

Bella Vista Property Owners Survey 2021

Total Responses 12,240

Q1. Are you a Bella Vista property owner (improved or unimproved lot owner)? This questionnaire is for property owners only.

Answer Choices	Response Percent	Responses	
Yes	99.02%	12,111	
No	0.98%	120	
Total Responses		12,231	
			Percentage
Answered		12,231	99.93%
Skipped		9	0.07%

Q2. Further define your membership. Check all that apply.

Answer Choices	Response Percent	Responses	
Your home in Bella Vista is your Primary residence. Primary residence: Where you live the majority of the year, where you are registered to vote, have a driver's license, etc.	60.92%	6,830	
Your home in BV is a Second home. Snowbird, "weekender".	3.51%	393	
Your home in BV is used for vacation rentals (VRBO, Airbnb, etc.)	1.13%	127	
Your home in BV is used for long-term rentals of 6 months or more.	1.97%	221	
You are the owner of an unimproved lot.	32.47%	3,640	
Total Responses		11,211	
			Percentage
Answered		9,845	80.43%
Skipped		2,395	19.57%

Q3. Which of these categories best applies to your household?

Answer Choices	Response Percent	Responses	
Single, no children	11.31%	1,112	
Single, with children at home	3.22%	317	
Single, children no longer at home (empty nester)	6.24%	614	
Couple, no children	22.10%	2,174	
Couple, with children at home	20.82%	2,048	
Couple, children no longer at home (empty nester)	36.30%	3,570	
Total Responses		9,835	
			Percentage
Answered		9,835	80.35%
Skipped		2,405	19.65%

Q4. What is your age?

Answer Choices	Response		Percentage
	Percent	Responses	
24 or younger	0.49%	48	
25-34	5.40%	532	
35-44	11.43%	1,126	
45-54	14.18%	1,397	
55-64	22.27%	2,194	
65-74	28.70%	2,828	
75 or older	17.55%	1,729	
	Total Responses	9,854	
	Answered	9,854	80.51%
	Skipped	2,386	19.49%

Q5. Please rate your satisfaction with these facilities and services. Leave blank if you do not use these facilities.

Answer Choices	Poor	Fair	Good	Very Good	Excellent	Total	Good to	
							Excellent	
Customer service from Bella Vista POA Staff	259	806	2,561	2,961	1,760	8,347	87.24%	
Quality of the hiking/walking/biking trails and natural areas	100	358	1,854	3,057	2,288	7,657	94.02%	
Quality and maintenance of the POA facilities	165	827	2,877	3,055	1,207	8,131	87.80%	
Quality of the POA activities and programs offered (fitness classes, events, golf/tennis/swim lessons, etc.)	253	906	2,679	2,407	1,022	7,267	84.05%	
Condition of Riordan Hall building	295	1,404	3,143	1,407	411	6,660	74.49%	
Communication of programs and services (e-newsletter, water bill, magazine, social media, website, etc.)	334	947	3,042	2,860	1,345	8,528	84.98%	
						Total Responses	46,590	
						Answered	8,727	71.30%
						Skipped	3,513	28.70%

Q6. Check all the facilities or services you have used in 2021

Answer Choices	Responses	
Restaurants & Bars (POA operated only: Lakepoint, BV Bar & Grill, Highlands, Gear Garden, etc.)	5,120	
Lake use (fishing, boating, kayaking, etc.)	3,980	
Trails - Walking (Branchwood, Tanyard Creek)	3,883	
Golf courses	3,184	
Trails - Hiking (Back 40, Little Sugar)	2,670	
Golf driving range	2,562	
Picnic area & pavilions	2,474	
Outdoor pools (Kingsdale or Metfield)	2,436	
Fitness centers (Branchwood, Riordan Hall, Metfield)	2,083	
Gun range (pistol, rifle, skeet, or trap)	1,970	
Beach at Lake Avalon	1,955	
Marina at Lakepoint (boat rentals, gas, slip rentals, bait & tackle)	1,835	
Playground equipment (Branchwood, Lake Avalon, Riordan, Metfield)	1,806	
Trails - Biking (Back 40, Little Sugar)	1,678	
Blowing Springs (RV & tent camping)	1,250	
Riordan Hall	1,243	
Dog parks (Loch Lomond Park)	1,215	
Miniature golf (Riordan)	1,163	
Indoor pool (Branchwood)	1,065	
Pickleball - Outdoor (Metfield, Branchwood)	606	
Disc golf course (Branchwood)	479	
Tennis	360	
Billiards/pool	202	
Softball field (Loch Lomond Park)	108	
Total Responses	45,327	
		Percentage
Answered	8,275	67.61%
Skipped	3,965	32.39%

Q7. Check up to three facilities or services that need to be added, improved, or expanded

Answer Choices	Responses		Percentage
Restaurants & Bars (POA operated only: Lakepoint, BV Bar & Grill, Highlands, Gear Garden, etc.)	2,337		
Fitness centers (Branchwood, Riordan Hall, Metfield)	1,557		
Golf courses	1,513		
Lake use (fishing, boating, kayaking, etc.)	1,423		
Gun range (pistol, rifle, skeet, or trap)	1,262		
Riordan Hall	1,175		
Outdoor pools (Kingsdale or Metfield)	1,163		
Golf driving range	1,036		
Picnic area & pavilions	951		
Playground equipment (Branchwood, Lake Avalon, Riordan, Metfield)	896		
Trails - Walking (Branchwood, Tanyard Creek)	887		
Indoor pool (Branchwood)	866		
Dog parks (Loch Lomond Park)	825		
Beach at Lake Avalon	697		
Marina at Lakepoint (boat rentals, gas, slip rentals, bait & tackle)	604		
Miniature golf (Riordan)	579		
Pickleball - Indoor	544		
Trails - Biking (Back 40, Little Sugar)	539		
Trails - Hiking (Back 40, Little Sugar)	529		
Blowing Springs (RV & tent camping)	502		
Pickleball - Outdoor (Metfield, Branchwood)	404		
Billiards/pool	271		
Tennis	231		
Disc golf course (Branchwood)	148		
Softball field (Loch Lomond Park)	77		
	Total Responses	21,016	
	Answered	9,366	76.52%
	Skipped	2,874	23.48%

**Q8. What facilities or services should the Bella Vista POA provide that are not currently offered?
(We can't guarantee how many of your suggestions will be implemented.)**

Top Suggestions	Rank
Indoor Pool (Specifically on the central or east side)	1
Additional Restaurants, Metfield restaurant, Highlands restaurant	2
More Paved Trails, More Hiking Trails, More Walking Trails	3
Metfield Mini Golf	4
More Playground	5
Extended Pool Hours	6
24/7 Workout Access	7
SplashPads	8
Early or Late Fitness Classes	9
Indoor Gymnasium	10
Movies at Riordan	11
Golf Training / Practice Facility (Improvements to our current facilities)	12
Disc Golf	13
Coffee Bar Blowing Springs	14
Archery	15

Q9. Starting in 2023, would you be willing to pay \$3 more per month for your assessments, if there was no increase in the 2020 Plan facility usage fees until year-end 2025? The assessment for improved lot owners would increase to \$40 per month. Facility usage fees (golf, boat registrations, Activity Card, etc.) would remain the same until year-end 2025.

Answer Choices	Response Percent	Responses	
Yes	39.92%	3,916	
No	60.08%	5,893	
	Total Responses	9,809	
			Percentage
	Answered	9,809	80.14%
	Skipped	2,431	19.86%

Q10. If we are unable to completely replace Riordan Hall and only able to renovate the existing building, what services and amenities are most important for the renovated building? Select the two most important.

Answer Choices	Response Percent	Responses	Percent w/ Unknown
Fitness center	21.96%	3,095	32.64%
Fitness/Dance class space	5.92%	835	8.81%
Clubs and group meeting space	7.46%	1,051	11.08%
Game Room (Billiard/pool space)	4.20%	592	6.24%
Hot tub	4.06%	572	6.03%
Locker rooms	3.27%	461	4.86%
Catering/kitchen space	3.01%	424	4.47%
Arts & Crafts Studio (Kiln space)	4.07%	573	6.04%
Performance stage	3.01%	424	4.47%
Auditorium	5.62%	792	8.35%
Indoor pickleball	4.70%	663	6.99%
Unknown/Do not use	32.73%	4,613	
	Total Responses	14,095	
		Percentage	
	Answered	9,434	77.08%
	Skipped	2,806	22.92%

Q11. Are more trails needed for our community?

Answer Choices	Yes	No	Total	Yes %	No%
Hiking Trails - (Back 40, Little Sugar)	2,950	6,570	9,520	30.99%	69.01%
Walking Trails - (Tanyard Creek, Branchwood)	4,398	5,122	9,520	46.20%	53.80%
Biking Trails - (Back 40, Little Sugar)	2,331	7,189	9,520	24.49%	75.51%
		Total Responses	28,560		
			Percentage		
		Answered	9,520	77.78%	
		Skipped	2,720	22.22%	