



RVR Resident Survey Overview



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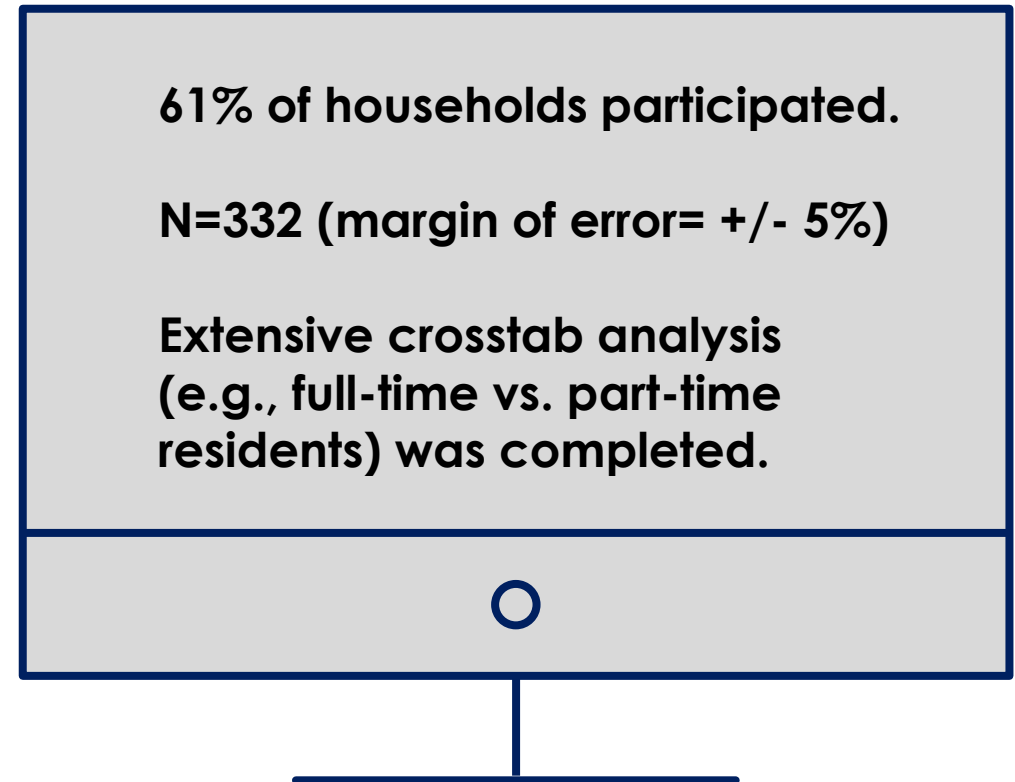
Goal and Objectives

Capture RVR homeowner sentiment to inform future planning

1. Understand homeowners' attitudes, behaviors, and demographics
2. Measure key benchmarks of RVR engagement and satisfaction
3. Identify future areas of opportunity and concern

Methodology

- An email survey of approximately 35 questions, similar to one fielded in 2023 was fielded.
- The survey was publicized for four weeks via the email newsletter.
- One person was asked to fill the survey out on behalf of their household.
- Participants were informed that the information they shared would be anonymized.
- There were few statistically significant differences across various crosstab audiences.



Note: Every question in the survey was optional, so total participation per individual question varied.

Key Findings

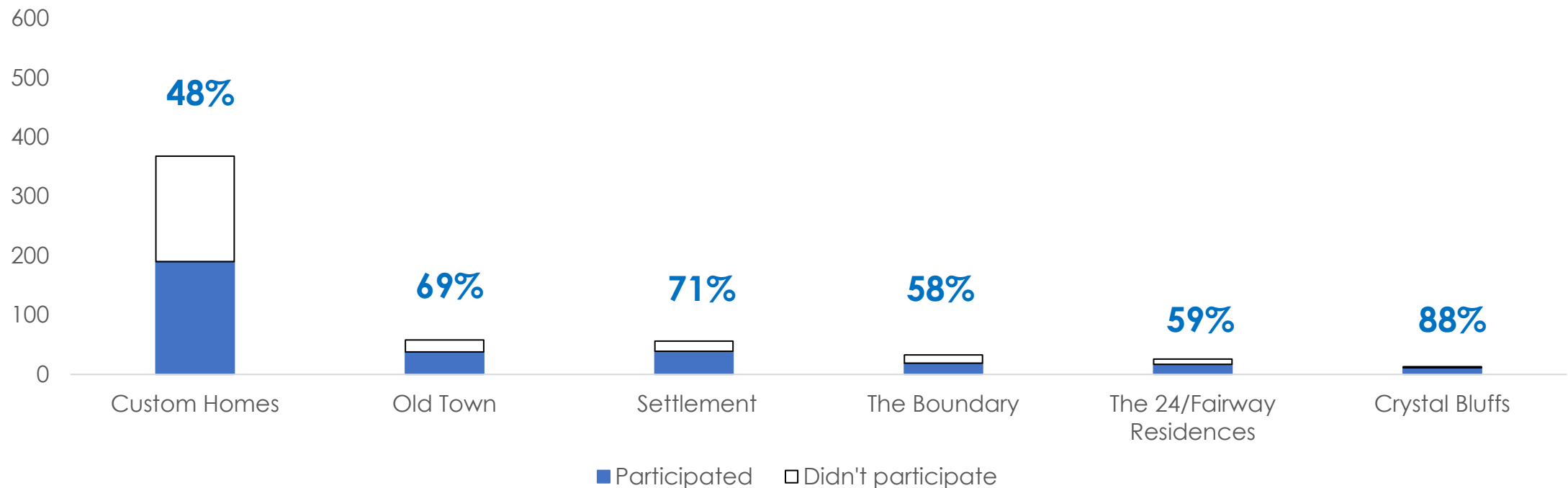
1. Who we are
and what we do



61% of the 542 RVR households participated.

Custom Homes residents comprised about half of all survey responses.
Old Town and Settlement comprised 12% of responses each.

Survey Participants by Neighborhood
Participation and % Rate

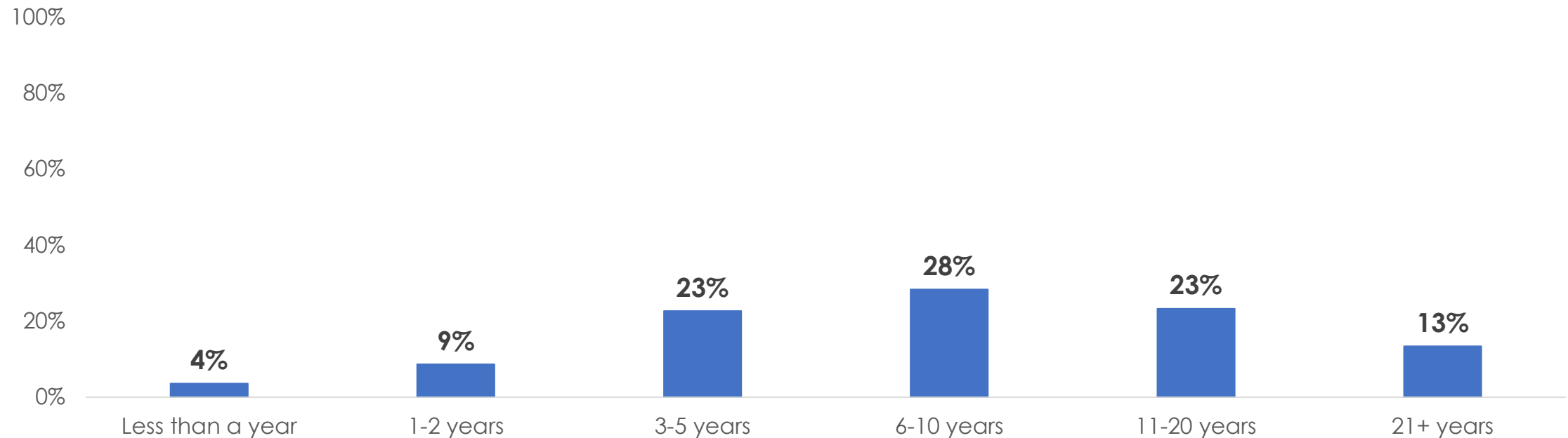


Note: Every question in the survey was optional, so total participation per question varied
Some participants didn't note neighborhood..

65% have owned property here since 2020.

84% or more spent at least part of each individual season in RVR.

RVR Residency Status

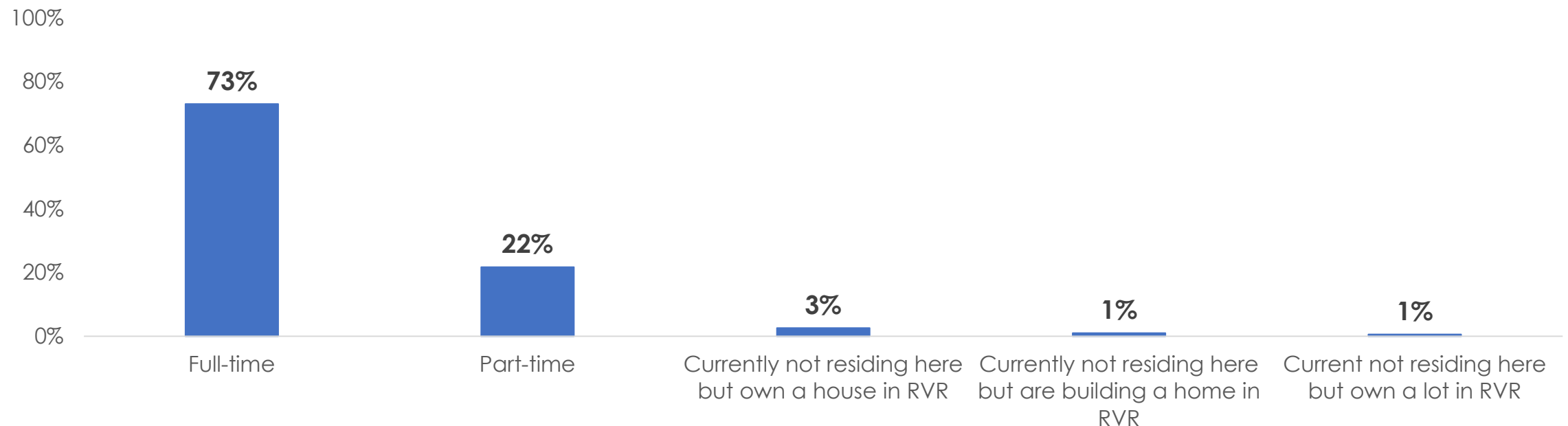


Q2. How long have you owned property or lived in RVR?
Total N=335 (margin of error= +/- 5%)

Overall, 73% note full-time residency.

84% or more spent at least part of each individual season in RVR.

RVR Residency Status

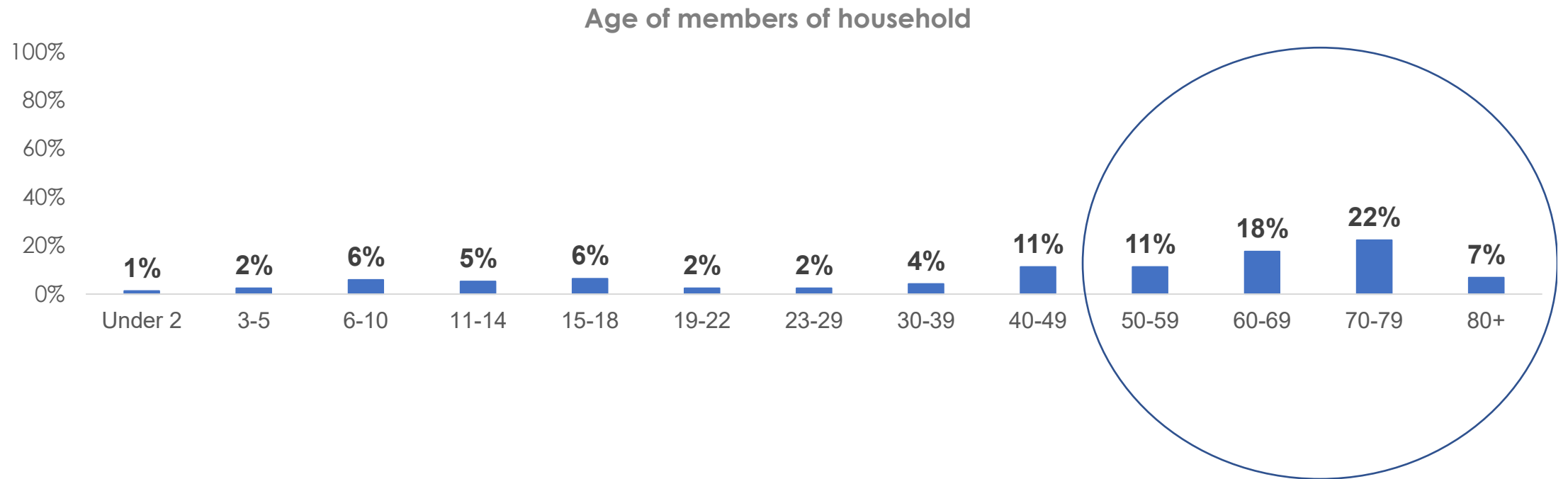


Q3. What best describes your residency in RVR?
Total N=326 (margin of error= +/- 5%)

Q4. Which of the following seasons (either partially or fully) do you spend at RVR? N=317 (margin of error= +/- 6%).

58% of RVR residents are 50+.

81% of survey participants are 50+.
55% are retired and 32% are working full-time.



Q27. Please note the ages of ALL who are typically living in your home in RVR?
(Please include those who might be spending 50% or more time, such as children.) (Select all that apply.)
N=259 (margin of error= +/- 6%). Q1. What is your age? N=332 (margin of error= +/- 5%).
Q28. What best describes your current life stage? N=260 (margin of error= +/- 6%).

Walking, hiking, cycling, and snow sports are most popular.

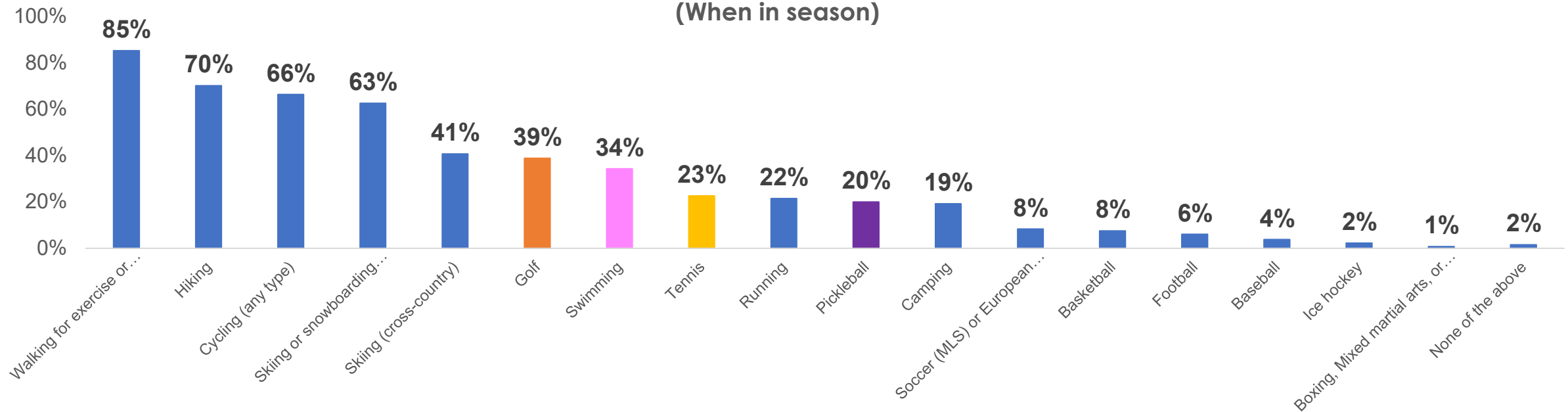
34% participate in swimming.

39% participate in golf.

23% engage in tennis

20% engage in pickleball.

Weekly Activities At Least One Family Member Participates In
(When in season)



Q33. Which of the following do you or a family member (if applicable) engage on a weekly basis (when in season)?
(Select all that apply.) N=298 (margin of error= +/- 5%).

Key Findings

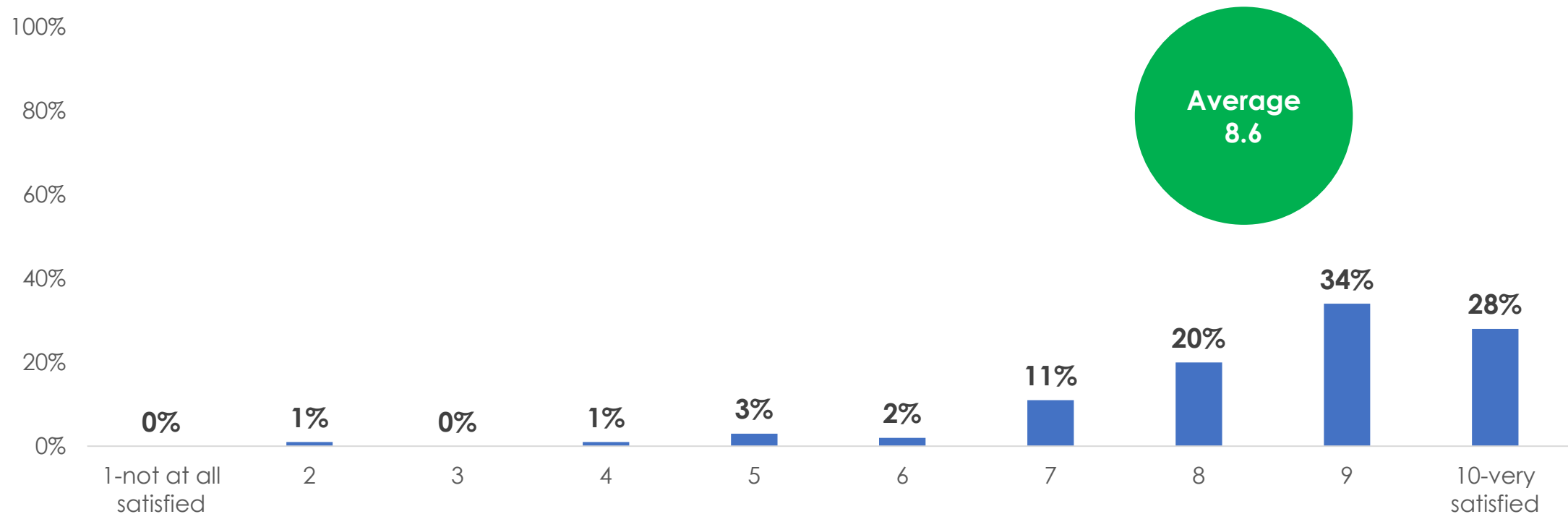
2. How we feel



Average satisfaction as it relates to “RVR Quality of Life” is 8.6/10.

62% rate it a 9 or 10, a statistically significant increase from 2023 (46%).

Overall, on a scale of 1 (not at all satisfied) to 10 (very satisfied), how satisfied are you with the quality of life (e.g., community, landscaping, infrastructure, facilities, and activities) that RVR currently provides?



Q7. Overall, on a scale of 1 (not at all satisfied) to 10 (very satisfied), how satisfied are you with the quality of life (e.g., community, landscaping, infrastructure, facilities, and activities) that RVR currently provides? N=298 (margin of error= +/- 6%).



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Community and location are valued in RVR.

Residents consistently mention neighbors and proximity to amenities within the valley.

"Location. Family friendly neighborhood and my neighbors."

"The beauty that surrounds us, the amenities at the Ranch House, especially tennis, the kind and caring people who live and work here, and the town of Carbondale."

"The beautiful setting; relatively quiet; safe; the Ranch House and fitness activities, social activities; the irrigation system that supports beautiful landscaping and our garden; access to the mountains nearby but also access to Aspen."

"Close to downtown, within city limits, city services, attractive neighborhood, friendly neighbors, great walking paths, beautiful views, open space of golf course several months of the year, wildlife/birds."

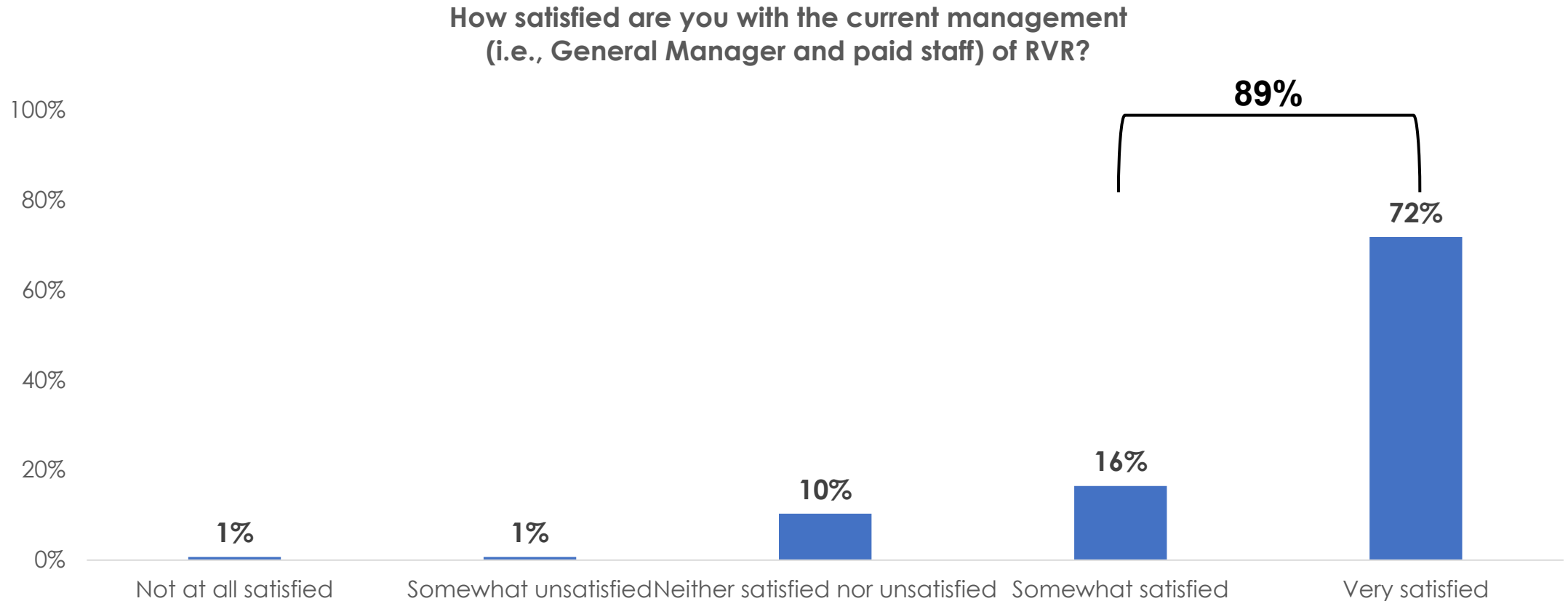
"Walking paths, Ranch house exercise facilities, golf course and pastural setting within biking/ walking distance to downtown, library and bike paths leading to Aspen, Redstone and Glenwood."

"Sense of community, proximity to schools, restaurants, and town generally, proximity to amazing outdoor recreation, access to pool and gym, well kept grounds."

"Having a home in this amazing town. Being able to enjoy the people in the neighborhood and the amenities of the Ranch House."

89% are satisfied with paid management.

Only 2% are unsatisfied.



Q9. How satisfied are you with the current management (i.e., General Manager and paid staff) of RVR? [Five-point scale]

N=318 (margin of error= +/- 5%).

Feedback about RVR management is overwhelmingly positive.

"They're doing a great job, the best we've ever had by far."

"Everything seems to be running smoothly. every question I've had has been answered quickly and professionally."

"Everyone is amazing to speak with and they all seem genuinely invested in the success of the community and the Ranch House they manage. We really couldn't ask for better people."

"The team is experienced and always responsive. The facilities and common area grounds are very well maintained, and we really enjoy the variety of Ranch House events."

"All of the contact I have had with everyone has been positive and pleasant. GM really listens and cares. All the staff is very welcoming and caring."

"Ashley and his team do an amazing job of handling all the various aspects of managing our community."

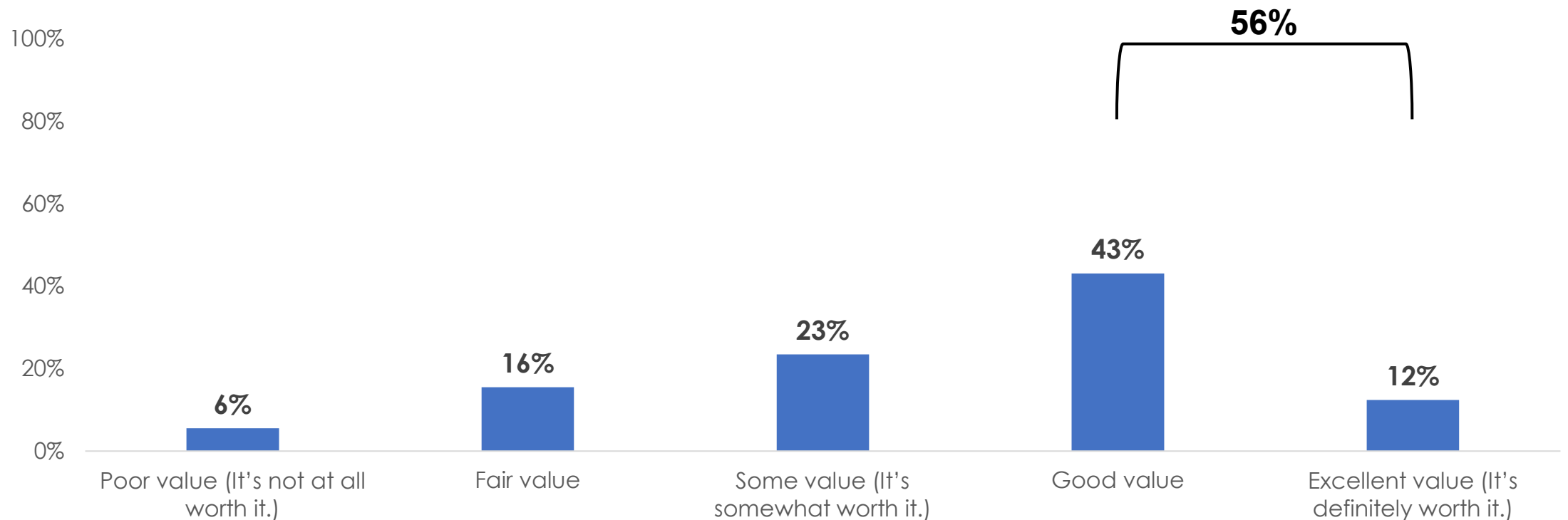
Q9. How satisfied are you with the current management (i.e., General Manager and paid staff) of RVR?

Q10. Why did you rate it that way? Selected open ended comments.

56% find their HOA fees are a good value.

22% are unsatisfied.

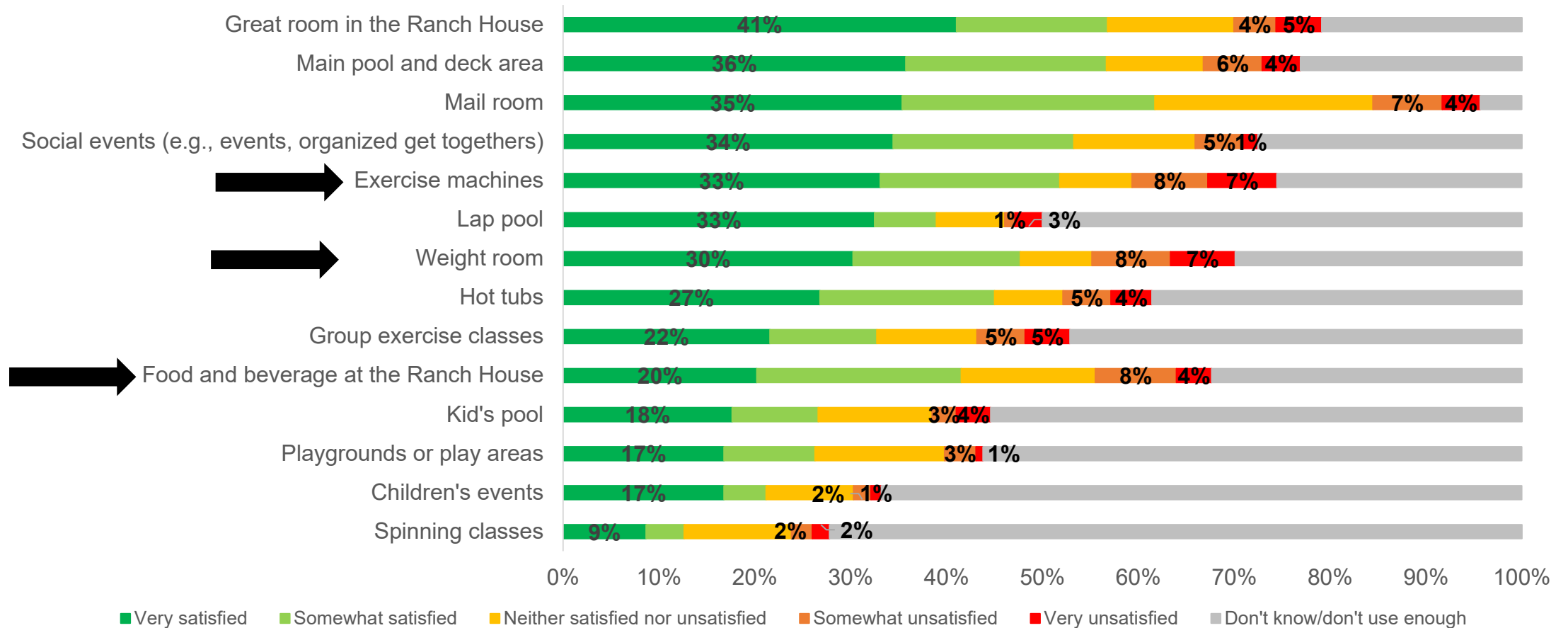
How much value do you feel your monthly fees (HOA + neighborhood fees) provide?



Q13. How much value do you feel your monthly fees (HOA + neighborhood fees) provide? [Five-point scale]
N=290 (margin of error= +/- 5%).

Dissatisfaction is highest with exercise machines, weight room, and food offerings at Ranch House.

Satisfaction of RVR Amenities

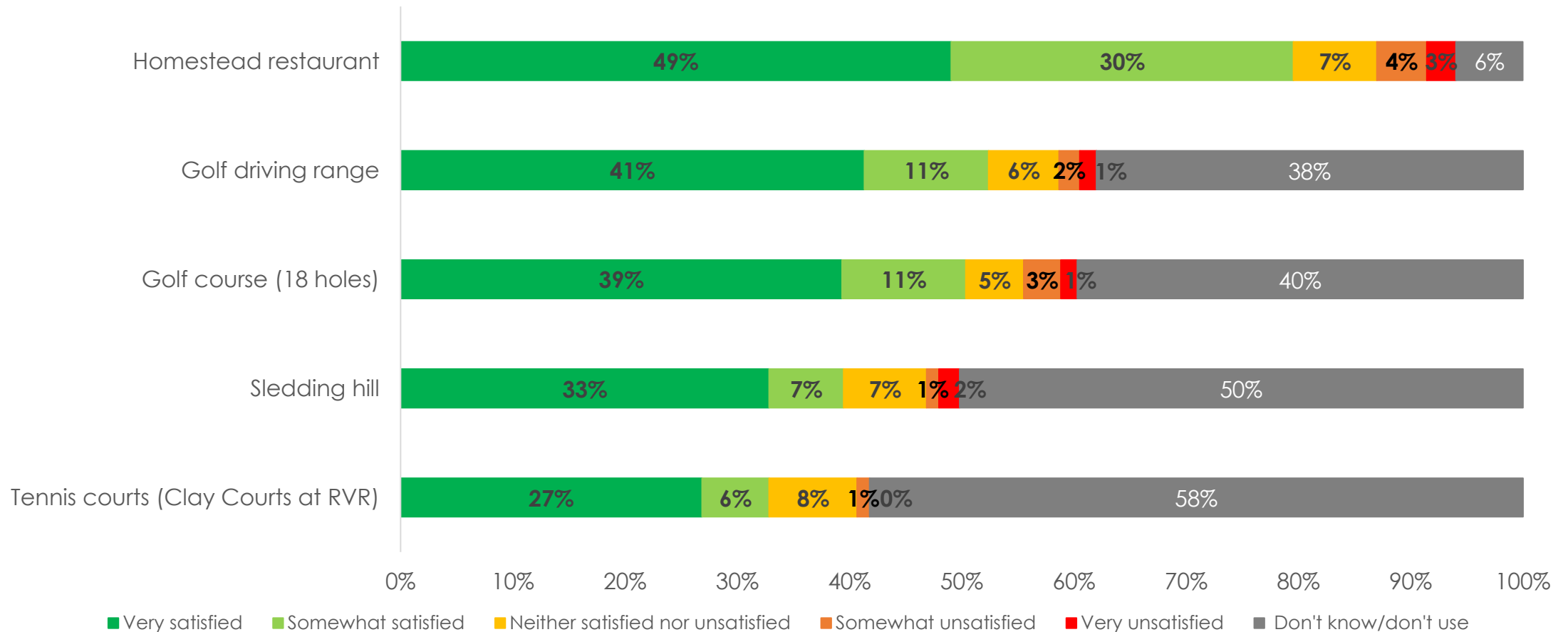


Q16/18. Overall, how important are the following aspects to you, your family, and guests (if applicable)? N=277 and N= 281 (margin of error= +/- 6%).

Satisfaction with non RVR amenities is strong.

Note: the HOA does not own/manage RVR Golf/Restaurant or Sledding Hill.

Satisfaction with non RVR Amenities



Q20. Overall, how important are the following aspects to you, your family, and guests? N=272 (margin of error= +/- 6%).

Concerns often focus around rising costs and aging amenities.

The fitness center is often mentioned as an area of improvement.

"Rising costs for everything (including the events) with a perceived decrease in value for the experience."

"Love our community. My concerns lay in its upkeep with growth, the demographic, and capital improvements."

"I'm concerned with the ongoing ranch house project and the potential to go over budget and the fact that the upstairs fitness facilities were ignored when they are used by so many people."

"Association dues going up with less value. No longer pay for roofing, recycle and garbage collection however our dues keeps rising. Seeing less value for payments."

"I think the gym could use improvement."

"Would love to see decrease in grass/common areas, better control over HR expenses like housekeeping, consider outsource financials, etc. We love it here, but recent tenor has been that an increase in dues is always justified and ok. Sometimes, one needs to do more with less."

"Fitness center is very crowded, equipment is old and the space is too small."

Q7. Overall, on a scale of 1 (not at all satisfied) to 10 (very satisfied), how satisfied are you with the quality of life (e.g., community, landscaping, infrastructure, facilities, and activities) that RVR currently provides?

Q7. Why did you rate it that way? Selected open ended comments.

RVR residents also have concerns about The Homestead and the future of the golf course.

"Golf course - golfers are not considerate. We have daily groups that are loud, cursing, playing bad music obnoxiously loud, and even peeing on the tee box."

"The Homestead is great but their prices are getting too high! I can't take my family of 5 there and not pay at least \$175 for dinner."

"We have no control over it, but the golf course needs some serious upgrading - cart paths, irrigation system, bunkers, buildings."

"Wish the food at the restaurant was better. It really is not very good. The staff is terrific and bar drinks are good"

"Being on The Boundary, we and our neighbors have faced broken windows to our living rooms throughout the five years we've owned our property. We just had two last fall to replace. The golf course owners should establish a fund for repair of windows damaged by golfers.."

Like that Homestead is figuring a way to be year-round and that they improved food and locals seem to like the options and they are improving community building as well."

Key Findings

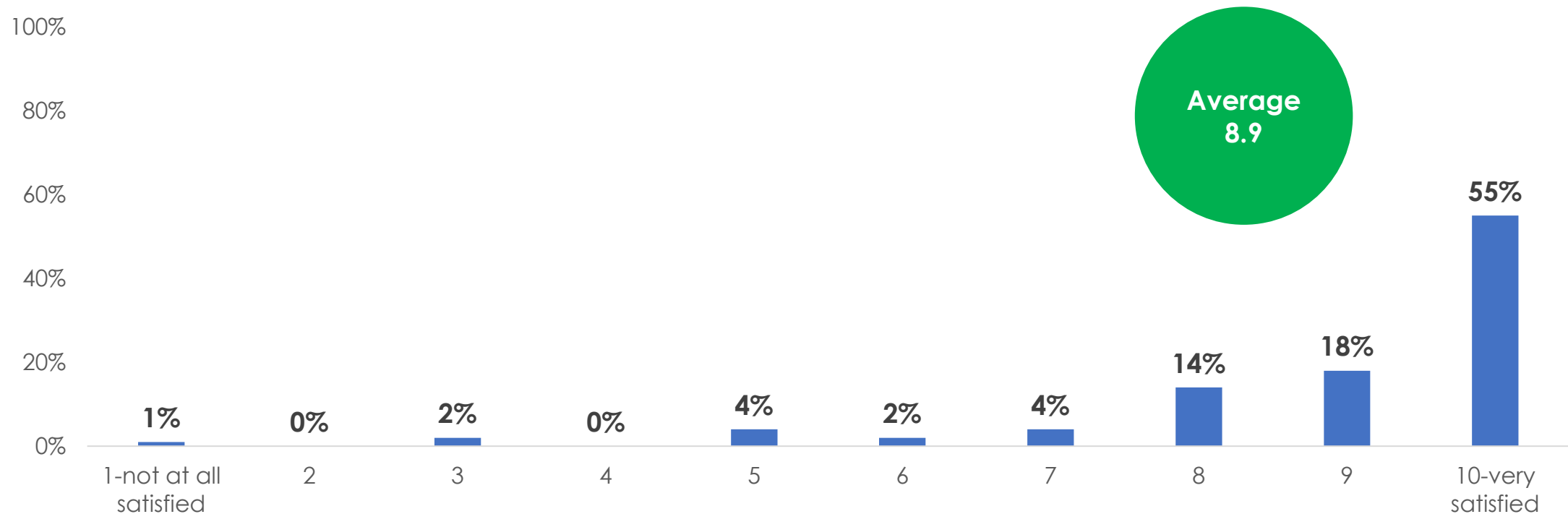
3. Looking to the future



Overall satisfaction as it relates to Ranch House construction is 8.9.

73% rate it a 9 or 10.

Overall, on a scale of 1 (not at all satisfied) to 10 (very satisfied), how satisfied are you with the communication concerning renovations and maintenance taking place at the Ranch House (communicated via the newsletter, board meetings, etc.)?



Q15. Overall, on a scale of 1 (not at all satisfied) to 10 (very satisfied), how satisfied are you with the quality of life (e.g., community, landscaping, infrastructure, facilities, and activities) that RVR currently provides? N=298 (margin of error= +/- 6%).



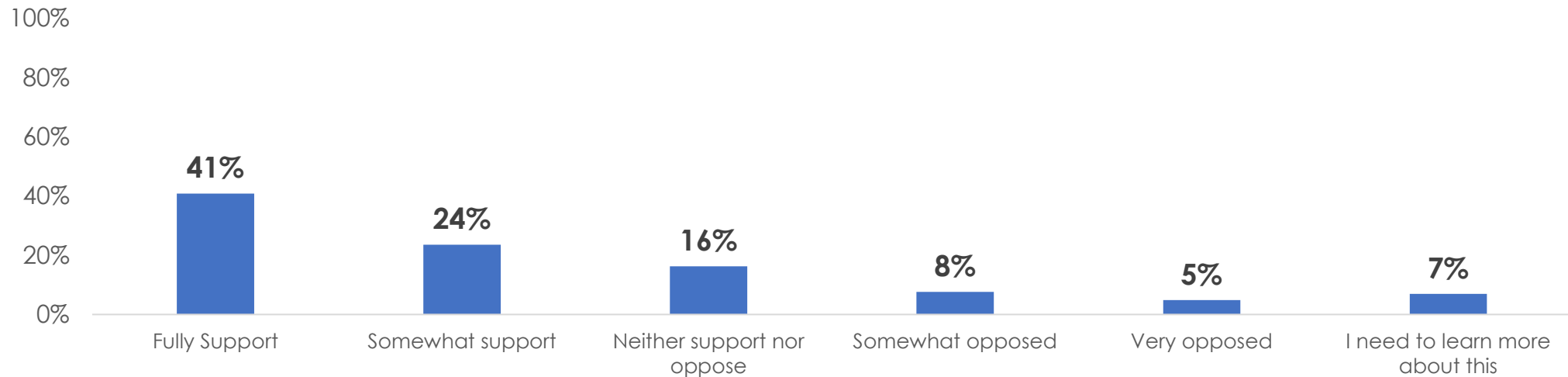
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41% fully support term limits.

In total 64% support term limits.

Attitude towards term limits



Q11. At our Annual Meeting the idea of term limits for board members was discussed. Would you support the idea of limiting continuous service to 3 terms (9 years max)? We encourage you to view more details on this by clicking this link prior to filling out the survey question.

Note: Clicking the link will open a PDF in a different window allowing you to easily return to this survey. The RVRMA Board wishes to take this public feedback into consideration to guide decisions related to term limits?

N=289 (margin of error= +/- 5%).

As it relates to term limits, many feel there should be a balance between maintaining institutional knowledge and turnover.

"I think term limits are important to ensure new ideas and people get to serve the community."

"9 years maybe too long. 6 years is better. Turnover is good. New faces new perspectives."

"I think term limits across the board are a good thing. New visions and fresh perspectives often help with mindful growth and development."

"Fresh perspectives should be beneficial to the community over time."

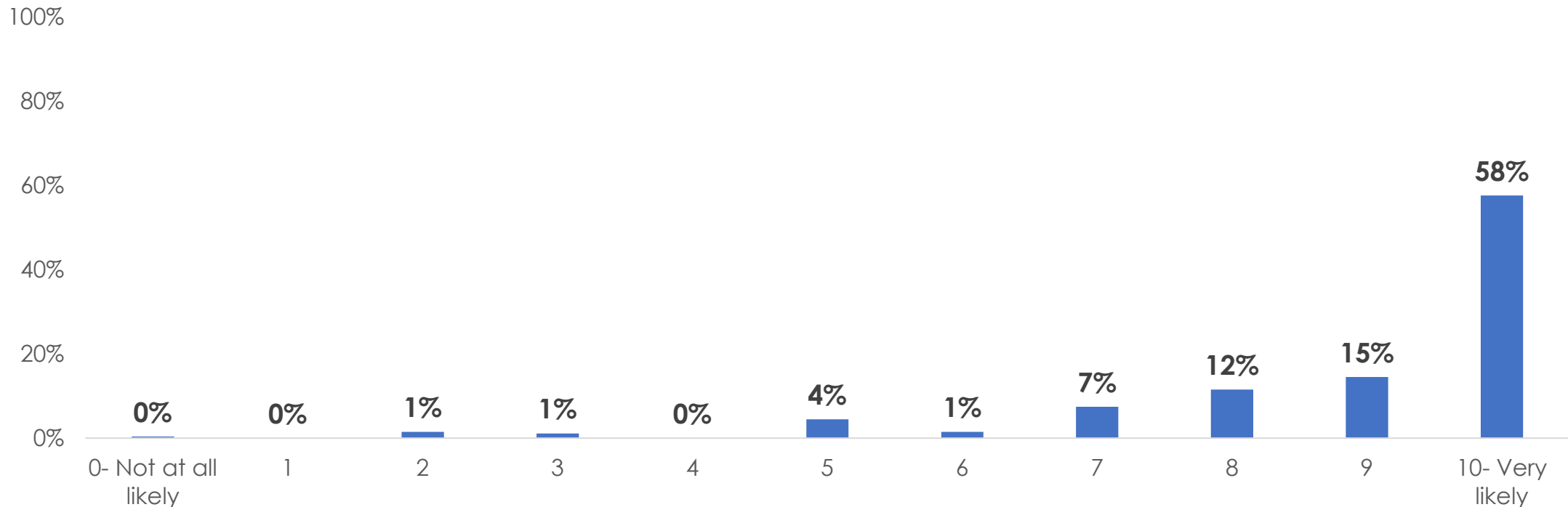
"I believe 9 years is enough time to serve and new voices and perspectives would be good for the community."

"I am opposed to the idea of entrenched management but am not sure there is enough interest in sitting on the board to accommodate regular changes."

Likelihood to recommend RVR is very high.

72% rate it a 9 or 10.

On a scale of 0-Not at all likely to 10-Very likely, how likely would you be to recommend RVR to a friend or family member who was considering moving to the Roaring Fork Valley?



Q23. On a scale of 0-Not at all likely to 10-Very likely, how likely would you be to recommend RVR to a friend or family member who was considering moving to the Roaring Fork Valley? N=269 (margin of error= +/- 6%).

Future recommendations often focus on costs, general upkeep, fitness, and eco-friendly improvements.

Some would like to see improvements around social events, better food, and playgrounds.

"Just concerned that the price will keep going up and we'll also have more special assessments. Hard for some homeowners."

"The weight room and other gym areas are too small for the number of people now. We need bigger change rooms and amenities."

"Water conservation, less chemicals, xeriscaping."

"I think it is important to continue exploring more waterwise landscaping practices including more efficient sprinkler usage and an overall emphasis on fire mitigation implementation."

"The spin bikes are 20 years old and many of them are broken."

"I'm disappointed that no money went to improving the upstairs fitness facilities, along with the pool and tennis are the main drivers of benefit I see from our monthly fees."

"We could have one really good playground within RVR, maybe some upscale adult social events."

"Even though I don't have kids, the playground equipment needs to be enhanced."

Q14. Are there areas where you feel RVR should focus more to support this general quality of life?
Q17, Q19, Q21. Of the aforementioned areas you've evaluated, would you like to comment on any areas that you are unsatisfied with?
Selected open ended comments.

Looking at the next 5-10 years, there is a great focus on affordability, aging infrastructure and aging population.

"The club house will get more and more crowded, ensuring our HOA dues will actually get us access to classes, lap lanes, family pool as RVR becomes more crowded."

"Many homes will need/continue to need updates and repairs. The DRC and the 'rules/process' is cumbersome and a little overbearing."

"The community is at a potential crossroads demographically. If there is going to be more high-end development in the Valley, RVR will need to invest in its infrastructure to maintain values."

"Keeping costs down with the amenities and common areas and not making unnecessary cosmetics adjustments."

"As RVR grows we'd like to see it grow in smart ways, managing population well and using funds wisely to build a thriving community (great social activities, beautiful spaces)."

"Affordability of services, when many of the same providers in RVR also serve the Aspen area. Maintaining affordability to ensure age diversity in the community."

"Keeping up all the properties and facilities as they age. this includes people keeping up their houses."

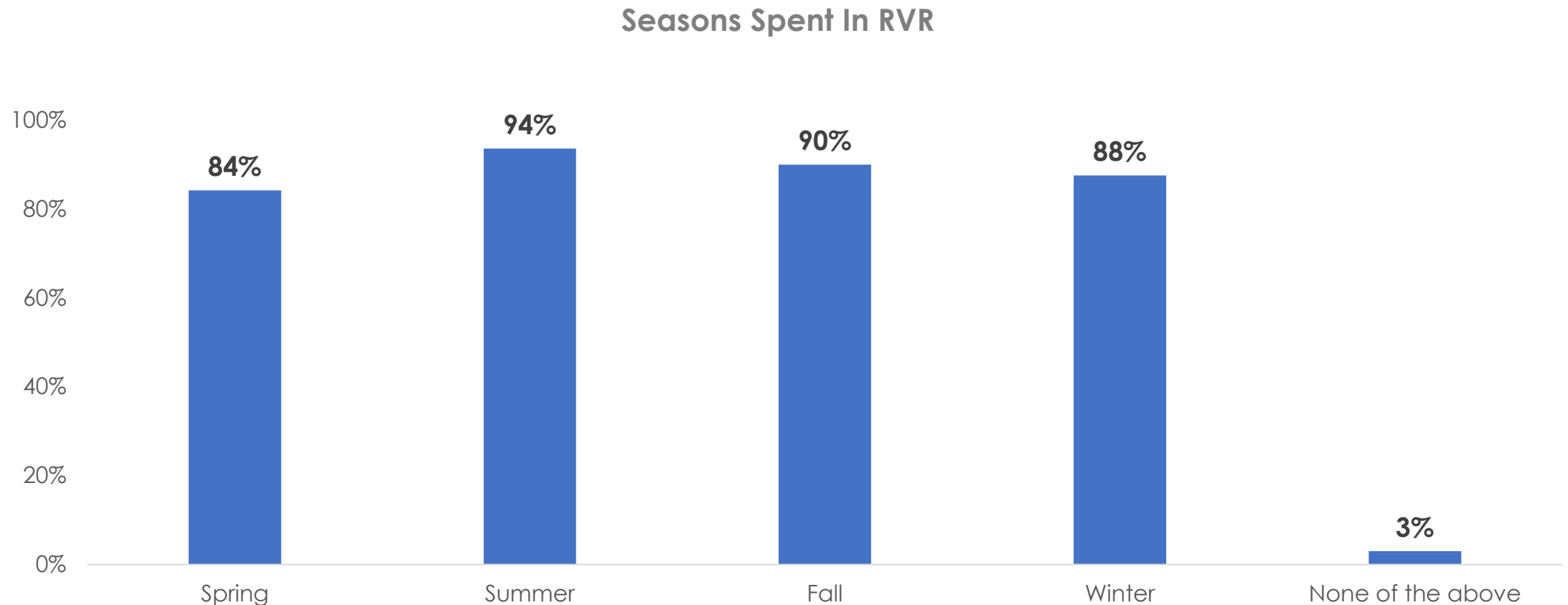
"I'm almost 80 and will face the usual aging issues. RVR not equipped to deal with that."

Q24. Looking at the next 5-10 years, what do you think is the biggest need or challenge for you and your family (if applicable) as it relates to life in RVR?
Selected open ended comments.

Appendix



84% or more spend at least part of each season in RVR.



Q4. Which of the following seasons (either partially or fully) do you spend at RVR? N=317 (margin of error= +/- 6%).

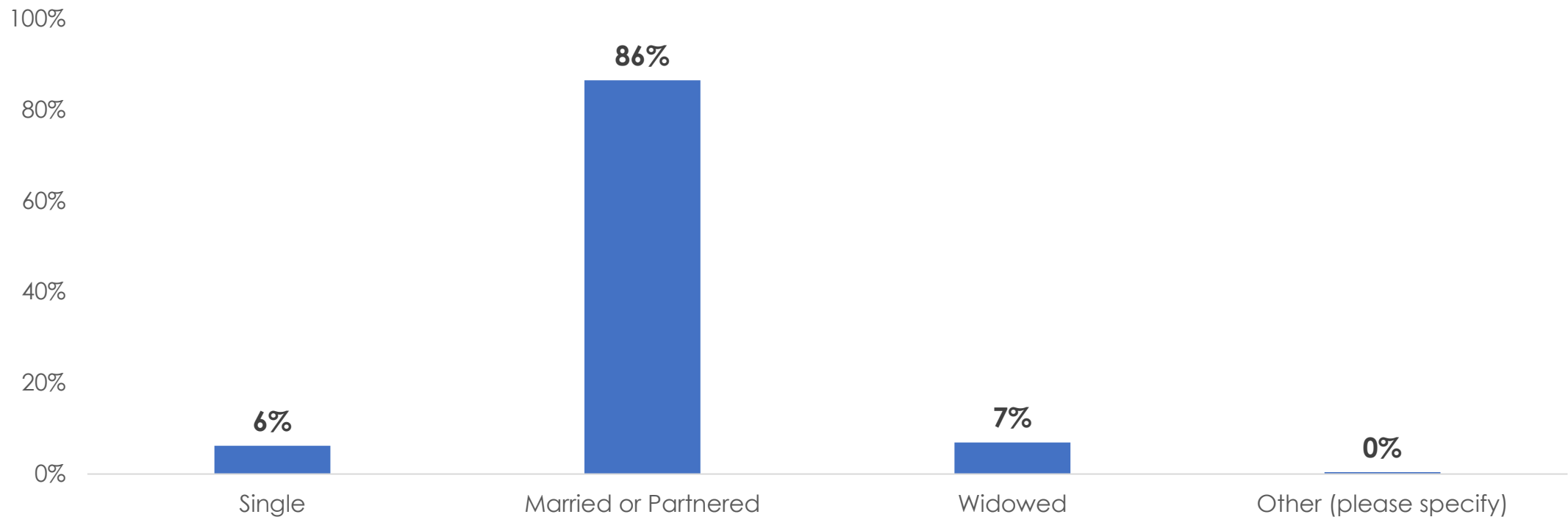


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86% are married or partnered.

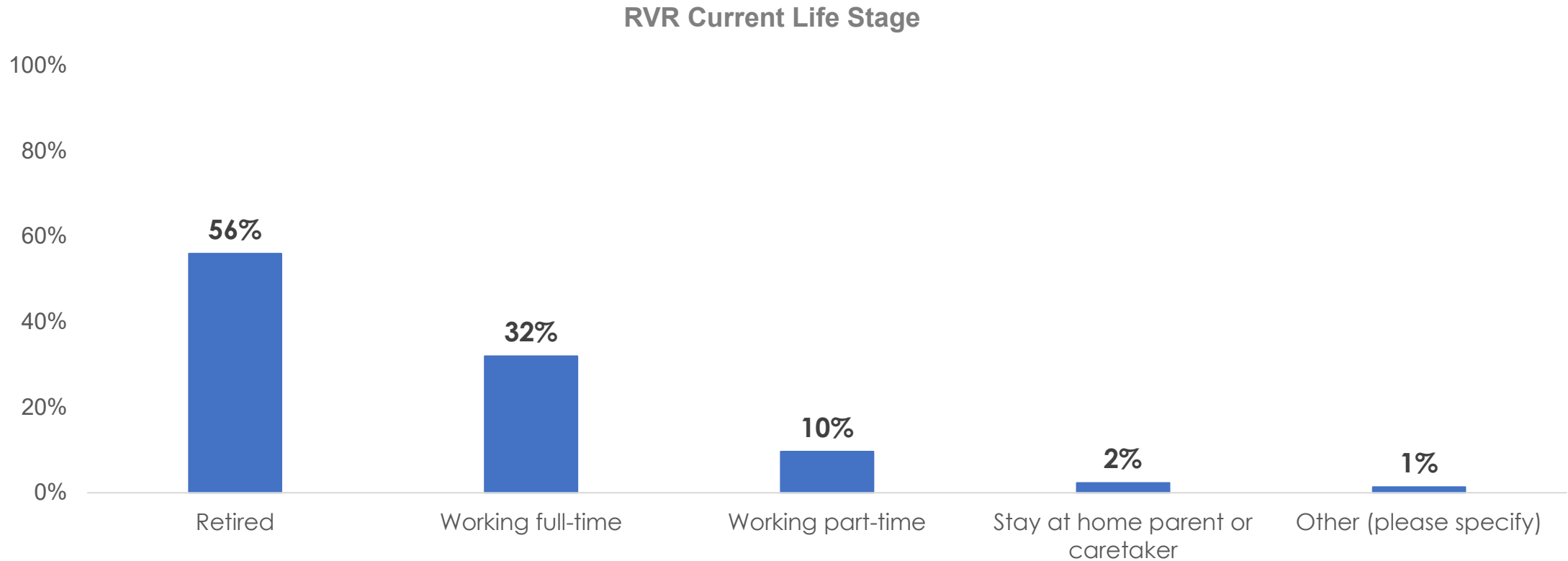
What best describes your marital status?



Q29. What best describes your marital status? N=259 (margin of error= +/- 6%).

56% of survey participants are retired.

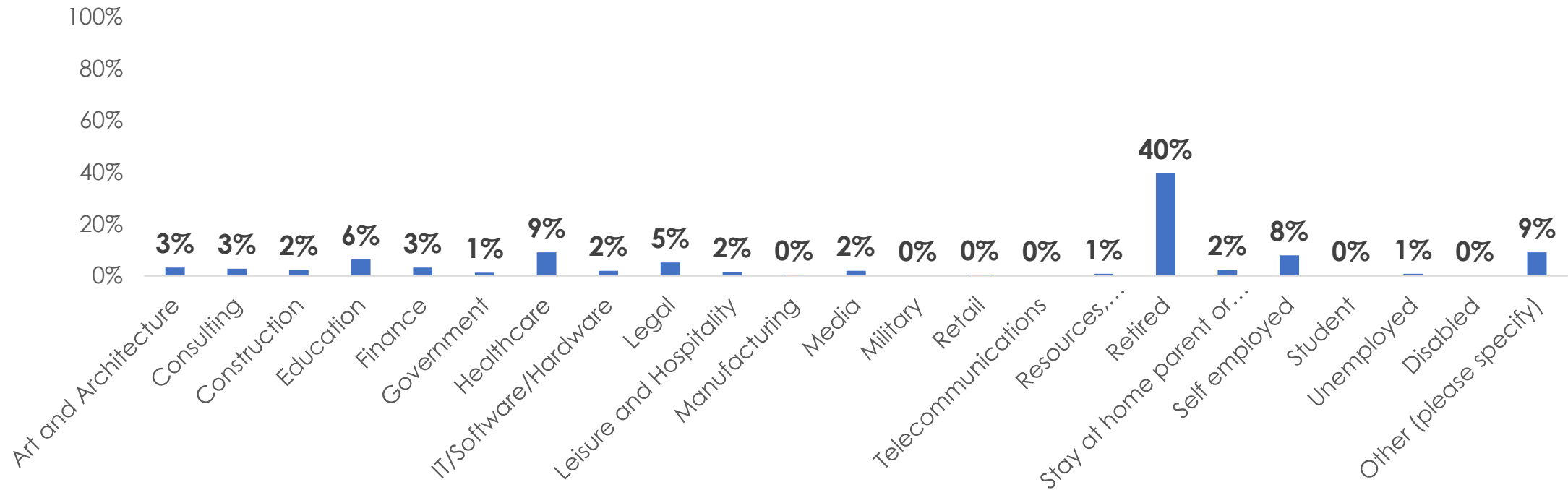
32% are working full-time.



Q37. What best describes your current life stage? N=281 (margin of error= +/- 5%).

40% note they are retired.

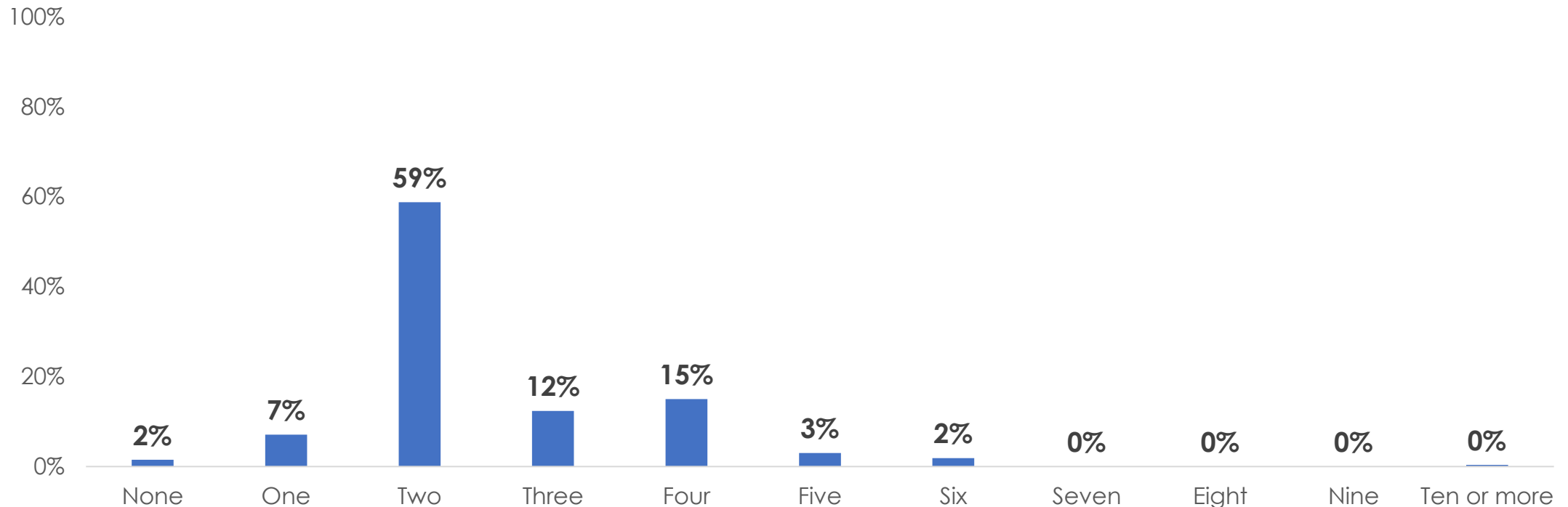
What best describes your occupation?



Q26. What best describes your occupation? N=253 (margin of error= +/- 6%).

59% live in two-person households.

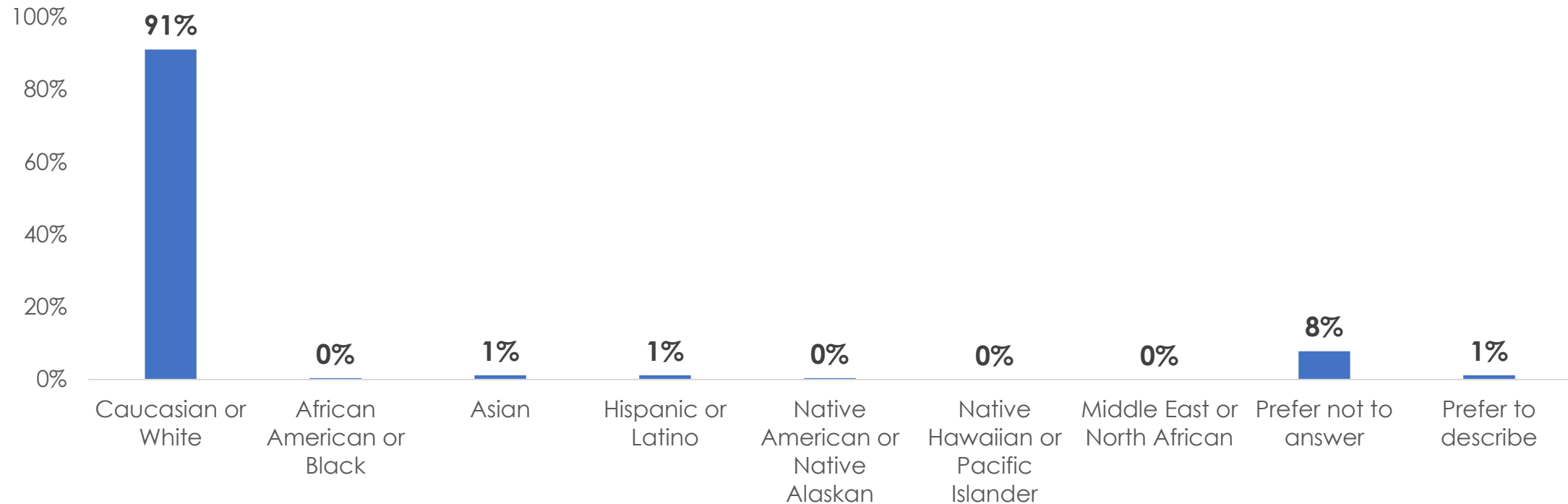
How many people typically live in your home in RVR?
(Please include those who might be spending 50% or more time, such as children.)



Q26. How many people typically live in your home in RVR? (Please include those who might be spending 50% or more time, such as children.)
N=267 (margin of error= +/- 6%).

91% note they are Caucasian.

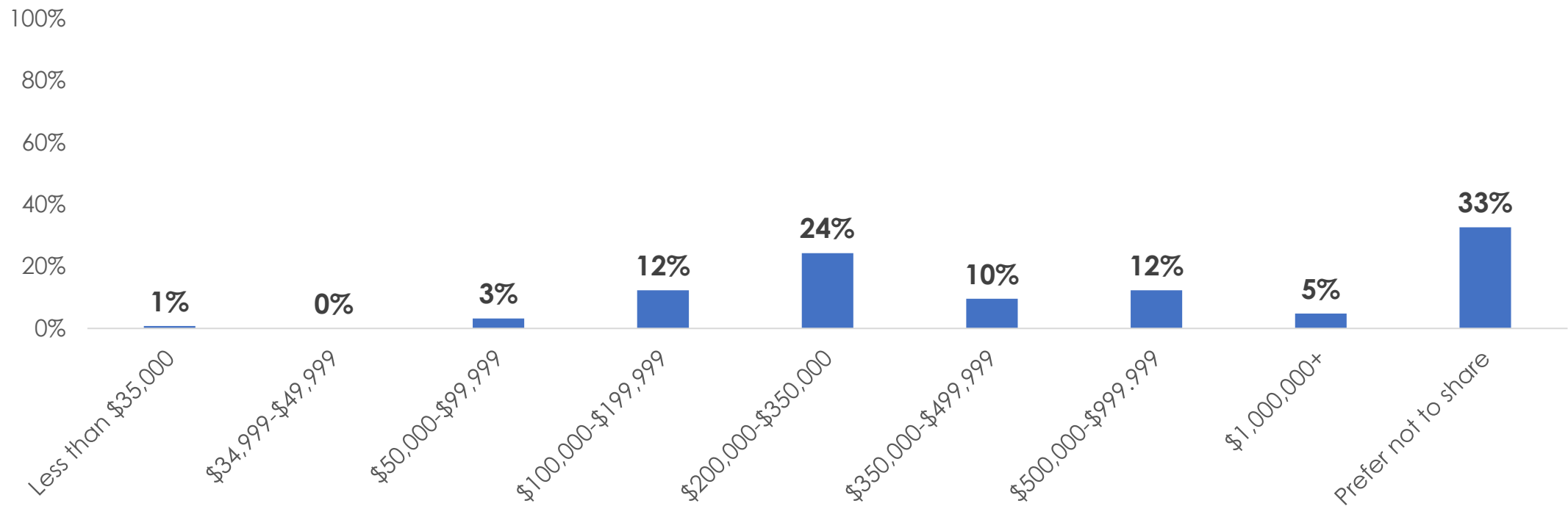
How do you and members of your family (if applicable) identify?



Q32. How do you and members of your family (if applicable) identify?
N=256 (margin of error= +/- 6%).

Household income varies.

What is your total gross household income?
Note: All answers to this survey are anonymous.



Q31. What is your total gross household income? Note: All answers to this survey are anonymous?
N=251 (margin of error= +/- 6%).