



**Arlington Ridge Community Development District
Resident Satisfaction Feedback Survey
Results for 2020**



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

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**Emily Roslin-Grimes, Community Director
Arlington Ridge Community Development District
4463 Arlington Ridge Blvd
Leesburg, FL 34748**

**352.460.1619
cd@arlingtonridgecdd.org**

Introduction

This report is based on data collected from the March 2020 Arlington Ridge Community Development District (CDD) Resident Satisfaction Feedback Survey. The survey was administered electronically and as an insert in the March 2020 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 870 occupied homes in Leesburg, Florida. Of the approximately 870 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 on February 28, 2020 and on March 24, 2020 a reminder with a link to complete the survey no later than March 30, 2020. Paper copies of the survey were inserted in the March 2020 edition of the monthly newsletter distributed at residential homes on February 28, 2020. Additional paper copies were made available in the Administration Office. All surveys were requested to be returned by March 30, 2020. In total, 528 surveys were completed and returned to the Arlington Ridge Community Development District.

Overall, there was a strong agreement from survey responders that activities at Arlington Ridge encourage an active lifestyle and promote amenity usage. Residents are favorable about having activities and agree they benefit most from weekly and monthly activities, entertainment, weekend movies, and wellness programming. Residents expressed a strong consensus, even for non-golfers, that having a golf course at Arlington Ridge increases property values for homeowners. 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. Generally, residents are pleased with the performance of facility maintenance and assert the amenities are clean and ready for use. Residents assert a preference for electronic news and activities calendars among the current communication options offered by ARCDD. 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, many residents expressed concern with pricing of food and beverage services. Residents place a high value on resident services and agree there is high employee performance in this area. There was strong agreement regarding excellent road lighting, road safety, and road maintenance. The top concern in this area is sidewalk safety and cleanliness of sidewalks throughout the community. The community does not place a high value on the RV Storage Lot. Overall, there was strong agreement from survey responders that the community benefits from having 24-hour security staff the entrance gate and benefits having access-controlled amenities. Residents agreed maintenance of lakes and wetlands within the community increases property values. There was a large concern about environmentally friendly maintenance for this area.

In terms of regular visits, the most popular amenities are Chesapeake Bay Grille, Fairfax Hall, pools and spa areas, and St. Charles Theater. The least popular amenities are the RV storage lot, tennis courts, nail salon and the massage room.

Methodology

The data collection used two delivery methods. The first instrument was an electronic survey that consisted of 118 quantitative and qualitative questions. Quantitative questions elicited selected responses about activities, golf course, common area landscaping, facility and amenity maintenance, media and communication, food and

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beverage services, resident services, roadways, RV storage, security, and lake and wetland maintenance. 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 February 28 and March 24 to about 1,250 electronic mail subscribers for Arlington Ridge Community Development District news. About 370 surveys were returned via electronic mail.

The second survey instrument was an identical survey printed double-sided on green paper. The paper survey was included in the March edition of *The Ridge Line* community newsletter with a circulation of about 850. An anonymous drop box was provided to return those paper surveys to the Administration Office. About 160 paper surveys were returned.

Participation in the survey was promoted via weekly electronic mail news blasts, in the newsletter, and at the March 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 528 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. All 528 responders answered this question and a majority (400 responders or 76%) 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 couple years (two 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.

2020 Detailed Findings

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 5 Somewhat agree 97 Strongly agree 416 No opinion 10

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

Disagree 37 Somewhat agree 220 Strongly agree 231 No opinion 40

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

Disagree 29 Somewhat agree 186 Strongly agree 269 No opinion 44

Entertainment and shows are important to me.

Disagree 27 Somewhat agree 198 Strongly agree 278 No opinion 25

Movies shown on weekends are important to me.

Disagree 41 Somewhat agree 170 Strongly agree 258 No opinion 59

Movies shown on weekdays are important to me.

Disagree 68 Somewhat agree 203 Strongly agree 165 No opinion 92

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

Disagree 33 Somewhat agree 229 Strongly agree 194 No opinion 73

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

Disagree 63 Somewhat agree 213 Strongly agree 173 No opinion 79

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

Disagree 21 Somewhat agree 158 Strongly agree 300 No opinion 49

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

Disagree 2 Somewhat agree 99 Strongly agree 340 No opinion 87

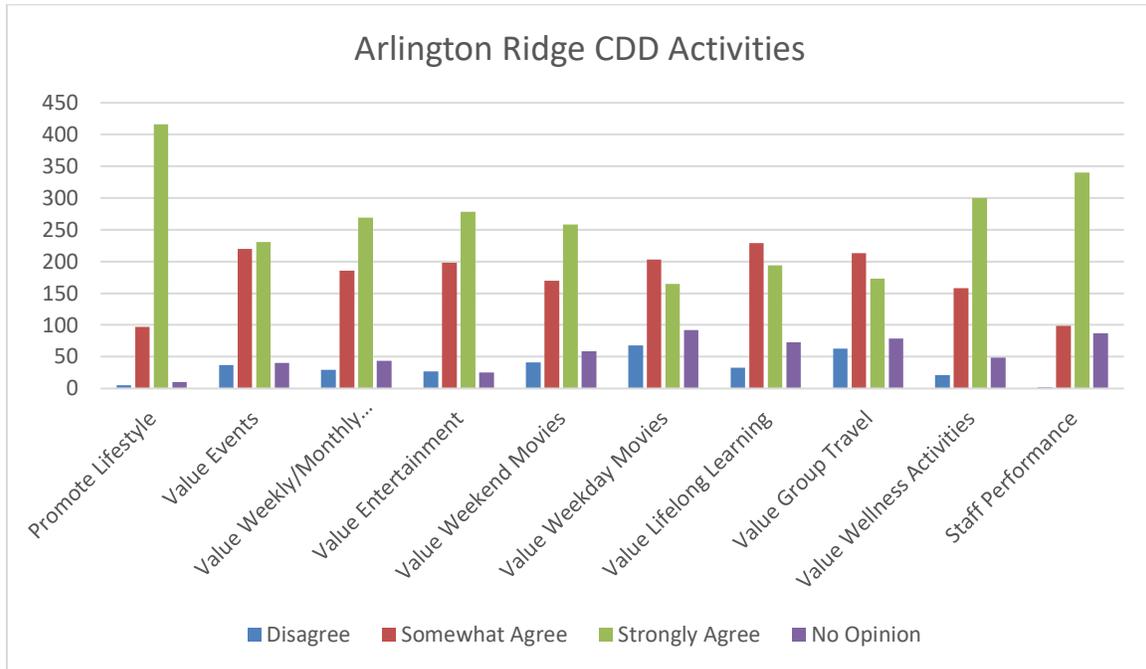
Services such as room scheduling, ticket purchasing, sign ups, and other assistance with activities are important to me.

Disagree 11 Somewhat agree 135 Strongly agree 319 No opinion 63

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 31 Somewhat agree 169 Strongly agree 297 No opinion 31

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Residents are in strong agreement that activities promote amenity use and encourage and active lifestyle. There was strong agreement that activities staff are performing at a high level and that activities at Arlington Ridge promote an active lifestyle. There is a steady response regarding the value of specific aspects of activities programming such as weekly and monthly activities, entertainment, weekend movies, and wellness programming. The areas with the least amount of consensus about the value were special events, weekday movies, lifelong learning, and group travel though most responders placed some value on these services.

Twenty-six residents suggested adding more instructor led fitness classes to the group fitness schedule on a regular basis. Twelve residents suggested adding more day trips in order to enhance the activities schedule. Others suggested more evening activities opportunities (13 comments) and lifelong learning opportunities (10 comments).

Arlington Ridge Golf Course

Residents assessed the value of Golf Course operations at Arlington Ridge. Arlington Ridge Golf Club provides golf course maintenance, pro shop, membership, greens fees, and driving range services.

Having a golf course in the community is important to me.

Disagree 44 Somewhat agree 85 Strongly agree 329 No opinion 70

Having a golf course in the community improves property values.

Disagree 13 Somewhat agree 92 Strongly agree 390 No opinion 33

The golf shop appearance is clean and attractive.

Disagree 4 Somewhat agree 76 Strongly agree 254 No opinion 194

Golf shop/golf course employees are courteous, knowledgeable, and have a professional appearance.

Disagree 3 Somewhat agree 54 Strongly agree 258 No opinion 213

Golf memberships are priced fairly.

Disagree 92 Somewhat agree 131 Strongly agree 38 No opinion 267

Resident green fees are priced fairly.

Disagree 75 Somewhat agree 140 Strongly agree 65 No opinion 248

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I am greeted cordially and able to accomplish my goals when contacting the golf shop.

Disagree 3 Somewhat agree 49 Strongly agree 212 No opinion 265

I am treated to a fun and enjoyable experience when playing golf at Arlington Ridge.

Disagree 4 Somewhat agree 53 Strongly agree 204 No opinion 267

Beverage cart hours are sufficient.

Disagree 15 Somewhat agree 64 Strongly agree 133 No opinion 316

Beverage cart selections are sufficient.

Disagree 39 Somewhat agree 81 Strongly agree 83 No opinion 325

Golf course conditions meet my expectations based on membership/green fee price.

Disagree 25 Somewhat agree 130 Strongly agree 112 No opinion 261

The restrooms on the course are clean and in good condition.

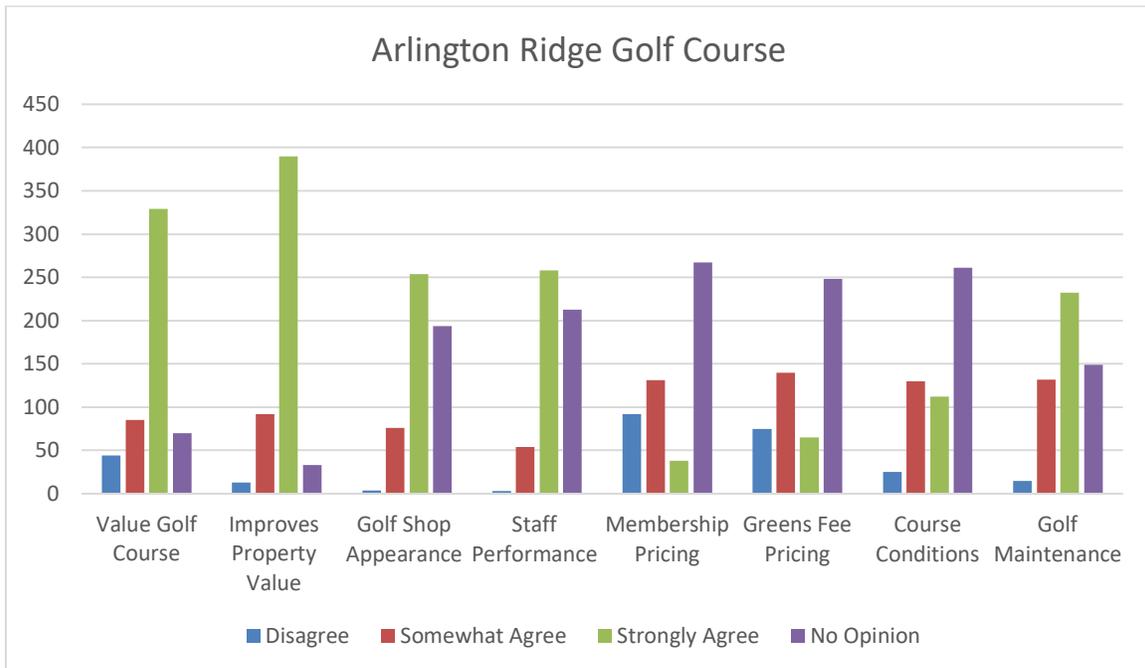
Disagree 19 Somewhat agree 89 Strongly agree 156 No opinion 264

Overall facility appearance of the golf course is good.

Disagree 15 Somewhat agree 132 Strongly agree 232 No opinion 149

Overall I have a good experience when visiting the golf course.

Disagree 6 Somewhat agree 58 Strongly agree 207 No opinion 258



Residents strongly agreed the golf course provides value to the community and is important to homeowners. Residents highly rated the pro shop appearance, staff performance, and golf maintenance. There was less agreement regarding fairness of membership fees and greens fee pricing.

Twenty-five residents commented on greens maintenance, expressing concerns about weeds, the rough, and tree maintenance. Residents also suggested a reduction in fees for golf membership (19 comments) and greens fee costs (10 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.

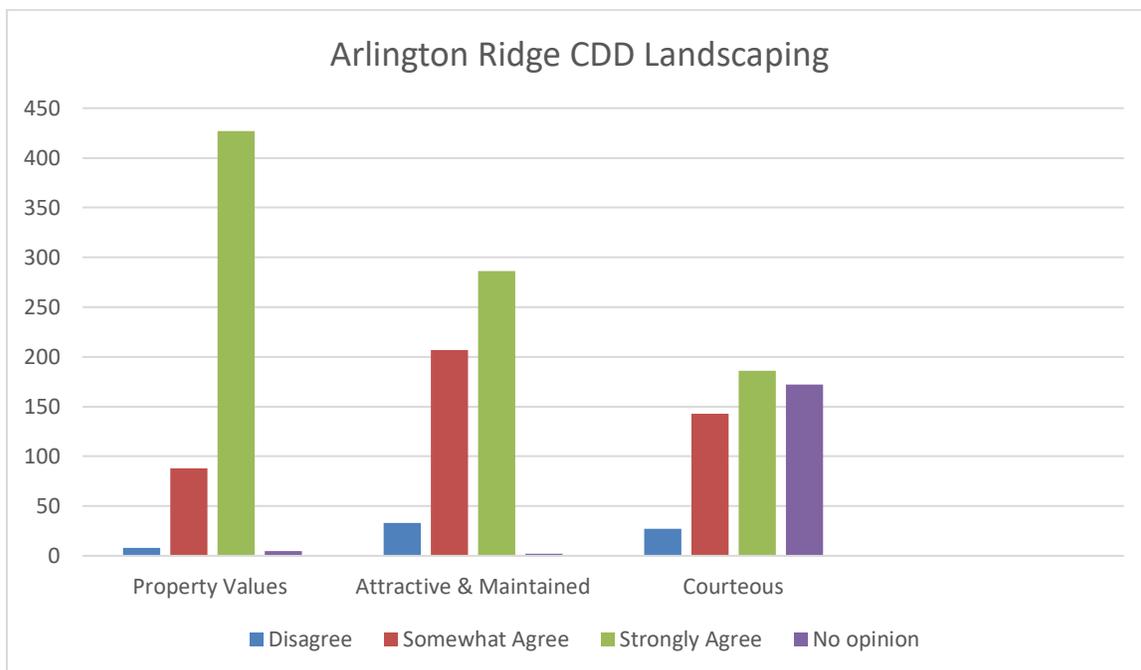
Disagree 8 Somewhat agree 88 Strongly agree 427 No opinion 5

The common area landscaping is attractive and well maintained.

Disagree 33 Somewhat agree 207 Strongly agree 286 No opinion 2

Landscaping employees are courteous and knowledgeable.

Disagree 27 Somewhat agree 143 Strongly agree 186 No opinion 172



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 throughout common areas (114 comments). The comments provided insight into some concerns. Survey participants wrote 15 comments about landscaping services. Residents wrote about a need to remove leaves from common areas (39 comments), a desire for additional landscaping and replacement of flowers to include more color (32 comments), landscape cleanup and maintenance around the pool area (17 comments), and a desire to increase visibility and attraction at the front gate (12 comments).

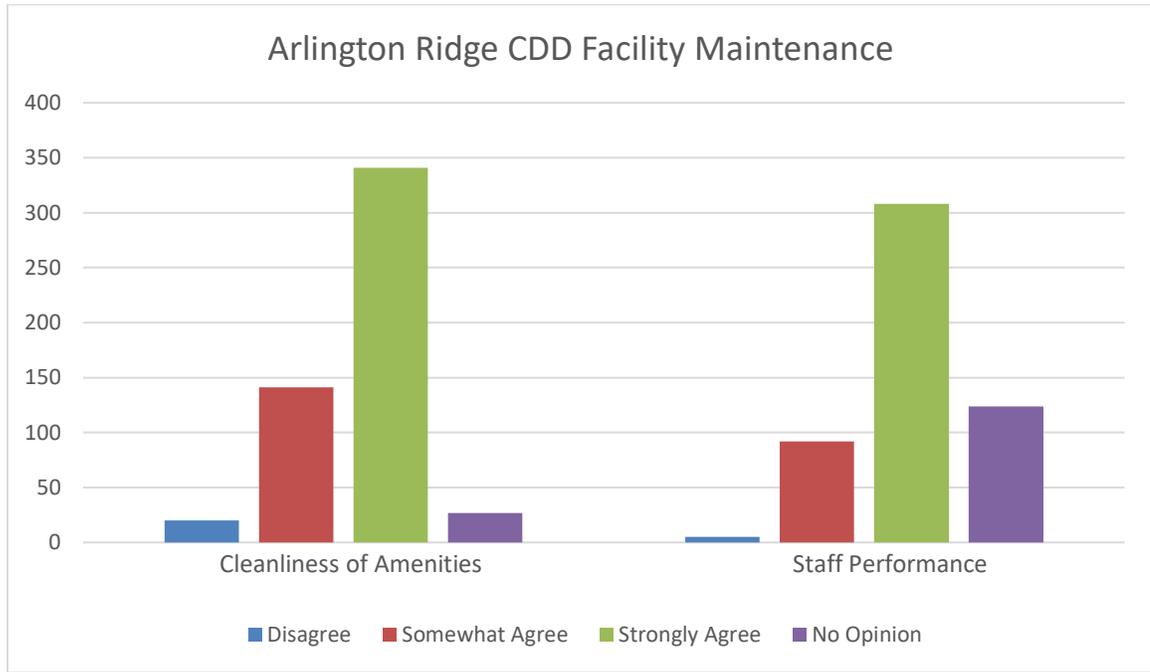
Arlington Ridge CDD Facility and Amenity Maintenance

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

Disagree 20 Somewhat agree 141 Strongly agree 341 No opinion 26

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

Disagree 5 Somewhat agree 92 Strongly agree 308 No opinion 124



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 165 comments about facility maintenance concerns. The top concern is refurbishing carpet and upholstery within the amenities (8 comments). Other concerns were locker room maintenance and improvements (8 comments).

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 digital sign at Village Green, and monthly community-wide information meetings at Fairfax Hall (Coffee Talk).

ARCDD publishes a monthly newsletter that is distributed to each home at Arlington Ridge. The circulation is about 850 copies monthly. Each edition of *The Ridge Line* includes a monthly calendar of activities and District news. *The Ridge Line* is distributed electronically via electronic news once a month for those who prefer electronic communications.

The community website is 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 1,300 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 to present on a topic relevant to Arlington Ridge. News about happenings in and around Arlington Ridge are presented.

The Arlingtonridgecdd.org website is important to me.
 Disagree 113 Somewhat agree 183 Strongly agree 277 No opinion 55

Electronic news and the email messaging system is important to me.
 Disagree 3 Somewhat agree 85 Strongly agree 422 No opinion 18

The Digital sign at Village Green entrance is important to me.
 Disagree 78 Somewhat agree 202 Strongly agree 173 No opinion 76

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Coffee Talk monthly information meetings are important to me.

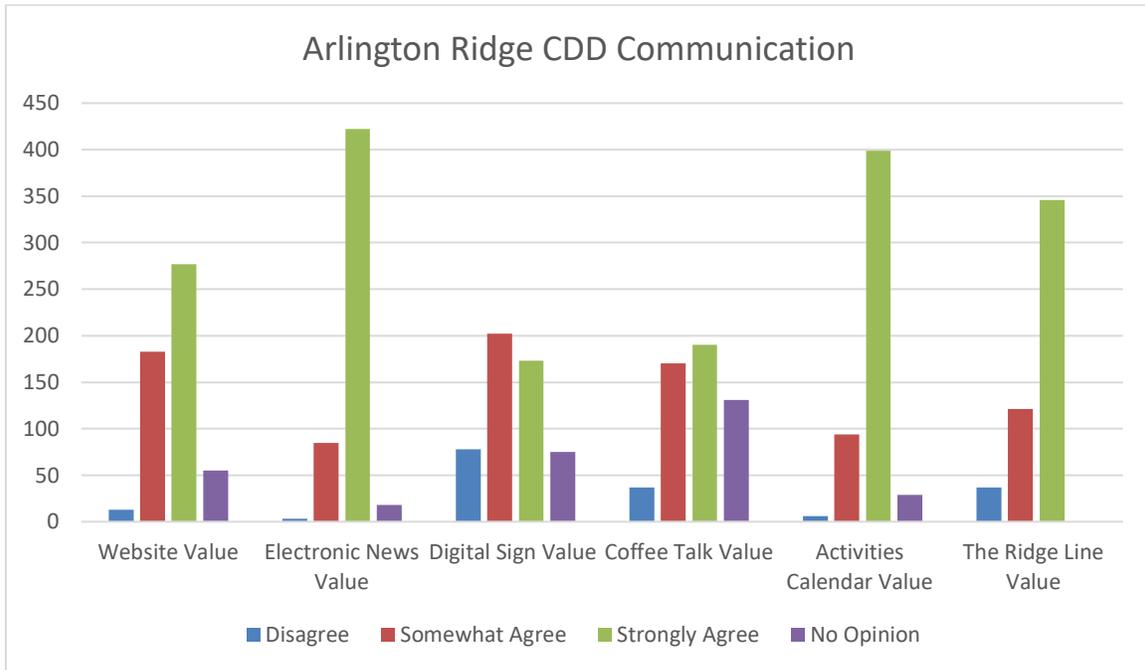
Disagree 37 Somewhat agree 170 Strongly agree 190 No opinion 131

Having a monthly calendar of activities is important to me.

Disagree 6 Somewhat agree 94 Strongly agree 399 No opinion 29

The Ridge Line community newsletter is important to me:

Disagree 37 Somewhat agree 121 Strongly agree 346 No opinion 24



Residents placed a high value on electronic news and the monthly activities calendars that are featured in *The Ridge Line* publication. There is a considerable number of residents who place value in the print publication *The Ridge Line* as well. Residents were ambivalent about the value of Coffee Talk although most who had an opinion agreed there was some value to the community information meeting.

The preferred form of communication that residents value most is electronic news. The next preferred form of communication was *The Ridge Line* newsletter. Residents did not place high value on the digital sign, many felt it was difficult to read, needed additional or less content, and was a community eyesore (17 comments). A fair number of responders commented that the website was difficult to navigate, many comments focused on the MyArlingtonRidge.com website (maintained by the HOA Office).

Arlington Ridge CDD Food and Beverage Services (Chesapeake Bay Grille, Village Tavern, Catering and Chatham’s)

Residents provided feedback about the dining room and bar services. Chatham’s was recently opened as a coffee shop two days a week. Residents rated their experiences with visiting the coffee shop as a new addition to the community. Arlington Ridge CDD also provides catering services for Fairfax Hall and other amenities.

Having a restaurant within the community is important to me.

Disagree 24 Somewhat agree 72 Strongly agree 424 No opinion 8

Having a restaurant within the community improves property values.

Disagree 23 Somewhat agree 88 Strongly agree 410 No opinion 7

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Chesapeake Bay Grille's Dining Room, Tavern, and Patio are clean and attractive.
 Disagree 24 Somewhat agree 162 Strongly agree 322 No opinion 20

Chesapeake Bay Grille's employees are courteous, knowledgeable, and have a professional appearance.
 Disagree 5 Somewhat agree 119 Strongly agree 375 No opinion 29

I am welcomed when arriving to dine at Chesapeake Bay Grille; servers are prompt to take a drink order.
 Disagree 30 Somewhat agree 179 Strongly agree 281 No opinion 38

The menu at Chesapeake Bay Grille suits my taste.
 Disagree 90 Somewhat agree 282 Strongly agree 108 No opinion 48

The beer, wine, and spirit selections at Chesapeake Bay Grille suit my taste.
 Disagree 22 Somewhat agree 168 Strongly agree 190 No opinion 148

Menu selections at Chesapeake Bay Grille are priced fairly.
 Disagree 113 Somewhat agree 254 Strongly agree 112 No opinion 49

Beverages at Chesapeake Bay Grille are priced fairly.
 Disagree 90 Somewhat agree 210 Strongly agree 132 No opinion 96

Chesapeake Bay Grille is open during the times when I most frequently eat out.
 Disagree 43 Somewhat agree 214 Strongly agree 214 No opinion 57

Meals at Chesapeake Bay Grille are presented attractively and in a timely manner.
 Disagree 26 Somewhat agree 230 Strongly agree 221 No opinion 51

The preparation of food at Chesapeake Bay Grille is tasty and food is served at the proper temperature.
 Disagree 29 Somewhat agree 232 Strongly agree 215 No opinion 52

Catered meals at Fairfax Hall are presented attractively and in a timely manner.
 Disagree 21 Somewhat agree 116 Strongly agree 155 No opinion 236

The preparation of catered food at Fairfax Hall is tasty and food is served at the proper temperature.
 Disagree 29 Somewhat agree 123 Strongly agree 144 No opinion 232

Banquet staff at events are courteous, knowledgeable and have a professional appearance.
 Disagree 1 Somewhat agree 90 Strongly agree 236 No opinion 201

Having Chatham's within the community is important to me.
 Disagree 37 Somewhat agree 138 Strongly agree 261 No opinion 92

Having Chatham's within the community improves property values.
 Disagree 45 Somewhat agree 135 Strongly agree 255 No opinion 93

Chatham's is clean and attractive.
 Disagree 5 Somewhat agree 83 Strongly agree 260 No opinion 180

Chatham's employees are courteous, knowledgeable, and have a professional appearance.
 Disagree 4 Somewhat agree 66 Strongly agree 249 No opinion 209

The menu at Chatham's suits my taste.
 Disagree 56 Somewhat agree 161 Strongly agree 104 No opinion 207

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Menu items at Chatham’s are priced fairly.

Disagree 66 Somewhat agree 150 Strongly agree 96 No opinion 216

Chatham’s is open during the times when convenient for me.

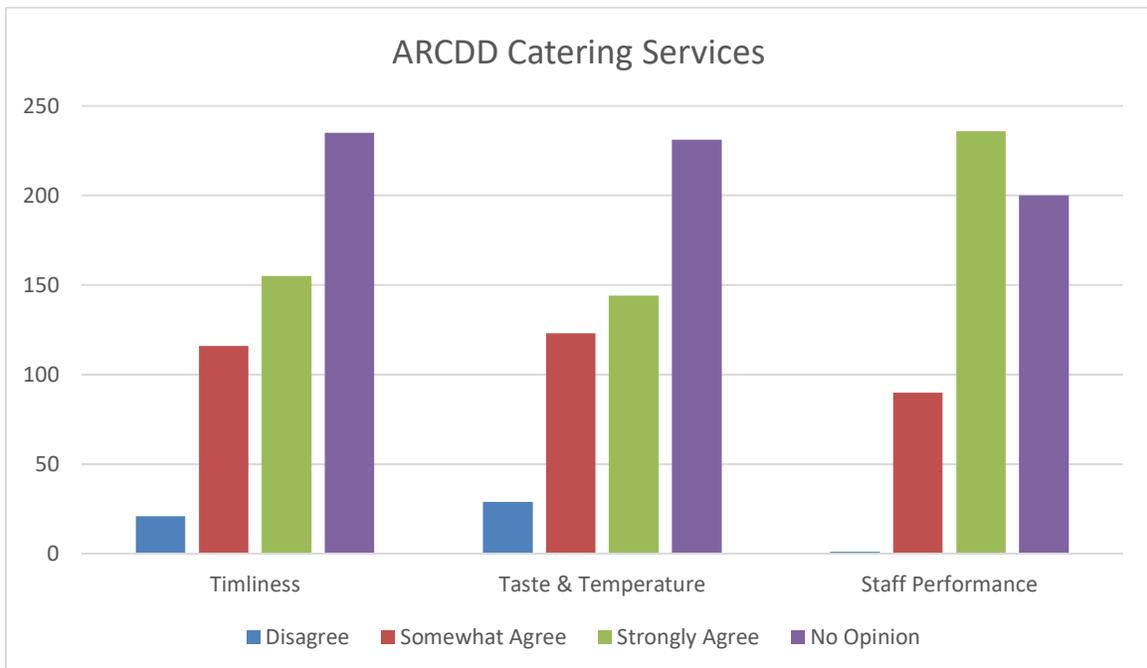
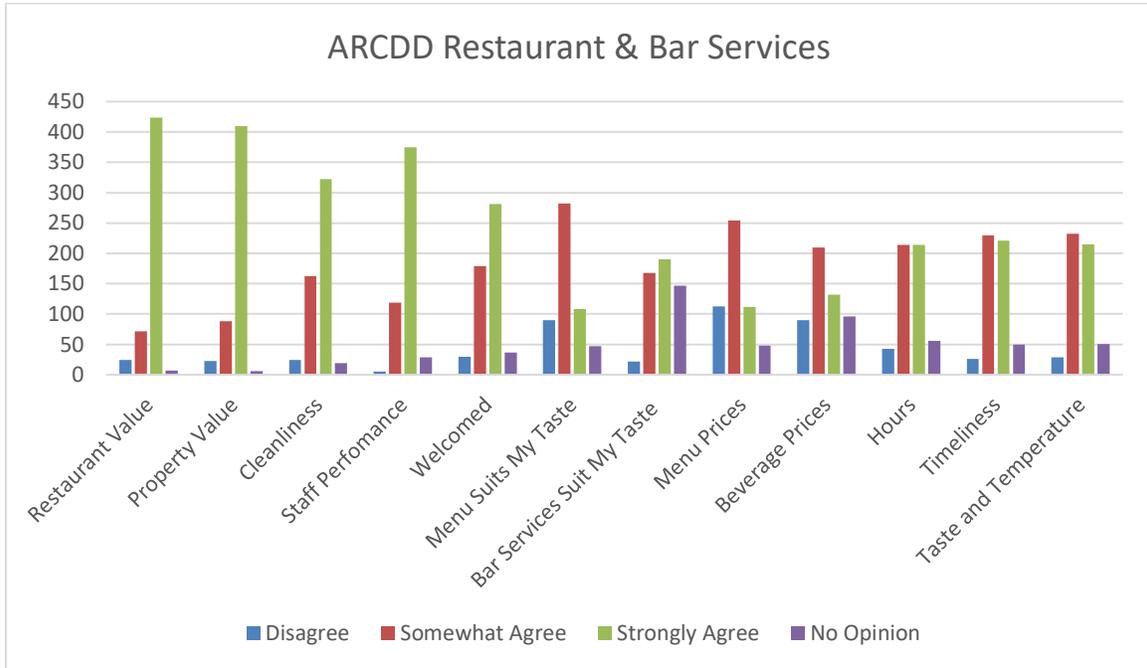
Disagree 98 Somewhat agree 181 Strongly agree 71 No opinion 178

Menu items at Chatham’s are presented attractively and in a timely manner.

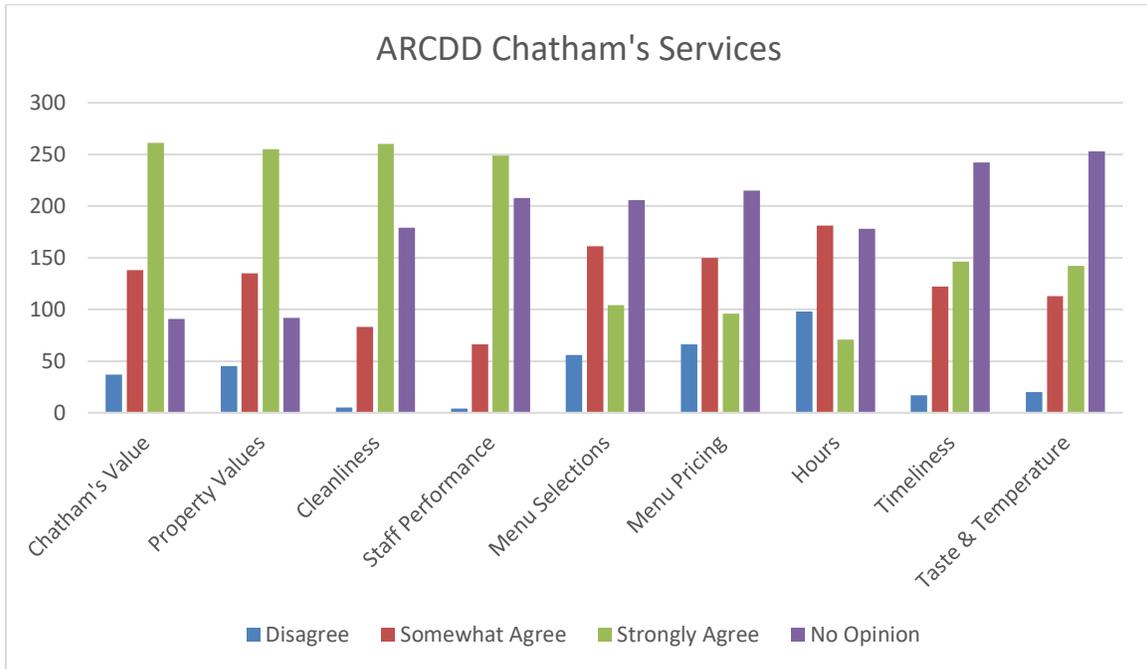
Disagree 17 Somewhat agree 122 Strongly agree 146 No opinion 243

The preparation of food at Chatham’s is tasty and food is served at the proper temperature.

Disagree 20 Somewhat agree 113 Strongly agree 142 No opinion 254



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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 four performance areas with the least amount of agreement: restaurant hours, staff performance, which food is presented attractively and in a timely manner, and that food was tasty and served at the proper temperature. Residents made 221 comments about restaurant and bar service at Arlington Ridge, based on the graph many residents somewhat agreed or strongly agreed with services suiting their taste. Most of the comments made (40) were regarding food prices being too high at the restaurant. Another top concern was a desire to see the menu at Chesapeake Bay Grille expanded.

Residents made 30 comments about Chatham’s not being open enough and requested more times per week.

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. Staff offers services to residents such as copies, faxes, notary, vehicle bar codes, access control cards, and guest passes.

Services available at the Administration Office, copies, faxes, vehicle bar codes, access control cards, answering questions, and other assistance are important to me.

Disagree 2 Somewhat agree 76 Strongly agree 427 No opinion 23

I am welcomed and feel my needs are met when visiting the Administration Office.

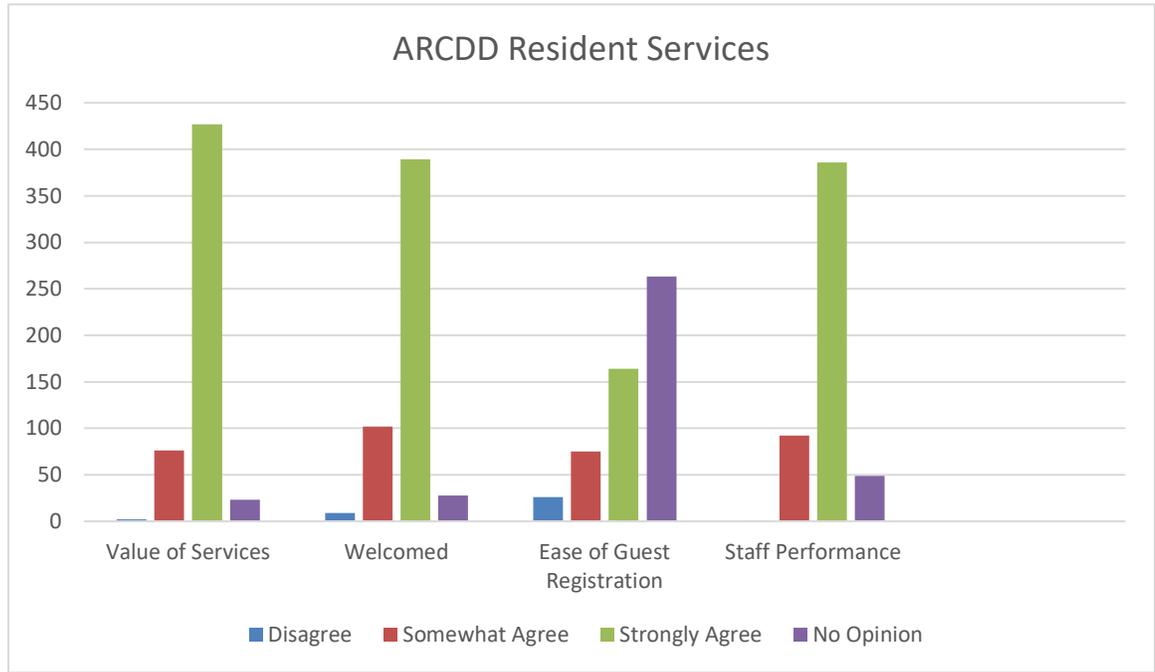
Disagree 9 Somewhat agree 102 Strongly agree 389 No opinion 28

Registering my guests with the Administration Office makes their time here more enjoyable.

Disagree 26 Somewhat agree 75 Strongly agree 164 No opinion 263

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

Disagree 1 Somewhat agree 92 Strongly agree 386 No opinion 49



There is strong consensus that resident services are important. It is apparent that there were top marks for staff’s performance (18 comments). Residents made 68 comments in this area and the top comment (23 comments) were to increase resident walk in availability. Many residents have not utilized the guest registration process. A few residents did provide feedback regarding improper guest usage at the amenities (4 comments).

Arlington Ridge CDD Roads and Sidewalks

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

Roads have adequate lighting.

Disagree 21 Somewhat agree 153 Strongly agree 338 No opinion 16

Roads are safe for vehicles.

Disagree 24 Somewhat agree 145 Strongly agree 350 No opinion 9

Roads are well maintained.

Disagree 23 Somewhat agree 138 Strongly agree 358 No opinion 9

Sidewalks have adequate lighting.

Disagree 24 Somewhat agree 180 Strongly agree 288 No opinion 36

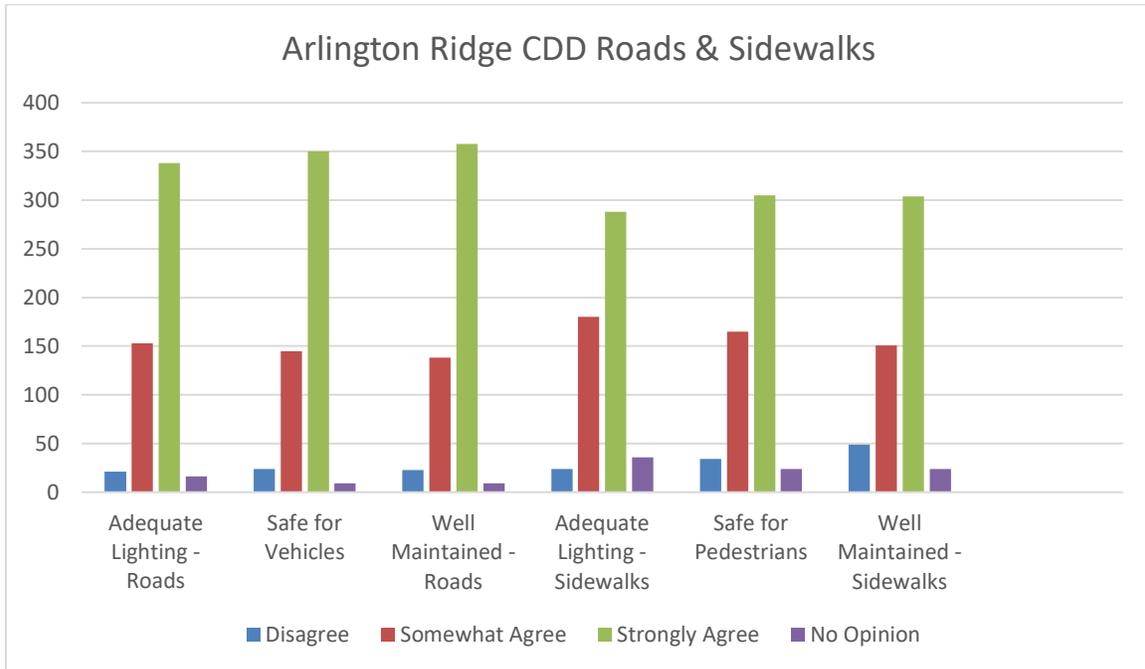
Sidewalks are safe for pedestrians.

Disagree 34 Somewhat agree 165 Strongly agree 305 No opinion 24

Sidewalks are well maintained.

Disagree 49 Somewhat agree 151 Strongly agree 304 No opinion 24

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Responses regarding lighting, safety, and maintenance of ARCCD roads show this is an area where most agree there are adequate measures in place. The qualitative feedback section where residents provided 147 comments provided insight into top concerns. The highest number of comments were concerns about sidewalks being maintained (21 comments). Eighteen comments were made regarding improving light brightness throughout the community. Residents wrote concerns about sidewalks needing to be pressure washed (18 comments).

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.

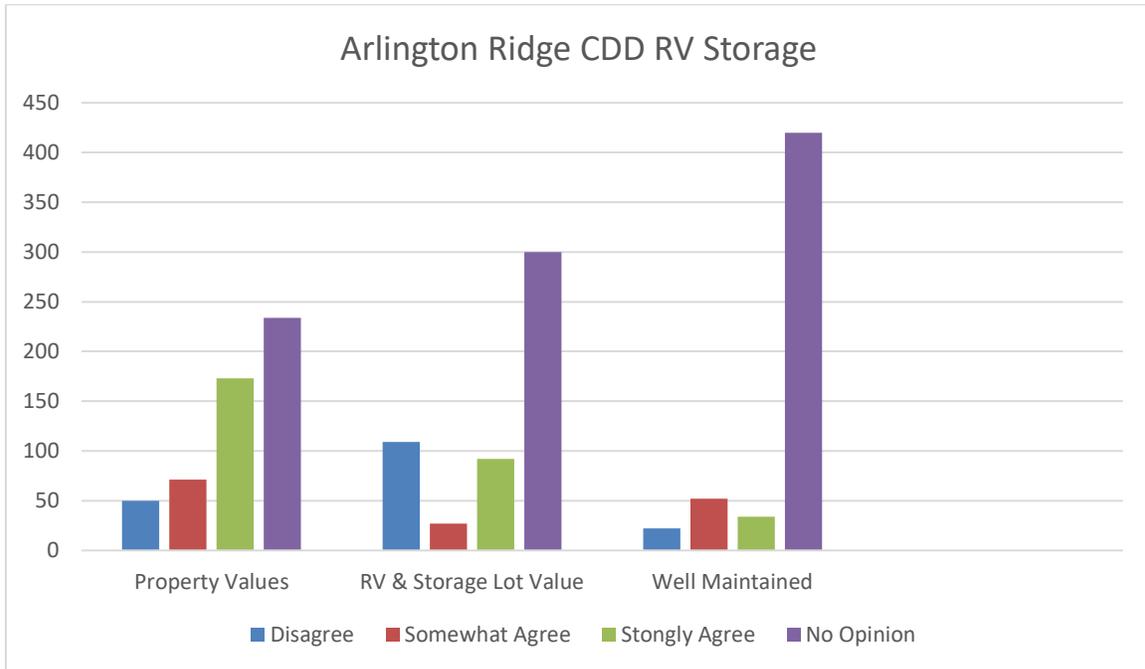
Disagree 50 Somewhat agree 71 Strongly agree 173 No opinion 234

Having an RV Storage Lot is important to me.

Disagree 109 Somewhat agree 27 Strongly agree 92 No opinion 300

The RV Storage Lot is well maintained.

Disagree 22 Somewhat agree 52 Strongly agree 34 No opinion 420



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. Most residents chose to not offer an opinion about RV Storage Area maintenance. A majority of comments made were to suggest charging a fee for use of this amenity (19 comments). Concerns were noted about the lack of availability to all residents interested (17 comments).

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 Office. The District provides complimentary amenity access control cards for all residents which are issued at the Administration Office. Another security service provided by the District is guest registration which is facilitated by staff at the Administration Office. 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 staffed at the Entrance Gate 24 hours a day, seven days a week improves property values and helps safeguard the community.

Disagree 27 Somewhat agree 98 Strongly agree 375 No opinion 5

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

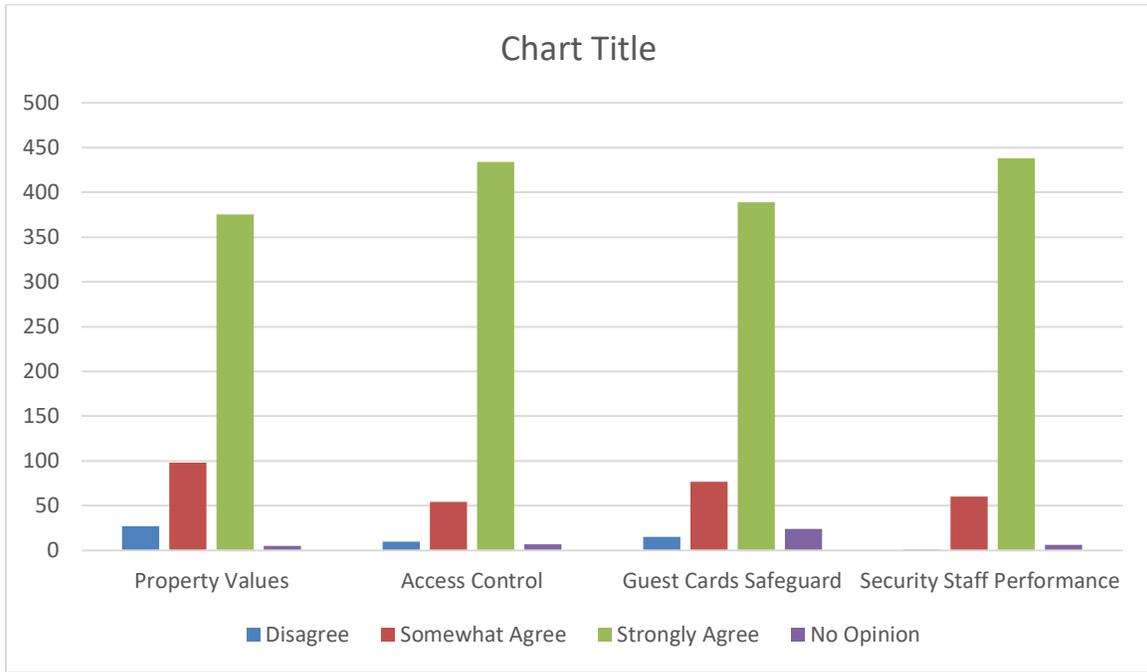
Disagree 10 Somewhat agree 54 Strongly agree 434 No opinion 7

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

Disagree 15 Somewhat agree 77 Strongly agree 389 No opinion 24

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

Disagree 1 Somewhat agree 60 Strongly agree 438 No opinion 6



There is strong agreement that the community benefits from having security staff the entrance gate and having access-controlled amenities. The qualitative data and comments show conflicting opinions from residents on the security team being a high-performing group. Forty comments expressed the value and professionalism demonstrated by security staff while 25 comments expressed a lack of attention and poor job performance. The top concern surrounding ARCDD security services was that residents feel soft gate procedures make the community more vulnerable to nonresidents (56 comments). Forty-seven comments expressed concerns about security for an asset not owned by the District: about the lack of security for the back gate.

Arlington Ridge CDD Lake and Wetland Maintenance

The District oversees maintenance of 42 ponds and 5 wetlands within Arlington Ridge in accordance with guidelines from St. Johns River Water Management District.

The lake and wetland maintenance improves property values.

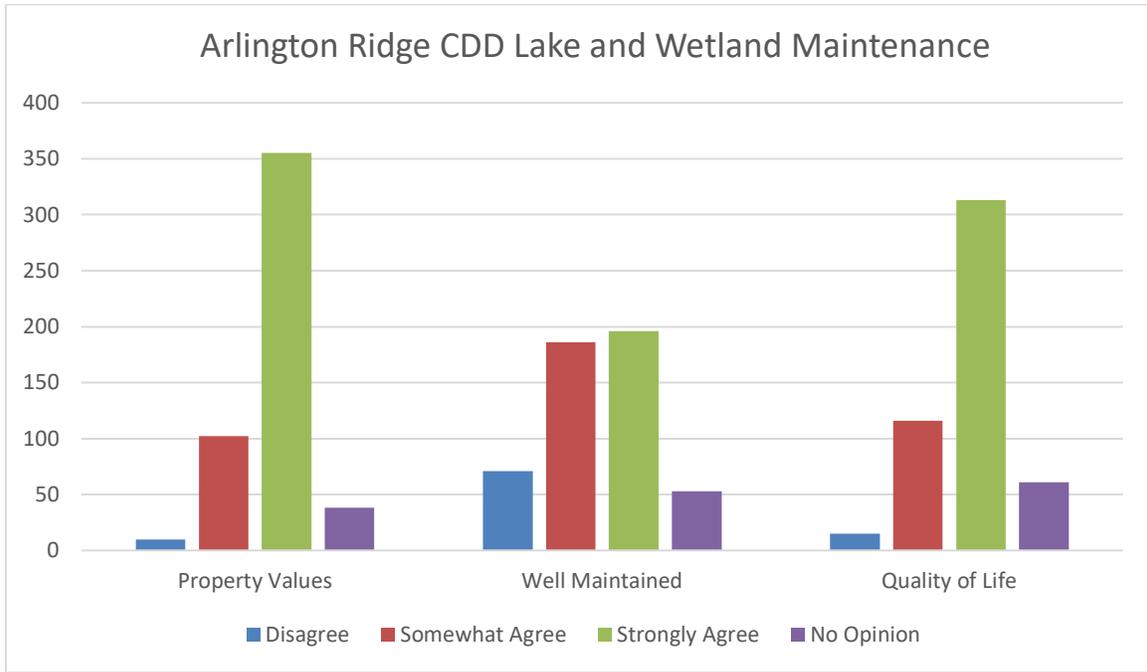
Disagree 10 Somewhat agree 102 Strongly agree 355 No opinion 38

Lakes and wetlands are well maintained within Arlington Ridge.

Disagree 71 Somewhat agree 186 Strongly agree 196 No opinion 53

The lake and wetland maintenance increases quality of life by promoting recreational use and enhancing the beauty of the community without harming fish, wildlife, or desirable plant species.

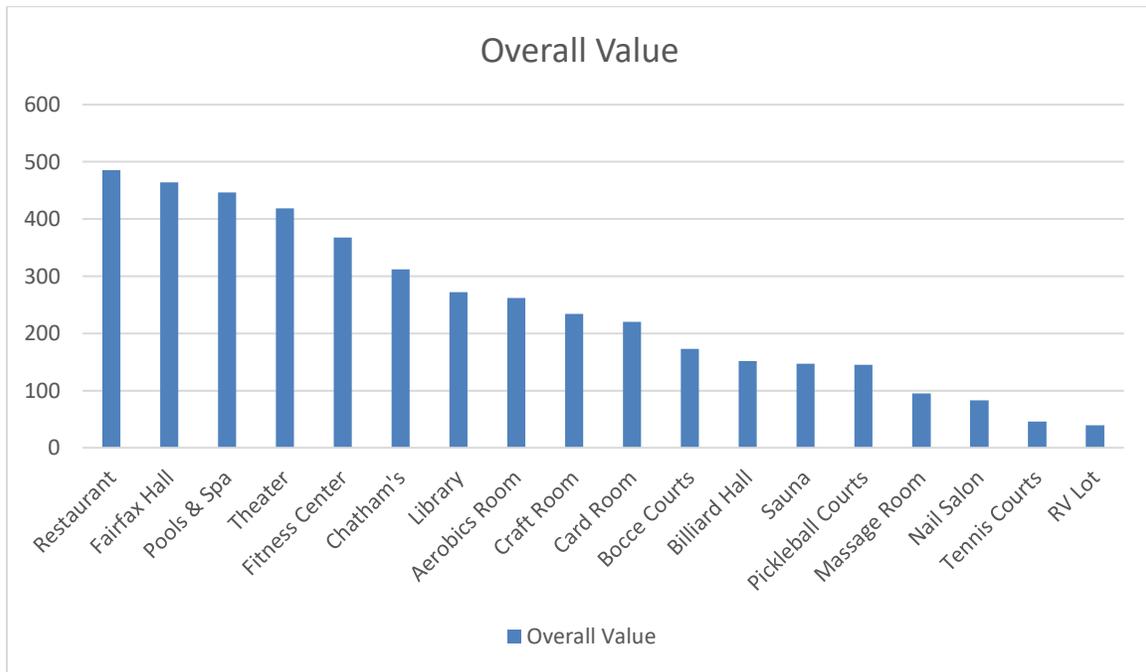
Disagree 15 Somewhat agree 116 Strongly agree 313 No opinion 61



Residents strongly agree that the maintenance of lakes and wetlands at Arlington Ridge increases property values. Although most agree that the maintenance of lakes and wetlands increases property value, many felt that the ponds were overgrown and in need additional measures taken for weeds and landscaping (31 comments). The comments provided insight into some concerns for environmentally friendly maintenance. Survey participants wrote 11 comments about trash and debris that circulates the ponds and wetlands. Residents have a strong desire for wildlife presence, additional fishing opportunities, and trails and recreational advancements (16 comments). Eight comments expressed the desire for aeration or fountain instillation at the entrance ponds.

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 Chesapeake Bay Grille, Fairfax Hall, Pools and Spa, St. Charles Theater, and Fitness Center are the most popular amenities. Least popular amenities are the Massage Room, Nail Salon, Tennis Courts, and RV Storage Area.

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 indicated they reside at Arlington Ridge 12 months out of each year.

Which statement best represents your employment status?

- 82 Employed
- 4 Unemployed but looking for work
- 420 Retired, not working at all

Age Range:

- 9 40-55 years old
- 151 56-65 years old
- 276 66-75 years old
- 66 76-85 years old
- 3 86-95 years old
- 1 Over 95

Number of years living at Arlington Ridge:

- 111 Less than 1 year
- 205 1-2 Years

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94	3-4 years
43	5-6 years
12	7-8 years
5	9-10 years
36	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: Arlington Ridge is a great place to retire and I would recommend Arlington Ridge to other senior adults?

Disagree 6	Somewhat agree 94	Strongly agree 401	No opinion 5
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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 additional comments. Here, residents iterated overall remarks about their experience at Arlington Ridge. There were 155 comments expressing overall that residents enjoy the amenities and love living in Arlington Ridge (37 comments). Many residents expressed they were new to the community or still working and have not had a chance to utilize the amenities as wished (10 comments). One repeated area of concern was about the lack of pickleball courts (12 comments). Residents also noted concerns with HOA rules and regulations (8 comments) and the ongoing HOA lawsuit with GI Shavings (7 comments).