

2017 Community Survey Results
June 19, 2017

1. Has the Board earned your trust over the last two years with their effort to thoroughly investigate the infrastructure problem and communicate the findings clearly?

Row Labels	Count of Q1 - trust?
N	7
Y	35
blank	1
not sure	1
Grand Total	44

2. Do you support the Board's plan to replace the infrastructure?

Row Labels	Count of Q2 - support?
N	11
N-sewers Y-water	1
Y	32
Grand Total	44

3. Should we aim to do all the work at once? (No = work in phases)

Row Labels	Count of Q3 - all at once?
blank	3
N	18
Y	21
Whatever	2
Grand Total	44

4. How much money can you afford each year to build up our Infrastructure Reserve Fund?

Row Labels	Count of Q4 - annual dues
500	8
1000	7
3000	9
5000	7
7000	7
blank	4
none	1
ZERO	1
Grand Total	44

2017 Community Survey Comments to share

June 19,2017

The longer you put off putting in permanent water and sewer facilities, the more it will cost. We expect to enjoy HB for many years to come and don't think it is wise to keep spending money to live with what we now have to put the future expense on our children. Will Ossman 6-2-17.

Doing a great job!! Sorry, my full time medical practice leaves me very little time to participate -- or even enjoy the amenities! Georgia Newman (David Young).

More and more cottages will be coming up for sale. If the lines are bad why don't we have more issues? A few repairs does not mean replace the entire system. Lets continue to fix the lines as needed. West Virginia was the only line that needed fixing/repairing, now it's fine. Harvey Foote just pulled out original water line out of the ground, I have pictures to prove the line is in almost "perfect" shape. I/we do not agree with the "board's plan" to replace infrastructure. I/we do not want to give my money for the board "to hold", so they can spend it on 12K "reviews" as they have chosen to do last year. How much have we spent on actual repairs?? No data has been given. You just want more money to use "just in case". We will sell like so many others. Property values will go drastically down. Heidelberg Beach is no longer.

We agree that this needs to be done as soon as possible. Perhaps a water test by an independent lab would help people understand the potential water quality issues?

*It would really depend on the cost for me at this time, I just cannot contribute much to build up the infrastructure. I appreciate all the work the board has done to research the project. Thank you. Mary Border

Thank you for all your hard work and efforts! The infrastructure project needs to be done ASAP! The longer we wait - the more expensive it will be.

We think you are doing a great job. You'll never get unanimity on the issue, so you'll have to go for consensus. We would be glad to work on a "good neighbor fund" project.

Replacement is inevitable; the question is whether we begin the process now, or pass it on to future residents at a much, much higher cost. Thanks to the board for having the courage and wisdom to tackle the issue.

I'd like to thank the Board for taking on this challenging issue and seeing it through to a final plan of action to address our aging infrastructure.

Jane: You went above and beyond all necessary problems for the water system. If there is a leak - fix it. Sewers are no problem at this time. \$500 per year is fine. I am with Valerie to a point (half way).

To: Board of Trustees

It appears that efforts to obtain financial assistance for the intended repairs to water lines, sanitary sewers and storm sewers have not been successful. If it had been available, current cost estimates plus interest over a 20-25 year term would provide a realistic estimate for assessments to the membership.

Going on the basis of self-finance, in order to accumulate sufficient funds to cover not only the present estimate but an estimate of projected future cost increases, provides an almost unrealistic assessment request, and waiting many years or forever before sufficient funds are available to start some **now** needed improvements.

Here are our thoughts:

1. The basic immediate need is to replace water lines, not only to ease breakage but improve quality of water that the existing lead pipes are not providing.
2. Most septic systems are adequate with our current maintenance program. If it's not broke, don't fix it, unless some need to be maintained, the home owner is responsible for the repair.
3. All down spouts drain on to the grass and flow by gravity either to the lake or ditch by the road. Again very efficient for many years.

Strong consideration should be given to charging the infrastructure improvement to not only home owners, but also owners of vacant lots as they would also benefit. Additionally, as real-estate taxes are currently assessed on the value of the home and vacant lots, proportionately; the cost of the improvement should be based on these same real-estate values for both structures and the lots.

We realize this does not take advantage of only excavating the roadway once if all three projects were done at the same time. However, the base cost should be less if only one line is installed. Has any thought been considered to excavate alongside the road rather than on the road? The engineer would need to evaluate if this is possible, but it may reduce the impact to the roads.

Fondly,

The Kessler Families, 64 Kentucky Rd

Ohio law and Ohio EPA support sewage holding tanks in areas where leach fields are not practical providing a "clean-out" schedule is decided on and an overflow warning system is included. Though Ohio EPA says they are OK provided they are installed by professionals, the Erie County Board of Health appears to have decided otherwise -- There are situations in which "common ground" may have to be used as a leach field for adjacent cottages.

There are owners who cannot afford an additional levy even at \$1K/yr. We don't wish to see them have to sell.

This is, as the Board knows, a very divisive issue. Is there a way to mediate the situation so that we are not arguing over the health of individual sections of water pipe, water mains, and storm drains? Perhaps a third party could mediate it, or perhaps a third party could better explain our situation to Erie County.

Since I am paying for it, I would like to enjoy it in my lifetime.

Thanks for taking on this thankless job. There are clearly no easy solutions and we are grateful you have done such thorough research. Jennifer and David Rohrbaugh.

Makes sense to do at once. The system needs to be harmonized.

Thank you to all those who have spent so many hours getting to this point. We are confident that we now have an accurate picture of the facts and options. We support starting the infrastructure upgrade soon, but are concerned about biting off too much at once, and the cost burden on families that cannot afford a big increase in assessments.

I am hoping that my daughter and her husband will take the steps to take over the lease. Grandson graduated from Wittenberg in 2016 and my granddaughter is in her second year at Bowling Green, so they have had expenses.

I spent a lot of money on upgrading the cottage with my daughter and son-in-law doing most of the work, and buying the items for upgrades. With Social Security in peril it hasn't made retirement very pleasant. I had hurricane upgrades to my 60's house, hurricane windows and doors, rebuilt carport stronger, for an expense close to \$30,000 (paid \$35,000 for it in 1979!). I will continue to do the best I can and we are proud of the rebuilt cottage (second oldest)! Thank you, David Wilms.

Thank you for all your hard work. I personally, and presume others may also, wish to pay the \$36,500 now. I think it would be best and cheapest to get the work done all at once.

Perhaps the Board could arrange it so some of us can pay it all (or perhaps 1/2 the assessment) now, and just be done. That might lower the \$1.75 million down to a more "acceptable" loan for banks to provide.

If the pending assessment were lifted, and the work done, those cottages for sale, would become more marketable, if that assessment were already resolved.

I would get a one-time assessment of \$1500-2000 each cottage then \$1000 a year until completion of project. Tom Lukens.

I think a one-time assessment is a good idea - especially if the yearly infrastructure fund yearly fee is \$1000 or less. Nancy

P.S. I totally support the Board and the endless, enormous time you have spent on this. We are lucky to have you and that you care and are so generous. Nancy

We appreciate the work that the Board has done in researching this project. We also appreciate the attention to the sinkholes and other problems that have needed more immediate action. Our cottage is not our primary residence, and for many reasons is not used as much as it has been in the past. Perhaps that makes our response to this community survey different from permanent residents at Heidelberg Beach.

We have very serious concerns about taking on any 1.75 million dollar project too aggressively. We are living on retirement incomes and are slowly planning to turn ownership over to our adult children with young families and many expenses. For that reason, our family has decided that we can offer our support in the following ways:

We could commit to increasing our association fees by one thousand dollars a year. To commit to more than this would be burdensome to our family and will put us in a position of having to consider selling the property. We really do not want to do this. Also, excessive association fees would very likely make it difficult to sell the property.

We would also suggest that the money that would be generated from collecting this money would be made available for emergency projects as they come up. If this is not the plan, we would like to be advised of how to avoid additional assessments as the reserves build.

We also wonder if property value should be considered in assessing fees for this kind of project.

Thanks for asking for and considering limitations that many people have in being able to take on this kind of capital project. We treasure this property and would like to be able to continue to be a part of the Heidelberg Beach community'

We don't support the current infrastructure plan that would require us to replace the sanitary and storm sewer, when our issues are the problematic water lines.

We agreed with the Board that it was necessary to conduct the extensive investigation into our water line issues and conclude with a comprehensive plan, which provided the community details of our infrastructure. It was correct for the Board to present this plan to the community for comment and feedback. But now we appreciate the Board taking this time to listen to what the community is saying.

Since the cost of the infrastructure plan is astronomical in relation to our budget, and funding and township support is unavailable at this time, it is the duty of the Board to present an alternative and less costly plan to our water line issue. We would like the Board to consider a plan that focuses on replacing the water lines only at this time, which is why the community approved that the Board do the investigation into the infrastructure.

We believe that if the Board focuses the funding on solving the water issue independently, the community might be more responsive as we deal with one issue at a time and certainly more financially attainable. We don't negate that the sanitary sewers have to be addressed but doing this together seems overwhelming at this time. There is also the possibility that some grant funds or agency financial support might be available in the future to assist us with the sanitary and sewer lines.

Thank you, Rick & Karen Herwerden

Item 2: Support the plan to replace infrastructure. Want to keep searching as political and/or regulations change. Don't want to stop looking

Item 3: Should be dictated at the advice of company doing project.
