



The Landings Association

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## **Strategic Planning Project**

# **Governance & Leadership Stakeholder Assessment Findings**

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EXECUTIVE SUMMARY

To better inform the long-term governance and management activities of the association, the Board of Directors and Management Team of The Landings Association (TLA) conducted an assessment of the organization’s operations among its stakeholders.

Input was sought from active/involved leaders and committee members in TLA’s community activities including but not limited to current board members, staff, and committees through an anonymous Google Form survey that asked for their perspectives on the:

- Greatest strengths of The Landings Association.
- Challenges they believed could impact the future success of The Landings Association in accomplishing its mission.
- Ideas for things they believed The Landings Association should start doing that it is not doing now.
- Ideas for things The Landings Association should stop doing as they no longer add value to the operation of the Association.
- Priorities they believed should be the focus of The Landings Association over the next three (3) years and beyond.
- Primary reasons they chose The Landings Community as a place to live, work or play.

One hundred and ten (110) individuals were invited to participate in the Stakeholders Assessment that began on November 11 and closed on November 25, 2024. The information contained in this report represents raw data returned from seventy-three (73) respondents, comprising about sixty-six percent (66%) of the Stakeholders.

The chart below shows the Key Themes identified under each Assessment area. The Themes were derived from the raw data provided by the respondents, where specific terms or phrases were stated at least five (5) or more times. Red highlighted Themes can be found under three (3) or more Assessment areas.

KEY THEMES	ASSESSMENT AREAS					
	Strengths	Challenges	Start Doing Ideas	Stop Doing Ideas	Priorities	Why TL Community
	– Financial/ <b>Finances</b>	– Budget/Costs/ <b>Assessment</b>	– <b>Communication</b> /Engagement	– Nothing/None	– <b>Infrastructure</b> / <b>Maintenance</b>	– Beautiful/Natural/Environment
	– Staff/ <b>Management</b>	– Aging/ <b>Infrastructure</b>	– <b>Club</b> /Relationship/Collaboration	– <b>Rule</b> / <b>Enforcement</b>	– <b>Club</b> /TLC	– <b>Club</b>
	– <b>Maintenance</b> / <b>Infrastructure</b>	– TLA/ <b>Club</b>	– <b>Maintenance</b> /Improvement	– <b>Communication</b> /Methods	– <b>Communication</b> /Educate	– Location/Proximity/Close
	– <b>Communication</b>	– <b>Communications</b> /Information	– <b>Security</b> / <b>Safe</b>	– <b>Club</b>	– <b>Finances</b> /Budget	– People/ <b>Residents</b> /Staff
	– <b>Volunteers</b> / <b>Board</b>	– <b>Safety</b> / <b>Security</b> / <b>Traffic</b>	– <b>Board</b> /Meetings	– <b>Board</b> /Activities/Meeting	– <b>Security</b> / <b>Safety</b>	– Gated/ <b>Security</b> / <b>Safe</b>
	– <b>Amenities</b> /Facilities	– Water/ <b>Climate</b>	– Expansion	– Building/Planning	– Water/Use	– Cost/ <b>Financial</b>
	– <b>Security</b>	– Demographics/ <b>Diversity</b>	– <b>Rule</b> / <b>Enforcement</b>	– Harbor	– Demographics/ <b>Diversity</b>	– <b>Amenities</b> /Marinas/Facilities
	– Public Works/ <b>Maintenance</b>	– <b>Residents</b>	– <b>Traffic</b> / <b>Speed</b>	– <b>Traffic</b> / <b>Speeding</b>	– Utilities/Resources	– <b>Community</b>
	– <b>Community</b> / <b>Residents</b>	– <b>Rules</b>	– <b>Community</b>		– <b>Rules</b> / <b>Enforcement</b>	– Well/Maintained
	– <b>Club</b>	– <b>Amenities</b>	– Trash/Recycling		– <b>Traffic</b> / <b>Speed</b>	– Feeling/Atmosphere
	– Location	– Strategic/Mission/Vision				– House/Design/Type
	– Environment/Nature					– Well Run/Managed
						– Climate/Weather

The Themed raw data responses for each Assessment area comprise the remainder of this report.

## STRENGTHS - Themed Raw Data

Total Responses for Strength 1:	71
Total Responses for Strength 2:	71
Total Responses for Strength 3:	67
<b>Grand Total</b>	<b>209</b>

The raw data provided by the respondents was grouped into Themes where specific terms or phrases were stated at least three (3) or more times. Some respondents listed several different suggestions together. These were separated and listed with the corresponding Theme.

### **Financial/Finances**

1. Fiscal Responsibility
2. Financial stability
3. No debt
4. Debt-Free Organization
5. Financial responsibility
6. Financial Strength
7. The Money! We have a strong financial plan including the CAMP (Capital Asset Management Plan) resulting in a debt free organization.
8. No Debt/Financially Sound
9. Income from assessments
10. Financial stability
11. Enormous resources, including financial and environmental.
12. Good fiscal management
13. Fiscal management and transparency in budgeting process. Overall, the management of the Association is excellent and a great investment for the residents.
14. stewardship of resources
15. Debt Free
16. Financial stability
17. Keeps HOA fee reasonable
18. The ability to manage the budget while maintaining the beauty and ecological uniqueness of the landings.
19. Financial Management and No Debt
20. Fiscal responsibility
21. Reserve fund
22. Excellent stewardship of funds.
23. Fiscally responsible
24. Fiscally responsible with all financial matters .
25. Open accountability with with most major financial decisions.
26. Financial health
27. reasonable HOA dues
28. Strong Reserves
29. Diverse sources of income.

30. Frugal with community dollars
31. Fiscal responsibility
32. Continuously demonstrates sound financial management as demonstrated through effective: 1) budgeting 2) reserve fund maintenance and 3) prudent and wise investments of funds.
33. Financial Management
34. Debt Free
35. Financial strength
36. Responsible use of annual assessment

### **Staff/Management**

1. Good staff
2. All TLA staff are extremely willing to help in all tasks.
3. Tenure of management personnel
4. Good employees
5. The commitment of the hired management and staff to the good/betterment of the community - physically, emotionally, fiscally..
6. Staff
7. Well run organization
8. Generally strong leadership and department heads
9. knowledgeable leadership
10. Possesses strong leadership at the GM and Department level resulting in accountability in decision making, budgeting and project management. Clear policies and regular reporting back to the community demonstrates the strong leadership.
11. Excellent staff and management
12. Strong Leadership
13. A strong Leadership Team.
14. Management of relationships with government resources and key service providers
15. Staff
16. Public Works Director (Sean Burgess) does a fantastic job and is a wealth of knowledge on community infrastructure
17. dedicated employees
18. Dedicated and talented staff
19. All TLA staff are professionally educated and well trained For the tasks at hand.
20. well managed
21. The people! We have a senior staff that has been in place and working to for many years with very active resident volunteer groups to better the organization.
22. Dedicated Employees
23. People that work for TLA
24. Strong Leadership Team
25. Strong staff, responsive to resident's interests.
26. Responsible management
27. Management of the organization is intelligently structured and very well executed. The integration of management professionals with community volunteers working together for common goals is an effective approach.

28. great staff and department heads
29. Availability and courtesy of Association employees
30. Dedicated staff
31. Well run and managed
32. Leadership - Board, Staff, and Committees
33. Very talented and hard working employees.
34. Conscientious staff

### **Maintenance/Infrastructure**

1. Strong at asset management, and replacement of old infrastructure. ie. Paving Roads, replacing bridges, upgrading storm drains
2. Maintaining public spaces
3. Well groomed, gated, coastal environment.. 4K homesites.
4. Condition/upkeep of common areas
5. Property beauty
6. Ongoing maintenance of assets and infrastructure for the benefit of residents
7. The care taken of the community and its residents by the staff and board members.
8. Strong and committed leadership focused on maintaining our island home.
9. Common ground maintenance
10. Constant vigilance on condition of critical infrastructure and a long range plan to maintain it.
11. Appearance
12. A consistent and steady commitment to maintaining, enhancing, and beautifying our community. These efforts have created the unique atmosphere that makes The Landings feel like a personal paradise.
13. Well managed - particularly maintenance of property and roads
14. Management of resources
15. Road and path maintenance
16. committed to maintaining and improving facilities
17. Maintaining the infrastructure of the Landings
18. Community property upkeep, and beautification
19. Continually progressing facilities
20. Good stewards of the association's assets
21. Ample, well maintained common areas and paths
22. Maintenance of amenities
23. Caretaker of the island
24. Maintains assets well
25. Maintenance of all assets - roads, marinas, playground, common property.....
26. Maintenance of infrastructure
27. Condition of common area amenities
28. Well maintained physical infrastructure
29. Upkeep of infrastructure
30. Island maintenance
31. Attending to the physical beauty of the Landings

32. Generally good quality of existing physical infrastructure that enables upgrades and needed modifications.

### **Communication**

1. Communication
2. Keeping community informed
3. Communication
4. Let's the residents know of infrastructure repairs, tree removal, gate access issues, etc
5. Fairly good communication between the staff and the homeowners
6. communication
7. All TLA staff when communicating in meetings place the emphasis on making sure the audience understands what is being told them
8. Many vehicles for communication on a timely manner
9. Listening to stakeholders
10. Responsive to stakeholder needs
11. Frequency and Content of Regular Communications
12. engaged community members
13. Public forums on future projects.
14. Great communication
15. Communication to members is thorough, comprehensive and (usually) clear.
16. Communication
17. Excellent communication with the Landings community.

### **Volunteers/Board**

1. It's volunteers
2. A strong Board of Directors who are actively involved.
3. volunteer leaders,
4. The Resident Volunteers
5. Concerned volunteers who take their responsibilities very seriously for all residents.
6. committed board members.
7. The Association is the residents, and most residents/members are deeply committed to the community and do everything possible to maintain and improve the high level of service we experience.
8. Very active committees comprised of residents who possess excellent qualifications
9. Good corporate governance
10. Committed residents
11. to volunteer is a huge asset to staff and the community as a whole.
12. Committed Board of Directors
13. Volunteer Support

### **Amenities/Facilities**

1. facility and amenities. e.g Marinas, paths, trails and lagoons.
2. It's amenities
3. Amenities

4. An island of assets
5. Diverse amenities
6. Amenities (trails, youth athletic facilities, marinas with multiple boat storage opportunities) social & volunteer opportunities.
7. Activity amenities: kids playground/ field, bike and walking paths, parks
8. Amenities
9. Overall amenities - Marinas, park areas, trails,
10. Various amenities- nature trail, marinas, dog park, playground, athletic fields, etc

### **Security**

1. Security
2. Security
3. Providing security
4. Providing a safe environment for all.
5. Security and safety services
6. Security
7. Security
8. Security Force
9. Enforcement of safety rules

### **Public Works/Maintenance**

1. Maintaining infrastructure
2. Efficient Public Works Department
3. focused on timely replacements of infrastructure
4. Does a great job maintaining roads and drainage
5. Public works: the care and maintenance of the property, amenities, facilities and infrastructure of the community is first rate.
6. TLA does a good job of meeting the majority of the resident's expectations and an outstanding job of managing the physical upkeep of a 50 year old community while planning for the future. The least expensive option is not always the one chosen if a higher quality/longer-lasting option exists and is feasible with the allotted budget.
7. Dedicated and competent Public Works Department

### **Community/Residents**

1. Community
2. Dedication to the whole community
3. Sense of strong community
4. The community itself from both a member perspective, the property owned and its diverse natural elements
5. Neighbors
6. It's members
7. incredible residents

### **Club**



1. The Landings Club's amenities
2. Landings Golf and Athletic Club (LGAC)
3. It's association with the club
4. Independent of The Landings Club
5. Option to join The Landings Club - restaurants, fitness facility, pools, golf, tennis, pickleball, bocce, croquet. All in one community.
6. Proximity to The Landing Golf and Athletic Club

#### **Location**

1. Location with island, lagoons, marinas and
2. Location
3. Fantastic location
4. Location
5. It's land/location
6. Location

#### **Environment/Nature**

1. The coastal environment
2. committed to conservation
3. Natural Beauty
4. Natural environment
5. The Environment! The developer did an amazing job designing this community to coincide with nature and really create a unique character that helps reduce the feel of high-density housing or the clear-cut model used by most development.

#### **General – Rules/Property Values**

1. Enforced standards
2. Protection of property values
3. Covenants
4. architectural guidelines

#### **Cleanup/Storm**

1. Storm reaction and cleanup
2. Responsive to immediate cleanup from storms considering site of community property
3. Responsiveness to "situations" - storm damage, etc..

#### **Customer Service**

1. Customer Service
2. Customer Service

#### **Miscellaneous**

1. HOA
2. A strong partner with 3rd party Utility providers- - water, electricity, cable, gas
3. Attention to detail...so much to understand.

4. Historic involvement
5. Connection to Savannah
6. Water access via the marinas
7. A protector of status quo - steady state management
8. Resident activities
9. North and South Harbors
10. The ability to make changes quickly and efficiently.
11. Great oversight
12. Equal opportunity to all qualified residents
13. Safeguarding Landlings' owners rights
14. organization
15. Stewardship of the community
16. Always thinking way ahead to anticipate potential problems and costs in the future.
17. This organization is always looking for ways to improve. The amount of knowledge, work experiences, and willingness Vision of future
18. Complete information shared
19. Interest in the community wants and needs
20. Generally positive relations with property owners that enables good dialogue and mutual support.
21. Wide range of services
22. Quick response time to any issues facing the community
23. The ability to adapt to the changing demographics of the population.
24. Forward looking.
25. As an employer, the Association does a very good job of empowering the employees and supporting them even in challenging times (challenging resident interactions, questioning from Board, etc.). It allows us to do difficult work knowing that we will be supported for doing our job and for using sound judgement, which at times involves delivering news that is less than desirable to a homeowner.
26. Quality planning and execution
27. Owned by the homeowners
28. transparency
29. Options

## Challenges - Themed Raw Data

Total Responses for Challenge 1:	72
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### **Budget/Costs/Assessment**

1. Inflation - Cost of insurance
2. maintaining the services while operating within the budget given inflation.
3. Next assessment vote
4. Residents of The Landings do not understand the tremendous VALUE they get with our low annual assessment. Many residents have not lived in an HOA before.
5. Residents who don't want to spend any money or increased dues
6. Inflation - Costs of goods, improvements and materials
7. Obtaining resident approval for HOA increases
8. Requirement to have vote to raise the Annual Assessment (and inflation)
9. Maintain cost efficiency for us retired on fixed income
10. Managing costs. There are many ways to draw down capital while taking care of this community and it's employees. Determining the right priorities is critical, while also maintaining a good value proposition for the members is a must.
11. Maintaining the financial strength to continue upkeep and investment as needed to meet the needs of our community
12. Work to influence the Landings Club so that the choices it makes on fees and dues does not dislocate the members of our community dramatically thus changing the composition of our neighborhood with haves and have nots
13. Increasing costs
14. On-going challenge of limited financial resources: 1) Our budgets are limited by the dues we can collect and the need to keep the dues increases low if we want approval. 2) Inflation and rising cost in all areas of infrastructure maintenance and repair, employee salaries, benefits, equipment costs, insurance, etc. 3) Maintaining adequate funding of our reserves as costs rise.
15. Future dues increases
16. Continuing to pass yearly assessments because of rising costs/inflation
17. HOA dues - owners reluctance to increases
18. Prioritize future expenditures within budget limitations
19. Separation of \$ allocation and expenditures between golf- sports-leisure-dining/drinking.
20. Inability to automatically increase dues without Covenants change.
21. Control of costs
22. Budgetary restraints
23. Maintaining financial resources for the long term

24. Inflation - Labor costs
25. To expand on my answer in Challenge 2 in my previous submission - We spend so much time worrying about a few people who threaten to vote against an Assessment increase that we let the interests of a few, loud resident scare us from working on big items that not all will appreciate. We need to take stands and do what's best for the community, regardless of the threats.
26. Cost efficiency
27. Maintaining financial strength in light of rising costs
28. Maintaining the high level of service provided to the community given the ever-increasing costs of all goods and services Building reserves to cover the unforeseen
29. with the members' reluctance and/or inability to pay for the increases.
30. Ongoing costs / inflation
31. How to upgrade without costs becoming excessive.
32. Dealing with inflation
33. Continue to prudently manage association budget and expenditures in the current high inflation economy

### **Aging/Infrastructure**

1. Updating power lines, water mains, gas, and internet connections
2. Aging infrastructure
3. Dealing with aging housing and availability of desired housing for incoming residents
4. Aging infrastructure
5. Dated technology. Dated infrastructure. Dated practices. money, many issues surrounding these 3 items.
6. aging infrastructure
7. maintaining infrastructure
8. Aging Infrastructure
9. Replacement of deteriorating facilities
10. Aging infrastructure
11. Improving infrastructure
12. Maintenance of infrastructure and landscaping.
13. Maintaining Infrastructure
14. Financing the assets as they age
15. Infrastructure of drainage, water, sewage utilities and roads
16. Rising Costs and wages make it challenging to maintain infrastructure and keep a high level of staff to provide services.
17. Infrastructure
18. Maintaining an aging infrastructure
19. Age of community
20. Aging Infrastructure
21. Aging infrastructure
22. Increasing age of infrastructure and housing stock that will need to be progressively refreshed to maintain community desirability.Age of Community all around. Keeping up with the times.
23. Replacing the older infrastructure
24. Aging infrastructure such as water lines, electric service, etc...

### **TLA/Club**

1. Still confusion about TLA or TLAG who is responsible for what...ie cart pathsChange in leadership
2. Educating the community about the differences in purpose of TLA and TLGAC
3. An equal partner with the Real Estate Company and the LGAC.
4. Collaboration with The Landings Golf and Athletic Club
5. Having to compete with the Club for resources. The Club can raise their membership fees whenever they need to, but we have to get a vote. When they impose an increase, it makes it harder for us to get a "Yes" vote on the assessment. Many residents still do not understand the difference between the two entities; or they do know, but it doesn't matter. Either way it costs more to them to live here.
6. TLA can not compare themselves with other HOAs that offer residents a community center or a community pool because of the issue with TLC. TLC should not have been created as separate and independent of TLA. Also TLC wants more and more from TLA but not is willing to contribute to the community at large. All TLC is interested in is more paying members and making money.
7. having two entities, association and club
8. Disjointed/competing visions for the future. As the community is reaching final build-out, it has evolved into something which is similar, but uniquely different from the original master plan of the community. The original buyer has long left the community and we now see that properties have changed hands many times in the 50 year span. The new Landings resident has different desires and visions of what the community can/should be from the one that Sasaki and the original development team had envisioned. As the Association, we need to recognize that and find a way to identify and build consensus around those shared desires. Since there are other entities (TLGAG and TLCo) that have a stake in the future of the community, we need a united vision which we can all strive towards even though we all have different missions and obligations to the community.
9. Finding a way to better integrate and mutually work with the TLC to grow both our interests.
10. Preventing the Club from becoming a Resort club and not a Residents Club
11. Disconnect with the club
12. Friction between TLGAC (the Club) and TLA is a challenge because Club focus is amenities and not preventive maintenance on their infrastructure
13. Terminate partnership with The Landings Company
14. Inability of TLA to offer amenities to non club members that are residents based on non compete issues. Non TLC members that are should have adult oriented recreational amenities (not only amenities that are geared toward families). We asked for bocce before the TLC had it and was told no. How about shuffle board or horse shoe pit? Corn hole?
15. Lack of Organizational Structure between TLA and TLC. The Club is one the single largest property owner on the island and within the community but is not subject to any of the Communities Covenants of Rules or Regulations. Two sperate management teams and two separate boards makes decisions in their best interest. TLC will only cater to those who are members (~70%) of community while TLA has to try to compliment TLC's services without competing even though 30% of the community wants services similar to what TLC offers, but don't want to join. Our Board is typically 100% club members which can be a challenge of what "Hat" they are wearing and when. Most board members are pretty good at separating the competing interests, but not all.

16. Working with the Club to work as one unit
17. Potential sense (will need to be tested) that community members may be questioning the effectiveness of TLA as an organization as a result of recent actions--examples: dynamics with club; speeding fines; etc. May impact potential future funding increase votes.
18. Becoming a strategic partner with the LGAC. Identifying a shared strategic vision where complimentary strategies benefit each party
19. Need to cooperate with the Landings Club in public.
20. Relationship with The Landings Golf & Athletic Club
21. TLA vs TLC Shared Vision
22. Cooperation with the The Landings Golf and Athletic Club.
23. Relationship with club
24. Influencing direction of Landings Club to maintain unique character of our residential community
25. Less aggressive posture in its relationship with The Landings Club
26. Relationship with TLC and no formal agreement between TLA and TLC. TLC makes decisions that impacts all residents and TLA has no power to enforce when TLC wants to allow outside non residents access to our community
27. Resolving conflicts with the TLClub and working together
28. Keeping this community relevant. Needs to be accomplished in conjunction with the TLCo and Club

### **Communications/Information**

1. Engaging and communicating with residents to rebrand the TLA. The TLA is more than the utilities provider. They need to be viewed as the developer with a strategic vision to protect and improve the Landings Community.
2. Managing social media chatter
3. Misinformation
4. Limited Resident Understanding on Various Issues
5. Too many residents who do not read the communications, but stir people up with false information and/or half truths
6. Marketing to new prospective members
7. educating the community on what the money collected is used for.
8. Not becoming the "Well where I came from" community. The influx of new residents after covid really has caused some dramatic changes to both entities. I feel strongly that we need to manage expectations and do a better job educating people on why this community is so unique and special.
9. Owner input on projects! Example Main gate entrance that was a disaster, Natural area at landings harbor .
10. Communicating with residents. People don't read! Facts and concerns are shared constantly to residents, but with time constraints, technical constraints, and a lack of caring, people are not seeing that information. Lack of information and understanding leads often to complaints expressed privately and quite publicly.
11. Communications
12. Enhancing community education about the challenges the Association faces and the decisions made to deliver long-term value to residents. Many community members rely on social media for

information, where inaccuracies are common. TLA needs to proactively address misinformation by providing timely, clear, and educational communications to ensure residents are well-informed and engaged.

13. The resident's don't read or review information and then say we don't communicate well.
14. People may not understand the depth of TLA responsibilities
15. Communications with residents.
16. I have been thinking about a question to find out how the community receives important/critical information from the TLA. Is it worth asking if people read the Friday evening email and if the answer is NO; why not?
17. Communication. Being able to engage 10,000+ residents/property owners in a way that spans multiple generations and technological platforms is incredibly difficult. Sometimes this is also difficult for the staff - knowing all that is occurring in the different departments since we all work in different physical locations/areas of expertise is a challenge.
18. Communication with membership
19. Communication to its residents (I believe few read the e-mailed newsletters).
20. Effective communication with residents

### **Safety/Security/Traffic**

1. Road safety. Golf cart/auto traffic in neighborhoods
2. Keeping the community safe. An increasing number of car/golf cart accidents on the roads and cart paths. Access to the community by unauthorized people. Thefts. Altercations between residents. The large divide between new and long-term residents. The feeling that many newer residents don't share in the responsibility to the community's safety, natural beauty, peace. We need more security officers to patrol the area.
3. Continue to provide a safe and secure environment for all residents
4. security, roads,
5. Vandalism/theft
6. Attending to safety on cart paths and roadways
7. Road and cart path safety
8. Traffic and safety concerns
9. Security force with no authority or ability to protect residents.
10. Neighborhood Security
11. Security staffing and perimeter security fencing Flagrant speeding on Landings roads
12. Addressing safety on our community paths -- enforcing our rules
13. Safety and security of residents
14. Very long lines at security gates for guests/vendors
15. Traffic speed
16. Security Department employees (some-not all) need better training
17. Lax security and gate control
18. Security
19. Gated community with a lot of entrance points that are not covered or protected

### **Water/Climate**

1. Flooding

2. Water
3. Water supply
4. Ensuring future sustainability, especially water resources
5. Long-term possible climate change impacts.
6. Water supply
7. Need/dorms to prepare for increasingly heavy rain and st
8. water
9. Climate change will be more and more of a major issue for us
10. Environmental changes, i.e. more storms and rising sea levels
11. Response to sea level rise and planning for infrastructure impacts
12. Climate Change and All Its Associated Issues
13. Water, conservation,
14. Water conservation
15. Water resources
16. Sea level rise and reactive approach to it.
17. Manage our water usage before the State manages it for us.
18. Sea Level rise and increased storm activity.
19. Water and sewage

### **Demographics/Diversity**

1. Shifting Demographics
2. Coordination of demographics
3. Balancing the evolving needs of our demographically changing community. As our population trends younger while many residents choose to 'age in place,' the community faces new challenges and opportunities. Younger residents, often occupied with careers and family priorities, tend to be less engaged, while long-term residents are highly vocal and maintain elevated expectations.
4. Continuing to make The Landings attractive and accessible to a wide range of new members. The diversity of members from many walks of life is an asset to our lifestyle.
5. Changing demographics
6. Addressing these diverse needs within the constraints of limited resources is an increasingly complex challenge.
7. Our changing demographics...younger residents may be somewhat spoiled...rules may not apply to them.
8. Diversity of age and opinions serving on board and committees. The choices for board nominees this go around were a reflection of the problem.
9. Differing Priorities between younger and older members
10. Changing demographics of the community
11. Meeting expectations of changing/varying demographic
12. Integrating generational differences in expectations
13. Staying ahead of the increasing population of the Landings and their needs
14. Changing community diversity
15. The changing from mostly retired community to more young families than before
16. Dealing with expectations of various age demographics



17. Keeping everyone "happy". As the membership becomes more diverse, for example, families vs retirees, needs and wants of different member types can sometimes be in conflict.
18. Changing demographics and balancing meeting the needs/desires of these diverse groups, more younger people moving into the community
19. Shift in ownership needs/wants due to increase of younger resident population.

### **Residents**

1. Generally apathy by most residents.
2. Residents who act like rules apply only to others.
3. How to appease the disgruntled residents; many seem unaware that rules are for their safety, enjoyment, keeping a standard to make their community enjoyable for all
4. Unrealistic expectations of some residents
5. The residents. I say this with the best of intentions. The expectations of the residents is often unrealistic and far from reasonable. This is also true of their actions. For the staff that have the most interaction with the residents, the exchange is the worst. I believe this contributes to much of the turnover and if the residents attitudes drive off staff, it only results in short staffed departments, burdening the remaining staff and/or having to pay more to staff who are willing to tolerate the behavior.
6. Members retaining control (overstepping of employees)
7. Resident support

### **Rules**

1. One-off rulebreakers/entitled owners - Spend lots of time on this.
2. Maintaining residential property standards
3. Living in a Covenant restricted community is not for everyone, and most residents have no idea what they have bought into which can cause of conflict with staff.
4. Lax adherence to the rules of our neighborhood. The Landings is a beautiful neighborhood but it takes everyone doing their part to keep it that way.
5. Convincing residents about property maintenance.
6. Poor identification of violations and enforcement of covenants and rules and regulations

### **Amenities**

1. Enhancing or creating new amenities for residents.
2. Quality of amenities (Marina store, and other common buildings) are sub standard finishes and quality for a neighborhood of our stature
3. Amenity improvements / additions
4. Lack of availability of amenities will lower property values
5. Build out. We are at the end of the implementation of the Master Plan design. Many assumptions were made based off of trends in the 80's and 90's. We are seeing a shift from a retired couple living in a home to young families which increases the demand for amenities and infrastructure. With limited build out opportunities we really need a plan to understand what is needed in the next 10- 25 years in the community. I think we are at a crossroads of do we try to preserve what is here or develop regulations or Rules for redevelopment of properties. This shift from the master

planning will have ripple effects on all aspects of the community from infrastructure, amenities to TLC operations.

### **Strategic/Mission/Vision**

1. Strategic focus at upper management and Board and Committee levels
2. The TLA mission is not clearly understood
3. Changing the Culture of the TLA from status quo maintenance to championing a strategic vision that embodies growth and change to attract future residents.
4. A focused strategic planning document
5. Charting progress versus maintaining status quo

### **Miscellaneous**

1. General community centers
2. Attention given by the home owners
3. Never ending complaints for management of TLA to handle
4. home sales
5. Keeping the vibe
6. The tyranny of the minority - meaning, 1/3rd of the community can hold everyone hostage
7. Time constraints to complete tasks
8. Traffic back ups at North gate & Main gate
9. attracting young families
10. Lack of transparency from our GM e.g. not answering questions at our last annual meeting, cost of traffic pattern redesign and return to original.
11. Organize and locating daily influx of traffic from owners, guests, contractors and others, guests.
12. Preventing over development including loss of green space as currently available real estate is built out
13. Small employee department size for growing demands.
14. Utilizing all available land
15. Sourcing and maintaining staff at all levels of the organization.
16. Attracting the best/qualified candidates for the board
17. Increased Deer population
18. Board Governance - The Club recently released communications saying its Board needs to let the committees do the work, and let the Board focus on strategic items. We need to consider a similar concept. Also, our Board Workshops now run four hours vs. the 2.5 they used to run. It's great to receive input from all, but there must be a way to streamline this. Also, we make decisions and then change our minds. Maybe track at the end of each meeting what we agreed to (consensus) and remind each other of that to begin the next meeting if the same topic is on the agenda again.
19. Dealing with non-resident access to the Landings
20. Some people do not appreciate the work that is done day in and day out to keep the flavor of this community.
21. Areas for further future development
22. The wet slip marina facilities are not large enough to support the boating population and demand for in-water storage.
23. Hiring and retaining qualified employees

24. Need proactive and innovative thinking
25. Protecting our environment--locally and otherwise.
26. Need younger and open minded members on the Architectural Review Committee to bring updated sensibilities to the task
27. Continue to maintain a community attractive to future home buyers
28. Resilience planning for environmental disasters -- hurricanes, heavy rains, and sea level rise
29. protecting our environment
30. Lack of understanding by stakeholders of the enormity of keeping the Landings up to par
31. Insuring that original concept of The Landings is upheld - green space, limited night lighting, no on street parking, maintenance of homes and landscaping...
32. member apathy
33. On a personal note, I have never been threatened (as a bully tactic) with lawsuits more than in my current position. "
34. Explaining future results to non listing members.

## Ideas Start Doing - Themed Raw Data

Total Responses for Challenge 1:	69
Total Responses for Challenge 2:	65
Total Responses for Challenge 3:	59
<b>Grand Total</b>	<b>193</b>

The raw data provided by the respondents was grouped into Themes where specific terms or phrases were stated at least three (3) or more times. Some respondents listed several different suggestions together. These were separated and listed with the corresponding Theme.

### **Communication/Engagement**

1. Communicate and educate residents better
2. Enhance resident input and feedback mechanisms to foster better engagement and decision-making. Implement targeted, concise surveys on a quarterly basis, complemented by more comprehensive surveys conducted annually, every 18 months, or biannually.
3. Despite numerous methods of communication from TLA- many residents don't seem to be aware of reasons for issues not under TLA control.
4. Enhance the website and mobile app to be more user-friendly, including improvements to the forum on our website to be stylized more like social media. That is, residents can confidently access accurate information. Newsworthy items would trigger email notifications (from TLA), similar to social media platforms, ensuring residents stay informed. Our Communications Committee could monitor the forum and draft preliminary responses subject to a quality control check by TLA management. Further, the mobile app should provide comprehensive and relevant content, ideally mirroring most, if not all, of the website's features (currently our mobile app is a subset of the website). While mobile app usage statistics reportedly indicate 98% adoption, anecdotal feedback from friends and neighbors suggests limited engagement, highlighting the need for better functionality and promotion to increase usage.
5. Host an annual town hall meeting in early fall, prior to finalizing the budget, to gather additional resident input.
6. Get ahead of social media chatter
7. Daily updates...like the club
8. Several years ago, there was a staff person who set up gatherings, presentations, lessons. These sessions about the island and our homes were quite informative. I would like to see the Association make this type of information available again.
9. Expand the use of task forces and focus groups to provide deeper insights into key decisions.
10. Better educate the members as to what the Association does. This should start with prospective buyers and New Neighbors activities.
11. Improve communication between board and committees
12. Community poll to identify best communication method and frequency.
13. Ask members (more often) for their input...traffic changes, picnic Pavillion, etc. Share opinions pro and con for such issues
14. More meetings where association members come to address the TLA board/committees

15. Hold town hall type meetings to ensure free exchange of information, understanding of member wants and to educate members
16. Engaged the Community on a forward looking Development Plan for Land Use, water, the environmental and amenities.
17. Communicate more with members
18. Not sure how to communicate to people who have "checked out". Perhaps talk with a psychologist? (I have no idea.)
19. Communicate better to all residents. The current email system does not reach all residents.
20. Improve the Association's on-line forum (the TLA Social Media) to make it a trusted and reliable source of information, reducing reliance on less-informed platforms like Skidaway Times and Nextdoor. These efforts should be part of a broader educational initiative, positioning effective communication and community education at the core of TLA's engagement strategy.
21. Improved communication with members
22. Communicate more often on improvements made to made the Landings a community for all generations
23. Better communication
24. Expand and improve communication to residents
25. Invest in a new communications software system to make it easier for residents to stay abreast of TLA communications and developments
26. Communicate more to residents in a timely manner
27. More regular, ie quarterly meetings to explain to association members future tasks
28. Multi-faceted communications to reach all residents.
29. Hold public board meetings, dealing only with legal and similar issues in executive sessions
30. Get a more-user friendly phone app and website
31. Educate residents about what TLA does daily, weekly and monthly for their benefit
32. review communications efforts--many older residents do not read as much on the internet so I think there are many residents that are not informed because there is no longer a paper copy of the Journal, etc.
33. Increased opportunities for members to connect to encourage communication, involvement, and community focus
34. Website refresh.
35. Increase public awareness of the long term capital issues the island faces, e.g. infrastructure  
Finding ways to encourage reading of communications
36. Young Resident Forums (can be virtual)

#### **Club/Relationship/Collaboration**

1. Encourage homeowners to join the TLC to better harmonize interests and goals of community.
2. Increase interface with the Club with the objective of aligning actions that affect Landings residents
3. Have Ass and Club goals more closely aligned
4. Build a pool since the club is limiting membership numbers and types
5. Collaborate with TLCo to explore on-island land development opportunities.
6. Assure that The Landings Company land (so called five lots) ends up being used and owned by the Association or the Club and used for amenities for the community or the club. While having more

housing and annual dues has some economic benefit, the use of the area for recreation and enjoyment outweighs the incremental dues since there is little to no contiguous land available to add enhancements to the existing facilities.

7. Partner more with The Landings Club
8. Improve relations between the Landings Club and the Association
9. Stay out of The Club issues that don't concern TLA - ie Grand Harbor
10. Provide a non-golf club community center for meetings and social gatherings
11. The Club and TLA need to work better together
12. Work harmoniously with the Club
13. There are 3 separate operations: TLA TLC And The Real Estate operations. These operations need to work together to achieve a common goal! Main one comes to mind parking at Franklin Creek is a disaster with all the hype of the new pickle ball and all other activities that are taking place on property.
14. Improve the interface and communication with The Landings Club. Being in sync is better than being at odds.
15. Work with The Landings Real Estate Company to expand community marketing with greater emphasis marketing to Southeastern states
16. Craft a formal agreement between TLA and TLC
17. Recognize the integration of other organizations on the island including The Club
18. Better partnership and coordination with The Landings Club
19. Join forces with TLCo. They feed each other in many ways. The club would have to follow that lead. The division harms our communities future and nobody is buying what is being sold regarding this issue. The TLA exists because of TLCo and vice versa. The community is represented by TLCo. Done correctly the collaboration would change the game in many ways.
20. Communicate jointly with the The Landings Golf and Athletic Club on initiatives and results of coordination. Show results of cooperations, don't just talk about it.
21. Better cooperation between TLA TLC AND Landings Company
22. Worry less about competing with the Club and do what is right for the majority
23. Work better with TLC, stop the nonsense between the organizations.
24. Evaluate and address the impact rising Club costs have on homeowner values. As dues continue to increase, the buyer pool able to pay those fees will want better housing than is available in more than half the homes on the island. These homes will be difficult to sell.
25. Work with the club and company to address how the community goes forward at 50+ years
26. Support the Club
27. While not competing with the Club, TLA should actively encourage and promote diverse social and recreational activities that enhance residents' quality of life and make TLA an integral part of their daily experiences.
28. Find a way to be on the same page as TLGAG and TLCo. All entities have different missions, duties and responsibilities, but not being on the same page requires a lot of time and effort from staff and the Board to come to a negotiated solutions, which are often ineffective and don't really solve the issues.
29. Work together and coordinate with The Landings Club to improve residents' life experience
30. Make sure TLC pays their fair share to TLC for community provided services

31. Improve relationship with the club board to adapt a more cohesive approach to overlapping areas of responsibilities.
32. Get better alignment with the club and work together
33. Improve willingness to collaborate with the Club and not throw up so many roadblocks to improving the Landings.

#### **Maintenance/Improvement**

1. Update signage and high visibility areas
2. Side street repairs ie cleaning and road repairs are always last
3. Try to bundle infrastructure projects at the same time-it seems there is always disruption due to maintenance on different schedules
4. Take better care of common property (ie. some areas still need some cleaning up of debris left over from Helene)
5. While a tremendous effort was made to clear the roads and paths after the recent hurricanes, there are many, many dead branches and dangerously leaning trees that need to be addressed. It seemed a bit of a waste of time to be painting stripes on the roads, when there are so many dead branches on the sides of the paths or hanging from the trees.
6. Improve the aesthetics of the entries and roadways
7. Review Cart paths to remove excess trees and foliage that restrict line of site and the ability to make way for others.
8. Take one building and improve to a higher standard. Landing harbor marina store and bathrooms, then the delegal structure, then sunset point,....
9. Fix the vendor back, and Charity Golf Tournament traffic, at the North Gate before a horrible accident occurs
10. Planning for the future versus maintenance
11. Keep the infrastructure current
12. More aggressive infrastructure improvements such as water line replacements
13. Progressively replace street and other signage to freshen the look of the community.
14. Look for ways to improve the attractiveness and maintenance of common areas and generate greater use of marinas and other physical assets
15. Update entrances

#### **Security/Safe**

1. More security and tighter boundaries. While some of our recent thefts came from within, others have been perpetrated by people entering the community through the woods or on open paths. Not an easy task - but why we all moved here.
2. Bigger role in protecting the island- avoid overdevelopment, safety, water
3. Determine and fund security measures at access points
4. Security needs to pay attention to the residents frequent complaints about the same issue and act on them in a timely manner and let the HOA members know they are being heard.
5. Increase security at events/control parking at events
6. Continue it's efforts to maintain and improve the security of the community--tightening access points
7. Keep community paths edges safe (too many areas with drop offs of over a couple of inches)

8. Provide sidewalks/cart paths along the main roadways for pedestrians to avoid accidents
9. Enhance security
10. In time security will become a more important issue
11. Heightened Security - too many non-residents driving/riding around, parking in places that are not parking spots, and using facilities of both the TLA and TLC
12. Security Dept - deter trespassers through fencing and limiting access off of Green Island Rd.
13. Improve security -- better perimeter fences and increase staff at gates and on patrol

### **Board/Meetings**

1. Quarterly meetings for association members to understand how TLA is working closely with it's counterparts
2. Better define the role(s) and deliverables of the Board, and the General Manager. This is needed to keep the Board out of the day to day weeds and focusing on strategic action plans brought forward by the GM and Staff Management.
3. I feel strongly TLA board should be a reflection of our homeowner demographics. . We desperately need young board members to lead the community forward
4. Use better judgement and consider the community as a whole when making some decisions (ie. the initial changes to the round-a-bout inside the main gate)
5. Try to get more staff and board members at functions with more visibility
- 6.
7. Bi-Monthly Coffee and Conversation with the Board
8. Change in BOD philosophy to come more in line with the demographics
9. Allow the Board to determine the future of the Landings versus the GM and legal counsel
10. Extend residents a chance to mix socially with applicants for Board service like the Club does for its applicants
11. Get the homeowners more involved. Most don't even vote for the BOD's.
12. More Board transparency, less Executive session information unpublished

### **Expansion**

1. Evaluate spaces that may be available for additional housing, patio homes.
2. Considering how to make the community it's best without any new growth or expansion. The discussions around expansion/annexation have been reoccurring with little to no change in the the feasibility of it. There is an urban planning concept called the tragedy of the commons which is essentially an economic theory that if everyone acts in their own self-interest it will deplete a shared resource. Being situated on an island with land as a finite resource, the unintended negative impacts of development could have serious impacts on the overall experience/quality of the community.
3. Expand one or both marinas
4. Expand Landings Harbor in-water slips. Reconfigure harbor to minimize need for dredging silt.
5. I believe the role of the Association is management of common ground, roads, facilities and infrastructure along with security and it should not dilute its focus by expanding into unrelated areas
6. Additionally, over time, TLA could expand amenities such as the Landings Harbor picnic pavilion and consider adding smaller pavilions, gazebos, or recreational amenities for children (pre-K



through high school) across the community. Ideally a long-term amenity plan could be developed as part of this strategic planning process or as a separate project using our current LH pavilion task force.

7. Keep the green space at the Landings Harbor and don't build the pavilion
8. Keep open spaces open
9. Develop a community wide recycling program.
10. Work closely with the LGAC to expand cooperation and generate mutually beneficial assets and infrastructure

### **Rule/Enforcement**

1. Better identification and enforcement of covenant, rules and regulation and architectural violations
2. Stricter enforcement of homeowner maintenance (home and landscaping)
3. Be more diligent in enforcing association rules and regulations
4. Enforce rules more proactively
5. More strict enforcement of our rules. There are homes that look abandoned. There are yards that are overgrown, devoid of landscaping, or with trash in the front yard. There are cars parked on the street at night. There is speeding on our roads and paths. There are under age golf cart drivers.
6. Gently enforcing all the Rules and Regulations through reminders and warnings
7. Driveway patrol ! This is a joke! Lot bigger problems out here than harassing owners about well water stains! There are road and curb and gutter issues far worse that need addressing! Rear entrance to Marshwood from Landings way is a mess!
8. Higher expectation of homeowner maintenance (home and landscaping)

### **Traffic/Speed**

1. manage the speed on roads and cart paths. The kids without helmets speeding is an issue.
2. Push for a traffic light to be installed at the four-way stop near the Main Gate. The intersection is dangerous as-is.
3. Find a way to decrease the lines of vehicles entering the North Gate during the morning hours.
4. The Contractor entrance at north gate is bottle neck ! It's backs up on Mcwhorter and delays entrance for residents! The daily pass process needs to have a location other than the gates.
5. Better gate access for visitors - too long lines for people coming into the Landings. Ned better system
6. Streamline and or add lanes at community gates to ease congestion of vendors entering community
7. Control of golf cart speeding.

### **Community**

1. Respond to the changing demographics (age, diversity of races, etc.) to ensure there is a sense of a shared community and everyone is included.
2. Ask residents what they may consider as improvements to the experience of this community.

3. More community events to create a better sense of community for all members. I think these events helped to bring together all members of the community and are well received by the community. Smaller events happen now but seem to be segregated by
4. Community building. I am not sure what this looks like, but finding ways to bring the community together would benefit the Association and the staff. We frequently deal with neighbor-to-neighbor disputes which might not have ever occurred if they knew one another first and could see one another as people instead of a problem/inconvenience.
5. Prior to the pandemic, the community benefited from an activity coordinator position, which could be reinstated as either a paid or volunteer(s) role. This position (or group of volunteers) could facilitate closer collaboration with existing non-profits to promote their events as well as TLA events. Ideally, this position would create a vibrant community buzz about 'what's happening' at The Landings. The initiative should aim to support programs for both seniors and youth, fostering intergenerational engagement.
6. Have a community liason. Have a dedicated person to work social media, and speak with people when they walk in with questions and issues under Lynn and Karl. Make people believe they are heard and let them see the TLA at work for them.

### **Trash/Recycling**

1. Pick up trash after the food trucks depart
2. Also, explore long term waste management opportunities so that consideration can be given to develop the spray fields.
3. Limit weekly refuse/garbage pickup trucks to one company to cut back on road damage.
4. Provide place for recycling or offer recycling service
5. Comprehensive refuse and recycling program.
6. Consolidate trash pickup

### **County**

1. Stronger relationship with Chatham County services so things like storm damage pick up happen faster.
2. Provide resources for residents to contact the appropriate party for their issues. People will call the HOA for issues with their utilities, private trash company, water company, Chatham County dry trash issues, and anything else. They typically will be upset with these companies and take it out on our staff. As a customer service-based organization, we do everything we can to assist but tend to then own the problems of other private organizations that we have little to no control over.
3. Improve our relationship with county officials to insure the landings gets its fair share of county provided services

### **Miscellaneous**

1. Provide a shuttle to Savannah
2. better education of climate change and sea level rise
3. None
4. ?
5. Not doing enough to prevent underage golf cart operators
6. ??

7. There are no other things that I feel TLA is not doing at this time.
8. Update Tidewater Square
9. Increase national awareness of our jewel location
10. Work with the TLGAC to create a restaurant venue at one of the marinas
11. Focus on what is best for the community as a whole, rather than listening to a few naysayers.
12. Increase deer culling/
13. More creative approaches to the deer issue
14. Push back more when challenged by the vocal minority when changes represent established State and Federal standards and best practices
15. Hire an IT employee/firm that has a dedicated employee for TLA.
16. More vigilant gate control and golf cart path control
17. More street lighting
18. Improve the technology. Cybersecurity is important. We are a minute away from another global crisis. Be ready.
19. minimize the activities of TLA to essential services only.
20. Improve follow-through on strategic initiatives that have been raised over the years
21. Create a truly strategic plan to serve as a guide/roadmap in decision making, especially for tough decisions.
22. Continue to improve relationship with stakeholders
23. Exercise more control over water consumption
24. Term limits on Architectural Review Committee. (I am a current member). Several committee members have been serving for over 30 years and are not aware of or interested in current needs and housing trends. Applicants are vetted by Head of Dept. and very few applications to serve are shared with the committee.
25. Encourage residents to adopt alternative approaches to energy use, such as solar energy
26. Addressing current problems every one has ie. deer population.
27. Offer the Sunset Pavilion to a Savannah restaurateur to operate as a restaurant since the club is limiting membership numbers and types
28. Add roadside access for golf carts along length of Landings Way
29. Either fix and staff the Franklin Creek water slide or close it-my grandchildren have been disappointed too many times
30. Create additional ad hoc committees to address important changes as they are considered.
31. Underground pipes and water mains.
32. More work on way finding
33. Ways to congratulate, recognize homeowners who seem to "get it" rather than always pointing out what residents do wrong...speeding, cart path bad behavior, properties in disarray, etc
34. Is there a role for TLA in seeking new tenants for the Village to increase the breadth and appeal of this community asset?
35. Consider having contracts with vendors or advanced staff training in areas that need emergency attention. i.e. Electrical, IT, Cameras, plumbing, etc.
36. Consider manning the Oakridge Gate
37. Increase access to restaurants
38. Create a climate resiliency plan
39. I can't think of anything. I think we can fine tune a lot of what we already do.

40. Continue to look for ways to NOT raise the assessment dues every 3 years. Since I've lived here I can only remember 1 or 2 times when assessments remained unchanged.
41. focus on areas that are used by residents first.
42. Set aside funds that are invested long term as a form of "endowment" to generate income to supplement the capital budget. This is in addition to the investment of the capital fund (so called 30% goal) that is invested in medium term fixed income securities and CD's.
43. Developing an Education Library on Various Issues of Interest to the Community
44. Adjusting the CAMP life expectancy on items that are seeing an increase of use since new.
45. N/A
46. Better supervision of employees by management
47. More formalized bidding process
48. Fix the DC north gate - it's malfunctioning too often
49. Develop a youth program for water sports (sailing, kayaking) at marinas.
50. Follow thru the development of community space at Landings Harbor. (it's a great idea)
51. None
52. Be more proactive

## Ideas Stop Doing - Themed Raw Data

Total Responses for Challenge 1:	52
Total Responses for Challenge 2:	37
Total Responses for Challenge 3:	21
<b>Grand Total</b>	<b>110</b>

The raw data provided by the respondents was grouped into Themes where specific terms or phrases were stated at least three (3) or more times. Some respondents listed several different suggestions together. These were separated and listed with the corresponding Theme.

### **Nothing/None**

1. nothing
2. none
3. No comment
4. nothing
5. I can't think of anything that the Association is doing that is not important to the health and well-being of the community and its residents
6. none
7. Can't think of a thing
8. Nothing
9. Nothing really comes to mind. We've got good people doing a great job.
10. Nothing should be stopped.
11. Do not stop doing anything
12. Nothing
13. No suggestions
14. I don't have an answer. I think we do pretty well at discontinuing things that are unnecessary.
15. I don't know...
16. No thoughts
17. Sorry - no ideas
18. Nothing I can think of
19. None that come to mind

### **Rule/Enforcement**

1. uneven enforcement of housing codes.
2. Enforcing all covenants
3. St Reassess speeding enforcement, I believe the current fine schedule and tactics are creating an unnecessarily adversarial relationship with members.
4. Other than live oak trees permitting removal should be up to the discretion of the owners
5. Ignoring all the little kids driving golf carts. Need increased diligence and enhanced penalties for this dangerous situation.
6. 2) prematurely announcing the enforcement of yard debris pickup rules before the County completed its island-wide cleanup. To rebuild trust, TLA must shift away from reactive decision-

making and prioritize proactive planning and communication. I recognize this is easier said than done. However, it is critical for our long-term success.

7. Stop ignoring state law regarding requirements for fences around swimming pools
8. Security Dept - Stop investing in speed cameras, enforcement officer. Money better used to deter trespassers through fencing and limiting access off of Green Island Rd.
9. TLA should stop creating the perception of being overly strict in enforcing rules. While we do a good job of objectively applying our rules, many residents feel we are too controlling, which can harm community trust. To address this, TLA should continue enforcing significant issues strictly and consistently while adopting a more cooperative approach for minor infractions. This approach should begin before cases escalate to the Appeals Committee. When residents go to Appeals—regardless of the outcome—TLA risks losing goodwill. This is especially true when residents win, as they often perceive and share the narrative that the Appeals Committee stopped TLA from overreaching. Shifting toward a balanced and cooperative strategy can help preserve community confidence and foster better relationships.
10. Stop letting businesses that violate our rules continue to do business within the gates
11. Review of some of the regulations pertaining to such things as tree removal and architecture.
12. Exact replacement of something just because it existed before
13. I addressed this earlier in driveway patrol! I appreciate that there is a problem with this but driveways that are not visible don't get the same attention! If we are going to enforce this policy let's all get the same treatment including TLA with common road and cart path issues.
14. Some people have said that we should stop fining unsafe drivers, homeowners who don't keep their properties up to the posted standards, and those who violate the rules and regulations. I do not agree with this!!!! The only way to get people's attention is to give them consequences for their violations.
15. Change the posture of the TLA's ARC from looking for ways to deny owner requests to one of finding ways to approve requests. Must keep mindful of the cost impacts to homeowners of the ARC's policies and decisions.
16. Stop checking over night parking on side streets.

### **Communication/Methods**

1. Use a suggestion box at the office for more mature members who will not/ cannot navigate electronic vehicles
2. Going down the rabbit hole with social media. There tends to be a lot of people outside the community that stir the pot on social media.
3. Perhaps 1 x a month highlight a TLA employee and their role/responsibilities...to show the contributions behind the scene
4. Avoid appearances of diverse goals from LGAC, improve cooperation and communication
5. Stop producing a 50 page monthly journal that residents don't read. Get more concise in how and what to communicate
6. Ask residents, quarterly, what they want/do not want to improve life at the Landings.
7. Revamp communication channels so as to eliminate some forms of communication, enhance others, and revise communication committee responsibilities and expectations
8. Too many communication vehicles...less is often more

9. New resident orientations have a low turnout and they need to be re-organized to attract more new residents (important information needs to be reviewed as many have never lived in HOA-run community)
10. Phase out The Landings Residential Directory and make all public numbers accessible in the Neighbor Search area of our website.
11. Stop communicating meetings for Political Organizations on all platforms (e.g, Skidaway Democrats, Skidaway Republicans, Ladies on the Right, Skidaway Hamiltons, Skidaway Abigails, etc.).
12. Too many communication vehicles...less, and focused could be more efficient.
13. Any mailings to residents using USPS (I believe we are getting much better at using email but snail mail should end totally)

### **Club**

1. do not compete with the club
2. Stop allowing the TLC board to make decisions that affect all residents. NPOs access needs to be scrutinized as it basically emphasizes that we do NOT live in a gated community.
3. Stop letting the Landings club dictate
4. Stop hosting large sport training events on the athletic field run by for profit club operators.
5. Catering to the minority of residents who are not Club members
6. Competing with the club
7. Oppose the Club in so many improvements under consideration
8. Reduce or eliminate the counter productive relationship in all areas with the club
9. Any discussions with the club about expanding non resident members

### **Board/Activities/Meeting**

1. Evaluate ways to streamline meeting discussions to eliminate repetitive reviews of proposals and to promote productivity and efficiency.
2. Have the Board focus on strategic issues rather than operational issues and trust staff.
3. Watch board approved expenditures. Residents we were told after hurricanes Helene and Milton that approximately \$500k was spent on contracts to remove debris from common TLA property yet residents property debris piled up and sat around for weeks. \$500k seemed high.
4. Reduce the amount of meeting time. We try to get as many volunteers assigned to our working committees. This has created very large committees that tend to be loose some working value. I often joke that it is groundhogs' day as we spend so much time trying to get the committees to a point where they can make an educated decision. The work is not the hard part, getting through the committees and getting approval to work is the hard part. We have made some policy changes that have internally helped this process, but spending half the workday sitting in a meeting is not very productive.
5. The tracking of operational metrics is too in depth for board members . It maybe appropriate and desirable for the GM but not something the Board should focus on
6. Quarterly status reports to residents on expenses, activities and what is coming next...people are always curious of how their money is allocated

7. Generally, any project or major expenditure should be evaluated to determine how or if it furthers our strategic goals. If the answer is that it does not, the project should be re evaluated or discontinued.
8. The Board should be more focused on strategic deliverables and alignment of the plan.
9. Conducting the interview process in its current format and provide more exposure of the candidates to the community

#### **Building/Planning/Harbor**

1. Planning for a pavilion at Landings Harbor.
2. Stop plans for building new facilities- ie: Harbor Marina pavilion
3. Building a pavilion at the North Marina
4. Stop wasting money on plans for a pavilion at Landings Harbor. It's not needed, and would detract from the appeal of that location, rather than enhance it.
5. Spending money to upgrade gate houses
6. Stop building the pavilion at Landings Harbor

#### **Traffic/Spending**

1. Spending money on things we will not do. Traffic study
2. Reworking traffic patterns - fine as is
3. Stop making "improvements" on things that are working well. Changing traffic patterns that were working well by Main Gate. Buying speed cameras and employing resource officers when there haven't been any accidents on the residential streets in the 8 years we have been here.
4. Changing traffic patterns
5. TLA should stop being reactive to community concerns and instead focus on proactively anticipating resident expectations. Reacting to outcries, even with well-executed responses as we do, creates the perception that TLA is not on top of critical issues, eroding resident confidence. Recent examples include: 1) changes to the traffic pattern near the main entrance, and

#### **Food Trucks**

1. Food truck Fridays and other such events
2. Possibly stop the food truck events, if they are not more focused on specific meaningful concurrent and ajoing events - e.g. concert good, Xfinity education not good.
3. Food Truck Fridays and other social events that compete with the Club

#### **Miscellaneous**

1. I'll be interested to hear the rest of the ideas, because that may be some money savers for us.
2. charging vendors to enter The Landings
3. Stop placing benches around the community where they're not needed and never used.
4. Do not give more green space up
5. Stop planting non-native species and using netting to protect planting from deer. Go Native and deer resistant, losing battle to net out deer.
6. This is a very interesting question.
7. Operating a Dog Park. Develop a training and activity area for dogs, not an adult social area.
8. Allowing outside groups to use the TLA fields.



9. Get back involved in recycling
10. Overall- TLA does a great job
11. Social activities only if the costs are minor and
12. Making it extremely difficult to rent one's home
13. Reevaluation of some contracts might be in order
14. Stop under-emphasizing the importance of community engagement in organized events and amenities as well as getting community input as initiatives are planned. Fostering a sense of community belonging is important, especially, if we want to get our assessment increases approved. (I know it sounds crass...) I know we works towards better engagement but often times it is an afterthought or a reaction.
15. Stop trying to be the most desirable gated community in the Southeast. Trying to compete with new developments which can offer design paradigms and amenities which we cannot is not realistic. Instead, The Landings should focus on being the best at what we do well which is managing a thriving 50 year old community in a fiscally responsible way and providing amenities that bring real value to the lives of the residents.
16. Eliminate cash payment options.
17. Increase all efforts that are in place
18. Drop what does not work for TLA. Stop wasting that time
19. Relax somewhat our very high standards on road repaving to save some money.
20. Stop keeping the lists of addresses of residents using excessive water monthly a secret.
21. Eliminate Landings realtor company
22. Not sure there is anything to stop but better prioritization might help
23. alternating restaurant openings/closings constantly-have a FIXED schedule
24. Minimize the use of pine straw. Allow more common space to go natural.
25. Stop hiding staff salaries from residents. Don't name names but position salaries especially senior management should be transparent and disclosed to residents.
26. spending money on things that are used by a few (track, playground)
27. Letting a small vocal minority control the direction of the community. We strive to have a 90% pulse satisfaction rate on everything we do. With the community dynamics changing and competing special interest groups, it seems impossible to meet this expectation.
28. Trying to solve resident's neighbor-to-neighbor issues. Much staff time goes to recurrent issues between neighbors that is outside the scope of the Association's purview. It would be really helpful if we had some type of arbitration or mediation which we could require so that these issues could be resolved or at least be escalated when it is beyond the ability of the Associations
29. Reduce attention to road repair and maintenance.
30. Get rid of committees.

## Priorities - Themed Raw Data

Total Responses for Challenge 1:	68
Total Responses for Challenge 2:	63
Total Responses for Challenge 3:	54
<b>Grand Total</b>	<b>158</b>

The raw data provided by the respondents was grouped into Themes where specific terms or phrases were stated at least three (3) or more times. Some respondents listed several different suggestions together. These were separated and listed with the corresponding Theme.

### **Infrastructure/Maintenance**

1. Maintain financial stability and realistically evaluate aging infrastructure and priorities regarding where funds should be spent.
2. Be proactive in maintenance of structural facilities to project the high value image of the community we have all come to expect.
3. Enhancing ongoing management of assets
4. property maintenance
5. Require homeowners to maintain property in accordance with standards and expectations, particularly with part time residents and rental properties.
6. The aesthetics and condition of high visibility locations
7. Ensure that the fundamentals are done correctly--infrastructure is continuously upgraded to meet changing community needs; be responsive to actions to address climate change impacts.
8. Infrastructure maintenance
9. Renovation Of property and roads Before they become obsolete
10. Maintain infrastructure
11. Update our outdated entrances/gate facilities
12. Infrastructure upgrades
13. Continue cost containment while maintaining our existing amenities and quality of life
14. Maintain the highest standards for Public Works (road maintenance, common areas, storm drainage, path and trail maintenance, debris removal, etc.)
15. Maintain roads
16. Ongoing maintenance and upkeep of the marinas - a key resource
17. Maintaining and improving shared spaces and infrastructures
18. Maintain/Improve existing assets/infrastructure.
19. Continue with infrastructure maintenance
20. Continued efforts to maintain the standards of home and landscape maintenance
21. Protecting and investing in the infrastructure of our community
22. Maintaining the community assets - the natural beauty, the facilities, the harbors, the public properties. The focus should be on maintenance, not on adding or growing more.
23. Infrastructure
24. Infrastructure--plans to finance and replace aging infrastructure.
25. Upgrading the landing harbor common areas and building
26. Infrastructure...all getting old and tired

27. Infrastructure
28. Maintaining property
29. Continuing to support infrastructure improvement for the community.
30. maintain/improve infrastructure
31. Continue maintenance of infrastructure and landscaping
32. Maintain our facilities
33. Bringing the infrastructure and amenities up to 2025 standards and expectations of the residents.
34. Maintaining/upgrading the "freshness" of the community--looking for projects that make the community feel vibrant and on an upward path.
35. Maintenance of an old infrastructure and new efficiencies

### **Club**

1. Continue to work with the club to gain purchasing power where possible.
2. Work with the Club when possible but always put TLA first
3. Look at lower cost amenities for adult residents that are not members of TLC.
4. Change the relationship with the Landings Golf and Athletic Club management and board. Put in place a cooperation framework to diffuse the tension around naturally competing priorities and goals of each group to insure more transparency and process to facilitate this change.
5. Maintain relations with Club to ensure shared expectations, positive communications, and coordinated planning.
6. Better coordination with other island entities
7. Collaborate with TLCo to promote the real estate company's "brand" and increase the understanding of the residents of everything that TLCo offers residents....and that the residents own it, therefore they should preferentially use it when selling/buying a home.
8. Fix TLA's / LGAC's relationship by identifying overlap in each organization's strategic plan where complimentary actions plans support the success of each organization. LGAC members aren't just frustrated with the relationship between both parties but concerned that neither side understands success can only come by working together. There's only ONE island.
9. Educate the community and the club as to what the covenants allow the TLA to do with respect to the club desire to have TLA assume club responsibilities
10. TLA should continue to support the concept of a residential community despite efforts by the Club to treat it as a resort community.
11. Cooperation with TLC
12. Find ways to increase cooperation between the TLA and TLGAC
13. TLA / TLGAC Agreements
14. integrate some non club members into club activities
15. Cooperation with the Club
16. Improve/increase collaboration with TLC.
17. more aligned actions with the Club while keeping the rights of residents forefront,
18. Improving working relationship with Landings Club to develop and exploit synergies and influence direction to safeguard the unique residential character of our community
19. Formal agreement with TLC
20. Most importantly is the TLA - TLC Stormwater Agreement and ultimately implementation.
21. A community master plan in partnership with TLGAG and TLCo.

### **Communication/Educate**

1. Get out ahead of social media
2. Figure out (if possible) how best to communicate to and from our owners.
3. Educate our community
4. Explain what various groups/committees actually do...big jobs, not fufu! Not an HOV looking to ""gotcha""
5. Communications
6. Feedback of information to members
7. Better Communication in order to dispel rumors
8. Communicating with all residents. Although I realize it's an almost impossible task, we must find a way to get residents to pay attention to the terrific information being prepared for and shared with them. The public displays of unhappiness would stop if we could just find a way to get people to read and appreciate the information they need.
9. Communication with strategic plan, progress, accomplishments and failures
10. Whether the company is on the right track in its marketing
11. Communication for the hard to communicate with
12. Once someone becomes a new member, make sure they are oriented, educated and supported as much as possible regarding all aspects their new community. Is Tonnie Glick still the "welcome lady"? She's terrific, but perhaps that role could be enhanced and formalized to be more comprehensive and informative.
13. Review how they communicate and are they appealing to ALL residents when they are using only internet communications?
14. Fixing the communication issues
15. Communicate TLA's cost-effective accomplishments
16. Ask for more input on issues from residents and respond to good ideas as well as "impossible" issues with well articulated reasons
17. Less communication vehicles...more targeted communications...too many now, so none are special
18. Improve communications (more educational, more input from community, more proactive communications by anticipating issues before they come up)
19. Know your target customer. Adapt to how they may be changing. Continue to reach out to them using consultants and marketing firms, as you do now, but also be aware of, and adaptive to, changing demographics and lifestyle trends. The challenge is to stay current and relevant.
20. Communication-Residents are slow to or not reading, what takes the place for effective messaging?

### **Finances/Budget**

1. Continue to effectively manage finances to minimize next dues increase and communicate to residents what is proactively being done to manage cost as well as maintain adequate reserve funding.
2. Continued fiscal responsibility
3. How money is spent...savings, overages (and why)

4. Work to limit large increases in assessment dues every three years. Dues needs to stabilize. Just as consumers want inflation reduced, residents need a break from dues increases every three years.
5. Planning for the future - financially and in all other areas.
6. Capital Spend/Board Policy Requirement
7. Financial responsibility
8. Development of a strategic plan with measured goals that tie back to the financial reporting.
9. The Strategic Planning process and Financial plans need to be integrated and managed together.
10. Continue to provide the same level of service with minimal increases in member dues.
11. Budget emphasis and planning
12. Increasing the payback to members who left in normal terms
13. Build reserves.
14. Focus on ensuring financial strength of TLA
15. Built up long term capital to fund a reserve to fill the gap needs caused by high deductables when insurable events occur. e.g. storm damage. This might be a captive or an endowment framework.
16. Financial health of Association
17. Prepare an information campaign for the next three-year dues increase
18. Work to improve resident support for HOA increases
19. Assessment approval
20. Budget/Assessment

#### **Security/Safety**

1. Better security and street lighting which will aid in that endeavor
2. Security- safety
3. Security
4. Safety
5. Prepare a plan for evacuation of the island
6. Community path safety
7. Increase safety on our roads and golf cart paths with more speed detection devices, golf cart patrols for speeding. under age drivers, widen paths in high use sections
8. continued focus on resident safety
9. Security
10. Improvements in security
11. Enhanced Security
12. Security enhancement
13. Better security, gate control and cart path and road safety
14. Increase security staff.
15. On safety violations, issue fines and publicize them
16. Security
17. Ensure security is effective given access points, historical trends and changes, expectations, roles and responsibilities
18. Security

#### **Water/Use**

1. Preserve and protect our water resources. The aquifer is under a lot of pressure, from higher demands (Hyundai plant, et.al.), and salt water intrusion.
2. Planning for sea level rise
3. water usage.
4. Water
5. Water use awareness
6. water usage
7. Flood control
8. Lagoon and storm water drainage restoration. The lagoon system is 50 years old and needs dredging and proactive management. Should a few new lagoons be considered?
9. Water conservation and planning.
10. Water resources are an issue in this built-out island community. Explore novel ways to bring a modern water treatment facility to the island in a partnership with Utilities Inc., and encourage State of Georgia and Chatham County to support concept. Would free-up acreage for further housing development to meet the demand.
11. Impact of climate change and sea level rise and water availability
12. Ensure adequate future water supply
13. Potable water

#### **Demographics/Diversity**

1. Over the last five years there has been a changing demographics of younger families compared to the past two person household. Need to focus not only on the younger families but also the more senior residents as well. Continue efforts to provide solutions to one of the main reasons people sought The Landings- safety and Security.
2. Evaluate community needs with our changing diversity
3. Improve amenities and events for residents of all ages.
4. Add a few younger members to TLA Board to reflect community demographics and more innovative thinking.
5. Bringing residents together. Another difficult task, but an important one. There is a huge divide between the newer and older (both in age and time living here) residents. They actually seem to resent each other. Ways need to be found to bring these groups together toward a common goal - the good of the community.
6. Managing the requirements of the changing demographics of the community
7. Evolve the culture of TLA from steady state management to championing a development vision that's driven by data, residents input and market trends/demographics.

#### **Utilities/Resources**

1. Look at long term sewage processing alternatives
2. Work to improve cell service and internet service on the island
3. Unifying resources, we are wide open to so many issues with one more 9/11, Covid, War
4. Work with utility to bring power underground along Green Island Rd. so half the community does not lose power every time a bigger storm hits.
5. Long term waste management
6. Revive recycling operations

7. Unifying our resources is very important. Power grid and internet service the same across the island

### **Rules/Enforcement**

1. Stronger enforcement of our rules
2. Covenant compliance
3. Allow property owners to replace aged housing with new architectural style homes.
4. Place term limits immediately on Architectural Review Committee and encourage new qualified applicants.
5. Better identification and enforcement of violations of covenants, rules and regulations, and architectural guidelines.

### **Traffic/Speed**

1. Continue work on traffic control
2. Traffic management.
3. Remove the permanent speed cameras. Too Big Brother!
4. Continue to actively reduce speeding and car violations
5. Continue and expand traffic speed control efforts

### **Deer**

1. Deer culling program needs adjustments, too many deer everywhere.
2. Cull more deer
3. drastically reduce the deer population

### **Miscellaneous**

1. Signage is dated and could use a refresh
2. Expand athletic and nature facilities
3. Offer more social events into the city of Savannah
4. Creating communal space that is usable for residents
5. Random points of community interaction. Sunset Point, things like that
6. review planting schedule and flower selection for plantings at the gates.
7. Working to protect the Landings to remain as it was originally designed
8. The management and volunteer boards and committees are doing an excellent job, the process of facilitating cooperation has not achieved success yet. Work on process.
9. Find ways to increase housing availability and alternatives for new and existing members
10. Build a pool
11. Continue to work with local and state governments and agencies where doing so is beneficial to the landings
12. Create a restaurant at the Marina
13. North Gate Replacement
14. Make the marinas self sufficient
15. Preservation of green space and sustainability
16. I've reported this before! Hold all contractors accountable for damages ! We pay for new car paths then TLA hired tree workers to remove trees and heavy equipment breaks new paths .

17. Focus on improving the natural environment to include residential refuse/recycling and
18. Alligator's attack, recession, weather or other Natural Disaster Security is of great importance in the future.
19. Looking to what makes The Landings desirable in the years ahead.
20. Entry way visual experience
21. Developing a sense of Community. I have really been disappointed in the erosion of the culture of the community. From neighbor-to-neighbor issues to how contractors are treated and even staff by residents. I know this is going on everywhere in the country but just wish we could get back to the golden rule. "Treat others as you want to be treated". I feel that the community has lost some of the pride of being a member of The Landings in the last 5-10 years.
22. Increase national marketing
23. See the above
24. Only pursue projects that directly contribute to increased property value
25. Sidewalks/cart paths along the main through roads
26. I have listed items that should be a priority — more Board Transparency,
27. Cost control of RFids
28. Identify, communicate, and vote on desired Covenants changes.
29. How a community which is mature in that all lots are developed addresses the future
30. Being the leader the community looks up to, trusts and believes in.
31. Streamline DR to incentivize work on older housing stock
32. Fixing the front gate to streamline entry and exit into the Landings for non residents
33. Availability of housing and response to aging stock
34. Work together with all for the betterment of the Landings!
35. Better understanding of the community and what adds value to the community
36. Maybe create Junior or Deputy board members to encourage full time works to apply
37. Community Paths
38. Improve the community path edges to prevent accidents (eliminate drop offs). Also look into increasing the width of heavily traveled paths.
39. Review of our governing documents with the Covenants being the most important. Is the super majority vote still practical? Would the community support giving more authority to the Board of Directors? Any other covenant changes that need to be amended.
40. Reduce waste



## WHY TL Community - Themed Raw Data

Total Responses for Challenge 1:	71
Total Responses for Challenge 2:	69
Total Responses for Challenge 3:	64
<b>Grand Total</b>	<b>204</b>

The raw data provided by the respondents was grouped into Themes where specific terms or phrases were stated at least three (3) or more times. Some respondents listed several different suggestions together. These were separated and listed with the corresponding Theme.

### **Beautiful/Natural/Environment**

1. The natural beauty
2. A beautiful city with a rich history.
3. Environment
4. The coastal environment
5. It's a beautiful place
6. A beautiful
7. Beautiful well planned development on this island .
8. Control of the environment, both natural and developed, by covenants and rules and regulations
9. The natural environment of the island
10. It is beautiful
11. Where else can you find such a beautiful place
12. The natural beauty
13. The beauty of our surroundings.
14. It's an absolutely beautiful place,
15. Beauty of the island, marshes and lagoons with
16. Beautiful Vistas...
17. The Landings is a physically beautiful place
18. natural environment
19. Beauty of the island
20. Beautiful properties beautiful island something for everybody
21. Very beautiful.
22. Natural beauty and
23. It's an exceptionally beautiful community where you can combines amenities, and an active lifestyle with the natural environment for all to enjoy.
24. The beauty and aesthetics of the Landings
25. and diverse natural environment.
26. natural settings,
27. Natural beauty of the island.
28. Environment
29. Natural Beauty
30. It is beautiful and
31. Natural Beauty

32. The Natural Environment.
33. Atmosphere of environment
34. Beautiful community that
35. embraced the harmony between our environment and
36. Neat, beautiful community with
37. Beautiful environment, including natural habitat and

#### **Club**

1. Both Club and
2. The Landings Club, with 6 golf courses was a big draw.
3. including the coast of using the Club
4. Club amenities
5. club sports and athletic facilities.
6. Club
7. The Club- golf, pickleball, tennis, pool, restaurants
8. Access to the Club
9. The amenities offered by the club.
10. golf club
11. Club Facility
12. The Landings Club and what they offer.
13. TLGAC, clubs/organizations, etc.
14. Club offerings
15. Amenities with golf cart access
16. The Landings Club
17. The amenities offered by The Club
18. Not clear where its responsibility intersects with the club
19. The club, the amenities and
20. plus the added advantage of The Landings Club and all that it offers.
21. access to The Landings Golf and Athletic Club
22. TLGAC
23. Club
24. access to Club amenities
25. The amenities of the Landings Club
26. Vast number of clubs and activities
27. The Landings Golf Club
28. amenities of the LGAC
29. The Landings Club
30. Club amenities
31. Club access
32. integration with Club;

#### **Location/Proximity/Close**

1. Proximity to Savannah
2. Closer to family and our farm

3. that is close enough to Savannah for great access to cultural activities, restaurants and medical facilities, and
4. Proximity to Savannah far away enough to avoid some of the problems in downtown.
5. Close to medical and Savannah activities
6. Access to Savannah
7. the urban environment to Savannah
8. Proximity of Savannah
9. Location: we love the coast, the maritime forest and having water everywhere, making it easy to indulge in sailing, boating and fishing.
10. A big plus is having this gem of a city just up the road. Savannah has so much to offer on so many fronts; the cultural, the culinary, the history, the architecture, the beauty and the festivals. It's quite amazing and wonderful.
11. Proximity to Savannah and its cultural offerings
12. Location,
13. Close to a major airport and good healthcare
14. located near a City, albeit a small one.
15. Close to downtown Savannah.
16. Proximity to a small city that provided arts and cultural activities, good medical facilities, an accessible airport, and
17. Proximity: to the water and barrier island and
18. It was relatively close to work.
19. Close proximity to Savannah
20. Proximity and
21. The location and lack of snow
22. close to an interesting downtown (Savannah.)
23. Location and
24. location
25. At first it was because it was much closer and allowed me more time with my family, but as I learned more it became apparent that this was a very different work environment that my previous employers.
26. Beautiful location
27. location in Savannah;
28. Location

### **People/Residents/Staff**

1. feeling that our TLA staff really care
2. and the friendliness of the people.
3. The residents are very sociable and welcoming.
4. Social connections
5. The people. The residents of The Landings come from all over the world. They all come here to meet other people and make friends. There is no feeling of higher self-worth, regardless of past wealth or career advancement. As a widow now, I feel so very, very fortunate that I live here rather than in a city neighborhood with no feeling of connection. This is my family!
6. The Board of Directors trust and work with us.

7. Family and
8. Atmosphere ie friendly and helpful
9. Friends had moved here before us and
10. Generally pleasant people--educated and volunteer oriented
11. diverse, friendly community.
12. Work - I genuinely enjoy my coworkers.
13. The people
14. Large community with people from many different states. Easy to make new friends easily with lots of community clubs, groups, activities.
15. friendliness of residents
16. Friends
17. the people living and their welcoming attitudes.
18. The leadership is supportive of staff and has allowed me to grow in so many ways.
19. The people.
20. The vast majority of people in this community are amazing to work with. There is an amazing amount of gratitude and support for staff that not all the staff get to see.
21. friendly residents.
22. Wonderful People
23. Our Staff/Leadership Team is top notch!
24. Family
25. Mixture of present owners.
26. generally pleasant residents

#### **Gated/Security/Safe**

1. Gated community
2. Security
3. Security
4. Security, safety and lack of traffic
5. Gated, safe,
6. Comfortable safe environment
7. Security
8. Safety and security
9. The Landings community provided everything that we were looking for when we retired - a safe, active community with a feeling of closeness and together-ness,
10. Safety
11. Security
12. Safety as a gated community
13. gated community
14. security
15. it was a gated community
16. Saftey
17. Been out here since the beginning, at that point it was an extremely safe environment for my young family. Forty plus later, not so much.
18. Security and

19. safe
20. Safety and Security
21. safety of gated community.
22. Safety

### **Cost/Financial**

1. Cost of living
2. a reputation for fiscal responsibility.
3. Back then, the cost of Landings living was far more reasonable —
4. Live - Most staff couldn't afford to live here.
5. Financial soundness
6. solid investment financially
7. When I purchased my home the annual assessment was less than \$1,000. Am sure with the next round of proposals, it will be well over \$3,000 plus. Getting too expensive.
8. The fact that the Landings was owned by the residents and was financially solvent
9. HOA fees are very reasonable for the size of the community.
10. Sound HOA financials
11. We felt confident and comfortable investing in The Landings.
12. Financially Sound
13. Financial position after living in Los Angeles, San Francisco, New York, Chicago, Detroit, and Florida.
14. Cost-effectiveness in relation to other comparative communities.
15. HOA fees are extremely reasonable
16. Value: the price of entry and on going cost.
17. with no debt and willingness to continue to invest in critical infrastructure and amenities.
18. Debt free owner management

### **Amenities/Marinas/Facilities**

1. TLA amenities and services
2. with all the amenities it provides.
3. Facilities: - golf, boating, dining, nature trails and common space, and
4. Amenities
5. Marinas
6. Good restaurants good activities
7. The marinas
8. So many fun activities with the marinas,
9. Wide array of amenities (golf, fitness Ctr, walking paths, etc) which lined up with my interests.
10. Access to water from the marinas - we keep a boat at Delegal Creek marina and love it there
11. Amenities
12. Community amenities and
13. Virtually any interest or activity that one could pursue is available here.
14. Amenities
15. amenities
16. many amenities or activity options from both Association and and
17. Quality of lifestyle and amenities—

### **Community**

1. The community
2. A strong sense of community.
3. Diverse community.
4. The friendliness of the community including residents and Association staff.
5. The sense of community
6. Community is comprised of people from all over the country so easy to meet people
7. Community commitment and unity
8. /community feel
9. and the sense of community
10. Community spirit
11. A mixed community...not a retirement community. Having children around is a delight
12. COMMUNITY
13. Unique residential character of community combining desirable real estate and
14. the community
15. All the various entities that create the community spirit at The landings offer myriad ways to live the lifestyle we desire.
16. sense of community;

### **Well/Maintained**

1. well maintained
2. when visited we saw a well-maintained community.
3. and well maintained island.
4. well preserved and well maintained community which
5. Maintenance of area
6. maintained properties,
7. Appearance of community
8. well maintained streets and common areas
9. and infrastructure
10. well maintained amenities.
11. Well kept neighborhoods
12. augmented by the maintenance and beautification provided by the Association
13. maintenance of community assets;
14. maintained community Well maintained green space
15. the maintenance of homes and yards

### **Feeling/Atmosphere**

1. Peaceful place to live.
2. Seclusion
3. provides a great neighborhood feeling
4. The low country feel,
5. It's our own quiet island.
6. Work - I learn something new everyday, which makes this job fun and challenging.

7. Tranquil setting
8. Serene

### **House/Design/Type**

1. The overall design of the community
2. Type and quality of housing
3. it is unique - not like a Florida, cookie-cutter development
4. Quality of homes
5. diverse architecture, and
6. Moved here because it offered ample different housing style options,
7. Quality and variety of homes

### **Well Run/Managed**

1. Professionally-run community
2. well established and well run.
3. The Landings is self-managed so we control our destiny.
4. It is well managed and
5. I think this community is the perfect example of well thought out development using best management practices to protect the natural character of the island.
6. We'll run and

### **Climate/Weather**

1. Warmer climate
2. Climate
3. The weather is pleasant (almost) all the time.
4. Weather
5. climate and
6. Climate & Weather (less hurricanes)

### **Benefits**

1. Benefits
2. Benefits, Flexible schedule, and Autonomy of work.
3. The pay and benefits are outstanding for this phase of my career.

### **Miscellaneous**

1. Quality of roads,
2. Very active in Golf & Sailing.
3. Sense of purpose - I have always worked as a public service or non-profit setting, which are often not managed well, which is not the case with TLA.
4. Relaxing, peaceful atmosphere
5. The freedom and flexibility to be able to work on a multitude of different projects. Never a dull moment which is makes for a challenging and rewarding work environment.
6. Service Organization
7. Cart path system

8. Wonderful mix of neighbor.
9. Overall sense of balance--"not too much of this or too little of that".
10. A good friend kept praising the Landing...we were curious and fell in love vs where we lived in "plastic" Florida
11. I jokingly say I want to go back and get my PhD in Urban Planning and write my thesis on gated communities in America. As one of the premier master planned communities which is still thriving and looks to be on track to maintain itself long into the future, I am fascinated by the evolution of the community. Because of this I am always learning something, which I need to stay engaged in my work.
12. I worked for Union Camp and was transferred to Savannah
13. Has all we need
14. quality of life
15. 97% of the property owners are wonderful and really commit to making this place shine.
16. Traffic into and going off island was so much better.
17. diversification
18. Six golf courses
19. There has been too much outside the gate construction and the island and hence the The Landings is no longer a peaceful place to live. Traffic is crazy.
20. The appeal of the community,
21. Mixed age groups
22. You have to take the good with the bad. Unfortunately, we spend 95% of our time dealing with the unhappy 5% of the population.
23. It was an adventure to move South
24. We had some family already here so
25. we knew that the quality of life in The Landings was very high
26. TLA is the most forward-thinking and strategic organization I have ever worked for. Also, the most challenging for the same reason - but that creates a lot of pride in the work we do.
27. In retirement, we wanted to stay active and engaged.
28. 25 years ago, it was a relatively quiet place to live. It is no longer that. Houses on new lots are so much bigger and the community is a lot more noisy with all of the expansion and construction.
29. Reputation
30. living requirements
31. Membership