

# Summary of Board Performance Survey

Town Hall Meeting

June 11, 2026

# Immediate Observations

- Overall, respondents agree with Board's work/efforts.
- Low participation.
- Subset of respondents are strongly not in favor on how current Board governs the community.
- Continued confusion on what the HOA Board can control (amenities, condo).

## **Top Side Summary: Total Votes**

**(1= Strongly Disagree to 5 = Strongly Agree)**

- Total Responses: 195 (13.4% of all Owners)
  
- Weighted Average Score: 4.1 (all ratings, all questions)
  - Highs
    - 4.3 Act on behalf of Owners
    - 4.3 Clear and timely communications
    - 4.2 Focus on Major Issues
    - 4.2 Budgets realistic and clear
  
  - Low (below 4.0)
    - 3.9 Board works collaboratively as a group

## Breakdown of Responses (Across all respondents and multiple-choice questions)

Strongly Agree	39.2%
Agree	<u>41.0%</u>
Sub Total	<b>80.2%</b>
No Opinion	<b>13.7%</b>
Disagree	4.8%
Strongly Disagree	<u>1.3%</u>
Sub Total	<b>6.1%</b>
Total	<b>100.0%</b>

# Response Distribution by Question

	Strong Agree (80% +)	Agree	No Opinion (20% +)	Disagree (9%+)	Strong Disagree	Total
Board Acts on Behalf of Owners	51%	34%	9%	4%	3%	100%
Focus Major Issues	42%	42%	7%	8%	1%	100%
Works Collaboratively as Group	43%	34%	18%	4%	2%	100%
Meetings Well Organized	38%	39%	19%	3%	1%	100%
Meetings Allow Dissent / Participation	34%	38%	23%	4%	1%	100%
Collective Decision Making	28%	37%	29%	4%	2%	100%
Timely/Clear Communications	46%	43%	6%	6%	1%	100%
Budgets Realistic / Clear	38%	50%	8%	4%	1%	100%
HOA Resources Used Efficiently	38%	45%	9%	7%	2%	100%
Balance CWS vs. Rules/Guidelines	32%	48%	10%	7%	2%	100%

Themes  
What Should the Board:  
Stop  
Start  
Continue

# Themes on what to “Stop”...

- Compactors – talking about it; overstepping enforcement; too much time/\$ to placate few who want them; get rid of them; shaming, operating hours.
- Fighting with Founder on issues we cannot win.
- Yellow curbs – “whaddya doin’”?
- Too negative about Founder; be more positive about Bayside.
- Heavy-handed on citations (open garage doors, WM totes), fines, fees, signage, rules. Relax, we are a resort.
- Catering to 5% - squeaky wheels - “upper class” - full timers.
- Dues keep increasing across HOA, Condo, Sports. Not everyone is a millionaire.

# Themes on what to “Start”...

- Greater pressure / oversight on Sullivans landscape & irrigation.
- Hold contractors, including L&N, more accountable.
- Fix feedback loop on help requests thru TownSq.
- More security hours - tougher enforcement, particularly safety-related violations.
- Better relationship with Freeman
- On-boarding seminars for new owners. Include Troon, Foundation, Institute.
- Treat all Bayside neighborhoods consistently.
- Push back on Troon service / fees / rising dues / quality.
- Better AV capability for remote attendees. Evening hours? Zoom?
- Shorter meetings.
- Natural gas, Xfinity stinks, etc.
- Seek Owner input for future Board/Committee issues and town hall topix.
- Recruit volunteers at committee and board levels.

# Themes on what to "Continue"...

- Keep advocating for the interests of the homeowners.
- Thanks to Board for continued effort and job well done. Lucky to have you.
- Overall tone of meetings are better with Owner directors. Things are getting done professionally and with owners' interests in mind.
- Re-visit townhome roof program.
- Continue clear, transparent, and informative updates. Very helpful, particularly for part-timers.
- Keep Founder in-check; we are "watching".
- Inclusive meeting format/style of inviting homeowner input *before* board vote.
- Don't change a thing.

# What Next?

- Survey data has been shared with Board.
- Will share community comments (only) with Committee Chairs and seek their input at next quarterly Committee Chair meeting.
- Amenity-related issues given to Troon via ABOG.
- Board/Director(s) open to meet individually / groups. But **you** need to initiate.
- Can direct questions to Board via Bayside Compass.
- Copy of this presentation will be available on Bayside Compass.
- Consider volunteering by joining a committee or possibly running for the Board.