



## Community Satisfaction Survey

Through January & February 2017, a survey was distributed to our members. This survey was done to assess the existing programs and services, as well as to help us improve service and direct our energy as our wonderful community and its residents, strengthen and grow.

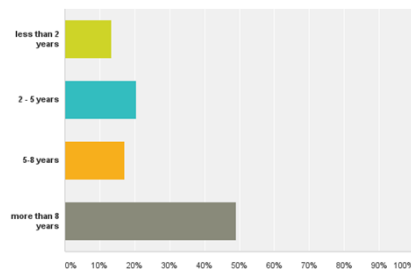
### Demographics

- 576 homes within the Fairwinds Urban Containment Boundary
- 267 homes are members of the FCA
- 297 emails were sent out in the survey, including 8 non-residents
- 157 participants in the survey, and 94% of them are FCA members
- 49% respondents have lived in the neighbourhood for more than 8 years, 13% for less than 2 years, and 38% for 2-8 years
- 137 participants use Fairwinds amenities: 122 Fairwinds bar/grill, 93 Fairwinds golf course, 78 Fairwinds Centre, and 36 marina.

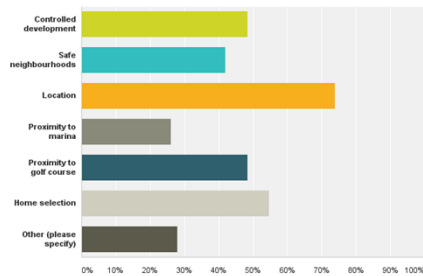


## Community Satisfaction Survey

How long have you lived in the neighbourhood?



Why did you choose to live in Fairwinds?



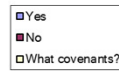
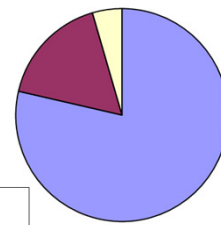


## Community Satisfaction Survey

How important are these items as priorities of the FCA?

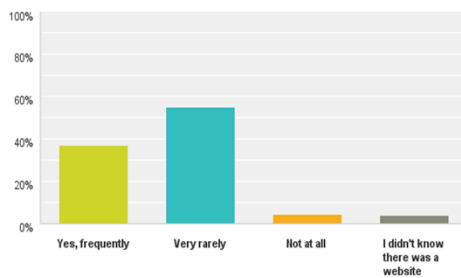
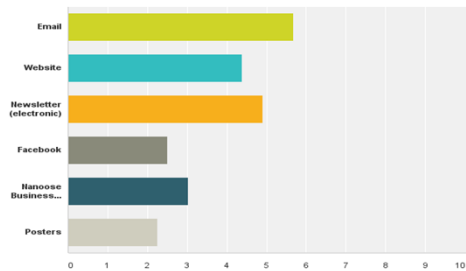
Answer Options	Very	Important	Not Important	Don't Care
Preserve property values	114	36	5	2
Encourage neighbourhood harmony	78	75	1	1
Organize neighbourhood social activities	21	77	41	15
Liaison with Regional District Nanaimo RDN	74	76	1	4
Liaison with FW Enterprises & developers	104	47	4	1
Communicate about restrictive covenants (building schemes)	72	60	16	6
Emergency preparedness	54	83	12	5

Are you aware about your residential building schemes and what they contain?



## Community Satisfaction Survey

Please rank your preference for top 3 methods of communication:



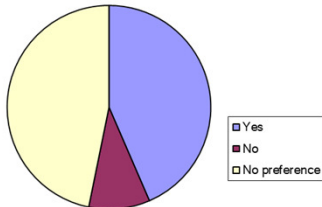
Do you use the FCA website for information?



## Community Satisfaction Survey

How concerned are you about the following issues in Fairwinds?

Answer Options	Very	It's important	It's not important	Don't Care
<b>Theft/burglary</b>	<b>57</b>	<b>89</b>	<b>9</b>	<b>0</b>
<b>Disasters incl. fire and earthquake</b>	<b>56</b>	<b>90</b>	<b>7</b>	<b>1</b>
Senior safety	53	90	10	2
Vandalism	51	87	17	0
Weather hazards including flooding, ice and snow	46	85	21	1
Traffic/speeding	42	88	18	4
Child safety	11	100	30	7
Solicitation	27	61	60	7

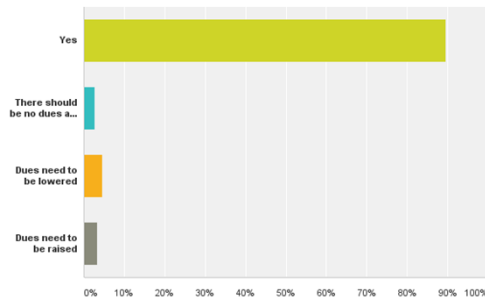
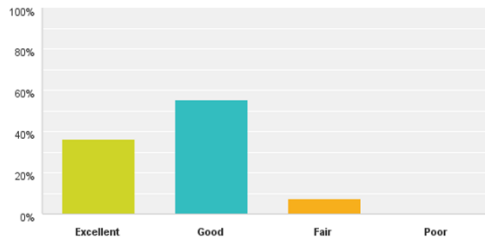


Q11: Should the FCA be involved in social and community activities like parties, picnics, galas etc.?

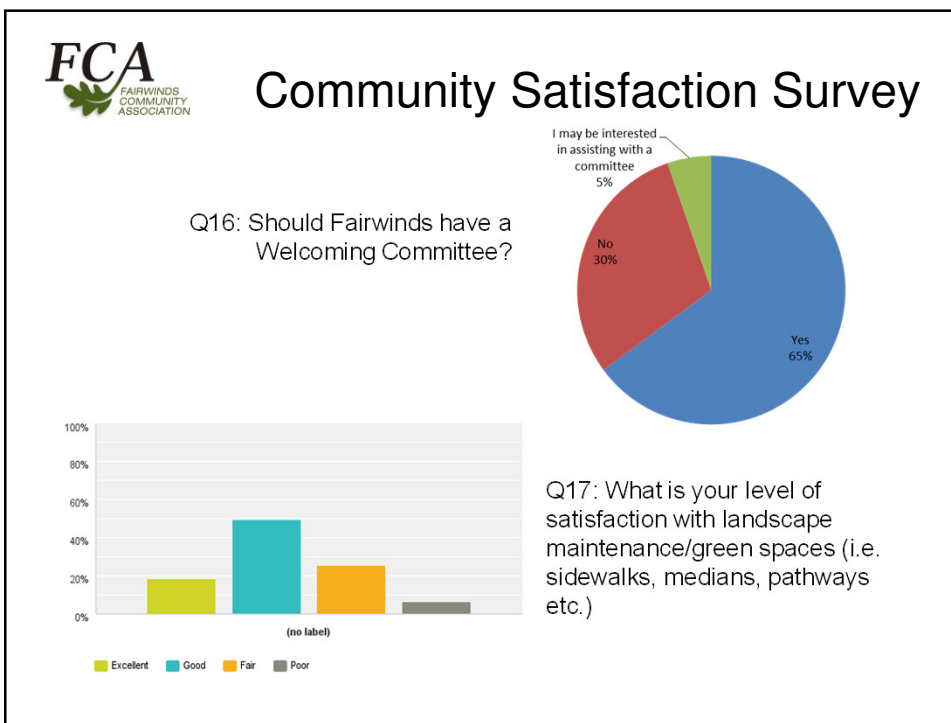
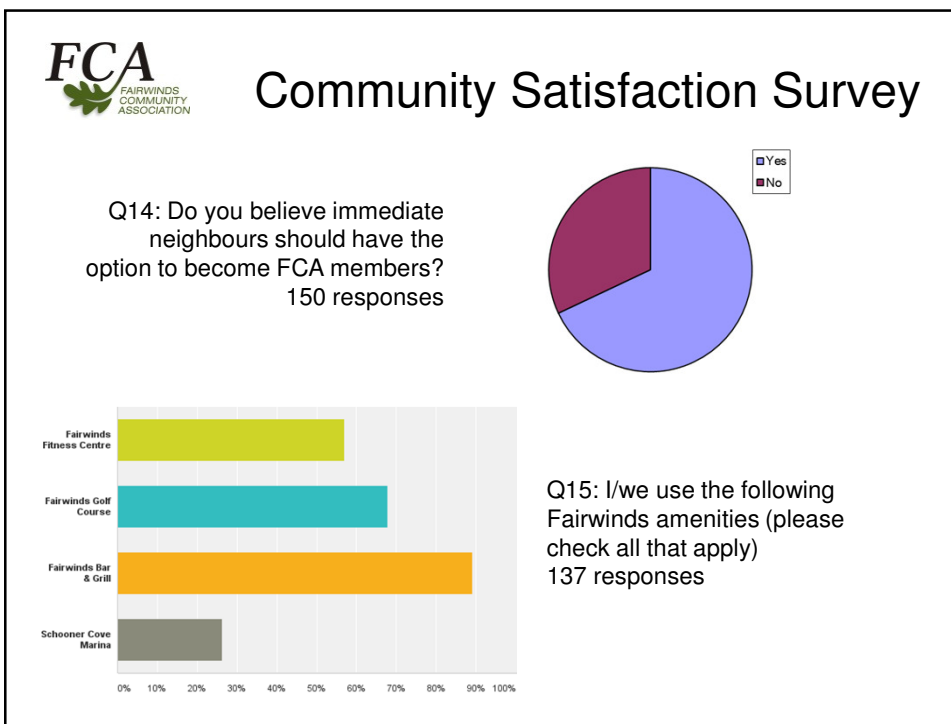


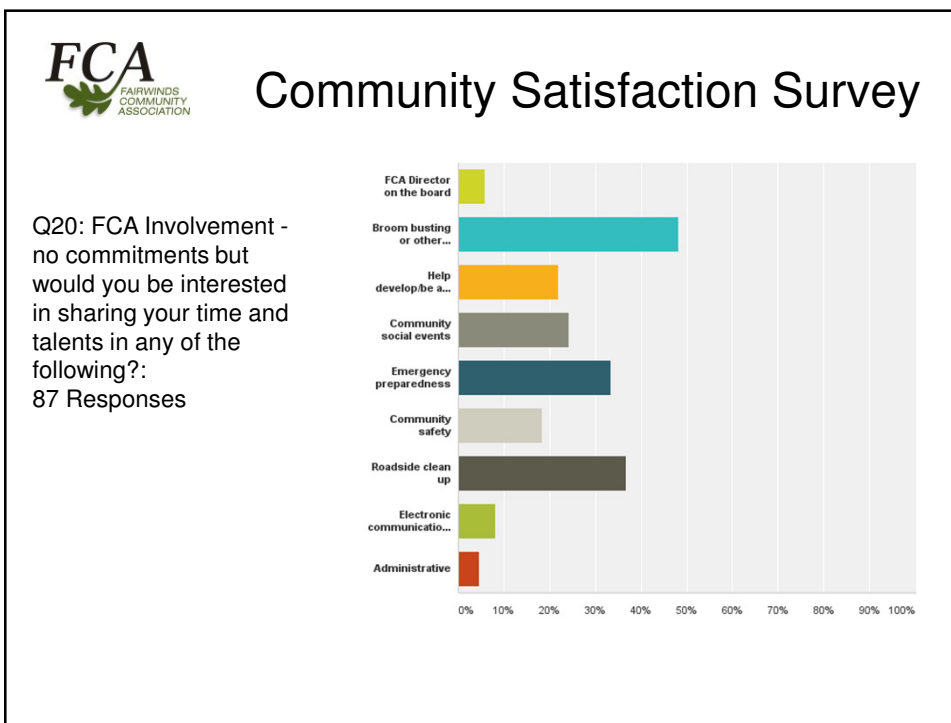
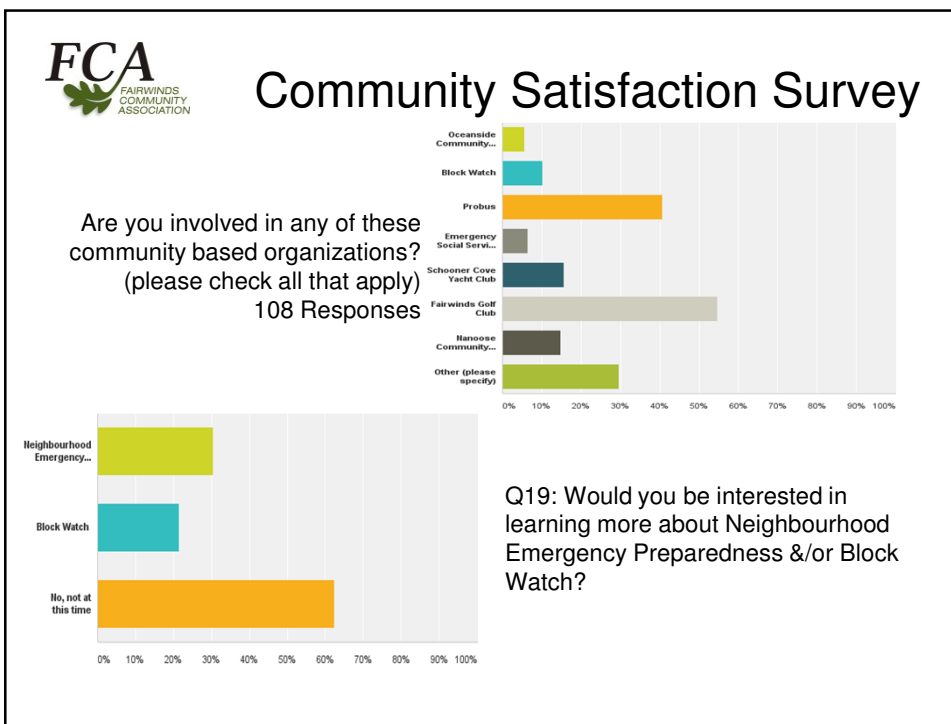
## Community Satisfaction Survey

Q12: What is your level of satisfaction with the FCA?



Q13: Our FCA annual dues are \$25, 3 years for \$60, and our new members' first year is free. Do you feel these are suitable?







## Community Satisfaction Survey

**Q5 Any comments on our priorities past, present and future?**

Answered: 32 Skipped: 125

Neighbourhood Broom Issues Safety  
Covenants Respect Fairwinds  
Important Development Roofing Water  
Service Communication

The larger the word, the more often this was mentioned in all responses.



## Community Satisfaction Survey

**Q21 What do you like best about living here?**

Answered: 129 Skipped: 28

Social Low Amenities Pride Proximity Water  
Location Lots Nature Quality of Life  
Beautiful Friendly People  
Community Fairwinds Quiet Privacy  
Neighbours Overall Climate Serenity  
Golf Course Weather



# Community Satisfaction Survey

**Q22 What would improve your Fairwinds experience?**

Answered: 112 Skipped: 45

Activity Looks Going Restrictive Covenants FCA  
 Trails Construction Noise Amenities  
 Golf Course Restaurant Meeting People  
 Development Centre Marina  
 Better Communication Pub Longer Hours  
 Schooner Cove Public Community  
 Leash Road Deer Residents Start Local  
 New Owners



# Community Satisfaction Survey

**Q23 Any other thoughts you like to share?**

Answered: 44 Skipped: 113

Great Neighbourhood Run Good Work Sign  
 Fairwinds Marina Community  
 FCA Service  
 Love Survey Great Idea Hard Work