

## Ocean Pines Communications Advisory Committee Survey Review Report

### Key Items of Concern:

- Drainage
- Board Conduct
- Communication
- Unkempt Properties and Guidelines for Rental Properties
- Upkeep of OPA Facilities
- Road Repair and Maintenance
- Mediacom

### Advisory Committee Recommendations:

#### Communication:

- Gear some marketing efforts more towards communications. Develop a regular email/online informational newsletter to update the community on projects and business, separate from events and activities. Having short one or two questions surveys frequently as part of the newsletters would prevent lengthy surveys in the future. This may also reach a younger demographic. Sharing the results would be a good way to drip the information to the membership.
- We recommend using the OPA website as a Town Hall forum for reaching out to get answers and share information in addition to the Town Hall meetings. Items of concern from the survey(s) would be good opening topics for both the newsletter and Town Hall. Forum should be a Q&A format - not a chat.
- Resurrect Resident's Academy - Communications Advisory Committee Launch

#### Infrastructure:

- Infrastructure is one of the biggest concerns, with drainage & roads given as top priorities for attention. Drainage has been a long-standing problem in some areas and residents need to see some real and lasting resolution. It will ultimately affect property values if not addressed.
- Lighting at key spots along Ocean Parkway - entrances, mail boxes and street signs especially noted by many.
- Develop and publish an on-going plan for road maintenance coupled with better follow-up on the utilities/county who make road cuts for repairs.
- Most mailbox centers are in great need of repair - community would like action with Post Office on replacement/repair at many locations.

#### Facilities/Amenities:

- Tending to long-neglected facilities is a concern. Many would like to see OPA take care of what we have rather than putting money into new facilities. Most not looking to build anything new if it means increase in dues. Develop a long-term plan for each facility and publish.
- Strict general upkeep and cleanliness of amenities should be a priority.

#### Board Challenges:

- Provide information for on-going projects to prospective board members, enabling them to be better aware of status and prior votes on issues, which would help keep projects moving along rather than stalling each time a new board is seated.
- Continue stressing professionalism with one another, members, staff and in the media. This was noted quite often and is of great concern.

Unkempt Properties:

- Develop a system of rental registration/permitting. At the time of yearly renewal have homeowners acknowledge they are responsible for the exterior maintenance of the home and yard.
- Consider better system of enforcement of ARC rules and ensure these rules are consistently applied.

Mediacom:

- This is a continual issue - no real solution to competition at the present, however finding a way to bring in fiber optic may better satisfy those who want/need more speed. It may also help to have more competitive pricing as cost and value are a recurring issue. At the very least it would offer an alternative.

General Notes:

- Safety and location are primary reasons for purchasing in the community and retaining value. Keeping the community and amenities attractive and clean are very important.
- A controlled system at the boat ramp is worth noting for consideration.
- Long term review and plan for the golf course and clubhouse is noted more so than other amenities.