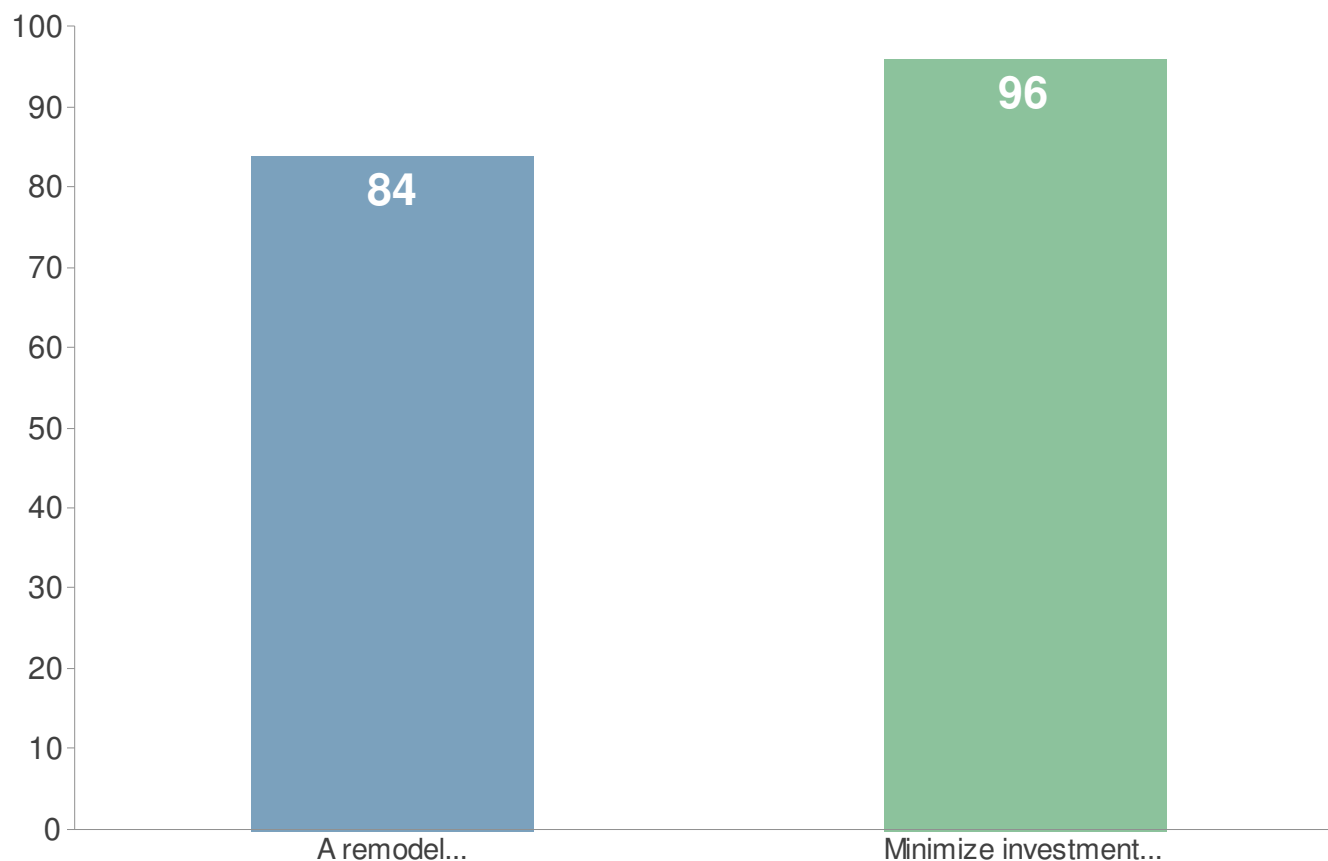




2022

Report for **Age 41-65 years**  
(includes 187 respondents)

The Village Center Café is in need of remodeling. What would you recommend?



Comments for 'The Village Center Café is in need of remodeling. What would you recommend?'

Wasn't it just updated (painted, new equipment)?

Need more information on remodel details to answer this question.

Already very nice!

Love the cafe.

Get upgraded Wifi at the entire Village Center complex.

We love the Cafe and visit frequently.

It is charming but needs a facelift.

Don't do it on the cheap.

Both options could be accomplished by prioritizing upgrades.

Only if time is as short as possible! I though it was done when years of work was done on club house. Would hate to see a long project again.

Expanded coffee bar, open restaurants on Sundays.

Is it possible to add parking?

Yes, keep current, looks outdated.

Remodel of bathrooms at VC ridiculous?

Seems nice enough, I like eating there.

Comments for '*The Village Center Café is in need of remodeling. What would you recommend?*'

How long will you close Cafe! Bathrooms closed all summer and last year.

We occasionally use Cafe. We like it and will continue to use it.

The latest renovation at Eifa facility was done nicely.

Make it bigger!

More cook help and servers.

As needed to deliver a quality operation.

Very confusing - does this mean that if we remodel we would use too much money and the amenity would no longer be operational?

Important for the kitchen to have updated equipment if they need it.

I would sacrifice open time for a much nicer cafe if needed.

Do we need any remodelling?

Great staff and food but needs a facelift.

No "demo" renovation.

No need. It looks fine for the business it gets.

The place looks outdated and dirty looking.

Bigger bar with TVs indoors and outdoors.

Need additional information to make a decision.

Do not use it.

Personally, I love the cafe. If the equipment requires updating it can be done without disrupting operations.

Keep open for breakfast options.

Love eating there but definitely needs a refresh.

Develop budgets with 3 different cost options for community vote.

How does it not have bathrooms located inside?

Low cost cosmetic facelift. Light coloured paint of walls and bookcases. New furniture.

Creekside Pool needs to be done first!

Unless they need/have structural issues. The place is our favourite lunch outing.

Should be run by a sub-contractor.

Not sure how the kitchen is currently outfitted with equipment however the dining room interior is quite darkly themed (dark woods, etc.) - would be nice to have it lightened up/modernized a bit with a coastal theme (lighter colors)

This is a great facility with wonderful food and staff. You need to keep the equipment and facilities updated to match the quality of the product being offered.

Expansion of this amenity to serve as a gathering place for residents

Keep the cost as low as possible.

My family loves the cafe as it is. It has its own special feel to it when we dine there.

I think the interior of the dining room is fine. But whatever Stephen needs, he should get! His food is wonderful - and if he would like a new, larger kitchen, he should have it!

Or RFP it out and consider companies like Green Lion.

Would like to see the cafe remain open during any renovations. It is an important part of Grand Haven.

we really appreciate the cafe. I think a modern facelift would greatly elevate the experience. Something modern and fun.

Would be helpful to understand the specifics of what is needed to keep the facility competitive and operating efficiently.

Perhaps sublease to private business - perhaps the new location for the Green Lion or others.

Do it right the 1st time!

Comments for '*The Village Center Café is in need of remodeling. What would you recommend?*'

The remodeling should be funded by the revenue generated by the cafe. If it does not produce enough revenue, consideration to what it serves should be made.

This is a gem in our Grand Haven Community. We need to invest in the remodel for it's future survival.

If you upgrade the facility, then are you raising the rent? If so that's another cost transferred to the residents, I. Addition to upgrading the facility. If the rent goes up so do the prices.

I have been there many, many times. It is often semi empty. Friday special draws a big crowd you could be there with a handful of diners.

Add Self Service Devices like soft ice cream such as Peachway.

It is a focal point of the development and used by many residents.

A remodel is not going to draw more sales. Excellent food and service at reasonable prices is more important.

Need additional information on why it's the community responsible to paid to restaurant equipment and/or facilities cost Like to see contract with vendor

Love the outdoor seating. Should preserve that as well as indoors.

Needs a remodel, but hate the idea of doing without the Cafe for several months. It needs to be a quality, QUICK remodel, with good planning and a good contractor, it can be done! We had our kitchen gutted and remodeled, including changing the footprint, in just over 3 weeks.

To be honest, we usually eat outside so can't comment intelligently on the full remodel vs. light remodel.

We enjoy eating at the cafe. Food was good and nice option

It's hard for us to know the condition of the kitchen equipment. Would like to see seasonal sporting events on the televisions, for example football games, etc.

Develop a strategic business plan identifying three things: (1) Who and how we want to serve our community (dine in, take out, home delivery in the community, off-the-shelf restaurant app for ordering/payment, days/hours of operations), (2) What menu offerings including daypart, meals, a la carte, beverages, desserts, etc (KIS) and (3) a financial projection (P&L and capital projection) to set SMART goals and ROI targets. The three critical lines being sales, food cost (critical to take into account the menu options vs supply chain availability and inflation projections) and labor costs (biggest issues today are the costs associated with the ability to attract and retain management and team members. Consider an Operating Partner program for management and a performance-based incentive for team members. We win - you win.... While keeping base salaries and benefits reasonable. Finally, the question was about updating equipment/facilities — these actions are an outcome of the steps above... thanks

Actually think it's fine for what it is. As long as the kitchen is efficient and functional for the staff

I enjoy it often, as is.

Needs a better & more functional layout. Better management; weekly menu too repetitious, staff needs better training

If we acquire the Golf course, we would be able to coordinate and offer the entire community larger dining and meeting facilities and costs for food and supplies shared.

Redesign so less wasted space, BIGGER BAR area, even expand utilizing some of the outside area. This should be an area to bring together residents, so if we have to spend more it will be well worth it. Combined this with enlarging the Community Room so they complement each other. Like a bar area in the room that can be accessed by the bar staff directly...could be used as another eating area when the room is not in use.

interior is dark and dated. needs more light and breezy colors and style. please continue the outdoor seating.

The chairs in the Grand Haven Room in the Village Center are very old and dated. Those need to be updated.

I recommend that you ask the people who work there on a regular basis.

Outdoor use of space is very popular now so focus on what it takes to keep that equipment functioning

Needs an update for a more current look/feel.

We use the Village Center Cafe every day and love the staff and food. It needs an updated POS system It needs an online ordering and reservation system. The servers spend an inordinate amount of time answering the phones and splitting up bills for large tables into individual tabs. The furniture is dated and the decor could be brightened up with some lighter colors and paint.

Comments for '*The Village Center Café is in need of remodeling. What would you recommend?*'

The Village Center Cafe is the single point for community gathering other than Creekside which has significant limitations. The cafe has the opportunity to serve the community in a much greater capacity in the areas of efficiency and capacity for more and larger events. The complete renovation and expansion is long past due and is greatly needed. It is an opportunity to upgrade for the community needs today especially with a younger wave of residents moving to Grand Haven. It will be a huge selling point and will also increase the desirability and value of homes in our community. It probably should have been done at the same time the rest of the Village Center was renovated.

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also add breakfast hours and afternoon coffee service

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This is a valuable amenity to GH residents and it should be comfortable and updated for the staff, both front and back of the house.

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Cafe needs the menu to be updated and offer fresh foods, not frozen, this may help to attract more customers.

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If you close to remodel then there should be someone else in Grand Haven to get food while they are doing it.

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Especially new outdoor furniture

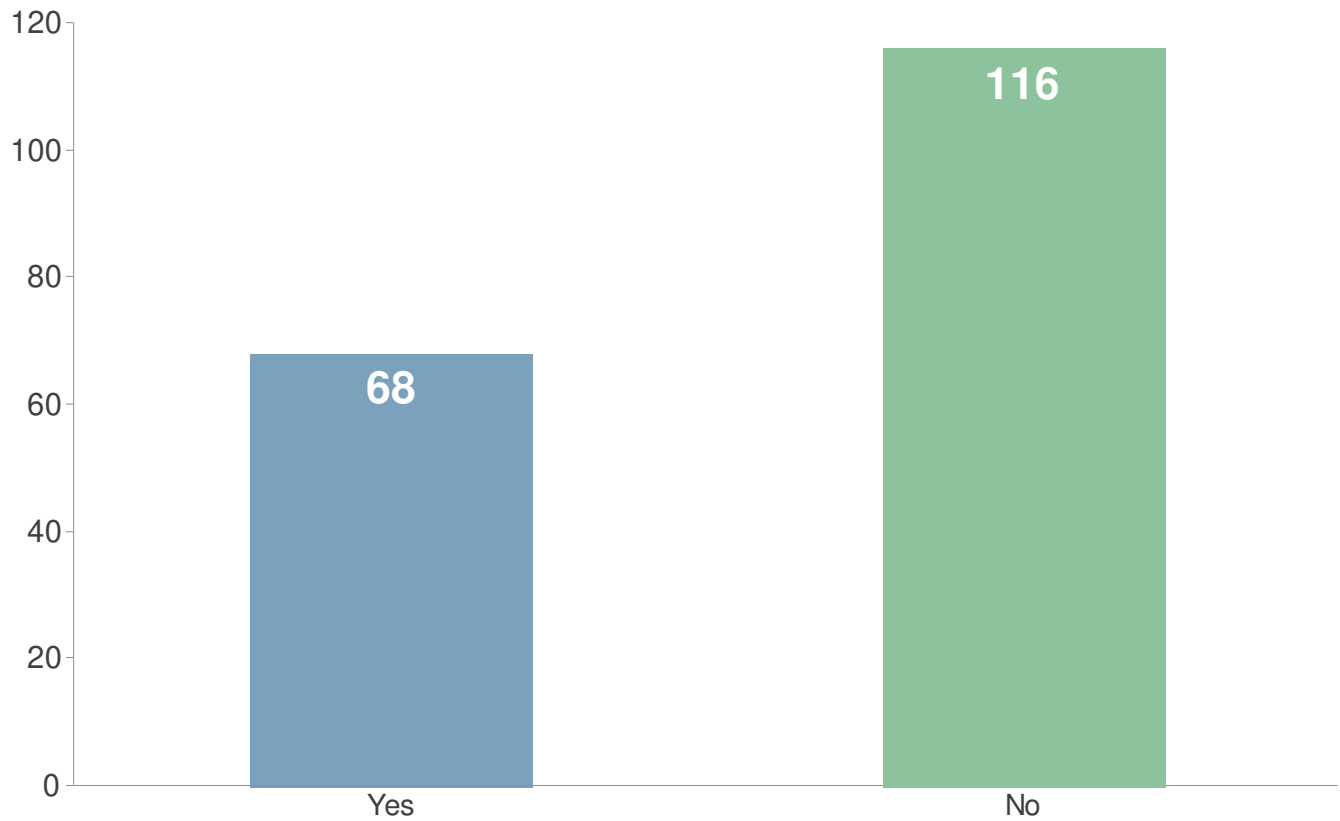
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It's old and dated. Chairs are falling apart

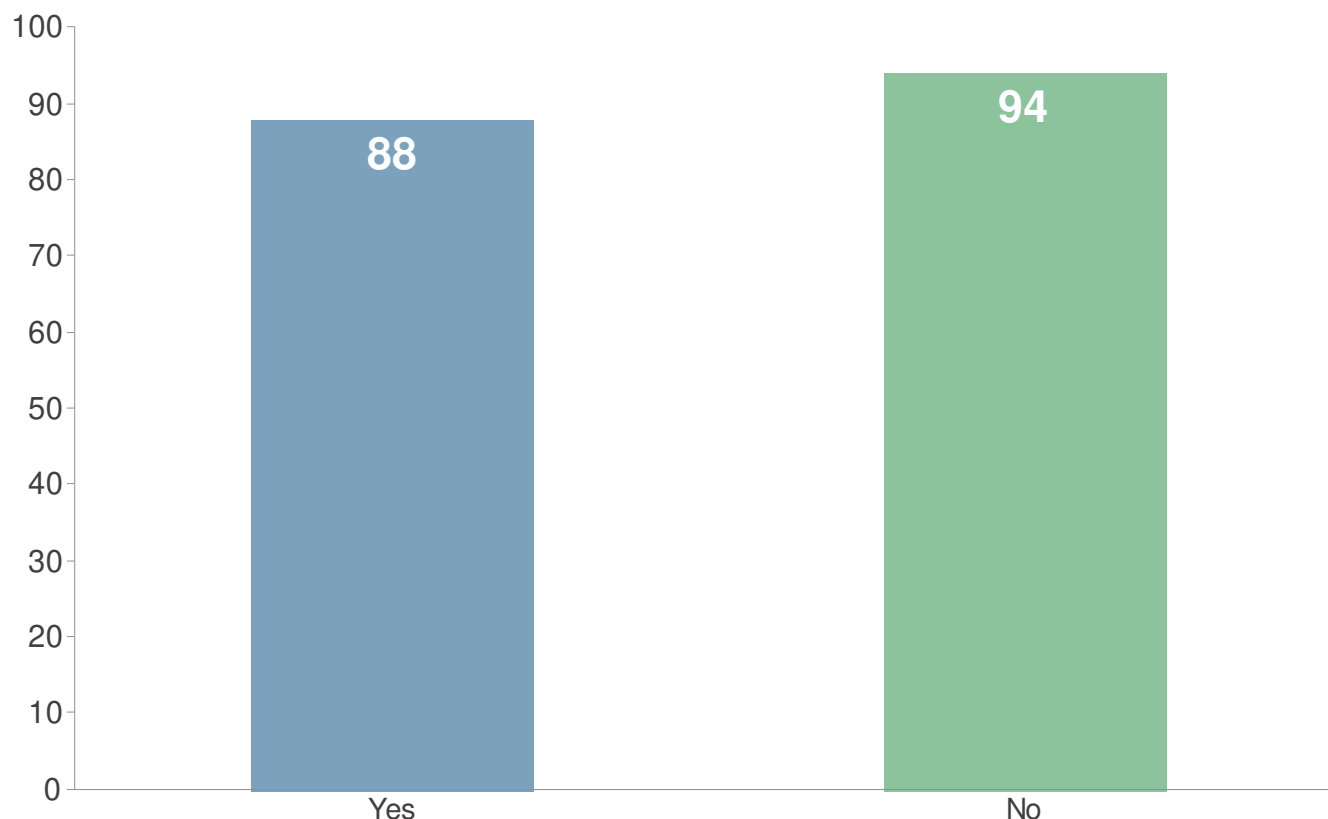
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redecorate, but would be nice if you could put a bathroom in close...maybe in the grand haven room

Would you support investigating the creation of a separate path where bicycles and other personal conveyances can be used?



Do you believe that we need more security coverage, improved resident access capabilities, off-hour street patrols or other enhanced features?



*Comments for 'Do you believe that we need more security coverage, improved resident access capabilities, off-hour street patrols or other enhanced features?'*

Our entrance gates are antiquated and breakdown too frequently. The gate once landed on a friends car.

Sometimes front gate gets backed up. One service company was late arriving because it took 30 minutes to get through the gate.

Would recommend better guest gate access options.

Allow gate control to any cell phone.

Should be able to access developments by calling cell phones.

If crime is increasing, yes. If crime is not increasing, no.

Print is too faint to read

Please allow cell phone gate access. Most do not have landlines.

We need guards in Wild Oaks entrance.

Just South Gate! So often come up to open gate.

We have witnessed vehicles obtaining access to GH without proper approval. Non residents should not be allowed on bikes either..

No security at gate, anyone calls gate and gets in, no verification. System needs to go online. Takes too long at gate.

Wild Oaks needs someone patrolling.

Unless there is a current crime problem I am not aware of.

*Comments for 'Do you believe that we need more security coverage, improved resident access capabilities, off-hour street patrols or other enhanced features?'*

Would be nice to be able to access camera views.

We live in Wild Oaks and the gate is either broken constantly as well as numerous cars coming through piggy backing. Not enough security.

We need a few rover security vehicles for safety and protection as well as ER stations.

More secured entrance at North/South Gates where no security. Perhaps gates (electric) and not just the current bar.

Too many cars parked on streets overnight. Also, boats and jet skis being left parked overnight on driveways (#23 Tanglewood Court).

I think we just need security guards to call and be more strict with letting visitors through the gate.

Ask again in a year or two.

Gate security is NOT security as anyone can get in. Security needs to be a focal point in Wild Oaks. Have a short-term fix whilst reaching long-term goals.

It is extremely easy to get into Grand Haven.

Cameras will work.

Although it is a safe community, the control to access this area does not work efficiently. Placing bumps on the road may improve speed of certain cars/trucks.

Allow cell phones to be used to let guests in. We should not have to have a landline.

More fob keys and cards.

Add security guards to the North and South Gates.

Access to individual gates so we can allow guests to come in.

Upgrade telephone boxes to allow mobile phones.

Use a gate access app. We have lived in two other neighbourhoods (over 20 years) that both use these. It would also allow residents to access/edit our permanent guest lists and: a) Add temporary guests. b) Receive a text message when guests come through the gates.

Yes for gate at Wild Oaks.

Need security guards at all 3 gates and fences on the side to prevent outside non-residents from coming uninvited into the community.

Please address and enforce the city's overnight street parking ordinance.

We don't need more camera's because you don't look at the footage.

Will our streets ever become private? My understanding is the bond to pay for them has been paid off. Add guard even if part-time to South Gate. We used to have guards at all gates.

We do not need additional security or off hour patrols. We need the ability for residents with cell phones to buzz our visitors into the gates. The community needs to modernize, even landlines are VOIP.

Yes to off-hour street patrols. No to other enhanced features.

I recently witnessed a vehicle waiting to enter the Crossings at the phone box, and as I exited and was approaching Colbert Lane, that vehicle quickly ENTERED through the EXIT gates. Also, at times the South entrance resident gate arm is already open and stays open even after using the clicker.

Until we have reported incidents, we see no need for more security. Just make sure existing gates work.

The call box at Wild Oaks is deployable. Doesn't work half the time. Embarrassing - can't let in guests or vendors.

yes to improved resident access...upgrade gate control system. No to the rest.

Address Wild Oaks Gate Access/Security

No, unless you can do it without increasing costs to the residents.

I mean it would be nice but, not needed. I would like a better gate system, like every now and then I drive my motorcycle and don't have the gate fob, I end up waiting in line for sometimes 30 minutes because we only have 1 gate with a guard and they won't answer if you call from other gates



*Comments for 'Do you believe that we need more security coverage, improved resident access capabilities, off-hour street patrols or other enhanced features?'*

Our gated community is not a true "gated community". We need a security vehicle with after hours patrol. We should also consider staffing at the North or South Gate during certain periods of time. Yes, I am aware that there is an added cost for this. We need to allow cell phone access to the automated gates. This is the 21st Century and nobody has land-lines. Any concern about letting someone in the gates when you are not home is not any different than giving them your gate clicker or the guard calling you on your cell phone and asking for and receiving permission to let them in gate.

Improved resident access capabilities, ie. being able to let approved guests through the unmanned gates by cellphone use and not antiquated landlines.

Gate arrangement at Wild Oaks needs some improvement vis a vis guest and vendor access. Ability of residents to use cell phone to allow guest access would solve a lot of issues.

I dont know about 'need' but i would be willing to pay more for an increased patrols.

Need to access Wild Oaks utilizing cell phone numbers for residents. Also need to address gate entry issues at Wild Oaks entrance where vehicles tailgate resident vehicle to gain entry. Also need to improve fencing at Wild Oaks entry to keep random walkers and bicyclists from entering the neighborhood without oversight.

Improved Gate system for Wild Oaks.

As of now, we feel safe with the current model. The things noted in the question should be improved or increased based on the need.

With so many homes now equipped with doorbell cameras (at a minimum), a community security board should be created to solicit and socialize any video footage that neighbors might voluntarily provide to support a neighborhood watch program.

Wild Oaks needs major overhaul of the security. The gate needs improvement and the amount of strange people in the community is concerning. Also the walking/biking entrances should have gates with codes for resident access ONLY. The amount of bicyclists in the community that do not live in the community is also concerning as you don't know why they are here.

We should be able to have a communication system that allows us to let visitors in through the South and North gates via our cell or VOIP phones.

1. The traffic gates are difficult to see in some lighting conditions. Consider LED lighted gates, similar to other gated communities. 2. Consider gate code access systems to permit guest access. We do not have a landline, nor do several of our neighbors. 3. Label the gates, please. Consider signage for north gate, south gate, main gate. Deliveries are routinely at the wrong gate when using GPS, no matter how detailed our instructions are.

The roads are not wide enough for traffic going two ways and service vehicles. Drivers need to slow down and be fined when they ignore the situations.

Wild Oaks need more security

More safety features in community would be welcome. We are a community of older people, and crimes have been reported recently. A guard to let workers into gate at Wild Oaks from 6:45-8:00 in morning would improve safety. Currently, trucks are lined up on both sides of street some mornings, leading to dangerously reduced visibility when driving out of development during that hour.

Sometimes the gates don't open right away when you press the controller. Street patrol would be nice.

The north and south gates to the main GH community need to be addressed. I have had contractors drive right in through the south gate and tell me it just stayed open or someone opened it for them. I would estimate the gate stays open after we drive through about 25% of the time. (south gate) I think gates like Wild Oaks would be more effective than the current lift gates. Cyclists and pedestrians can use the sidewalk and access GH any time of day or night. That could also be addressed.

if there is an increase of crime rate and its documented, support

The systems are lax, too many observations of 2nd & 3 Cars in line crashing the gates without registering

Right now, NO. To be readdressed in the future, yes, if necessary.

We feel very safe in Grand Haven. The streets are pretty well lit at night but some underlighting in some of the darker spots on the pathways would be a nice way to add beauty to the area and make the paths even more safe at a relatively low expense.

*Comments for 'Do you believe that we need more security coverage, improved resident access capabilities, off-hour street patrols or other enhanced features?'*

This is a three part question: no additional security coverage, provide gate access to cell phones asap and record the request and granted access (accountability), no off-hour street patrols or enhanced features (unaware of what you're thinking in this area). Video monitoring and speed cameras might be a consideration versus the cost of patrols. Video cameras in high risk areas is a best practice.

Perhaps but I would consider key camera spots monitored by the main gate. Our main three gates are adequate and evenly distributed. The crossings and wold oaks should be fine with what they have.

If need was identified, I would not be opposed

Thankfully its a safe community.

Security and safety are my most important concerns in this community. The card access gate at the South Gate does not seem adequate to keep people that do not have card access to our community out. I have had people zip in behind me when I have used my card. I do not know if I can confront them or they had a card that allowed them to zip through with my access. I have had 'Uber' delivery drivers argue with me to let them in when I repeatedly told them to go to the Main Gate down the road to get in. I don't feel like it is safe these days to argue with irritated drivers and would prefer that our 'Gated' access handle this. Other gated communities seem to have larger, wrought iron gates to deter people from getting in. Is this something that we should consider? Also, the Intracoastal walkway could have additional security cameras for a safer area.

Off hours street patrols would be a good addition. Also, better scrutiny of outsiders and who has clickers and cards should be reviewed more often.

Leverage technology if some residents feel less secure. Access to amenities needs to be 24x7 with cards access. Cards provide better security and you can gather VALID data on usage. Off-hour street patrols, really? And what are off hours? You asked this because there is data supporting off-hour street patrols? What do you mean by "Other enhanced features", cameras? Not sure I want big brother just because someone else "feels" unsafe. If we need patrols or cameras, then I am looking for another place to live and those that feel unsafe should be too.

not sure

too many speeders.

I think landscapers, roofers and construction personnel should not be allowed to enter Grand Haven before 8am. I thought there was a rule to that effect but it should be enforced. It is also a good idea to have occasional off-hour street patrols since there is more traffic in our neighborhood.

Definitely need to get the cell phone access at the gates to be operational. That would greatly reduce not only the bottlenecks and inconvenience at the main guard gate- but also the frustration that navigation directions always direct the folks to the gate closest to the address and they can't use it if the cell phone feature is not activated. They then have to figure out what to do next. Also, we always have to spend time instructing folks to enter the gate across from Grand Living Realty (put that address in their gps)

Develop a call in gate system that will work with mobile phones/.

Ability for residents to buzz in guests/visitors at the South and North gates with the use of a cell phone.

If crime were to spike in our area, I would support that, but have not seen any evidence of that in our neighborhood. If the CDD has crime stats that indicate our crime is surging, we would support more security.

Need more security around community and all gates

I would recommend continuing to strengthen security policies and procedures at the entry gates preventing non-residents that aren't guests from gaining access to our community and community amenities. That will keep the desirability and home values up in Grand Haven.

Let me say I feel safe! However, we need to clean-up the visitor access process at gates. When I call the gatehouse to inform I have a visitor, how do they now it is me, the resident? I never see the guard ask/check the visitor ID. Cars follow Owners through the North/South gates and drive away. We seem to have the physical control, but not clear on the policy and execution to keep our community safe.

Off-hour street patrols, especially during the months many residents are away would be nice to have.

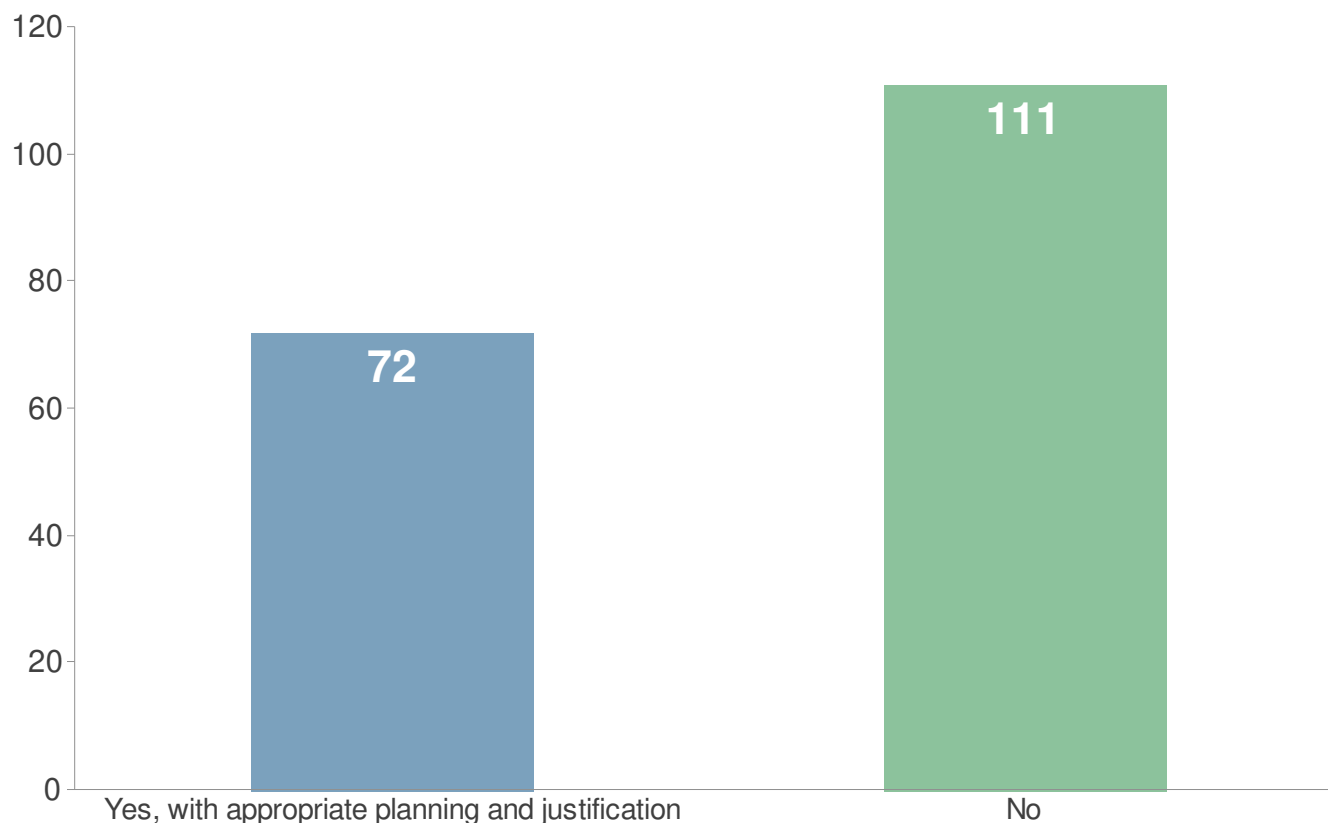
It would be nice to have someone or security driving around our neighborhoods daily and night

Street patrols, neighborhood watch program

Camera systems covering areas of access into Grand Haven, e.g. access walkway to Herschel King Park.

Live in Wild oaks. Anyone and everyone let into our gates. We NEED our own gate person.

Do you support expanding our facilities to accommodate more clubs, meetings and workspaces?



Comments for '*Do you support expanding our facilities to accommodate more clubs, meetings and workspaces?*'

Enough infrastructure in place and keep community quiet.

Gym needs attention for equipment and size.

A hobby room would be great.

As long as it is for the community and offices for the CDD and HOA use.

Should have more activity bus trips for sight seeing as used to have in the past.

Absolutely, this is a growing community and with more people we need more space.

No to oaks!

Lets improve on what we have.

Facility expansion must support community amenities, not only CDD office space. We do not support removing the Creekside gym for any reason.

I think we need to really look at how much time and space is needed for the monthly meetings.

The Grand Haven is underutilized.

Creekside Pool FIRST.

Adequate but under utilized.

until we max out current facilities, there is no need for more. Clubs should pay a fee to use facilities which can be used to fund new space if needed.

## Comments for '*Do you support expanding our facilities to accommodate more clubs, meetings and workspaces?*'

See previous comment. Expand or add 2nd floor to Grand Haven room. Need a few more rooms of variable sizes. The Grand Haven room wasn't meant to be a sweaty gym space.

But I do NOT support expanding administrative office space.

i think it is pretty darn good now

No further expansion is needed.

We have not lived here long enough to be able to answer this question properly. If expanding the facilities is cost-effective, our answer would be yes.

It would depend on the purpose of these clubs and meeting spaces. We already have two facilities in Grand Haven, and no facilities in Wild Oaks.

Space is adequate

You were supposed to reduce the CDD years ago and failed to do so. Why give more money. You have no presence in Wild Oaks

Too costly and the maintenance and insurance would be too high.

However, this should only be considered when we have enough reserves set aside to cover major planned maintenance in GH, roads, infrastructure, etc. You should not build new until you can maintain the old.

I agree that a bigger meeting room is needed for residents who attend the Architectural Design meetings.

This would not necessarily require additional expenditure if we properly schedule the existing facilities. When those facilities are full, we can address new facilities.

If necessary. This is, after all, long range planning.

I think there are plenty of places to meet up in our neighborhood and many more options close but off-site.

Yes, with a caveat.... Expansion should be done through an earned privilege. Over-building is so common, think about expansion in phases to meet today's real needs (including groups that have applied to use facilities), then leave sufficient space in the future for expansion as the demand grows. Meeting and workspace planning has changed dramatically post-covid. Space management must be multi-use while there may be large "display/presentation" displays for each club/group. Any expansion to existing facilities, regardless of the passion behind it, must be viewed in today's inflation reality. Simply said, I would not do any non-critical expansion in today's labor, supply and inflation environment. Consider doing the planning through architectural design, plan the capital, but do not pull the trigger. Today's bids are running up to twice the original projection with unknown timelines to completion.

When need identified, then reconsider.

The addition I recommend is to work to acquire the Golf Course and that would give us additional club and meeting space without the expense of building new facilities.

We do not need more areas for clubs, meetings, and especially more workspaces. This should be a data driven item, before it is put on a survey. Not sure why we need more facilities for workspaces. Let's not create a bunch of little rooms, but rather areas for gathering that can be leverage for large gatherings too.

more information needed

Only if the current facilities are too full too often.

Residents should be informed about any increased costs regarding these accommodations and should be allowed to decide if the increased costs are acceptable.

I don't think we should lessen the spaces we use for indoor activities in order to provide more office spaces. Indoor activities often get bumped because of meetings, special events, etc. Perhaps a separate building (or add on space for offices, meetings, special events would be appropriate as long as it doesn't eat up any existing outdoor activity spaces. Such a building would then allow for more access to slots for indoor activities without disruptions and cancelled classes.

they seem empty most of the time.

Taking away the gym at Creekside to allow for office space is not a good plan ... most of the time offices are empty. Adding on to the existing facility may be a solution, but WFH (remote) is always a good solution.

Yes -- double the size of the grand haven room.

Comments for '*Do you support expanding our facilities to accommodate more clubs, meetings and workspaces?*'

Here's the thing g. More clubs and activities for us the people who live here NOT bigger offices and workspace for office people