

Attachment 2

Homeowners' Associations Survey Summary

In January 2023, Administration sent an 11-question survey to 44 Homeowners' Associations (HOAs) via email. The survey was focused on gathering information on what understanding HOAs have about City processes around maintenance on city land. This feedback will allow Administration to identify and address gaps in awareness. In this survey, HOAs were invited to comment on service levels and possible improvements. 11 Homeowners' Associations participated in the survey.

Awareness and areas of improvement for the parks and open space City base-level service (mowing, plant and shrub, and park and trail services):

- An average of 80 per cent of respondents were aware of these service levels.
- About 70 per cent of the respondents asked for an increase in service provision and improvements, particularly for mowing, weed control, tree pruning, and shrub and flower bed maintenance.

Awareness of City processes around maintenance on public land:

- About 80 per cent of respondents were aware of the steps to take to obtain a maintenance agreement and how to confirm land ownership.
- The same average would prefer to manage contracts with individual contractors for landscape services beyond the City base-level.

Type and Frequency of Communication from the City:

- The majority of respondents would like to know more about the City's Landscape Service Program and its processes, and be contacted through email anytime there is a change that affects HOAs.

Open-Ended Feedback:

- HOAs would like to see an improvement and increase in service levels for landscape maintenance, as well as communication from the City.