewhat agree 120                  Strongly agree 143    No opinion 53

Wellness activities such as fitness center orientation, wellness classes, and health fairs are important to me.

Disagree 16                  Somewhat agree 114                  Strongly agree 188    No opinion 30

Activities employees are courteous, knowledgeable and have a professional appearance.

Disagree 3                  Somewhat agree 49                  Strongly agree 199    No opinion 98

Did you attend the Holiday Gala and Valentine’s Dinner Dance?

Yes 82                  No 267

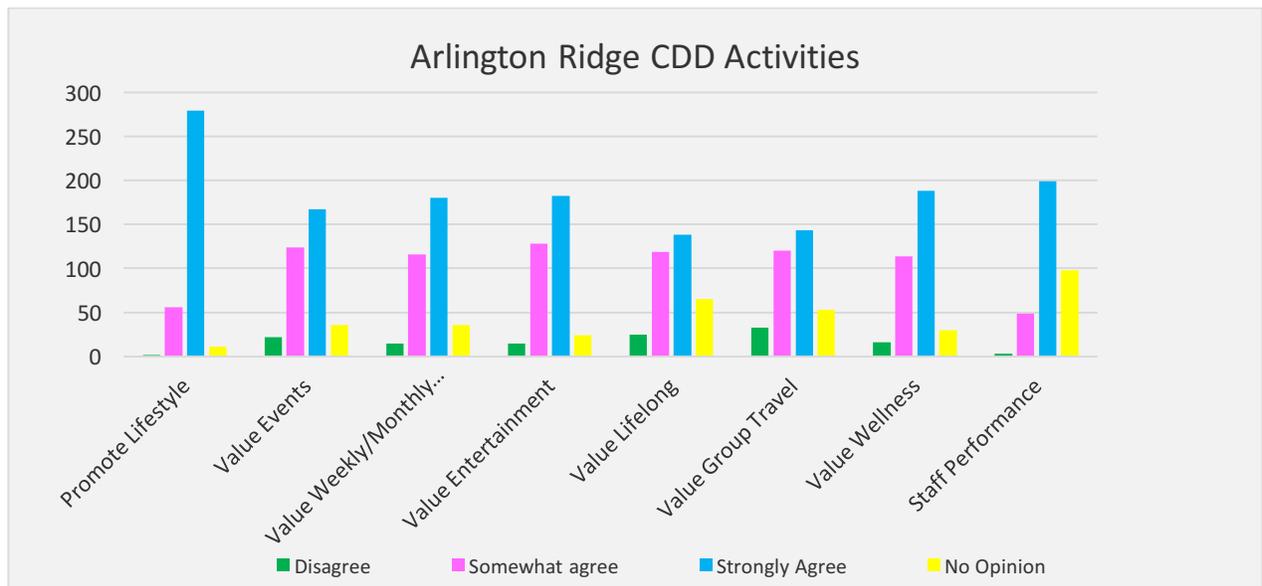
For special events, such as the Holiday Gala or the Valentine’s Dinner Dance do you prefer entrees such as prime rib and shrimp scampi or do you prefer light appetizers?  
Please circle one response:

Prefer holiday dinner dances with entrees 125

Prefer light appetizers for holiday dances 125

I believe there are adequate activity opportunities offered at Arlington Ridge such as special events, parties, card games, entertainment, classes, travel opportunities, and wellness opportunities.

Disagree 14                  Somewhat agree 102                  Strongly agree 199    No opinion 33



## 2019 Arlington Ridge Resident Feedback Survey Report

Residents are favorable about having activities. There is a steady response regarding the value of specific aspects of activities programming such as special events, weekly and monthly activities, entertainment, and wellness programming. The areas with the least amount of consensus about the value were Lifelong Learning and Group Travel though most responders placed some value on these services. There was strong agreement that activities staff are performing at a high level.

Nine residents suggested adding more day trips in order to enhance the activities schedule. Others suggested more Lifelong Learning opportunities (6 comments) or more Group Fitness classes (5 comments).

### **Arlington Ridge CDD Restaurant and Catering Service (Chesapeake Bay Grille, Village Tavern)**

Residents provided feedback about the dining room and bar services. Arlington Ridge CDD also provides catering services for Fairfax Hall and other amenities.

Having a restaurant within the community is important to me.

Disagree 20                  Somewhat agree 66                  Strongly agree 239    No opinion 15

Having a restaurant within the community improves property values.

Disagree 24                  Somewhat agree 66                  Strongly agree 236    No opinion 13

Chesapeake Bay Grille's Dining Room, Tavern, and Patio are clean and attractive.

Disagree 28                  Somewhat agree 118                  Strongly agree 175    No opinion 18

Chesapeake Bay Grille's employees are courteous, knowledgeable, and have a professional appearance.

Disagree 32                  Somewhat agree 136                  Strongly agree 143    No opinion 28

I am welcomed when arriving to dine at Chesapeake Bay Grille; servers are prompt to take a drink order.

Disagree 63                  Somewhat agree 129                  Strongly agree 109    No opinion 38

The menu at Chesapeake Bay Grille suits my taste.

Disagree 93                  Somewhat agree 160                  Strongly agree 56    No opinion 30

Meals at Chesapeake Bay Grille are priced fairly.

Disagree 59                  Somewhat agree 153                  Strongly agree 98    No opinion 31

Chesapeake Bay Grille is open during the times when I most frequently eat out.

Disagree 68                  Somewhat agree 144                  Strongly agree 94    No opinion 33

Meals at Chesapeake Bay Grille are presented attractively and in a timely manner.

Disagree 79                  Somewhat agree 151                  Strongly agree 75    No opinion 35

## 2019 Arlington Ridge Resident Feedback Survey Report

The preparation of food at Chesapeake Bay Grille is tasty and food is served at the proper temperature.

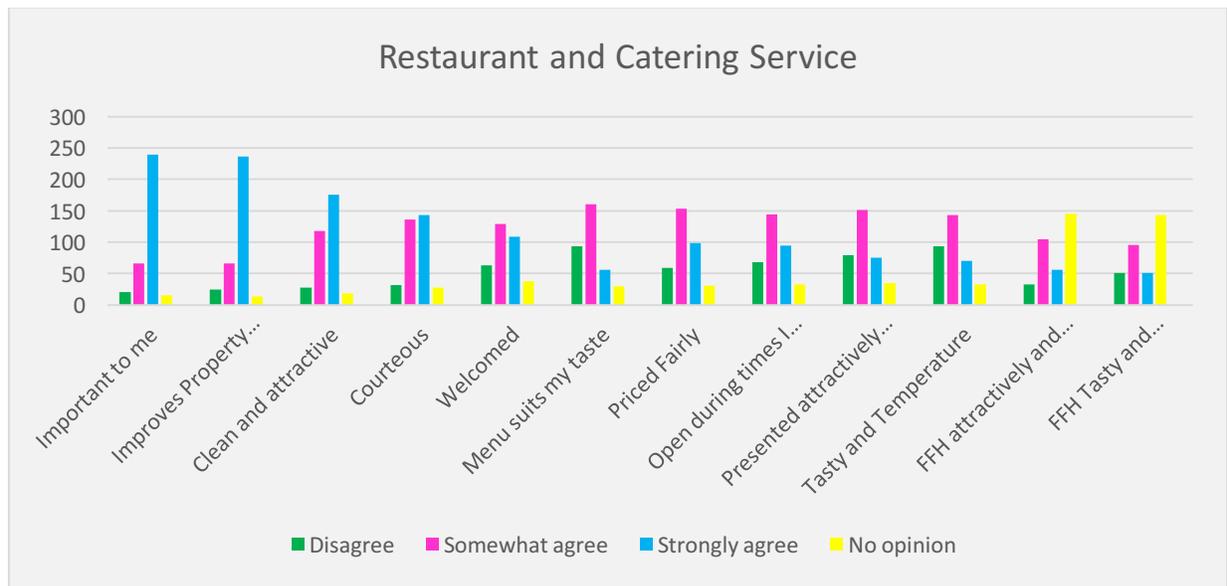
Disagree 93      Somewhat agree 143      Strongly agree 70      No opinion 33

Catered meals at Fairfax Hall are presented attractively and in a timely manner.

Disagree 33      Somewhat agree 105      Strongly agree 56      No opinion 145

The preparation of catered food at Fairfax Hall is tasty and food is served at the proper temperature.

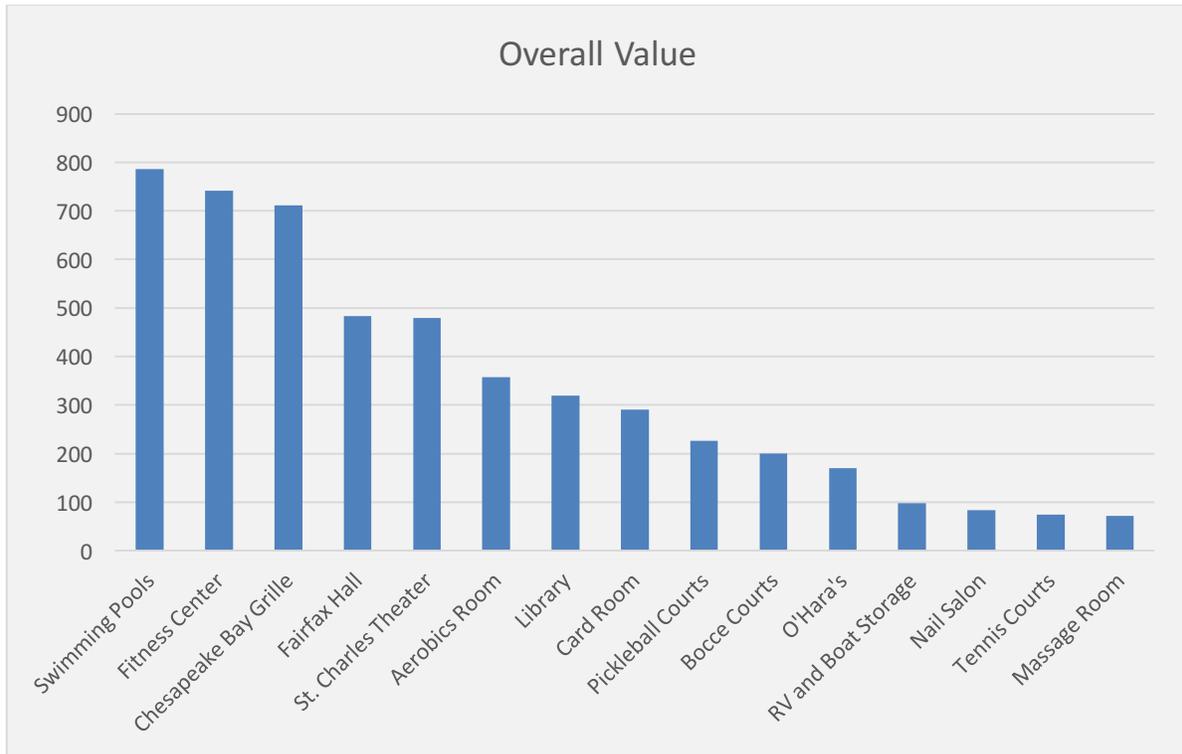
Disagree 51      Somewhat agree 95      Strongly agree 51      No opinion 143



There are two areas of general consensus regarding the restaurant: that having a restaurant is important to residents and that having a restaurant improves property values. There are three performance areas with the least amount of agreement: the menu selections, that food is presented attractively and in a timely manner, and that food was tasty and served at the proper temperature. Residents do not express a favorable response to the prices or the operating hours. The quality of the service was slightly better but did not elicit a strong positive response. Residents made 155 comments about restaurant and bar service at Arlington Ridge. Most of the comments (16) were regarding a need for consistency with food and service. Another top concern was a dislike of personnel (7 comments) or concerns about the service team being short-staffed (6 comments).

### Arlington Ridge CDD Amenity Use

Survey participants were asked to quantify the number of visits to amenities. In order to rank the amenities in descending order based on frequency of visits, each category of visits was weighted from daily to once a year or less and reported.



Arlington Ridge Pools, Fitness Center, and Chesapeake Bay Grille are the most popular amenities. Least popular amenities are the RV Storage Area, Nail Salon, Tennis Courts, and the Massage Room.

### Arlington Ridge CDD Resident Information

Information about full-time versus seasonal residents, employment status, and age-range was gathered.

Number of months at Arlington Ridge during a 12 month period:

About 79% of residents who responded to the survey question (266) indicated they reside at Arlington Ridge 12 months out of each year.

Which statement best represents your employment status?

- 55 Employed
- 5 Unemployed but looking for work
- 280 Retired, not working at all

## 2019 Arlington Ridge Resident Feedback Survey Report

### Age Range:

13	40-55 years old
106	56-65 years old
173	66-75 years old
44	76-85 years old
2	86-95 years old
0	Over 95

### Number of years living at Arlington Ridge:

76	Less than 1 year
113	1-2 Years
89	3-4 years
24	5-6 years
6	7-8 years
3	9-10 years
28	More than 10 years

Most residents live in the community full time and are retired. The most well-represented age in the survey sample was 66-75 years old. Most who responded to the survey have lived in the community two years or less.

To what level do you agree with this statement: I have confidence in the CDD Board of Supervisors and believe the CDD Board of Supervisors is effective?

Disagree 42                      Somewhat agree 167                      Strongly agree 85                      No opinion 45

To what level do you agree with this statement: Arlington Ridge is a great place to retire and I would recommend Arlington Ridge to other senior adults?

Disagree 12                      Somewhat agree 97                      Strongly agree 221                      No opinion 10

Overall, residents strongly agreed that Arlington Ridge is a great retirement community.

The last section of the survey was dedicated to qualitative feedback and participants were asked to provide any other comments. Here, residents iterated overall remarks about their experience at Arlington Ridge. There were 180 comments and the top two trending areas were concerns about the restaurant losing money (15 comments) and concerns about the purchase of the golf course (13 comments). Residents also noted security concerns (7 comments).

While not a part of the scope for the 2019 Resident Feedback Survey, due to anticipated organizational change, in 2020 the Feedback Survey can include golf services and pond maintenance at Arlington Ridge should the Board of Supervisors choose to administer a feedback survey annually.