

## Financial Survey Results

The survey is in and there are a few, clear opinions placed. I have placed them in order of 'strength of opinion' using a net promoter scale of the net difference in supports and detractors. The way I looked at it is:

Supported: The homeowners are favorable to the statement (net score >30%) i.e., we should consider - do it

Unsupported: The homeowners are opposed to the statement (net score >-30%) i.e. We should not consider - don't do it

### 1) STRONGLY UNSUPPORTED:

I would prefer to have my dues payments broken to \$150 monthly instead of \$900 twice a year

### 2) STRONGLY SUPPORTED:

When paying for a service, I always look for an option to pay electronically

### 3) SUPPORTED

I am very comfortable in using electronic systems to pay bills including Zelle and Venmo

### 4) UNSUPPORTED

I will pay a bill using a credit card even if I'm charged a fee

### 5) UNSUPPORTED

If I can't pay a vendor electronically, I would not use that vendor

All the others had both strong support and unsupported (bimodal distribution) showing as many supporters and distractors. You can make half the people happy half of the time???

I prefer to pay by check

I pay my bills both electronically and by check, I'm flexible and it doesn't really matter

I would rather pay my dues once a year (\$1800) rather than the hassle of paying twice a year \$900