

CLUSTER ASSOCIATION MEMBERSHIP SURVEY

Please complete one survey form for each Member (registered owner).

Communication is critical to the successful management of Cluster. This survey is an important tool for collecting information from individual Members of the Cluster Association that can be used by the Cluster Board of Directors and the Membership as a whole. The Board hopes you will take the time needed to complete the survey and return it to us.

PLEASE NOTE: The Board will summarize the information collected from this survey and the summarized results will be shared with other Members. Individual responses will not be shared with other Members.

DEADLINE TO SUBMIT: [date]

Address: _____

Member Name (printed): _____

I am a registered owner.

I am the lawful representative of the registered owner.

GENERAL

1 What year did you take ownership of your Cluster unit? _____

2 What do you consider the top three advantages or benefits of living in the Cluster?

1. _____

2. _____

3. _____

3 What is the most important issue that must be dealt with by Cluster today?

4 What is the most important thing that could be done by the Cluster to improve the property values within the Cluster?

5 What is the most important thing that could be done by the Cluster to improve the Common Area within the Cluster?

6 Should we add a second Cluster sign across from the existing sign? Yes No
 No opinion

BOARD OF DIRECTORS AND OFFICERS

7 Should co-owners be allowed to serve on the Cluster Board of Directors at the same time? Yes No
 No opinion

8 Should co-owners be allowed to serve as Officers of the Association at the same time? Yes No
 No opinion

LAKE ACCESS

9 Do you, or your tenant(s), currently own a boat that requires "in-water" docking? Yes No

10 Do you, or your tenant(s), have any plans to acquire a boat that requires "in-water" docking? Yes No

11 How often do you, or your tenant(s), access Lake Audubon from the Cluster waterfront during the warm months to fish or launch a boat? Never
 Infrequently
 Once a month
 2-3 times a month
 Once a week
 2-3 times a week
 4 or more times a week
 Don't know

12 In your opinion, what percentage of our waterfront should have a "hardened" bulkhead suitable for docking boats? Less than 20%
 20% - 39%
 40% - 59%
 60% - 79%
 80% or more
 No opinion

SERVICE CONTRACTS

13 How would you rate the service provided by our current trash company?
(Feel free to comment at end of the survey.) Satisfactory
 Unsatisfactory
 No opinion

14 How would you rate the service provided by our current lawn maintenance company?
(Feel free to comment at end of the survey.) Satisfactory
 Unsatisfactory
 No opinion

PARKING

- 15 Should the Cluster restrict on-street parking? Yes No
 No opinion
- 15a If you answered "Yes" to the above, how many vehicles per house should be allowed to park on the street? None
 1 2
- 16 How many vehicles are currently "domiciled" at your unit? None
 1 2
 3 or more
- 17 Is your garage used to park one of these vehicles? Yes No
- 18 Should resident owners be required to park in their garage or driveway? Yes No
 No opinion

MAINTENANCE

- 19 The Cluster Board of Directors is obligated to maintain the value and condition of the Cluster Common Area. In doing so, we recognize there may be differing opinions on what level of maintenance is appropriate. To which of the following would you subscribe:
- a) Repair/replace as needed. Do just what is needed to comply with the Reston Association Maintenance Covenants and meet the minimum safety standards. (EXAMPLE: Replace tot lot equipment when broken.) a)
 - b) Proactive maintenance. In addition to meeting the minimum requirements, be more proactive in maintaining the value of Common Area assets. (EXAMPLE: Replace tot lot mulch on a regular basis.) b)
 - c) Increase value. Seek appropriate ways to enhance the value of the Common Area. (EXAMPLE: Add additional equipment to tot lot.) c)
- 20 Reston Association has published maintenance standards for elements left to weather naturally such as our roofs and siding. The standards state:
"...siding should be uniformly weathered (faded) and free of discoloration caused by moisture, mildew, and mold, and free of rotted or split wood."
Do you feel this is a reasonable requirement for our Cluster? Yes No
 No opinion
- 21 Should the Cluster require that all units be protected with a clear wood sealer or stain (and no longer left to weather)? Yes No
 No opinion
- 22 Should we retain the services of an independent expert to assess the condition of the wood siding and make recommendations for cleaning or finishing? Yes No
 No opinion
- 23 From time to time, the Cluster is faced with minor repairs or upgrades to the common area. What are your thoughts on how best to handle this work?
- a)
 - b)
- 23a If you answered "b" above, would you be willing to volunteer for such work? Yes No
- 23b If "Yes," what is the nature of the assistance you can provide?

PARTICIPATION

NOTE: Volunteerism is an important part of membership in the Cluster Association. Without volunteers to serve as directors and officers and to participate on committees, the Association would have to rely on professional association management to assist in managing its day-to-day affairs. And doing so would result in significantly higher Association fees.

24 Do you have any professional skills that we might be able to utilize (i.e. CPA, attorney, carpenter)?

25 Have you previously served as an Officer or Director? Yes No

25a If you have, would you be willing to serve again? Yes No

26 Have you previously served on a Cluster committee (other than the Board)? Yes No

27 Are you currently serving on a Cluster committee? Yes No

27a If not, on which of the following committees would you be willing to participate:

- Finance
- Waterfront
- Landscaping and Trees
- Road and Sidewalks
- Trash
- Tot Lot
- Social
- Design Standards
- Bylaws Review
- None at this time
- Other (_____)

COMMUNICATIONS

28 Do you have access to the Internet? Yes No

29 Can you receive e-mail concerning Cluster business or activities? Yes No

29a If "Yes," what is your e-mail address?

30 Should Cluster establish a website for the current Membership as well as for prospective and future owners? Yes No
 No opinion

31 Would you be willing to serve on a committee that would help establish and maintain such a website? Yes No

CLUSTER MEMBERSHIP MEETINGS

32 Have you ever attended a general meeting of the Cluster Association? Yes No

32a If not, why not?

33 What, if anything, could be done to ensure your participation at the Annual Meeting in the Fall?

34 What is the preferred length for the Annual Meeting?

- Less than 2 hours
- 2 –3 hours
- As long as necessary to conduct Association business.
- No opinion

35 Should the Annual Meeting in the Fall be held at an off-site, indoor facility?

- Yes No
- No opinion

36 How many general meetings of the Association should be scheduled each year?

- 1 3
- 2 No opinion

37 Should we schedule a Spring meeting this year?

- Yes No
- No opinion

Comments:

**Thank you for taking the time to complete this survey.
Please return the completed survey to:**

**President
Cluster Association**

REMEMBER...

DEADLINE TO SUBMIT: [date]