

## 2021 COMMUNITY SURVEY

The Master Board believes that one of the best ways it can serve our community is to be responsive to the changing needs and interests of our diverse population. Accordingly, the Board has authorized a survey to gain insight into who we are as residents of The Cascades in this year 2021, what we like to do, and what our concerns are. While all individual responses will be kept confidential, survey results will be published. Each resident should submit a survey. All questions are optional. Any can be left unanswered. Thank you for your participation.

### 1. How long have you been a resident or owner in The Cascades?

(Choose the first that applies)

20 years or more	15 years or more	10 years or more	5 years or more	Less than 5 years
331	76	93	207	314

### 2. What portion of the year do you normally reside at the Cascades?

(If intermittent, use total time)

Full year	More than 6 months	3 to 6 months	Less than 3 months	Non-resident homeowner renting house	Homeowner of vacant house
710	180	120	11	3	0

### 3. How many people including yourself are in your household?

One	Two	Three or more
226	762	36

### 4. Your birth year (Choose the first that applies, from the left)

Earlier than 1945	Earlier than 1955	Earlier than 1965	Earlier than 1980
532	344	124	16

### 5. If there were no Covid concern, how often would you want to attend...

	Rarely/Never	Occasionally	Often
Cascades Entertainment Shows	133	492	398
Club or Organization Events held at the Cascades	115	526	371
Club or Organization Events held off-site	325	523	150
Master Board Meetings	367	462	174
Village Board Meetings	467	376	155
Fitness Classes	534	277	188
CRA Parties (New Year's Eve, Memorial Day, Pool)	314	460	240
Arts & Crafts activities	637	257	107

**6. if there were no Covid concern, how often would you use the...**

	<b>Rarely/Never</b>	<b>Occasionally</b>	<b>Often</b>
Fitness Center	265	393	364
Main Pool	143	407	466
Satellite Pool	429	346	234
Cafe Cascades	37	397	574
Tennis Courts	762	71	167
Pickleball Courts	751	108	139
Cardrooms (including Ballroom when used for card playing)	414	265	327
Library	569	348	88
Billiards Room	731	211	51

**7. How often do you use the following?**

	<b>Rarely/Never</b>	<b>Occasionally</b>	<b>Often</b>
Community Channel 63	551	383	87
Clubhouse Posters	367	458	188
Flyers at the Clubhouse	265	429	319
The Cascader	20	158	841
The Forum	61	258	697
Website other than the Forum	394	350	242

**8.1 Level of Satisfaction - Facility Appearance**

On a scale of 1 to 5, with 5 being the highest, what is your level of satisfaction with the appearance of these facilities? (N/A if you have no opinion.)

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>N/A</b>
Cascades entrances	16	23	54	212	713	5
Master Property Landscaping	12	9	46	193	763	1
Clubhouse	13	5	28	161	806	11
Pools	12	10	49	224	674	49
Courts	13	15	48	123	265	544

## 8.2 Level of Satisfaction with:

On a scale of 1 to 5, with 5 being the highest, what is your level of satisfaction with the following?  
(N/A if you have no opinion.)

	1	2	3	4	5	N/A
Property Managers	21	19	84	236	596	56
Master Board	27	51	171	286	400	83
Village Boards	34	49	150	250	434	98
Building Maintenance	15	16	61	267	593	57
Communications (Cascader, Website, Channel 63, Email blasts)	15	23	69	231	625	56
Safety & Security (Guardhouse, Security Cameras, Locks, Signs)	36	41	145	323	449	24
Clubs & Organizations	15	14	109	258	430	186
Entertainment Shows	15	34	144	269	357	183
Racquet Sports	15	19	48	90	178	642
Fitness	21	24	103	202	292	352
Arts & Crafts	26	19	66	105	123	651
Cafe Cascades	32	54	173	303	407	38

## 9. To obtain approval for exterior modifications to individual properties, would you prefer:

A separate set of standards and individual Architectural Review Committees for each village (current system) - <b>615</b>	
A uniform set of standards and a centralized Architectural Review Committee for The Cascades (may require a Declaration change – which requires a vote of the community – and a Bylaw change) - <b>368</b>	

## 10. Concerning Village representation on the Master Board, would you prefer:

Keeping the current two representatives per village and one member at large - <b>677</b>	
Changing to one representative per village and five members at large - <b>275</b>	
Changing to nine members at large - <b>44</b>	

## 11. If it were made available, would you use a payment system, other than checks, for club dues, event tickets, etc.?

Yes - <b>629</b>	
No - <b>368</b>	

**12. Would you be in favor of an automated gate system which allows registered guests to enter at the Hagen Ranch entrance?** The initial cost may be between \$35,000 and \$45,000, with a monthly fee of \$4,500. That will result in an increase in HOA fee of \$15 per quarter per household.

Yes - <b>113</b>	
No - <b>910</b>	

**13. Recognizing any potential liability, do you favor permitting alcohol at the pools?**

Yes - <b>562</b>	
No - <b>448</b>	

**13a. If Yes, should it be limited to beer and wine?**

Yes - <b>297</b>	
No - <b>419</b>	

**14. Do you have regular access to a computer?**

Yes - <b>973</b>	
No - <b>49</b>	

**15. Comments, Concerns, and Suggestions**

I think there should limits on all boards. Not persons serving for several years.

Overall I think the Board to doing an excellent job. Just want to make sure that they realize that one of the main responsibilities of the Board is to keep The Cascades up to the highest of standards so as to make it a desirable place for people to want to live here.

Need to develop a method of preventing some residents to make Forum posts many times a day. These people have too much time on their hands.

feel that some categories we too large ie: security and camera system. Many times the guard house has been very lax according to guests. I believe the cameras are a viable tool and deterrent Communications: I never watch Chanel 63 but do read The Cascader and rely on the Form for most of the information regarding The Cascades.

Re racquet sports, we need more courts with regulation surfaces. When that's accomplished, I'll give it a 5 on the next survey. Re Cafe, before COVID it was a 5, & when the COVID affected issues are resolved, I'll give it a 5 again.

Master Board communication is lacking; recommend holding bi- monthly town halls to ascertain residents opinions. Establish Ambassadors Club to orient and mentor new reside.

I'm very much against an area set aside for dogs to run free within a fenced in area

Moved here because it was a great community, well kept, lots to do. Although I am not against 1 member from each village I am happy with the way things have been in the past 10+years and not looking to increase fees and assessments

I am on the Finance Committee, and found out quite by accident, that I was never was notified of meeting(s) that took place. The chairman faulted CRA management; CRA management faulted the chairman. Bottom line - communication needs fixing and accountability should matter for something. How do you expect newer residents to get involved, if they are not included in plans when they should be? Village Boards need to do a better job notifying all residents in a given village of upcoming board meetings.

I commend the Survey Committee for a super job well done!! The survey is extremely easy to use and anybody that knows how to read and click on circle similar to filling in a circle at a State of Federal election will be familiar with the process.

Guards at front security gate \*often \*Do Not ask for ID from our guests/ workmen. This has been reported in the past with no improvement.

I'm proud to say that I live at Cascades. Grateful to all the volunteers (Boards, etc) who take on all the frustrating tasks that allows residents to be proud to live at the Cascades!

Less agitation and more cooperation

I want to thank our Board for setting rules to keep all our families safe during these very trying times. I truly appreciate what you gave done.

Village board terms should be limited to a maximum of two terms. Master board should have no term limits.

Residents abusing alcohol usage should be given a one month suspension from using ALL community facilities.

Limits to amount of time someone can serve on a board...village and master. Allowing guests on tennis courts starting at 9a.m. Dog park

I believe that one someone asks me where I reside I say The Cascades therefore there should be one Board of Directors for the community

I believe, in all fairness, each village should have equal representation on the master board.

We enjoy I living in the Cascades. We have issues with respect to the fitness centers equipment, it is not up to 2021 standards. Otherwise, we have no other major issues. We love our home and that is the reason we purchased and remain in Cascades. We enjoy the pool and this year my wife will begin to take pickle ball lessons for the first time as she played tennis years ago and pickle ball is something that she would like to begin to play.

I feel that Hagen Ranch entrance is not safe. Any one can enter by foot, bike, golf cart etc.; therefore we need a guard at the entrance to prevent burglaries or other crimes. I would like houses to be painted other than dominant brown colors. Wedgewood especially needs new front windows to modernize the look of homes. Some of the old palm trees are shedding their bark and should be replaced in front of houses. Weeds are back because all the grass was not replaced.

Village Board members should have term limits. The Waterford Board Members have been in place for far too long. People who serve on the Cafe Committee should have term limits too. Why is there a Cafe Committee? Mario does exactly as he pleases and the food is mediocre. It's no better than a run down Deli.

Changing to one representative per village and five members at large is very important

I play bridge in cardroom 1. All the players have the vacs some with boosters. I cannot see the need to wear a mask! The only other players are at a distance playing mah jong

I do not enjoy the food choices at the Cafe. I understand that other restaurants that Mario runs have a more varied menu with healthier choices. I would also prefer more dinners to be available.

I am a new resident in 2021. I was surprised by the tension apparent at various meetings. I am hopeful that emerging from COVID-19 will ease the tensions. Board membership is difficult work. I have done it before. It requires much patience

Expand and enhance the cafeteria

It is important that we respect the past and transition to the future. Change is uncomfortable but to stand still is to go backwards. We have a significant financial and emotional investment in our community. We must stay relevant.

No alcohol at the pools? So we are being treated like children now? We are all responsible adults and responsible for our guest. Are we always going to only have blue and white "holiday lights"? If so can we have green or red "holiday lights"? BTW I think our blue and white "holiday lights" are beautiful.... But let's be honest... they are Chanukah lights

The cafe would be better served being closer to pool. Since this would be an expensive proposition an alternative would be an additional food option by the pool. This would be an additional amenity for the residents and a revenue source. The automated entry system at the Hagen Ranch entrance would be beneficial to all residents. The current system is inconvenient to our guests and looks second class. I am not a racquet ball player. No tennis or pickle ball but this community needs to keep up with the times and our competitors and should support the building of official pickle ball courts.

I really appreciate the volunteers on the master board and village boards. I know it's been a lot of work and probably aggravation with Covid and everything else that is going on. I find the menu and food at the café to be boring and mediocre. The only good thing I can say about the café is that it's inexpensive. When the contract is up with the current provider, I'd

suggest that we get additional proposals from other providers before automatically renewing with the current provider. I would be happy to volunteer to be on the Café committee though it does seem like there are a lot of people on that committee. Suggestion: have pinball machines in the billiards room. They go well with playing pool.

We have a beautiful wonderful community but some people have forgotten that it 2021 and times change and we need to stay current. The board should not be lifetime appointment - new ideas need to circulate - when elected it should be for a 2 year term with only one re-election available only once. It should also rotate, 4 one year 5 one year. No one should be on the board more than 4 years, it's a crazy system that makes no sense.

Taking olive trees down on Cascade Isle Blvd

Cafe—Who and why did the master board decide to subsidize the cafe, especially on an open-ended basis. No matter where the money comes from, it is still our money(980) homes, not the Master Boards fund. COVID affected everyone( entire economy) who else gets bailed out -Nurses,police etc Maybe more thought before writing the check. On another topic I wonder if any thought or discussion should be raised as to maybe now is the time to discuss the advisability of Term Limits for all boards- Master and,or villages. Could possibly translate into more visibility about Board decisions. Many private and public boards have term limits.

I think it is a very well run community

Would like to see some modernization of the entrance and the signage and a bit more flowing water by the entrance. The signage is starting to look old and dates the community.

Survey doesn't address satisfaction/dis-satisfaction with Clean and Green. I personally think their work is "fair" at best and was'nt happy to hear that we signed a 3 year contract with them. I believe in term limits for Village and board members and feel our bylaws should be changed to accomplish this. Perhaps something can be done to eliminate what I call "garbage" being posted on The Forum.

-Website needs to be formatted so it is easier to read on smart phones. Love the revised website vs old -Cascader Magazine is somewhat out of date - format and stories -There should be a Newcomers Club for new residents to meet each other. While we moved in during Covid, there is no mechanism to meet other residents, especially recent residents - Front entrance to the Cascades is not competitive with entrances of newer developments ie Polo Trace - Master Board and Village Boards need to encourage younger residents to get involved - Alcohol should be allowed to be served anywhere on premise and BYOB should be promoted when applicable.

Welcoming committee for new residents. A few friendly faces to reach out to new residents who could give them tips, introduce them to some of the neighbors and/or others in the complex. On the 55+ website, there is reference to a full-time activities director. That reference should be removed. It paints an entirely different view of the community. If one doesn't play tennis, pickleball, golf or swim - there are no organized outdoor activities. There may be some interest in a walking club or a biking club for instance. I am so happy that there

will now be a Men's Club. We have found the Cafe to be mediocre at best. We have heard that some of the communities contract with local restaurants and deli's to be the on-site provider. Wondering if that has ever been considered for the Cascades.

Events or activities to attract and meet residents under 65 or those who are not retired. Events at clubhouse IE: dinner/dance / shows/ movies/ recognizing the issues of Covid to have the governing board mandate proof of a triple vaccine which would then negate the need for masks. No one should be forced attend functions where vaccines are mandated and be forced to wear a mask. This is redundant. A small few should not dictate for the mass. As an example many of the residents I spoke to cancelled their NewYears reservation due to this issue. Further eliminate village names completely. I have only lived here for a few months yet it appears residents from areas with smaller homes are looked at as inferior. There should be no stigma towards one area of the property, as well no envy towards others. We all should be residents of Cascades not Limoge or Wedgewood.

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Too many rules. We are treated like children. You need to understand WE are the owners. Without our HOA contributions there IS NO community. We moved here to enjoy our retirement not be saddled with endless rules some of which makes NO SENSE AT ALL, maybe they did 20 years ago but not today in the 21st century. Let us be proud to live here. I heard one of your board members say one time in the pool well all the rules we have is why people moved into Cascades to begin with. First of all that's baloney. When we moved in the Cascades, we had no idea what all the rules were, and if we did we would have opted to go somewhere else. GET RID OF THE MASKS!!!! They are stupid and do not protect anyone.

I think overall the community is doing well. It's run well (Master Board and management), the HOA dues are relatively low and stable. It's natural for new people to seek changes but I believe the best way to achieve that is thru the system that is already in place. We should do all we could to get new and talented people interested in running for office or volunteering for a committee. Once our elected officials are in office, the community should get behind them and support decisions thru our representative democracy.

If we are to maintain our reputation as a sought after community there needs to be a fresh approach to the attitude of our MB Redecorating our clubhouse to remain competitive with newer communities is not going to cut it Fresh blood Fresh ideas integrity and open mindedness too



Realizing the frequency of litigiousness and liabilities in any community, and appreciating the conservative attitude of this board, I still moved here to have fun, try new things and have a board that encouraged new ideas and possibilities. Instead, I've met with a preponderance of rules and regulations that stifle, discourage, and limit the range of what a +55 is capable of offering responsible adults. Both the Board and village boards need to rethink their control issues.

On the whole, this was a good survey, however it doesn't allow for suggestion options to any of the questions, like "Other". Or a place to expound on "Other" per the category. I really would have liked a question, as to the preference of whether we go to one Master Board, representative of the whole community, or to stick with the present system of four Village Boards & one Master Board.

I think people should be allowed to bring any drink of choice to the pools, as long as it is not in a glass container.

There is too much separatism here. We all live under the umbrella of "The Cascades" Decisions for the villages should be equal such as choice of house paint colors and landscaping. There should also be term limits on the master board so there are fresh ideas and viewpoints. It is also ridiculous to be required to pay a \$50 fee when clubs and organizations use the ballroom for special events.

More questionnaires.

Thank you for your service during very hard times. We need to keep up with other neighborhoods. They seem to have more party's, with less masks. I am all for masks when needed. If we follow the Pbc covid cases and change rules as cases go up or down. Example: Going to a dance wearing a mask is not a fun event, or sitting all night at an entertainment event. We should have music and dancing outside from 5-8. Early so neighbors don't get upset. Maybe they will join the fun. I am all for being safe, but refuse to be paranoid. Most everyone has had 2-3 shots. The pool should be a social place with alcohol if residents want to bring it. This is an active 55 + community, not a rest home. We also should look at weak areas for security. Cameras at back gate, higher hedges along canal etc.

Security at gate is poor. Licenses for the most part are not checked. Friends and workmen are admitted even if I forget to phone them in. Needs to be improved

We are still working full time, how can I run for the Board when meetings are held at 2p? This time is geared for retirees with plenty of time in their hands. No way to have fresh blood on this Board, this community has a new younger generation for the past few years. Is it a 55+ community or else? Thank you

There are ants hills all over the sidewalks. People have to poop scoop

Have not resided here long enough to experience all of the community but our opinions are based on what we have experienced.

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I'm sure that many respondents will question the purpose of this survey. The responses could sway the way in which we do business and the importance of question 10 is undoubtedly of great concern to residents and I hope it is not glossed over. EVERY VILLAGE NEEDS THEIR OWN REPRESENTATION OF 2 OR MORE ON THE MASTER BOARD. A separate survey will be submitted by my wife whose responses are to be recorded and compiled.

I would like to see more clubs/activities to offer times in the later afternoon/evening for those of us who work during the day.

Main Pool area maintenance is not what it used to be. Entrance and deck area are very dirty, ants and grass/weeds on the pavers is rapidly taking over the entire space. Doesn't seem to be anyone working to maintain this area. Needs a thorough power washing.

Love living here....better entertainment for a younger audience...50-60s

It seems to me that people tend to use the Forum to voice their dislikes or opinions in ways that may be incredibly negative or disrespectful towards other members of the community or Board members. People losing an election to the Master Board attempting to change the process just to get themselves elected, is self serving and should not be tolerated. Not that I am entirely unsupportive of the Master Board, but the Board should be open to new ideas and should communicate with other similar communities to determine whether we are in step with the rest of the world. Due to the overall age of members, it seems that there are fewer opportunities for people to meet and exchange ideas and make friends. It would be beneficial to the community for more opportunities to socialize.

Great place love living here thanks for all you do

There has been a severe decrease in cleanliness of the main pool area. The pavers are often black. We watch the same pieces of dirt for weeks not being swept up.

great job easy to complete

Cafe—Who and why did the master board decide to subsidize the cafe, especially on an open-ended basis. No matter where the money comes from, it is still our money(980) homes, not the Master Boards fund. COVID affected everyone( entire economy) who else gets bailed out -Nurses,police etc Maybe more thought before writing the check. On another topic I wonder if any thought or discussion should be raised as to maybe now is the time to discuss the advisability of Term Limits for all boards- Master and,or villages. Could possibly translate into more visibility about Board decisions. Many private and public boards have term limits.

I don't understand why there are so many restrictions to enter the clubhouse and there are none to enter the cafe. Seems like a double standard to me.

I am very happy living here. As of December 1 we'll be living in the Cascades full time. I think the Boards have been doing an outstanding job especially in these very frightening times. There should be some way to help new residents understand the difference between living in your home and living in a community that is a homeowners association.

I think the Cascades has been running very well over the years. Maybe some improvements could enhance this wonderful place. On the whole, I think the Cascades is a wonderful place to live.

We'll done survey! Very pertinent questions.

The cafe is terrible! Why is this continuing?

I think the front entrance fountain and the landscaping around it up toward the gatehouse should be updated. As an example, Mizner Reserve on Jog Road recently removed and updated their fountain (and community sign) and it has made a huge visual difference. Mizner chose a similar size footprint from the previous fountain. In the best of all possible worlds, the fountains in front of the cafe and clubhouse could be updated as well. I believe the update would raise overall property value and match the standard and level of landscaping of the community. FYI: If this idea were to be supported, I would volunteer for its committee.

Why is the ridiculous question #12 even on this survey? And yet there is not even one question regarding the upcoming large expenditure regarding the pickleball courts?

Very satisfied with the management of the community . Wish that there was more interplay between members. Suggest that a new member orientation be instituted as well as a Community Ambassador program to squire new residents through their assimilation into the community.

It would be nice to allow for more individuality on properties instead of requiring everything to look exactly alike — VERY BORING!

My main concern focuses on the LACK OF PROPER SECURITY at the front gate. Rarely,if ever do the guards request a drivers license for identification. I am told this by many of my guests who come in from other HOA communities as well as seeing it in person when I am being brought back home by friend or relative. This is not the first time I have brought up this issue.

Landscapers in our Limoge community are very careless, I like flowers around my mailbox, and the have continued to cut weedwack them down I have to watch them weekly, and the in the backyard they are very sloppy, the bushes have never been trimmed except when I paid for a landscaper to come and trim them. The supervisor that was sent out was very cocky toward me saying leaves fall every day and they will get here!! The landscapers were there two days before and I had pictures!! They never came back!!

Understanding that Covid has caused a reduction of social gatherings and restrictions ..... I would like to see an open gathering once a month... maybe at the pool....where people can gather to socialize and meet. At our condo up North... this is a great time to build community. Its not a sponsored event by a group... but by the board. Everyone welcome to come... no cost..... just gather and meet and mingle. It greatly improved community spirit and meeting new residents.

1. We need to move forward with new Pickleball courts as the sport has become ever increasingly popular and we are at a disadvantage to the other clubs that want to enlist travel teams. I hope this materializes over the course of the next few months. 2. I am of the Catholic religion. I have met many others who are of the same faith within the community. This is hugely disappointing to me that the entire community reflects only the Jewish faith. At the very least remain neutral at the front gate as other communities have had, with just white lights with some added colors that are varied that do not designate one religion over another. This is such a big disappointment to me especially at the Christmas holiday season which I've celebrated my entire life.

BYOB has always meant Bring your own booze. I prefer vodka Previous pool parties never limited your preferences. It is one rule too many.

Why are some activities free, ( tennis, pickle ball - when costs to maintain courts and hire a pro must be substantial) and others like yoga and exercise are on a fee per class basis. Residents choose different activities, and budget should either cover all of them, or perhaps everyone should pay a fee. How about if tennis and pickle ball players pay 4\$ per game as the people who take exercise classes pay. Members of a board should be looking out for all, not just support the specific activities that are dear to them.

I am looking forward to the addition and renovations to the Pickleball and tennis courts. What is the security at the back gate? I feel there could be more security at the back gate . Anyone can walk in. Also, if you do allow guest entry there what would it cost to have an additional guard? At the front gate, does the security guard also monitor people who may walk in ? I would like to see the gym equipment updated. The elliptical machines are old. There is updated equipment which could enhance our fitness center. Also I would like to see the cafe by the pool . Can it be switched with the fitness center, or a satellite pool facility ? Thank you for all your work during this difficult and trying time. It is very much appreciated.

This is a beautiful community to live and play in. Thank you to all involved.

We are golfers who spend our social and recreation time at our golf club. Although we don't use many of the amenities offered at the Cascades we appreciate having them and the fine quality of the community appearance.

Not happy with landscaping crew. They repeatedly leave garbage around. Do not like to see them laying around on the ground. Would be embarrassed if I had guests. Would prefer greater security. Not happy that anyone can walk through. Back gate has issues reading stickers in the rain.

Is the gazebo considered " at the pool" I am in favor of alcohol at the gazebo only

The Cascades is a wonderful place to live & we are very happy here.

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I live on Maybrook Rd. behind the tennis courts and there are numerous nights where the tennis court lights remain on overnight. I have addressed this before and it gets rectified for a short period of time yet the same situation occurs a short time later. I understand the lighting is on automatic timer but the system is in fact, broken. Cafe rules regarding masks are not realistic. I'm sure it makes many residents disinterested in attending. The "fear" is not realistic.

I feel that the Master Board has done and is doing a job well deserved. I am very pleased with all their decisions. They are a hard working crew and deserve all the recognition due to them.

There should be a bar and food at the pool using one of the clubhouse rooms.

Thanks for allowing input. Well down.

There should be bar and food at the pool using one of the rooms in the clubhouse.

Need to have palm trees that were removed last year from my property replaced. Have tried several times to get a response from property manager but so far no palm trees have been replaced. 7278 Haviland Circle.

-Try to negotiate better golf fees for residents with Westchester. I often see that the course is not crowded so they should be interested.

I'm ok with alcohol at the pools as long as there are strict rules and regulations governing it. Don't want to have to deal with drunk people while enjoying my time at the pool.

I am satisfied with my life at the Cascades, pleased with the president and members of the Master Board, the management staff, and the beauty of our surroundings. I would like the Cafe to return to more complete service.

Very disturbed that the oak tree on Castlemaine canal is still not resolved and that seeds are all over my property growing next to my Lani. I'm not getting answers and may need to take further steps to resolve this

I am pleased with my life at the Cascades, in general; the Master Board, the Waterford Board and the management staff. It is a special benefit having entertainment in our clubhouse the year around, unlike other communities. I feel that the Cafe West Wing should be available much more frequently to card games, etc., particularly when the Cafe is closed. The entranceway is not as attractive as it could be. It is dull and dark. It should be brighter and lighter, with a more active water flow.

With regards to my rating on the pools. The main pool is well maintained however it seems the satellite pool gets forgotten. It is often cold and sometimes dirty. Recently the fountains

at the main pool look cloudy. This year the bocce court was so dirty. It seems that some of the facilities that don't have the main attention get overlooked. With my comments on the master board, while I don't always agree with their position, overall I think they do a good job. However, I find it VERY disturbing how some members of the master board react to comments. The board should not be making faces, rolling their eyes or doing anything to humiliate or embarrass the residents.

I would like the forum to be modified as follows: death notices posted and subsequent condolences automatically moved to the Condolence tab. Complaints be viewed under a complaint tab. Vendor requests get automatically moved to vendor tab. Tennis, Fitness, Landscaping, etc. I thought the FORUM was for INFORMATION, not vicious comments, complaints and general blathering. It's VERY disheartening to read the accusations and some of the responses from the MB.

Keep the lights Blue and White. Better security at the gate.

We feel drinking at the pool should be allowed for special occasions such as Anniversary , Birthdays , Memorial Day, July 4th, Labor Day etc. People have little get-togethers at times like this.

Greatest in place in the world to retire.

Keep the lights blue and white. The gate security is terrible. In the 10 or 12 times that I've entered the community in a car that didn't have a bar code, I was waved through three times without out being screened. Once the guard just waved his hand at the window never seeing his face and once was just 2 weeks ago. Each time was in the evening. It seems that the Limoge board operates in secrecy. Each village changed the areas of sod that were brown. Our board decided not to with no resident input. I was told that we don't have the money re-sod. To my mind, if every village had the reserves for this type of repair and ours doesn't, the village is being mismanaged.

I wish there was some way to meet with the newer residents on a regular basis. Maybe a new "club" or "organization" needs to be created. Seems the original Cascade owners have their cliques and it's hard to break into them. In regards to the alcohol question, I support BYOB, not Cascade supplied alcohol, as I see the higher level of liability with that. Thanks for doing the survey, I think we need it!

Do not use BLUE lights on the trees

We do not go to any of the shows at the clubhouse. The sound is very poor. In the back of the theater the sound is vert muffled. Our screens in the front have the worst color possible. If you sit behind a large or tall person you can hardly see the stage. Why do we not have semi-circular seating? We thenj can offset the seats and allow a space so we can see the stage.

Very disappointed that we have one craft offered in that really nice craft room. Let's get a teacher and use that kiln! Also don't understand why only a hundred something people were allowed to the outdoor dance club event. Weren't there more people than that at the Fourth of

July party? Certainly the outdoor pool area can accommodate way more people. Would love to see a dj at the pool every Sunday afternoon.

Speeding down Cascades Isle Blvd is a worsening danger and should be addressed as a priority. Bikers and pedestrians are being placed in harms way. Speed bumps would mitigate and would not increase our communal liability in the event of an avoidable misfortune. The asphalt walkways along Cascade Isle sadly continue to crumble and should be addressed. The clubhouse pool needs repair particularly near the lion spouts.

The landscaping could be better. They do not clean up after mowing, dirt from their machinery is left on the sidewalks. The Fronds need to be trimmed more often, as they fall on my roof way too often. I'm disappointed that I have to hire a private gardener to trim bushes. Comment on Hagen Ranch automatic gate for registered visitors... I am totally against that. It will only allow for more people to enter that should not be here. It's dark and remote off Hagen Ranch, cars can drive through along with a registered car by driving very close.

The board and management company are doing a great job and I don't see the need to make any major changes. Concerning the back entrance, I don't mind paying the money, but I don't think it's necessary.

There is not enough lighting in the front entrance or the back entrances in order to see our sign, Cascades. I would like the signs redone much larger and lighting added too. Love the way it looks right now for the holidays Would love it looking like this all year.

My wife and I attended the Sarge show last month and did not enjoy it, due to the masks. I would to attend future shows, but under this neurotic rule, unfortunately I won't. I understand about being a senior citizen, but if I feel safe, then why to I have to adhere to other peoples hysteria. If people want to wear a mask, god bless them. Don't make me wear one. Basically, I'm sure everyone is vaccinated. We have to adapt our lives to this endemic.

Master Board members who expect to be treated in a professional manner should treat residents the same way. Term limits for board members on a rotating basis seems have gotten lost in the shuffle of lanai colors, holiday lights, new pickle ball courts etc. It needs to be fully explored with options fully explained. I feel it is time that the board explain how the pickle ball courts are to be paid for. It does not matter which bid is accepted. Spending that amount of money needs to be totally transparent. So far the explanations have been rather vague. I am in favor of this expenditure, but would like more information sooner rather than later. If a post is being removed from The Forum a courtesy phone call should be made before the post is removed, not after. Common courtesy. This has happened to me.

I would like to know the additional cost of adding a guard at the Hagen Ranch entrance.

Outdoor seating expanded and fully staff at the Cafe so there are no cut backs.

1 subsidizing the Cafe over and above the the purchased chips. 2 improve landscaping. No improvemet in lawn 3 too many cut backs on holiday lighting.

The satellite pool is not as well maintained as the main pool. The fountains at the main pool look dirty. Some members of the master board should be more accepting of input.

Why would we even consider allowing guests coming through back gate! I feel we have a guard gate to monitor guests!

I think we have a fabulous community and some people are just cranks. Those that complain consistently on our Forum really set a tone of dissatisfaction which I certainly do not believe is what most residents think.

We are a resident of Cascades for less than 2 years. We are very comfortable with the Community and very much know we made the correct decision in the choosing this community. Being on the board is a thankless job and thank you to those that serve. I commend all of you that serve and take the time to benefit the community. It is very difficult to have an open mind as a board member with the constant barrage of "suggestions" and/or criticisms of how the Board operates and the decisions that are made. Having said that we think that if you have taken on the responsibility to serve as a board member then it is your obligation to serve the needs of the community which includes listening to the aforementioned suggestions and criticisms and make decisions based on facts and not on personal opinions. It is insulting to all of us to have board members taking shots at each other or members of the community. As well having a term limit may also be of value. I find that in organizations that have a constant flow of board members - the group is dynamic and things get done. Oftentimes with a board that serves a long time things get stale and projects tend to stagnate. Again, we enjoy living here and are looking forward to this season.

The Entrance Signs need to be more prominent.

Since we are at a corner and not at the main street, they do not take good care of our landscaping. The new grass they put in died and they never replaced it, although they had been replacing those houses on the main streets. Also, on the side of our house there are either lots of weeds or dead grass.

I have concern about glass bottles at the pool area. As far as changing representation being one per village, it could possibly end with representation of six people from one village. Should not happen!!

I feel strongly that we should keep 2 reps per village. I live in the smallest village. If 1 or more of the larger villages vote only for their residents, we could be completely cut out of the decision process. I understand that it is thought that each village can make its own decisions and here you are talking about one set of colors and one ARC. It is obvious that there is a small group of residents who feel the need to have a greater influence than the majority. Who benefits from this proposed change in Board membership, the Community or a few residents? What is broken? Is this survey an attempt at a power grab? Our fitness center is nice, however I find some of the equipment to be "too large" or too difficult to use. I am a 15 year member of L.A. fitness and am used to better performing equipment. In regard to all the Villages looking the same, to what benefit. Do we want to be a trite, tacky community? Are we the Stepford Wives? Why should one Village be forced into a limited palette because of another village's desire to limit? Also, since each Village is financially responsible for



painting its own homes. One Village may want to paint more or less frequently. Will Villages be allowed to paint on their own schedule? If one Village paints on an odd year and the others on an even year using a different palette, would that be allowed?

Mask restrictions optional Proof of high antibodies acceptable We have been refused access into the clubhouse because Covid test had exceeded 72 hours, by less than 1 day.

We have a beautiful wonderful community but some people have forgotten that it 2021 and times change and we need to stay current. The board should not be lifetime appointment - new ideas need to circulate - when elected it should be for a 2 year term with only one re-election available only once. It should also rotate, 4 one year 5 one year. No one should be on the board more than 4 years, it's a crazy system that makes no sense.

This community is that most beautiful and well kept in this area. The Master Board is very, very efficient, and doing a great job. We have gotten to this point, I see no reason to change anything. It's perfect the way it is If those who are looking for change, they can move into another community.

Master Board votes on major expenditures which are not maintenance and changes in how we elect the HOA board members should be voted on by all households. A survey is just a survey and cannot be a substitute for complete community voting.

Question 13 is not specific enough. You should specify if only at sanctioned events or does this mean anyone at any time.

Pickle ball should be played on concrete, not on a tennis court surface. It's the reason I don't play and I am a very good player. Having alcoholic beverages would be a smart move in order to bring more people to the pool Renovate the cafe. it's dark , cramped small, and unsightly especially while sitting outdoors. It should be relocated to the clubhouse. Move billiards and cards to the cafe instead. More people would use the cafe if it were closer to the racquet sports and become a central meeting place for casual eating like after a tennis game. Also the cafe opens too late. It should be open at 8 AM not 9.

1. Table covers in the poker room are torn and disgraceful. We have been waiting for months to have them repaired.
2. Cafe dinners on show nights should not always be the same.
3. All people who work on premise (including cafe) should be vaccinated.
4. People should not have to stand in line for hours to get the best show tickets. Other communities use better systems.
5. Lastly, appreciate all the hard work that the master board has done to keep us safe.

Very upset that Limoge grass is filled with the Mosuac virus and the lawns look awful. I am hoping as the other villages replaced their diseased lawns with sod that it will also be done in Limoge as well. I'm hoping that this is being taken under consideration. Thank you

Whenever we have a landscaping question, it takes a very long time to hear back from that company through Cascades. Would like to be able to add a tip on our chit card when we eat at the restaurant. The restaurant could also use tighter controls.

Stop signs should be added to the intersection of Pallas Drive and Lismore. Not having 4 stop signs is dangerous and irresponsible. This is an accident waiting to happen. Just because this is the way it has always been is not a good reason.

In my opinion there should be term limits for the Master Board.

I think it would be a very big mistake to change the back gate to a registered quest system. Then everyone's aid and cleaning person and gardener would have accesses to our community! If it's not broke don't fix it!

Stop signs should be added to the intersection of Pallas Drive and Lismore. Not having 4 stop signs is dangerous and irresponsible. This is an accident waiting to happen. Just because this is the way it has always been is not a good reason.

The new pickleball courts will be a great enhancement to our community. It will keep the Cascades as one of the finest communities in the area. It will also help our home values continue to rise.

I feel like we work for the management company instead of them working for us. They make too many decisions that should be made by the Master Board and the individual village boards. They have entirely too much say in many of the decisions being made. Sometimes they have too much "attitude", one person in particular.

I am against allowing non residents access via the back gate

It would seem that money could be saved on landscaping if we were to plant more perennial flowers, rather than annuals that are seasonal. Clean and Green workers are always taking out, putting in, taking out, putting in. That seems wasteful. In regard to building maintenance, Margarita works to keep the clubhouse clean. When a club or organization has a meeting she is asking for an exorbitant extra payment for setting out coffee and cleaning up the kitchen. Basically, she is double dipping as she is doing this during her regular work day. I think management needs to step in, raise her salary while expanding her responsibilities. Then, each organization could be charged to hold a meeting in the clubhouse and the organizations would not have to negotiate with Margarita. When Bonnie worked here, it was the same double dipping.

Wedgewood has only one member on the Master Board. This should be rectified to be in compliance with the By-Laws and Docs.

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#13 I would allow alcohol at the pool only for parties approved by a committee. I would limit it to wine and beer.

I live in Wedgewood, and originally we had 2 members on the Master Board. One member has moved, but remains on the board. Wedgewood has more homes in this community, but

less representation. If nothing else, we should have at LEAST 2 members on the board.  
Thanks

It is important that we respect the past and transition to the future. Change is uncomfortable but to stand still is to go backwards. We have a significant financial and emotional investment in our community. We must stay relevant.

I am against allowing non residents access via the back gate

I'm concerned about the lack of security at the Hagen Ranch gate.

The board members need to keep up with the times! Times they r a changing!

I am not in favor of the Hagen Ranch entrance for guests- it's a complete waste of money. Also I believe in keeping each of the boards for each neighborhood. I Am also in favor of keeping 2 representatives per village. It's important to have representation. Thanks.

Open the fitness gym for classes.

I believe, in all fairness, each village should have equal representation on the master board.

I am not in favor of the Hagen Ranch entrance for guests- it's a complete waste of money. Also I believe in keeping each of the boards for each neighborhood. I Am also in favor of keeping 2 representatives per village. It's important to have representation. Thanks.

I have concern about glass bottles at the pool area. As far as changing representation being one per village, it could possibly end with representation of six people from one village. Should not happen!!

Cascades is a wonderful community.

Would like piped in music at pool! Would like small snacks/food allowed at pool! Would like master board members to be more receptive to residents suggestions, instead of "NO" immediately Would like possibly overnight parking, one side, during peek visitor time, like holidays. Or option to park in club parking lot overnight On weekends, would like someone other than my Husband! to pick up tree branches fallen on our beautiful flowers or on the roads. Is there a weekend person driving around? Also we are always notifying the office when spot lights are out, does anyone else notice? Board members?

Question 12 would be a security problem. Code could be given to aides, cleaning people etc. who at this time can afford a \$15 raise. That is the dumbest question ever.

It would seem that money could be saved on landscaping if we were to plant more perennial flowers, rather than annuals that are seasonal. Clean and Green workers are always taking out, putting in, taking out, putting in. That seems wasteful. In regard to building maintenance, Margarita works to keep the clubhouse clean. When a club or organization has a meeting she is asking for an exorbitant extra payment for setting out coffee and cleaning up the kitchen. Basically, she is double dipping as she is doing this during her regular work day. I think

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My property is not taken care of..The grass is terrible and from the time I moved here I asked for repair..Then after 6 yrs of asking it still has not been fixed..Now I heard nothing will be done..Only thing I enjoy is my land and I pay alot maintance not to get this service corrected on my property..

I suggest creating a differentiation between the types of residents. The Rules and Regulations currently state that residents have preference over non-residents in attending community events, I propose we go one step further to distinguish between owner residents and full time renters verses part time seasonal renters. Currently the latter have the same rights as full time residents, whether they be owners or 12 month renters. I believe this is unfair, since owners and full time renters are shut our of functions (when it is a first come first serve event) in favor of individuals who are only part of our community for a portion of the year. Seasonal renters also do not have a stake or a commitment to our community. This was especially evident during the past 2 years of Covid, when several of the seasonal renters simply decided not to come to the Cascades. I hope the Board will consider implementing this suggestion and I thank you for the opportunity to express my thoughts.

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security at entrance gate is very lax- they need to check much more carefully who is allowed to enter. suggestion for allowing liquor at pool- possibly allow all liquor between hours of 4-6:30PM only by vending machine area- as a happy hour type of thing to allow residents to mingle there.

Not wise to increase number of board members. keep the boards as they are. Response to maintenance issues should be prompt Why in Gods name are we even considering Hagen Ranch entrance? We have a main entrance and it should stay that way. \$ 60.00 a year to make entrance to visitors easier??? When are we going to stop increasing fees and assessments?

-Hagen Ranch should continue the way it is, why do we have to pay for guess, if they want to come to our facility let them use the present entrance. -No alcohol of any class should be permitted; if any glass container breaks and any person is injured this guess or resident will sue Cascades - Keep the number of members as it is

Question 12 is crazy. Why spend extra \$ for guests. Would have no control of who enters. Just lazy to use front entrance. 2 representative from each village is working perfectly. Why run from Wedgewood when you know you are moving to Limoge. Don't need a seat on MB to volunteer for the community.

For years we had no restrictions concerning alcohol at the pool. In an event there are many people at the pool. No one is drowning. The pool has no lifeguard ever to my knowledge. In many states it is mandatory that there is a lifeguard present at any time a large community pool is open for swimming. Seems like we have more exposure there than the use of alcohol when the pool is closed for swimming. While covid restriction are in play we should apply common sense to our rules. We sit at a table with several people who do not wear masks while eating for 1 hour. We stop eating and now the same people need to have a mask on. Seems very silly and inconsistent with common sense.

I would like to see more people getting involved and volunteering instead of constantly complaining! We have a beautiful community. We have to work hard to keep it that way!

I would like to see more benches along Cascades Blvd and in open spaces in the villages. The one or two times we have needed help from property managers were frustrating. We did not receive responses back and finally gave up. Yet, when we have received notices from them, we have responded promptly.

Forum should be used for announcements only like channel 63. It has become useless overtaken by the same people who use it only as a personal tool to let people know how smart they are.

We enjoy living in the Cascades. We have issues with respect to the fitness centers equipment, it is not up to 2021 standards. Otherwise, we have no other major issues. We love our home and that is the reason we purchased and remain in Cascades. We enjoy the pool and this year my wife will begin to take pickle ball lessons for the first time as she played tennis years ago and pickle ball is something that she would like to begin to play.

I believe we live in the most beautiful community. I can't think of anything for improvement. Been here 19 years and when I come into the Cascades I'm very happy that I live here. Lets not change anything.

Opinions relating to handling of COVID protocol by Cascades should have been included in multiple choice form

Just my opinion, although I've heard similar comments; I think the Bocce Ball players could benefit from the construction of some kind of overhead protection from the high heat of the afternoon sun.

Outdoor seating should be expanded at the cafe. Is Mario understaffing our cafe, and fully staffing his other newer communities? We subsidize the cafe, and yet they are limiting hours of take out. This will negatively affect the cafe's income, and causes a huge inconvenience to those who prefer to take out.

I do feel the community is turning over to a younger demographic. The Board and Clubs need to realize that younger residents do often work and it makes it very hard to join clubs, go to meetings and play sports. It's time that this community stop saying "This is the way it has always been" and re-evaluate some of the ideas from the past.

In general I think the community is run very well. My only concern is that we advertise a resort style community, but are not living up to that statement recently. The master board is making decisions that are not in their field of expertise. An example is bathrooms were added to the tennis area. This was an excellent decision. However, it appears that no design firm was consulted prior to construction. We now have 2 bathrooms that in no way resemble resort style bathrooms. In addition, there was no consideration given to the need to have space for the tennis pro to store supplies and the ball machine. So now we walk in bathrooms that double as a storeroom. Just as important, I was told the bathrooms are locked when there is no one available to keep an eye on the items being stored. This is in stark contrast to the beautiful clubhouse that was renovated. Being in the furniture/design business for 30 years, it was always imperative to make sure the entrance to any room/facility must make the statement that there is something special going on. It is my opinion that we should change the sign in the entrance way to the development. The present sign is dated and does not make any statement of importance behind the gates to Cascades. We have a wonderful community and the front sign should scream that. Same thing goes for the outside of our beautiful clubhouse. The color is dated and should be freshly painted. The pool is a resort style pool with no resort style cushions. Colorful cushions will perk the whole area up. We presently have a cafe that has the residents contributing approximately \$225,000.00/year in chits that are required to be purchased. I believe there is no rent or utility bills paid by the cafe. The community pays for that. I also believe we are contributing \$1,000.00/week to keep the cafe in business. Having 3 restaurants over a 34 year period, I assure you, we can do better. The cafe is tired with no pride in ownership. We can and should do better. Finally, we are now discussing adding 4 pickleball courts to our facility. To achieve this we are considering removing 2 tennis courts and adding back 1 tennis court. This would leave Cascades with 8 tennis courts, of which 7 are available to the residents and 1 to the pro. Cost to construct tennis court is approximately \$150,000.00 per court. We are destroying 2 perfectly good courts. I do not play pickleball, however I am 100% in favor of having 8 pickleball in our community. The board has decided to move forward with an engineering firm to design these courts so we can price this project out. The alternative of adding the pickleball courts behind the cafe seems to be ruled out without any investigation as to cost and feasibility. In addition, if we move forward with the removal of the 2 tennis

courts, are we going to be left with a tennis/pickleball area that might not resemble a resort style sports complex. Will a design firm be hired or will these decisions be left up to the board. To my knowledge there is not one member of the board qualified to make design decisions. This project is very costly, although well worth the expense, but should be done with the proper professional guiding our decisions.

A requisition was put in to have a sprinkler fixed and it hasn't been done yet. The last time I needed a sprinkler fixed, it took 3 years. The grass is the back (weeds, not grass) could be changed. I would like if the staff in the Cafe were vaccinated.

Would like to see pedestrians use the sidewalks rather than the streets. Wish drivers would slow down and stop at stop signs.

Concern : people walking in the streets. Not stopping at stop signs . Maybe a way to enforce these rules , possibly citizen patrol .

Less dictatorial actions of the board

Concern : people walking in the streets. Not stopping at stop signs . Maybe a way to enforce these rules , possibly citizen patrol .

Site and lawn maintenance is poor at best. Ruts in the lawn from the machinery using the same path every time. I have spoken property manager and with the operator with no success. The lawn contract with C and G is not being followed even with my request to both the village board and the property managers; the contract calls for weeding and trimming of the beds --none of which are done; this even in the latest contract of November 2021.

I feel like we work for the management company instead of them working for us. They make too many decisions that should be made by the Master Board and the individual village boards. They have entirely too much say in many of the decisions being made. Sometimes they have too much "attitude", one person in particular.

The lack of communication concerning resistance of the MB to create a dog park is troubling. There are more residents that have dogs than Pickle Ball players and Tennis players. Many people buy here because we allow all kinds of dogs. Why not create a park for them? I have heard that people are worried a park would create too much noise due to dogs barking. this is completely false. Visit a dog park and you will learn that dogs do not bark when they are playing! I agree a new PickleBall Court is necessary. But so is a dog park! It's time to open up honest and open discussion about allowing a dog park at the Cascades. Shows should be geared to all backgrounds in our community. They are too Jewish, now. I am Jewish but worry about the increasing residents who are not. The speeding issue must be resolved in some way. I understand the ambulance companies are not affected by speed bumps.

I am happy with the way the community is cared for. Though it is a thankless job, I think the board is doing an excellent job.

As far as alcohol @ the pool, there have not been any incidents due to liquor to ban alcohol. We are adults and if we'd like to bring a cocktail, beer or wine in an appropriate container, we should be able to do do!

I agree to an automated security system at the Hagen ranch entrance but not in favor of having to spend more in my hoa for it

My vote on the Hagen Entrance question was no because I do not agree with the increase to our HOA. I would vote yes if the funding came out of the general operating fund.

Our front entrance should be more impressive, as the other communities are. We need more lighting and a bigger waterfall.

I see that the Master Board and also Waterford Board do what the presidents want, And do as they are told to do. We have 2 new members on the master Board and we need more new members to join. The Waterford board has the same problem the directors do nothing except what they are told to do by The President and Vice President do everything and the Directors Have nothing to do except follow orders. O yes and the President of Waterford Minds everybody's Business.

We have a lovely community in general. However, the property maintenance in the parking lot pool entrance is poor. There is visible mold around the fountain and the landscaping needs to be upgraded in that area. Also, the satellite pool deck often has many weeds as well. Thank you for the survey! It illustrates that we have a board which is concerned about the interests and opinions of our residents. I hope the information you receive will help you to enhance our community.

The Cascades is a beautiful and well run community. In the future, I would like an updated entrance. The "Old Rome" look of the 1990's is long passe. Newly built communities including Polo Trace and all the ones on 441 and Wellington have a cleaner, angular facade with contemporary branding (font). It is time the Cascades had a new look similar to the modern look of the Club House. The Our Cascades website should be optimized for the smartphone. It is very cumbersome to read the Forum and open attachments on the ubiquitous Smartphones. I recommend that all groups, including the Board, have term limits to encourage participation from more residents. Successful clubs need old, new and recurring participants who share memory, new ideas and support.

Although there may be some minor changes needed, all i all we consider The CASCADES a most wonderful place in which to reside.

The front gate security guards are not as careful as they used to be.

The back gate question is inappropriate. This issue was never discussed anywhere and seems to have come out of one person's idea. The expectation is the the results of this survey will be tabulated and presented to the community and Master Board. My responses to this survey are just that - my opinion. The issues should come before the Board for discussion and exploration. From Nicole and Irwin Goldzweig



I feel the Master Board worked very hard to keep us safe during the pandemic, and found safe ways to resume so many of the activities offered here.

Entrance to pool needs to be cleaned. Dirt from plants is on walkway to pool. New lights put up in back of pool look like clothesline's. They should be under an awning. Front of clubhouse columns need powerwashing.

Community Committees be limited in size, rather than accept all volunteers. Too many create havoc in decision making & execution thereof. Volunteers should be accepted based on knowledge and experience of the task under consideration. Additional persons should be added by the "Chairperson" on the basis of need. Any Chairperson should be reevaluated every 2 years, unless they decide to step down. The HOA Board should decide on all Chairpersons based upon their desire and experience. Any physical change or addition should not affect a resident's quiet enjoyment of his or her property as it was originally constructed.

Great Survey!

Very disappointed that we have one craft offered in that really nice craft room. Let's get a teacher and use that kiln! Also don't understand why only a hundred something people were allowed to the outdoor dance club event. Weren't there more people than that at the Fourth of July party? Certainly the outdoor pool area can accommodate way more people. Would love to see a DJ at the pool every Sunday afternoon.

I LOVE living in the Cascades and appreciate the work of volunteers and paid staff.

Just wondering how you have any accountability for the number of surveys a person might submit.

WEDGEWOOD HOUSEHOLDS: WE PRESENTLY HAVE ONE REP. ON THE MASTER BOARD, LIMOGE HAS FOUR. PLEASE PAY ATTENTION WHEN ANSWERING QUESTION 10.

NO change needed for back entrance,

I think an automated back gate is a huge waste of money that could be used for other things. It would be a non-necessary increase for people on fixed income.

Beer and wine ONLY for special events.

I believe, in all fairness, each village should have equal representation on the master board.

New pickleball courts are needed. We will not be allowed to play in competitive leagues using the courts we have. Not sure why we would have to change the back gate. Would like to have some social events at the courts when we have new pickleball courts- allowing music to be played. I love our holiday lights with some color. Why would we want just white like so many others! Our lights really stand out and if using blue is a problem with some people then alternate each year. I would like to try more bus trips- after COVID! Lots of interesting places

to visit- Mt. Dora- tubing springs near Orlando- casino trips- Functions around the pool at night would be nice since I do not feel comfortable indoors with large groups due to covid. The string lights could stay up permanently unless big storm coming Would love to have more craft activities.

I work full time. Attending board meetings, club meetings, club functions & fitness classes is impossible because 97% of these functions are during the day. I belong to 3 clubs to be supportive. I get the impression from the club boards and residents that the women who live here are afraid of the dark. I also think that the way the entertainment committee collects and distributes tickets is antiquated and extremely unfair to working residents, snow birds and snowflakes. Standing online on a Tuesday to hand in an envelope that apparently just gets tossed into a barrel is crazy. I can't even have someone else drop off my envelope. I don't understand why we don't upcharge for the better seats just like any other arena. When I do want to attend a show now, I wait for the tickets to go on sale on the forum, find out where they are and decide if I want them.

I am very disappointed that paid classes have taken over the Satellite Pool in the morning. The Aqua Tones classes which were started by Corinne Rosen and are now run by Grace Klos have held classes in the Satellite Pool since the beginning of Cascades. Why can't they remain there and let the paid classes use half the main pool?

It would be great to have a small cafe at the pool.

We have a great community I do not want to see any wholesale changes, but tweaking is always needed

I would like to see the street lights that line the entrance and exit from the gate house off of Jog Rd updated. The poles look fine but the globes need to be replaced they are cloudy and take away from the beautiful entrance.

Would like to see the entrance road replaced with a modern, new look

It would seem that money could be saved on landscaping if we were to plant more perennial flowers, rather than annuals that are seasonal. Clean and Green workers are always taking out, putting in, taking out, putting in. That seems wasteful. In regard to building maintenance, Margarita works to keep the clubhouse clean. When a club or organization has a meeting she is asking for an exorbitant extra payment for setting out coffee and cleaning up the kitchen. Basically, she is double dipping as she is doing this during her regular work day. I think management needs to step in, raise her salary while expanding her responsibilities. Then, each organization could be charged to hold a meeting in the clubhouse and the organizations would not have to negotiate with Margarita. When Bonnie worked here, it was the same double dipping.

BYOB has always meant Bring your own booze. I prefer vodka Previous pool parties never limited your preferences. It is one rule too many.

I am very pleased the way the Master Board is handling all the different issues that come up and addressed. I feel that our safety concerns are always taken very seriously and well

thought out for all our residents. I am very proud of the way my community looks and it takes a lot of hard work from numerous organizations and definitely include our office staff to make all this happen in such a positive way. I also want to add that whenever I call the office with any concerns, the staff is very attentive and addresses them without it ever being a problem.

The current holiday lights are the best in the area and should not be changed to all white. In favor of the 8 new hard court regulation pickleball courts!!!

I would like to see the street lights that line the entrance and exit from the gate house off of Jog Rd updated. The poles look fine but the globes need to be replaced they are cloudy and take away from the beautiful entrance.

Do away with Clean & Green Add more variety to Cafe menu and have a better chef

We are very happy living here in The Cascades. The grounds are beautifully maintained, clubhouse is magnificent, pool is refreshing and everyone is friendly.

Fitness room is antiquated. More machines; fewer cardio. Entertainment should better reflect current cultural trends. Pool should be open for swimming after sundown.

I am completely against an automated gate entrance by Hagen Ranch because (1) there is no reason a guest cannot enter through Jog Road, (2) against handing out codes to guests and eventually vendors when Jog Road entrance is the next street over, (3) why should I have to pay extra because guests are too lazy to enter through Jog Road; and (4) why did these buyers purchase a home in Cascades knowing ahead of time this automated gate at Hagen Ranch did NOT exist. \$15/quarter may seem like an insignificant amount of money to some but when additional insignificant amounts are added on for other items too, this amount adds up. The grounds around the main pool seem not to be kept as meticulous as it has been kept in the past. Is there complete control to ascertain that only ONE response to the Survey is received from each person? If name/address/village are optional and/or Survey can be handed in at the Clubhouse, what is preventing multiple responses from each person?

Why would we even consider allowing guests coming through back gate! I feel we have a guard gate to monitor guests!

Most people don't do everything so we need lots of variety so everyone is happy. One of my concerns is that when pickleball courts are on cement and many people get aching feet, what do we change to or do we say too bad and let it be?

Sounds like changes are imminent

The main pool is not kept clean. The pavers r dirty & not swept regularly. We sit in the same spot, and the same dirt is there for months. It should be Powerwashed

The reason for giving the cafe a lower rating is the lack of a mandate for vaccination of staff and all attendees.

I would attend more master board and village meetings if they were held in the evening. I am not always available during the day.

This questionnaire is excellent. It should be repeated every year with additional questions.

For #12 - instead of a costly automated system, allow family members/close friends to receive the same stickers residents get to use the Hagen Ranch entrance and residents would notify office to cancel it if they no longer want someone to have access

Submitted form to have sod replacement done several months ago. NO RESPONSE.

regarding board representation....there should have been an option to increase the number of board members. i.e. you could maintain 2 per village and increase at large members from 1 to 3. regarding entertainment...i am extremely disappointed with the current ticket allocation system. it appears that there is an intentional disregard for snowbirds, people who work, etc. why not change timing of application to december on a weekend?(i am a full time resident who does not work). i have personally witnessed preferential treatment to those who did not deserve it based on "current guidelines" of distribution, and i have been given incorrect seats based on arbitrary "rule changes" after the fact. why not explain to all residents how the tickets are allocated?

I am a new resident. We came in the day the community went on Covid shut down. We have not had the opportunity to participate or use much of the facility until recently. I think the grass needs to be worked on. I also feel residents with dogs should follow the rules regarding not going on private property with their dog.

lawn/ tree/bush maintenance needs to be improved

Sprinklers should be checked more often on individuals property as they always stop working.

Just because you pay your HOA fee, it doesn't entitle you to make the rules. The Cafe is not a restaurant !!!!!!!!! It seems to be a facility that is autonomous and serves premade food that is reheated (breakfast excluded and some lunch food excluded). The owner should realize he has a great deal here at the Cascades and should take pride in operating a restaurant. If a resident disregards rules, they should be made public and fined. People , who are residents in Cascades, should be cognizant of the fact that they are just one entity in 928. It would be nice if there were more benches along Cascade Blvd. Clean and Green should bus their employees to our facilities. the back gate looks like a parking lot. A lot of trucks are coming into our community on the resident side. ALL SECURITY GUARDS AT THE FRONT GATE should ask to see drivers licenses . It should be mandatory.

I would like the forum to be modified as follows: death notices posted and subsequent condolences automatically moved to the Condolence tab. Complaints be viewed under a complaint tab. Vendor requests get automatically moved to vendor tab. Tennis, Fitness, Landscaping, etc. I thought the FORUM was for INFORMATION, not vicious comments, complaints and general blathering. It's VERY disheartening to read the accusations and some of the responses from the MB.

1. The Cafe needs to improve the menu to include fresh grilled chicken breast sandwich 2. The Cafe needs to accept calls for orders during all hours of operation 3. The skirt steak should be put back on the menus 4. The Cafe should offer more fresh options-the menu looks like the frozen food section of Costco. 5. The Satellite Pool needs continuous pest control, the ant population is not acceptable. 6. The new umbrellas are too small at the satellite pool. 7. The pool areas need to provide internet access

Cafe needs to improve menu to include fresh grilled chicken breast sandwich- the cafe needs staff and calls for orders between all hours- Cafe should offer more fresh options - the menu looks like the frozen food section of Costco The Satellite Pool has constant ants and needs routine pest control The new umbrellas at the Satellite Pool are too small

better maintenance around the pools pavers should be power washed and sealed annually , same maintenance should be done around clubhouse entrance

Let us not make changes just for change sake

Opening up Hagen Ranch is a ridiculous idea. Why should I pay for the convenience of a few. This would create security issues for our community!

Some changes may be necessary but drastic overhaul is totally unnecessary. Remember once the HOA costs rise they never go down.

The gardners do a poor job at the homes and always leave tree branches on the property after mowing that have fallen. Many of us cannot walk on the lawn to pick it up because of health reasons. When its there remove it

I encourage ability of residents to express their views without repercussions. We should reevaluate our board decisions and HOA documents to determine if compliant with current rules and comparable to other developments. Regarding other exits, we should determine if there is sufficient security (gates, access by outsiders). thank you for reaching out for our views. I am thankful for our new aqua classes with live instructors! Hoping we find new, outside activities, with updated entertainment to reflect our getting younger!

I am fine with allowing beer and wine at the pool but have some concerns. I wouldn't want everyone's cost to increase - if it could be at the individual's cost that would work better. Maybe they can pay extra and get coupons for drinks. Other concerns are with some people maybe drinking too much and if glass is broken outside. I am really fine with allowing or not allowing.

I suggest we find some area where dogs are permitted to run off their leash. It doesn't need to be big--perhaps behind the office-- or behind the restaurant--or even in the area that was created as a "bacchi" court (sorry I'm not sure of the spelling of the word bacchi) outside next to the ballroom. I've NEVER once seen anyone use this area in the several years since it was created. Why not change it to a much needed little space for Cascade dogs to have a bit of off-leash freedom? I think we have an overall stellar community. And, I, for one, have gratitude for it--because a community as nice as ours doesn't just happen. It's the result of a

lot of effort and planning by both the residents as well as our dedicated staff. The physical upkeep of our neighborhood is beautiful; both the office and maintenance staffs are delightful; we have the luxury of a very nice cafe. In some communities one has to walk up to a window to place one's food order and then has to pick it up at the window after it has been prepared whereas we have our own wait staff. The overall fees we are asked to pay are reasonable. And, actually, I believe our monies are allocated properly, openly, and fairly. I don't think much money is wasted in general. I do have one bone to pick, however. We spent over \$100,000 this past year on tennis courts. I find that amount to be over-the-top exorbitant--considering probably only 5% to 10% of the households actually use the courts. \$100,000 is a lot of money. For example, why are we building two bathrooms for the tennis courts--one for men and one for women? That's plain wasteful. There is no reason why we needed to spend an \$50,000 or so for a second bathroom when building just one would suffice. It's absurd. But, in this case, a vocal group of tennis players showed up in mass at a Cascades board meeting and the next thing you know, the rest of us are paying for the extra bathroom.

The community appears dark at night- additional or better lighting would benefit both walkers and drivers. Waterford village could use a refresh— Entrances are lovely. Lakes would benefit from fountains both environmentally as well as aesthetically. Lakes appear old, stagnant and neglected. Fountains/light would enhance the surroundings and update the appearance. Improved lighting on the streets. Additional plantings where space is available.

Always loved the Cascades and still do ♥

I rated the appearance at the pools as moderate. The clubhouse pool area has a few areas that should be addressed: weeds in the pavers, pavers need to be power washed, the pergula over hot tub needs to be replaced, the canvas canopies over the cardroom doors need to be replaced, etc. The pool area used to look like a resort, right now it is looking a bit worn. I will say the pool has been at a perfect temperature, thank you. I have to say the forum is getting out of hand. As a newer home owner (but a visitor for over 15 years), I would like it to be more informational and pleasant and less of those who think they have to put their 2 cents in on everything. I would suggest a 30 day "time out" for those who are continually snarky and/or over emotional about a topic. There are so many more of us who want a stress free and friendly environment than what is being projected by the few that have taken over the forum. They are making it an us vs them, especially as it relates to length of time in the Cascades. I want to thank the board members for their service. You are saints to put up with some of what is written and/or said. I would be glad to support you in anyway I can.

With regard to alcohol at the pools, if it costs more to the homeowner to provide liability insurance for such, my answer would be no. This should be communicated as it is not clear in this survey and my answer may have been different. Opening the gate at Hagen Ranch to guests is not a good idea, who would be responsible to check and see if the cars entering were still valid entries? It would increase the amount of traffic on Cascades Isles Blvd and the risk of more unwanted visitors.

As for the Hagen Ranch gate, I would prefer it to be guarded as anyone can walk into the community via the golf course. How dumb it to have an electric gate when an intruder could just walk in from the golf course.

Clean and Green does a phenomenal job. Don't ever fire them!!

I marked Fitness level satisfaction a 1 because, while I'm over 55, I'm still working full-time, and none of the water exercise or yoga class times work for me. I think it would be useful to do a separate survey to find out how many Cascades residents are in my position (either working full- or part-time) and would take classes if the times were better (e.g., 7:00-8:00am; 7:30-8:30am; 5:00-6:00pm; 5:30-6:30 pm). I would attend off-site club outings if they're in the evening or on weekends. My husband and I recently joined the Baby Boomers Club and we filled out a survey of potential gatherings, both on and off-site.

We are not children. Alcohol should be allowed at the pool. Time to modernize more. The community looks very old and dated.

There should be clarification at a Master Board Meeting for numbers 9 and 10 before any further consideration is given.

Keypad for back gate would not keep our level of safety secure. To many people would have access, terrible idea.

I would very much like to see The Cascades as one uniform community with the same standards, perks, etc. for all villages. It is ridiculous having different standards and benefits for each village. A small example is that Waterford, Wedgewood, and Lalique had sod replacement at no expense to the homeowners, while residents of Limoge had to pay out of pocket. There are many more examples. We all reside in The Cascades and we should ALL be granted the same benefits or restrictions.

I believe this survey would have been better served if prior to creating the above random questions, all the residents in the community were given a written opportunity to be canvased on paper to submit concerns and positive feedback of importance to them. THEN a more meaningful survey would have been created. Also, to give a survey during a pandemic does not give true responses as people, especially the newer ones to the community have not been given the ability or opportunity to enjoy and engage in all the activities and facilities available in order to be able to answer these questions accurately. We love living here and enjoy being part of a caring and beautiful community.

too much money is being spent. slow down everyone is able to pay if we are assessed

I have problems with back gate scanner and have changed the sticker twice. Why does the front gate work 100% and back gate 20% with same sticker?

It seems some village board members over step their position and attack residents when outside. All village business should be 9-4 M-F at a home. Back gate scanner intermittent functioning.

Channel 63 is often down and not kept current A rear guard is a waste of money. Anyone could walk in from the golf course, that goes for the front gate too!

Keypad for back gate would not keep our level of safety secure. To many people would have access, terrible idea.

I suggested that Boosters should to be shown on paper ASAP. Not just a survey. We also need to consider dates of vaccinations. Some boosters will be waning at 5 month,.very concerned about a pandemic in our community. Pfizer is mainly the worse of the two. We don't know what percentage we are at after booster is given and when we become very vulnerable to be considered unvaccinated. Heard many people at last show pulled masks down. How can this be prevented? Might do some additional reading about filter systems in our clubhouse that was not updated when renovations were done. Can the board look into this?

We have both Covid-19's shots plus the booster.

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The mandate of having to show proof of a vaccination OR a negative Covid test result within 72 hours for each show and event held at the clubhouse is ludicrous. Nowhere is the thought about those who have natural immunity (antibodies), which is far superior to the almost rendered useless vaccines. And to mandate the wearing of masks throughout these events, despite either being vaccinated or testing negative is a waste of time and unnecessary. The Board must stay cognizant of what works and doesn't work, where Covid is concerned. People who have to get tested have to pay to do so, whereby adding to the cost of each event, each time. Unless The Board is willing to reimburse these people, they have to lighten up on their restrictive mandates. Fair is fair.

My wife and I purchased this property last April and just moved in less than 2 weeks ago. I have left a number of opinion and satisfaction items blank because I have no basis for either a positive or negative opinion. However, overall our general impression of each of these items thus far has been positive.

I have left a few of the opinion and satisfaction items blank because we just moved in two weeks ago

Please be aware of the changing demographic at our community when considering future plans A more forward thinking group of people who see their role as that of service to our community only and not for power for the sake of power would be a welcome change on the board

This may have changed, but I had noticed that not all personnel at the Cafe were wearing masks. Until the dangers of Covid have completely passed, I would like to see all of the staff required to wear masks. Safety should trump politics/religion/etc.

Certain things have to be looked into, but because of Covid it is a little difficult. I don't know who came up with Hagen Ranch Rd idea for the back gate. It is beyond out there. The cafe has issues and hopefully they will be changed



The Hagen Ranch gate is abused enough. By adding a list of paying people to use it is unwise. There may be sharing with strangers. There are already enough piggy backers who try to sneak in on the exhaust pipes of the legitimate residents. Doing this will perhaps have unintended consequences.

Automated system can be very inconvenient to the visitor especially when the weather is bad and they have to lower their window. I have had this happen in certain communities are aware I have had to speak into a monitor during bad weather. Very inconvenient. Also it slows down the cars that are trying to also get in. Many times people have a problem with using whatever system the community has.

I am proud to be living in The Cascades where the community is kept in tip-top shape and is taking appropriate precautions during the pandemic. Thanks to the President and Board of Directors!

Move the cafe to the fitness area so it may service residents while at the pool. Use the never used bbq area for seating. I believe this will increase patronage and be more like other communities. Move the fitness to the cafe and modernize it with the latest equipment. Lets get going on Pickle Ball courts already that are not Hard-Tru. I don't know if it's just me but the Cafe food has been horrible since the chef got covid. Mario's food has turned into poor quality fast food.

I am proud to be living in The Cascades where the community is kept in tip-top shape and is taking appropriate precautions during the pandemic. Thanks to the President and Board of Directors!

I have been living here for for about 23yrs. I am so angry how clean & Green are so nasty to residents. They have ruined my plants & I have told them many, many many times do not touch them. I am so angry that they disregard anything you tell them They have ruined a plant that I have had for 23yrs. Robert has taken a picture & was to submit it to Clean & Green. His words it's a disaster! I would appreciate it if this matter is addressed ASAP

Wonderful place to live. MB have the interest of the residents in mind when making decisions . Diseased grass (Sod) should have been replaced in all Villages; including Limoge. Small pool should be treated for the infestation of ants. So many people to thank for the continued efforts to improve all of the Cascades.

I have no regrets to having bought in the Cascades 8 yrs. ago. We love the place and all its beauty. And the people too. The Management Co. is doing a super job. I like the way most projects involve a committee of experts to achieve an efficient and cost effective solution to achieve the best results possible. Pete Elwell

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I think there should be more information for new homeowners about all the wonderful things that are available in the community. Unless you know someone in the community it is a challenge to learn about clubs etc. Is it possible ....twice a year to have an in person meeting where board members, employees and club representatives are available for homeowners to have a meet and greet? Pickleball why aren't there more beginner clinics? What hours does the tennis pro work? What is his email to reach him? We are going to have more Pickleball courts - how is the pro helping those of us who want to learn the game? Fitness will there be Tai Chi classes? Is there a garden club? Are there any groups not listed under "clubs"? What are the future plans for the community as the population changes to more new and younger owners? Comment to all involved...it is a beautiful community

We are not children. Alcohol should be allowed at the pool. Time to modernize more. The community looks very old and dated.

We are fortunate to be a part of a wonderful community. Our management team is concerned with our welfare & does its best to keep us informed in emergency situations. Our Master Board has a history of being fiscally responsible, while making the necessary improvements to our property. Our Village Boards echo the Master, addressing the needs of 4 very diverse villages. **THEY NEED TO CONTINUE IN THESE ROLES!!!** As for a new gate system at the Hagen Ranch Road entrance - it's a ridiculous idea unless the entrance can be secured. I personally have witnessed a car driving onto the golf course to go past the cars waiting to use the gate. Again, we need to be fiscally responsible, and not cater to the whims of a small group.

Communication regarding homeowner landscaping and individual property maintenance should only be discussed directly between the property manager and the homeowner. Board members should not make direct contact with homeowners to avoid miscommunication and redundancy.

An up to date entry reservation system that we can do on line and get notification of when guest go through the gate. Dinner delivery service from the cafe

What projects are being planned for the next five years? As the community ages are there any plans to assist this group? If they can no longer drive a cart that is available to take residents to clubhouse and or pools etc

I am looking forward to the addition and renovations to the Pickleball and tennis courts. What is the security at the back gate? I feel there could be more security at the back gate. Anyone can walk in. Also, if you do allow guest entry there what would it cost to have an additional guard? At the front gate, does the security guard also monitor people who may walk in? I would like to see the gym equipment updated. The elliptical machines are old. There is updated equipment which could enhance our fitness center. Also I would like to see the cafe by the pool. Can it be switched with the fitness center, or a satellite pool facility? Thank you for all your work during this difficult and trying time. It is very much appreciated.