

# Question 8.3

Question	Questions allowing comments
8.3	<b>8.3 Are you satisfied with the Gatehouse App that residents use to register guests and vendors? Any Comments? - Other</b>
15	<b>15. What changes would you like to see made to the Activity Center?</b>
17	<b>17. What changes would you like to see in the Covered Pavilion?</b>
19	<b>19. What changes would you like to see made to the Arts and Crafts Room?</b>
21	<b>21. What changes would you like to see made to the Library?</b>
23	<b>23. What changes would you like to see made to the Fitness Center?</b>
25	<b>25. What comments do you have about exercise classes at Riverwood?</b>
27	<b>27. What changes would you like to see made to the pool?</b>
29	<b>29. What changes would you like to see made to the tennis courts?</b>
31	<b>31. What changes would you like to see made to the pickleball courts?</b>
34	<b>34. What changes would you like to see made to the bocce ball courts?</b>
36	<b>36. What changes would you like to see made to the croquet courts?</b>
38	<b>38. What changes would you like to see made to the dog park?</b>
40	<b>40. What changes would you like to see made to the ice machines?</b>
45	<b>45. What other amenities not already offered would you like to see offered on the campus?</b>
48	<b>48. What activities not currently offered on campus would you be interested in?</b>
49	<b>49. What types of entertainment would you be interested in?</b>
53.3	<b>53.3 Are you satisfied with the bill pay options provided in the billing system? Any comments? - Other</b>
55	<b>55. Do you have any comments on the ownership of the Riverwood roads?</b>
56	<b>56. Any comments on the roads in general?</b>
61	<b>61. Any Comments? (About Finances)</b>
62	<b>62. Any comments about the financial management of the CDD?</b>

Question	Count	Description
		<b>8.3 Are you satisfied with the Gatehouse App that residents use to register guests and vendors? Any Comments? - Other</b>
8.3	1	Other: access is not always dependable, we usually have to call our guests in the gate
8.3	1	Other: All golfers coming in to play should be registered at the guard shack ahead of arrival!
8.3	1	Other: Allow logging visitors/vendors the day before their arrival instead of the day of.
8.3	1	Other: Back gate is always having problems. Should be rectified properly. Periodically should be manned with guards checking for proper access.
		Other: Basically like the app except: 1) would like to enter home vendors eg. Pool person, for longer time period e.g., a year.
8.3	1	2) It would be nice if the app stored visitor info so that we could choose from a list for future visits.
8.3	1	Other: Can not register or sign up
8.3	1	Other: don't know how to use, I just call gatehouse
8.3	4	Other: Did not know about it
8.3	1	Other: Didn't know we have one. We have lived here for a little more than a year.
8.3	1	Other: Do not have an App phone yet. Only a landline .Probably one of these days.
8.3	1	Other: do not know how to use. Need a tutorial - perhaps use You Tube? We must have residents capable of setting something up - obviously this is beyond the capability of staff or it would have been done by now.
8.3	12	Other: Do not use
8.3	1	Other: Do not use the app. Golfers from outside the community should be reported to the gatehouse each morning.
8.3	1	Other: Don't have it on my computer or phone
8.3	1	Other: Dont know how to use it
8.3	1	Other: Dont know how to use it.
8.3	1	Other: Don't know what it is.
8.3	1	Other: Don't use, sometimes there is a time lag.
8.3	1	Other: Fields should be mandatory to answer more specific questions regarding guests.
8.3	1	Other: gatehouse app never has worked for me.
8.3	1	Other: Generally satisfied w/the app. But the access control gate on Riverwood Dr. serves a customer service function- legally they can't keep anyone out. In the event a resident is unable to use the app, vendors & guests should not be turned away.
8.3	5	Other: Have not used it
8.3	1	Other: haven't used yet - didn't know about it

Question	Count	Description
8.3	3	Other: I call in my visitors to the gate.
8.3	1	Other: I can never get it to work
8.3	1	Other: I couldnt get it to work
8.3	1	Other: I do like the Gatehouse App and use it constantly. However, it would be nice to add relatives and close friends who visit often to a more permanent personal list so that we don't forget to add them when they visit.
8.3	1	Other: I don't always have a vendors first and last name...just the company name
8.3	1	Other: I dont use it- so have no opinion. Im not likely to use it in the future. Id rather call the gate to admit my visitors.
8.3	1	Other: I don't use the app and had the idea that it was difficult to install and use.
8.3	1	Other: I dont use the app, but I do register guests on the website. That works for us.
8.3	1	Other: I dont use the app. If I do, I lose touch with the guards and its important for me to know them and relate to them after all the crap they take its nice to see a friendly face and talk to someone you know on the phone.
8.3	1	Other: I feel a vendor that comes weekly should have up to 6 months access approval. It is difficult to do every 60 days when we are gone for 5 to 6 months.
8.3	1	Other: I had it working for awhile, but it kept changing, so I gave up. I am a technophobe Luddite.
8.3	1	Other: I have not used send me link
8.3	1	Other: I havent used the app. It sounds like a good idea. It would be helpful to post a like to the app as well as a tutorial to help us find and utilize it. That could free up time for the guards if they didnt need to be contacted by phone.
8.3	1	Other: I like the app but I think there should be an option for either guest and/or relative.
8.3	1	Other: I like the app but it is flawed and I have had to have it reset twice because it gets stuck and will not log me in.
8.3	1	Other: I like the app but it would be nice if it notified when visitors or contractors enter the gate
8.3	1	Other: I never remember to use it, I am 80 yrs old and don't even know if I have it on my phone
8.3	1	Other: I think vendors should somehow be on approved listing.
8.3	1	Other: I use the website not the app.
8.3	1	Other: I wasn't aware there was an app.
8.3	1	Other: I would like for my local family members to have have access the same as I have. I have to constantly reenter their access. At my age (92) emergency access for them is important.
8.3	1	Other: I would like to be able to make changes if vendors schedule changes
8.3	1	Other: I would like to be able to see a calendar that you can put in specific dates and not have to use multi-dates when you only need one.
8.3	1	Other: I would like to extend/revise an enteted gatehouse visitor/vendor's days without having to re-enter the information. Also more options for standard days to be assigned.
8.3	1	Other: i would prefer to call the gate.
8.3	1	Other: I'm a "keep it simple" person. A phone call is easier/faster than going to a computer, booting, etc.
8.3	1	Other: I'm lazy. Why can't I call the guard house?
8.3	1	Other: I'm okay with the above but think that outside golf players should be registered by golf club to enter gate and those folks wanting to look at for sale property should leave their name with guard.
8.3	1	Other: IMO, there are several technical deficiencies and uses old technology.
8.3	1	Other: It is a great option, but I choose to call personally.
8.3	1	Other: It is cumbersome to keep entering family members or friends that will becoming in beyond the 90 days. The customized feature never works to put them in for longer periods.
8.3	1	Other: It is no very user friendly, The App should be improved.
8.3	1	Other: It seems to have to be updated. I am on my second update and needed to go to the gate to get it done.
8.3	1	Other: It sometimes takes a while to get to the gatehouse.
8.3	1	Other: It would be better to be able to renew people without re-entering the data.
8.3	1	Other: Its not very intuitive.
8.3	1	Other: I've never used it, don't put apps on my phone
8.3	1	Other: Like Gatehouse
8.3	1	We feel that a list of outside golf, tennis, pickle ball and other quests should be listed in the guardhouse.
8.3	1	Other: My wife uses it so I havent experienced the usability or lack there of.
8.3	1	Other: Need to be able to text a request.
8.3	1	Other: Need to get the app
8.3	1	Other: Need to have it installed
8.3	1	Other: Need to make app available to residents, help us download it again.
8.3	1	Other: Need to try it.
8.3	1	Other: Needs to be easier to give extended passes to friends in the area...having to always remember to renew is difficult and to put the dates in is not easy...can't see all the numbers!!
8.3	1	Other: Needs to have a longer than 60 days pass as default.
8.3	1	Other: Never knew there was an app!
8.3	1	Other: Never used and not sure how

# **Question 8.3 & 15**

Question	Count	Description
8.3	1	Other: Never used it
8.3	1	Other: Not applicable for us. We don't use the app. We phone every time.
8.3	1	Other: Not easy to use
8.3	1	Other: Not reliable
8.3	1	Other: not up to date on the use
8.3	1	Other: Not user friendly
8.3	1	Other: people who claim they are here for golf should give their tee time to the guard and the guard should verify with a list provided by the golf club. this has been a weak point. if people complain, too bad. play somewhere else. our security is 1st res
8.3	1	Other: Please do whatever it takes to keep Riverwood safe and a wonderful community
8.3	1	Other: recently, could not use it for guest notices so have now defaulted to phone call
8.3	1	Other: Requires more fields to provide more detailed information
8.3	1	Other: Seems a bit slow on the mobile app. Also would like to add relatives in the area as an option.
8.3	1	Other: Should be able to recall vendors / visitors so you didn't have to enter the information all over again for their next visit.
8.3	1	Other: Sometimes it doesn't work, or I do something wrong
8.3	1	Other: Sometimes vendors are logged into other residences. Would like the gate to acknowledge the vendor was logged onto my residence that specific day.
8.3	1	Other: sometimes visitors dont get logged in.. i cant see who had access to my home, but they are there. i dont like that
8.3	1	Other: The App does not always work, so I call.
8.3	1	Other: The app doesnt always work.
8.3	1	Other: The app is okay. The real problem is that the Gatehouse is lax and almost anyone can gain access into the neighborhood.
8.3	1	Other: The app should have a list stored of frequent, repeat vendors (housekeepers, landscapers, etc) and allow us to click on them rather than retying everytime.
8.3	1	Not permanent entry...as residents will forget to remove them if they no longer use them.
8.3	1	Other: The email we originally used to register guests was cancelled and now we can't get on the site and have no way of "sending a reset link " because we no longer have the email attached to the account so I have to call every single time.
8.3	1	Other: The golf course should also have to send a list of tee times and a drivers license should be shown. This should also be for tennis and any other sport
8.3	1	Other: There should be an option for a six month pass.
8.3	1	Other: Unfortunatley I haven't been using it. :(
8.3	1	Other: We are not familiar with it.
8.3	1	Other: We are not using the Gatehouse App
8.3	1	Other: We call gate house when we have a visitor
8.3	1	Other: We have not used it recently.
8.3	1	Other: We have used this app too little to comment.
8.3	1	Other: We just call the gate
8.3	1	Other: We phone the gatehouse. Always pleasant assistance
8.3	1	Other: Would like the App to store names of visitors so you don't need to enter them every time.
8.3	1	Other: would like to be able to add permanent family members to our account so that we don't have to keep adding them every 90 days
8.3	1	Other: YES but it could be better.
	<b>124</b>	<b>Total Responses for 8.3</b>
		<b>15. What changes would you like to see made to the Activity Center?</b>
15	1	New table and chairs outside the activity center. The chairs are uncomfortable.
15	1	self service food and beverage (non-alcoholic) or small coffee/juice bar cafe
15	1	We desperately need a little store which provides all types of milk, bread and eggs.
15	1	<b>**WE NEED A RESTAURANT THAT ALL RESIDENTS CAN USE FOR DINNERS!!!</b> Not one for members only. It is such a shame that we have a beautiful and premier gated community that does not have a restaurant that ALL residents can use (and not just for lunch).
15	1	*The yes responses to all these questions require more information as to the intended changes. I support improvements to the campus, but require information on the changes and the reasons for the suggestions before committing.
15	1	Access to food like a concession stand by the pool and tiki bar. Also activities year round â€¦.not just for the snow birds. The food trucks are awesome,but wish they would have some in the evening. Dog park needs washing station and all sod .No mulch
15	1	Add a corn hole setup
15	1	Add a massage room and therapist.

# Question 15

Question	Count	Description
15	1	Add acoustics to the rooms on ceilings.
15	1	Add additional Pickle Ball Courts. Eliminate the Croquet Court which is Very Expensive to maintain. It is used by only a few people in season. It could be changed into a beautiful tropical garden with a fountain and benches.
15	1	Add shuffleboard
15	1	After nearly 20 years of use, I would believe that a more functional layout could be developed. When it was first conceived, the plan was for a multifunctional layout. Now, a more convenient and functional layout could be developed.
15	1	All visitors should show proof of identity
15	1	An active staffed Tiki bar with food and drinks for residents and their guests. No outside visitors should use the facility without an ID Card.
15	1	An updated kitchen
15	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
15	1	Better repairs made promptly
15	1	Better security
15	1	Better sound system.
15	1	Better sound system. Increased space (more room for things such as fashion show). More rooms for craft activities&#163;I have seen issues with 2 groups wanting to meet in the same room at the same time&#163;one group was pushed out by another group
15	2	Better stage and sound system
15	1	Better stage, difficult to see unless youre sitting at the very front. Also, would like to see more shows
15	1	Build a restaurant, bar and area that all of Riverwood could utilize and socialize. Also a concession where cool drinks could be purchased in the pool area.
15	1	Buy the golf course
15	1	cafe or coffee and snack facility run by outside service
15	1	Charging \$1 per fax is HIGH? This is a service that should be free if there is no cost for the office.
15	1	Notary Public- we should have a list of Notaries available for this service. A small charge for the residents is advisable.
15	1	Children playground.
15	1	Enhance or move the Billard table location, or move to its own space with more room and better lighting.
15	1	Consider re-opening the lunch services at the Tiki bar area. Other than food trucks or enhance better food trucks.
15	1	Classes after 5 pm that target a demographic that requires a more intense workout. Pool bar to open for snacks, drinks, etc. Lower fees for residents at the golf course
15	1	Replace the pool chairs and add pool chairs.
15	1	Clean the pool area, furniture on a REG basis. Monitor the pool in season for drinking and abuse. Residents should NOT have to be pool police. Nor should we have to deal with ppl who don't comply
15	1	Clean the pool, fix hot tub, music, new lounge, chairs, more umbrellas, more beautification, such as more planted pots
15	1	Cleaner
15	1	Coffee machine
15	1	Coffee shop.
15	1	Comment on above - outside paying tennis team members should continue to be allowed and be encouraged...to keep our tennis teams competitive
15	1	Community coffee shop
15	1	Comparable communities have Food and Beverage services. Some have Leased out to a business a section to provide this much desired service to the residents. Others have had regular catered dinners/lunches to provide this amenity for the residents.
15	1	Croquet court needs resurfacing. It's in very bad condition. It should be maintained as well as golf putting greens.
15	1	Day spa opportunity
15	1	Define Activity center - do you mean the activity campus or the Activity building.  The entire activity campus could benefit from a attendant similar to the Beach Club. Someone to walk around and observe and help where needed.
15	1	need more comment
15	1	Depends on what the enhancement is and the cost. Also, several events where its hot. Staff says it is not allowed to adjust.
15	1	When you pay to go to events, this is not right.
15	1	Does not apply to us
15	1	Electronic access control (RFID-Card) to limit the use of the Activity Center to residents and their guests.

Question	Count	Description
15	1	Expand the fitness center and add more free weights.
15	1	Fans in gym
15	1	Fine as is
		First, the taxpayers should have access to tennis courts and other game areas and not be restricted by the clubs. If they control access then they should pay for the cost to maintain.
15	1	Add a Restaurant check Maple leaf.
15	1	Fix the air conditioning so it is not subzero in there.
15	1	Fix the croquet court
15	1	Fix the HVAC controller.
15	1	Food and bev vendor for pool/pavilion/post tennis and pickle ball gatherings to create enhanced resort type atmosphere .
15	1	Food service at the community pool area.
15	1	For the size of our community there needs to be an actual restaurant available to all residents, OR the golf club restaurant needs to expand to include all residents for dinner , a comfortable dining venue where a meal can be enjoyed is needed.
15	1	full court basketball court
15	1	Full service kitchen
15	1	Generally fine. Vending machines would be nice. Also perhaps newer ice machine and outside fountain.
15	1	Golf driving range into a net
15	1	Guests need more than 6 times per year.!!!
15	1	Have some say when we have an event to get the air conditioning turned down. Its just to hot with big groups in there.
15	1	Hire a 3rd Party interior decorator to select pictures and graphics to enhance the appearance of the building lobby and pool table areas.
15	1	I actually think the answer to this question depends on the specific enhancements anticipated. I dont have any specific changes in mind.
15	1	I don't really use the activity center very much
15	1	I like the way it is now, but I am willing to pay for any upgrades someone would feel would increase everyones satisfaction.
15	1	I think it would be neat to have a bar with a bartender and happy hour with snacks everyday for a couple of hours from 3-6 or 4-7.
15	1	I think some of the questions were a bit "loaded" but ten years ago we had a consultant who said Riverwood needed to make sure that they "technologically rich" and had to keep up with the use of technology. What does that mean " a blog" tv??
15	1	I think the activity center meets the communitys needs.
15	1	I think the activity center is good as it is. It was not that long ago that we spent a tremendous amount of money to build the second building and now have adequate rooms for meetings, etc. in a nice fitness center.
15	1	I think the activity center is lovely the way it is, especially since we recently went through a renovation.
15	1	I think the Activity Center is perfect!
15	1	I think we should have had shuffle board.
15	1	I use very few of the amenities but feel strongly that a play ground for children would be a wonderful addition, both for residents and visiting children and grandchildren.
15	1	I would like to see a full kitchen.
15	1	Better sound system!
15	1	I would like to see a restaurant/pub type of place where we can all gather. I would pay somewhat more. Very vague as far as what you believe would be more
15	1	I would need to know what activities or changes to the Activity Center that I would have to pay more for! All ready have to pay fees for some classes and instructors
15	1	I would need to know what people are asking for before I would vote yes
15	1	I would to see more free activities.
15	1	Improved restrooms. Access to the restrooms without going all the way around the exterior of the building. Improve the appearance commensurate with the Admin Bldg and Fitness Ctr.
15	1	Improvement to the croquet court playing surface. Shade needs to be provided
15	1	Install a lane divider at the lap pool. Please sign by the lap pool stating swimmers have priority over people just wading around.
15	1	it fine the way it is
15	1	It seems that we just enhanced. Nothing needed right now
15	1	It would be great to have a restaurant.
15	1	Just basically more activities to get involved in.
15	1	Keep up to date



Question	Count	Description
15	1	large dance floor
15	1	Lawn bowling
15	1	Less bickering
15	1	Lets enjoy & maintain what we have. Weve had increased expenses due to H lan.
15	1	Lights for the tennis courts as we have for the pickle ball courts.
15	1	Make it comparable to Heron Creek ,Herons Glen in North Fort Myers,Legends in Fort Myers It should reflect a grander life style.
15	1	Maybe a childrens play area and / or park area.  A practice hitting wall for tennis.
15	1	A cold outdoor water fountain with a bottle filler.
15	1	Maybe a games room for kids?
15	1	Media center for movies
15	1	More access to food..Open up a food patio for all residents and maybe a barâ€!
15	1	More activities for those who do not play golf, tennis , racketball and who do not have a dog. Happy he on Friday nights near the activity center. Also music
15	1	More beach club memberships
15	1	more educational classes, presentations
15	1	More evening Dances affordable.More affordable activities.With no alcohol included.The Prices are out rages !
15	1	More events for younger people such as cover bands of artist from 60s, 70s, 80s
15	1	More options to attract younger people
15	3	More pickle ball courts
15	1	More Pickleball courts, rowing machines for weight room
15	1	More shade in pool area.
15	1	More trees at the pool - too much hardscape.
15	1	Movies again.
15	1	Movies. Permanent stairs for the stage Full kitchen for certified outside vendors to use
15	1	Much better technology for board meetings and related events requiring faster, more stable internet service.
15	1	Must be a community restaurant and or pool bar serving drinks and snacks More pickle ball courts Full time activities coordinator for all sports and social events If there is one now we are not at all satisfied
15	1	Needs to be cleaned more often.
15	1	Never use it
15	1	New sound system
15	1	No above because I cannot think of any changes that are needed at this time to the activity center.
15	1	No changes at the moment.
15	1	No changes. Need to concentrate on maintaining the existing facilities.
15	1	No physical changes, but someone from the RCA and/or CDD office needs to inspect and be visible in and around the campus on a regular/daily basis to monitor behavior, compliance, and upkeep.
15	28	none
15	1	None - this place is getting too complicated with new entitled peoples demands. We dont need to get the best tennis players in the county and we dont need to have the best coaches & the best bocce & croquet set up. Its a residence! Just enjo
15	1	None I do not use and dont want to pay extra
15	1	None that cost me more money.
15	1	NONE! Leave it the way it is.
15	1	None, we already are wonderful.
15	1	None, we just want to see it stay up to date. We feel that it is in good shape now and seems to be well maintained. The current facility appears to provide for the needs and wants of the community at this time.
15	1	Not a change but addition. A coffee shop..visited our son in a similar gated community with amenities and had a very popular coffee shop used by those using amenities and those residents meeting up to visit!
15	1	Not sure, have only used it for the craft group.
15	1	On-site kitchen used to its full potential. Pool parties and fun day time events. Enhance the gym more involve more weight lifting classes.
15	1	Outside guests should only be allowed to use pickleball and tennis courts in the afternoon when it is not busy.
15	1	Paying more would depend on the changes.
15	1	Please keep it nice, clean and inviting for our residents. That makes guests want to come buy a residence here.

Question	Count	Description
15	1	Pool Bar More Pickleball Courts Restaurant
15	1	Professional kitchen (one that has an oven)
15	1	Proper care of the croquet court
15	1	Raised stage for programming
15	1	Refreshments, lunch menu and appetizers served from 11-5 in the bar/lounge area next to the pool. More 1 person live entertainment outside in the gazebo area on Fridays/Saturdays from 6-9, with a food truck or simple food served in the bar/lounge.
15	1	Replace the lounge chairs by the pool. More freestanding umbrellas. Landscaping to block pool area from parking lot
15	1	Riverwood residents and events only.
15	1	RV and Beach Club are member funded. What about the dog park?
15	1	Shaded area at the pool. I miss the old bamboo that provided shade
15	1	I am impressed by the new shower
15	1	Shuffle board courts.
15	1	Some free activities besides cards. Bring back Movie Night. I really and my friends really liked this activity.
15	1	Nothing really for singles that do not play cards or pickleball. Single club never got organized. Put a paid employee in charge.
15	1	Some sort of snacks, coffee, limited supplies... Milk, etc.
15	1	Stop wasting resident money on items such as replacing perfectly good pool chairs, refinishing floors, shade for pool area. Insane and out of control expenditures
15	1	Tennis courts have been neglected for years. Night lights have been removed and shows for the first time Riverwood is down sizing even a drinking water fountain is not available on the courts just as other communities of like size have. 28 yr. reside
15	1	The activity center is OK at the present time for us
15	1	The Backstage needs more electric outlets fans or air conditioning. Its miserable to change clothing and keep hair and makeup fresh with it being so hot. Also, need air conditioning turned lower when there is an event of 150+ people.
15	1	The cleaning of the Activity Center needs to be improved. The fitness floors have had food on them, they are sticky and shoes stick to them.
15	1	The kitchen could use a thorough cleaning and upgrade. Whoever picked the new carpeting has no idea of design. It is atrocious!!!
15	1	The kitchen expanded bigger to include stove and or warming facility garbage disposal more counter space.
15	1	The locker rooms are totally inadequate, there should be at least 2 showers and a bench. There should be NO MUSIC or RADIOS allowed around the pool. People come here to relax, swim and nap. You need to post signs NO MUSIC, USE YOUR EARBUDS.
15	1	The office should be open and not close for lunch, it is really inconvenient for residents
15	1	The pool area is nothing but a sea of pavers. It does not have a resort feel. More like that of an apartment complex. The addition of vegetation would help break up the area. Very large containers with palms would help.
15	1	Overall, the new pool complex Too
15	1	The property is not well kept and clean. Need to maintain existing amenities before adding enhancements. The kitchen is old and should eventually be renovated
15	1	There should be local control over the sound system for the shows. The sound is so loud that sometimes I have to leave. Others complain. I have been told that local control cannot be made, and that the performers only have control. ????
15	1	This question is too vague to respond with any idea of what we are answering.
15	1	Though the building cannot be made into a hurricane shelter because of its location in a flood area, the facility could be hardened to provide residents without power, AC, etc a place to seek temporary refuge following a storm.
15	1	Tiki bar with light snacks or bar food.
15	1	Too new to Riverwood to have an opinion
15	1	TVs that work on bikes and treadmills
15	1	Updating the technology so that meetings may be live streamed to all residents, no matter where they are located. This would include improved wi-fi and the ability to record meetings for streaming on YouTube etc... Cans w/trash and recycling.
15	1	Upgraded kitchen.

# **Question 15 & 17**

Question	Count	Description
15	1	Visitor usage should be restricted because facilities become congested to the point that residents cannot use. During holidays there is no seating or room for resident use. I do not think anyone should be using facilities that dont pay to use.
15	1	We are in need of a casual dining experience, every other community I go to has one that is open and welcoming to all residents and their guest. Not having this is a huge void at Riverwood in my opinion. We go to other communities when we should stay
15	1	We believe the Activity Center is adequate. We are more interested in security for the neighborhood.
15	1	We do not use it often so we do not see a need for changes.
15	1	We don't use it.
15	1	We don't use that building, so no comment.
15	1	We really need a better stage for shows.
15	1	We would consider paying more for enhancements, depending upon what these enhancements are.
15	1	Weekly movies Love the entertainment seris would go to more B
15	1	Whatever is truly needed by majority of members and those who frequently use the facilities.
15	1	Willing to pay for continued updates to decor as needed to keep it pleasant and appealing for indoor events. Also need to make sure that repairs are taken care of in a timely manner. It's very nice to have social events in the building.
15	1	Would need to hear ideas first before answering yes
15	1	You forgot to mention the pool as an amenity. We use and like the pool / hot tub. No changes to the activity center. I think the pickle ball and tennis courts expenses should be covered by those that use them.
15	1	You had your shot, no more money down the rat hole.
	<b>202</b>	<b>Total Responses for question 15</b>
		<b>17. What changes would you like to see in the Covered Pavilion?</b>
Q17	1	1. Utilize area with a restaurant run by an outside source for lunch and dinner 2. Weekly Happy Hr with discounted price drinks and music from 4-6 3. Once a month karaoke
Q17	1	A food bar would be nice if it was practical, not sure that it is. If an outside vendor was willing to run a small food bar for profit at no cost to Riverwood that may be an option. A potential problem would be with keeping food from the pool area.
Q17	1	Add a string of lights so it can be used after dark. Those lights can be turned off when the pool is closed.
Q17	1	Add ambient lights under the canopy for evening events, so we can see each other and our food when it is dark.
Q17	3	Add fans
Q17	14	Add lights
Q17	1	Add Restraurant to the admin buildings - check Maple Leaf, very nice, but we lack such a thing. The gold club house is a poor for a Restaurant. Too damn arrogant
Q17	1	Again - timely maintnenance and updating as needed.
Q17	1	Again what are you thinking of as enhancements??
Q17	1	Am I limited in words like above where it shows 250 Characters I guess.
Q17	1	No comment, no room to do it.
Q17	1	An active bar would be terrific
Q17	1	AS far as I am concerned the covered pavilion is adequate.
Q17	1	Bar Restaurant
Q17	1	Bar, restaurant, opportunity for informal relationship building
Q17	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
Q17	1	Best addition to the campus
Q17	1	Better aesthetics
Q17	1	Better lighting
Q17	1	Cant think of any. But it a great place to meet. Nice addition
Q17	1	Casual dining, cocktail bar
Q17	1	Change the color when it is replaced. Blue does not wear well as it is one of the most heavily dyed colors....ask any sailor. Use tan to match the buildings
Q17	1	Chess table! Ping pong table
Q17	1	Cover a larger area out to the band pavilion and dance area.
Q17	1	Depends on the enhancements and the cost.
Q17	1	Depends on what the enhancement is and the cost. Would like to see gas grills.
Q17	1	Electric for band usage at Gazebo

# **Question 17**

Question	Count	Description
Q17	7	fine as is
Q17	1	Food and drinks available for sale.
Q17	1	Food preparation area
Q17	1	I said yes but only if we have better oversight in whats being done. The enclosed kitchen area could be more useable and accessible to those using the pavilion.
Q17	1	I would like to see more music and more out door Grilling.We are not an old people community.The new residents are now in the
Q17	1	50 and up .
Q17	1	If a grill could be added.
Q17	1	I'm assuming by covered pavilion, you are referring to the canopy. 'd like to see low level lighting and fans for hot, humid evenings.
Q17	1	It is amazing presently!
Q17	1	It needs to have more air circulation under the pavilion .
Q17	1	It would be great to have a snack bar or a late lunch area where residence could use the pool and get something to eat
Q17	1	It would be nice to have a coffee and/or soda & water station there
Q17	1	It's already great. What more does anyone want?
Q17	1	Just like in my previous answer would need to know what changes would be made to cause an increase
Q17	1	Keep it neat and clean
Q17	1	Keep up to date
Q17	1	Landscaping needs to be attended regular. Beautiful bubbler fountain and around it are palm trees with dead leaves/branches up in it. As we have many events under canopy the total area should look beautiful and well maintain,
Q17	1	Large fan(s) mounted overhead. Perhaps disable lighting.
Q17	1	Lights
Q17	1	Quieter fans
Q17	6	Lights and fans
Q17	1	Maybe a full-time service bar and/or snack style food service.
Q17	1	more fans
Q17	1	More lights. More fans.
Q17	1	More neighborhood involved events catered lunches, music, interactive events
Q17	1	More open mic events for our Riverwood talent!!
Q17	2	n/a
Q17	1	New furniture that is bright and cheerful.
Q17	1	New furniture. Ones that do not look like my grandmothers furniture.
Q17	1	new table and chairs. Vending machines by the Tiki Bar
Q17	1	No comment
Q17	34	none
Q17	1	None are needed. More money wasted to appease a few complainers
Q17	1	None other than green or tan cover
Q17	1	NONE! Leave it the way it is.
Q17	1	Not crazy about the water fountain feel it makes pavillion look little old fashion and little junky
Q17	1	Overhead paddle fans. Garbage cans with 1 side for trash, 1 for recycling.
Q17	1	Perhaps a large screen TV area to watch sporting events
Q17	1	Perhaps this would be a better location for the water fountain.
Q17	1	Redesign the FEMA blue tarp look. Change the color to white and add ventilation flaps similar to all beach umbrellas. Terrible design - fix it!
Q17	1	Refreshments, lunch menu and appetizers served from 11-5 in the bar/lounge/pavilion area next to the pool. Live 1-person entertainment outside in the gazebo area on Fridays/Saturdays from 4-8, with a food truck or simple food served.
Q17	1	Restaurant and music.
Q17	1	Restore landscape along perimeter of pavilion and remove ugly fountain.
Q17	2	See above
Q17	1	Small pub and live music.
Q17	1	Some form of food & bar
Q17	1	Some kind of air movement. Permanent bar service area
Q17	1	Some night lighting. As soon as it is dark, people start to leave unless a lighted performance outside is in progress.
Q17	1	Start a bar and grill restaurant serving the covered pavilion so residents have a place to gather in comfort.
Q17	1	Take it down and put up a tiki hut. The covered pavilion is too hot. Tiki huts stay cool
Q17	1	The activities complex is new. Most amenities are fine.
Q17	4	The pavilion is fine

# **Question 17 & 19**

Question	Count	Description
Q17	1	There should be concessions stand with drinks and snacks. Hot dogs. Coffee and donuts
Q17	1	Too new to Riverwood to have an opinion
Q17	1	Vending machines
Q17	1	Waterproof canopies
Q17	1	We don't use it.
Q17	1	Whatever changes suggested and worth implementing.
Q17	1	Would look to see what enhancements are proposed first. Don't support a "blanket" approval.
Q17	1	Would need to hear ideas first before answering yes
	148	<b>Total Responses for question 17</b>
		<b>19. What changes would you like to see made to the Arts and Crafts Room?</b>
Q19	1	Again Just like in my previous answer would need to know what changes would be made to cause an increase
Q19	1	At this stage in life will not use it
Q19	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
Q19	1	better wall display units for artwork. a sign that says no puzzles allowed, not enough room for storage already.The addition of sliding shelves in the current cabinets for easy access. Elec.equip.to cast demo. to a TV or screen for easier viewing by
Q19	1	Current storage is not appropriate for an Arts/Crafts room. Someone versed in outfitting an art room needs to be consulted.
Q19	1	Large, deep storage, drying racks & shelving would be a good start. Garbage cans with 1 side for trash, 1 for recycling.
Q19	1	Currently have nothing to enhance. Get the puzzles out of there.
Q19	1	Does not increase the value of property price
Q19	6	Don't use
Q19	1	Eliminate the wasted hallway space between the CDD office and the arts and craft room. Create CDD room entrance from the foyer ( as it one was ). Capture the hallway space for the arts and craft room. Again- not a good original design - wasted sp
Q19	1	enhance the kitchen to allow cooking classes
Q19	8	Good as is
Q19	1	I am a member of the arts and crafts circle and would have to consult the group for specifics. However, knowing that other groups have a lot of demands met I would like to have a budget of at least \$1,000.00.
Q19	1	I think in comparison to other activity areas the arts and crafts room gets little to nothing in the way of community funds. Users bring their own supplies and hold fundraisers to support their activities. The room is open to all with no judgement
Q19	1	I'd like it to be bigger and have more crafting equipment
Q19	1	If those that use the room are satisfied, why change.
Q19	1	IMO the arts and crafts room does not get enough use to justify the amount of space it occupies, let alone further enhancements.
Q19	1	That space should be a multipurpose room with a conference table and be able to be reserved on-line by residents.
Q19	1	It's perfectly fine as it is today, and quite useful.
Q19	1	Keep up to date.
Q19	1	larger with partition or additional craft room. the current situation is cramped and limits participation.
Q19	1	Make it larger
Q19	1	Maybe you should check usage before any investment is made. Facilities for facilities sake is nonsense and for show only
Q19	1	More craft shows
Q19	1	More quilting options
Q19	1	More space needed for sewing and quilting activities. Need more electrical outlets, and more accessible outlets, for almost any demo/class that uses glue guns, irons, sewing machines, etc. Also need AV equipment for demos and classes.
Q19	5	n/a
Q19	1	Need more art/craft spaces. Maybe more diverse classes e.g., pottery
Q19	1	No above because I cannot think of any changes that are needed at this time to the arts and crafts room.
Q19	1	No comment
Q19	21	none
Q19	1	Nothing at present. Just wish residents that borrow from room would return items. Miscellaneous items like scissors just aren't returned.
Q19	1	Painting and drawing class offerings
Q19	1	The AC room is fine. We raise our own funds and are self sufficient. Most of our necessities were donations.
Q19	1	The people who use that room may need a larger area. If that's the case we support enhancing the room.
Q19	1	They should be funded by those that use them.
Q19	1	This is room seems to be under used .



# **Question 19 & 21**

Question	Count	Description
		Those activities should be self-funded by specific users.
Q19	1	I would say that main conference room would be better in the conference center and the billiard table in the main activity center.
Q19	1	Those persons using it know best. I am in favor of enhancing all items RW residents use.
Q19	1	Well, they should have made it larger to start with. The Arts & Crafts Circle has over 180 members! You could move the library over to the Activity Building-even in the lobby where the pool table used to be. Then annex that space to Arts & Crafts rm
Q19	1	Would like to see it larger and have additional sewing and crafting equipment.
Q19	1	Would look to see what enhancements are proposed first. Don't support a blanket approval.
	<b>76</b>	<b>Total Responses for question 19</b>
		<b>21. What changes would you like to see made to the Library?</b>
21	1	A childrens section would be nice for when we have grandchildren visit. One shelf would not be a large expense.
21	1	A table designed & lighted allowing a quite space for residents to work on a puzzle and a puzzle storage area.
21	1	Add daily subscriptions to local newspapers.
21	1	Additional shelving for books. An on-line inventory of books and status would be a nice to have feature.
21	1	Again Just like in my previous answer would need to know what changes would be made to cause an increase
21	1	Be more willing to allow books from the classics and older publishing dates.
21	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
21	1	Better organization. More magazines.
21	1	Build a new location.
21	1	doing a great job there
21	2	Don't Use
21	9	Fine as is
21	1	Get rid of the ugly metal shelves holding the paperbacks.
21	1	Happy with library.
21	1	Haven't had the chance to use the library but I don't hear much about it. Perhaps advertise it to residents and encourage book donations when residents are done with a book.
21	1	I like our library. So maybe just a bit larger.
21	1	I pass the library doors frequently. On average 2 to 5 people in the library (in season).
21	1	I think it is very nice. Always a pleasure to go and find a book or work on the puzzles.
21	1	increase library content
21	1	It is in great shape as it is now
21	1	Its brand new...it's beautiful!!
21	1	Keep the puzzle area&#167; people like that
21	1	Keep up to date.
21	1	Larger selection of books.
21	1	Library is great.
21	2	Make it larger
21	1	More shelving and less open space for more books!
21	1	More shelving needed so we don't have to get rid of book more than ten years old.
21	1	More shelving, perhaps lower shelving down the middle of the room, so we can offer more variety of books and discard fewer books.
21	1	More up to date/best sellers. More comfortable seating and better reading light.
21	3	N/A
21	1	No above because I cannot think of any changes that are needed at this time to the library.
21	1	No changes needed - it's a great room.
21	1	No comment
21	25	none
21	1	Not required- no value to Riverwood property values. No one buys in Riverwood for the library. Use a Kindle
21	1	Possibly move and create concept areas, not 1 open area.
21	1	Public libraries are easy to use, nearby and have large collections of all types of materials. And we already pay for using those libraries.
21	1	recently published books be available
21	1	Replace hotel style ballroom chairs with proper library chairs. Add table lighting and power for laptop users.
21	1	Restore vaulted ceiling and remove commercial style acoustic paneled ceiling.
21	1	Set up so that more books are available to borrow
21	1	Someone who actually really reads books and realizes that the classics of western spirituality weren't written in the last three years, and might have a place on our shelves even tho not written in the last 3 years.

# **Question 21 & 23**

Question	Count	Description
21	1	The library is old and stodgy. Should be more if a gathering area with puzzles and games. No additional funds should be spent.
21	1	The library is probably the best among other communities. It is good "AS IS".
21	1	The library should be made changes .Why would be pay for the library.
21	1	They should be funded by those that use them.
21	1	Use for gatherings - less books and more seating.
21	1	What is uage by the people volume is low and not worth it
21	1	Why are the shelves half empty? Why are so many books discarded when there is plenty of empty space on the shelves?
21	1	Would look to see what enhancements are proposed first. Don't support a blanket approval.
	<b>87</b>	<b>Total Responses for question 21</b>
		<b>23. What changes would you like to see made to the Fitness Center?</b>
23	1	A more regular schedule for cleaning and equipment maintenance. Have the sound system on each television TURNED OFF/.Disconnected. Folks still insist on turning up the volume, ignoring the requirement to mute the TV.
23	1	Absolutely no changes - there is already way too much equipment that people don't use properly and don't seem to be interested in coming to the sessions. Kelly arranged in order to teach them to use it without whacking their bodies.
23	1	add 2 rowing machines
23	1	add sanitary wipe dispenser in stretching room
23	1	Add a rowing machine and more ellipticals.
23	2	Add rowing machine.
23	1	Additional free weights/benches with more floor space for use of free weights and heavier free weights (at least take up to 100 pounds). Additional machines such as a rowing machine and another LifeFitness stationary bike.
23	1	Again Just like in my previous answer would need to know what changes would be made to cause an increase
23	1	Antiseptic wipes periodically run out or get dried out
23	1	are fitness is AMAZING. needs a GOOD CLEANING, but great machines
23	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
23	1	Better circulation to remove stagnant air and smell.
23	1	Better equipment maintenance and cleaner floors!
23	1	Better maintenance and cleanliness
23	1	Better quality chairs for classes.
23	1	Better use of exercise rooms. Seem unused most of the day.
23	1	Bring back the stairmaster
23	1	Ceiling fans, can't believe no one thought of that during the design phase - esp. over the cardio equipment and group exercise room.
23	1	Also, a permanent indoor home for the ping pong table so it could easily used.
23	1	Clean the the fitness center every day and keep it stocked even on the weekends.
23	1	Consistent machine maintenance with attention also to the video/TV access. Continued supply for and stressing of cleanliness measures for users.
23	1	Depends on what the enhancement is and the cost.
23	1	Different types of machines like waist machine
23	1	Do not use this Fitness Center. I pay for my exercise classes outside of Riverwood.
23	3	Don't Use
23	1	Electronic access control (RFID-Card) to limit the use of the Fitness Center to residents and their guests.
23	1	Excellent as it is
23	1	feel it is more than adequate
23	6	Fine as is
23	1	Fitness center is excellent as long as equipment is maintained
23	1	Free weight area is too cramped to work out in. Needs it's own room.
23	1	get a couple of rowing machines.
23	1	Good center. Need to make sure it is kept up and clean
23	1	Great facility. More than enough equipment to meet all our needs. During peak hours, 5 to 10 people in season, 3-5 off season. I do like the 24 hour availability.
23	1	Great fitness center. One of the reasons we moved here.
23	1	Happy with the fitness center.
23	1	Have a working a/c all the time!
23	1	I go off campus as you do not meet my expectations
23	1	I think it is well equipped currently.
23	1	I think it is wonderful the way it is.

# Question 23

Question	Count	Description
23	1	I use the fitness center every day. The equipment is well maintained and up to date. I would like to see that it stays that way.
23	1	I was told that the cable television on the cardio machines was disconnected because of the monthly fee.
23	1	Why can't there be a few of the machines where cable television is available?
23	1	I would love to see an actual rowing machine or two.
23	1	Increase attention to cleaning and equipment care.
23	5	Install Ceiling fans.
23	1	It already has everything needed to help residents maintain their health.
23	1	It depends on the actual cost.
23	1	It is a great fitness center now. No improvements needed.
23	1	It is in great shape as it is now
23	1	It was just updated and looks good,
23	1	It would be a big plus to have a large fan or two in the fitness enter. It gets quite warm in there.
23	1	Its a great facility. Its state of the art and well equipped. Wish people were a little more considerate in cleaning equipment. And not taking equipment from building.
23	1	Its currently pretty good. Only thing I don't like new chairs are cheesy not very supportive when used as part of an exercise routine.
23	1	Its great as is
23	1	Just keep equipment up to date. The Fitness Center is fine.
23	1	Keep equipment clean and up-to-date.
23	1	Keep it state of the art with the best equipment
23	1	Larger free weights area
23	1	Locker rooms with showers in the fitness building.
23	1	Maybe. Again it would depend on the specific enhancements.
23	1	More classes, cycle classes
23	1	More classes, keep up to date.
23	1	more elliptical machines and more hand held weights (another set)
23	1	More equipment and classes
23	1	More free weights
23	1	More free weights and benches, toning balls, boson balls, exercise bands.
23	1	More personal trainers
23	1	More security. An attendant to monitor equipment use.
23	1	More space for popular cISses
23	1	More than sufficient for the few that use it. Plus have been in there when non residents from area have access. Let them pay if you plan to continue to allow this.
23	1	More yoga classes
23	1	Mounted fans on walls in exercise rooms and equipment areas.
23	1	Music too loud with some of the classes. Annoying for those using rest of gym. More cleaning floors are dirty and equipment should be completely wiped down on a regular basis by staff.
23	2	n/a
23	1	Need more golf specific exercise equipment and double up on free weights. There are numerous types of equipment used by golf physical trainers that is not available in our facilities. Also we lack a cement wall which is needed many exercises weight
23	1	Need rowing machines . Classes in the evening and year round after the snow birds leave.
23	1	Need stretching table
23	1	Needs better cleaning! ! Some music would be good, Mats for of stretching should be considered part of our equipment.
23	1	No above because I cannot think of any changes that are needed at this time to the fitness center.
23	1	No changes needed.
23	1	No one uses that isn't a paying resident of Riverwood.
23	1	no specific changes but this is something that needs to be kept up to date
23	1	NO WAY!
23	1	No. It is upgraded to the teeth. Nothing needed
23	20	None
23	1	NONE. I don't use it.
23	1	Only thing I would change and/or add is a rowing machine.
23	1	Outside company to clean daily
23	1	put bench presses in fitness room
23	1	Regular review of the equipment for functionality and appropriateness. A function I believe is regularly performed by the Fitness Committee.
23	1	Routine cleaning. Additional stretching room.
23	1	Rowing machines.

# **Question 23 & 25**

Question	Count	Description
23	1	Seems fine the way it is.
		Should have put in showers
23	1	Better cleaners
23	1	SHOWERS!!!! BENCHES!!!!
23	1	Some of the low use elliptical machines could be replaced with rowing machines. Would like an on-line schedule for the rooms.
23	1	Stairmaster please, several.
23	1	The Activity Center should have been enhanced before the Fitness Center in the first place. You spent too much money on the Fitness Center when the A/C should have been top priority.
23	1	The addition of a seated stepper machine would be wonderful.
23	1	The Fitness Center and Classrooms should have had Fans from the beginning. Need circulation in the rooms. The AC's do not work properly and should be taken care of by the company that installed. Cleaning is not being done, Floors and equipment.
23	1	The fitness center is awesome.
23	1	The fitness center is very nice and the money needs to be paid to keep it maintained with the quality equipment that it has now. I personally would like to see a rowing machine and perhaps a peloton bike.
23	1	The fitness center is wonderful as it is. We would support any expansion to the existing space.
		The Fitness center needs to air conditioned better or have portable fans that residents can use while using the bikes, treadmills, ellipticals, etc.
23	1	Very warm in there and we are not yet in the summer season.
23	1	The fitness is small for all the residents and dirty No one cleans .The machine are thick with dust .
23	1	There are often too many people trying to use the same machines. More machines?
23	1	They should be funded by those that use them.
23	1	TVs that work on treadmills and stationary bikes.
23	1	Update equipment, and additional free weights.
23	1	Very good as is. Towel service would be nice.
23	1	Wall mounted fans to move the air around.
		Wall mounted water fountains offering filtered, refrigerated water with bottle fillers.
23	1	Garbage cans that offer one side for trash, one for mixed recyclables.
23	1	Water fountain and more Santi wipe stations. Put cable back on the fitness machines.
23	1	We need another universal, additional free weights and additional treadmills. The space in the large separate room could be used for expansion.
23	1	We need to have a rowing machine
23	1	Wed like to see a daily attendant.
23	1	What???
23	1	Willing to continue to pay to keep equipment in good working order. It's a very good setup with a good selection of equipment.
23	1	Workout room floors are consistently not clean.
23	1	Would like residents to take better care of what is provided
23	1	Would like to have a rowing machine
23	1	Yes but only for proper maintenance and regular upgrades of equipment to keep it at a high level or standard. Currently it is a good gym
	<b>152</b>	<b>Total Responses for question 23</b>
		<b>25. What comments do you have about exercise classes at Riverwood?</b>
Q25	1	A late afternoon exercise class for seniors; my mornings are golf, tennis, other.
Q25	1	All exercise classes should be free of charge for residents
Q25	1	Already pay for individual classes.
Q25	1	Appreciate Doug Colwells free class.
Q25	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
Q25	1	Bring qualified trainers to deal with elderly people.
Q25	1	Classes schedules should be posted - easy to see in front of classrooms. Need more selection - Yoga, Pilates, need a booklet giving information on classes.
Q25	1	Cost for classes seems to be high.
Q25	1	Dans water aerobics classes are great! So is Douglas Colwell Core building class.
Q25	1	Deanna's balance class and fit for over 70 are excellent
Q25	4	Do not use
Q25	1	Enjoy them.
Q25	1	Ensure room capacity and class size match up.



# **Question 25**

Question	Count	Description
Q25	2	Excellent
Q25	1	Excellent. Well lead and age appropriate.
Q25	1	Great variety
		Great!!!
Q25	1	Resistane Ball, Swimming, Yoga, Walk Class, Strength and Fitness classes
Q25	1	Harry's Tai Chi is great. His dedication is greatly appreciated.
Q25	1	Have attended in past - not current. It is in great shape as it is now
Q25	1	I am not able to attend because the classes are all during the day while i am working. i wish there were late afternoon classes or early morning.
Q25	1	I am not willing to pay for exercise classes It gets too expensive over time I enjoy tai chi
Q25	1	I attend yoga classes and on Tuesdays our room is very crowded but the larger room has only about four participants. this is a problem during the high season.
Q25	1	I did before covid, I am more cautious now
Q25	1	I enjoy the classes.
Q25	1	I have an injury that prevents me from using the fitness center. Will in the future,
Q25	1	I have been in Deannas Exercise class since she started in RW and I love it
Q25	1	I have in the past. I think it would be helpful to have more information about the classes and instructors available. Perhaps a contact number to reach the instructor with questions?
Q25	1	I have really enjoyed the fitness classes with Deanna - she is a very good instructor. Hoping to do more in the future, such as yoga. Would also be interested in strength training and personal self-defense instruction.
Q25	1	I like my class good instructor, could use more classes offered at other times.
Q25	1	i might in the future
Q25	1	I still work so the time of classes is for retirees
Q25	1	I think it is wonderful and although I myself have not used them recently, I have heard only good things about it.
Q25	1	I think that the fees for classes should be posted on the monthly schedule.
Q25	1	I think we offer a lot exercise options at very reasonable cost
Q25	1	I use the center frequently but as a new resident have not yet attended any fitness classes. I plan too though!
Q25	1	I use the classes sporadically. But I think this year there has been a nice variety of things for old and kind of old
Q25	1	I would like to see a larger variety of classes, like Kickboxing and others.
Q25	1	It appears there is a good mix of classes that I hope to take advantage of in the future.
Q25	1	It is unfair to pay for classes.Nothing is free in Riverwood.Outsiders come into Riverwood make money and leave .
Q25	1	It would be nice to have a message therapist available like we once had.
Q25	1	I've never seen golf specific exercise Classes.
Q25	1	Karen's Tuesday Yoga class should be in the larger exercise room. She is only teaching from October thru March, but the smaller exercise room is just too small for us. The exercise class in the larger room should be using the smaller room 3-4 attend.
Q25	1	Lack of many classes, especially for full-timers
Q25	1	Laurenz class is awesome
Q25	1	like the volunteer, Douglas Colwell, who manages the stretch class 3 days per week
Q25	1	would also like more weight training classes
Q25	1	Line dancing
Q25	1	line dancing and low impact aerobics
Q25	1	Love Boogie chair, pool exercise, Line dancing, Zumba
Q25	1	Love yoga taught by Karen Degan Herinstruction is clear She is well trained and makes accommodations for the aging body.
Q25	1	Love Yoga. Would like a Zumba class.
Q25	1	More yoga
Q25	1	MoreWater classes needed
Q25	3	n/a
Q25	1	Need evening classes too.
Q25	1	Need more options on time
Q25	1	Need more yoga
Q25	1	Need to assign rooms based on size of class
Q25	1	Need to clean rooms, some are dirty
Q25	1	Need to competitively priced to those available out side Riverwood.
Q25	1	No comment because I don't use the classes.
Q25	1	No opinion
Q25	13	none
Q25	1	Not at this time, but will be looking into them.
Q25	1	Not going since Covid, but free would be better than \$10, which seems a bit steep per class

Question	Count	Description
		Offer as assortment of additional classes or fitness workshops.
Q25	1	We are in need of an 8 am yoga class on Wednesday & Friday.
Q25	1	Mounted TV with scrolling fitness center scheduled classes.
Q25	1	One of us does.
Q25	1	Pricey compared to area fitness centers.
Q25	1	Several should be free
Q25	1	Should not cost so much!
Q25	1	Should require payment by attendees.
Q25	1	Since the pandemic we've used Zoom classes.
Q25	1	Some classes still need more space
Q25	1	sometimes
Q25	1	Super
Q25	1	Tai Chi & would like more classes.
Q25	1	TAI CHI CHIH SHOULD BE PROMOTED MORE AS A NO FEE EVENT EVERY TUESDAY FROM 11AM TO 12AM
Q25	1	The assigned rooms should correspond to the group i.e. 20+ yoga students in a small room while much smaller groups are in the large room
Q25	1	The balance classes and the general exercise class that I attend are great.
Q25	1	The classes are targeted toward an easy program. We need classes for a variety of skill levels.
Q25	1	The classes I attend are very enjoyable. Knowledgeable instructors
Q25	1	The classes that are taught by both Riverwood residents and outside instructors are all Very Beneficial to maintaining a healthy body. I attend 4 exercise classes a week, year round.
Q25	1	The instructors are gruff
Q25	1	The room assigned should be monitored so that the classes with more attendees get bigger space !
Q25	1	Tuesday yoga has been smashed into the small mirrored room while 4-6 people use the much larger room to do resist a ball .
Q25	1	The various professional trainers are a great idea. Require all trainers to be licensed.
Q25	1	The yoga by Karen Degen is amazing. However she often gets the smallest room for her classes and there are often 25-30 people packed in there. The largest classes should get the largest room.
Q25	1	The yoga room for Karen's class is usually the smallest of the rooms, even though this class is much larger than the class who occupies the larger room.
Q25	1	There should be exercise mats in the room that currently has the exercise balls.
Q25	1	They are excellent!
Q25	1	They are great
Q25	1	They are great for those that use them.
Q25	1	They really don't deal with people with any disabilities or knee replacements or much of the things that as we get older we have had to deal with and change up our approach to exercise
Q25	1	They should be included in our annual fees. My wife attends three classes a week and spends \$30. It easily adds up to over \$500 for season.
Q25	1	They're great for all ages.
Q25	1	Think Strong Women provide an excellent program!
Q25	1	Think they are great...
Q25	2	Too expensive
Q25	1	Too expensive to utilize more than a couple times a week.
Q25	1	too few and not enough choices
Q25	1	Tuesday yoga needs a larger room, but I am told this is being addressed.
Q25	1	Very good.
Q25	1	Water aerobics classes are great but should be free
Q25	1	Water aerobics continue.
Q25	1	We like them!
Q25	1	We should attend these!!
Q25	1	Would be nice to have a more challenging overall fitness class.
Q25	1	Would like palates classes.
Q25	1	Would like to see more free fitness classes. Reach out to residents to see if anyone would volunteer to instruct a class. Paying \$8-\$10 for every class I want to take adds up to be too expensive. I'm grateful for the one resident that offers a class
Q25	1	Would like to see Zumba classes offered.
Q25	1	Yoga, dance
	<b>128</b>	<b>Total Responses for question 25</b>
		<b>27. What changes would you like to see made to the pool?</b>

# **Question 27**

Question	Count	Description
27	1	December through April, the pool needs a supervisor. Residents should not be reminding guests to follow rules. Last week, I was hit in the temple by a hard ball thrown by a father! The chairs should be thoroughly cleaned. Fix fence!
27	1	1. There should be a 2nd clock locked on the building side so people can see the time from both sides of the pool. 2. There should be music playing in the background. There are PLENTY of channels that play music to accommodate all ages.
27	1	A better cleaning and maintenance company
27	1	Add a third lane for lap swimming. Re-do the pool landscaping, furniture and pergola. Garbage cans with 1 side for trash, 1 for recycling.
27	1	Add large plants to bring nature to the environment like it used to be.
27	1	Add lounge pools so people would not lounge in the lap pool.
27	1	Additional covered areas are needed for shade.
27	1	After the renovation, it's absolutely inviting and wonderful!
27	1	Again Just like in my previous answer would need to know what changes would be made to cause an increase
27	1	An active bar and food would be perfect
27	1	An actual deep end where people can splash and play not just a waiting pool for old people
27	1	Attractive shade areas. More landscaping for more of a resort feel.
27	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
27	1	Better shade
27	1	Chairs are hardly ever cleaned and are worn. Concrete tables and benches should be replaced with normal patio furniture. shower area needs to be finished
27	1	I use the pool every day and many times have to report a problem since it isn't checked
27	1	Changing rooms
27	1	Clean it. Monitor during in season and weekends. Sick of dealing with alcohol related behavior
27	1	Clean the mold off the loungers and chairs on a regular basis. Clean the bathrooms a few times a day during season
27	1	Consider weekly live music next to the pool during peak months. Expand the overall size of the pool or add a separate lap pool and convert the existing lanes to common use. The sun shade/cover area on the pool deck must be replaced immediately.
27	2	Don't use
27	1	Enforce regulations that are already in place regarding use of the pool.
27	1	Excellent as is .
27	1	God no!
27	3	Good as is
27	6	Great as is
27	1	Guarded so non residents do not sneak in and use the pool while family member is playing golf.
27	1	have a music system for soft music
27	1	Have food service so you can get a sandwich, salad, ice cream and drinks (wines, tea, soda, coffee,) perhaps run by an outside source.
27	1	Have more covered areas and possibly towels to be used at the pool
27	1	I don't use the community pool because I have one in Willow Glen. However if there was a need to expand it I wouldn't be opposed.
27	1	I think it is very nice the way it is.
27	1	Maybe the tiki area could be spruced up.
27	1	I think the pool is terrific
27	1	I wish the section of the pool that is for exercise be better marked to help reduce the number groups of chatterers from blocking the lanes, also Why post all the rules that very few follow.
27	1	I would like a functioning water fountain
27	1	I would like there to be mats put into the lap part of the pool so people can walk in the lap lanes when there aren't swimmers doing laps.
27	1	I would like to see lanes where I can walk lap lanes too deep.
27	1	I'd like someone there to manage obnoxious pool users.. There's bad language and some disgusting bathing outfits, food and water bottles left behind. I resent paying to upgrade poor choices of outdoor furniture. Buy right the first time!
27	1	Improved seating. more shaded areas, people are always lining chairs up to follow the shade. Possible outdoor fire pit area with seating.
27	1	increase number swim lanes to five
27	1	It has been an intolerably long time since the covered area has been under repair and it looks like a crime scene with the tape around it. It ought to be fixed.

Question	Count	Description
		It is hard to answer yes to enhancing these areas without knowing what is intended to be enhanced
27	1	A large canopy at the pool would be useful
27	1	It is in great shape as it is now
27	1	It should have a bar serving drinks and snacks
27	1	It's new
27	1	It's very nice. Of course good maintenance costs money and is important
27	1	Just fine the way it is. Thank you!
27	1	Keep it clean
27	1	Keep up to date.
27	1	Landscape to block view to the parking lot, replace lounge chairs, more freestanding umbrellas
27	1	Lighting needs to be adjusted or covers so it doesn't glare out into street and residential areas.
27	1	Make the swimmers aware of proper pool etiquette: swim down one side of the lane (black line) and back on the other. Too many swimmers assume they "own" the entire lane and do not want others to swim in "their" lane.
27	1	may be time for new pool furniture
27	1	Maybe Mermaids?
27	1	Maybe. Depends. There's a pattern here.
27	1	More chairs, tables, and replace the broken umbrellas.
27	1	more covered areas with the blue canopy theme. Cover the entire area upon entry into side gate by continuing the gate line to end of fence.
27	1	some people like some shade at the pool and the umbrellas don't meet expectations
27	1	More email reminders about guests using glass bottles in the pool area and unmonitored teen guests throwing kids into the pool.
27	1	More enhanced resort atmosphere via food bev vendor which leases space from Riverwood and operates as completely independently.
27	1	More landscaping and beautification.
27	1	More lap swimming lanes, time limits in lanes if it's busy, more lounges and chairs, more roofing shade.
27	1	More shade Better maintenance of potted plants Repair of gazebo by the bathrooms
27	1	More shaded areas around pool. Some landscaping.
27	1	More shaded areas. Need a cooler deck. Too hot on feet.
27	1	More umbrellas and side tables for the lounge chairs
27	1	Multiple shade structures are needed.
27	2	n/a
27	1	Need a snack bar and happy hour activities in the tiki bar area. Great area that is under utilized. The pool can bar quite dirty on weekends and no one seems to be doing any maintenance on it on weekends. Music in the pool area would be nice!!!!
27	1	Need new and more pool loungers.
27	2	Need Shade
27	1	Needs more of a resort feel. Nothing but a Sea of pavers. Needs large vegetation, palms added. Covered area is still small. Overall, the feel is that of an apartment complex pool, not a resort pool.
27	1	New chairs lounges of better quality . Numerous shade structures. Matching umbrellas Shower construction not complete.. floor next to Rest room Improve cleaning of all pool area especially shower
27	1	Hire pool company that works weekends
27	1	New covered shade area. new tables and chairs. In the future new lounge chairs. These look cheap.
27	1	New furniture. Get rid of cement benches move shade areas.
27	1	New shade structures. Pool area is very nice.
27	1	No above because I cannot think of any changes that are needed at this time to the pool.
27	18	none
27	1	None I have my own pool
27	1	None, we recently updated and expanded the pool area
27	1	None. It's too late for that. We should have never replaced the wonderful pool we had before. It worked well for water walking exercise. The new pool doesn't work well for that.
27	1	Only to keep it cleaner
27	1	Open after dark and before sunrise.
27	1	Pay for a maintenance company that will keep the pool and spa clean and heated
27	1	Perhaps creating a shaded area for pool users.
27	1	Place a concession in the pool are where cool drinks could be purchased.
27	1	Pool area is good

Question	Count	Description
27	1	Pool area lists rules but no one to enforce them! Would like someone on the premises to deal with issues at the pool. Balls should not be allowed. Teens should be accompanied by adult.
27	1	Pool Bar
27	1	Pool is all new and redone, there is no reason to spend money to enhance it.
27	1	Pool is great. I think the Grandparents should be more alert about the running at the pool.
27	1	Pool is now in great shape. Like the lap swimming lanes.
27	1	pool should be bigger, there is not a lot of room for persons just to mill around in the water with the 3 lanes for swimming laps.
27	1	Provide shaded areas
27	1	Refreshments, lunch menu and appetizers served from 11-5 in the bar/lounge/pavilion area next to the pool. Live 1-person entertainment outside in the gazebo area on Fridays/Saturdays from 4-8, with a food truck or simple food served.
27	1	Repair the lanai area that has been cordoned off with yellow tape since we moved here 3 years ago.
27	1	Repaît the covering at the rear of the Pool area for shaded sitting.
27	1	Restore privacy landscape around hot tub.
27	1	Restore outside restroom seating area pavilion, but no more tents susceptible to high winds.
27	1	Repair missing fence panel along parking lot to safeguard and secure entrance by non-members and children.
27	1	Riverwood is not a retirement community. The pool rules have a retirement community vibe. A lot of people have their families with children to visit. More balance in the rules would make families feel more welcome.
27	1	Snack bar
27	1	someone hired during "vacation periods" to enforce the rules. During peak vacation times, guests do whatever they feel like dinking in the pool, ball throwing, nor respecting swim lanes, kids playing in swim lanes. Often times, the owners are not
27	1	Spend money on a separate, properly designed lap and exercise pool. The current design is inadequate for lap swimmers. Major entry steps leading directly into lap swimming area. Heavy use needs more space. Have a pool fee similar to Beach Club to
27	1	Tables with sun brellas
27	1	Taller lounge chairs since the majority of users are "seniors" and possibly have leg and or mobility issues.
27	1	That residents swimming laps get priority use of the lap pool.
27	1	The new pool is amazing!
27	1	The old design was a much better design for walking in it. I no longer use it because of that. The furniture is cheap and it lacks greenery.
27	1	The pool area needs daily cleaning, chairs arranged neatly, area picked up, buy matching umbrellas and fix the wood shade area.
27	1	The pool has just been updated and it is great at present.
27	1	The pool is amazing. We would support any suggestion regarding the expansion and/or modification of the existing facility.
27	1	The pool is excellent and willing to continue to pay to keep in good working order so as to keep pool closures to a minimum.
27	1	When it's hot I want to go to the pool and not see an email that it's closed! Keep up with maintenance & keeping water clean
27	1	The pool is great, just need to keep it that way.
27	1	The restrooms are deplorable. They need to be painted (filling holes in the wall) Kept cleaner. The outside shower needs a curtain. The water in the pool is always dirty following a weekend of much use. Clean the pool more often.
27	1	There aren't enough lap lanes. A lap lane pool should be built.
27	1	There should be NO MUSIC allowed at the pool. You need to enforce this, add signs that read NO MUSIC ALLOWED. USE YOUR EARBUDS. RESPECT THE QUIET NATURE OF THIS POOL
27	1	They were just done why would we do it again?
27	1	Thorough regular pool cleaning; designated lap lanes; rest rooms painted and regularly cleaned; repaired and renovated pergola
27	1	Tiki bar and music on some days. Updated chairs
27	1	Too much being spent already. Manager could get out if his chair and address issues with non compliant visitors. No need to change chairs, umbrellas and tables due to complainers
27	1	Trees at the pool - there is currently too much hard scape
27	1	Umbrellas need to be replaced with all the same colors
27	1	The lounge chairs need to be replaced
27	1	Update lounge chairs and umbrellas
27	1	Rebuild the pergola in the back
27	1	Updated chairs
27	1	Updated lounge and straight chairs around the pool. The current rubber slat style chairs are not comfortable to sit/lie on after a period of time.

# **Question 27 & 29**



Question	Count	Description
27	1	Was just recently updated.
27	1	Water temperature lower! Some of the lounge chairs are pretty beat. Love the new shower! Hope the shaded area will be replaced or even expanded.
27	1	We don't use it.
27	1	We just did a major refurbishment and rehab of that pool area. There's no reason to be spending more money on it in this at this juncture.
27	1	We just got our new pool 2-3 years ago! .it needs no improvements at this time.
27	1	We just have!
27	1	We pay enough in HOA fees.
27	1	Why. Just keep it maintained and open
27	1	Widen the lap pool to accommodate three swimming lanes separated by two lane dividers.
	<b>158</b>	<b>Total Responses for question 27</b>
		<b>29. What changes would you like to see made to the tennis courts?</b>
29	1	A backboard or a wall.
29	1	A more friendly, welcoming, and less elitist attitude. This is not Professional level as some would have you believe. I believe outside users should be identified before being allowed in. There is no need for spectator seating.
29	1	A practice wall. Practice on both sides of the wall.
29	1	Add a practice backboard.
29	1	Add back the lighting. Water on site. Larger canopies over benches. Upgraded ball machine, perhaps too. Need to be available after 2:00 p.m.
29	1	Add water fountains for the players.
29	1	addition of practice board & working ball machine to replace failing one
29	1	Again Just like in my previous answer would need to know what changes would be made to cause an increase
29	1	Again not limited to residents only. Non residents should pay as the number of actual residents using are few. Empty most of the time.
29	1	AS A 28 YEAR FULL TIME RESIDENT , PLEASE RESTORE NIGHT LIGHTS ADD DRINKING FOUNTAINS AT THE COURTS . INCREASE CDD tax fees have only gone up year after year with less maintenance EVEN THOUGH COST OF LIVING LOW INTEREST RATES HAVE BEEN FLAT FOR YEARS
29	1	Backboard (approximately \$5,000) for practice by individuals. Choosing a no-maintainable backboard would be cheaper than the current ball machine, which is often out of order, and make solo practice available when the machine is not.
29	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
29	1	Better daily maintenance of courts, i.e. securing wind sheets, ensuring sprinklers working properly. Would like to have the shaded bench actually provide shade during prime times of 9am-noon(should have been addressed immed after installation!).
29	1	Better maintenance of courts.
29	1	Club tend to control courts. they should pay for all costs. It is fair to charge the residents
29	1	Continued maintenance...and updates of facility equipment when necessary
29	1	Do away with a PAID professional.
29	7	Do not use
29	1	Dual use for pickleball. Put lines on court
29	1	Ensure that all residents have the opportunity to use the facilities. League play should be both morning and afternoon to allow a few courts to be open to others in the mornings.
29	1	Fences repaired lighted courts better foundation for the bleacher unit near parking lot
29	1	Fences to be repaired, benches painted, lights reinstalled and replenish the clay.
29	1	Fix the fences around the courts. Cover bleachers.
29	1	fix the watering system and cover the spectator area better. Need to fix fences and keep Rick working the courts
29	1	Good as is
29	1	Have people stop complaining they only get limited use.
29	1	I never use Croquet. Use fitness center 3-4 times a year. Visit the main pool once a year. We have our own pool. We have no dogs.
29	1	I do not berate those using or promoting things I do not use.
29	1	Have the tennis club pay for enhancements. Eliminate outside players and leagues
29	1	I believe that the tennis players should pay an annual fee to help support the maintenance on the courts.
29	1	i think they're pretty good now

# Question 29

Question	Count	Description
		I used to be an avid tennis player and I think the tennis teams can pay for what they want considering not all the team players live here
29	1	I believe in free tennis for people who just want pick up games, but the teams could pay something for upkeep
29	1	If needed to maintain a high standard
29	1	Improved covered pavilion to keep out sun
29	1	In favor of providing good tennis facility. However do not believe the residents as a whole should be paying the tennis pro's salary. That should entirely be fee basis to players using his services.
29	1	Keep up to date.
29	2	Lighting and watering stations
29	1	Lighting for all courts. New nets for all courts. Fix the fencing for all courts,
29	1	Lighting of courts. Water fountains. AED availability
29	1	Lighting
29	1	Better fencing
29	1	LIGHTS for the courts and please fix the holes in the screens!
29	1	Lights reinstalled for night play.
29	1	Lights so we can play later in evenings during winter
29	1	lights, shaded viewing, water
29	1	Lights, water cooler, covered seating for spectators
29	1	Maintain a higher standard of maintenance.
29	1	make the area look top shelf.
29	1	more bleachers for seating, working drinking fountain, lights for st least 2 courts, more surrounding palm trees for enhanced beauty
29	1	More shaded seating lighting wind break etc.
29	3	n/a
29	1	New fencing
29	1	Nine
29	1	No above because I cannot think of any changes that are needed at this time to the tennis courts.
29	1	No changes are needed.
29	1	No way!
29	15	none
29	3	None.
29	1	none. But why don't the league players pay a fee for monopolizing the courts during the most desirable playing times? Other communities charge a fee for league players as they require a higher level of maintenance than the average residents.
29	1	Not a tennis player
29	1	not as many!
29	1	not sure how to respond as I understand tennis courts are being redone this summer
29	1	One court to have lights at night
29	1	Open play is hard to do with all the League's taking the best times. Not fair to non tennis members.
29	1	We need to have open courts at all times.
29	1	Outside clubs should not have first access over residents to court times!
29	1	Put the lights back up. And better shade for the bleachers.
29	1	Refer to RCA for suggestions
29	1	Repair and replaced the lighting and interior fences. Resurface the courts on a scheduled basis. Replace access to water for players.
29	1	Repair benches and their canopies. The outside sitting areas for viewing tennis need to be enhanced. Drinking fountain needs to be added for water bottle fill. Tennis wall would be great!
29	1	Repair of screen, particularly at the bottom where balls slide out. The wind screens are not attached at the bottom and blow out, wearing them even more. Return of available ice water to the courts.
29	2	Replace the lights
29	1	Replace the lights. Drinking water.
29	1	Resurface the courts, New fence around the courts & between the courts, additional wind screens
29	2	Should convert some to more pickle ball courts.
29	1	Should there be repairs/replacements to keep the tennis courts up to date and in fine shape, go for it.
29	1	Tennis players should pay an annual fee to support the cost of maintenance for the tennis courts
29	1	Tennis should be like golf and pay for themselves. The clay courts are expensive to maintain and the number of tennis players does not justify us all paying for they hobby.
29	1	The tennis courts need to be maintained. We have a vibrant tennis club and we need to keep our courts in order to support our tennis playing community.

# **Question 29 & 31**

Question	Count	Description
29	1	The tennis facility needs to be maintained properly. That includes timely repair and replacement of all features including lights, fencing, equipment racks and canopies. The CDD & RCA have not done an adequate job of maintaining the facility.
29	1	there are too many already for the usage they receive and way too expensive to maintain
29	1	They need ongoing maintenance. An attractive amenity to offer potential homebuyers.
29	1	They should be funded by those that use them. Including any future lights and the electric to run the lights.
29	1	Too much is already spent to cater to this group. Why do we need a "pro" water chiller, etc. wake up people. This should be an amenity for residents. As it is we are supporting outside league play on our courts and catering to a small group
29	1	Turn lights off at 9PM
29	1	Update overall facility with court enhancement, fencing, etc. Needs attention, looks worn.
29	1	watering system requires work not to flood front courts. Rick has done outstanding clean up from hurricane but still fencing work to be done and no orange cones. am told courts to receive resurfacing and lights to go back up for evening play.
29	1	Water and ice machine outside.
29	1	Water fountain offering filtered, refrigerated water with bottle fillers. Garbage cans that offer one side for trash, one for mixed recyclables.
29	1	We would support a Tennis Club, or Bocce Club, etc., and those members could provide funds to make improvements. But having the entire community pay for improvements to specific sports or entertainment venues used by those who participate
29	1	Would love to see hard surface courts that are easily maintained
	<b>114</b>	<b>Total Responses for question 29</b>
		<b>31. What changes would you like to see made to the pickleball courts?</b>
31	1	Lights a waste of money and attract bugs. Tried to convince CDD to add more courts and forget the lights, but you Dolly did not listen. Now players struggling to get playing time. I gave up playing pickleball at Riverwood. You folks don't listen.
31	1	A light switch so that lights can be turned off when night playing is finished. Lights on all night is wasteful and unnecessary.
31	1	Add more courts
31	1	add 4 more courts, a working drinking fountain - sport is growing in popularity
31	1	Add 6 more courts
31	1	Add a practice backboard and resurface the courts.
31	1	Add four more courts. Add water fountains for players
31	1	Add more courts
31	1	Add more courts cut the lights earlier; prior to the 10:00 time slot. No need to pay for that when it is not in use.
31	2	Put the courts in the correct alignment with the sun exposure as the current ones are not.
31	2	Additional courts
31	1	Additional courts due to overcrowding.
31	1	Upgrade the courts that are there.
31	1	Additional courts
31	1	AED availability.
31	1	Again Just like in my previous answer would need to know what changes would be made to cause an increase
31	1	All brand new, it would be ridiculous to spend money on tennis and pickle ball courts
31	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
31	1	Build some more courts
31	1	Clean the mold off the nets on a regular basis and blow the courts off daily
31	1	Continued maintenance of existing courts.
31	1	Cost of adding courts should be covered by those that play, not all residents. I am in favor of adding courts but must be paid for by players themselves, not all residents via fees and memberships
31	1	Cushioned playing surface. Much more player friendly for aging knees. Would be money well spent and beneficial to all players, particularly to those in the category of senior citizens.
31	1	Depends on what the enhancement is and the cost.
31	6	Do Not use
31	1	Eliminate outside players
31	1	empty most of the time
31	1	Enclosed courts
31	1	Fewer outside visitors using the pickleball courts.
31	1	Fix damage. Better monitoring of outside users. I'm not paying for Riverwood pickle plex!

# Question 31

Question	Count	Description
31	1	Fix the current court surfaces damaged by excess water. Build a cover to block the morning and evening sun which makes gameplay very difficult. Build more courts. The current usage would easily support 4 to 6 more courts.
31	1	Fix the wet areas.
31	1	Fix what is there and add more courts. A growing sport that most all can play.
31	1	Good as is
31	1	I feel that they should have been done correctly the first time, it has not been that long since they were renovated.
31	1	I feel what we already pay should be used to keep the courts in good shape.
31	1	I have heard they are trying to take over the dog park land. How about we just plant some trees and get some shade at the dog park so people actually enjoy using that?
31	1	I play pickleball and the courts just need occasional maintenance.
31	1	I would first like to the CDD spend the money they received from the lawsuit.
31	1	i would support the addition of additional courts to meet the needs of our community. More people play pickleball than Tennis, Dog park, Bocce combined.
31	1	I wouldn't feel the need to lite the additional pickleball courts.
31	1	Improve the court surface
31	1	Improvements in drainage court resurfacing lights
31	1	Just repair what we have. Add more courts for players to bring in their friends? Another ridiculous demand. These are amenities for residents not outside people
31	1	Keep in good playing order, drinking fountain or water station would be helpful along with additional courts.
31	1	Keep up to date.
31	1	Less outside visitors
31	1	Maybe. Depends.
31	16	More courts
31	1	More courts and more shade
31	1	More courts and repair whats there.
31	1	More courts and water fountain nearby.
31	1	More courts, less outsiders, more shade. WATER
31	1	More courts, resurface the courts, AED unit available onsite.
31	1	More courts. Overhead canopy.
31	1	Mote courts, 4-6
31	2	n/a
31	1	Need a chilled water fountain and bottle filler.
31	1	Need additional courts - would not need to be lighted. Fountain would be nice and 110 electric power for events. Ideally would be nice to have the level of personnel support that is available for tennis players. Pickleball is the fastest growing spo
31	1	Nine
31	1	No above because I cannot think of any changes that are needed at this time to the pickleball courts.
31	18	None
31	1	None. I have noticed many non residents of Riverwood at the pickleball courts.
31	1	none. Same comment if the pickleball players form leagues. Why wouldn't there be a charge for the higher level of maintenance required?
31	1	People are loving these courts. If room is not enough for those who want to play, then by all means enchance or add.
31	1	Pickleball courts are consistently crowded during the open-play hours. More resources should be allocated to address the need for additional courts. Pickleball is a rapidly growing sport and will certainly continue to grow here in Riverwood.
31	1	Possibly. I don't know what is wrong with the courts. They seem very popular. If it is mostly residents and not outside teams or players I would support it
31	1	Reoair the courts to their original condition. Any added Pickleball Courts should not interfere with current Tennis facilities.
31	1	repair as necessary
31	1	Repair the current courts. It appears pickleball is one of the fastest growing sports so adding more would be advisable
31	1	Resurfaced When are they scheduled to be fixed pertaining to the poorly done original construction
31	1	Better shade area at the courts
31	1	Resurfacing and painting.
31	1	Resurfacing. Additional courts.

# **Question 31 & 34**



Question	Count	Description
31	1	Right now, the courts need resurfacing and that project is moving along. Some day, we may need four more courts but not today. My answer below is whether I am in favor today of adding these courts. I think we need a higher level of all day usage.
31	1	Riverwood needs to add more courts the sport has become very popular we could use 6 or more courts
31	1	Same - clubs should pay for courts
31	1	Same as for tennis courts
31	1	Schedule a beginners group.
31	1	Since pickle ball is the fastest growing sport in America, Riverwood is going to lose out if it doesn't commit itself to increasing the number os courts. People will not buy houses here if there are not enough pb courts. The Pickleball committee job.
31	1	Surface cracks need repaired
31	1	The courts are very nice. I would like to see the courts maintained/repared as needed (cracks/missing surface). As a future enhancement - it would be great if there would be a way to add a water filler/drinking fountain at the courts.
31	1	The resurfacing I believe is being addressed. I would like to see the addition of more courts; lighting is not necessary. I would like to see a practice backboard installed on one of the courts. I would like the courts ( con. below)
31	1	There should be at least 12 courts due to the number of residents who are now using the facilities.
31	1	Theres several hours during the day courts are open.
31	1	They need repairs, broken surfaces are dangerous.
31	1	They need to be redone with kitchen area surface in a color different from rest of court. Water fountains offering filtered, refrigerated water with bottle fillers. Garbage cans with 1 side for trash, 1 for recycling.
31	1	They need to be resurfaced and better drainage around the courts
31	1	They seem crowded at times maybe a few more courts?
31	1	They should be funded by those that use them. Including any future lights and the electric to run the lights.
31	1	This sport has become so popular that we need to add additional courts.
31	1	This the number one issue in the community- we need to double or more. It is the fastest growing sport in Florida
31	1	Turn lights off at 9PM
31	1	Unless they need more
31	1	Utilize the \$250K to repair the existing courts. Why is this issue continually ignored?
31	1	Water and ice machine.
31	1	Water fountain
31	1	We are definitely not in favor of expanding pickle ball at the expense of tennis.
31	1	We badly need additional courts for the n7mber of players we have
31	1	We would love to have additional courts. It is very busy in the mornings there and hard for us to all play. Pickleball is a growing sport and I think our courts will only get busier.
31	1	what is with the flooding??
31	1	While we have a lot of interest we have enough courts for a community of our size
31	1	Yes but you already have money to fix the courts, that never should have been built the way they were. But that advice was shunned before they were built so donâ€™t imagine the advice will be listened to now.
31	1	Yes implying adding additional courts only
	<b>140</b>	<b>Total Responses for question 31</b>
		<b>34. What changes would you like to see made to the bocce ball courts?</b>
34	1	Would like shade structure on each end of bocce courts.
34	1	Add another covered area
34	1	Add shade structures at the ends of the courts.
34	1	Additional shade
34	1	also empty most of the time
34	1	Basically very little activity there
34	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
34	1	Better maintenance
34	1	Better over head cover from the sun.
34	1	Better sun protection on both sides of all courts. Nicer seating area and tables on each side of all courts
34	1	Bocce ball courts are poorly maintained, ne to be redone! Pickleball has become very popular in the community and the courts are full all the time and no room for people just starting the game!
34	1	Clubs should pay, not taxpayers
34	1	Compared to the other amenities they look tired. They need seating and a refresh
34	1	courts are fine and have had minor updates.
34	4	Do not use

# **Question 34 & 36**

Question	Count	Description
		Full shade coverage on both ends of the 3 courts with comfortable tables and chairs.
34	1	Maintenance of the layer of mixture under the carpet to smooth out and straighten surface.
34	1	Landscaping between the dog park and bocce courts, sprinkler system soaks
34	3	Good as is
34	1	Har tru instead of indoor/outdoor carpeting.
34	1	Have a bocce ball league and tournament at the end of March.
34	1	Have shade covers put in at both ends...so playing during the day is more comfortable
34	1	I think the courts are fine, but there should be some shade and shelter at each end.
34	1	I would like the pickleball courts in the proximity of the other courts and the fitness complex for access to water, bathrooms and the AED equipment.
34	1	I would like to have a covered area at both sides of the courts as the sun makes it very uncomfortable and could damage the skin to be cancerous. Seems to me no one cares what can happen to the players which are seniors on the majority.
34	1	I would like to have bocce balls available for residents
34	1	I would like to see shuffleboard next to bocce ball
34	1	I'd like to see tables and umbrellas
34	1	Jesus give it all a rest!
34	1	Keep up to date.
34	1	Lots on questions connected to increasing fees!!!!
34	1	Make sure maintenance is current and the courts are attractive and in good playing order.
34	1	More shade areas level the courts
34	1	More shade areas.
34	1	More shade umbrellas.
34	1	More space, better surfaces, better shade
34	2	n/a
34	1	Need to maintain current courts. They are uneven. Some tables and umbrellas would help
34	1	needs more shade covering at each end
34	1	No above because I cannot think of any changes that are needed at this time to the bocce ball courts.
34	1	No opinion
34	20	none
34	1	Not sure what is needed
34	1	Possibly shade. They might get used more
34	1	Provide more shaded areas
34	1	Routine maintenance to keep them flat
34	1	Same as for tennis courts
34	3	Shade at both ends
34	1	Shade on at least one side
34	1	shaded seating at both ends of the courts
34	1	Some shade in this area is necessary. The sun exposure in the afternoon makes using the courts unpleasant.
34	1	The current courts are not flat. Need to have canopy cover at both ends.
34	1	They appear to be great, presently.
34	1	they are fine and hardly used
34	1	They are nice already.
34	1	They are not even nor do they drain properly
34	1	But I rarely use them and it seems no one else dors
34	1	THEY NEED SHADE! The pitiful structure at the end does nothing in the afternoon sun but shade the immediate circle around it.
34	1	Look at what other places do-they have sun shades the length of the court!
34	1	They need to be leveled
34	1	They need to be resurfaced and leveled.
34	1	They should be funded by those that use them.
34	1	Umbrella or sun cover
34	1	Upgraded material used.
34	1	We do play and are glad to have them repaired and painted
34	1	We don't play bocce ball.
	<b>89</b>	<b>Total Responses for question 34</b>
		<b>36. What changes would you like to see made to the croquet courts?</b>
36	1	A well-maintained croquet lawn enhances the beauty and overall reflection of Riverwood
36	1	Are the majority of the croquet club residents? Seems like that area is empty every time I go up to the campus. Is it worth the keep?
36	1	As far as I am concerned the croquet courts are a waste of money because so few people use them.

# Question 36

Question	Count	Description
36	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
36	2	Better maintenance of the turf
36	1	Better over head cover from the sun.
36	1	Bring up to tournament status
36	1	Change the court to regular grass or Astro turf to save money on maintenance
36	1	Clean it up and do repairs. A new shade structure would help.
		Cost benefit?
36	1	How many people play vs the cost of upkeep? If there are few players get rid of them.
36	1	Court needs to be redone
36	9	Do not use
36	1	Don't use it, but willing to keep it updated.
36	1	For Gods sake fix the court!
36	1	gets very little use except for team in morning
36	1	Grass seems unhealthy. Court not use much.
36	1	I believe that the croquet players should pay an annual fee to play on the courts due to the annual costs to maintain the courts.
36	1	I think compared to other courts in the area our courts are top notch. They receive very limited use. Why enhance further for so few players? They too should pre identify others who will come here for a tournament.
36	1	I think that they are not used enough to justify the expense
36	1	I would like to have croquet equipment available for resident use
36	1	If we are to have croquet then the court surface should be level and without dying grass spots
36	1	Improved playing surface and shade provided
36	1	Keep up to date.
36	1	Level the field and improve the grass covering.
36	1	Lots on questions connected to increasing fees!!!!
36	1	Make sure maintenance is current and the courts are attractive and in good playing order.
36	2	n/a
36	1	No above because I cannot think of any changes that are needed at this time to the croquet courts.
36	1	No need at all, it works great.
36	18	none
36	2	Only used by a small number of residents. Make better use of the area
36	1	Overall, the courts are in very bad shape. Tremendous amount of divots, brown areas. Perimeter shrubs should be replaced.
36	1	Promote times that are available and where to get the equipment.
36	1	remove them and put something useful there. They are way too expensive to maintain for the very very few that ever use the court.
36	1	Replace the courts completely, raising the corners and making the whole court level. There is no shade whatsoever on the croquet courts-shades comparable to the tennis/pickleball courts would be appreciated. Better maintenance & lights for nightplay
36	1	Resurface the existing court.
36	1	Same as above - clubs should pay
36	1	Same as for tennis courts
36	1	seem ok but I don't play
36	1	Since So Very Few residents play croquet, those who do should be charged for maintaining it. Or the croquet court should be changed into a beautiful tropical area for all Riverwood to enjoy.
36	1	Something needs to be done about the lawn. It is very poorly maintained with dead patches & very uneven. The hedges are overgrown & a covered rest area similar to the pickle ball court would be greatly appreciated. There are no amenities
36	1	Surface has outlived its lifespan. Needs to be resurfaced. Irrigation seems to be a perennial problem too. More signage to keep people OFF the court.
36	1	The court is badly in need of leveling and grass improvement. It needs a major resurfacing. I like the court to look great because I believe it is a showpiece when visitors come to the campus.
36	1	The courts were in fair condition this year.
36	1	The croquet players should pay an annual fee to help support the annual maintenance costs of the court.
36	1	The entire playing surface should be re-vamped. It is in very poor condition.
36	1	The pitch is a mess. It needs to be repaired.
36	1	They should be funded by those that use them.
		This space could be covered into a wonderful children's playground space.
36	1	I believe this green space is under used and could be used for other general purpose activities like grass bocce, bags, etc.

# **Question 36 & 38**

Question	Count	Description
36	1	Turn part of it into a putting Green for golfers that won't or can't afford to join the golf course. I can't believe the practice facility has been shutdown to non member users.
36	1	With only a few users, this area could be better utilized on the campus.
36	1	You must be joking. A Huge amount of money is wasted to appease a small group of players. Sick of hearing their demands
	<b>80</b>	<b>Total Responses for question 36</b>
		<b>38. What changes would you like to see made to the dog park?</b>
38	1	A cement pad with comfortable seating for people there with their dogs. Keep the grass up better more bushes and shade trees. Remove wood chip. Have the dog look upscale in line with Riverwood standards.
38	1	A new dog ownership policy needs to be made uniform throughout Riverwood - and enforce restrictive policies concerning breed, weight, etc
38	1	Add shade trees
38	1	As needed
38	1	Ban unfriendly people and aggressive dogs regardless of there size or breed.
38	1	Being new here and having limited experience with the amenities of the activity center, I have no suggestions to offer.
38	1	Better covered seating. Current seating ineffective. No more trees. Cut drain under the sidewalk of the "small" dog side so it can drain effectively.
38	1	Better maintenance
38	1	Better security and add camera
38	1	Better shade protection
38	1	Better shaded areas.
38	1	But it does need shade and a possible water feature.
38	1	Cleanup, weed removal especially around fire hydrant, signage asking folks to pick up their dog toys and return to baskets provided.
38	1	concrete pads
38	1	Continue to work on landscaping for overall campus appearance
38	1	Costs of the dog park should be handled like those of the Beach Club and the RV-Park.
38	1	Covered canopy similar to pickleball. Patio surface with tables and chairs similar to pickleball.
38	9	do not use
38	1	Dog owners should pay for maintenance of the dog park especially planting of trees !
38	1	Dog park is not used by many people.
38	1	Dog park is for dogs.
38	1	Dog park needs shade
38	1	Dog park should be paid for by dog owners
38	1	Dogs like it just fine
38	1	enlarge it
38	1	I am not a user. I would like to see the dog park moved across the road, where there is foliage.My observation- Shade should be available for dogs and owners. i am sure the people utilizing it have suggestions for improvement in the re-design.
38	1	I don't see a lot of people using the dog park - is it necessary to have two of them?
38	1	I like to see more control of the health and vaccines of the users. Letting everyone down there with no regulations regarding animal health is wrong. It has not lessened those who use neighborhood open space as their own personal park.
38	1	I think that the dogs are fine with it.
38	1	If we are going to have a dog park, it should be sported by the people who use it! If not, that space should be used for something else, like more PB courts. There is rarely anyone at the Dog Park.
38	1	It is fine as is
38	1	It's a mess! We need to go back to everyone having to provide proof of pet vaccinations and the romp tag current. Better drainage so it isn't all mud around the edges. also around the seating area we need more wood chips or better drainage
38	1	its a mess!!!!!! stop watering take out trees
38	1	Keep up to date.
38	1	Maintain it better so it is on par with the rest of the campus. It is in rough shape. Add better seating. Better lighting for night use.
38	1	Make is smaller.
38	1	maybe add some small neighborhood dog parks
38	1	Maybe relocate to a more central location in community.
38	1	More shade
38	1	More shade and seating. A dog park is not just for the xids but their people too! It is a great place to meet and socialize. However both the dogs and the people need more shade!

# **Question 38 & 40**



Question	Count	Description
38	1	More shade for people and dogs
38	1	More trees, water feature for the dogs to romp in. Costs of improvements should be paid for via a renewal of fees to sue the park, not by all residents
38	2	n/a
38	1	Need a washing station and all sod. The mulch is so nasty and turns to mud when it rains or the sprinkler system goes crazy !
38	1	Shade would be appreciated in the heat of summer for us full time residents.
38	1	Never anyone in it except from trailer park.
38	1	No above because I cannot think of any changes that are needed at this time to the dog park.
38	1	No dogs.
38	1	No. There are penalty of areas to walk your dog. Just pick up your dogs ness
38	19	none
38	1	Possibly. I use the dog park occasionally
38	1	It seems very adequate and never too crowded
38	1	Prevent non residents from walking in to use the park. Perhaps make it key card accessible only?
38	1	remove one of the parks. There is no need for a BIG and Small dog area. One area for both would be fine.
38	1	Same as for tennis courts
38	1	Shade
38	1	Shade trees and park benches with backs, but I don't have a dog.
38	1	Shade trees or shade structures
38	1	Shade
38	3	should be paid for by the pet owners
38	1	Solid surface path to covered benches
38	1	T
38	1	The dog park has more square footage than what is justified by its usage.
38	1	The dog park is always WET. There is a constant puddle under the picnic table. It's gross and I think dogs are getting sick from it.
38	1	It needs to be raised and add a large shaded pavilion canopy. (like at Pickleball).
38	1	The dog park is not used enough to warrant the amount of allotted space. Maybe change hours or days for sharing purposes.
38	1	The small dog park is always wet and muddy. This is not healthy for the dogs. They need to be moved and the maintenance needs to be improved. They are in horrible condition.
38	1	There is some controversy about replacing the trees but I liked them.
38	1	Add some agility activities
38	1	They have wasted enough money already on the dog park due to poor decisioning on the surface, which had to be redone.
38	1	This area also needs shade for the good of the animals and humans. Proof of vaccination should also be required.
38	1	To not have any mud - dogs get extremely dirty rolling around in the mud. Seems like the dog park is constantly wet and muddy.
38	1	TREES that grow and provide shade. Thicker, healthier grass. Better water system. Access control. Shelters for pets and owners.
38	1	Shade
38	1	Use one of the dog parks for the new pickleball courts.
38	1	Use some space for new pickleball courts
38	1	Vaccines need to be enforced. A committee head that is actually here and addresses member concerns rather than what he wants.
38	1	Wasn't it updated already?
	<b>102</b>	<b>Total Responses for question 38</b>
		<b>40. What changes would you like to see made to the ice machines?</b>
40	1	Next two questions seem to be the same. Current and planned lighting for ammenities is Yes; Lighting for other or new amenities is NO
40	1	A 2nd one under the tiki bar by the pool.
40	1	A few more.
40	1	Add a second ice machine to the tiki bar area
40	1	Adding more ice machines would be beneficial to all residents.
40	1	Another ice machine in the Sawgrass area would certainly make it more convenient but we have to weigh the cost with the convenience. Well Iâ€™m willing to pay Iâ€™m not sure would be a good value.
40	1	Are you serious?
40	1	At present we have a very large one located outside and small one located inside kitchen. Those are sufficient.
40	1	Be nice to know where they are located.
40	1	Best amenity
40	1	Better availability such as at the Tiki Bar and the pool area.
40	1	Better maintenance

# Question 40

Question	Count	Description
40	1	But it would be nice to have the ice machine back at the tiki bar area where it was before.
40	1	Cold water fountains for tennis.
40	1	Current location is in the afternoon sun. Original location near pool made more sense where people gather
40	1	Didn't know there were ice machines for residents to use. Where are they????
40	2	do not use
40	1	Give us back the one you took away. Where did that one disappear to??
40	1	Good as is
40	1	Had no idea we have an ice machine. my bad.
40	1	Has there been a problem?
40	1	Hell no. Why do we need more ice machines. Another idiotic money waster
40	1	I did not realize they were ice machines for the residents to use
40	1	I have never seen the ice machine emptied so see no need to add more. Seems fairly convenient where it is.
40	1	I have seen construction trucks fill up with coolers of ice and then exit the gate.
40	3	I think one ice machine is enough
40	1	Ice at the Tiki bar and canopy area would be desirable.
40	1	Ice machines should only be used for activity center events, not by the general population. If used improperly it becomes a breeding center for germs.
40	1	Is the water filtered? If not, would support investing in filtered water.
40	1	Just keep this one working!
40	1	Just make sure its clean and taken care of.
40	1	Just more readily available. More locations
40	1	Just replace and maintain
40	1	Keep them clean
40	1	Keep them clean and sanitized.
40	1	Keep them clean and sanitized according to health standards
40	1	Location
40	1	Lots on questions connected to increasing fees!!!!
40	1	Maybe a new ice machine
40	1	Maybe put one in the Tiki Bar so it is close to the Pool and the pavillion
40	1	More ice machines especially near the pool area.
40	2	n/a
40	1	Never knew they were available.
40	1	Newer
40	1	We need a new water fountain. I think the one we have is what I had in elementary school.
40	1	No changes, just adding a second machine.
40	1	No leave the machine Alone!
40	1	No opinion
40	19	none
40	1	None. Those we have are adequate. Recently cleaning has declined. Let's take better care of what we have.
40	2	One is enough.
40	1	One is perfectly fine. Insulated coolers and drinking cups are prevalent and work wonders
40	1	only if this one breaks down!
40	1	Perhaps a larger one or another one in the tiki bar area.
40	1	Replace current ice machine and nearby exterior water fountain. Add ice machines to tennis and pickleball courts.
40	1	Restore ice machine at Tiki Bar and relocate existing ice machine away from PM sunlight.
40	1	sorry, I thought you said Ice Cream
40	1	The big main ice machine is great
40	1	the current machine meets the needs of the community
40	1	The two machines are adequate, just have maintenance to keep them clean and functioning
40	1	Tiki bar, kitchen
40	1	Update current machines with new ones.
40	1	Updated
40	1	Upgrade ice machine to provide water as well or upgrade outside water fountain
40	1	Was not even aware there were ice machines available.
40	1	Water and ice machines at both tennis and pickleball courts.
40	1	We have an ice machine already.
40	1	We observed the current one may need to be replaced.
40	1	what type of water is being used in ice machine
40	1	Who needs them????
40	1	Why are we providing ice to residents? Everyone has a fridge
40	1	Why don't we see areas where you can reduce costs? Everything is add, add, add

# **Question 40 & 45**

Question	Count	Description
40	1	Yes, if demand is called for. How often is the machine empty? I am unaware how often this is. Please explain how frequsnt this is and why. Only time I noted this was during lan.
40	1	Yes, if they are needed.
	<b>96</b>	<b>Total Responses for question 40</b>
		<b>45. What other amenities not already offered would you like to see offered on the campus?</b>
45	1	**WE NEED A RESTAURANT THAT ALL RESIDENTS CAN USE FOR DINNERS!!! Not one for members only. It is such a shame that we have a beautiful and premier gated community that does not have a restaurant that ALL residents can use (and not just for lunch).
45	1	A bigger and more active restaurant for dining.
45	1	A coffee shop for light breakfast and lunch
45	1	A playground for residents, and visiting children and grand children. To me, this is a glaring deficit that would enhance life for all. My priorities would be #1 pool and #2 a playground. I would be willing to pay more for an on site playground.
45	2	A restaurant.
45	1	A restaurant/ bar to socialize at. Riverwood is a beautiful community and I think the only thing lacking is a place for us to go to socialize.
45	1	A small convenience store would be nice. It should be self-sufficient and pay for itself.
45	1	A small playground for children.
45	1	A snack bar with lunch items by the pool.
45	1	Activity center arranged group bus trips to concerts, Broadway plays, museums in Sarasota, Fort Meyers, Naples, Tampa and St. Petersburg.
45	1	Add a Spa/Salon. Add sidewalks in heavy traffic areas of walkers and vehicles.
45	1	Additional food trucks
45	1	Again, food/bev near all the activities.
45	1	Ambient lighting under the canopy between Building 1 & 2.
45	1	An alligator free pond for water sports ie paddle boarding or kayak
45	1	An area where a couple of corn hole setups could be placed.
45	1	Anything that could keep residents from going onto 776. A small building on Parcel A perhaps that might have a hair/nail salon - a small spot for quick grocery/coffee/bakery/beer/wine/. A UPS style postal outlet. keep behind gated area..
45	1	Bar and restaurant
45	1	Bike rack close to at least one of the pool entrances
45	1	Security cameras in RV park
45	1	Bocce already has lighting. Im not quite sure if this question.
45	1	Bocce courts already have night lighting.
45	1	Bring back the fountains along Riverwood Dr and # 9 green and Club Dr. near # 13 green and any other location that will beautify the community and aerate the ponds.
45	1	Bus trips
45	1	Can't think of any that would be appropriate.
45	1	can't think of anything
45	1	Car wash
45	1	CDD just likes to spend money, whether it is well though out or not. Why don't you put in a stronger back gate and quit allowing trucks and trailers to enter. No one on the gate committee listened to the pro who knew better. Listen and learn.
45	1	Chess table, ping pong table, new lounge chairs for the pool, umbrellas, flower pots
45	1	Coffee bar. Improvement to the Grill (yes, I know it's not an amenity, but that place is the epitome of badâ€¦ food, service, atmosphere. Was proud to go theren not anymore).
45	1	Coffee truck daily 4 hours in a.m.
45	1	Dining, cocktails
45	1	Establish a weekly bar night by pool area or blue canopy in order to create an enhanced social environment - with a live bartender and music
45	1	fix the lights that were destroyed in the hurricane
45	1	Frisbee golf if we had the room.
45	1	full court basketball
45	1	I know that the golf course is separate however having an on-site dining opportunity available for all Riverwood to use would be amazing.
45	1	I mentioned Coffee shop
45	1	I would like to have the CDD purchase the golf course and clubhouse.
45	1	I would like to see the street lights that we currently have lighted. Many in sawgrass are not coming on. We probably are paying for them whether they are lighted or not. Many were out before lan.

# Question 45

Question	Count	Description
45	1	If you are going to light these areas that's fine but maybe look into timers or sensors. This would save a lot of power when no one is using it.
45	1	It would be nice if we did actually have an attractive "clubhouse" lounge area where people could meet and hang out indoors.
45	1	A ceramics studio, but these would be expensive. Nonetheless, good amenities, but I don't want to pay for them.
45	1	Just keep the drains clean, and find better quality landscapers.
45	1	Lighted horseshoe and/or quate areas
45	1	Misc group planned events such as Corn Hole, misc as Wellen Park and Lakewood Ranch has on their websites.
45	1	More activities to attract younger people
45	1	More boat/RV parking Better access to beach clu Trash depot so that when seasonal residents are leaving they can drop 1 bag (1 week) of trash.
45	1	More sidewalks and golf cart parking to walk other neighborhoods  Tiki bar  Expand the beach area at tarpon point
45	1	I would invest if Riverwood added a marina or docks.
45	1	More street lighting.
45	1	No comment
45	1	No more! This was what our higher CDD assessment was for!
45	1	No, Riverwood has a tremendous number of amenities.
45	19	none
45	1	not sure
45	1	Not sure until we spend more time in Riverwood community in the coming year.
45	1	On campus restaurant / bar.  Small convenience store. Ideally this would self fund and be a profit Center for Riverwood
45	1	Parking area for temporary guests that are visiting overnight as no street parking is allowed. Done by permit for time of visit.
45	1	Pavilion tent
45	1	Perhaps just a couple of the tennis courts could have night-time lighting available. Early evening tennis could be played in the fall and winter months.
45	1	Pool lighting was installed and there is very rarely anyone there.
45	1	Purchase golf course as private club
45	1	Purchase stamps notary, golf cart charging station
45	1	Replace lights for tennis courts
45	1	Restaurant and bar.
45	1	Restaurant, coffee shop, etc.
45	1	Riverwood Golf Course
45	1	Sauna
45	1	See above: Store and pool supervisor.
45	1	shade area at pool with blue canopy more pickleball courts restaurant/bar on campus since the golf course is not available unless a member. look at the model at Boca Royale. EVERY homeowner has some sort of membership to support the restaurant /bar
45	11	Shuffle Board
45	1	Single tennis court with two sides like the one in downtown Venice. Next to court three.
45	2	Softball Field
45	1	Some other free thing to do in the areas we have now. Nothing for me as of this year. Thinking maybe I made the wrong move 10 years ago.
45	1	Some type of eating establishment
45	1	Spa opportunity
45	1	Stop adding to taxpayer cost
45	1	The opinion of many people prior to recent renovations was to include a small restaurant like so many other communities enjoy.
45	1	A resident had a plan, condoned by the contractor, and the resident was told an emphatic no.
45	1	The use of motion activated light for bathrooms and hallways is good idea and saves electricity

# **Question 45 & 48**



Question	Count	Description
45	1	This place is awesome as is!!
		Tiki Bar
45	1	Full time restaurant (possibly in conjunction with golf club
45	1	Vending machines, food trucks in evening besides pizza, happy hour bar at covered pavilion.
45	1	We do not use the facilities at night
45	1	Would be nice if food trucks could coordinate to provide lunch/dinner at pool on some days.
45	1	Would love to see a Kayak launch and another boardwalk added out by the river area. Would also like to have some paths in the areas out by the river for nature walks.
	<b>113</b>	<b>Total Responses for question 45</b>
		<b>48. What activities not currently offered on campus would you be interested in?</b>
48	1	A Fee Based Garden Area with several sized Raised Beds as found in IslandWalk Community would be a great addition to Riverwood.
48	1	A FULL TIME RESTURANT, with a full commercial kitchen and larger seating facilities!!
48	1	A massage therapist.
48	1	A restaurant !!!! All new communities are adding restaurants and attracting new owners. It does not have to be managed by Riverwood but simply leased to a company who takes the profit.
48	1	A restaurant!
48	1	A weekly social under the canopy or by the pool with music and possibly a bartender to encourage more socialization amongst residents.
48	1	Activities appear to be organized by various residents to satisfy people with like interests. No problem with that.
48	1	Activities should be planned for the week end so as not to disrupt the daily activity center schedule.
48	1	archery field
48	1	Art classes
48	1	as long as it is landscaped and doesn't stick out (camouflaged)
48	1	At the cost of those that use the amenity.
48	1	Badminton
48	1	ballroom dance lessons
48	1	Basketball. Or putting green.
48	1	Beach Club should be open to all residents based on a first come first serve basis. Current situation creates an under use of the facility and a class hierarchy within the community. Also a membership should end once a homeowner sells home.
48	1	Better access to Myakka River for kayaks.
48	1	Notable speakers.
48	1	Fishing seminars
48	1	bingo
48	1	boot camp or circuit training. zumba-not zumba gold.
48	1	Bring in an outside masseuse, and I guarantee you sheâ€™ll be busy all the time. Iâ€™m sure this would be fee-based, but Riverwood could take a piece of the action.
48	1	Bus Trips
48	1	Additional Good Entertainment for different ages/interests.
48	1	BUT: full disclosure of how fees paid, are being used. The property is not good for anything else , therefore fees should not be extreme for undisclosed expenses. You would be insuring area and maintaining anyway,
48	1	Car storage garages in the RV park area.
48	1	Chili cook-off, 5k race, craft beer festival, plant exchange,
48	1	Classes for skills/hobbies such as drawing painting, stained glass, upholstery, etc.
48	1	Clubs pay for added and improved areas, not taxpayers
48	1	Convince type store that could be accessed via golf cart
48	1	Dance, more 70s and 80s music,
48	1	Dedicated space for ping-pong at all times (currently, the ping-pong tables(s) space is shared with other activities.
48	1	Dining
48	1	Dinner club. Trips from Riverwood to explore Florida.
48	1	Electronic or regular dart boards near a revised Billard room.
48	1	Either river or pond access points for kayaking.
48	1	Fishing or observation dock on the river with lighting.
48	1	Enhancing Tikki Bar / Pavillion area with refrigeration and grills.
48	1	Grill and bar.

# Question 48

Question	Count	Description
48	1	Food, drink, open interest events.
48	1	For damn sure
48	1	Free pool exercise classes and free fitness center classes. We pay enough in HOA fees to cover this.
48	1	Full basketball court
		Group boat rental adventures
		Walking the golf course on path one hour at end of day
48	1	Organized fun walk run
48	1	have coke machine/snacks in machine available at the pool. Have a coffee shop at the activity center where folks could meet and hang around.
48	1	I think we already have plenty of very nice amenities.
48	1	I thought this was underway. However I do not believe car or boat parking should pay for an RV clean out. That expense should be paid by users only.
48	1	I would be interested in computer classes, a lecture series
48	1	I would like to see the residents get a Park from our golf course to be able to play at a much more reasonable price.
		I would like to see water volleyball games
48	1	And also I would like to see self defense classes here in RW
48	1	I would love to see a quality restaurant on premises. I think there's enough people within our community to support it. it would give us a chance to have safe meals close by.
48	1	I would recommend hiring a part time fitness employee who would provide classes exercise classes at no charge to the participant. Example M, W, F Morning classes, T & Th Afternoon classes.
48	1	If I had more time, outside art instructors would be nice, I would pay for that.
48	1	It appears to be big enough to handle current needs.
48	1	LIGHTING IS A SAFETY issue NOT an AMENITY.
48	1	Low cost dances on Saturday nights with no food and BYOB. We should rarely have entertainment on week day nights because it interferes with regularly scheduled activities.
48	1	Make sure the RV lot is manned and no unauthorized vehicles park in paid spots
48	1	Maybe stop spending money
48	1	Misc group planned events such as Corn Hole, misc as Wellen Park and Lakewood Ranch has on their websites. Babcock Ranch has Food Truck with Events like concerts and misc activities. Food/ Wine tasting events. The distributor has the liquor License
48	1	Monthly dances with a DJ or other music for residents to attend without food.
48	1	More active dining for lunch and dinner
48	1	More members use of beach club
48	1	More memberships to beach club!!!!
48	1	More pool classes.
48	1	More presentations or classes about fishing, local history, wildlife, area activities, health and well being, various hobbies. Also the Monday Night Movies! Maybe wine and cheese gatherings or bring in a wine sommelier for a tasting event.
48	1	Movies and organized trips outside the current area.
48	1	Movies, bingo, and other group recreational events
		My yes, no answer is because I don't know what activities would be suggested.
48	1	I feel we cover most wants and needs at this point.
48	1	Need more educational courses. Cooperate with local colleges to bring more educational opportunities.
48	26	none
		On campus restaurant / bar.
48	1	Small convenience store.
48	1	On site restaurant and bar
48	1	Only at the expense of RV membership.
		Only expand if you do not raise rates. Current rates are above retail rates outside Riverwood
48	1	A study should be done to lower the rates
48	1	Only if it creates additional income
48	1	Open beach access to all.
48	1	Outdoor community cookouts to start, catered.
48	1	Personal trainer that residents can bring in from outside to train with in our gym.
48	1	Pilates

# **Question 48 & 49**

Question	Count	Description
48	1	Re the above question: expanding the RV lot. Expand it only if the money already collected when the rates were raised last year is used for that purpose. CDD already promised this would be the case. Read minutes from that meeting.
48	1	Reinstate vendor operated service bar at the swimming pool.
48	1	restaurant to enhance social opportunities for those that don't golf
48	1	Restaurant/bar
48	1	RV park is another waste of money. Let the vehicle owners pay for any improvements.
48	1	satisfied with current activities
48	1	See above
48	4	shuffle board
48	1	Table tennis
48	1	Tai chi, water aerobics free
48	1	target range for rifle and pistol
48	1	Tiki bar for eVery one to gather..for food and drinks..
48	1	Use one of the rooms for indoor pickleball
48	1	Various fitness classes
48	1	Walking paths through preserves and along river.
48	1	We are happy with the activities so far. The ponds are fished heavily, maybe stock the ponds
48	1	We enjoy the Bus trips for entertainment
48	1	We need a total overhaul of activity committee. The acts are old and tired. Obviously since they don t sell out
48	1	Weekly no-limit Texas Hold-em poker tournaments with a \$20 buy in.
48	1	We're happy with the campus.
48	1	Woodworking shop
48	1	Would really love a Riverwood restaurant! I feel it would be such a benefit to be able to go out to eat right in Riverwood. I appreciate the food trucks, but usually they are there during the day. Would love for them to be there at night.
	<b>123</b>	<b>Total Responses for question 48</b>
		<b>49. What types of entertainment would you be interested in?</b>
		Bus trips
		Weekly movies
49	1	Theater excursions
49	1	Musicians, comics
49	1	A variety of different entertainment is already being done by Kelly. She is doing a fantastic job and I trust she is compensated for all the extra hours she puts in by being here during the event, plus pre and post op time spent. Start a wine club
49	1	A weekly Friday Night social event with a service bar available.
49	1	Acoustic musicians performing out side.
49	1	Activity center is doing a good job in this now.
49	1	All - both indoor and outdoor
49	1	All! Music in the evening, or happy hour
49	1	American made band
49	1	any
49	1	Anything that is less expensive than the current options.
49	1	Bands, comedy, dances, outside art & craft festival, antiques roadshow
49	1	Beverage area at the pool opened for use for members and / or certain days / times
49	1	Bingo night . Trivia with current topics. A restaurant and bar open to residents 8A-10P year round. I see advertising for Riverwood that boasts Luxury Style Living. Not even close !!
49	1	Look at Babcock Ranch or Robson Ranch in Texas. 20yrs behind!!
49	1	Bird trials, hiking areas, nature trails with descriptions of plant life, animal life, and history of area. More seating along the roadways and community ponds.
49	1	Bring back movie night in Activity Center. BYO drinks and popcorn.
49	1	Bring back movie night. Bingo once a month. Informational programs for older adults. Dances at least once a month. Music in the bandshell on Saturday afternoons. Continue the entertainment series. Bus trips to see shows in Sarasota or Punta Gorda.
49	1	Broadway type shows, comedians, impersonators,
49	1	Cheaper. Many are too expensive for what is offered. Especially for a couple.
49	1	classes in electronics
49	1	plays rather than all concerts
49	1	Classical music, orchestras.
49	1	Classical quality not the fad du jour

# Question 49

Question	Count	Description
49	1	Cocktail bar with music
		Comedians
49	1	Singers or groups
		Comedians
		Singing groups
		Bus trips to theaters
		Movie night at activities center
49	1	More availability of the club house restaurant
49	1	comedians,singers
49	1	Comedy , music
49	1	Comedy and interactive events.
49	1	Comedy shows
49	1	Comedy, more live music€ different styles, country, maybe a jazz band or classical.
49	1	Comics , magicians, and tribute bands
49	1	Concert series seem nice. As seasonal residents we seem to miss the announcements/signup. Having more events with separate ticket purchase might me better.
49	1	Concerts
49	1	Concerts - that can be attended individually - not a package deal
49	1	Concerts and shows
		Concerts like we had this 2023 season
		Simon & Garfunkel, Rocketman
49	1	They were awesome
49	1	Continue with more musicals that Kelly organizes
49	1	Cooking classes, flower and garden/landscaping workshops ,
49	1	Current entertainment options are excellent.
49	1	Current entertainment options are plentiful
49	1	Current entertainment series is fine more dances should be planned but not with dinner to keep the cost down have BYOB and snacks to share like some of the dances.
49	1	Current entertainment series is good.
49	1	Dances. 2023 series was excellent! Job well done by the committee
49	1	Dances. Oldies music.
49	1	day trips
49	1	Day trips to Miami or places of intetetz
49	1	dramas
49	1	Entertainment series
49	1	Entertainment series
49	1	Entertainment should be more like we had 5 years ago when every event would sell out and sometimes have 2 shows in the evening. Current shows are not as entertaining and with food, the costs are high.
49	1	Entertainment with lower prices or free.
49	1	Expand the entertainment series with additional shows
49	1	Expand the entertainment series, or add separate performances.
49	1	Friday night music under canopy drop in and out. Activities are way too overpriced and just stale. Revamp the committee.
49	1	Members have been on there for eons
49	1	Full service restaurant
49	1	Good entertainment that doesn't cost \$60pp! Maybe weekly outdoor movies, with popcorn and BYOB. Most of these should be free or minimal cost.
		Great courses
		Mote speakers
49	1	University speakers
49	1	Greater Port Charlotte/Venice/Punta Gorda area has a plethora of entertainment options. See. no need to have an entertainment program at Riverwood. It requires quite a bit of staff time which could be put to better use.
49	1	Group Entertainment Events
49	1	How about at least one classical music event
49	1	I believe Riverwood has a vast variety of entertainment.
49	1	I enjoyed the entertainment series, especially the Elton John concert. More entertainment like that would be great.
49	1	I like the entertainment that is offered now. I would like to see more off campus trips to various locations around Florida le the Everglades

Question	Count	Description
49	1	I think the Activities committee does a great job w the Entertainment series. I do not go to the parties and such otherwise.
49	1	I think the events are well designed for Riverwood. Kelly is very good at her job. She has does this type of work for a while and knows people, chefs, and entertainers in the area
49	1	I want to see more Affordable dances and Entertainment .We are not old people community .There is not enough evening activity to keep people in Riverwood.
49	1	I would be more interested in entertainment that is more current then entertainment from the 1950â€™s
49	1	I would like an Open Mic night, maybe more music shows or even ask for Talent in Riverwood and have an open Jam.
49	1	I would like some interesting lectures. Music, ancient civilizations, different presidents, any other historical events.
49	1	I've seen a good selection so far....perhaps a country music night.
49	1	Jazz
49	1	Kelly does a great job of making those decisions.
49	1	Kelly does a great job with the entertainment series as isâ€¦!.. music and comedy.
49	1	Kelly has been doing an excellant job for entertainment
49	1	Kelly has done a great job of arranging for entertainment. We do not see a need for any changes.
49	1	Kelly is doing a fine job offering the community a variety of entertainment choices - singers, comedians, mystery party, themed parties.
49	1	A bus trip to see a show would be great.
49	1	Kelly is doing a great job. Maybe add a few newcomers to the Activity Committee. Most have benn on the committee for many years and we could use some people with new ideas for Kelly to persue.
49	1	lectures or seminars on a variety of topics
49	1	Less expensive
49	1	Live 1-person entertainment outside in the gazebo area on Fridays/Saturdays from 4-8, with a food truck or simple food served.
49	1	Live music
49	1	Live music and dancing
49	1	Live music.
49	1	Local disk jockeys at reasonable rates under \$20
49	1	All activities should be at reasonable rates under \$40
49	1	love your 3 shows each year, more live music events and nice spot to have lunch - like the Bean down the road
49	1	More 50-60's groups orthose that play that music.
49	1	More Concerts
49	1	More contemporary styles of entertainment.
49	1	More dances at lower cost. Meals too high for what is provided.
49	1	More dances with BYOB and a snack to share.
49	1	Movie night
49	1	Comedians
49	1	Coffee house with entertainment
49	1	More diverse music...easy listening jazz events, r&b music
49	1	More live music accompanied by a food truck. Seems the â€œTwisted Forkâ€ has great music.
49	1	more live music offerings snd tribute bands
49	1	More music (could be a DJ) and dances, with a small fee, like the Valentine's dance. We don't need a full meal, just BYOB and bring a snack, if desired.
49	1	Also, more resident musicians performing, such as Riverwood Realty had recently.
49	1	More music and dancing
49	1	More music entertainment
49	1	2-3 piece talent
49	1	More of the entertainment series.
49	1	More outdoor music.
49	1	More outside entertaining during good weather months.
49	1	More selection of shows- DJ with dancing
49	1	movie night music lectures such as travel etc.
49	1	Movie night agailn, Bunch, bingo,
49	1	Movies
49	1	Movies at the Activity Center
49	1	movies to come back
49	1	The series is great....however hard to promise for the package. Individual show tickets 2 weeks out....to accommodate those of us who have a lot of company and do not know in November when the dates.
49	1	Movies. Musical or comedy.



Question	Count	Description
49	1	Much of what you have done in the past- music, bingo, fashion show, entertainment series( contine to bring a variety of talent in)
49	4	Music
49	1	Music ~ Clean Comedy
49	1	Music based entertainment.
49	1	music comedy
49	1	Music events - no need to have mandatory food purchase associated with all these events. Could provide Food trucks for those who want to purchase food.
49	2	Music of all types
49	1	Music or small concerts etc.
49	2	Music, comedy
49	1	Music, stand up comedy.
49	1	music/concerts
49	1	comedians
49	1	Musical entertainment for a reasonable price. Residents can bring there own refreshments.
49	1	Musical groups, singers, comedy shows
49	1	Musical programs are always welcomed...
49	1	Musical, variety entertainment. Dinner Theater
49	1	Musicals
49	1	N/A
49	6	None
49	5	Nothing additional
49	1	Nothing until you get a better sound system which was promised years ago and never done. Would like to see movies
49	1	Oldies but goodies music and dances.
49	1	Once a month dance event. Entertainment Series.
49	1	Our activity building sets empty on most Saturday nights. We should have a monthly dance with no food and BYOB, with a low cost of maybe \$5.00 per person. The capacity for the building with round tables is 250 people. We could have great Parties.
49	1	Outdoor bands
49	1	Perhaps additional seating to allow for events in the past sold out. Maybe two or three performances.
49	1	Plays, movies, concerts, food trucks, farmers markets, art fairs.
49	1	Possibly outdoor concerts with local groups.
49	1	Really enjoy the DJ dances that are BYOB. I know costs are high, but the cost of some of our entertainment/dinners is really too expensive.
49	1	Resident cookouts, more current music entertainment.
49	1	Restaurant
49	1	Restraurent for all residents and actually benefit most taxpayers not just the golf club people.
49	1	Routine live music pool side.
49	1	Place to have lunch other than food trucks.
49	1	Season of entertainment
49	1	Shows like our entertainment series.
49	1	Singers and dances with 60's music whether DJ or live.
49	1	Small bands in covered pavilion
49	1	Something other than what has been offered in the past.
49	1	Something that is not based on music from the 40's and 50's. Also the year doesn't end in April. There are a lot more full timers!
49	1	Standup comedians. Tribute bands. Square dancing or Contra dancing with instructions for beginners.
49	1	The entertainment is too expensive after the fees have been raised in all the neighbors.
49	1	The Entertainment Series organized by Kelly has been great! We eagerly buy tickets each season. More of the same would be appreciated but we need a better stage and sound system!!
49	1	The entertainment series this year was very good and well attended. Mixers with BYOB and food and music might draw people in.
49	1	Unfortunately, it's very hard to get anyone to participate in Riverwood.
49	1	The live entertainment has been great
49	1	The monthly entertainment series is nice. Maybe even one or two extras.
49	1	Theater, musicals, sightseeing, off-campus trips such as city/country visits, cruises, train trips, city excursion, etc., even visit nearby symphonies or art festivals.
49	1	This season's mix was good. Tribute groups are usually a good draw.
49	1	Tribute concerts and more music entertainment as well at a reasonable price.
49	1	Updated movie nite

**Question 49, 53.3 & 55**

Question	Count	Description
49	1	Variety entertainers - oldies, magicians, variety shows, etc.
		Variety of bands as well as food trucks, craft beer or wine tasting events. More inclusive organized events for residents.
49	1	Expanded Farmers Market
49	1	We feel the current entertainment schedule is sufficient
49	1	We have a variety of entertainment. The entertainment series that happens in January, February and March. There is a variety of DJ's for dances. Some dances the food is catered and others, you bring your own snacks. Outings in planning.
49	1	We used to have a small playground it was taken away. I believe when we have an amenity you should never take it away. Maybe upgrade but NOT take away.
49	1	That would be for anything we have
49	1	Wholesome comedians
49	1	Tribute bands
49	1	Would be nice to have some events for those in the younger demographic of our community. Music that is not oldies, adult egg hunt or scavenger hunt, pig roast or outdoor luaua, etc.
49	1	Year round
	<b>176</b>	<b>Total Responses for question 49</b>
		<b>53.3 Are you satisfied with the bill pay options provided in the billing system? Any comments? - Other</b>
53.3	1	Other: B
53.3	7	Other: Condo owner
53.3	1	Other: Do not have the information to make this determination
53.3	1	Other: Do not use cdd online bill pay.
53.3	1	Other: Don't use it. I use my banks bill pay
53.3	1	Other: have electronic paying options with no increased cost for paying this way
53.3	1	Other: I am to new to say
53.3	1	Other: I recently paid my water utility invoice, received a message saying payment approved. The balance for the month showed zero. The following month I was charged a \$30 late fee. How is this possible?
53.3	1	Other: I'm am satisfied but they canceled our automatic payment without notice last year and we were informed services would be discontinued if not immediately resolved.
53.3	1	Other: Internet payment should have no convenience charge.
53.3	1	Pay by US mail is fine.
53.3	1	Other: Last I tried to pay on line there was a fee. Since this is more convenient for everyone why would there be a fee ?
53.3	1	Other: not sure what the options are
53.3	1	Other: The payment system is rather antiquated, but usable.
53.3	1	Other: There should not be a charge for paying online with a credit card. I currently pay by mail to save on that extra charge.
53.3	1	Other: This past August we were "stuck " with a \$645 monthly water bill. No one was staying at the house. The claim was 83K gallons of water was used. We hired a plumber to investigate and homewatch. Our landscaping company had not turned any water on, no
53.3	1	Other: We had issues with setting up auto pay.
53.3	1	Other: We should be able to B use credit card for auto pay
53.3	1	Other: What bill pay options are there?
53.3	1	Other: What billing system is used? What do I now pay?
53.3	1	Other: Would like to see online bill pay option.
53.3	1	Other: Would like to see on-line billing services integrated with banking features equivalent to those offered by other utilities.
53.3	1	Other: Would like to see the bill pay application allow for scheduling the payment.
	<b>28</b>	<b>Total Responses for question 53.3</b>
		<b>55. Do you have any comments on the ownership of the Riverwood roads?</b>
55	1	A bit unusual, but understandable.
55	1	After 20 years of being told that our roads were owned by RCA or rcdd we were informed last year that in fact they are our responsibility and under our ownership. This is for Tarpon Harbor at my act point. The two Service Roads between the Condominiu
55	13	All roads should be owned and maintained by the CDD.
55	1	all roads should be owned by one entity.
55	1	All the roads should be owned by One party, not two.
55	1	Are the roads in Riverwood private or public? Are they subject to the same traffic laws and violations as public roads?

# Question 55

Question	Count	Description
55	1	Area where gatehouse used to be located could be made to look better. Old striping on the road should be removed.
55	1	As rule all the roads are well keep in Riverwood.
55	1	better paving
55	1	Carts, bike and foot traffic has increased a lot. On Club Dr. where mediums exist, a 3' to 4' cutout on the grass side would be a great safety measure for all. Vehicles passing carts and bikers have close calls.
55	1	CDD should own all roads because of the tax savings to all residents.
55	1	CDD WOULD NOT HAVE TO PAY TAXES ON ROADS. WOULD ALLOW LIMITED ACCESS IF WE OWNED ROADS
55	1	Combine RCA and CDD
55	1	Combine the road maintenance to one board to be more efficient and cost effective
55	1	Condominium owners pay fees for the maintenance of Riverwood road. However, the access roads for Tarpon Harbor @ Myakka Pointe were originally deeded to the Association so maintenance is not shared by othe Ricerwood residents. Continued below.
55	1	Consider street lights from the Bay Ridge cut through up to the back gate.
55	1	Consolidate ownership.
55	1	Do not know how this affects me?
55	1	Do not let RCA take over.
55	1	Does ownership convey any better maintenance or cost advantage?
55	1	Doesn't make sense to have different roads owned by different organizations. They should all be owned and operated by the same entity.
55	1	Don't understand why there are two separate organizations.
55	1	Don't understand why two separate groups control the road management.
55	1	don't understand why we need two different owners of the roads.
55	1	Drainage on sidewalks. Condition of sidewalks - some sections need replacing due to raised and broken sections. Tree roots though are causing some of the problems.
55	1	either RCA or CDD to be responsible for all roads. The same for taking care of grass and flower areas, one responsible if you go see the roundabouts in Riverside. RCA has not taken care of them, a disgrace!
55	1	Everything should be managed by the CDD.
55	1	Get under single ownership.
55	1	Glad the RCDD doesn't own all the roads. The property value would surly plummet.
55	1	Glad to see work being done FINALLY to address Club Drive flooding.
55	1	I am happy to see that the roads in Grand Vista have begun to be repaired.
55	1	I am not happy that seasonal residents pay for water and sewer year round.
55	1	I am tired of this divide .
55	1	I believe all the roads in Riverwood area maintained nicely.
55	1	I do not feel the CDD should own ALL the roads. Status quo is fine. CDD and RCA MUST find a better path to work together. What is currently going on is NOT working and MUST be improved. Get your act together!!!!
55	1	I don't know enough about the roads to vote on this issue. Please make more information available.
55	1	I don't see any real benefit to combining ownership
55	1	I don't have enough background to appropriately respond to questions on utilities and roads questions. You should have designed better background info and questions to get better input
55	1	I feel it would be more cost effective if one organization owned and maintained the roads
55	1	I had no idea two different entities owed our roads here.
55	1	I like the way things are right now. If we made the roads public, they would be patrolled and every citizen in Riverwood would get a ticket for going through the stop signs and speeding. Iâ€™m not a hypocrite I do it myself.
55	1	I live in Willow Glen and there seems to be some issues with cleaning the road by our sign just outside the club house.
55	1	I ride my bike and the roads in sawgrass on riverwood Dr are terrible
55	1	I think a master plan should be developed to address whether this split ownership is in the best interests of Riverwood. If better to combine under one owner, how and when to do it.
55	1	If best to leave split, do we have the right split already.
55	1	I think CDD should own/maintain all roads in Riverwood
55	1	I think one group should own all the roads.
55	1	I think that all utilities should be managed by the cdd (one entity). Maybe it would be better to have a COMPETENT, hired management company to oversee and manage all aspects of Riverwood than have two entities with volunteers trying to do their best.
55	1	I think that ownership/control should be the CDD.
55	1	I think the RCDD should maintain what they own and the RCA maintain what they own.

Question	Count	Description
55	1	I think you should explain why the RCA owns the roads in Sawgrass and Myakka Point. Residents who do't know why RCA is maintaining ownership would make a blanket response that CDD should provide all. Continued below...
55	1	I was told the county owed the roads and therefore we could not restrict who enters Riverwood. This would defeat the purpose of our gated community. Is this true or not.?
55	1	I would like to have CDD/RCA annex the county owned roads so that access to Riverwood be more limited. As I understand it anyone can come on the property because Riverwood Drive is county owned.
55	1	I would like to see one entity own all the roads in Riverwood.
55	1	I would to see you use higher graded materials.
55	1	I'm not sure how the roads would differ if only one maintained roads?
55	1	Ideally the CDD should maintain and own them all because of tax advantages to begin with. Both the CDD and RCA should stop disagreeing with each other. Hire a consultant to review Riverwood - I have to stop because you have cut off any long resp
55	1	If it saves money to consolidate under either RCA or CDD this should be considered
55	1	If Riverwood Rd is public but maintained by CDD and not the county, would recommend trying to convert it to a private road for security purposes.
55	1	If the two associations would work together for the common cause , that would be an improvement.
55	1	IMO, all roads should be owned and maintained by the CDD.
55	1	Improve and repair street lighting.
55	1	It is confusing to have 2 different owners and we do not like the way in which hurricane cleanup was disputed. Should be more simple and clear.
55	1	the fence between Riverwood trailer park that was destroyed by Ian should have been replaced by by now.
55	1	It should be governed by one group. Personally we not have two governing bodies there should only be one
55	1	Keep road ownership as is. Split ownership provides much needed checks and balances.
55	1	Keep road ownership as is currently.
55	1	Keep the RCA roads separate from CDD. THEY SHOULD REMAIN PRIVATE.
55	1	Landscaping in Willow Glen is unacceptable
55	1	Let's hire a professional company to operate all phases of Riverwood and remove the bureaucrats who spend most of their time keeping their job and not thinking of the homeowners. Too many arrogant employees in Riverwood.
55	1	Maintain as is
55	1	Maintain current structure. Roads impact value. South Riverwood roads are in disrepair.
55	1	Maintenance is fine. However, I would to see the CDD own all the roads. The bifurcation is cumbersome.
55	1	maintenance and ownership are 2 different things. as long as both are provided in a timely manner and done well, all is good
55	1	Makes more sense that the government body set up to care for infrastructure maintains ALL of the roads.
55	1	Many of the roads are in poor condition and need to be fixed and resurfaced.
55	1	More preventive maintenance needed.
55	1	Also sidewalks along Club drive need work.
55	1	Must keep Riverwood roads private
55	1	N/A
55	1	Need ONE organization to own ALL the roads.
55	1	Need sidewalk along Rivermarsh which is entry to communities with residents that walk pets, visiting grandchildren in strollers, and service trucks that are heavy and blocking sideways of street.
55	1	Need to be combined
55	1	Needs to be safer.and sidewalks too. Need to monitor and check more frequently for safety and repairs since the size of Riverwood is so large now
55	8	No
55	1	No comment
55	1	No place above to comment on water. Our pressure seems low and hot water shuts down when pressure drops. I do not believe we have a water heater problem. It just seems when supply pressure drops water does not get through water heater.
55	5	none
55	1	Not sure why one entity doesn't own the entire thingg
55	1	One board should be responsible for all roads-
55	1	One group needs ownership of all Riverwood roads.
55	1	One group should own/maintain all of the roads in Riverwood.
55	1	One ownership
55	1	Put all roads and maintenance under one management authority. Too much overhead, energy and time wasted, not to mention conflict and confusion. This was proven after Hurricane Ian.
55	1	Recently I heard there are plans to re-surface Club Dr., the roads seems in good condition I don't understand spending the money if its not needed.

Question	Count	Description
55	1	Replacing/repairing all damaged road signs - after lan - would be nice to see in near future
55	1	Residents do not pay attention to speed limits â€¦Residents roll through stop signsâ€¦.more emphasis on a regular basis reminding residents of automobile safety in Riverwood â€¦.
55	1	RIVERWOOD IS ONE COUMMUNITY and cost should be be shared by all . Road bids should be combined for the entire total cost of all roads . private property rights should always be respected and what ever saving cost should be shared by all.
55	1	Road ownership should be consistent through Riverwood so be can get the best rates for maintenance costs and have the best opportunity to receive FEMA funding for future disasters.
55	1	Road ownership should be united. Definitely a discrepancy the maintaining of roads between RCA and CDD .
55	1	Road ownership should not be split between the CDD and RCA.
55	1	roads need refreshed painting of crosswalks etc
55	1	Roads need to be owned by the Community and Private.
55	1	Roads ownership seemed to be mentioned as an item affecting hurricane costs. Was this ever resolved?
55	1	Roads should be maintained by 1 Board, typically the CDD in communities is responsible for all infrastructure.
55	1	Roads should remain private to Riverwood residents
55	1	Sad to see RCA and CDD not getting along with respect to lan
55	1	Seems like all roads should be maintained by one entity.
55	1	Seems weird/awkward that 2 different governing boards own the roads.
55	1	Should all be under one jurisdiction
55	1	Should be common
55	1	Should be one owner to stop the finger pointing and taxpayers know who to deal with when issues arise
55	1	Should be one ownership
55	1	Should be owned by one ownership group..
55	1	Should not duplicate services, not cost effective. One or the other should handle the roads
55	1	Should try to strive for 1 entity to own the roads
55	1	Some area roads need addressing
55	1	Some of the roads are in need of a refreshed surface in order to prevent further damage. Being proactive would prevent larger expenses in the future. Overall roads are in great shape - thanks!
55	1	Some scrapes on roads need to be addressed
55	1	Example in front of our home 3316 Osprey Ln
55	1	still have broken street signs from lan
55	1	The appearance along Riverwood Rd and Club drive need enhancement, Road surface improved
55	1	The back gate area is very shabby looking and does not represent the beauty of the riverwood community. This entrance/ exit really needs to be enhance(it is the outhouse of riverwood) I would be willing to put money to beautify that area.
55	1	The question should be...why the roads are owned by both CDD and RCA? They should be owned by one of them and repaired on a continual basis. The way it is now...some may get fixed and some may not!
55	1	The RCA should turn over all the roads to the CDD to avoid paying sales tax on the road maintenance.
55	1	The repaving is sporadic, and has no continuity. I don't understand how a portion of The road Get's repaved, instead of the whole thing.
55	1	The road ownership and maintenance should be assumed by one entity, combined or shared equally between the two entities.
55	1	The roads in this community are starting to do deteriorate. I feel we're very close to where a major portions of the roads will need to be resurfaced. I also feel that one of the entities should manage all the roads and in this case it should be the CDD
55	1	The roads should be owned and maintained by one or the other.
55	1	The roads should be owned by one entity.
55	1	The roads that the RCDD maintains with patching looks horrible. The two boards are not working together, the residents aren't happy with what is going on.
55	1	The way the road ownership is split is fine. THE RCA SHOULD NOT TURN OVER THEIR ROADS TO THE CDD! Once ownership is given over to the CDD the RCA loses all control and say of the road system. Once it is gone it can never be returned back to the RCA.
55	1	There are no giant potholes so I think that they are fine.
55	1	They need to get the signs straitened looks amateurish with so many signs crooked.
55	1	They ought to be under one jurisdiction, preferably the CDD.
55	1	They should all be maintained by only one group(rca or cdd) to achieve reduced cost.
55	1	Too much being made of the road ownership. Leave things as they are.
55	1	Turns into various neighborhood cut into grassy areas maning muddy ruts.
55	1	Very confusing
55	1	We do not understand the road ownership arrangements at all.
55	1	We live in the RCA maintained Myakka Point and they are not properly maintained. I'd like to see CDD responsible for all roads or RCA should be asked to do a better job of road maintenance.

# **Question 55 & 56**



Question	Count	Description
55	1	We NEED SPEED BUMPS. Residents go 70 miles an hour and don't stop at the STOP SIGNS. Put in cameras and show everyone online. We have been pushed off the road twice while on a golf cart by cars. Almost hit when walking or driving.
55	1	We should own them all as to keep Riverwood totally private; but expense would need to factor into that decision as it could be way out of reach to change.
55	1	We think it should be universal, but have been here 17 years and know it a difficult issue.
55	1	We want to make sure we can apply for Federal reimbursement in case of a hurricane for all of Riverwood. We want our roads private and we can restrict who comes in.
55	1	What's the plan for resurfacing our roads? Some really need it.
55	1	Where there are no sidewalks either widen the road or put in a sidewalk. For example on Rivermarsh Dr.. it's extremely dangerous there!
55	1	Why are all the roads not under the same ownership?
55	1	Why cant the bump in the road left by the demolition of the guardhouse be properly fixed? This is a first impression on people looking to buy here.
55	1	Why doesn't the CDD own ALL roads? A tax savings.
55	1	Why doesn't the CDD own all the roads???????
55	1	Why is this question only about CDD roads and not the other roads?
55	1	Why not all roads?
55	1	Why not one agency?
55	1	Why separate? I'm in Myakka Point so I cannot answer the question
55	1	Wick bickering among yourselves. All the roads are good
55	1	Would it not be easier to have ownership of all roads in the development under one organization? It would expect it to be more efficient and cost effective for maintenance and upkeep of the roads as well.
55	1	Would like signage telling cars not to pass bikes in single lanes as with the golf carts
55	1	would like to know if our roads are considered public or private roads after the recent security issues
55	1	would like to see more trees/palms in the medians
55	1	You could do a better job of patching, there are dips in some cases and a speed bump added at old gate house when paved over at exit side.
	<b>180</b>	<b>Total Responses for question 55</b>
		<b>56. Any comments on the roads in general?</b>
56	1	More sidewalks!
56	1	A bike lane would be very beneficial!
56	1	ADEQUAATE. GUTTERS SHOULD BE CLEANED PERIODICALLY. DETRACT SIGNIFICANTLY FROM THE HIGH QUALITY DECOR OTHERWISE.
56	1	All well maintained.
56	1	as stated above, the roads need maintenance.
56	1	Black topping roads in older neighborhoods ie: Osprey would improve the esthetics in the neighborhood.
56	1	Cars/trucks must adhere to all department of transport safety signs (stop, yield etc). A large number of drivers do NOT. Bicycles and golf carts NEVER adhere. I think its time to give residents some instruction on how to manoeuvre the round about.
56	1	CDD should hire a 3rd Party consultant to prepare all scope of work. No member of either Board is qualified to prepare contracts without the assistance of an Engineering PE. The condition following the road projects are sloppy and unprofessional.
56	1	Club Drive has a lot of traffic and some areas are damaged by trucks going over the grass and destroying it causing mud and deep tires tracks. Can something be done about it? It looks very bad!
56	1	Could a bike lane be added on Riverwood Drive.
56	1	Could be better landscaped.
56	1	Could use re striping.
56	1	Designate bike lanes where feasible.
56	1	Do not like where only culdesacs are done. Looks bad.
56	1	Don't just patch the roads; looks tacky, affects property values. Let's go for good quality at a reasonable cost; the lowest bidder is not always the best option.
56	1	Don't understand why two separate groups control the road management.
56	1	Everything should be managed by the CDD
56	1	five year statement under scores my 28 year overall experience for CDD taxes much too high . Just information for the total 28 yrs. not five . Thanks for the five yrs.
56	1	Gutters need to be cleaned more often.
56	1	Has the RCA ever done any roads paving project?
56	1	How about cleaning up the striping where the old guardhouse was.

# Question 56

Question	Count	Description
56	1	However, if they knew it could affect the development of remaining lots by non Riverwood residents, their opinion may change.
56	1	In general, I think the questions about suggested changes to Riverwood should have come before asking if we would pay more.
56	1	I believe they are generally well maintained.
56	1	I bike Riverwood streets and have no complaints regarding condition.
56	1	I have concern that some residents and bicycle users do not use roundabouts correctly.
56	1	I feel that the roads over all are in good shape, and should be repaired, and redone as headed.
56	1	I think some of the roads need to be paved and the curbs need to be cleaned.
56	1	I want to see more disclosure .
56	1	I wish the CDD would own all the roads
56	1	I would like to see a beautification of the islands along the roads.
56	1	I would like to see a walkway along Rivermarsh Drive. I would also like to see cars, golf carts, etc actually stop at STOP signs, especially on the main drives.
56	1	If I had any any way to improve the roads it would be to create lanes for bikes and golf carts so the main roads were for cars only. However i realize the roads only have so much room and we are all forced to drive together.
56	1	Improve appearance along Riverwood Rd and Club drive. Decrease the smell from the sewage plant. The golf course should be mandated to put up a fence to make security better. We should have better landscaping along the golf course remove invasive
56	1	Install solar speed guns to remind drivers to slow down
56	1	It's been over six months since the hurricane. Our road signs need to be replaced, especially for the Emergency vehicles that come in as needed.
56	1	Keep as many roads as possible in RCA control
56	1	Keep roads "private".
56	1	Lighting is sparse in some areas, and it takes a long time for non working lights to be repaired.
56	1	Many need upgrade
56	1	Many road reflectors missing. White lines need repainted.
56	1	Markings for a bike/walking path
56	1	More landscape lighting on the main entrance into Riverwood especially in holiday season
56	1	Need additional sidewalks on osprey/rivermarsh
56	1	Need better upkeep.
56	1	Need bike and walk paths where we done have sidewalks
56	1	Need more routine maintenance
56	10	No
56	1	no need for hardly any repair. all in good shape. don't spend a fortune just to make them bright black again.
56	1	No one obeys speed limit or stop signs. Kids driving golf carts. No enforcement.
56	1	No road comment but a water comment. The water pressure in Sawgrass is very low.
56	6	none
56	7	Our roads are fine.
56	1	Power washing the curbs is a wast of time and money
56	1	Promote more structured gate access to non-residents who visit Riverwood; consider having Golf visitors pre-pay via credit card for Golf fees and also provide drivers license at gate
56	1	Quality of roads in Myakka Point are in very good shape.
56	1	RCDD or RCA should add these two small access roads to their community wide repaving project A reasonable contribution to the repavement by TH@MP Condo Assn.could be negotiated.
56	1	Repair lighting damaged by storm
56	1	Replace damaged signage, brighter lighting at entrances
56	1	Residents need to be reminded of the traffic laws we are expected to adhere to including bicycles, skateboards, golf carts, & bicycles.Perhaps CCSO needs to have a bigger presence.Stop signs are IGNORED with possible fatal results.
56	1	River Marsh is a very dangerous area for walkers. It is the only road in and out for 3 neighborhoods-4 counting Royal Oaks. A sidewalk is desperately needed!
56	1	Rivermarsh Drive is dangerous to pedestrians, bikers. Sidewalk needs to be installed. Lawsuit waiting to happen. Nearly 400 homes have direct access to this roadway.
56	1	Riverwood roads are in good repair. Is there interest in making them paved in gold?
56	1	Riverwood roads are populated by too many stop signs. The main roads (Riverwood Drive and Club Drive) should have far fewer than they currently have. Cross roads should have stop signs, or yield signs.
56	1	road are maintained satisfactorily
56	1	Road at Myaaka point needs updated up by Tarpon Harbor II.
56	1	Road between rear gate and start of neighborhoods seems to have lots of surface bumps. Golf carts have poor suspensions.
56	1	Road conditions are good.

Question	Count	Description
56	1	Roads and sidewalks flood continuously along club drive from rv lot to rivermarsh dr especially. proper drainage should be engineered
56	1	Roads are fine at this time. No need for assessment. This should be covered with our taxes and CDD fees currently, just as is with our county and state taxes cover our county, state, and federal roads and highways.
56	1	Roads are ok but the signs have been poor even before the hurricane. Many were tilted or leaning and some not in good condition.
56	1	Roads are OK. Tree maintenance is mediocre at best. All you want to do is plant more non native palms.
56	1	Roads in Sawgrass are in terrible condition for bicycles. I was injured in a bicycle accident due to poor condition of road leading up to gatehouse.
56	1	Same as above
56	1	Sawgrass need lane lines and reflectors
56	1	Sawgrass road need some work compared with the CDDg
56	1	See above!!!
56	1	Seem to be in good condition and plans for future seem reasonable.
56	1	Seem to be in good repair.
56	1	Seems like a lot of people drive drunk on our roads.
56	1	Sidewalk spaces are needed for safety in areas. Water drainage from the streets needs better attention.
56	1	Signs damaged and missing from IAN have not yet been replaced. Why?
56	1	Some more of those floor lights on the start of the islands
56	1	Some of the roads are starting to show wear especially after all of the construction and heavy equipment being used.
56	1	Some of the roads need resurfacing.
56	1	Some sort of rule that large or heavy trucks stay off of drives.
56	1	Speeding along Riverwood Drive is a problem. People frequently drive at 50 mph and ignore the stop sign at Fairway Lakes and Bay Ridge Way. This is very dangerous and something needs to be done before someone gets killed there.
56	1	Speeding and not obeying the stop signs are a terrible nuisance and danger in the community. Nobody seems to really care and apart from soft words in email blasts there is no enforcement of the rules what so ever. This is unacceptable.
56	1	Speeding is a major issue living in Riverwood. I ride a bike 40-50 miles a week and several more miles in our golf cart. In the last 5-6 years I have had 5 or 6 "close calls" with autos going through stop signs. Some doing 10-20 MPH.
56	1	Still missing signs, should all be repaired by now.
56	1	Stop turf dispute with rca
56	1	thank you for the stop light on 776
56	1	The back gate is constantly in need of repair. All none Riverwood gate users should be required to use the front gate only.....
56	1	The back gate needs to be reconstructed to show Riverwood is a premier community. It must be widened to provide safe access. More area lighting is needed.
56	1	The over whelming majority of residents, guests, and vendors ignore posted speed limits and stop signs. Speed and intersection stop sign enforcement cameras are needed. There is enough bicycle traffic in the community to justify a marked bike lane
56	1	The overall grooming of the area is the biggest plus to Riverwood. To have the grounds in pristine condition does more than any amenity enhancement.
56	1	The RCA and RCDD should do a better job at enforcing the speed limits, stop signs and people driving and parking their golf carts in our communities.
56	1	The reflectors on the Silver Lakes are improperly installed. A number of them are installed facing the wrong way. At night it appears that the entrance roadway is beyond its actual location when approaching from the main gate direction.
56	1	The repairs are not satisfactory. We should consider better quality. The repairs are rarely level with the existing pavement/street. The roads are cracking pretty significantly throughout RW, especially in Sawgrass.
56	1	The roads are adequate, but the Preserve Ct cul-de-sac has suffered much damage from being used as a truck turn-around, which brings with it fuel and oil spillage, causing the pavement to deteriorate, and wheel damage to the already suffering turf.
56	1	The Roads are not visibly lined and the speed limits are not enforced by anyone, especially at the crosswalks.  Also, the irrigation system needs to have water sensors. It is wasteful to see the sprinklers during rainstorms or immediately afterwards.
56	1	The roads currently break down too quickly. I would suggest that on future contracts that the people in charge of selecting a contractor do not select the lowest bid but rather develop specs and pick the contractor best able to meet those specs.
56	1	The roads seem fine, however I would enjoy seeing more foliage and flowering bushes along Riverwood Drive as this is what you see when coming thru our neighborhood, and more greens and flowers would enhance the area.

# **Question 56 & 61**

Question	Count	Description
56	1	The roads will eventually need repair and/or re-surfacing.
56	1	The stop signs seem to be of poor quality. They are not as visible as other stop signs in the area in the evening.
56	1	There are way too many stop signs along Riverwood drive. stop sign should not be a means of speed control!
56	1	There has been a dead rabbit on the road on club road for over a week and no one has clean it up yet
56	1	There needs to be a sidewalk from Club Drive to Osprey/Grand Vista.
56	1	They apparently were not built for the heavy trucks that vendors use
56	1	They are in decent shape but should be owned, managed, and maintained by the CDD.
56	1	They are in fantastic shape, despite some residents grumbling.
56	1	They are in good shape-keep them that way
56	1	They are nice and we want them to be maintained to keep them that way.
56	1	They seem to be in decent shape.
56	1	They should be equally owned and managed by the RCA and CDD working together, assuming they could do that in a calm equitably way and make decisions that would advance the good of the whole Riverwood community.
56	1	They're fine
56	1	Too much speeding! Too little enforcement and control! Management & decisions for common areas is problematic. Willow Glen has several areas unserved for years! Maybe due to WG Board mismanagement but no excuse for lack of resolution & unkept mess!
56	1	Vendor vehicles are sometimes a problem - difficult to get thru neighborhood roads
56	1	Watering should be done in evening hours, rather than when people are using the streets and sidewalks.
56	1	We could use speed "table" bumps for Riverwood Dr. and Golf Dr.
56	1	We have a hole in road front of drain to Baileys pond which has been reported.Patched twice but should be repaired before an accident occurs.There is washout under patch.
56	1	We have speed limits posted .. how are they enforced???
56	1	We need SPEED BUMPS AND cameras at Stop signs.Golf carts and cars speed like maniacs and run the Stop signs. We can't even cross the street. We need a policeman to give tickets.
56	1	We're from Wisconsin and we think the roads are in good shape here.
56	1	Why use the sprinkles on roadsides when traffic is heavy
56	1	With the age of road in RW, it is important to better price and plan repaving projects as one entity and also save the community a 7% tax on such work. This is being fiscally responsible to the residents.
56	1	Would like to have a lane installed for golf carts and bicycles on one lane roads. This would also alleviate bicycles off the sidewalks
56	1	Yes wish they had more lighting
56	1	Yes, needs speed bumps since golf carts and cars do not adhere to stop signs.
	147	<b>Total Responses for question 56</b>
		<b>61. Any Comments? (About Finances)</b>
61	1	BOTH CDD/RCA only too high
61	1	I definitely feel we need warnings about the alligators in our ponds. I have had to warn children, who had their feet in the ponds that had no idea about our alligators. Imagine losing a life and on top of that a law suit because the lack of signs.
61	1	properties are not maintained as well as they had been years ago. yet costs continue to go up. Why should we have to pay out of pocket for so many things, irrigation upgrading when we already pay so much? Landscapers cut corners, have to watch them
61	1	Not feeling safe, unhappy with yadcare
61	1	RCA does not respond to resident concerns, nor do they allow ample time to listen to residents. Recent election was biased and unfair because of board members.
61	1	To be a truly gated community, I would like to see the entire property fenced. Being open from the back gate all the way down #3,4,5,6 and 7 to 776 is not what I call gated.
61	1	<b>**WE NEED A RESTAURANT THAT ALL RESIDENTS CAN USE FOR DINNERS!!!</b> Not one for members only. It is such a shame that we have a beautiful and premier gated community that does not have a restaurant that ALL residents can use (and not just for lunch).
61	1	Acceptably HIGH!
61	1	Add more security cameras and have more visible sheriff patrols as I never see them in Riverwood but I am paying for the sheriff staff.
61	1	Not sure what to do about people running stop signs!!
61	1	again my knowledge of this is very limited
61	1	All bills are to high.
61	1	But for the service we get it seems reasonable
61	1	All residents should contribute to cost of golf course maintenance as it adds value to all properties

# Question 61

Question	Count	Description
61	1	All the roads and common areas should be maintained by the CDD
61	1	Anything related to enhanced security or services that benefit ALL residents we would be willing to pay additional for if the costs are reasonably priced.
61	1	As a resident we are experiencing much higher costs for home owners insurance costs of utility bills as well as internet and other costs such as home repair! This is not a good time to ask about increased fees. Some communities have included interne
61	1	Better management of finances and more productivity out of the RCA staff
61	1	Board members need to take a very conservative look at all expenditures. If money needs to be spent, does Riverwood really need this. We spent 6 or 7 million dollars a few years ago and made Riverwood "exceptional". Looking at more money- I say no.
61	1	Both boards need to work together. It is embarrassing to read and see how both boards have been acting the past several years. If you cannot learn to work together, then resign and give the opportunity to an individual who is willing to work as team
61	1	CDD never took care of pond erosion problems as most other similar communities in Florida have. Since retention ponds are owned by the CDD they should be responsible for erosion. Years ago, they did a few ponds and stopped, totally unfair.
61	1	CDD and Water are fine. RCA is pretty high for what we get.
61	1	CDD needs to be financially responsible to homeowners. If value is there, fees should be commensurate
61	1	Contracted landscaping quality is horrendous. The common areas are acceptable. Individual home landscaping services are a mess. Existing prior to hurricane, dead lawns, non functional sprinklers, very poor quality pruning and mowing
61	1	Costs to maintain certain amenities such as tennis, pickleball and croquet should be borne by user fees similar to the beach club and the rv park.
61	1	Desperately need sidewalk on Marsh Ridge Rd. Very dangerous for walkers and pets. Speed limits need to be monitored, especially delivery trucks- FedEx! Many of your questions are "loaded"-not to the point. Need more boxes for comments.
61	1	Diappointed in the previous enhancements and the impact it had on some of the existing ammenities and the extra cost to fix what was and is wrong!
61	1	Wish the CDD and RCA would WORK together and not against each other!!!
61	1	Didn't answer the two questions above regarding higher CDD fees and CDD enhancements. My answers would depend on specific proposals.
61	1	Dissatisfaction with the membership waiting list is so long, few people get added into membership and so few people regularly use it. It will take me 7+ years to get in. How about raising the membership fee by \$200+ and see how many members resign?
61	1	Do not want to see higher totals. Think we have enough facilities. I always see the lights on at the pickle ball courts but nobody is ever playing.
61	1	Due to the hoa lan assessments this is not the year to ask residents to volunteer to ask for an increase in fees!
61	1	Especially the Brightview costs for the service we are receiving.
61	1	Everybody would like to pay less I assume.
61	1	Fees are a little high.
61	1	Fees are very high, it's a wonderful neighborhood but with our condo HOA fees and all of the other fees, we don't know if we will be able to sustain living here if costs keep rising
61	1	Fewer high cost RCA employees
61	1	Fix the water pressure. Irrigation is important, im.not dragging hoses around my yard period. Security needs to be more through when checking in guests and non home owners. I am here because of security.
61	1	For example, a resident living in Heron Creek has less HOA fees of about \$400 per month and the dues include the cable and internet. They also have a restaurant open to the public. There are no CDD fees.
61	1	From Jan. Through Easter,, the pool is crowded with guests of residents. There has been a change to the posted rules that no one in the office will take responsibility for. It affects the safety of everyone using the pool.
61	1	Gate entrance and exit need to be better controlled.
61	1	get rid of smell from sewage plant
61	1	Hard to be happy with paying more for the same things but inflation right now is hard on everyone. I don't expect fees to go down but they are high enough already.
61	1	Hire a Campus Director to run ALL the activities--- the pool, tennis, etc
61	1	HOA fees seem way too high.
61	1	HOA of \$800/mo in Grand Vista is rather outstanding
61	1	The Beach Club, I think, should not be grandfathered in ownership. It is basically a closed society. We will never get in having signed up 3 years ago.



Question	Count	Description
61	1	How about the RCA using some of the extra money they have to pay for any enhancements since that is theoretically resident money?
61	1	How can we say what we are willing to pay till we know what kind of changes/upgrades you have in mind?
61	1	How can you ask for extra money when neighbors are still dealing with the financial aftermath from hurricane Ian?
61	1	I am dissatisfied with the landscape service and the way it is managed OR NOT MANAGED by the RCA
61	1	I am in a condo, so our fees are quite high and not broken out by category.
61	1	I am retired on a fixed income. Can't keep up with the times.
61	1	I believe the CDD water hook up fees are high.
61	1	I did not like the fact that the CDD went ahead and borrowed money to expand the Activity Center area and reinstate those specific assessments on my property tax bill.
61	1	I do not really know the amounts that I actually pay so can not really comment. I certainly do not want them to increase. My tax bill is too high already.
61	1	I do not think this is a good time to increase costs for residents. With COVID and the hurricane, I think that costs and facilities should remain the same for a year or two. As everyone and the economy recovers, we can revisit this in the future.
61	1	I don't believe a community the size of Riverwood needs a high paid manager this is not a city! I think way too much money is being spent on the management of Riverwood.
61	1	I don't believe the CDD should be in the Water Utility business, get Charlotte County or another municipality to take it over.  Cost controls need to be maintained by both the RCA and CDD.  Combine the RCA and CDD
61	1	I don't know what we need the expense of new bar codes.  OUTSIDE TENNIS PLAYERS AND SOCIAL MEMBERSHIP MEMBERS SHOULD HAVE THE NEW BAR CODE. They are NOT the security issue.
61	1	i have pressed for many years for some kind of roving or call-out security. the times are changing and don't wait until something serious happens. as i've said before, \$100/home/yr would result in \$130000/yr. more than enough for salary and a cart.
61	1	I regret that you allowed only 250 letters or numbers and not words. I shows me you want no "real" input.
61	1	I think Brightview gets paid too much for what they do.
61	1	I think the cdd does a better job than the rca. From what I hear the rca is too political and wasteful and the residents can do nothing about it. They even bring in their own lackeys rumor has it.
61	1	I understand the golf is separate but it's annoying that the restaurant isn't open to residents.
61	1	I want things to be done per contract no more no less.
61	1	I wish we had better water pressure in our home.
61	1	I would be willing to pay some additional cost for elimination of "dead" vegetation on the north side of Riverwood Drive between Club Drive and Long Lake Lane and the addition of more flowering plants and shrubs in public areas.
61	1	I would like more spots at beach club. Limited number of people are there in season. Many different ways this could be done. Waiting list is now at 5+ years
61	1	I would like to see armed guards/ more professional uniforms. Why not create a LLC and start our own security company
61	1	I would like to see the golf course open up the clubhouse to the entire community. I am currently a member of the course.
61	1	if I knew what I was paying for I could answer the above questions much better. What is Riverwood development - C and what is Riverwood Development - M. Those two items are the majority of what I pay in Non-Ad Valorem assessments.
61	1	If there is a desire to enhance the community it needs be specifically brought to residents.
61	1	If we had more free entertainment.
61	1	I'm disappointed in this survey. Very difficult to answer some of the questions as some of them ask two things. For example: "Do you believe Riverwood is the premier gated community in the area and our facilities meet your expectations?"
61	1	I'm happy Club Dr drainage is being addressed. I prefer less than an addl \$300/yr for CDD improvements. We have beautiful AC renovations. Maint'ing property values is vital, but excessive fees can impact marketability of homes. Buyers compare fees.
61	1	Im not looking for more amenities. Im looking for responsible stewardship of the infrastructure that we have now. Strong leaders are needed to maintain aging roads, treatment plant, irrigation system and our storm water system and natural areas.
61	1	Improvements can be made, roads, lanscaping, two major contracts to help control fees.

Question	Count	Description
61	1	In the RVs/boats/trailers/cars park, I think if one of them, like RV wanting a dumping station, then they should pay for that not the other parts of the park pay for something they will never use.
61	1	Inflation is real and if you want more you need to be prepared to pay more. New residents are less fee conscious than old residents and unless the leadership of the CDD and RCA provide strategic longterm leadership, Riverwood will not be premier.
61	1	It is getting very expensive to own here.
61	1	Its difficult to comment on willingness to add amenities without knowing what the amenity would be. It's disappointing that Riverwood was not developed where the golf club was not intertwined with neighborhood/membership.
61	1	It's time the CDD Board work for the residents, not their egos. We need the Community to have someone patrolling the streets at night. This would be from nightfall until dawn. You don't need a bigger office for 2 people, no more expense.
61	1	Keep the property in best condition possible. We are a very generously built community and we need to take care of the grounds and ammenities.
61	1	Keep up the great work
61	1	Landscaping service is terrible. I spend money out of my own pocket because the landscaping service we use doesn't do the job. When we moved into Driftwood Pointe, we had a gorgeous front and backyard. It is now disgusting now.
61	1	Last increase was too much for single residents .
61	1	Limited accountability for RCA funds spent.
61	1	Lot of waste, need more consideration for where the money is coming from and how it is spent. Example, building a new gate house
61	1	More safety on the roads is required, CDD or RCA it doesn't matter. Too much speeding above the speed limit. Rolling stops instead of full stops. Or no stops at all. This pertains to outside vendors, visitors, residents, golf carts, bicycles.
61	1	My largest complaint is Landscaping. If you have people doing the landscaping, who don't care because they don't live there you'll get the quality of service we now receive. I don't know the answer to the problem but I've been living with here f
61	1	N/A
61	1	need to find effeciencies
61	3	No
61	1	No increase in fees!
61	5	none
61	1	Not enough attention to costs by the RCA
61	1	not exactly sure how much we pay in annual CDD fees
61	1	Nothing worth having comes free or cheap. We have a great place here in Riverwood, let's keep it that way by investing where needed to maintain and improve for the benefit of all.
61	1	Our HOA increased \$400 quarter which is a lot for our budget
61	1	Our property taxes are up over \$800 for the Riverwood portion. We feel that is exceptionally high. It makes you wonder what percentage of residents responded to a previous survey regarding amenities to incur such a high increase.
61	1	Our taxes have doubled since we moved in and were concerned how high they might get to after lan!
61	1	Overbuilt some things in last expansion.
61	1	No more development until we pay off current debt.
61	1	Please get the hurricane plan improved and updated with info learned by lan, especially when it comes to FEMA requirements for reimbursement
61	1	Poor value for lawn and property maintenance.
61	1	Very poor job done by these people.
61	1	Price to live in Riverwood already high. Tightening of budget should be priority before any raising of fees.
61	1	Purchased into the community because of it being a "GATED Community" and it's "Amenities."
61	1	SECURITY should not be compromised under any conditions, nor labeled an AMENITY.
61	1	RCA costs don't seem to be controlled by the manager or the Board of Directors. Hopefully, the new RCA Board will be more fiscally responsible than the last.
61	1	RCA fees are too high.
61	1	RCA fees are too high. The RCA office is OVER-STAFFED. Especially when compared to when I first moved to Riverwood. The Manager SHOULD cover the Field Manager's duties. At least the field manager position should be elinated.
61	1	RCA fees are way too high. Seems they budget for items, charge the residents then don't do what they budgeted for.
61	1	RCA is useless and \$1000 quarterly fees are wasted money. The RCA manager should be replaced.
61	1	RCA must reduce amount collected annually for their reserve fund.

Question	Count	Description
		RCA should be eliminated
61	1	save attorney fees
61	1	RCA too high.
61	1	RCA waste money, too many employees do nothing for residents, ie, Manager and William with landscaping issues
61	1	RCDD, start respecting the owners and listen to their suggestions. There are people in Riverwood with good ideas and common sense.
61	1	Reasonable
61	1	Reasonable cost for amenities and services. Keep them under control.
61	1	Reduce costs and clubs need to pay for maintenance in terms of user fees
61	1	Regarding the idea we should pay for tennis... One reason we moved here was FREE TENNIS. Pool/croquet/fitness may cost more-per-actual user.
61	1	Non River Run dog owners race down Mill Creek in carts to let their dogs poop while we pay for a dog park.
61	1	regarding the question about paying more to the CDD for enhancements - what kind of enhancements would be possible?
61	1	Relative to newer developments in the area that offer more, our fees are too high.
61	1	Remember most of the residents are on fixed incomes and increases in expenses and fees are unnecessary.
61	1	remember there are a lot widows living here on a fixed income. Keeping the costs down is very important to everyone.
61	1	Riverwood is not a country club. It is a community that provides its own community center and "municipal" amenities. I think it delivers exactly what it advertises.
61	1	Security at the gatehouse. You must cross-reference with the pro shop tee times with outside golfers coming through the gatehouse. Otherwise, potential, thieves, etc can gain access by just saying they are here to play golf.
61	1	Security Comment. Lets find an option for owners that do not keep a car on campus to enter without having to register as a visitor and enter through the visitors entrance.
61	1	We pay the same fees and should have the same courtesies.
61	1	Security is a concern. At the back gate it is too easy for anyone to walk onto the golf course or into the community. Would like to see more actively monitored security at night.
61	1	So worried about the amenities, how about the grounds? much of the landscaping is a mess and needs to be updated and replaced. Damaged street lights need to be repaired or replaced. Common areas need sod replacement. Sidewalks need cleaning.
61	1	Sometimes water bill is questionable. The tax portion seems a bit high as well.
61	1	Stop spending money for things we don't need
61	1	Survey should: (Or we need another survey) Have asked about the service we receive from Brightview.
61	1	Have asked about the service we receive from the staff at Riverwood. (Should also be part of their compensation plan)
61	1	tax bill is getting very high and almost unaffordable for seasonal residents.
61	1	Ten years ago our ad valorem taxes were in the \$800 range per year. With the campus update they have exploded to \$2000 per year.  So much for the proposed campus update that targeted \$300-\$400 added cost per year.  And NO on new "enhancements"
61	1	The campus upgrades are great. However, the daily maintenance, neatness and cleanliness is poor. Some days the campus areas look unkempt like trailer trash. It does not always look first class. Don't need lighting. Very few people use at night
61	1	The CDD fees need to keep pace with inflation and required maintenance of community amenities and facilities. Fiscal restraint is good, but not to the detriment of facility maintenance.
61	1	The CDD upkeep and repair of the pool area is not timely and appears to be below Riverwoods standards, in my opinion.
61	1	The CDD water treatment facility stinks.
61	1	Why not have our potable water supplied directly thru Charlotte county.
61	1	The costs are a bit high. The suggestions we have made should be covered under the current budget
61	1	The current CDD rules are limited to inviting outside visitors to use the amenities only 6 times a year. I am not sure I understand how the 6 times per year is currently policed or regulated.
61	1	The fees we pay for landscaping are extremely high considering that Brightview is not doing a good job. I'd rather pay more to get better service. We spend a lot of time pulling weeds and have to hire outside companies to spray our lawns or re-sod.

Question	Count	Description
61	1	The landscaping has been going down hill for years. We pay too much for inferior work!, I have been waiting since Jan. To have requests filled. My yard is an embarrassment.
61	1	The problems stem from the steady overall decline in the appearance of Riverwood landscape since moving here. We say this while taking into account the damage done by Hurricane Ian, but the problems began prior to the storm. Brightview's NEGLECT.
61	1	The RCA and CDD need to work together in a more professional manner to better address the needs in our community.
61	1	The RCA fees are excessive for the little that they deliver. We all pay for the tennis courts, but the RCA tennis organization is entirely focused on outside leagues. That must stop!!!
61	1	The RCA has no accountability. Yet, no one seems concerned enough to demand significant change at this time.
61	1	The sewer facilities used to stink only at peak "season". Now they stink year round. I would pay more to eliminate the odor emanating from those facilities. It's at least unpleasant for those of us down wind and I'm sure it impacts real-estate values.
61	1	The total amount seems excessive; owners are leaving because of the cost of living here.
61	1	The water bills seem high.
61	1	there is no category for security comments, therefore i would like the golf course to provide a list of all outside golfers coming to play.
61	1	There should be more synergy and savings using the CD and the RCA.
61	1	Unfortunately there are 2 associations
61	1	There should be one entity that owns and manages Riverwood. Not two, the CDD and the RCA.
61	1	There should more communication with residents about issues. There seems to be a lack of transparency at times residents only hear issues if they know someone who is on the various boards. It would be nice if the CDD and RCA would work as a team.
61	1	These questions are too vague to be of any real value. Would I pay more for enhancements? No, without knowing what the proposed enhancements are. Yes If we thought they would add to the attractiveness of the community.
61	1	They are acceptable for what we have, but what we have is 20 years behind the times. Riverwood as a community definitely needs updated with amenities such as a restaurant . Not the golf Club restaurant
61	1	They seem too high. I think our fees have doubled in about 13 years?
61	1	This is my first winter season here. I did not use any of the facilities except for the beach club and since I am a member I do pay for it. Maybe in the future if I use the other facilities I would be willing to pay for enhancements.
61	1	Too much \$ waste. Riverwood pays for cleaning of Fitness Center - NOT CLEANED. Concerned about # of staff, other communities similar size have less staff. Lights on Tennis, Pickle Ball and Pool area on with no one using/ should be on timer.
61	1	Too much is allotted to certain Communities within Riverwood.
61	1	Until the activity center bonds are paid off, there should be no additional plan for adding any facilities that would result in additional bonds or fees. (The original estimates for the center were significantly exceeded. )
61	1	Very happy that the CDD assessment has been kept at a flat rate.
61	1	Water bill is ridiculously high. Sewer fee should be related to water usage. Why did Meter reading change to start read and end read? Used to be actual meter numbers.
61	1	Water bill seems to be going up frequently. Not sure why.
61	1	Water pressure in Sawgrass is still inconsistent even with the additional water line.
61	1	Water seems high for base rate.
61	1	We all pay fees for amenities even though we dont use them and havent for years. Now you tell us that the CDD doesnt pay for what is happening with our property loss,through your fault , because it wouldnt be fair for others to pay for our los
61	1	We are new to the community, so just commenting on what amenities we like & may use. So far, we love the community and hope it remains safe for everyone. Safety is our biggest concern.Thanks....
61	1	We currently have Comcast/Xfinity cable in Riverwood. There is now Blue Stram which is a fibre optic system with a flat monthly rate for streaming TV at a flat rate of \$70.00/mo
61	1	Hérons Glen has the system and Oyster Creek in process of installation.
61	1	We have called about issues with the pool and hot tub and gotten very abrupt and sometimes not factual responses. The communications with the residents could be enhanced from both organizations.
61	1	We have to pay whether we agree or not but it would be nice to stay where they are or reduced some day.
61	1	We have too many employees
61	1	We lack experience with other comparable developments to allow us to judge or compare our costs/amenities.
61	1	We MAY be willing to pay more for some CDD enhancements, but only after hearing the proposed enhancements and associated costs.
61	1	We lost over a Million dollars because those in charge were not aware of the FEMA rules. That is NOT an acceptable excuse. You should have been aware of the details because it is not a question of if a Hurricane will strike it is when.

# **Question 61 & 62**

Question	Count	Description
61	1	We need better security back gate. Front gate needs to have list of golfers who enter Riverwood each day, similar to Heron Creek.
61	1	We pay double fees to live here
61	1	We pay too much to Brightview for the poor service quality and price gouging that they did during hurricane Ian. Did we get a credit for regular services that they didn't perform or deferred during Ian cleanup (ie. weeds and grass cutting).
61	1	We pay way too much .
61	1	We purchased in Riverwood because of the park like appearance and amenities. We think the current HOA fees are balanced with what Riverwood offers. We are not interested in increased HOA fees.
61	1	We should wait a few more years before adding additional expenses. IAN has created a lot of additional expenses to a great number of home owners thus it might be wise to wait.
61	1	We would appreciate more transparency and detailed minutes from the meetings, not just "we discussed..." The minutes should document the discussions and be shared with all residents.
61	1	We would like to know who is damaging the back gate and see proof that they are paying for it.We want to see the results of this survey and how they are being used.Thanks
61	1	We, like the rest of the world, keep getting less for more.
61	1	What enhancements are we talking about here? Who benefits? Question is too open ended. Each "enhancement" Should be reviewed on it's own merits, location and costs.
61	1	What is planned to be done with all the storm damaged and removed trees and shrubs? Will they be replaced? When?
61	1	Why can't the CDD and RCA work together for the good of the community.
61	1	Why is the RCA continuing to hold an excessive amount of money in reserves, above what the auditor stated was needed? Yet they continue to increase assessments from residents every year, leaving neighborhoods without room for improvements they need.
61	1	Why would you want to raise CDD tax bill when you just increased our Master association fee.
61	1	With Millions in the reserve fund...no additional money or fees should be needed to take care of Riverwood. We are currently being over charged every quarter. The reserve fund is not Riverwood money it's the home owners who have been over paying.
61	1	With the increase in reported security issues in the neighborhood, recommend adding a security car to be parked at the security gate house when not in use. To keep cost minimal, have the car manned by community (certified) volunteers' random patrols.
61	1	Would be more willing to pay more for CDD community enhancements if I knew what they were and deemed them to be worthwhile.
61	1	Would like to be able to pay bills online without the added surcharge.
61	1	Would like to see fees reduced if possible
61	1	Would like to see the covered area be turned into a dining / restaurant area.
61	1	Would need to establish a committee to decide on enhanced facilities not the CDD.Would like to see the FOUNTAINS turned back on and maintained as this was never brought to the community for opinion.
61	1	You are asking if we are willing to pay more. Before we can answer that we would like to know what your plans are.
61	1	You are not giving "not sure" as an option to these questions.
61	1	You have good employees who work very hard on a daily basis. Thank you.
61	1	You really like to add staff and they love to send out e mails !
61	1	What are you all trying to justify ?
	<b>199</b>	<b>Total Responses for question 61</b>
		<b>62. Any comments about the financial management of the CDD?</b>
62	1	I know you are not asking about our HOA fees but like everyone I speak with my biggest complaint is about the poor quality of work we get from Brightview! And we are stuck with them because of the contract.
62	1	We need more cooperation between the CDD and the RCA
62	1	5 years without an increase, shows good discipline and excellent management.
62	1	Adequate!
62	1	Again, I will strongly urge the CDD and the RCA to "play better together in the sandbox". In the 7 years I have lived here, the relationship between you and the RCA has been in steady decline, culminating with Ian. GET YOUR ACT TOGETHER!!!!
62	1	All good..
62	1	Appears to be sitting on a lot of excess cash. Should be at a more reasonable level and excess used to upgrade areas.
62	1	Appears to be well budgeted and managed. Would like the RCA to be absorbed by the CDD.
62	1	AS far as I know CDD fees are okay.
62	1	As long as no one is robbing the bank, I guess the managers are doing an OK job.
62	1	Basically, I think CDD is well run

# Question 62

Question	Count	Description
62	1	Be more efficient with the expenses.
62	1	be respectful of our money and keep fees as low as possible while keeping Riverwood beautiful
62	1	Best I've seen in my 12 years in Riverwood
62	1	Best we ever have had.
62	1	Better get to know the rules of FEMA, so we don't cost ourselves money when there is another hurricane or toranado. Hire a consultant to review what Riverwood should be or become after thirty years. Thanks for taking the survey to bad you limi
62	1	Both boards need to have RIVERWOOD as their primary goal...and this self serving agendas and stupid power struggles need to stop. Start doing your JOBS!!!!
62	1	CDD handled the financial part of Hurricane Ian very poorly. We lost a million dollars of FEMA money due to CDD's incompetence. Unacceptable!!
62	1	CDD seems pretty well run - thank you!
62	1	CDD spends money with insufficient due diligence.
62	1	Costs are scrutinized with the objective of keeping residents taxes as low as possible
62	1	could be better communication/cooperation between CDD and RCA it doesn't have to be a competition
62	1	Current board is doing an excellent job of staying within budget and keeping costs at an acceptable level.
62	1	Cut costs
62	1	Damage from Hurricane Ian increased everyones HOA fees, insurance costs, home repair, etc. Also, Campus was just improved/expanded. Costs keep going up and economy is not good. Please have consideration for retirees with limited income.
62	1	Decisions made should involve quality and price
62	1	Landscaping recovery costs should be included in the normal yearly budget .. reserves should be used
62	1	DO NOT BUY THE GOLF COURSE!
62	1	Do not have confidence in management of cdd or rca. Difficult to agree to spending more resources when there is doubt in management of existing assets. It seems we pay top dollar for maintenance and improvements and do not receive the best quality.
62	1	Do you really listen or is your mind already made up ? Think about it !
62	1	Excellent financial management by the CDD.
62	1	Excellent job, CDD!
62	1	Exceptional.
62	1	Fees for the RV park have gone up considerably more than actual expenses. Where is the money going???
62	1	Financial management of the CDD has been good, especially getting rid of Severn Trent. Bringing more service inside will always be cheaper. Is the CDD pursuing unpaid utility bills with diligence?
62	1	Flat annual fees are not sustainable. Budgets and reserves are critical to overall management.
62	1	For past few years, best committee we've had in the 17 years we've lived here.
62	1	Future of the development depends on the investment today to maintain and improve property values. Also to stay competitive with newer communities offering more social opportunities. Recognize that you are not competing locally but all through SWFL.
62	1	Generally speaking the reserves prior to Hurricane Ian seemed to be handled very well. However, we are concerned with the extra expenses with the aftermath of the hurricane.
62	1	Golf course needs to get on board for safety and access. I play several gated golf course communities in southwest Florida and all but Riverwood require that the golf course provide a list of golfers to the gatehouse in order to gain access.
62	1	How about a survey to gauge the resident satisfaction with the overall management and governance of the CDD. You should be ashamed of the way you conduct yourselves in meetings. There appears to be a complete lack of competent leadership among you.
62	1	I am a widow on a fixed income. Please do not raise fees that will cause me to have to move.
62	1	I am concerned with how the cdd interacts with the rca....something is wrong and it doesn't seem like there is cooperation for improvement....why is that?????
62	1	I am not aware of this management.
62	1	I appreciate your fiscal conservative spending .
62	1	I believe the financial management of the CDD have done a good job.
62	1	I believe we Staff could do a better job of maintaining the vegetation at Riverwood. I do not feel we get a favorable response from grounds staff when an issued is identified. For what we pay, we should be received better by staff.
62	1	I dont know a lot about the CDD budget but it seems there is a whole lot of money collected from our property taxes to run a community that doesn't have to support fire, police, ambulance or other city services. Should have pretty healthy budget.
62	1	I feel that the CDD needs to do a little research among the other gated communities in this area. many of them offer more and cost less. I think we can find ways to reduce cost. how's that?



Question	Count	Description
62	1	I feel the tasks that the CDD have taken on and taken back have saved many dollars, which I'm thankful for.I look forward to the same physical spending in the future.Thanks
62	1	I Hope a master strategic plan can be put in place to ensure the problem we had with a lack of reimbursement from hurricane damage can not happen again.
62	1	I know fiduciary responsibility is uppermost in most of your minds. Be careful of doing things on the cheap and neglecting maintenance that will cost future residents.
62	1	I like it!
62	1	I live in Willow Glen. Right now we are dealing with insurances, losses ans special assessments to get back to the pre hurricane conditions. The hurricane hit all of us financially hard. We have no idea when our houses will be repaired again.
62	1	I still consider Riverwood my paradise and I feel sad because it seems like we are not receiving the quality care of living in a community that we deserve.
62	1	I think it's good, but it might be nice to eventually pay of our bonds.
62	1	I think that the Finances are well in hand
62	1	I think the CDD management needs to make it their priority to maintain what they are doing now for the good of the whole community. Making changes to your office does not help anyone and Im not interested in paying for your selfishness.
62	1	I think the finance committee is doing an outstanding job!!!!
62	1	I think the people on the RV Park waiting list should pay for the upgrade to the newer spaces not the people who already have a spaces.
62	1	I think the RCA is much more responsive and is willing to listen to ideas submitted by members compared to CDD. think CDD should not increase their scope of management.
62	1	I would agree with some enhancements but for the timing. With increased prices generally due to inflation and the recent hurricane, it is difficult to vote for increase on amenities.
62	1	I would just like to see the PIPs -â€œpreviously important peopleâ€œ actually listen to each other instead of always needing to stroke your egos by creating this and that and the next argument
62	1	I would like to see our fees to go down .Money is very tight .I am tired of paying and paying more .Our Community is getting ild now .There are so many new communities.less fees and more Activities.Remember we are not an old person community.
62	1	Im not impressed.
62	1	I'm not involved
62	1	I'm not sure why we need two different governing boards
62	1	In general, management does a very good job of keeping our best interests in mind.
62	1	Incompetence
62	1	Inspect all work performed and receive Board approval for payment before paying contractors.
62	1	It has improved greatly in the short time I have lived here, especially in the last couple of years
62	1	It is a mystery??? Do we get a statement from either group?
62	1	It seems you want to ask for more money from us to spend on items when we just went through a major renovation. Non tennis players should not pay for a tennis pro. Don't mind paying for the courts. Please work harder on getting along with the RCA.
62	1	It sucks
62	1	It would be ideal to have a restaurant/bar and convenience store on campus that would help fund the CDD and lower our annual fees.
62	1	Keep up the good work. Thanks for your efforts.  I could expand my comments above but only get 250 characters.  Regarding the dogs being taken to the River Run Cul-de-sac, many people have speed enhanced carts. This traffic is noisy and dangerous.
62	1	let in more tennis players to make more money
62	1	More accountability for employees, board members when mistakes are made. Example, Hurricane clean up
62	1	More accountability for staff and board members
62	1	More transparency
62	1	More transparency as to the CDD budget - perhaps sending it out via email
62	1	NA
62	4	No
62	1	No increase in fees!
62	5	none
62	1	Not at this time
62	1	Not enough knowledge to answer.

Question	Count	Description
62	1	Not great. Seem to throw a lot of money away. The BrightView level of service is poor and why should they care as they have a 5 year contract. Golf course needs to address a lot of dead trees in their unmaintained areas which are safety hazards.
62	1	Ok
62	1	Overall I would give the FM a 7 out of 10. We old senior residents quite often reminisce about the fun times we used to have at the clubhouse and how it enhanced our sense of community. Membership there now is a status symbol and divisive, to bad!
62	1	Overstaffed for the service we get
62	1	Perfect.
62	1	Please work together for the better of the community!!!
62	1	Please, no new projects that incur more debt. Stay within annual budget allowance when improving or enhancing to beauty of Riverwood.
62	1	Reasonable cost for amenities and services. Keep them under control. Glad that boards are residents.
62	1	Right now, the Pickleball courts are lighted throughout the night. They need to be switch controlled so that the lights are on only when they are in use.
62	1	Riverwood is a beautiful community. We feel safe here, except for walking on Marsh Ridge. Too many close calls. 4 neighborhoods empty out on that road. Brightview trailers make passing dangerous.
62	1	Seems silly to have two entities to pay and manage. Let's merge to one.
62	1	Seems that many times decisions are already in place, by CDD, to add, discard or change entities without REAL input from the residents; suggestions often disregarded by the board prior to board vote.
62	1	Seems to be about right for what they do. I wish the CDD and RCA worked much closer then they do now.
62	1	Some of the staff has a bad attitude, with out the residence they wouldnt have a job.
62	1	Spend the money to do the above! I am not in favor of small fix for large need items.
62	1	Stop fighting with RCA. And share expenses
62	1	Thanks to John for all of the cost savings he has brought to the community. The RCA manager and staff needs to be paying attention.
62	1	The "joint" meetings for CDD/RCA were quite disappointing. The facilitator for the CDD was so rude to the residents who attempted to ask questions. It became a worthless meeting.
62	1	the bottom line is cost but this must be shared by all regardless CDD or RCA after all a ROAD IS A ROAD you can do this together
62	1	The CDD appears to believe that the taxes we pay belong to them. They dont. They belong to all of the residents of Riverwood and all neighborhoods should be treated the same.
62	1	The CDD is doing a great job with the finances.
62	1	The CDD is like a business. Make good decisions for our residents. Use common sense in all you do. Shy away from debt. Stay fiscally responsible and we'll be just fine.
62	1	The CDD owns 5 feet of land between our property line & a pond. Since the CDD has not maintained its property, it has totally disappeared & is now taking our property. You have been negligent in maintaining your land, now we must spend thousands.
62	1	The CDD should always look at way to cut costs first. There are always ways to do this. Until this is done they should never look to increase fees.
62	1	The challenges of the rcdd and the RCA or parental all residents and are literally atrocious. It is inconceivable that this highly complex and difficult to understand situation exists and that the working relationship between the two bodies is
62	1	The financial condition of the CDD is unclear to us
62	1	The financial management process lacks transparency and process. Spending priorities float around based on the the makeup of the board supervisors. There needs to be a longer term strategic vision to measure short term project priorities.
62	1	The financial statements included with the monthly Minutes of Board Meetings are obtuse, unreadable (some literally) and useless. Consider quarterly simplified summaries.
62	1	The Financials should be posted on their website. It seems they are hiding expenses. The RCDD is government and all meetings with 2 or more officers is a violation of the sunshine law. This happens with this board quite a bit. Advertise meetings.
62	1	The maintenance or lack thereof of our ponds is awful CDD owns the property but expects homeowners to be responsible for erosion control Don't think that would stand up in court where damage occurs to homeowners property due to lack of diligence c
62	1	There is still a lot of work that needs to be done as a result of the hurricane. Our neighborhoods are not a beautiful as they once were. CDD has a big role to play in restoration and that does not seem as transparent as it could be.
62	1	There should not have been a dispute about hurricane cleanup.
62	1	This appears to be a leading question, and is above the pay grade of the common resident.

Question	Count	Description
62	1	Use funds you have for intended purpose. Re: security, the gate house has not been able to control trespassers. As we are paying for 24 hour security we need to receive 24 hour security!!!
62	1	Very happy with it.
62	1	Very impressed with clean up after Hurricane
62	1	Very much appreciate the good job they have been doing. They take security seriously, did a great job during the hurricane, and have attempted to hold the line on the ridiculous notion that non-Riverwood residents should be allowed unfettered access
62	1	Was the latest increase in Master association bill and one time increase to cover hurricane damage? Would like to see the Master association bill return to pre-hurricane.
62	1	Was this survey created by a reputable company with survey expertise to prevent bias? The Gatehouse app frequently does not work, making its use difficult.
62	1	We appreciate the CDDs efforts to be good financial stewards. While recognizing, I dealt a blow to landscaping projects, more definitely needs to be done to restore landscape especially in neighborhood common areas, e.g. Fairway Lakes.
62	1	We are in our 80's and have owned our home for over 25 years. It seems we have a lot of younger residents who have not been affected by inflation impact on their fixed income who cannot stand not spending more.
62	1	We love Riverwood! It's a clean well maintained community. It's nice to send surveys and get input! It's a pretty safe place and look forward to new gate access and exit procedures
62	1	We spend too much for administration
62	1	We think they have done a good job managing finances and emergencies. Also keeping up with maintaining and repairing our community.
62	1	Well done by present board.
62	1	Whatever the dispute between the CDD and RCA is, it needs to be solved.
62	1	WISH THE TWO WOULD WORK TOGETHER RATHER THAN SQUABBLING OVER POWER.
62	1	Work better with RCA for the betterment of the Riverwood residents!
62	1	Would like to see monthly financial reports posted
62	1	Would love to see a fountain with lights in the pond that is seen when entering our community. Just some simple beautification in general. Additional street lamps on roads, more plantings. I also would be willing to pay up for these beautifications.
62	1	yes reserve amount is too high
62	1	Yes! The CDD needs to not spend more money than necessary to maintain the Riverwood property.
62	1	You appear to spend time judging the costs of maintaining the community and try to balance facilities with affordability to the homeowner.
	<b>146</b>	<b>Total Responses for question 62</b>