

Columere Park 2014 Survey Results

March 20 2014

Background

Survey purpose - Get community member feedback to ensure the board of directors actions and programs are consistent with what the community feels is important and valued.

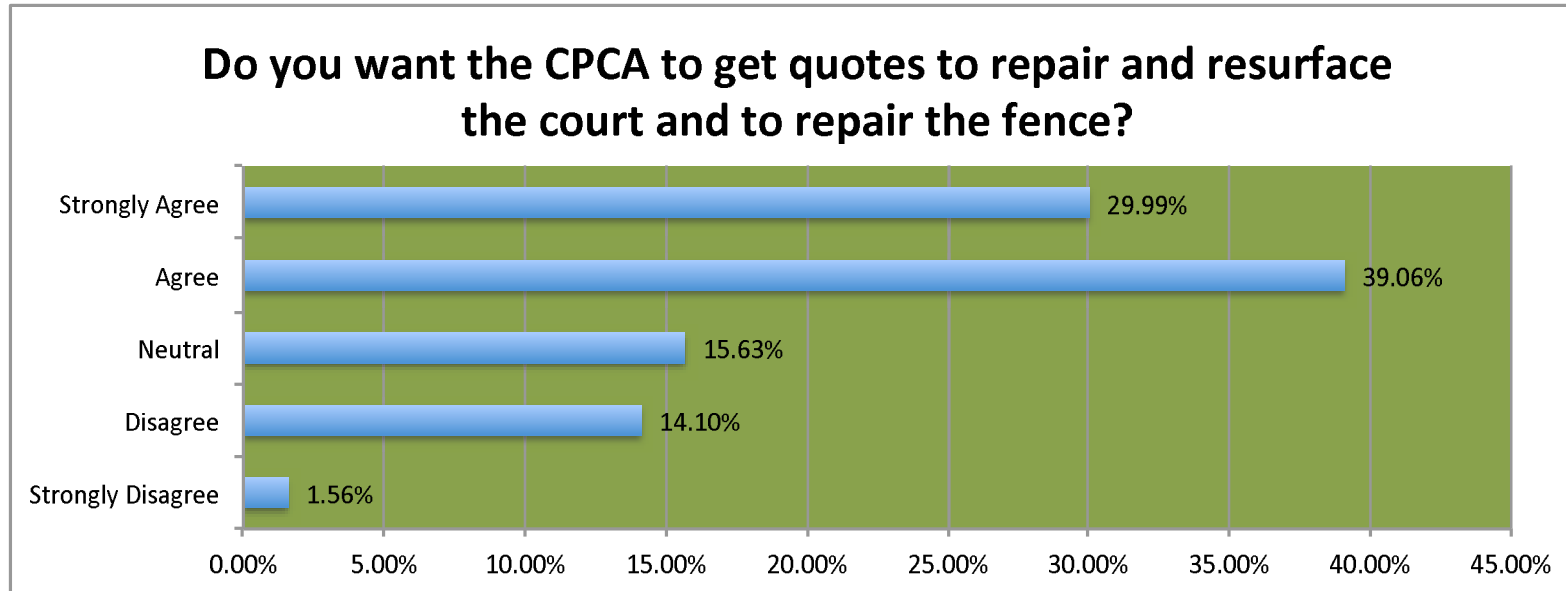
Survey Background – CPCA provides facilities and services to its community members that require financial and volunteer support. Facilities include the beach, picnic tables, benches, swim docs, a tennis court, kayaks and paddle boards. Services include beach security, a family barbeque and New Years fireworks.

Total Respondees – 71

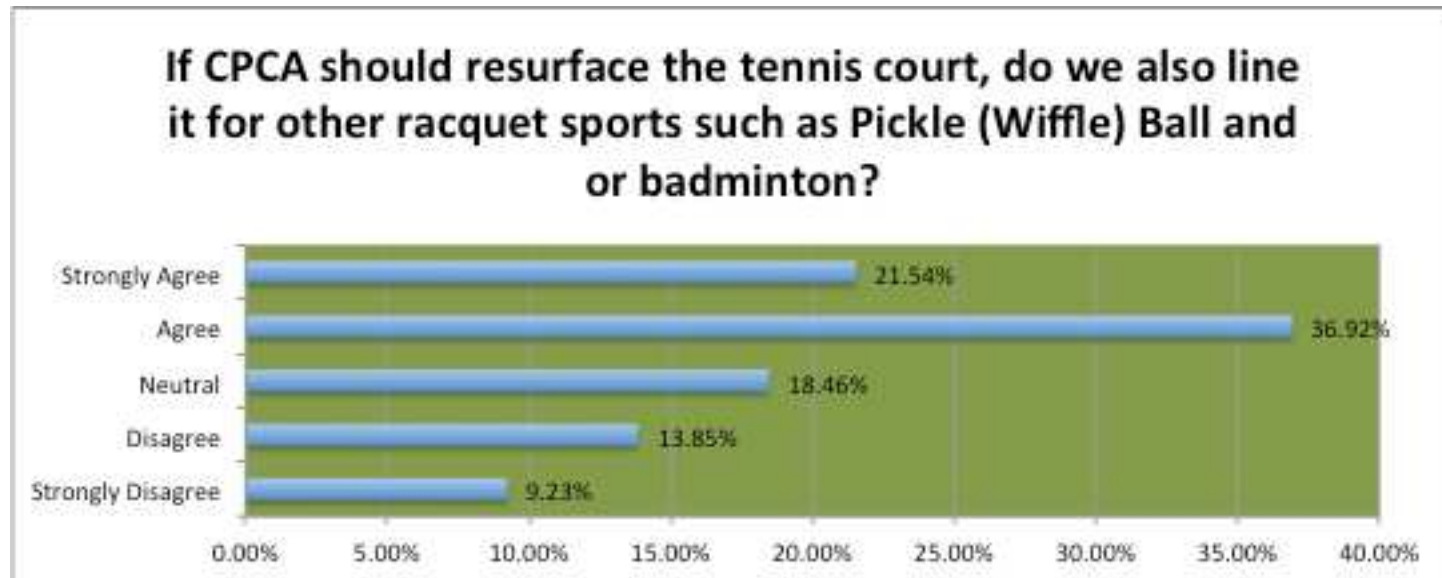
1. Tennis Courts

This CPCA asset was created back with a tremendous amount of volunteer effort 20+ years ago by a number of residents. Both the fencing and court surface has since required maintenance which is expected with any court. The impact of constant undersurface water and associated heaving has resulted in cracking of the surface and movement of fence posts and access gates. The temporary repair to the court surface last year provided some sealing benefit however repair and resurfacing may be required. Over the years these courts have been well used by a number of the community residents and their guests.

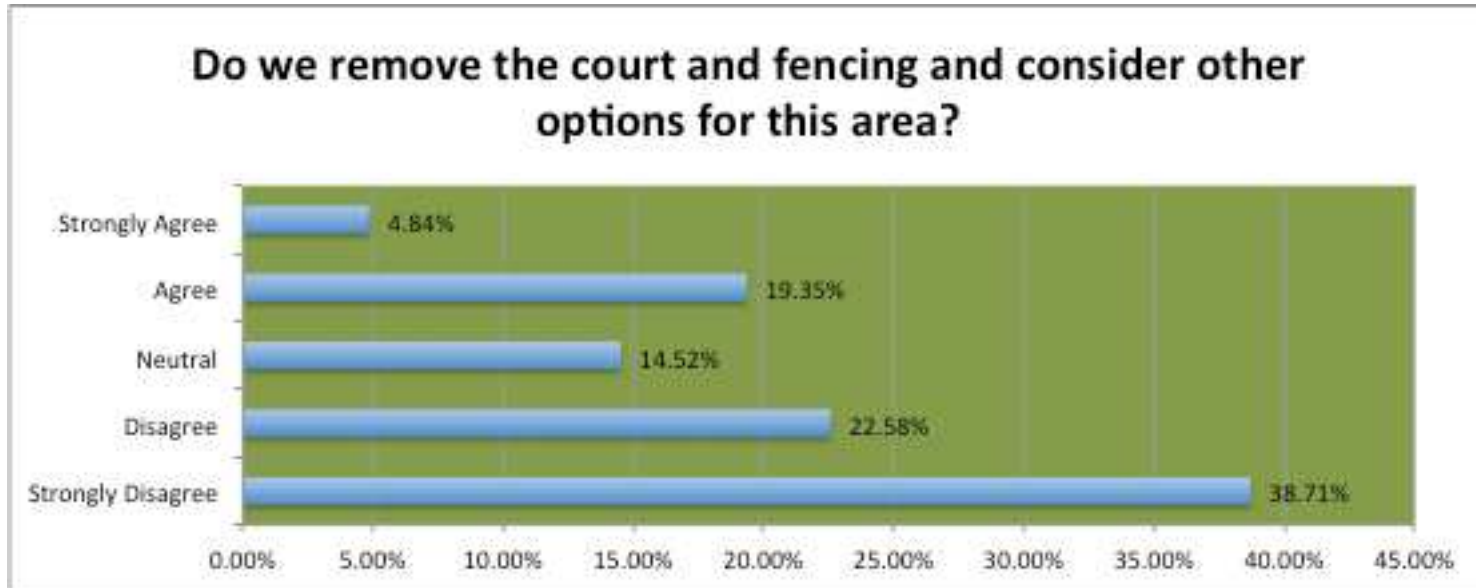
1. Tennis Courts Survey Results



1. Tennis Courts Survey Results



1. Tennis Courts Survey Results



1. Tennis Courts Survey Results – Selected Comments

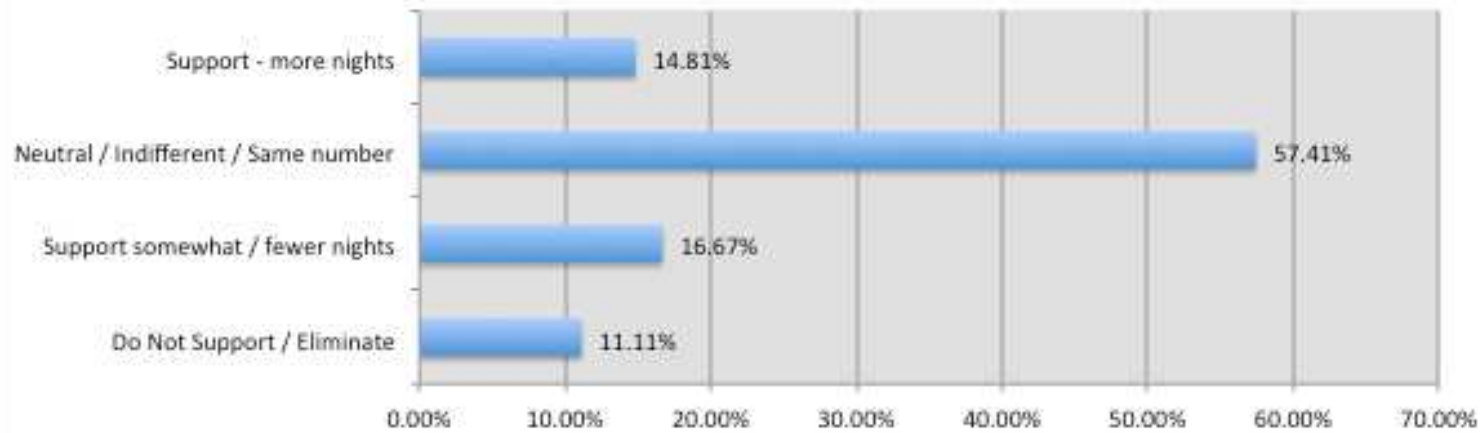
- + Regardless of the level of use, the presence of the Tennis Court adds value to all Columere properties - lets not lose a valuable asset and go backwards even if some special fundraising may be required.
- + getting rid of the tennis court would be a BIG mistake. it adds value to everyone's home and the cost of replacing it later would be unrealistic removable would be an option if the cost too high to fix
- + one of the amenities that sold us on our vacation property in CP was the tennis courts. I find it concerning that the discussion of removing the courts is even an option!
- + Start a yearly fund to re-surface as a tennis court only in say 5 years. The multiple use appeared a few years ago when tennis usage was low, however it has recovered in recent years and is now used virtually daily as a tennis court.
- + I feel the courts are a asset to the community. I feel we need to broaden there usage and appeal le. Pickle ball, Badminton and basket ball.
- + I agree it has been an asset albeit a diminishing one with relatively few people using it. Investigating the feasibility of fitting it for multi purpose use I think is the best option to consider now it's the potential cost of that to consider and to that issue is there any ongoing annual maintenance reserve? and would / could that support any of the above options? Not ready to answer the last question not enough data yet

2. Night Security

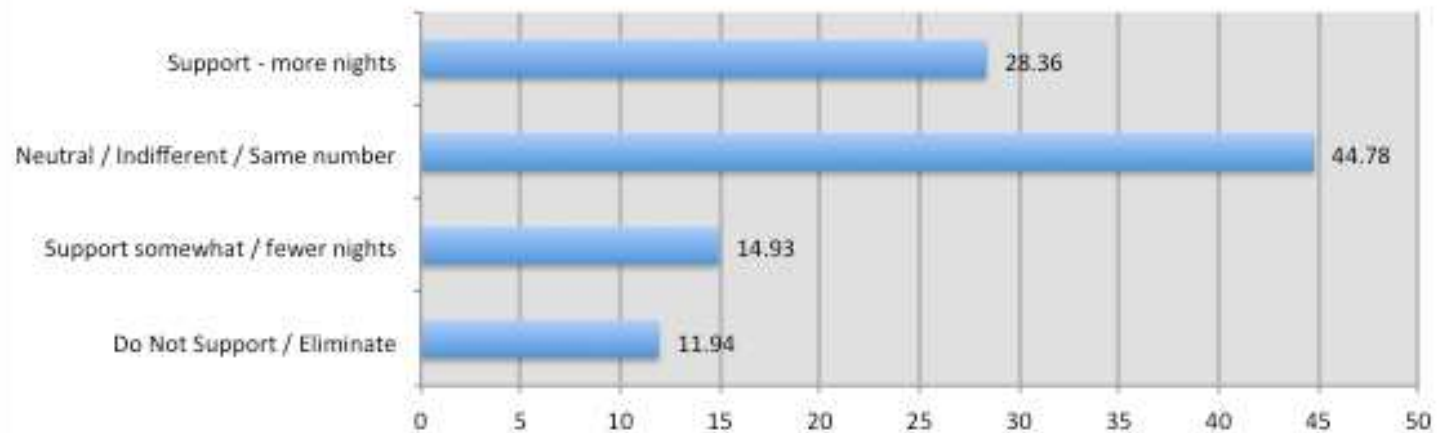
Night Security - Maintaining order, reducing liability and protecting the beach area are the main reasons for our night security. This year the CPCA has paid \$2,950 for 20 nights of security.

2. Night Security

The number of nights of security should be;



Do you support the expense of night security?



2. Night Security – Selected Comments

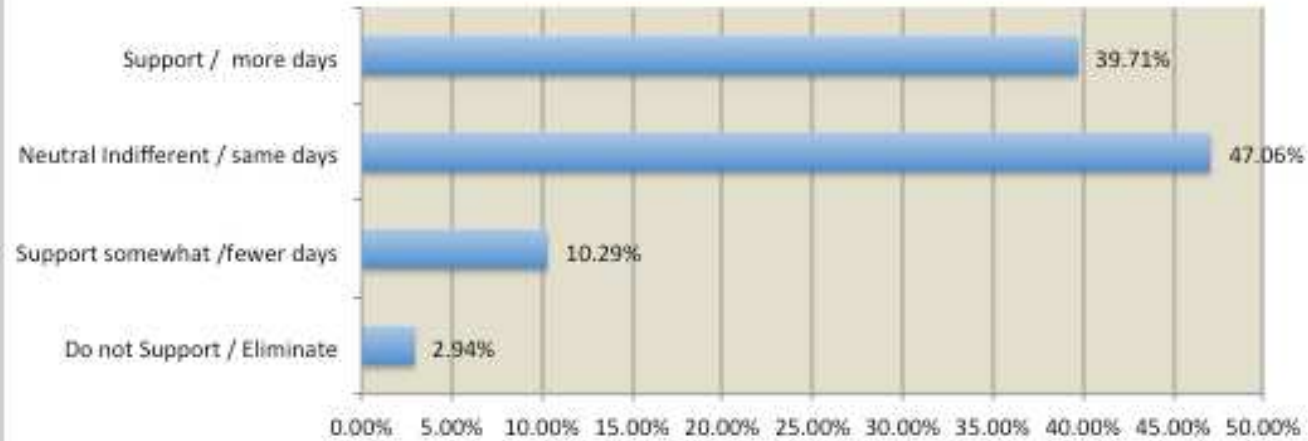
- + I strongly believe the security should be continued but I don't know if we need to increase the frequency significantly unless we have reason based on last year's events.
- + Random nights of paid security, as well as a crew of 3 volunteers (one who has done it before) to do additional nights.
- + I think an alternative to this cost of night security should be investigated. It is wonderful that the security has been a great improvement on the amount of incidents on our beach area.
- + Keep the night security we don't want people partying down at the beach and causing us to lose our railway crossing.
- + closely monitor the requirement of night security and reduce as required
- + Because of potential liabilities and therefore an inherent risk to ongoing access to the beach this should be a top priority
- + The long weekends, few additional ones during the summer
- + I feel that security should continue to turn away non-park members at night, but let community members use the beach in a respectful manner at night. That is one of the joys of owning property on/near the lake. Good community members made bad decisions, which we all have done at some point in our lives. It seems like only the non community member pose the biggest problem, which would be eliminated by turning them away.
- + i think we need to continue the beach as a private area and need security to do that

3. Day Security

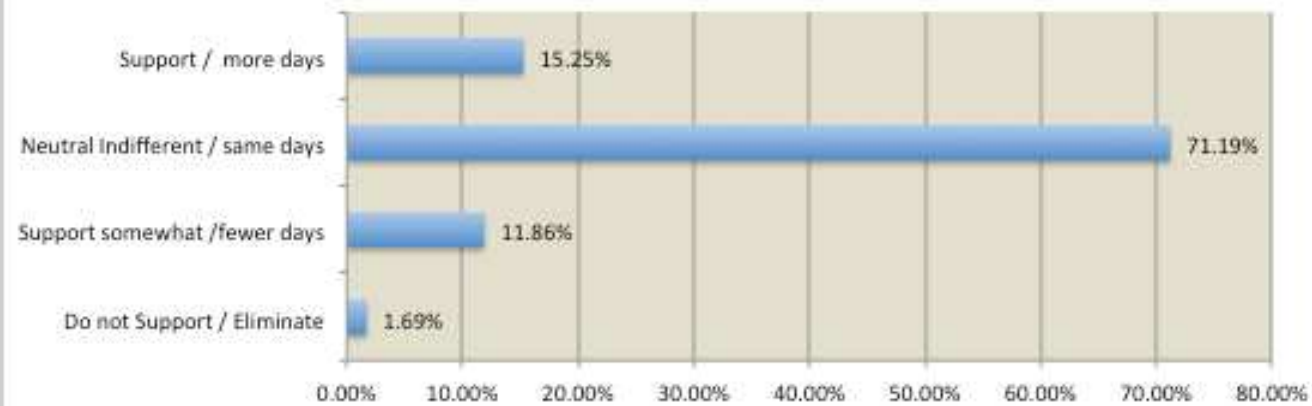
Day Security - Keeping non-members off of our beach is the primary reason for our day security guard at the entrance to our beach. Over the years there has been increased pressure of non-members coming down to and using our beach. For 2013 day security cost was \$1,600.00 for 16 days.

3. Day Security – Survey Results

Do you support the expense of day security?



Should we increase or decrease the number of days



3. Day Security – Selected Comments

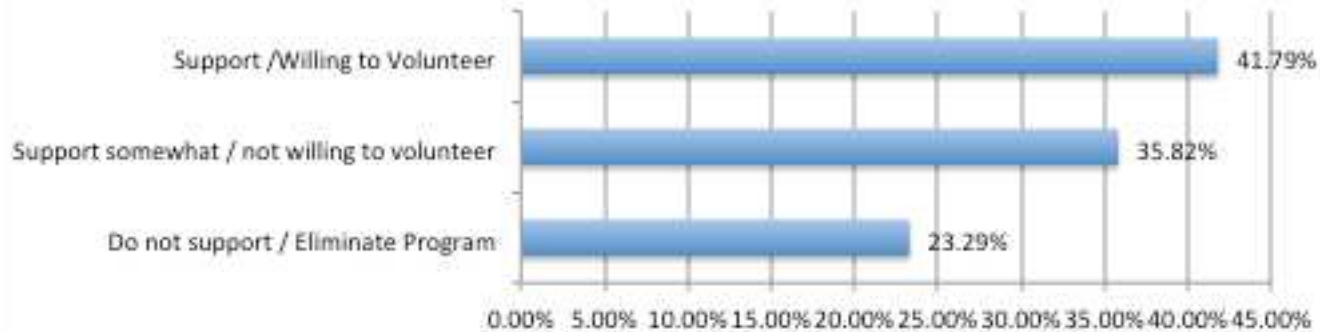
- + I feel it should just be for the key weekends (sat and sun of july and aug long weekends and on sat of high usage) ie last 2 weekends in july and 2nd weekend aug. So no more than 10 days in total
- + The past two years of the Day Security has reduced the amount of ;public people coming to our beach, and because of that I think there should be a reduction in the amount of days the security is onsite.
- + Is it really worth \$1,600 to keep out a few non-locals for two or three weeks? What do you think we have here, Waikiki Beach?
- + Day security has helped a great deal.
- + I'm not for or against. I understand that it is a private beach and a private crossing, so we have to keep non-members out for insurance reasons. Maybe more signage or better signage would help?
- + A presence on peak weekends or a few others at random may keep the problem at bay.
- + Great program but would like to see him come at 1 to 5 some days for reduced cost but different coverage

4 Kayaks / Paddleboards

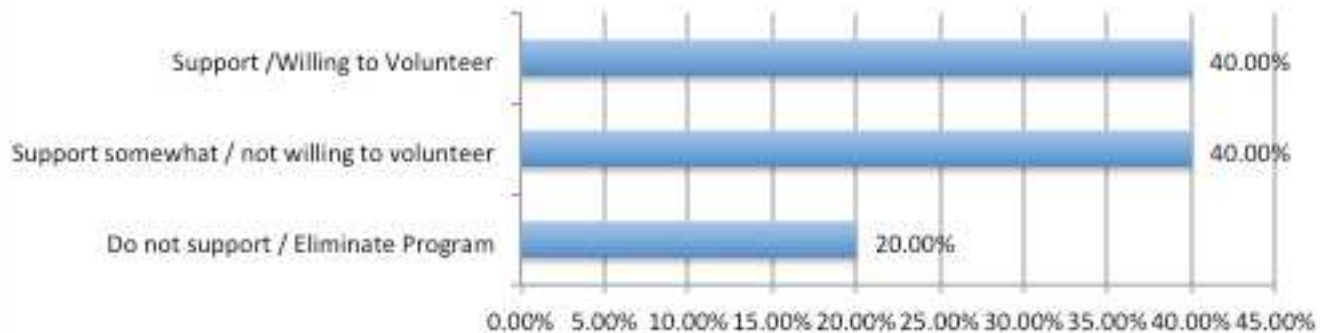
Kayaks / Paddle boards – were purchased by the CPCA for use of all community members and guests. They have been well used over the past 3 years, however we have had ongoing issues of breakage, require ongoing maintenance and often are not put away and left in the water with a risk of loss. Eventually they will need to be replaced. Replacement costs for the fleet will be ~ \$5000 with expected life of 5 to 7 years.

4. Kayaks / Paddleboards – Survey Results

Do you support the expense of ongoing maintenance and eventual replacement of the current inventory of paddle boards and Kayaks?



Would you be willing to volunteer to provide maintenance and to put away this recreational equipment?

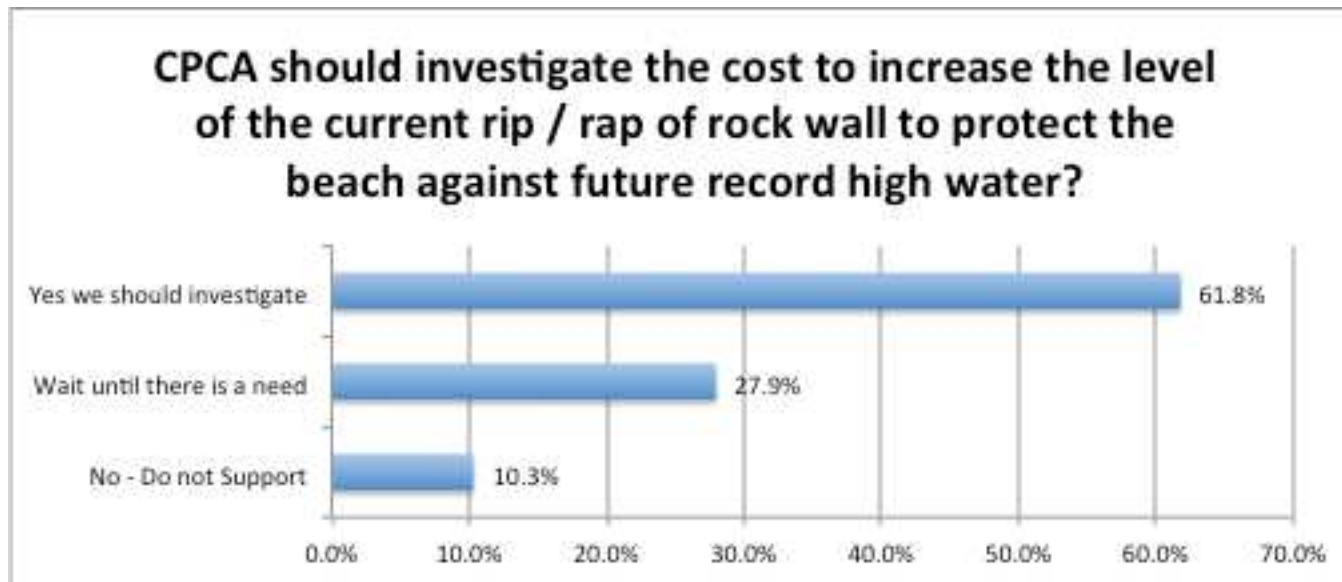


4. Kayaks / Paddleboards – Selected Comments (34 total)

- + I cannot provide maintenance but we really should have the member's that use the equipment put away the equipment after usage. I have been down to the beach and used the equipment and have put away some equipment after use and also put away all the other equipment that was used and left disguardred, if people wish to continue the usage they must put away the equipment after they have used it. That is blatant disrespect.
- + Users should be volunteering.
- + If people want to use kayaks or other water recreational equipment they can bring their own.
- + As our family has never used any of the equipment I am very ambivalent about the program. I think it is great that it is well used I am very disappointed that those using the equipment have so little regard for putting it away and taking better care of it.
- + This is a completely unnecessary expense. The only equipment that will be looked over properly is equipment owned by the residents that use the beach. This was a misguided and expensive decision from day one.
- + Already help put away. Need to buy stronger paddles.
- + support but do not use. I would however be reluctant to support this expense if there is a lack of funds to repair the tennis courts.
- + I suggest we have a few people volunteer to check the locks every night.
- + I personally love having kayaks and paddle boards for use by our family, BUT it's frustrating to see how much they have deteriorated over the short time we have had them and the disregard for community property. If these issues can not be addressed then the program needs to be eliminated.
- + these toys have been a bring hit and should be maintained. they also reduce the need for individual boats which have been cluttering up the shore for years
- + The kayaks/paddle boards are a great addition. A suggestions would be that members bring their own paddles to use. This may help to curb the paddle destruction.

5. Beach and Beach Facilities

Beach and Beach Facilities – CPCA beach is well used during the summer months and valued by the majority of CPCA members. Over the past two years we have experienced unusually high water that has caused erosion on our beach. Recent work has been done to repair the beach protective rock wall. Please indicate whether you support the following;

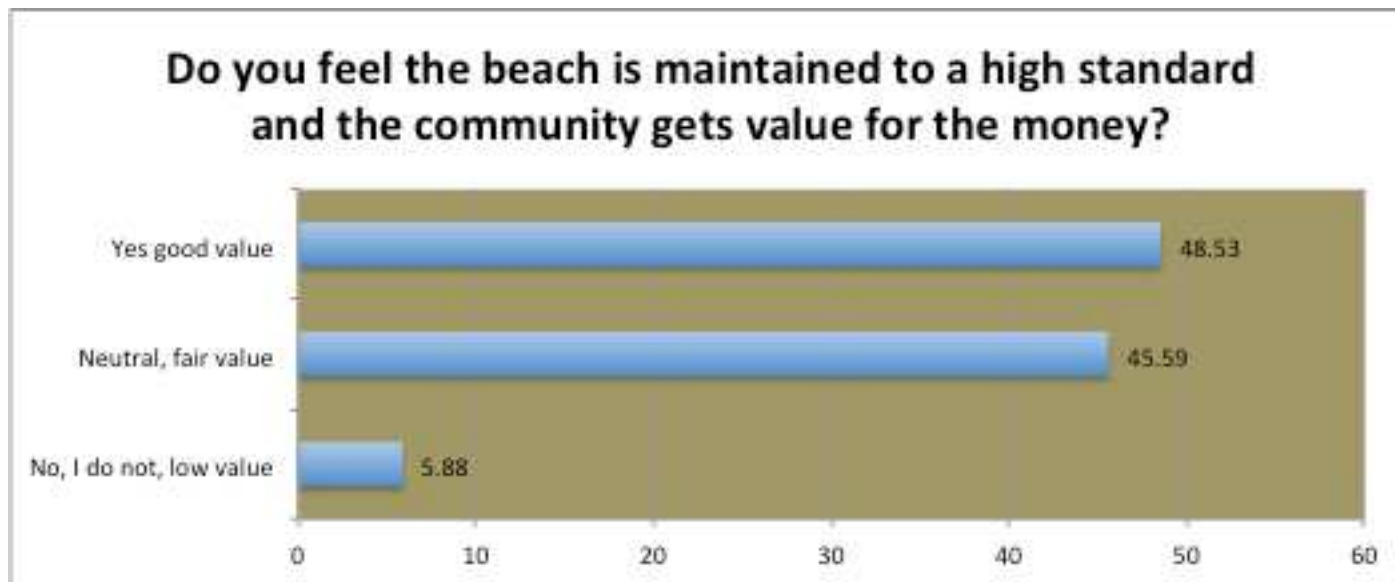


5. Beach and Beach Facilities – Selected Comments (11 comments)

- + been here for over 20 yrs. mother nature will do her thing and it is a waste to spend money on her.
- + Hire a qualified engineer to investigate and offer opinions on "Do Nothing", "Do Some", "Design for the 50 Year Event".
- + Lets see how the recent repair worked.
- + Large rip rap is what was damaged, you repaired it with smaller rip rap, it will not last. I detailed and estimated 2 other options (and I have yet another better one) yet you completely ignored them. All money spent on this unnecessary repair was a complete and total waste of money.
- + Increase width of beach area at north end. Would be used and not as much pressure else where. Would cut down on weed issue.
- + After investigation, present the cost to the AGM

6. Beach Lawn Services

CPCA contracts out services for lawn care, trimming and cleaning of the washrooms. The cost of this service is \$7,000 per year. As a community member do you feel the beach is maintained to a high standard and the community gets value for the money?

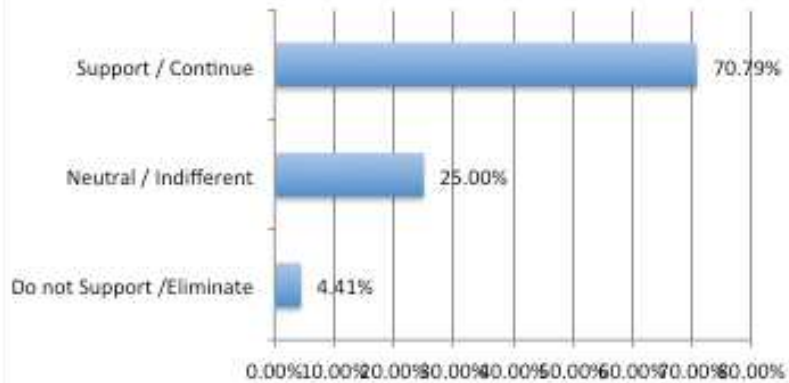


6. Beach Lawn Services – Selected Comments (11 comments)

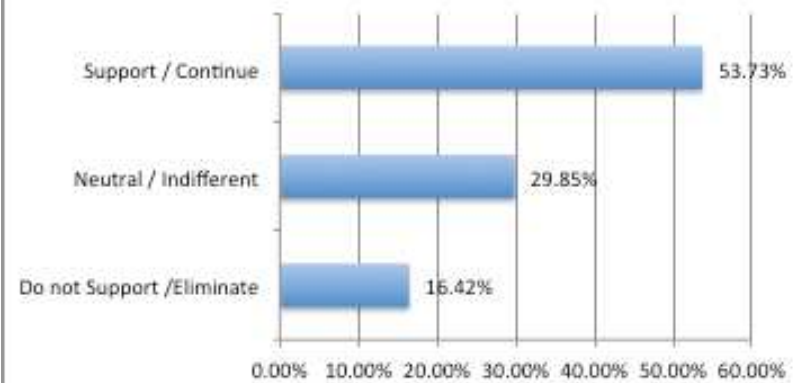
- + I think the beach looks great and I don't normally use the porta potties but I'm assuming they're cleaned once/week. I thought it used to be a lot less. I'm not sure what's involved but \$200/wk for 4 summer months (jun/jul/aug/sep) sounds more reasonable for 1 lawn cut plus cleaning of the porta potties/wk. I'm not sure what else is involved to warrant a \$7000/yr cost.
- + great value, pays local wages and is clean and tidy.
- + Might need to spend more for better job.
- + Could of been better. More detail required. Ie trimming and garbage pick up.
- + have never gone to beach area and been disappointed .It must say we are doing a good job for the amount of people on beach.If you want it pristine hire a commercial contractor.I thought the idea was to support within the community.
- + Standard is not necessarily high but acceptable It is not an inexpensive service. As long as there is clear expectations and compliance from the service provider you can always look at ways to improve whether it is timing (grass cutting garbage removal) particularly for peak periods and heavy usage

7. Community Events - Do you feel the CPCA should continue to support the events we put on each year?

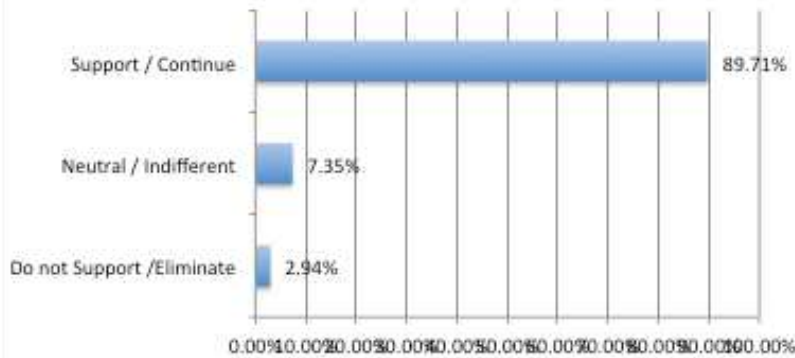
Community Barbeque (cost \$1500)?



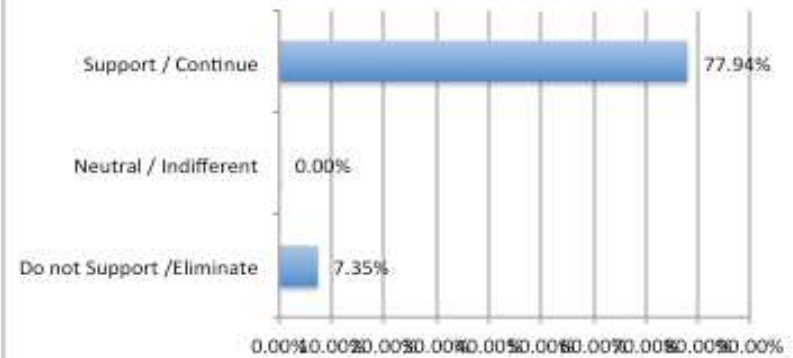
New Years Fire works (\$500)?



Beach clean up (\$150)?

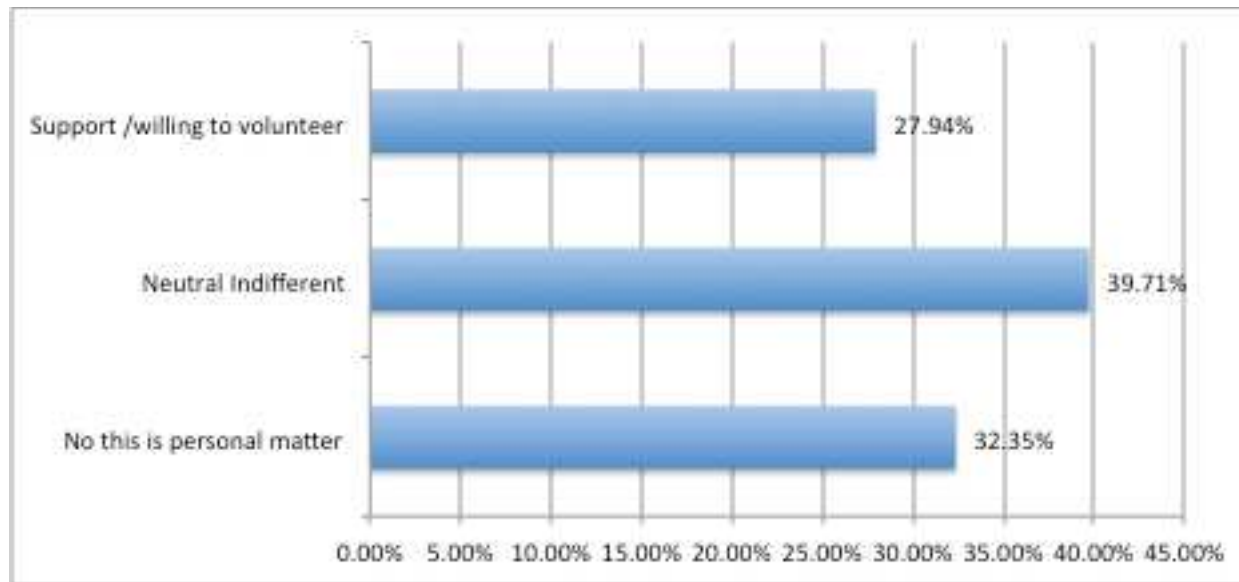


AGM (\$200)?



8. Memorials – Survey Results

Memorials – are a way to honor our loved ones who have past on as a tribute to them. There is limited room for additional tribute benches and trees as memorials on the beach and in the memorial garden. Are you in favor of the community investigating other options for memorial tributes that require minimal maintenance and a solution that can easily accommodate community members passing on in the future? As an example a large granite / rock stone that has a small memorial engraved plates could be added to the memorial garden or beach area.



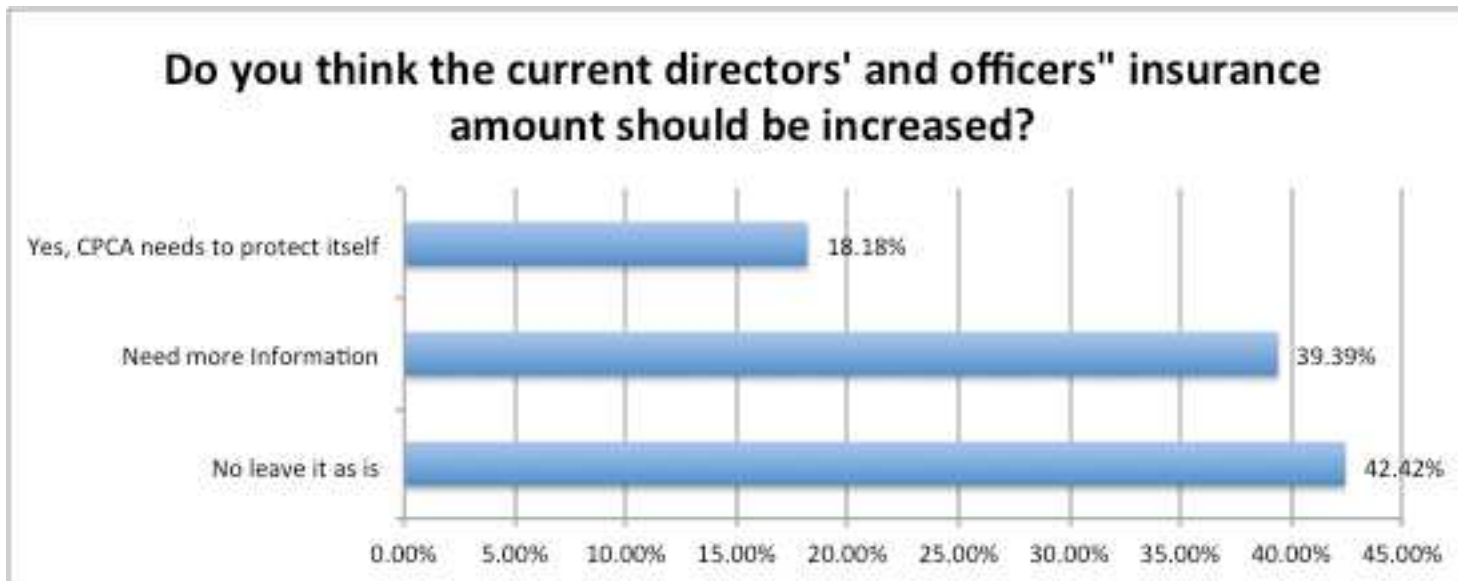
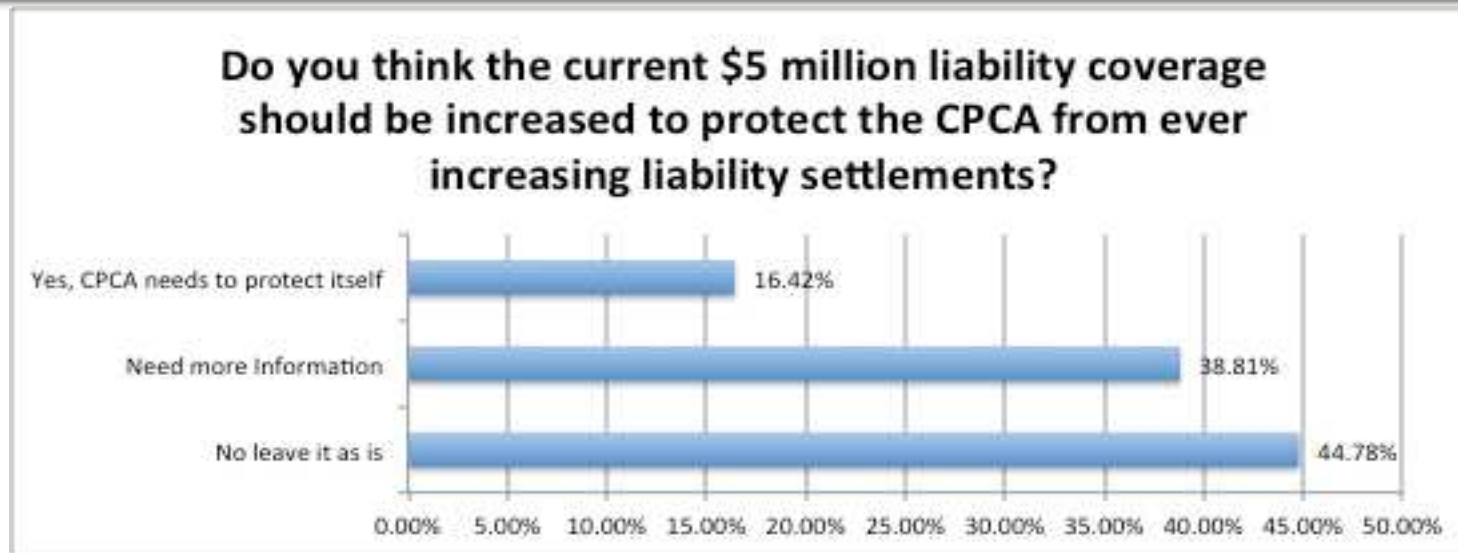
8. Memorials –Selected Comments (14 comments)

- + is there not other items that could be added as tributes? plus there are only 3 benches and room for more.
- + My father, who passed away last spring, was a long term resident of Columere Park. He loved living there & I think the stone memorial would be ideal.
- + Shade trees are needed. It should be something that is beneficial to the community. Memorial donations should go in to capital expenditure with a plaque to acknowledge.
- + I feel the community has let this get out of hand. That said we need to reduce the footprint of such tributes to something like small engraved plates on a single structure or stone. No more benches, trees etc.
- + I think the large rock is a great idea. Also some new shade trees down at the beach strategically would be good but need to watch they don't overtake the sitting area.
- + our beach is not a cemetery
- + agree that we will have to start managing the beach area in terms of these types of contributions and CPCA future costs to maintain

9. Insurance –Survey Results

Insurance Coverage - In its activities, the CPCA incurs potential liabilities that require the association to carry liability insurance. Up until 2012 the coverage for bodily injury, personal damage and property damage was \$3 million but because of increasing settlements in the industry the amount was increased to \$5 million. The current premium for this coverage is \$6352 per annum. In addition, the CPCA carries directors' and officer's liability insurance in the amount of \$1 million to provide protection to the activities of volunteer CPCA directors in carrying out duties on behalf of the association. The annual premium for this is \$775.

9. Insurance – Survey Results

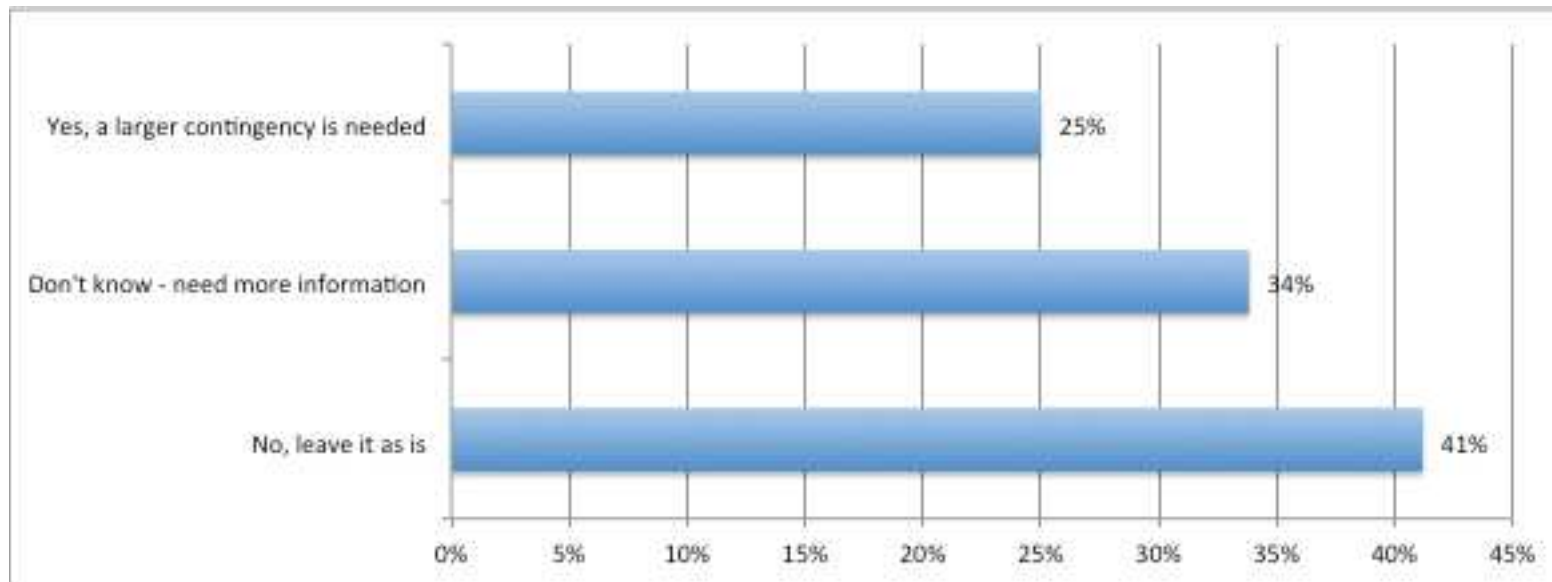


9. Insurance Coverage– Selected Comments (16 comments)

- + We need to be protected in this sue crazy world. Plus if we are going to continue to have new Volunteers then we need to protect them.
- + how much more would it cost to go to \$10m? directors insurance should be increased to at least \$5m
- + Director's Liability only ever kicks in when the director's are not using good prudence in their role. I believe you can get over carried away with scare tactics in coverage.
- + For a 66% increase in possible benefit, what is the % increase in premium? I suspect the metrics of increased liability are coming from the Insurance Industry in order to make a better return to cover other expenses. Just where is the increased settlements coming from ? Canada or US? and from our members? - remember we have day security and it should be our members that use the beach. Manage the risks that you can through good governance. But then again, maybe we need more information.
- + don't know enough about the ins issue has there ever been a claim
- + Is that \$1MM per director or collective and per occurrence or what? \$1MM per director per occurrence should be plenty of coverage.

10. CPCA Reserve Fund

CPCA Finances - For the past several years the CPCA has maintained a reserve fund in the amount of \$20,000 invested in GICs. The purpose of the reserve is to provide immediate funds in case of unforeseen damages or loss to CPCA property/ infrastructure, a fund to cover legal costs if the association is sued, etc. Do you think the CPCA should be gradually increasing the amount of the reserve fund?



10. CPCA Reserve Fund – Comments

- + I think that the reserve fund should be used for ongoing important needs. It has been sitting there for years untouched. It is not fair that old people like myself, 75 and over, have to pay the increased membership dues of \$200 yearly to cover expenses when there is this reserve GIC already in place. Old people like myself get seniors discounts elsewhere re property taxes etc but do not get this consideration in the community we love where we happily volunteered as Directors etc for years. Why are we much older seniors on old age pensions not given the same consideration and respect and help in our own community? It makes me sad but I will continue to do my best to pay the \$200 if that is the CPCA rule. Perhaps you will change the rules for us much older seniors. There are not many of us left. Thank you Directors for your consideration and valued work. I know you are all doing your best. My response to this CPCA survey is Respectfully Submitted. Happy New Year 2014!
- + is the CPCA capable of borrowing money in case of unforeseen emergency expenses. if so, the \$20k is fine. one years fees should be the maximum held
- + The 'Reserve Fund' should likely be divided into two funds: A fund that is built up to pay for specific identified capital projects A contingency fund of a particular level that is maintained and used only for unusual emergencies - and then replenished if it is ever used.
- + I believe the reserve fund is too much but need at least one years fixed costs. Happy to see the good direction & implementation of processes of the new President & Board. Feel a lot more comfortable now with the direction of our community board!

Other Selected Comments

- + Traffic mainly speed and unlicensed vehicles Underage drivers of quads, golf carts etc.
- + The community garden should be eliminated and removed.
- + #7. I don't think we need to supply beer for the barbecue. I think it is sending the wrong message. If someone wants beer they can bring their own. #10. IF, at the current community dues, there is surplus of funds, then increase the reserve. IF the dues are needed for upkeep and repairs, then leave as is for that year. OTHER: Large jumps in community dues are not acceptable.
- + All these initiatives have gotten completely out of control from a financial standpoint. For many years running our family has paid the CPCA membership dues and supported community events but the cost has just become prohibitive. We never use the tennis court, and we go to the beach maybe 2 or 3 times a season and that puts the cost at roughly \$67 - \$100 a visit. We can go to Invermere for a day at the beach from now on. Sorry, we won't be joining the CPCA ever again at these prices.
- + The CPCA needs to continue to strive and simplify it's responsibilities with an increased focus on the ammenities which are critical for each and every member. Our beach, Marina and Boat Launch. Great job on this survey!!
- + The CPCA is doing a great job, I love all the security that has been implemented. Thanks
- + I think with the continued careful management of the funds, and how well you are trying to spread out the maintenance of the beach and tennis courts the current contingency fund should be adequate for the time being. I am not sure how successful trying to collect a special assessment would be, knowing how difficult it has been at times trying to collect the dues. However, I think that is better than growing the contingency fund much more. I would like to thank the CPCA board for reaching out and asking our opinion on these matters. Having been on a homeowners board in the past I realize what you are doing takes a lot of time and effort.

Other Selected Comments (cont.)

- + None. We feel that we have good value for the dues.
- + The retroactive increase in membership fees was completely offside. Annual fees and dues for community associations and strata corps need to be set based on budgets for the upcoming year and expenses have to be deferred until funds are in place to cover costs properly. Going backwards was simply a bad decision. Hopefully we won't see that approach repeat itself in the future with more focus on standard governance for the association. Overall, the association is well run and the volunteer board is to be commended for their investment of time in Columere.
- + Was there ever a conclusion to the investigations of the pond? There is an abandoned truck across the road from the pond could we have this removed? A number of home owners have filled in their culverts to give them more front lawn. This has contributed to other homes being flooded. I am sure this never was up to code. Is there a way that this could be corrected or enforced by the municipality.
- + as a full time resident who has been around since 1995, I have seen a lot of changes to our community. Some are good, some proactive and some are a little extreme. I will say though that Columere Park is by far the best place to raise a family. I hope we can keep it that way and not chase all of the local families away by implementing security measures that take away from enjoying our community.
- + Great Job! Should put children at play sign and a speed bump at or near bottom of hill near beach
- + we need to do more about bear awareness in park -still people have garbage and fruit left out attracting bears- only a matter of time before we have an incident- there is a person in valley that does do bear education and might be a good resource
- + love our community and feel that the board is doing its best to be Transparent and to provide a tremendous community. I feel we need to continue encourage New Volunteers.
- + An area was set aside for a Bocci court, I think this should be properly constructed with 6x6 wood borders, leveled, and filled with clay. A few people have asked me when this grass surface was going to be improved to become a proper Bocci court. Probably about \$1,000.00 for this item???? How about banning fireworks except for Canada Day, New years. I have personally fought 6 fires in Columere Park, 3 were set by kids with fireworks.
- + is the CPCA capable of borrowing money in case of unforeseen emergency expenses. if so, the \$20k is fine. one years fees should be the maximum held

Other Selected Comments (cont.)

- + I have serious concerns that the community association dues have been increased so dramatically that it might discourage persons like myself from future participation in the association. As well, I have some concerns from the security during the day that they are reading off of a community association list to monitor beach users. As you are aware, phase one owners have an easement over the beach and their access is not contingent on their membership of the community association
- + Wrist bands for paid up members would hopefully allow for less security at the beach at least during the daytime since members should be communally policing. (band costs to be added to annual membership fees). BBQ cost way too high - make it partially a potluck and just supply wieners/burgers.
- + With current membership we will cumulate additional \$15,000.00 yearly. We do not want to develop the beach, just maintain it(theoretically it is not ours). What we intend to do with this amount? Suggesting to decrease the existing membership to half. Back to the Community Barbeque: We would like to see the cost cut to the half, with contribution of \$5.00 per person on the event.
- + Speed in community. Possible speed bumps. Set up radar 3 or 4 times in summer in park to show people how fast they are going. Kids under age driven golf carts Atvs scoters motor bikes should wear helmets. Kids driving cars and trucks no license. Where else can you do this .We have to get message out to parents. We are not on the farm folks.