

**From:** Jean Harmison <[jean@clubmanagementservices.com](mailto:jean@clubmanagementservices.com)>  
**Sent:** Wednesday, November 27, 2019 5:24 PM  
**Subject:** Stone Meadow - Initial Survey Results

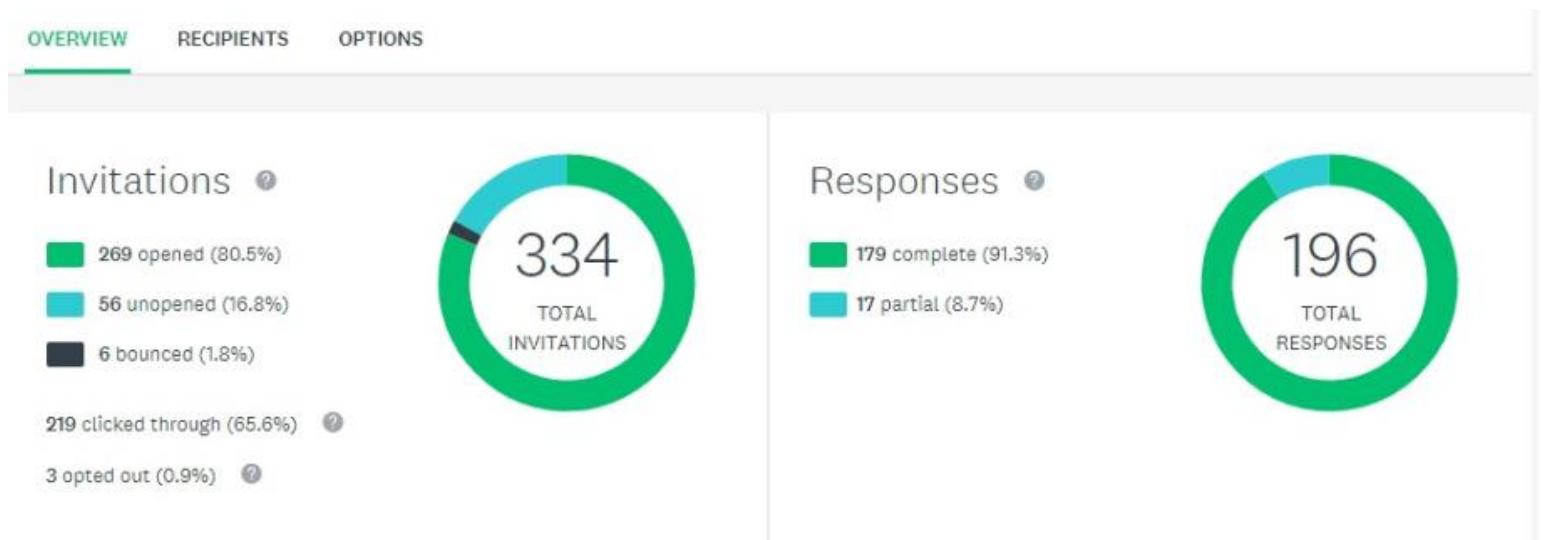
**\*CAUTION\*** External email from ([jean@clubmanagementservices.com](mailto:jean@clubmanagementservices.com)). Do not open attachments or click links from sources you do not know and trust.

Subject: Initial survey results

Thank you Stone Meadow property association members! As the numbers below show, the board was gratified to see a very high level of participation in our recent survey. With your help and support, the board intends to use these and future survey findings to benefit and improve our association.

For those who may be interested, a number of measures were taken to maximize survey awareness and participation:

- \* Multiple survey announcement emails were sent to the entire association email database (currently ~334 email addresses)
- \* Physical mailings were sent to every property owner address that our management company has on file
- \* A month-long survey period was provided and multiple survey email reminders were sent to non-responding email addresses across the month
- \* Email addresses that were not valid (bounced) were corrected and added to the survey



As good as our response rate was, the board is concerned that despite the above efforts, 73 association members opened the email but did not take the survey, and 55 association

member email addresses didn't open the survey email (in some cases this was likely due to the survey invitation email being caught in spam filters). In addition to planning future surveys, the board is considering upgrading our current owner association web services solution (ClubExpress - <https://stonemeadow.clubexpress.com/> <<https://stonemeadow.clubexpress.com/>> ) to include additional online services and functionality to provide opportunities for greater member involvement and oversight in association matters (more on this in the future)). This will require setting up individual accounts for all property owners, and these accounts will have to be tied to working, active email addresses.

In order to insure our ability to communicate via email with every member who wants to participate in association affairs, in the coming weeks Club Management Services will be making efforts to contact all non-respondents by phone and/or physical mail to make sure we have correct email addresses on file.

## SURVEY RESULTS:

As one might expect in a community of nearly 300 property owners, we saw a very wide range of opinions in our survey results. A summary report of the findings is attached. If any association member questions the accuracy of the report, the survey system we used (SurveyMonkey) includes provisions for delivering unaltered results. Any member concerned about this should contact Club Management Services owner Jean Harmison ([jean@clubmanagementservices.com](mailto:jean@clubmanagementservices.com) <<mailto:jean@clubmanagementservices.com>> ) for additional information.

The good news from both a governance and member-relations perspective, is that on 6 out of the 7 governance-related questions (questions 3-9), high to extremely high levels of consensus were registered. The board reviewed the findings in our November meeting and are working on our analysis and response.

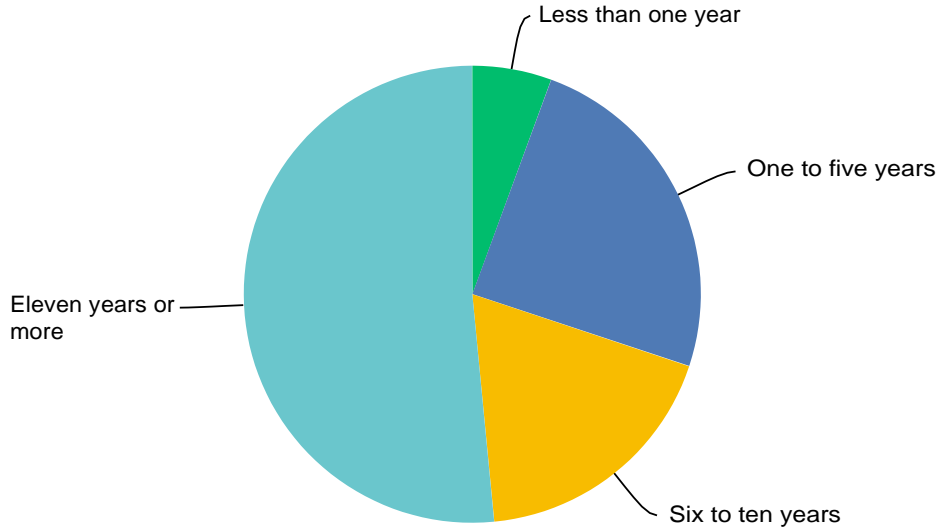
In addition to registering preferences and opinions in the quantified portion of the survey, association members entered 315 comments in the comments sections provided in questions 2-9. These comments include some very important and useful information and feedback. Given the volume and breadth of the comments registered, the board will need to spend some time organizing and analyzing the data before we will be able to share our findings. Note that for confidentiality reasons we will not be able to share the actual comments.

Again, our sincere thanks go out to all who participated.

SMPOA 2019 Survey Series: Survey One

(1) Length of Membership: Please indicate how long you have been a member of Stone Meadow Property Association:

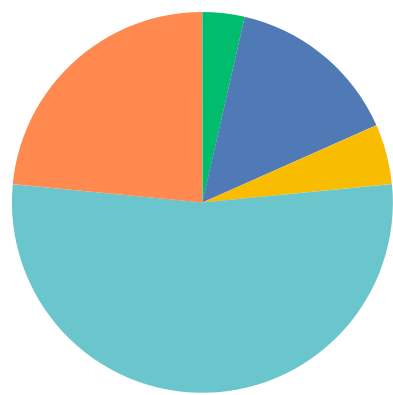
Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	5.61%	11
One to five years	24.49%	48
Six to ten years	18.37%	36
Eleven years or more	51.53%	101
TOTAL		196

(2) Current Level of Satisfaction with Neighborhood: Please indicate your overall level of satisfaction with Stone Meadow.

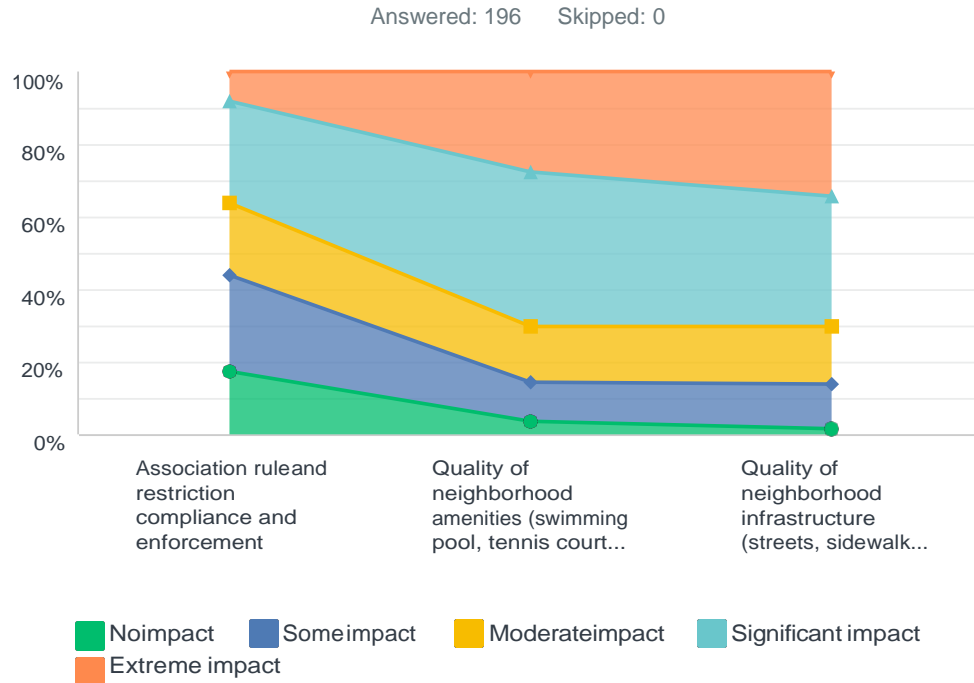
Answered: 196    Skipped: 0



Very dissatisfied    Somewhat dissatisfied    Neutral    Somewhat satisfied  
Very satisfied

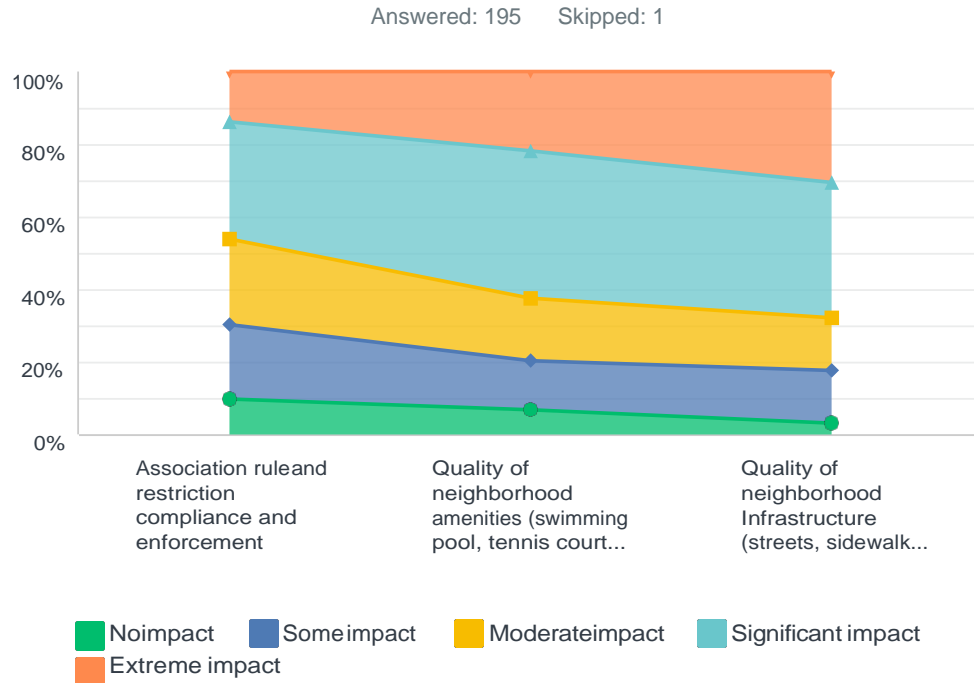
VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
3.57%	14.80%	5.10%	53.06%	23.47%	196	3.78
7	29	10	104	46		

(3) Property Values: Beyond the specifics and conditions of the property being sold, how much do you believe selling prices are impacted by the following?



	NO IMPACT	SOME IMPACT	MODERATE IMPACT	SIGNIFICANT IMPACT	EXTREME IMPACT	TOTAL	WEIGHTED AVERAGE
Association rule and restriction compliance and enforcement	17.35% 34	26.53% 52	19.90% 39	28.06% 55	8.16% 16	196	2.83
Quality of neighborhood amenities (swimming pool, tennis courts, greenspace, etc.)	3.59% 7	10.77% 21	15.38% 30	42.56% 83	27.69% 54	195	3.80
Quality of neighborhood infrastructure (streets, sidewalks, streetlights, gates, etc.)	1.54% 3	12.31% 24	15.90% 31	35.90% 70	34.36% 67	195	3.89

(4) Home and neighborhood enjoyment: How much do you believe your household's ability to enjoy your home and neighborhood is impacted by the same list of items?



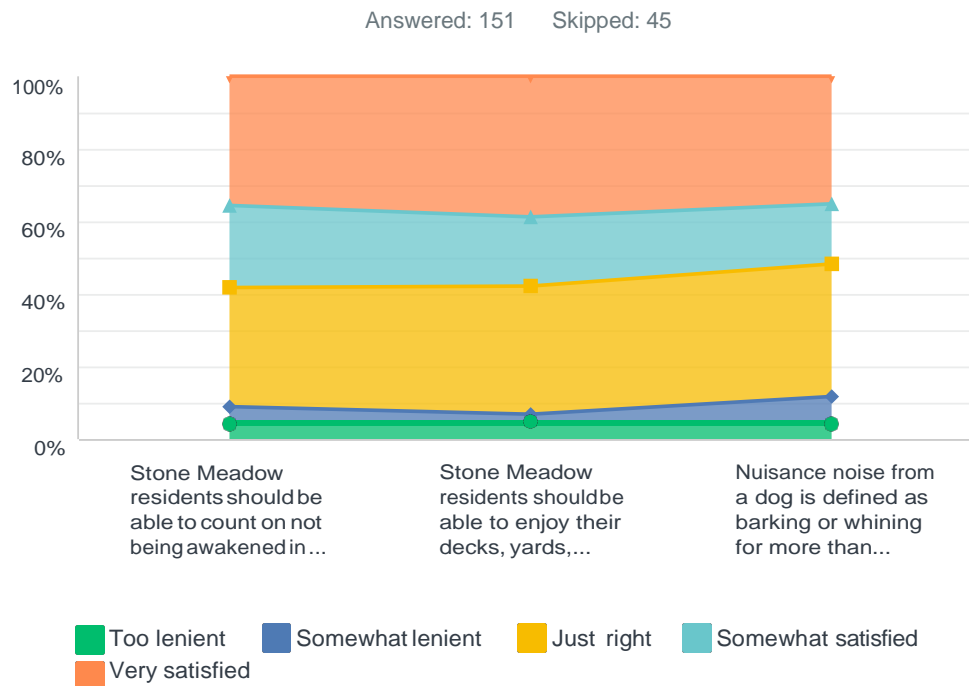
	NO IMPACT	SOME IMPACT	MODERATE IMPACT	SIGNIFICANT IMPACT	EXTREME IMPACT	TOTAL	WEIGHTED AVERAGE
Association rule and restriction compliance and enforcement	9.74% 19	20.51% 40	23.59% 46	32.31% 63	13.85% 27	195	3.20
Quality of neighborhood amenities (swimming pool, tennis courts, greenspace, etc.)	6.77% 13	13.54% 26	17.19% 33	40.63% 78	21.88% 42	192	3.57
Quality of neighborhood Infrastructure (streets, sidewalks, streetlights, gates, etc.)	3.11% 6	14.51% 28	14.51% 28	37.31% 72	30.57% 59	193	3.78

(5) NOTE - The answer options for this question were intended to range from 'Too Lenient' to 'Too Harsh'. The question formatting error was discovered after numerous responses had already been entered, which made correcting the options impractical.

A note was added to the question acknowledging the error and directing survey takers to use the comments section if they believed the standards are 'Somewhat harsh' or 'Too harsh'. Approximately 30 survey takers indicated 'Somewhat harsh' or 'Too harsh' in their comments.

While the error and resultant confusion certainly muddled the metrics for this question, it does not obscure the fact that a very large majority of association members support the new standards.

**Dog barking Standards:** Dog barking issues generate more frustration and complaints than any other matter that comes before the board. To address this ongoing problem, the board has recently adopted three standards to establish expectations and to guide enforcement actions. Please indicate your opinion of each of these standards.

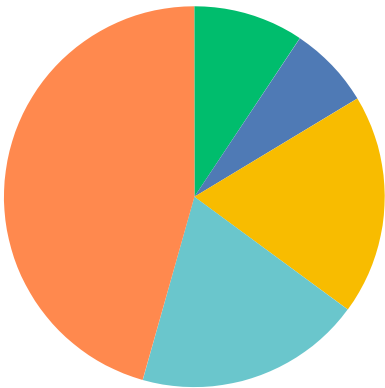


	TOO LENIENT	SOMEWHAT LENIENT	JUST RIGHT	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL
Stone Meadow residents should be able to count on not being awakened in the night by a neighbor's barking dog. Accordingly; dogs shall not be allowed to go outside between the hours of 8 pm and 7 am unless barking is completely controlled.	4.11% 6	4.79% 7	32.88% 48	22.60% 33	35.62% 52	146
Stone Meadow residents should be able to enjoy their decks, yards, neighborhood sidewalks, trails, and other amenities without being subjected to excessive barking from neighboring dogs. Accordingly, between the hours of 7 am and 8 pm, dogs shall not be allowed outside unsupervised when there is no one home to enforce nuisance standards.	4.76% 7	2.04% 3	35.37% 52	19.05% 28	38.78% 57	147
Nuisance noise from a dog is defined as barking or whining for more than 5-minutes in any 1-hour period.	4.14% 6	7.59% 11	36.55% 53	16.55% 24	35.17% 51	145

(6) Dog barking complaint handling process: The board has adopted a standardized process for handling dog barking complaints. The most important thing for members to understand about this new process is that it entrusts the initiation of enforcement actions (the imposition of \$100 fines per incident day) with members, but only in cases where well-documented allegations of non-compliance are corroborated by two or more neighboring households and submitted to the board.

Please review the process and associated communications below and then indicate your opposition or support of both on a scale of 1-5 (1 = strongly oppose, 5 = strongly support).

Answered: 171    Skipped: 25



Strongly oppose    Somewhat oppose    Neutral    Somewhat support  
Strongly support

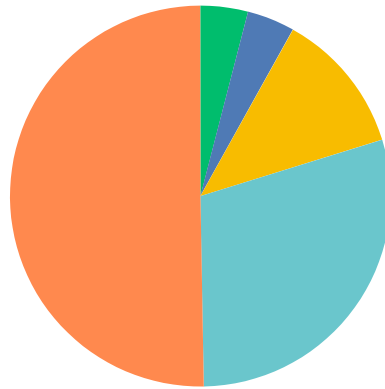
	STRONGLY OPPOSE	SOMEWHAT OPPOSE	NEUTRAL	SOMEWHAT SUPPORT	STRONGLY SUPPORT	TOTAL	WEIGHTED AVERAGE
(no label)	9.36% 16	7.02% 12	18.71% 32	19.30% 33	45.61% 78	171	3.85



(7) Changes to Article VIII Use and Building Restriction, Section 2, Single-Family Residential Use restriction: In the board's judgment, the current version is too restrictive regarding working from home and does not adequately identify what constitutes unacceptable non-single family type residential activity. In drafting our new version, the board was careful to specifically prohibit activities that have generated association member concerns and complaints.

Please review both versions below and Indicate your opposition or support of the new version on a scale of 1-5(1= strongly oppose, 5 = strongly support).

Answered: 173 Skipped: 23

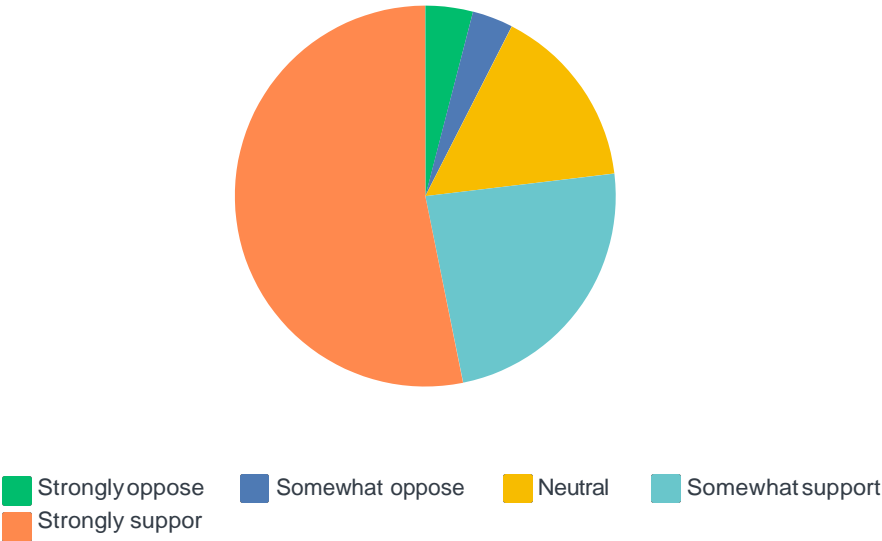


■ Strongly oppose
 ■ Somewhat oppose
 ■ Neutral
 ■ Somewhat support
 ■ Strongly support

STRONGLY OPPOSE	SOMEWHAT OPPOSE	NEUTRAL	SOMEWHAT SUPPORT	STRONGLY SUPPORT	TOTAL	WEIGHTED AVERAGE
4.05%	4.05%	12.14%	29.48%	50.29%	173	4.18
7	7	21	51	87		

(8) Changes to Article VIII Use and Building Restriction, Section 25, Basketball Goals:  
In the board's judgment, previously disallowed in-ground basketball goals are considerably more attractive than allowed portable goals. Our new rule also stipulates requirements for good appearance for both types of goals.  
Please review both versions below and Indicate your opposition or support of the new version on a scale of 1-5 (1 = strongly oppose, 5 = strongly support).

Answered: 173    Skipped: 23



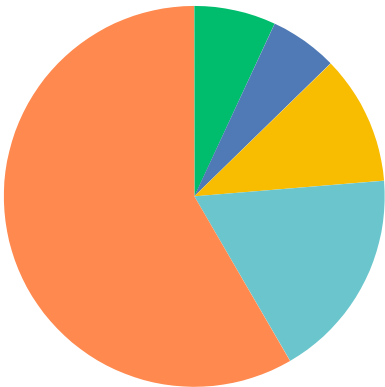
	STRONGLY OPPOSE	SOMEWHAT OPPOSE	NEUTRAL	SOMEWHAT SUPPORT	STRONGLY SUPPORT	TOTAL	WEIGHTED AVERAGE
(no label)	4.05% 7	3.47% 6	15.61% 27	23.70% 41	53.18% 92	173	4.18

(9) New rules for recreational motorized vehicles such as golf carts, dirt bikes and ATVs: This is currently the second most frequent source of complaints and concerns. Previous rules were not complete enough to address the complaints or to facilitate enforcement actions. The most important thing for members to understand is that these new rules entrust the initiation of enforcement actions (the imposition of \$100 fines per incident day) with members (but only in cases where photographic or video evidence is submitted to the board along with identification of the non-compliant household). This new rule also sets the stage for posting photos and/or videos on the neighborhood website of violations/violators in cases where the identity of the violators is unknown to the complainant and to the board.

New Rule: The operation of golf carts on Stone Meadow streets and paved trails is allowed by licensed drivers only, contingent on the exercise of all due caution and courtesy towards automobiles, pedestrians and bicyclists. The operation of recreational motorized vehicles including golf carts, ATVs, mini bikes and dirt bikes on Stone Meadow streets by an unlicensed driver, regardless of age, is a violation of Missouri Laws subject to fines and enforcement by the Greene County Sherrieff Department.

With the exception of golf carts as specified above and authorized service vehicles, the operation of ATVs, mini bikes, dirt bikes, or any other motorized vehicles on Stone Meadow common areas, including common space grass and paved and unpaved trails, is a violation of Stone Meadow Association Rules, which are enforceable by numerous measures, including fines of up to One Hundred Dollars (\$100.00) per day for each such violation (see details in CC&R Section 32 Remedies).

Answered: 173    Skipped: 23



Strongly oppose    Somewhat oppose    Neutral    Somewhat support  
Strongly support

	STRONGLY OPPOSE	SOMEWHAT OPPOSE	NEUTRAL	SOMEWHAT SUPPORT	STRONGLY SUPPORT	TOTAL	WEIGHTED AVERAGE
(no label)	6.94% 12	5.78% 10	10.98% 19	17.92% 31	58.38% 101	173	4.15

**This section includes the lengthy survey sections that were excluded above to make it easier to review results.**

(6) Dog barking complaint handling process: The board has adopted a standardized process for handling dog barking complaints. The most important thing for members to understand about this new process is that it entrusts the initiation of enforcement actions (the imposition of \$100 fines per incident day) with members, but only in cases where well- documented allegations of non-compliance are corroborated by two or more neighboring households and submitted to the board.

STEP ONE: Upon receipt of a dog barking complaint, if unclear, the board will request confirmation from complainant that they are alleging the respondent is out of compliance with our dog noise standards to a significant, unacceptable degree.

STEP TWO: If so confirmed, the following communications are sent:

Respondent Communication –

Dear association member or resident,

Article VIII Section 3 of the Stone Meadow Declaration of Covenants, Conditions and Restrictions (CC&Rs) entitled “Animals” states that no animal shall be allowed to make an unreasonable amount of noise, or to become a nuisance.

Stone Meadow has established clear standards regarding dog noise:

- Residents should be able to count on not being awakened in the night by a neighbor's barking dog. Accordingly; dogs shall not be allowed to go outside between the hours of 8 pm and 7 am unless barking is completely controlled.
- Residents should be able to count on being able to enjoy their decks, yards, neighborhood sidewalks, trails and amenities without being subjected to excessive barking by neighboring dogs. Accordingly, between the hours of 7 am and 8 pm, dogs shall not be allowed outside unsupervised when there is no one home to enforce nuisance standards.
- Nuisance noise from a dog is defined as barking or whining for more than 5-minutes in any 1-hour period.

A complaint has been submitted to the Stone Meadow board alleging that, to an unacceptable degree, you are out of compliance with the above standards. If that is the case, the board urges you get into compliance with the above standards immediately and completely. If following this notice, the board continues to receive well-documented complaints against you that are corroborated by two or more neighboring households, we will impose fines per CC&R Section 32 Remedies as required to bring you into compliance. If you believe the complaint is spurious or inaccurate, you may respond to this notice in writing, or by contacting the association office (see contact information below) to schedule an appearance before the board at our next available monthly meeting.

Complainant Communication –

Dear association member or resident,

Your dog noise nuisance complaint has been received and has initiated a communication to the respondent which was sent on x date. A copy of this communication is provided below. The Stone Meadow board of directors recommends that you give the respondent several days to get into compliance with our directive. In the event the respondent continues to remain out of compliance to an unacceptable degree, we ask that you begin building a case that we can act upon. This would include documenting specific instances (time, date and duration) of the respondent's non-

compliance. Please note that the inclusion of at least one additional resident complainant who will substantively corroborate the respondent's non-compliance will be necessary before the board will consider imposing fines.

The board looks forward to working with you to resolve this matter.

(7) Changes to Article VIII Use and Building Restriction, Section 2, Single-Family Residential Use restriction: In the board's judgment, the current version is too restrictive regarding working from home and does not adequately identify what constitutes unacceptable non-single family- type residential activity. In drafting our new version, the board was careful to specifically prohibit activities that have generated association member concerns and complaints.

#### PREVIOUS VERSION

Section 2: Single-Family Residential Use. All Lots shall be used, improved and devoted exclusively as a one-family dwelling and no gainful occupation, profession, trade, or other nonresidential use shall be conducted on any such Lot. Residential Group Homes shall not be permitted, even though they may be considered one family or single family homes for certain other requirements. Nothing herein shall be deemed to prevent the leasing of any such dwelling from time to time, by the Owner thereof, subject to all of the provisions of the Declaration.

#### NEW VERSION

Section 2: Single-Family Residential Use. All Lots shall be used, improved and devoted exclusively as a one-family dwelling. No occupation, profession, trade, organization or other nonresidential use that generates undesirable activities or consequences (including but not limited to excessive traffic, noise, or safety concerns), shall be conducted on any such Lot.

Undesirable activities or consequences are defined as any nonresidential use that changes the nature and character of the neighborhood in any way that negatively impacts other association members.

With the exception of very infrequent traffic, there should be no external signs of business or organizational activities. This Restriction specifically prohibits the following:

- Residence-based employees and/or employee activity related to such restricted non-residential organization, business, or business operations.
- Business or organization-related inventory receiving and/or shipping activities.
- Clients or customers use of residence for business purposes that involve parking in the street.
- Non- residential organization members or participants gathering in numbers that involve on-street parking more frequently than once per quarter, or, in numbers that create traffic or safety concerns.
- The posting of business or organization signs on resident or neighborhood property.
- Renting rooms, floors or entire homes via Airbnb or any short-term rental service or arrangement.

Residential Group Homes shall not be permitted, even though they may be considered one family or single family homes for certain other requirements. Nothing herein shall be deemed to prevent leasing of any such dwelling by the Owner to one family or a single family, for a minimum term of one year, and, subjecting lessors and lessees to all of the provisions of the Declaration of Covenants, Conditions and Restrictions of Stone Meadow.

When a complaint is filed with the Association pertaining to a potential violation of this section of the declaration, the Board will require the following in order to make a determination whether a violation has been committed.

- The written details of the complaint along with substantiating evidence such as photos or videos.

- Complaints must be submitted to the Association's business office.

The SMPOA Board shall conclusively determine in its sole and absolute discretion, whether, for the purpose of this this Restriction the activities of the home-based business or organization in question rise to a level of nuisance that justifies action.

(8) Changes to Article VIII Use and Building Restriction, Section 25, Basketball Goals:

In the board's judgment, previously disallowed in- ground basketball goals are considerably more attractive than allowed portable goals. Our new rule also stipulates requirements for good appearance for both types of goals.

PREVIOUS VERSION -

Section 25: Basketball Goals. No basketball goal shall be attached to the front of any dwelling or garage nor erected in any front yard or on the side of any street which abuts any corner lot. Basketball goals are permitted in any backyard. The Architectural Committee shall have the right to make Rules regarding portable basketball goals. Any violation of those Rules shall be a violation of this Section 25 and shall be enforceable as set out in Article VIII, Section 32.

NEW VERSION –

Section 25: Basketball Goals.

No basketball goal shall be attached to the front of any dwelling or garage. Portable and in-ground basketball goals are allowed but must be properly installed and maintained so as not to detract from the good appearance of the community. The practice of stabilizing portables with unattractive measures such as sandbags, cinder blocks, etc., is prohibited. All in-ground basketball goals must be approved by the SMPOA architectural committee prior to installation. Any violation of this Restriction shall be a violation of this Section and shall be enforceable as set out in Article VIII, Section 32.

(9) New rules for recreational motorized vehicles such as golf carts, dirt bikes and ATVs:

This is currently the second most frequent source of complaints and concerns. Previous rules were not complete enough to address the complaints or to facilitate enforcement actions. The most important thing for members to understand is that these new rules entrust the initiation of enforcement actions (the imposition of \$100 fines per incident day) with members (but only in cases where photographic or video evidence is submitted to the board along with identification of the non-compliant household). This new rule also sets the stage for posting photos and/or videos on the neighborhood website of violations/violators in cases where the identity of the violators is unknown to the complainant and to the board.

New Rule:

The operation of golf carts on Stone Meadow streets and paved trails is allowed by licensed drivers only, contingent on the exercise of all due caution and courtesy towards pedestrians and bicyclists. The operation of recreational motorized vehicles including golf carts, ATVs, mini bikes and dirt bikes on Stone Meadow streets by an unlicensed driver, regardless of age, is a violation of Missouri Law subject to fines and enforcement by the Greene County Sherriff Department.

With the exception of golf carts as specified above and authorized service vehicles, the operation of ATVs, mini bikes, dirt bikes, or any other motorized vehicles on Stone Meadow common areas, including common space grass and paved and unpaved trails, is a violation of Stone Meadow Association Rules, which are enforceable by numerous measures, including fines of up to One Hundred Dollars (\$100.00) per day for each such violation (see details in CC&R Section 32

Remedies).

Guidance: If you witness violations of Stone Meadow's rules for recreational motorized vehicles, the board recommends the following actions: If you personally know the residents involved and feel comfortable doing so, talk to the parents or guardians to see if they are aware of the rule breaking and to encourage them to be responsible and to enforce the rules. In cases where you witness violations occurring on Stone Meadow streets or grounds, especially those resulting in property damage or to risk to other residents or visitors, take photographs or video of the offender(s) and submit along with a complaint to the SMPOA board. If the identity of the violators is known to either the complainant or board, the board will contact the violating household with the evidence submitted and will impose fines of \$100 per incident day. If the identity of the violators is unknown to the complainant and to the board, the board may publish photographs or video on the SMPOA website for assistance in identification of violators and for the imposition of fines upon violating households.