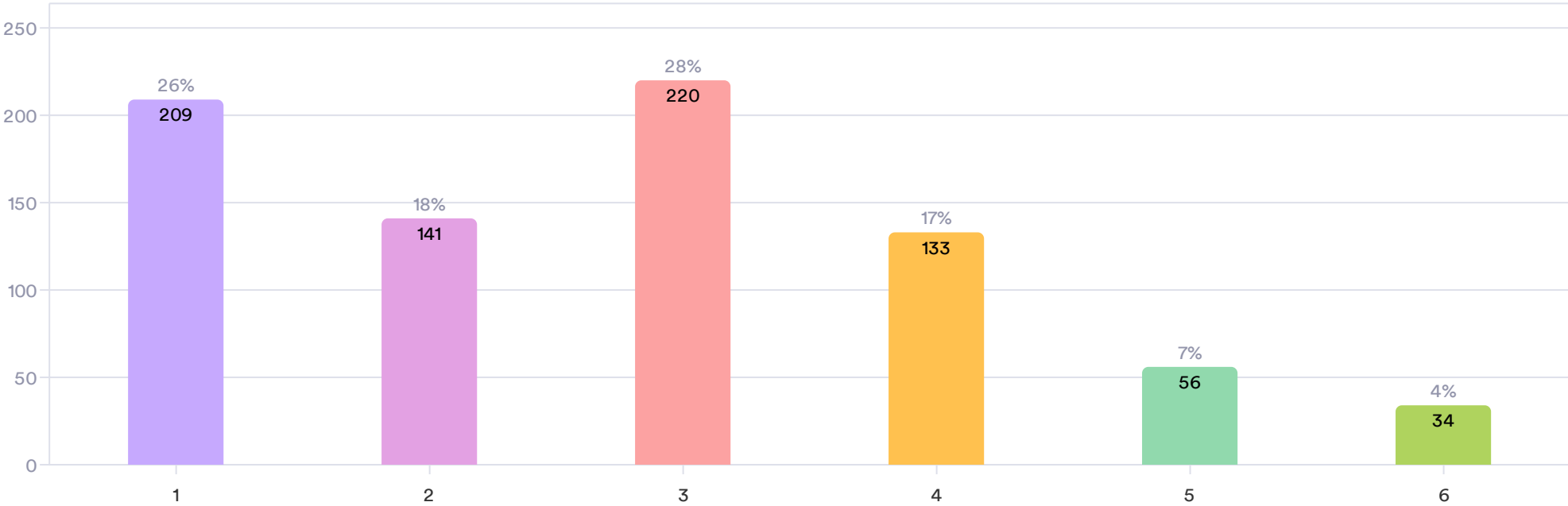


United Mutual 2024 Survey

Results 7-12-24, 798 total responses

1. What gate is closest to your manor? Gate No. ____

793 Responses

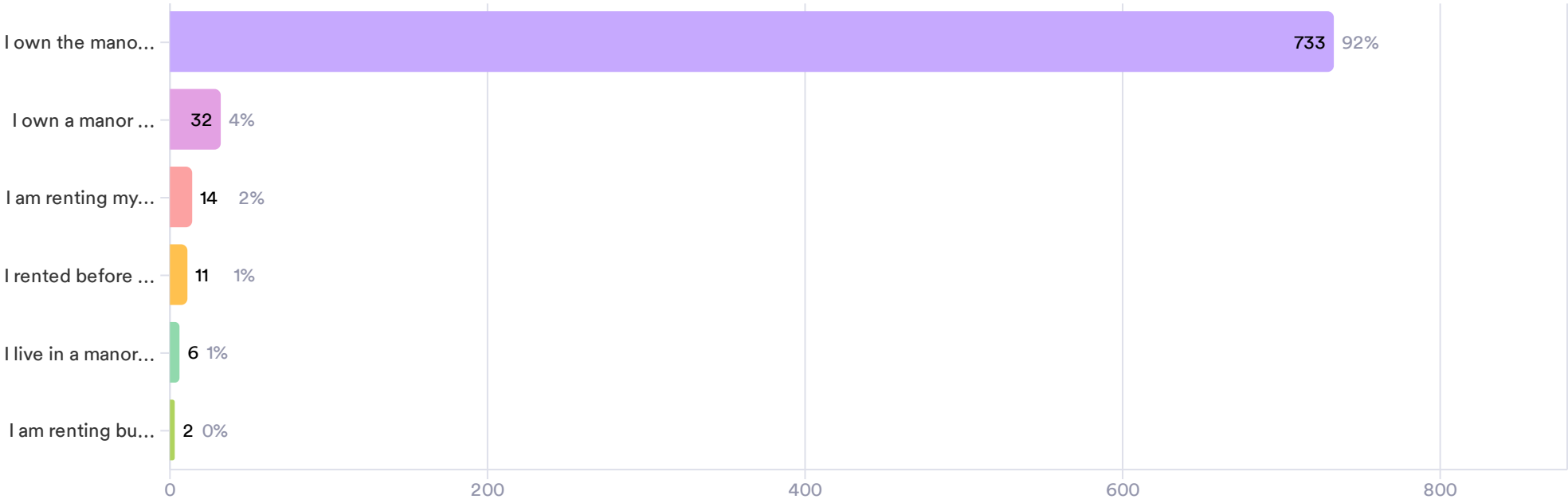


Data	Response	%
1	209	26%
2	141	18%
3	220	28%
4	133	17%
5	56	7%
6	34	4%

5 residents answered incompletely and are not included in the total count of responses for this question.

2. Specify your ownership status.

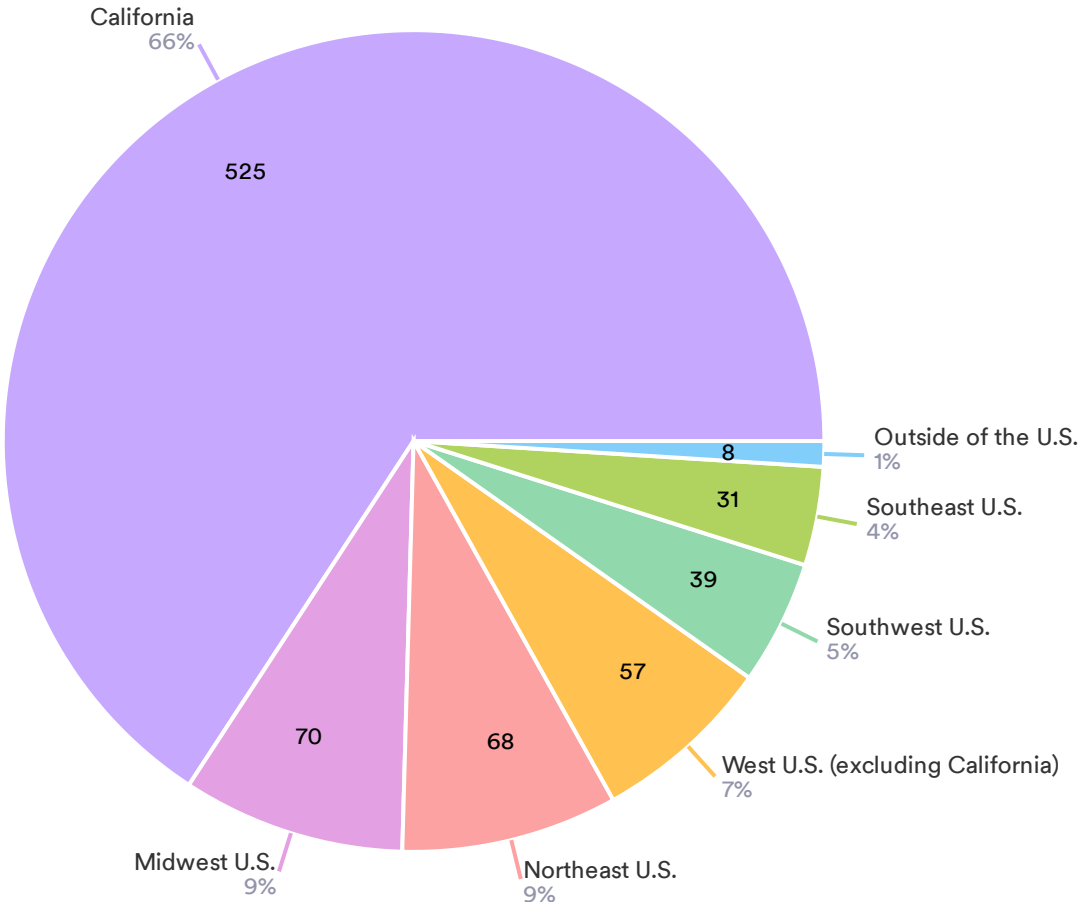
798 Responses



Data	Response	%
I own the manor I live in	733	92%
I own a manor but live outside of Village	32	4%
I am renting my manor	14	2%
I rented before buying my current unit	11	1%
I live in a manor owned by friend or relative	6	1%
I am renting but plan to buy	2	0%

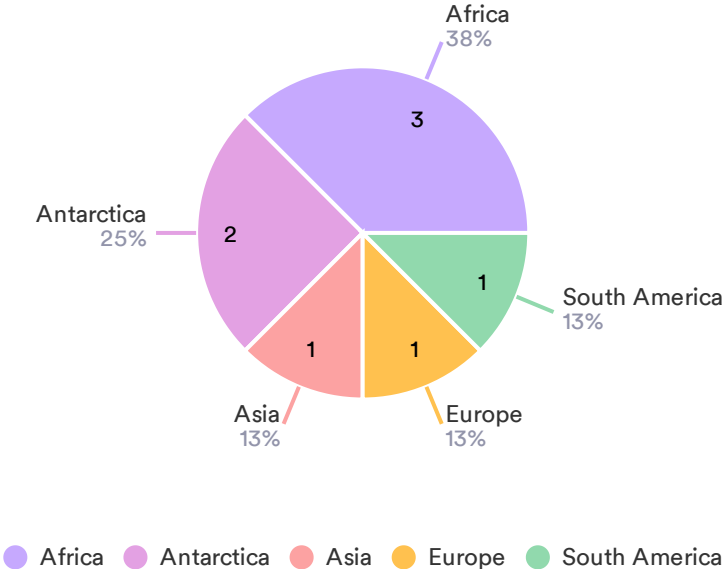
3. Where did you reside before moving to the Village?

798 Responses



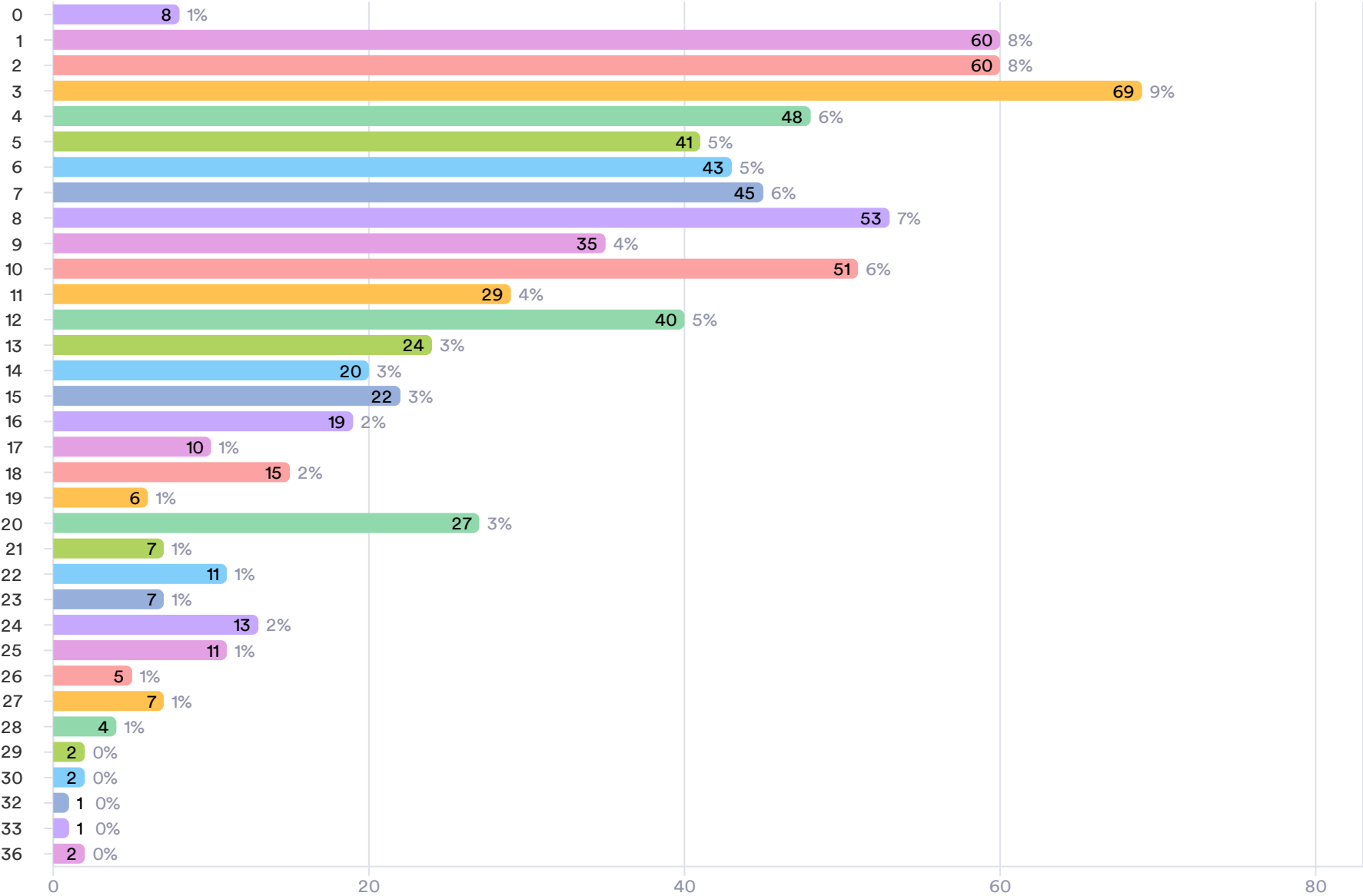
Where outside of the U.S.?

8 Responses- 790 Empty



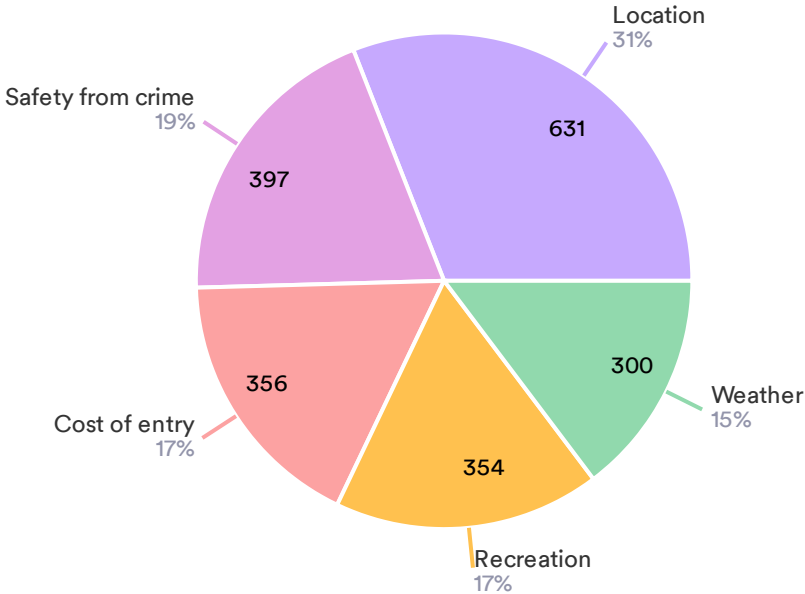
4. How many years have you lived in Laguna Woods Village?

798 Responses



5. Select up to three factors that were most important in your decision to move to Laguna Woods Village.

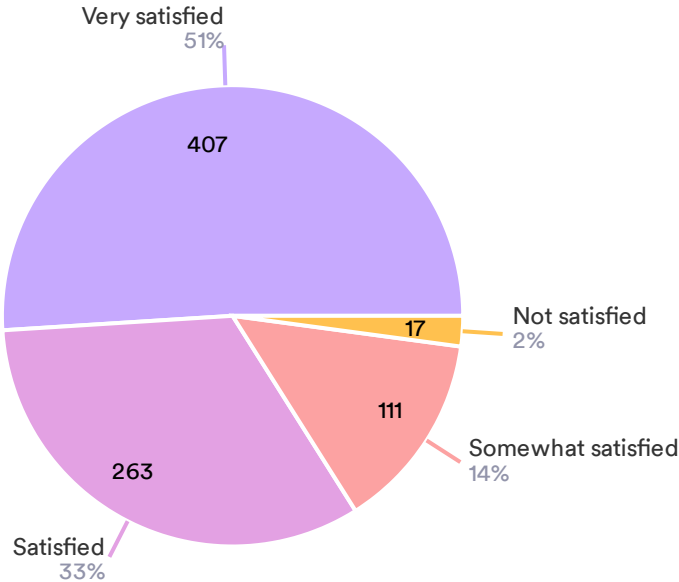
2038 Responses



Data	Response	%
Location	631	31%
Safety from crime	397	19%
Cost of entry	356	17%
Recreation	354	17%
Weather	300	15%

6. All things considered, how satisfied are you with your move here?

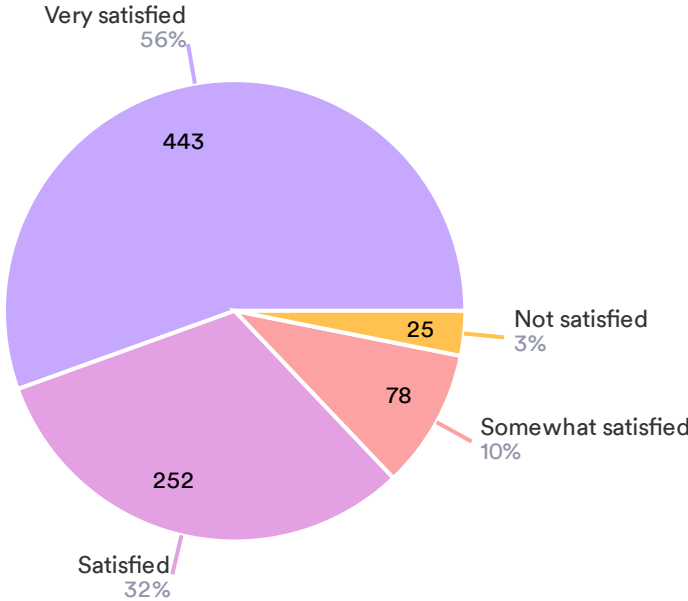
798 Responses



Data	Response	%
Very satisfied	407	51%
Satisfied	263	33%
Somewhat satisfied	111	14%
Not satisfied	17	2%

7. How satisfied are you with your neighborhood as a place to live?

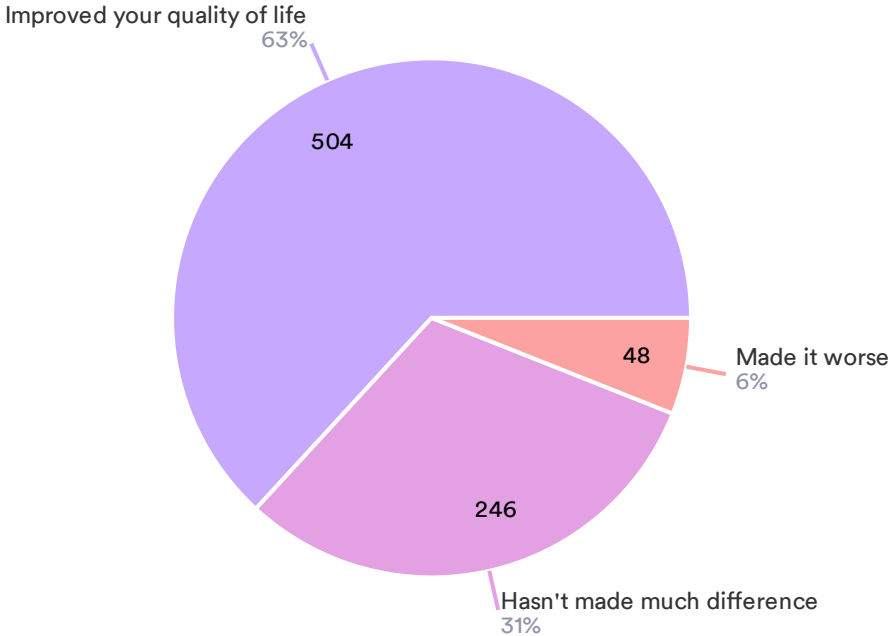
798 Responses



Data	Response	%
Very satisfied	443	56%
Satisfied	252	32%
Somewhat satisfied	78	10%
Not satisfied	25	3%

8. Compared to the last community in which you lived, would you say that moving to Laguna Woods Village has:

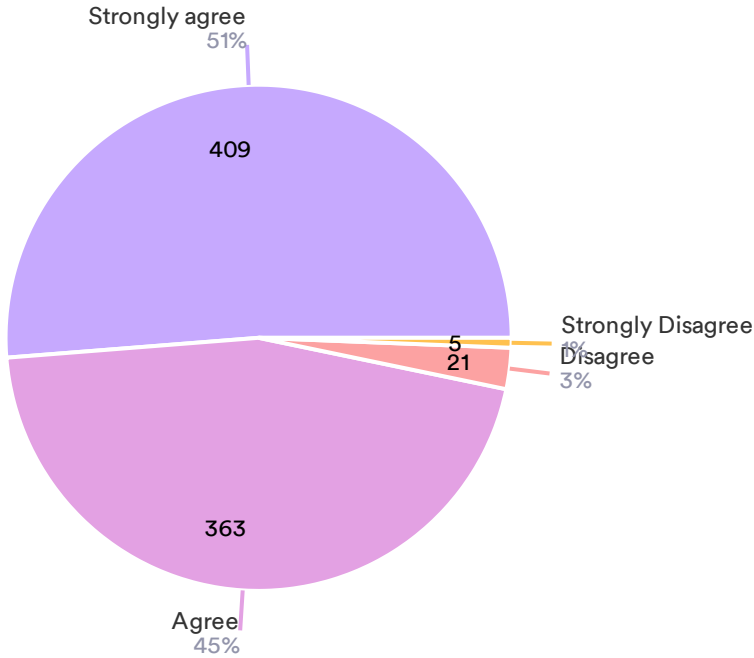
798 Responses



Data	Response	%
Improved your quality of life	504	63%
Hasn't made much difference	246	31%
Made it worse	48	6%

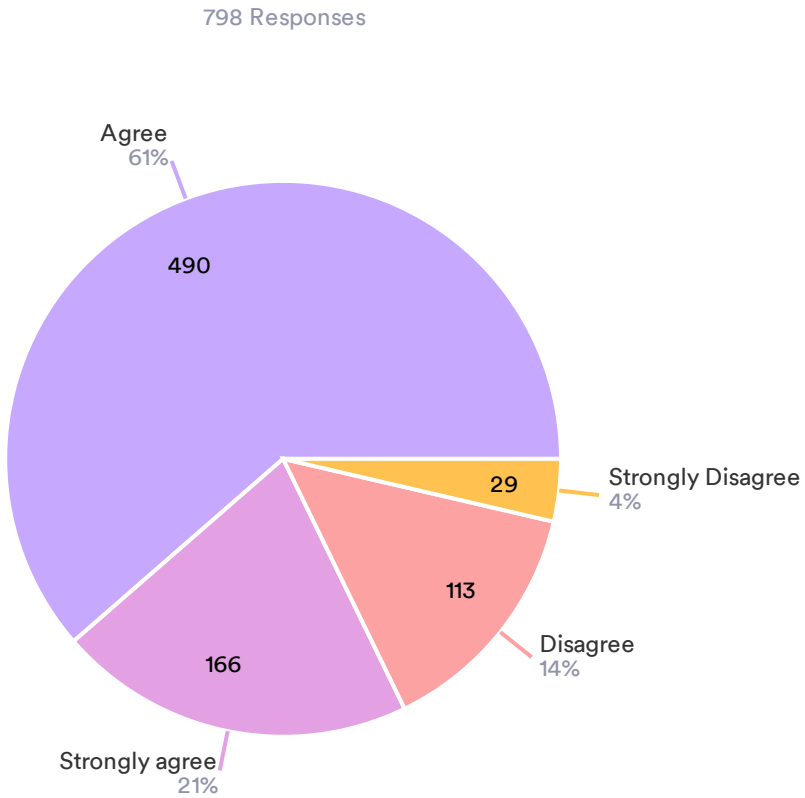
9. Laguna Woods provides a safe and secure environment.

798 Responses



Data	Response	%
Strongly agree	409	51%
Agree	363	45%
Disagree	21	3%
Strongly Disagree	5	1%

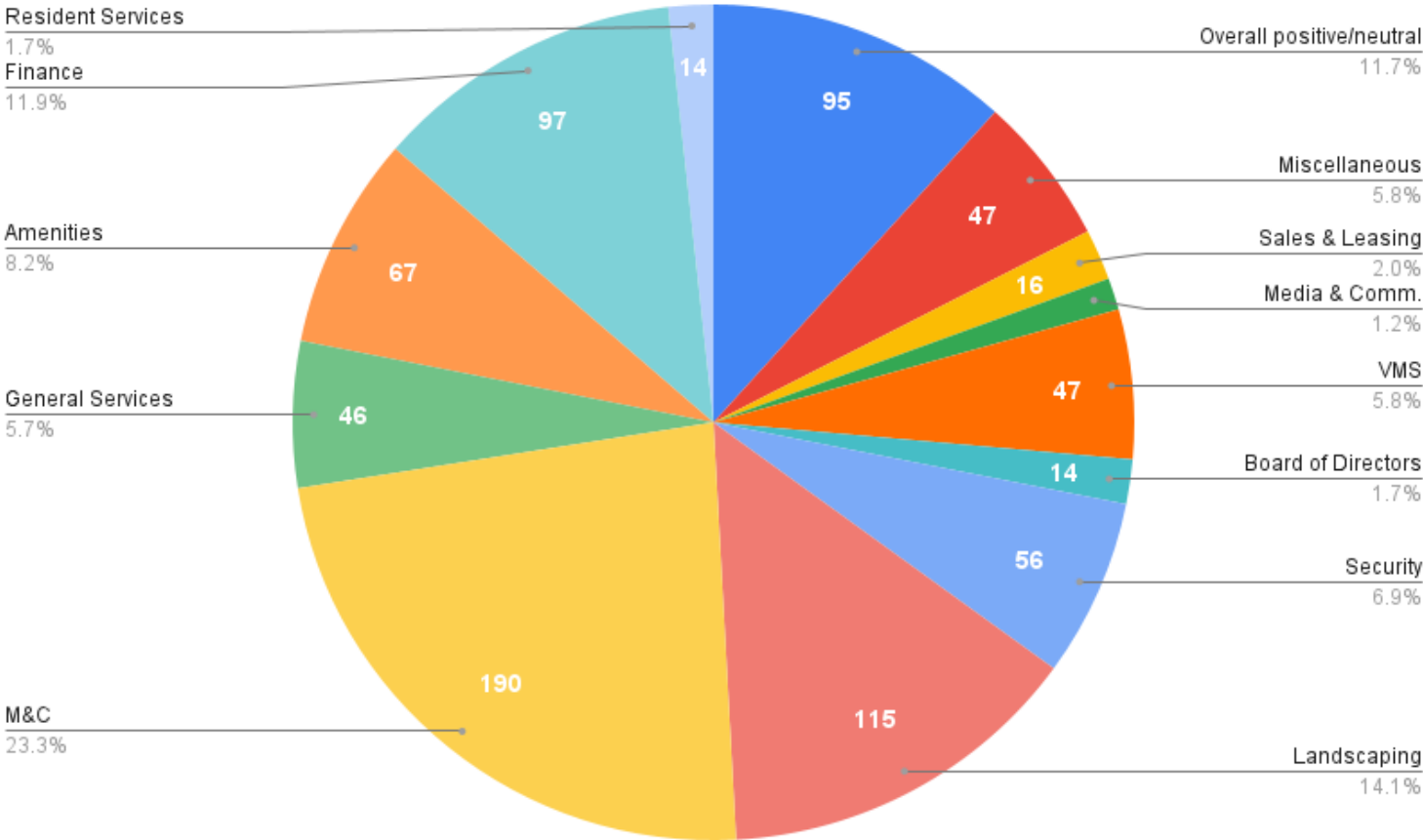
10. Generally speaking, I am satisfied with the management of this Village’s service programs and amenities.



Data	Response	%
Agree	490	61%
Strongly agree	166	21%
Disagree	113	14%
Strongly Disagree	29	4%

11. If you could make one change to Laguna Woods Village, what would that be?

798 Responses



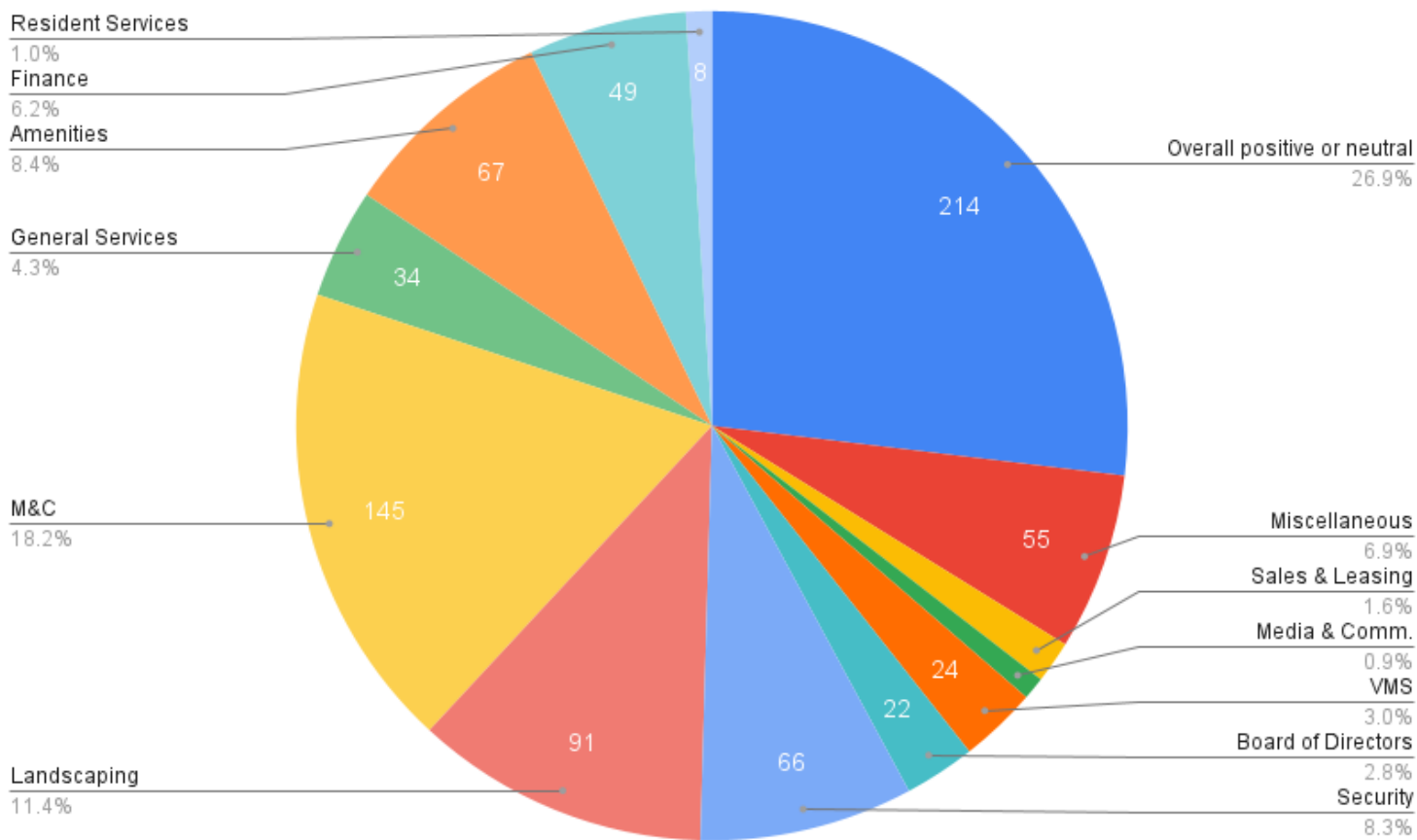
Common concerns residents had/changes they wanted to see included:

- Better communication and responsiveness from staff
- Improvements in speed of maintenance and repairs
- Comprehensive and diligent landscaping maintenance
- Greater transparency from VMS and the board of directors
- Increased security measures as well as stricter traffic enforcement
- More frequent custodial services in common areas
- Increase in recreation amenities including public gathering spaces
- Lower monthly assessments

814 Total concerns

12. If you could make a second change to Laguna Woods Village, what would that be?

798 Responses



Common concerns residents had/changes they wanted to see included:

- Delayed responses to service requests, advocate for better maintenance standards
- More frequent custodial services in common areas
- Retain affordable internet and cable services
- Training for employees to ensure friendly, consistent and responsive communication
- Increase in cost efficiency by charging for specialized activities like golf and the Equestrian Center
- Maintain low assessments
- Increased transparency in board operations
- Increase patrols, security camera installations, enforce rules, gate access protocols, and handling of compliance issues
- Quality of landscaping services

13. What is it that you enjoy most about living here?

496 Responses

Best Response

Various special interest clubs

48%
Percentage

496
Responses

Data	Response	%
Various special interest clubs	238	48%
Athletic activities	186	38%
Classes	44	9%
Workshops	28	6%

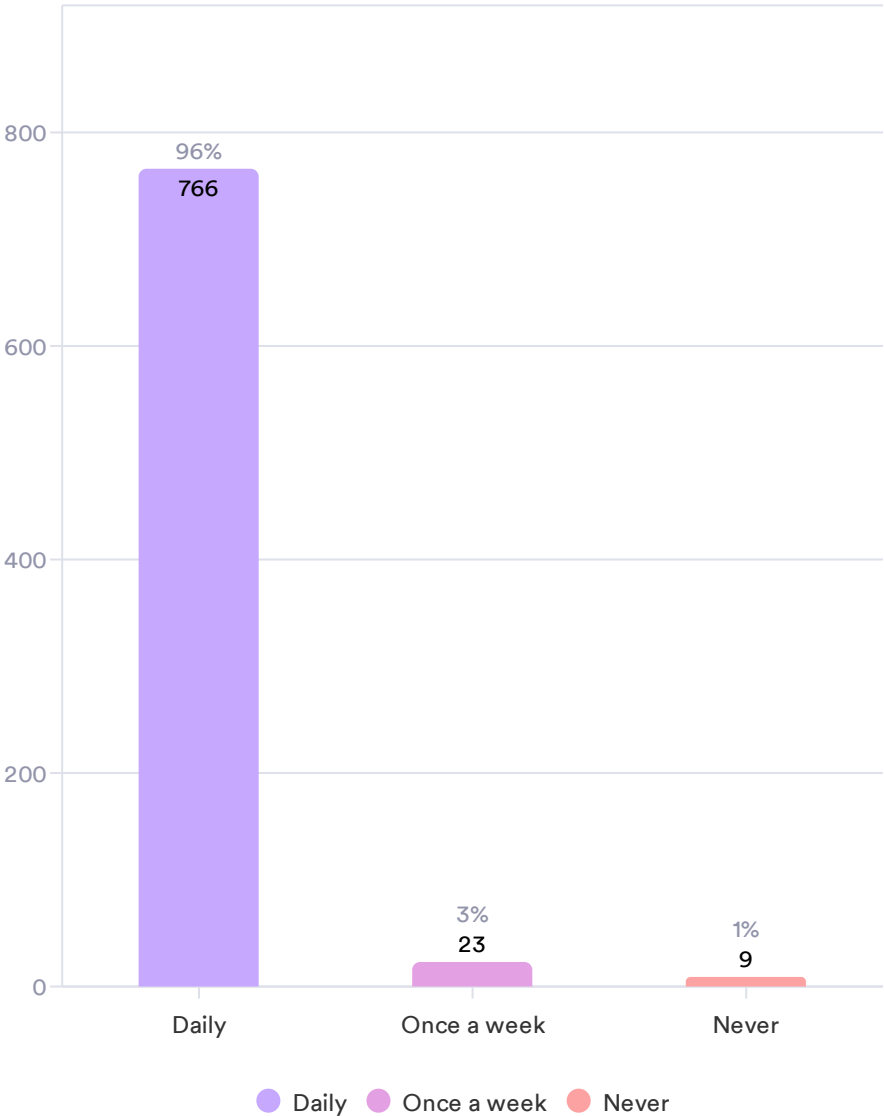
Residents also chose to write in other responses, which included:

- Location
- Beautiful landscaping
- Peace and quiet
- Proximity to family, friends, good neighbors
- Security and safety
- Variety of amenities

872 Total Answers

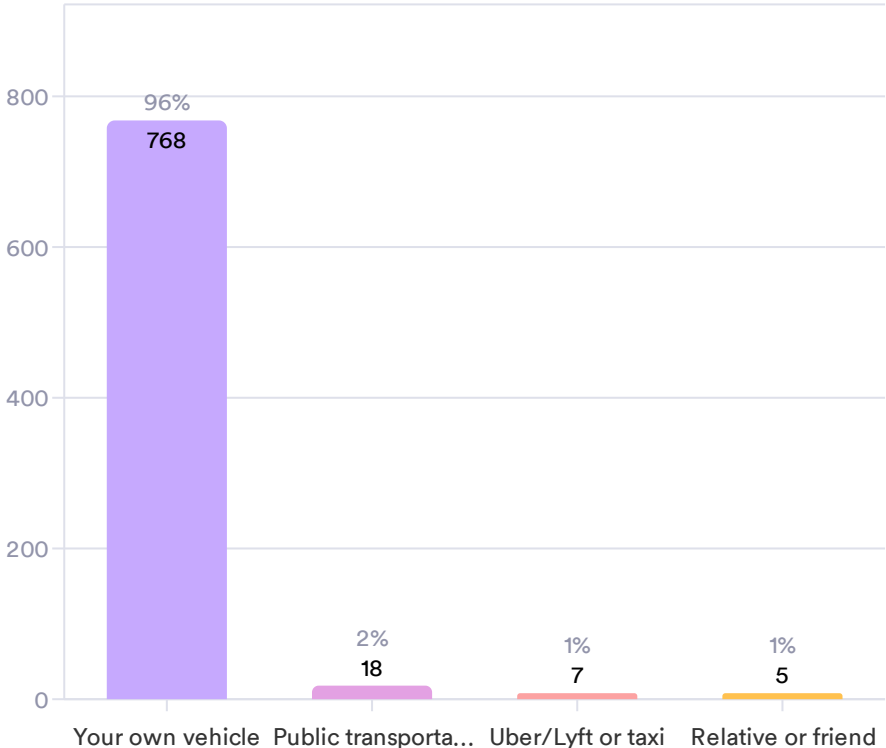
14. How often do you access the internet?

798 Responses



15. What mode of transportation do you use the most?

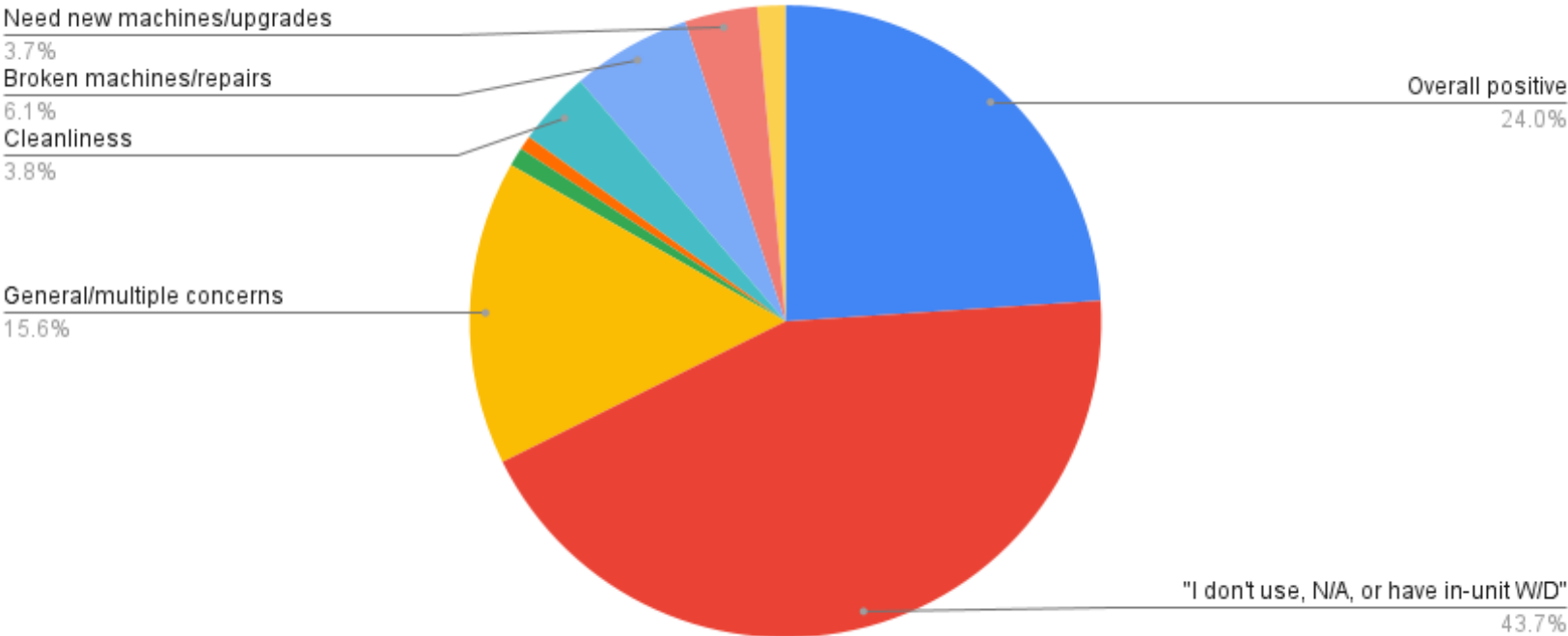
798 Responses



Data	Response	%
Your own vehicle	768	96%
Public transportation such as t...	18	2%
Uber/Lyft or taxi	7	1%
Relative or friend	5	1%

16. Briefly share feedback on all aspects of the mutual's laundry rooms.

798 Responses

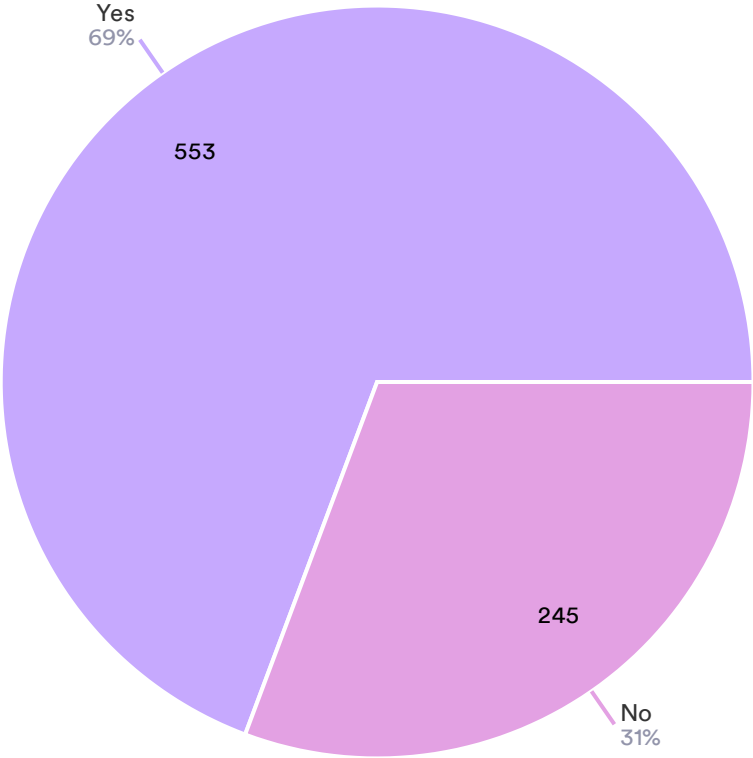


Frequent comments residents had/changes they wanted to see included:

- Some residents did not use the laundry rooms but found it convenient for washing larger items
- Others said the laundry rooms were adequate, clean, affordable, and good to have as an option
- Payment methods should be modernized into credit cards or pre-paid cards
- Machines were often broken or outdated and repair times are slow
- Complaints about dirty floors, counters, unsanitary machines, infrequent cleaning and coyote presence
- Non-residents misusing facilities
- Theft, residents leaving unwanted items or leaving clothes unattended for long periods of time
- Need for painting, floor resurfacing, and window repairs
- Not enough washers/dryers to meet demand and the machines are too low to the ground. Leaking washers create slip hazards.

17. Would you like the boards to work toward speeding up the epoxy lining waste and water lines programs?

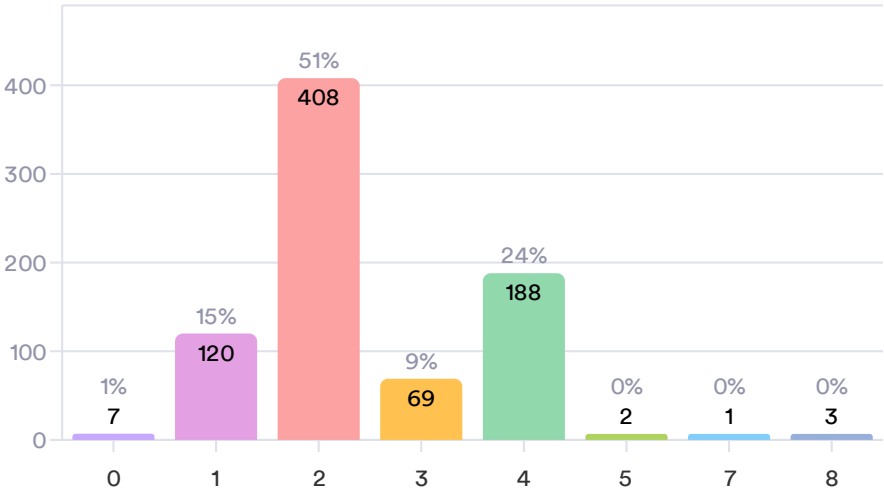
798 Responses



● Yes ● No

18. How many times a month would you like landscaping crews to service your area?

798 Responses



Data	Response	%
0	7	1%
1	120	15%
2	408	51%
3	69	9%
4	188	24%
5	2	0%
7	1	0%
8	3	0%

19. With increased service comes increased cost. Is that acceptable?

798 Responses

