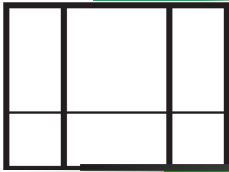


Design Review Survey

Initial results and conclusions

CAHH Membership Meeting

April 10, 2007

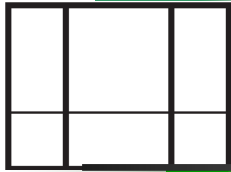


Background

In January 2006, the CAHH Board formed a Special Design Review Committee (DRC) to review the community's design review guidelines and practices

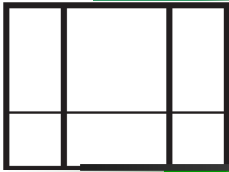
■ The Special DRC's objectives are to:

1. The Committee shall **evaluate the existing DRC Guidelines to determine if the DRC Guidelines should be amended to address with greater specificity the permissible scope of house additions and the complete teardown of a house.**
2. The Committee shall **work with the CAHH Board to hire legal counsel** to provide an opinion concerning: (i) whether pursuant to the existing covenants and/or the DRC Guidelines the community can legally prohibit "teardowns" of houses; (ii) whether the covenants can be changed to prohibit "teardowns". Depending on the cost of legal counsel, approval by the General Membership may be required.



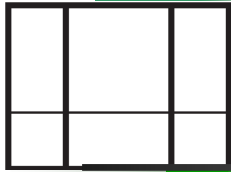
Background

- The Special DRC's objectives are to:
 3. The Committee shall **review and make recommendations, if necessary, concerning the DRC's procedures.** This review shall include, but not be limited to, procedures for communicating information concerning proposed renovations to immediate neighbors and the community as a whole and when recusal or other similar action by a DRC member is appropriate. With respect to communication issues, the Committee should consider the stage/point during the DRC review process when notification to neighbors or the community is appropriate and whether the contemplated scope of the project should determine the type of notice to be provided.
 4. The Committee shall **seek the input from the whole of the community,** preferably by holding at least one open forum meeting where any interested community member could speak.



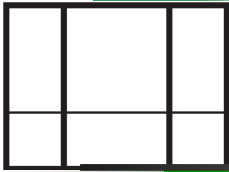
Background

- The Special DRC planned a process to gather input, and to propose and implement changes, as needed, to the design review process
 - Gathering input— General membership meetings, House In The Woods meetings and input, a community-wide survey, and, finally, “town meetings” (April 06 to April 07)
 - Findings/Recommendations Report – Based on all community input, SDRC will deliver a report in late June.
 - Board Action -- Fall 2007



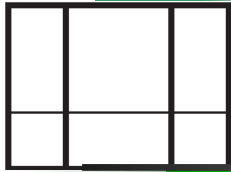
Procedure

- The Special DRC developed a process to give all residents of Hollin Hills a voice in the future direction of the design review process
 - Step 1—The Special DRC identified topics to be addressed by the community at large. Topics came from:
 - CAHH Board
 - Homeowners directly involved in the process
 - CAHH Attorney Ray Diaz
 - DRC and SDRC members
 - “House in the Woods” & other community groups
 - Other sources



Procedure - continued

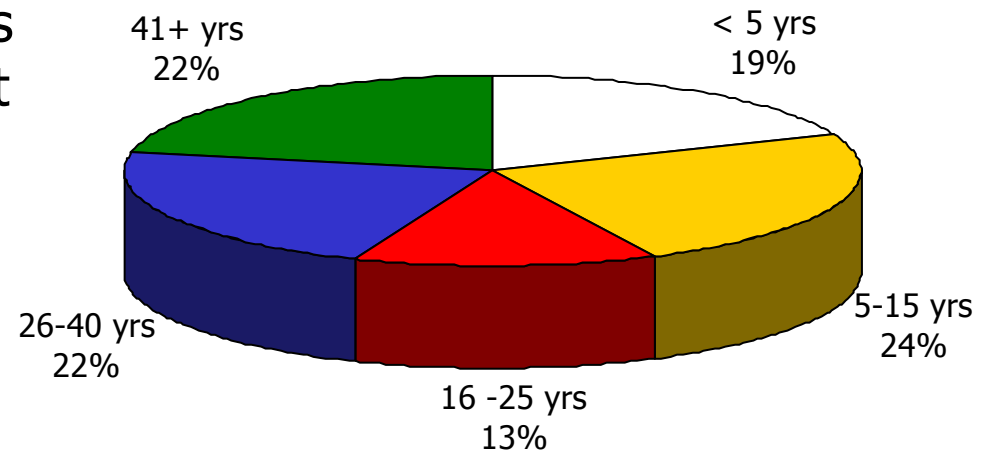
- Step 2—The Special DRC collaborated on a survey document, the Board reviewed the survey, two HH experts on questionnaire design worked with the SDRC to create a final document, which was approved by the SDRC prior to mailing and posting to Survey Monkey.
- Step 3—Surveys were printed and mailed in Dec. 06 to 467 addresses in HH (12 were returned as undeliverable) with instructions to complete either using the form or online by January 31, 2007. Brief extension.
- Step 4—A total of **212 households or 46.5 percent** of HH completed and returned the survey
- Step 5—These survey results are now being presented and town hall meetings will follow to resolve open issues

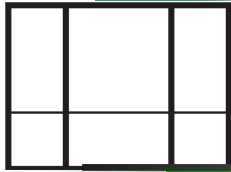


Survey Participation

A good cross-section of the Hollin Hills community completed the design review survey

About half of the participants have resided in Hollin Hills at least for 20 years—one in five moved in within the last 5 years and about the same number have lived here more than 40 years!



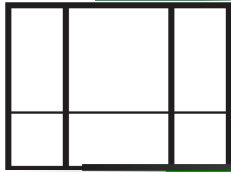


Community Comments

- Design Review Process

"I believe that for major alterations to the exterior, additions and tear downs, there should be a community hearing held . . . This gives everyone in the community a chance to voice their opinions."

"I strongly feel that any addition/renovation done to one's own property is not open for committee design which is what happens when all neighbors' thoughts/ concerns as well as DRC members' thoughts to improve the designs have to be included."

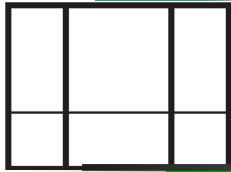


Community Comments

- Design Review Guidelines

"The guidelines are pretty good the way they are—but they could be more explicit and they do need to be enforced."

"I found the survey useful but sometimes biased, insofar as it never asked about loosening or weakening the Guidelines and the DRC process, only about tightening and strengthening."

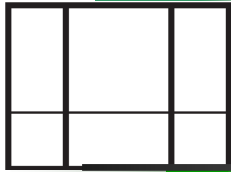


Community Comments

- Neighbor Notification

"The neighbor notification process currently in place seems to work. If it becomes too onerous to obtain approval of additions, etc., people will not comply with the design review process."

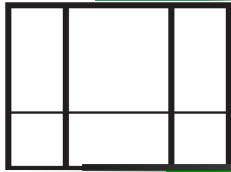
*"I'm not convinced the neighbor notification process is particularly effective. In 27 years I've never received **EVEN** one!"*



Neighbor Notification

- More than half of Hollin Hills residents either have been notified by a neighbor of a proposed change (56%) or have submitted proposals themselves to the DRC (53%)
- Not surprisingly, this varies by tenure in the community...

	<u>Less than 5 years</u>	<u>5 years or longer</u>
Ever notified	34%	64%
Ever submitted	22%	60%

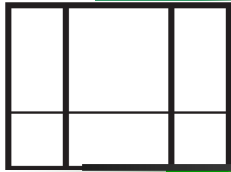


Design Review

Hollin Hillers are clearly aware of the design review process, the role of the DRC, and homeowners' design review responsibilities

- 99.5% Are aware of the Hollin Hills design review process for external alterations/additions
- 93.6% Know the DRC is governed by community-approved design review guidelines
- 93.6% Know that the Covenants give the DRC its authority over the design review process
- 89.1% Are aware of the neighbor notification process

Questions 2, 4, 3 and 5



Review Requirements

Most residents correctly recognize the types of construction changes that do and do not require DRC approval

DRC approval required

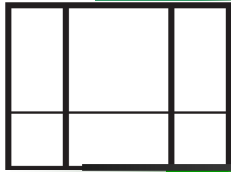
%

- 98 Adding a 2nd story
- 97 Adding ground level rooms
- 94 Adding a bathroom that enlarges a house
- 92 Adding a shed or detached structure
- 90 Replacing an entire house with new construction
- 89 Adding a fence
- 85 Adding a deck
- 85 Adding a pool
- 84 Any exterior alteration

DRC approval not required

%

- 93 Expanding a bathroom inside a house
- 93 Kitchen renovations
- 90 Any interior alternations

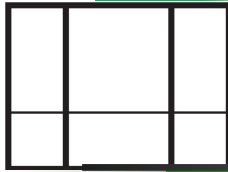


Review Requirements

Most residents correctly recognize the types of construction changes that do and do not require DRC approval, but replacing windows and roofs may require clarification

	Requires DRC approval	Does not require	Depends	Don't Know
Replacing Windows	43%	25%	20%	11%
Replacing Roofs	19%	55%	17%	9%

- When a replacement becomes a change that would require DRC approval is not always clear to homeowners



Guidelines

In large measure, Hollin Hillers are satisfied with the design review guidelines and processes as they are now, but would accept some changes

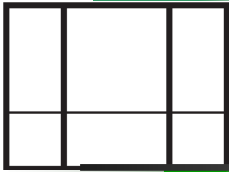
- **Four out of five households** (79%) have read the design review guidelines and most think they communicate clearly on issues

- Guidelines are clear: %
Yes

- What the process is for seeking/getting approval 89

Questions 17 and 18

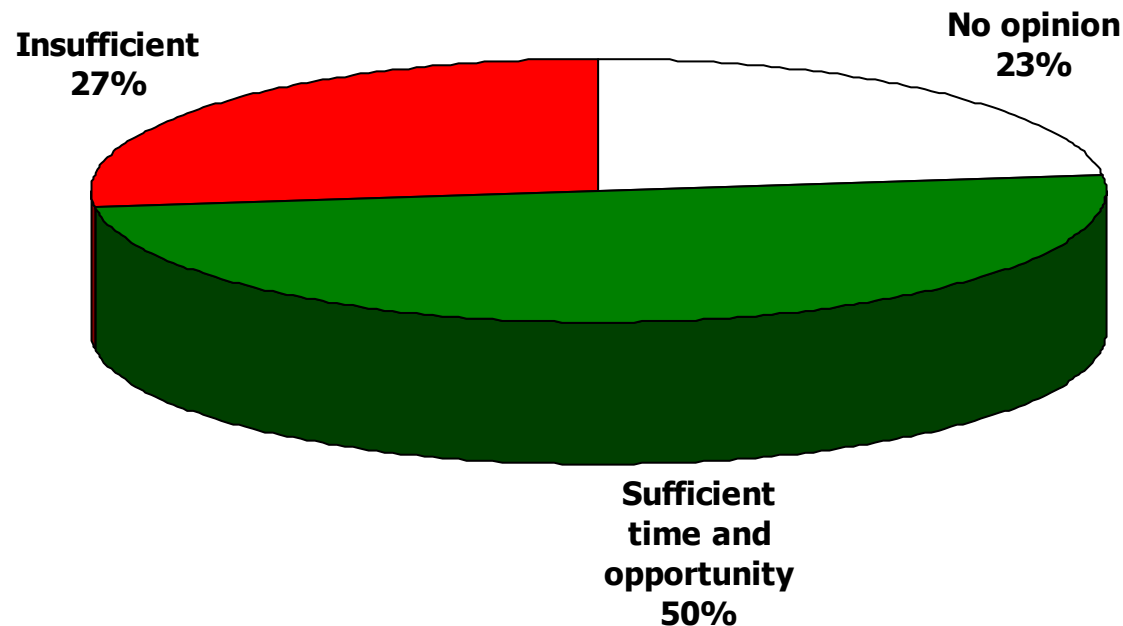
- Who may serve on the DDC

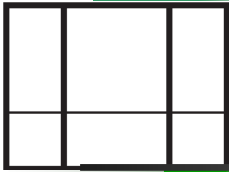


Neighbor Notification

Neighbor Notification

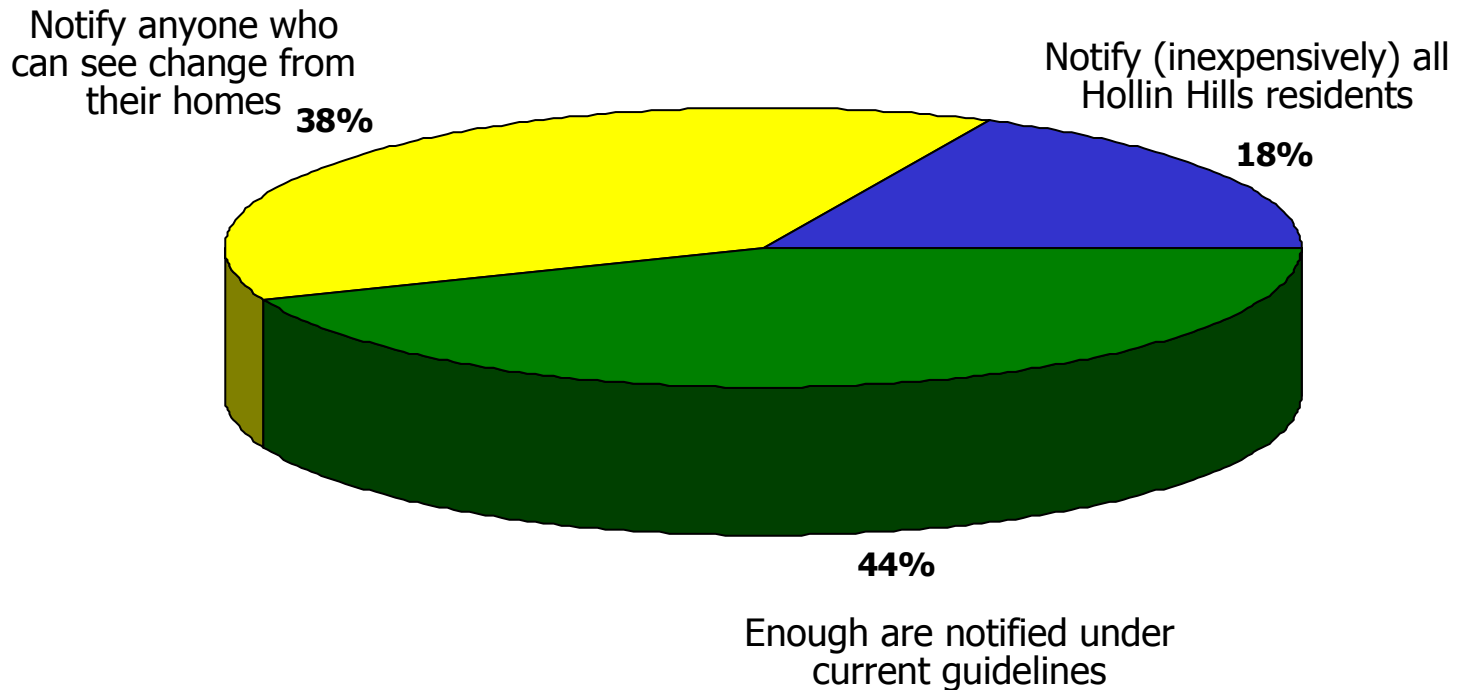
- Many think the current neighbor notification practice allows sufficient time and opportunity to make comments to the DRC...

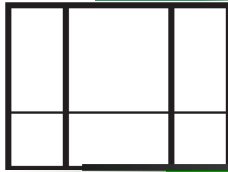




Notification – major renovations

- ...but they are open to broader community notification for **major** additions/renovations...

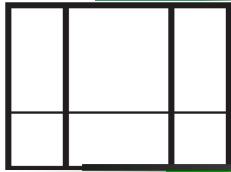




Notification - changes

- ...and they favor additional notices when there are significant changes to DRC-approved design plans for **major** additions or renovations

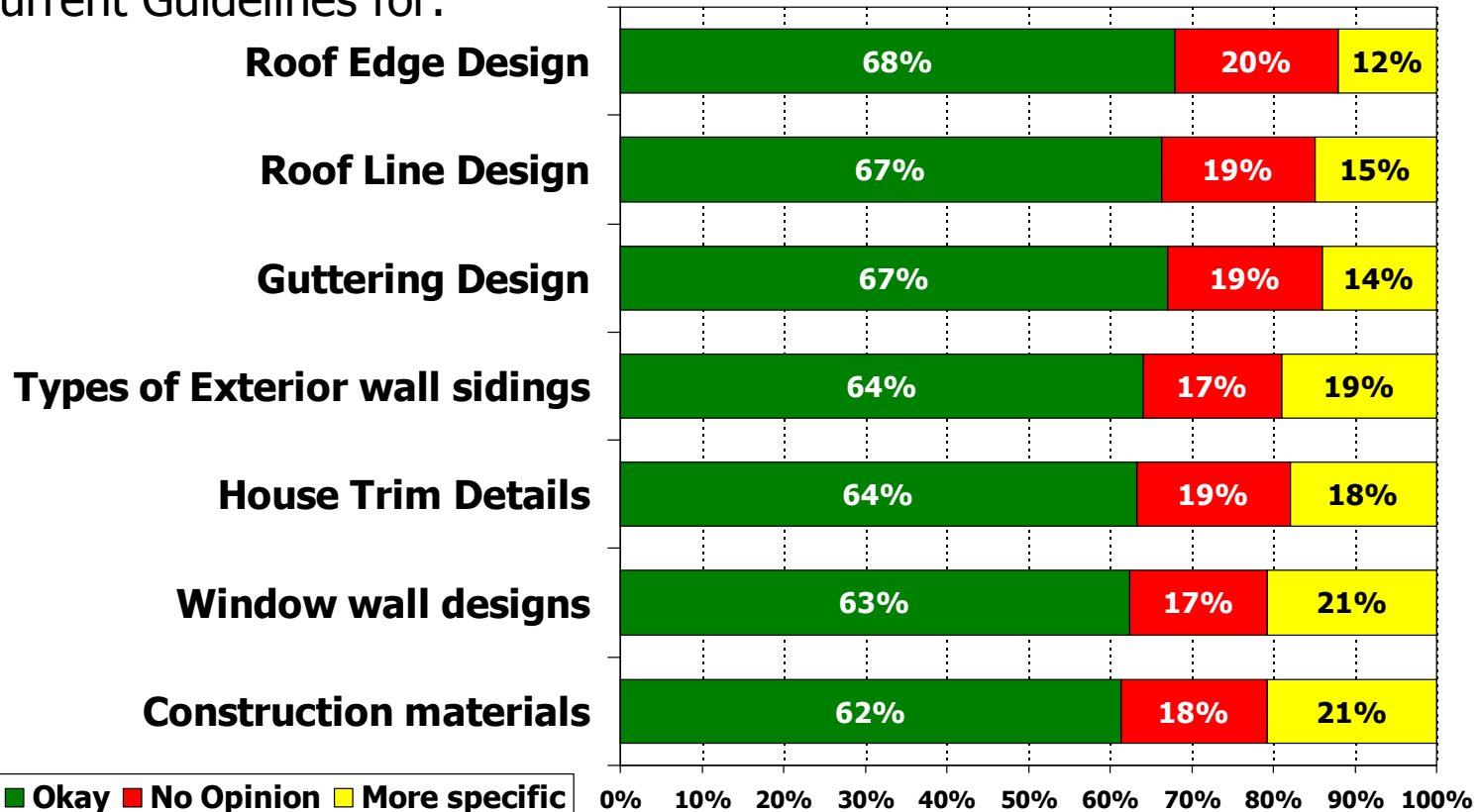
	Major Additions or Renovations	Minor Additions or Renovations
<u>When should homeowner do notification?</u>	%	%
- Whenever a significant change occurs in DRC-approved design plans	53	33
- Shortly after initial DRC plan approval (this is the current practice)	50	55
- 3 days prior to presenting formal plans for DRC approval	35	23
- 3 days prior first meeting with DRC <i>(note: this is the current guideline)</i>	35	16
- As soon as homeowner is thinking of discussing a change with the DRC	26	8

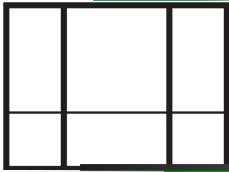


Guidelines

The majority of Hollin Hills households feel the current design review guidelines are okay for most alterations and do not need to be changed

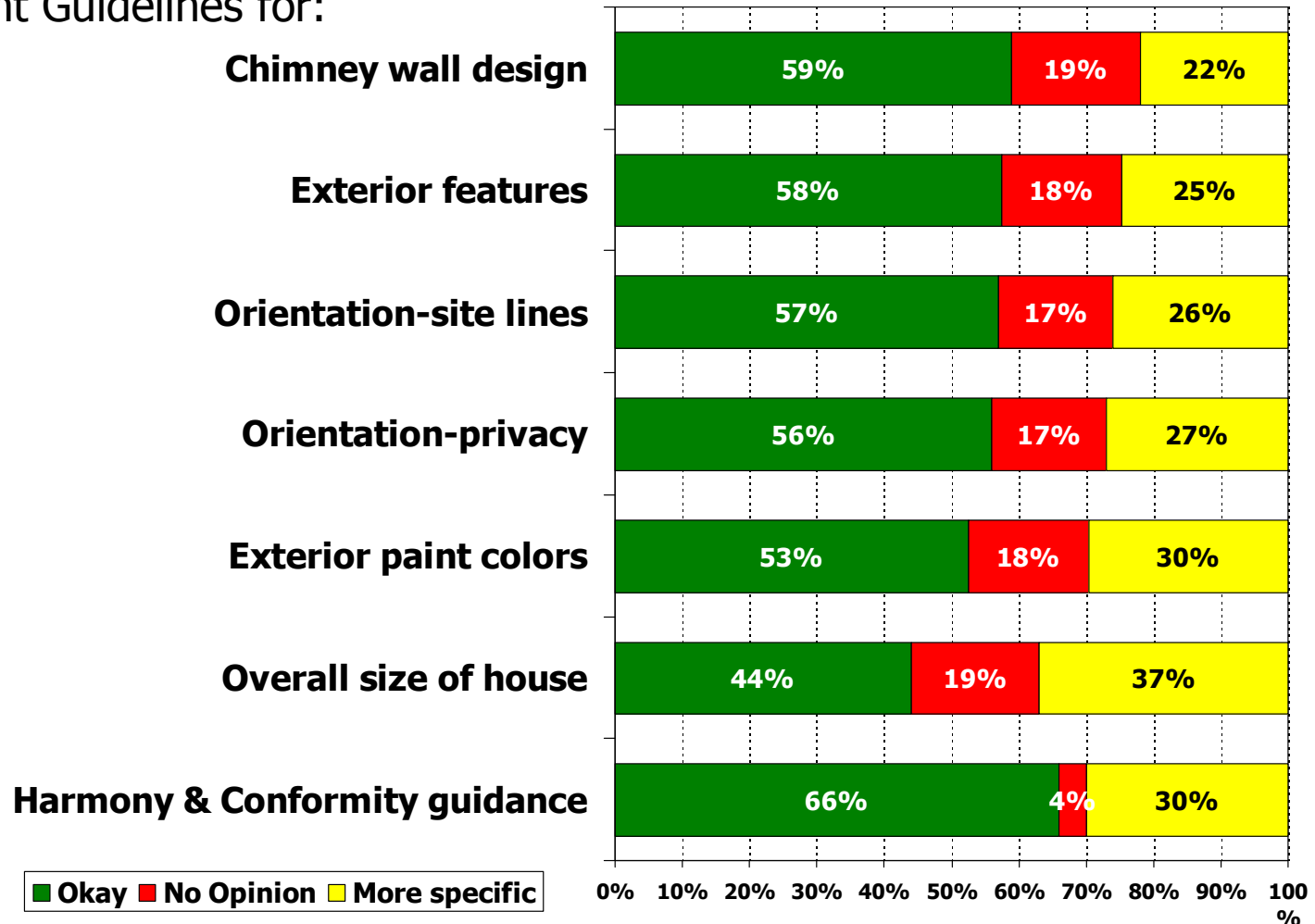
Current Guidelines for:

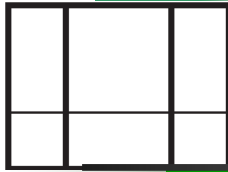




Guidelines - continued

Current Guidelines for:





Guidelines - changes

However, there is community support for **new** design review guidelines to cover selective design issues

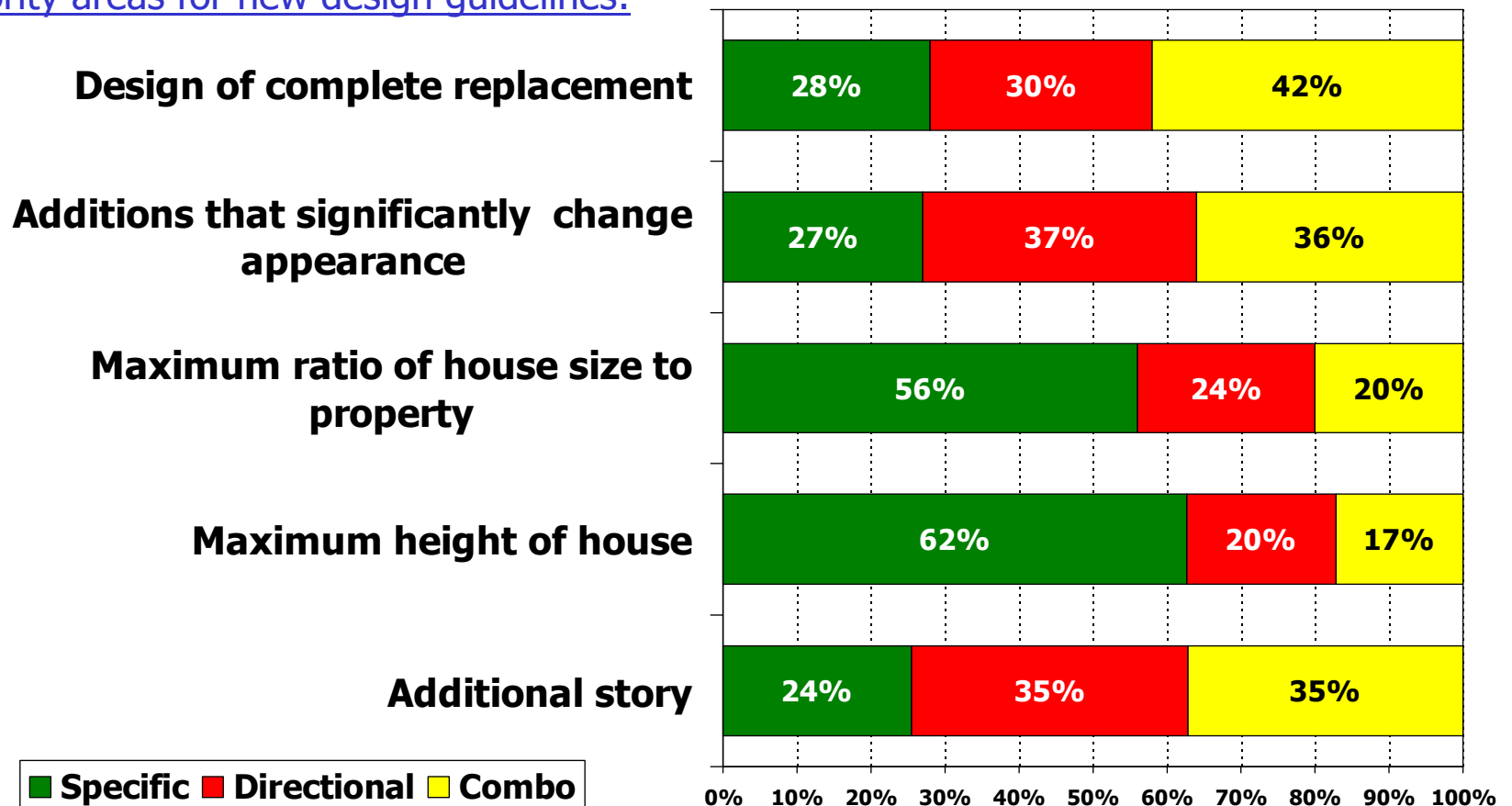
<u>Areas in need of design guidelines</u>	<u>% saying new guidelines needed</u>
■ Design of complete replacement structures	70
■ Additions that significantly change appearance	60
■ Maximum ratio of house to property size	59
■ Maximum height of house	59
■ Addition of another story	57
■ Maximum number of stories	55
■ Maximum footprint of house	51
■ Maximum square footage of house	39
■ No new areas need be addressed by guidelines	12

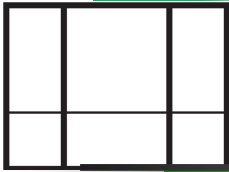


Guidelines - additions

What the new design review guidelines should be and what factors should be considered in creating them will require community dialogue

Priority areas for new design guidelines:





Guidelines - changes

What the new guidelines might be and what factors should be considered in creating them will require community dialogue

■ All original Goodman design elements should be preserved to the maximum extent possible

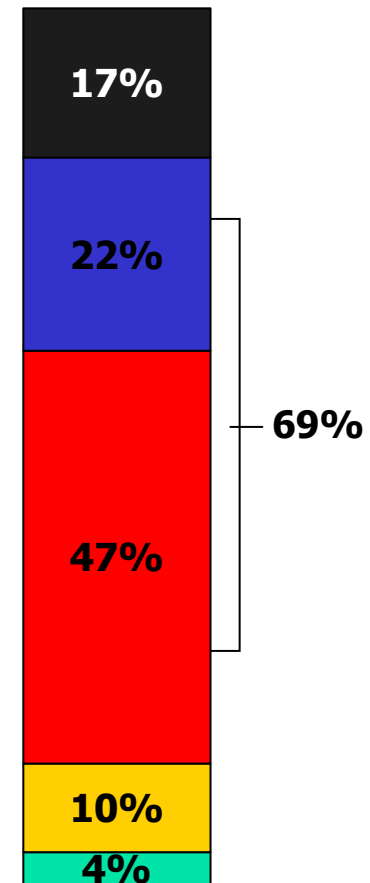
■ Goodman external design features should be used as a reference base, but should permit minor variations for reasons of convenience and individual taste

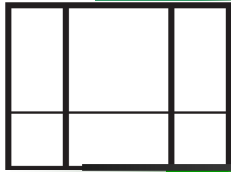
■ Combinations of Goodman and contemporary or modern design features should be allowed consistent with harmony and conformity standards

■ Any contemporary or modern design features should be allowed consistent with harmony and conformity standards

■ No Goodman design restrictions should be imposed on conformity and harmony decisions

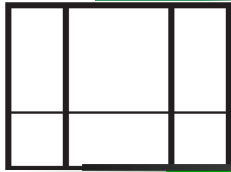
Question 14





Review Process

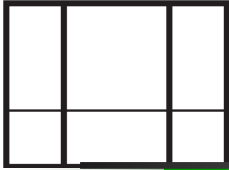
- Almost half of Hollin Hillers (46%) favor using a standard form for neighbor notification, or at least making its use optional
- Two out of three (65%) think meeting agendas of the DRC should be available to all of Hollin Hills about a week (64%) ahead of meeting dates
- Most (57%) do not desire additional reports on DRC meetings other than what is currently published in the *Bulletin*
 - If there were such reports, they should be available about a week after meetings and on the Web site or via community email



Review Process - continued

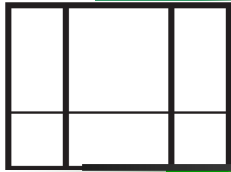
- Improving communications inexpensively—between and among neighbors, the DRC, and homeowners planning design changes—has strong support in the community
- Most believe any Hollin Hiller should be allowed to attend DRC meetings to voice opinions about plans being discussed (58%), as long as homeowners can also have private meetings:
 - For informal fact-finding discussions with the DRC (87%)
 - To have design proposals reviewed if those discussions are reported on publicly by the DRC (62%)
- The community does not believe in preventing either CAHH Board members (79%) or DRC members from submitting plans for design review (70%)

(note: DRC members must recuse themselves from decisions about their property)



Next steps

- Obtain additional community input:
 - Guidance for resolving issues arising in neighbor notification process
 - Guideline areas identified as needing more specificity
 - Exterior paint colors
 - Overall size of house
 - Orientation with regard to neighbor privacy
 - Areas identified as needing new guidelines
 - Design of complete replacement
 - Additions that significantly change appearance
 - Maximum ratio of house to property
 - Maximum height of house
 - Addition of another story



Next steps - continued

- Obtain additional community input (continued):
 - Relative importance of flexibility and communication in posting DRC agendas
 - Clarify role of residents attending DRC meetings
 - The neighbor notification process

- Committee provide recommendations based on community input:
 - Relative importance of flexibility and communication in posting DRC agendas (after community input)
 - Clarify role of residents attending DRC meetings (after community input)
 - The neighbor notification process (after community input)
 - Follow-up site visits during construction
 - Potential need for part time assistance for DRC