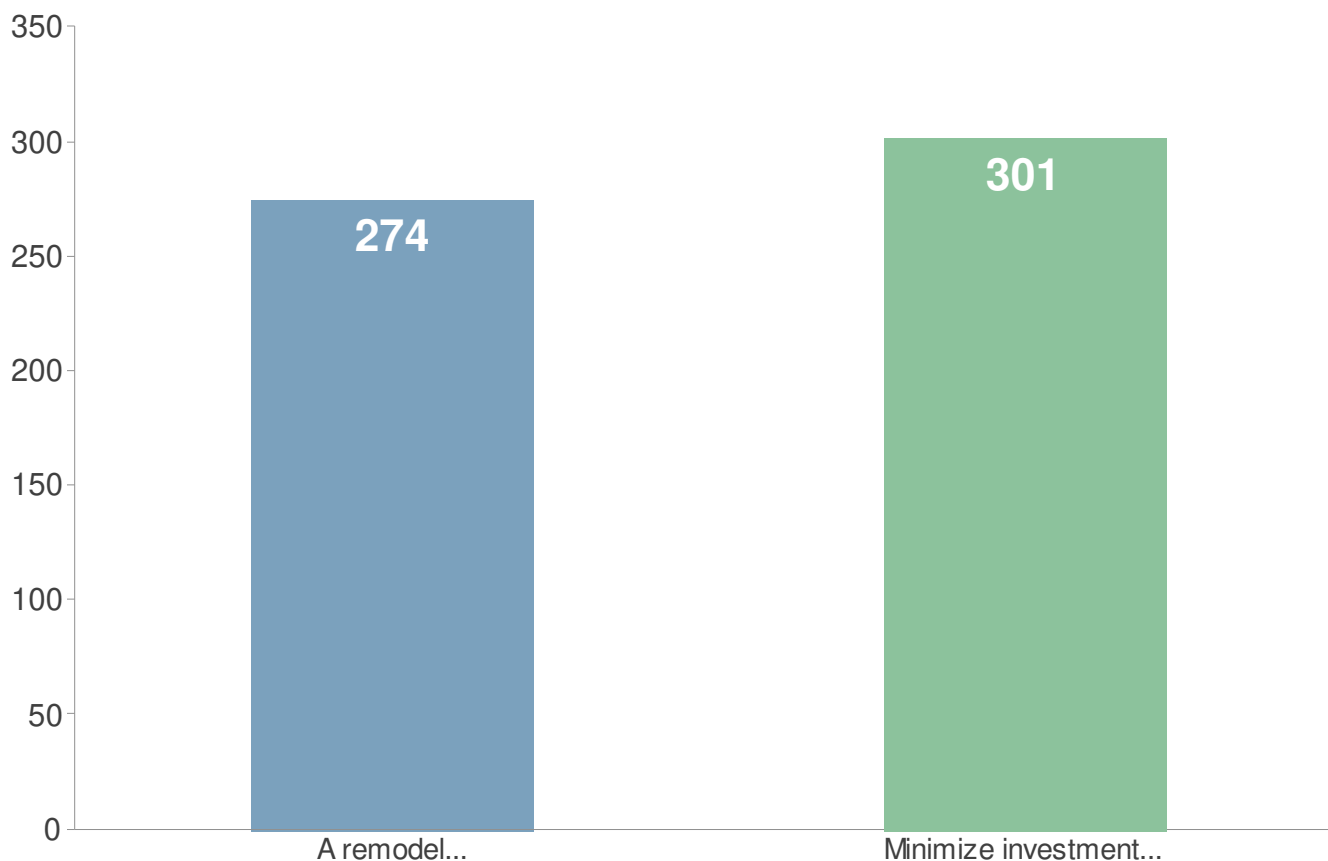




2022

Report for **Age 66-80 years**
(includes 603 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?'

Need more parking.

Update with minimal expense. No need for radical remodel/expansion.

Update equipment as needed, why remodel?

Better menu, needs to change often, more inside seating.

New and larger TV inside cafe.

Don't shut it down. We need the cafe!

Keep up or exceed surrounding developments.

We need a nice restaurant which accommodates all residents. Can't let it get rundown.

We just remodelled last year.

Cost could be defrayed by serving breakfast earlier and more often. Cost should be defrayed by serving limited buffet dinner. Th-F-S-S

Hire more people to enable seven days a week. Permanent Tiki Hut October - May.

Things should be safe and updated. We aren't aware of what updates are needed, but they should be within reason.

Larger kitchen.

If reasonable pay back, needs better seating inside/outside.

No lengthy closures please, this is perfect favourite amenity!

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

It needs to be modernized and enlarged.

It seems fine.

Don't know condition of equipment.

Everyone loves the cafe. It needs to be expanded so we have a good kitchen and can accommodate more people and events.

Need better tables and chairs poolside.

Add breakfast 08.30 or 09.00. Love the VC Cafe!

While this is a problem, there is also inconsistent food quality/item (lunch) like deli sandwiches/hot dogs, etc.

The remodel should not be extravagant, keep it within a reasonable budget.

Instead of closed in restaurant, make it more of an open-air bar/grill.

While remodel is underway, expand use of Tiki Hut.

Add a bathroom in the cafe.

Expand inside seating and expand parking.

If kitchen, but as is safe, is fine.

Closing it is not an option.

Would need to understand costs and ramifications prior to answering.

Just clean it up.

Depends on price.

Enlarge gym.

One of our best assets. Need to maintain it and keep up-to-date.

Would not like it closed for months.

Don't close it.

Always need upgrading to stay operational. Great amenity.

Only thing needed is their own bathroom (unisex or both).

I believe great asset to Grand Haven.

We like it as it is, quaint, good food, color, local. Smaller is better.

Does not need total remodel.

Happy with the status quo.

I don't know condition of appliances in kitchen, so really can't answer this.

What needs to be done, be more specific?

The VC is old, dirty, outdated. Community improvements are good for property value.

Fine as it is.

Healthier food available at Cafe.

Wonderful amenity.

Cafe is considered critical.

We enjoy the cafe and always bring visitors as well.

It depends on how long it would be out of biz.

Would like year round 7 days opening.

It needs both, but keep the costs down/put this in the plan.

Expand service to 7 days all meals, this is the best amenity offered.

In addition to space, acoustics need consideration to reduce noise.

Are we talking "IOM". Not a very good question.

Wasn't this just done?

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

Open seven days a week.

Nice amenity.

Bathrooms needed, add parking spaces.

Yes, make it larger.

Does the local health dept. think we need a new kitchen?

The cafe needs a remodel with new furniture inside which allows for more residents.

I thought the building was just remodelled.

I like it as it is.

Outside furniture needs to be replaced.

Update dining tables for comfort when weather is cold. Should turn on the heaters.

Nice amenity and should be kept up and nice, an asset to the community.

With a plan.

If equipment needs to be updated it should be done, facilities are fine.

Cafe is fine in appearance but a bit pricey to be a regular.

Having the cafe available in the best condition is very important to us.

Prices are high enough, full remodel would result in higher prices.

Did they goof with the first remodel?

Golf club is too small. Investigate possibility of using land in front of club on intracostal for expanding club, enhancing the beauty and accommodate more members.

Kitchen only!

Stop spending please!

Cafe should remain operational during any remodel - small updates.

Cafe decor is dated and should reflect the Village Center improvements.

We love eating at the cafe! Minimal remodelling.

It is a good amenity, however we probably need to subsidize it forever. That has been a problem for all community throughout USA. Everyone will pay for this.

It is fine as it is.

What is wrong with it? What remodelling does it need?

Improve ventilation/remove grease odour in dining room.

Poorly written question, If we vote remodel will cafe not be operational?

I enjoy the cafe and the food is very good. John is very nice and the new person is working very hard.

Do the kitchen upgrades if needed but leave the dining room alone.

Expand the menu for vegan/vegetarian choices.

Who approved the Village Center's women's room. It would be helpful if they could finalize projects quicker.

What costs are we talking about? Give a range. How long will it take? Are you going to close it?

It's a wonderful cafe and many times overcrowded.

All work must be completed so that the cafe is not closed for more than ONE week.

Improve service, open at weekends and close on a Monday.

Improve the food quality.

Improve in stages with the kitchen first.

The cafe has good food, service and prices equal to other restaurants. However, we pay for all the upkeep, air conditioning, garbage, equipment, etc.

It had a remodel several years ago.

This is a facility used by all so warrants priority.

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

Needs more space and facelift.

Village Center Cafe is a great resource and always in high demand.

Lighter and brighter.

It's one of our most valued amenities. We use it weekly.

In phases without completely shutting the cafe down and NO gym closing!

This is a great place to dine. Keep it great and fresh.

Everything inside needs to be updated.

Great for poolside meals with our grandkids.

Open up a part of the country club restaurant during repairs.

A total remodel is not necessary.

Current updates look very good.

Needs to upgrade the menu and service.

I don't use because of limited vegetarian options.

Needs a bigger kitchen and bathrooms closer.

More table space and menu changes.

This is one of our most valued amenities.

The food is great but would like more selections.

Put out and put away liquor every day!! Has to be a better way.

We love and support the cafe but it's in serious need of updating.

Fix the Grand Haven infrastructure first - ponds, trees, views. Don't spend tons of money doing this cafe remodelling.

It looks great, unless the kitchen needs to be modernized.

There is no improvement of the equipment and facilities needed at the Village Center. Stop spending more money as we can't afford it!

For me, the key is to keep it open during and remodel. This is great amenity!

Hire a company that can do the work within two weeks.

Would be nice to have a bathroom closer to the cafe.

If the bathroom renovation is any indication then the cafe will be closed for a year! Leave it alone.

Love using this amenity. Would enjoy it being all that it could be.

The cafe is very important to the community so invest in it.

Wasn't it done a few years ago?

Kitchen needs to be extended.

Need more information on scope and cost of remodel.

The food at the cafe is always great but I would like it to have more atmosphere.

Expand the parking lot, finish the bathrooms!

Love this amenity. Outdoor seating is often filled, especially Friday evenings.

Don't know if the chef and staff need NEW equipment.

Outdoor seating has been an improvement.

Expand the cafe outback on the sidewalk for customer seating and enlarge the cooking facilities.

The cafe is wonderful in so many ways. The exterior renovation is....

How about just a "brighten and refresh" instead of a full remodel?

Consider enlarging dining area.

Add restroom.

VCC has excellent food and staff!

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

It's a great place to gather but needs a facelift.

New tables and chairs both inside and out.

A bathroom for the cafe and GH room.

Sub lease to independent contractor and let them remodel.

Expansion needed for the increasing population.

Try to do in steps to keep open.

It is due, actually overdue.

This is the one amenity that benefits more than 10% of the Grand Haven population. It needs more CDD attention.

Upgrade but don't go overboard.

You can remodel with painting the cabinetry, update the bar with the same methodology. The kitchen was recently updated with appliances. Just hire a designer by asking the neighborhood who would donate time to redesign the interior. Tap into neighborhood talent.

Keep the floor and reface the bar. Remove the dark wood and shelving. New table and chairs. Purchase new , Equipment updates where and where needed..

Given the increase in population the Village Center Cafe could be enlarged and updated. There is never enough seating.

Plan out incremental and replacement changes but no full scale remodel

But what are the costs?

The village Cafe should be able to use its profits for any improvement.

A restroom should be available within the Cafe or Grand Haven Room.

If kitchen equipment needs updating, do that. Major issue is insufficient staff.

wasn't it updated a little bit ago?

Moderation. Place to pick up food or a soda.. not the damn bar. Menu is boring.

We call it the pub and love it

Without specifics how can someone make any other recommendation.

A modest update to equipment and facilities to keep it operational and up to date.

Modernize decor - current is tired and dark.

Only because remodeling might have it closed for an extended period of time.

Difficult choice. We have three or four meals a week there. How long would it be closed for a remodel?

Expand kitchen if possible

Reinvest only if currently profitable. Eliminate food services if not profitable. If investments are supported add wind curtains to improve outdoor dining in colder weather

Structure the remodel to take place over 3-4 years so outside funding is not required and increases to assessments are kept to the levels already shared.

Add second bathroom

I have heard over the years that the Kitchen needs to be bigger

We are really enjoying the outside dining

Should not be looking to compete with area vendors. Should supply a nice/ clean on site alternative for the the residence.

I have no knowledge of the kitchen equipment, however, some tweaks in the tables so that larger groups could be accommodated without separating them would be great. Also, as an early-to-rise community it would be nice to have a cup of coffee or tea before 11 AM.

Needs complete modern makeover - better seating-more windows- expand seating

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

Increase kitchen size to enable more staff and expanded menu. Create a coffee bar / breakfast cafe that is open in the morning. I also think you should consider a loyalty program, selling gift cards and offering "meal plans" (a specified number of meals for a \$X during a specified period). These are common ways that restaurants improve cash flow and reward customer loyalty.

Why not update with new equipment that would save on energy costs, and update the look to match the Village Center remodel.

The inside dining portion and library are too small. The tables are way too close to the library shelves. I have several times stopped by to get or return a book and have not been able to get even close to the bookshelves due to patrons dining so close to the shelves.

Are you saying that to remodel would close the cafe?

Remove book cases and repaint the seating area. Clean up and fix the bar. Keep out side seating. Kitchen should be accessed for efficiency and perhaps rearranged. New equipment as needed.

It is very good as it is

This is a subjective statement and open to varied interpretations. A feasibility study and needs documentation should be prepared with anticipated costs and impact to residents before answering appropriately.

The Cafe is fine. This is not the time to be spending a lot of money

Expansion of the kitchen and indoor seating.

We don't mind a reasonable update if it makes sense for the food services. We think they do a very good job with what they have.

If it's making enough money to make expansion worthwhile, then remodel it. Otherwise, minimum investment. How about adding a walk-up window for pick-up and a website to place an order through.

Why is there no reserve for these improvements? Why is the operator of the restaurant not responsible for the upkeep of the equipment and interior? Are we not charging the operator an amount to maintain the area they are using for their business they are using?

Cafe is supported by Grand Haven but profits benefit a company - it isn't open when most people would like to go - did not negotiate new contract when we had the chance even though we spent the money for RFP but did not compete. This Cafe should be considered for shut down and that should have been on the survey - too many complaints - firing good workers, not open popular days/hours, reduced portion sizes, higher prices etc

Renovate and expand the kitchen toward the parking lot. Remove book shelves to add some room to the dining area. Add tables along the wall of the Grand Haven Room to add outside seating.

Update equipment and the facilities within reasonable cost.

It seems all updates go on and on without completion. Consideration should be made to keep the Cafe functioning when and if remodeling occurs.

I love the village center cafe as is

Update kitchen with current state of the art equipment to facilitate quicker service of orders.

Add bathrooms for the Cafe

Unless the cooking area is in need I am satisfied with the current arrangement.

Difficult to answer without knowing current receipts vs cost of operation. It's nice having a place to go and eat without leaving GH but is profitable or costing GH money? I will support all efforts that will provide a nice venue to eat but it should be self supporting.

Remodel equipment if necessary but doesn't have to be done by an interior designer. Nothing fancy.

This question is not very clear in it's intent. Since the potential clientele and revenue is always going to be limited, investment should be made accordingly. (There are many worse things we could spend our money on, however.) Open the side window facing the pool for walk-up access. Pizza would be a good addition.

Bring it up to date. Currently it looks like a 70's coffee shop. Bring in comfortable sitting areas. Get rid of the books and unusable window seats. Keep the patio.

All amenities should be on an appropriate maintenance and upgrade schedule.

It needs to be maintained and minor upgrades...like service training and adequate number of servers...

It is currently dark and sorely dated. Bookcases should be removed. Needs to be more modern, airy, light and open.

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

Thought V.C. was recently updated. IF kitchen and dining areas really need remodeling then you have my vote. I believe other outdoor areas and facilities have already been updated.

Very good as is.

We think it would be wise to invest in new kitchen equipment if it is in need of replacement, rather than cosmetic/decorating improvements.

Only minimal investment until we get a real restaurant operator who can fulfill the requirements of providing good quality foods at prices that reflect the large subsidy paid by residents for rent, utilities, equipment, etc. via the CDD. We can get better food at better prices elsewhere in the area. The quality and serving size of Waterside food has declined substantially over the past 3+ years while prices continue to increase without justification.

Let the lessor pay for the remodel

The Cafe is a major hub for community social interaction. Treat it accordingly.

I think it's fine as it is. We think the food is a little expensive, given that basically, we own it.

We support the Cafe. If we knew more about what was outdated, we would consider moving forward, but we not in favor of a "grand style" remodel.

Upgrade kitchen and dining area and expand dining area.

The Cafe is a very important amenity in GH. It should look great and it is currently doesn't.

We don't use the cafe, so I am unfamiliar with its condition. We wouldn't begrudge investment in the facility but have no opinion as to whether it is needed.

Since it took so long to do the bathrooms, a complete remodel may not be cost or time effective. Valuable staff may be lost...

Increase the kitchen size and update tables on the outside.

This is an important and valuable asset to our community.

I think the cafe needs a good remodel. Keeping in mind if it can remain operational.

It needs a touch up but certainly not at the expense of it closing permanently. We enjoy eating there

Assuming it would remain open with minimal disruptions. The months long bathroom renovations were unreasonable.

With stipulation that all work be done a timely manner.. last exterior renovation took months to long.

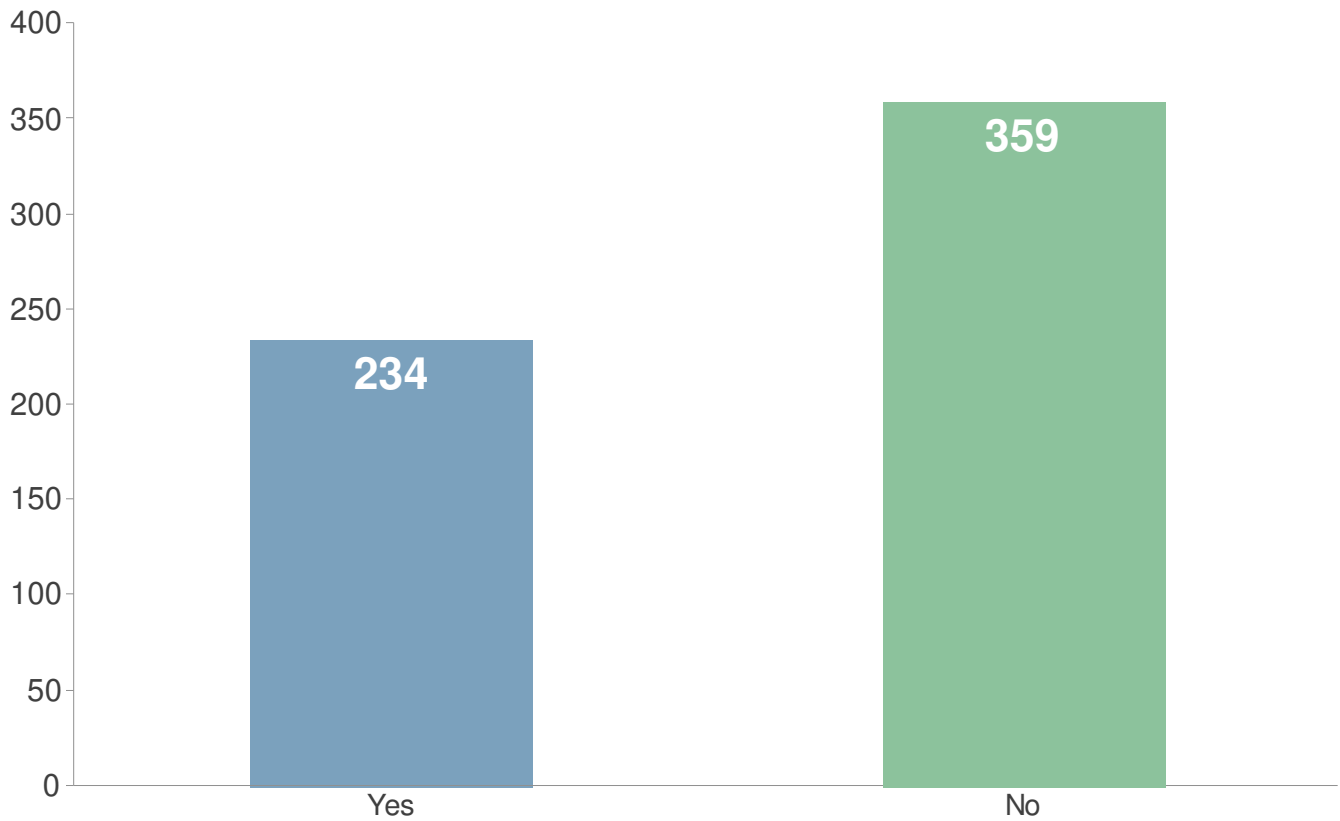
It is obvious that remodeling needs to be done however many would miss the cafe if it were closed. The ideal, though long term, solution would be to expand and update the cafe into the Grand Haven Room. This would require using open land to build a place with both larger and smaller exercise and meeting rooms.

Just get rectangular tables for the many large groups who prefer to sit outside.

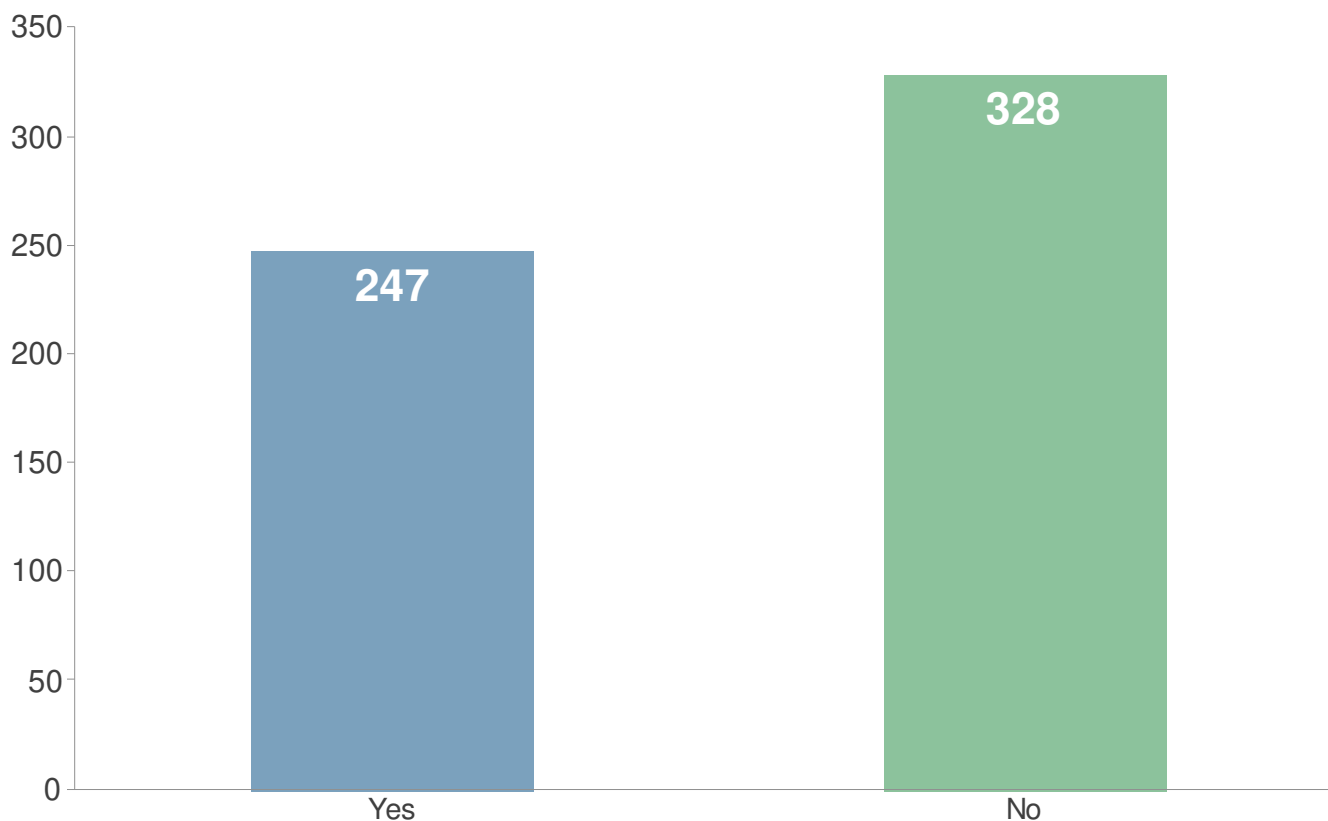
The cafe is nice but somewhat out of date. Upgraded indoor and outdoor seating would be a great improvement. Also, a high priority should be to have restrooms that can accommodate caregivers. The current situation with only communal restrooms in public areas is out of step with the need. Accommodating people with special needs will improve utilization of the cafe and all public areas and provides a dignified setting for our residents and visitors.

This is a positive enhancement to our GH amenities, especially as residents are aging and less willing to drive any distance at night for dining activities. The high quality of the food/service and reasonable pricing was a well known "secret" in PC- which is what lead to so many outsiders wanting to patronize the Cafe'. Kitchen needs an overhaul to meet today's dining needs. Cafe decor is a bit dated, but could be refreshed with paint. Dining space and the outdoor seating could use a rethink to make it more efficient for servers. Also, so patrons of gym/pool,office etc. don't have to walk amongst the diners to enter and leave VC.

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?'

Street patrols.

No comment.

No! Off hour street patrols. Yes, manned gate, N and S gates from 8.00 a.m. to 5.00 p.m.

Print is too faint to read

Cell phone to open gate for visitors.

We need a secure gate at all entrances! Too many people come in that should not be here.

Security patrol, e.g. C.O.P. drive throughs.

Maybe in some areas, look at statistics!

Access needs to be improved and more secure. Ask for drivers license. I have come in the South Gate many times and it is already open.

Off hour street patrols way too expensive, security guards need training.

Especially during holiday weekends and spring break.

Gate access needs tightening.

Website access for residents to enter vendor/guest information. Modernize call boxes. Allow cell phone remote gate control. Rover at night.

I don't know.

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

Not yet.

Residents should be notified by email or phone if there is any security problems throughout the community. Residents should have a system available to them to input name so person/company coming to their home for appointment.

I would like to see better security at the gates.

With public roads and the fact that there are no guards at North and South Gates and anyone could enter.

So far, so good. May need more in the future.

Movable cameras to be installed rotated at trouble corners.

On occasion I do see patrols, especially where they are working on completing newest condos but not often enough.

Not unless defending police becomes a problem for us.

Make clear that the North and South Gates are for resident access only. Signs should direct visitors to the main gates. Install fence from end of current fence to the ICW along north perimeter of North Park Village and The Bluffs.

With the big oak trees hide a lot of street lights, but I don't know how to make it lighter without neon or spot lights.

Improved fencing along Waterfront Park Road.

Some guards at gate let in several cars at once, noticed this numerous times this year. They don't take down tag numbers.

More cameras.

Yes to security coverage, yes to improved resident access, no to street patrols.

If someone is sick, you are out of luck. At least keep someone at gate 7/24.

As necessary.

If the police can't patrol, citizen patrols can take pictures of offenders and call the police.

Off hour patrols, cameras.

Man guard stations at all gates during peak hours and add cell phone access at gates.

If need more security then cameras could be added in some areas. Cameras are cheaper than hiring extra people.

Back up traffic at main gate of non residents/workers/delivery trucks needs to be addressed.

Add a South guard for more security.

Place is secure.

Maybe?

Perhaps, not sure.

It can't hurt.

Patrol would be good, mobile.

Security needs to be enhanced. There needs to be a guard at the South Gate. Gates continue to have maintenance problems.

Unless crime rates rise. I do believe unmanned gates/entryways should be evaluated to improve access or deny it. Maybe cameras should be considered?

Gate security is very weak. Just about any business can talk their way in. Happened to us twice in 12 months, salesman uninvited ringing doorbells. Need automated system to arrange for owners guests for all owners with any area code.

No opinion. Have we had problems?

How about manning the North and South Gates?

It would help SSMG with parking issues.

Too many cars can follow residents in Crossings. Open gate timer needs less time/open.

The guard gate should not let non residents in without permission.

Need to improve access to those who only use cell phones.

Provide guards at all three gates.

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

Lax with people coming in.

Security visibility so important.

Ability to admit guests through North and South Gates using cell phones. Many residents do not have landlines.

Fenced areas need upgrading, too easy to climb over.

Do something for Wild Oaks.

Print to faint to read.

Gates often left open (North Gate). Guards let cars in without security checks.

In Wild Oaks we have no coverage.

Please change the visitor guest box to include cell phone calling, I don't have a landline

Cameras, especially where access from Colbert and cell phone access to allow entry through Wild Oaks.

Would be nice if we had security drive around at night.

Enforcement of speed limits, if possible.

Not yet!

Need visitor call box activated for cell phones.

Do not pay police to patrol. Do allow cell phones to work from North & South Gates to let guests in.

Security at gate in Wild Oaks is inadequate. Anyone can walk or ride a bike in.

Off hour street patrol is very much needed.

Cameras in important sections/roads.

Not at this time.

A mix of volunteers plus some professional police help from City. Maybe we may need to hire more security personnel. Need to investigate further.

We do not have secure access compared to other gated communities in area.

More security coverage in evenings on Hershel Walker Drive to Park.

I didn't move here to be in a prison environment.

Too easy for strangers to enter.

We need better security monitoring all gates and notifying residents of people who enter Main Gate.

This is the only gated community that I have been in where your license/license plate was not recorded!

Cops are helpful - our guards are non-existent.

Access issues at North and South Gates.

Should be able to use cell phones to allow guest access and not forced to get a landline.

That question needs to be 3 separate questions.

Is reported crime in GH increasing?

Updated gate access system for Wild Oaks!

N&S Gates could be changed to the type of gates that are in Wild Oaks.

Sheriff's appearance and ticketing speeders.

Just make sure all gates and cameras are working at all times.

All entrances should be gated as in the crossings. Limit access for pedestrians and vehicles.

We need more security coverage.

We never receive info on this question. How can we make a decision?

Line for guests and vendors sometimes backed up onto Colbert Lane.

More lights. The deer.

Resident access options, possibly security cameras at gates and entry walks

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

1) Improve the gate call box as difficult to see the numbers/read the screen. 2) Make the gate access available via a cell phone.

Gate systems similar to the Crossings and Wild Oaks need to be implemented on North and South entrances.

Maybe man the North Village Gate - 07.00 to midnight.

Cameras at the gates?

More street lights for residential streets, as well as main thoroughfares.

Absolutely as 70% of drivers speed and run through stop signs.

I think some of the guards are very lax - they don't always write down the name of an individual you have given clearance for.

All very good but gates and fencing to Herschel King Park need to be improved.

We feel safe.

No guard at The Crossings or fast gate closing allows anyone to follow a resident into The Crossings.

South Gate.

Gates are often stuck open. Easy pedestrian and bike access at gates. Gate access for visitors is terrible as guards are too busy to effectively maintain security. Improve N&S Gate, visitor access to help the guards. Guards are not trained. They use poor judgement, i.e. giving access easily with no care.

Need improved gate access capabilities.

More security cameras.

But if circumstances change....

More secure gate access and street patrols.

We regard Grand Haven as extremely safe.

Manned security at the gates.

It would be nice but not sure of the benefit.

North and South Gates should be updated to allow those of us without landlines to be able to let our guests in.

Need more security at the gates.

It's very easy to walk into GH.

However there have been inconsistencies by guards in allowing anyone in without calling residents, this happens far too often.

People who are not residents can easily enter. We see pedestrians and cyclists enter here everyday.

Grand Haven is a safe community.

Often South Gate's barrier is up as broken. Need cameras for non residents, pedestrians, cyclists accessing from Colbert Lane.

Strict access control at the main gate following existing rules. Allow new use of cell phones by owners to open the gates.

Cell phone gate access.

Dollars.

Can have a active neighbourhood watch.

Our gate guards need to follow protocol at all times. Currently EVERYONE coming through the main gate MUST be documented - not happening.

The South Gate needs better security and a guard on duty.

We spend considerable tax for the Sheriff's Department - push them to increase patrols.

There is no security except at the main gate.

It's only getting worse.

Gates need to be more dependable. Cell phone access should be implemented.

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

Gates need to be maintained in and out.

Current guards need to screen entries better. People show up at my door without my permission to enter.

Maybe cellular access to gates is the only improvement necessary.

Improved guard gate access is needed. Our landscaper of 15 years has twice been denied entry, whilst some not on the resident lists are granted entry.

Thefts are becoming a problem, strangers, etc.

I so appreciated the day when the attendants in the main gate were so friendly, as in the days of Tatiana, Dominic, Roger, Michelle (I think that was her name). I miss their friendliness, which is no longer the case with the current gate staff.

Pedestrian entry should have a locked gate. Wild Oaks needs a electronically manned gate like the Tidelands community has. Guest entry requires driver licence and there is a cross bar and 2 gates that open, allowing only one vehicle to enter at a time.

Yes, all of the above included cell phone access to un-manned gates plus piggy back entering. I have also seen motorcycles enter North Gate through walk through. This should need clicker as well.

Cars operated too fast - dangerous for people and pets. This is especially prevalent on Eastlake Drive.

North and South Gate has no security and anyone can go through behind someone else. Need a guard at both South and North Gate.

Too many overnight parking on the streets.

Off-hour street patrols.

Maybe in the future as problems arise.

Thus far crime does not appear to be an issue.

Not improved resident access or street patrols. But, the gate access system might have the capability to identify tailgaters. For example, by detecting when a vehicle passes through a gate and separate uniquely coded devices was not used. We could identify, eliminate and/or reduce people piggy backing into GH.

We need to seriously look at the open gaps next to our gated areas. The arbors at the Main Gate, the Crossings has huge gates, yet the walkway adjacent has a walk on pathway where any pedestrian can walk on. The gates are slow to allow double jumping access, many residents are asking for a Guard at the North Entrance restricted for Vendor Access to stop the flow huge traffic on Colbert in the morning. The updates to the system for accessibility is long long overdue. The crossings access is very difficult for Amazon, UPS and other essential deliveries if residents are not home. The screen is difficult to see and they have asked for a screen cover to no avail. No improvements have been made since inception. This project was started over 5 years ago and still not completed. Too long in the making for improvements. we need to more proactive. And a roving guard to answer issues since we have neighbors blocking driveways and walkways is imperative. No overnight parking is consistently violated.

Absolutely YES. What we need is to remove the arches at the main gates and fence off the area. Also the north and south gates are worthless. Any one can walk right into the community. Absolutely no security. Right now.

The current security in GH is adequate. But, this question suggests a criminal element in the community. So, installing cameras in the community would be a precaution to consider.

Focus on access management

Off hour street patrols, guard shack for Wild Oaks

YES. This is one, if not the most important issue we are facing now

Not sure how much more we need. Definitely need a secure community, however.

no off hour patrols. it's a waste of money what do you envision for improved resident access capabilities?

God no. We don't need patrol. It's quite here. Don't cave to the crazy people who want patrols.

A double barrier owner in gate like many other communities have i.e. Del Webb Jacksonville eliminating cars tailing in or owners opening the gate for people in front of them

Our system is very outdated, especially the gate remotes and the dependency on land lines which many people no longer use.

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

We need to improve the access to the Wild Oaks community. A system that calls the resident's cell phone to announce and allow access is desirable.

Better gates at the North, Main and South entrances like the ones used in The Crossings and Wild Oaks.

Cameras in place need to be maintained in working order. Cell phone authorization for visitors should be allowed - no more landlines required.

The cost of perfect security could be endless. How much security is needed? Perhaps the Palm Coast Police could drive through the streets of Grand Haven as they do all other areas of Palm Coast, and as often.

Enhance the security at unmanned gates

Coordinate patrols with the FCSO, NO private security funding!

Non residents follow residents thru gate at Wild Oaks

I think we only need to improve resident access and controls to eliminate those who are not residents or contractors from having access to our community. Our community is already a low crime zone so I do not think we need patrols or other security functions.

Need to get into the 21st century and allow residents to let guests thru the gates without having to call in or use the guards. There are systems that allow residents to give a "one time" code to visitors that they can use to enter any gate, which frees up the guards. Current system is a complete joke and embarrassment.

Cameras at the gates and other places that is accessible

maybe, area around the golf club is getting trashed (where the unfinished condos are)

But we need to stay current and watch for areas of concern and address them.

The gate in wild Oak is outdated and does not work well. Security in wild Oak and gate access needs improvement. .

I think it would depend on the number of crimes reported here.

Designate one entrance (South) for contractors with guard that can check them in. Replace North Gate with iron gate like Wild Oaks with the ability for visitors to call residents cell phone.

Visitors/guests should be able to access the north and south gates with our cell phone consent-main gates gets backed up to the street sometimes

The security guard at all gates but the main gate have been removed. The access feature is antiquated, requiring a "Home phone" to enter the unmanned gates. The north gate is often stuck in the up position. Security is lax and in todays environment we need to improve that security drastically

Security is adequate.

Anyone can walk or bike into Grand Haven at any of the gates. We are supposed to be a gated community but are wide open to anyone. That makes no sense! Please close the entrances to ALL non-resident traffic and make visitors with cars check in the main gate. We need better security. Subject to cost, maybe we need all the gates manned 24/7. The security guards often let people in without contacting the resident to see if they are expected. We personally experienced that lack security when we were home shopping in Palm Coast.

Security a big reason we purchased a home here

improved resident access capabilities.

Off hour street patrols would be a plus.

What for? You have extra money which you are seeking to spend for no benefit for the owners?

Our current system is outdated.

We have no security coverage in Wild Oaks

update phone system to allow for cell phone approval

maybe a few security cams along the roads; on the light poles

Gates should be able to be controlled with a cell phone. Also, when someone is calling from gate for entry, the display should say Grand Haven Gate. That's what it used to do, but now it just displays a cell number.

Perhaps the Guards at the Gatehouse should better screen individuals entering the premises. Also, more patrolling of the neighborhoods.

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

Gate system at Wild Oaks: DOES. NOT. WORK. For example, today the visitor gate was open, and the phone was loudly beeping. Cell phone access is needed as well as other improvements. The problems occur so frequently that visitors and vendors must tailgate into the community on a regular basis or enter through the exit gate. Basic gate security is a major CDD responsibility, and this is a failure.

Not an unreasonable amount but I am not sure that we do a great job. I see gates up but it may be due to a person pushing their button on the way out. It seems to be very easy to get in so I hope we would take pictures of all traffic coming in and if you are not a resident with a card we would take pictures of all licenses for records if something happens. I know they have tried to do a better job of who gets a card but if someone sells a house the past owner may have access for months. It would help if residents knew what the guards were suppose to do! I have heard we have to let anyone in but I would like a formal explanation. If we do that then why do we have gates when the city doesn't do any infrastructure repairs for the high level of taxes we have in GH. If we meet the state percentage of over 55 can we reduce our taxes for schools like other communities?

A roving patrol at night, especially citing vehicles parked on the street at night.

Need fencing to separate Waterfront Park from GH especially with its popularity and planned expansion. Enhanced security for all GH residents by not allowing Arts Foundation or any other outside organization/individual to control unmonitored access to GH. Turtle Trail needs to be removed from within GH - no other gated community allows unfettered access to the public - it is a gated community and the turtle should be moved outside of the gates.

There should be security cameras at all entrances from Colbert and exits to Colbert. Perhaps they already exist. Gaining vehicle entrance to Grand Haven is much too easy. It is my understanding that keeping unwanted intruders out is a problem since our streets are apparently open to the public.

Answer based on assumption that license plate readers exist at all entrance locations. Access to gyms should be by card reader. For those without a landline, instructions should be provided on how to use google talk for obtaining a local number and opening gate for guests to reduce guard time intervention (or a system that allows the resident to use a cellphone).

Question is vague about off-hour street patrols. Who would conduct them and how they would be conducted

We need an updated access system at Wild Oaks.

Front gate needs to do a better job of screening outsiders such as looking at Driver's License 2. Use of cell phone to let visitors in

Improved resident access capabilities may or may not be a security issue but is probably a good idea if the cost/benefit makes sense. Off Hour street patrols have a long history of poor results and high costs that make the cost/benefit very poor. I suggest you not use "security" as a topic. Select a word that is measurable like crime. GH has minimal crime - again ask the Sheriff for the numbers. What little crime that has occurred has been from children of residents (mostly adult children). Don't spend money to solve a non-problem.

The gates (three of them) need more prominent markings. North, Main and South. Also can google be notified to lead people to the main gate. Family and heck even vendors get confused. I have received many calls from contacts that they don't know how to get in. Lets fix this, its an easy one.

The Resident Only North and South gates should be able to be controlled for visitor access using a cell phone, instead of the current landline requirement. More and more people are only using cell phones these days and don't even have landlines. Also, when contacting the Main Gate for visitor access, it would be nice to have some kind of computerized system that we could use to notify the main gate for visitor access instead of having to make a phone call.

We are in a very low-crime community. Access into the neighborhood is very porous and not easily improved. (multiple gates, unfettered pedestrian access, intracoastal waterway access) Most people have security systems installed. We feel the best chance of improvement for minimal cost is to promote the neighborhood watch concept. Encourage people to get to know their neighbors and "see something -- say something".

Too many cars tailgate to enter the property. Guards need to call owners if not on the list, no exceptions.

Maybe in future off-hour patrols could be needed

Gate access at the South gate needs improvement.

YESYES & YES...Gate access is the same as it was 20 + years ago. Off hour VISABLE street patrol in place, NO manned gate, All gates automated and roving security available to respond to troubles

Not at this time but it is something that should be monitored

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

Yes to improved resident access. Access should be opened up for cell phone use and app as many residents don't have or want a house phone.

Unless there is a marked increase in crime such as home break-ins, I do not see a need for increase security and associated costs at this time.

I think we should go back to having another security guard at the South gate, would make it less time consuming for labor people to get thru the gates and not wait in long line at main gate AND just more security. The Main Gate is actually a joke.....there is a guard but anyone can just walk thru either side of the entrance.....there is no fence!

Ok for now but requires ongoing monitoring of security issues.

For now we just better main gate control as discussed at previous CDD meeting, plus camera monitoring and recording of all entries at all gates 24x7.

The security clearance line at the middle (main) gate is often 5+ vehicles. Staff the south gate to ease the flow. That would also minimize the risk of people tailgating into the south gate to avoid getting a security clearance (we have observed this behavior).

Not at this time. Do recommend guest gate access using cell phone instead of land line.

More attention to gate security and access.

Better street lighting

I would like to see the gate access enhanced for cell phone calls to residents for access.

At a minimum, cameras at unguarded gates but we also think that perimeter fencing should be installed to prevent unwanted intruders. Right now, anyone can walk into the community either at the unmanned gates or through the trees. It would be nice to be able to let someone in through our cellphone in addition to the landline.

Security patrols would be useful

Security control at the gaate needs to be improved. It seems like anyone can gett in if they have a good story.

Would be nice to have traveling security in the evening.

Security at the South gate - 9am - 10pm

The security at Wild Oaks is a joke. The side walk in entrances should be locked; Walk in gates should be added as anyone walking or bicycling comes in as they wish. The gates are a hit and miss as sometimes they work, sometimes the guards at the main entrance to GH answer, or they just don't work! I feel Wild Oaks is the "bastard child" of the Grand haven community although its an "upscale" community. The CDD should make plans to enhance the security at WO. Residents at WO pay the same fees as GH yet we have to deal with a less than working security and gate problems. Understand that The Crossings are "in the same boat" but the do not have the "free walking" problems WO. I see trucks parked outside the gate and men/kids walking in with their fishing rods! This should be stopped. There must be alternatives to this problem. We have lived in "unmanned" gated communities and NO one was able to come in unless they had the correct code or called from the gate. This included having locked gates on the sides to prevent anyone walking in unless the had the correct code to open the side walking gates.

Improved/increased street lighting.

I live alone with family within 15 minutes. It would be SO helpful if my daughter could have her own entrance beeper. Having recent, unexpected surgery, there were several times it would have been a great help if she could enter from the unguarded gate. She is a security cleared teacher, but it would be reasonable to require a security screen for this. And not to be used for a cleaning lady, etc.

Cellphone enabled opening the north and south gates for guests would alleviate a lot of frustration.

Gate into The Crossings will allow many vehicles in following entry by a first vehicle..This does not seem to happen across street in main entrance on Waterside.

Definitely improved resident access capabilities.

Would like to see the South Gate manned.

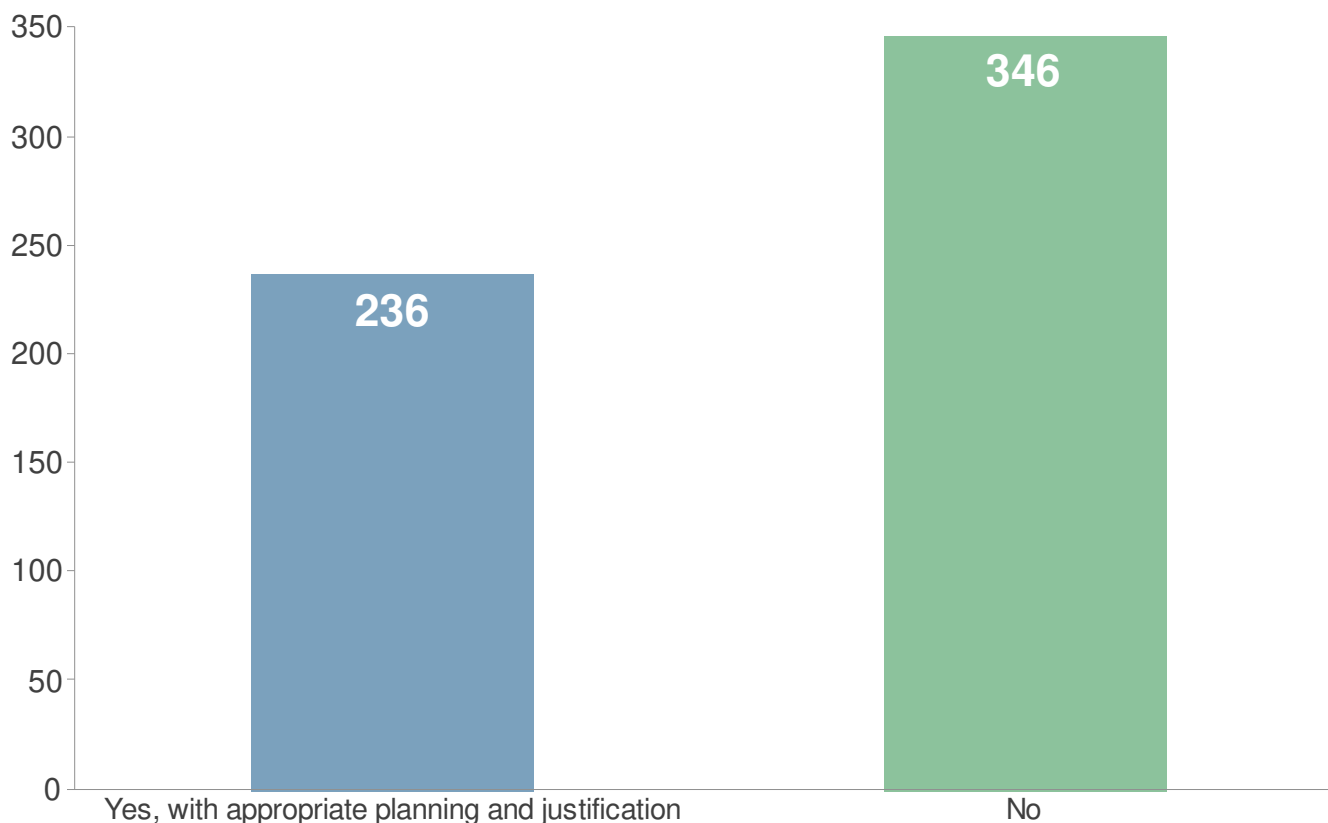
While we've always felt safe in Grand Haven, Security is never a bad thing - an ounce of prevention.

Upgraded security would be appreciated. We should have the ability to allow entry through smart devices.

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

improve resident access capabilities through use of computer technology to make it easier to advise Guard Gate of visitors- via email, or direct phone messaging, access portal for residents whatever. I personally have not had issues with calling the Guard Gate and telling them who is coming/when (both when I've spoken directly or left a message) or using my gate code to allow visitors in. I think its more the people who are too lazy or forgetful to call the Guard Gate

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?*'

Need a bigger and larger Grand Haven room.

This is worded for you to only get the first response!

I want to have 2 gyms. Do not need another meeting room.

We need more regular (once a month?) social evening activities with music, dancing, etc.

No to taking Creekside rooms for office space.

If usage warrants.

Take care of the oak trees first.

Especially not at the loss of current amenities, such as the Creekside Fitness Center.

Do we have an influx of clubs that we can't accommodate at this time?

Grand Haven room.

Not enough meeting spaces for all the groups requiring them.

Possibly a larger facility to accommodate a large number of people. Possibly rent out for parties to help cost.

A gym for young and senior all purpose room.

I would need more information prior to commenting.

One downfall - 15 years ago, there were several perks that do not exist today - such as bus rides to attractions.

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

Difficult, always crowded in our crush, empty for rest of day.

Need additional indoor space for exercise/games, the Grand Haven room and Creekside not enough, when meetings are scheduled, activities need to be cancelled.

Only with Grand Haven residents not outside people. Encourage more clubs.

Seem like we have gotten along for 20+ years with what we have.

And if warranted by demand and if existing facilities are not enough.

Expand present facilities.

We now have 3 Croquet courts, there was nothing wrong with keeping field by Creekside.

I'd like to see the results of a needs survey.

I think we have enough.

Why more walk spaces? Are we building a fiefdom?

Much needed.

Seems adequate.

Could use another meeting workspace and more parking with the backups of classes.

Just fix what you have.

Don't use any of the facilities.

Yes, as the needs of the residents and staff are essential.

How about a computer room with fax and printers?

Not at this time.

Minimally, another game room would be nice.

No!

Facilities not being fully utilized now, slowly expand.

We really do not have the demand.

Will be too crowded, heavy traffic.

We would support expansion of the gym.

Available to clubs/groups within the community.

Don't feel either way.

We need facilities where clubs and residents can meet or eat at the same time.

Especially would like to see space where residents can gather.

Depends on specific projects and costs and benefits.

The Grand Haven room is the only facility to accommodate clubs, meetings, exercise classes. No space at North Park.

I oppose taking our inadequate resident activity rooms for additional offices.

We need productive people here!

No opinion.

Maybe but do NOT close Creekside Gym!!

None needed now.

A work space(s) would be nice.

Definitely!

Get new facilities or make bigger.

Everything is fantastic now. Beautifully run. But if need to expand then I am for it!

Just manage what we have.

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

More parking is needed at Waterside, both sides.

Seem okay the way it is now.

But let me qualify this. We don't need more clubs and meeting work spaces. What we need is expanded parking spaces.

This could mean re-purposing existing facilities and I don't support that.

Do NOT close the Creekside gym.

What we have is adequate and better than more communities.

Dollars - shades and Clubhouse bathroom.

Definitely do not expand office space. Barry and any assistant could be in rented space or from home, which is basically what he does anyway.

People with disabilities don't have any amenities here.

More areas for activities for residents.

There is still open time and space in VC and Creekside's meeting rooms. Many clubs with small membership can meet in private residences.

As long as it benefits our community.

I would like to see the elimination of any additional funds after mortgage and taxes, say in 10 years.

Croquet courts were added, servicing a minority of residents.

There seems to be enough for the present.

Where and why?

An explanation is needed about where to expand and which facilities. The GH room is not enough to service all the residents' needs. Need permanent rooms that do NOT get cancelled frequently. Need to have another GH room as the current one is not enough to accommodate any additional clubs and meetings.

Status of new condos resulting in the increase of facility usage.

Unsure, maybe reallocation of current space used.

Do not see the need.

The GH room is too small and definitely not wired accurately for hearing all of the content nor has all of the equipment been in place since the updating of the facility. The chairs are less than comfortable and certainly the sound system should be miked in from the ceiling with boom mikes. When you attend remotely you can not hear any of the speakers and passing around mikes is just no way to run meetings. We do not have a way to accommodate large crowds for functions for a community this large. Indoor or Outdoor. Yet there is a piece of land we had an opportunity to purchase a few years ago and this board determined not to purchase it whereby we could have utilized it with tenting opportunities etc.

Why are there no questions on increased parking spaces??

The key to remember is that a better scheduling plan needs to be used.

Improve management and usage plans for current facilities

How much are the facilities used now? We are not involved in clubs.

Definitely!

study how they are used now. don't expand just because people double up on times they want. watch the costs. we pay enough now.

yes, build additional building on parcel K to allow additional indoor space for activities.

Not needed. Organization of existing space should be adequate.

Depends on cost

How often are the existing facilities booked solid? Why do we need to expand our current facilities?

Use the newsletter to identify the needs of each requested group on the existing amenities

clubs and meetings, but I don't see the need for more workspaces

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

Depends on costs and justification

What is the communities resident growth potential. I believe we are quickly approaching our full potential for growth. Use of capital is important! REMEMBER: Return On Investment is more critical than ever. Why did we spend \$200,000 + on the Croquet Fields to support 80+ units (NEEDS?) with an ADDED 3rd party annual maintenance cost starting at \$54,000. currently funded by the 1,911 units? HOW COULD THIS HAPPEN????????????????????

With younger people moving in, I think down the road we will have accommodate them.

Do not take the gym out of the North center for office space.

This is an unnecessary expense that will be used by a very small percentage of resident.

Clubs, meetings - no. But see my suggestions in the first question

ONLY if it benefits residents! Management company SHOULD NEVER be allowed to take any space in our community to conduct their business. They have facilities off site for this.

We need another facility to accommodate all the indoor activities that are back-to-back; i.e. Move-to-Music, Zumba, Ballet, MahJongg, Bridge, Pilates, etc. as well as meetings and special events.

Not workspaces! Not private or outside clubs or meetings Only more space all GH residents can use such as exercise facilities; Not more croquet money - that small group has enough (or too much)

A short term parking area, not to exceed two weeks, for recreational vehicles owned by visitors. Reservations required.

Maybe, but not more work space. I would like to see a covered open air space where exercise classes could be held, and perhaps some music in the evenings, etc. We live in the warmth of Florida and do not need to do so many things inside (I say, looking forward to coming cool weather). Also would like more shady areas near the pools.

Unless your talking about expanding gyms which I have previously addressed. No further meeting rooms are needed from my prospective. Not sure about work areas.

Would like to see more workshops and presentations. Even if they are from commercial vendors. Not sure it requires "expanding facilities". Would like to see an annual or bi-annual community-wide yard sale.

I simply don't see an issue

At this point the facilities appear to be adequate. The reservation system seems to work and the facilities are being used in an efficient manner. That is, they are not empty the majority of the time.

Yes, BUT I believe YELLOWSTONE did a better job.

Not a priority.....but facilities should change with wants/needs of residents.

Depends on costs, justification and resident usage.

But not at the expense of the gym being abolished for the room, unless a new better facility replaces it.

Is there a demonstrated need for additional space? Are the clubs, etc. willing to subsidize the investment in additional space that is for their benefit? Are we willing to open up our "expanded" facilities to attract Palm Cost community activities that will help offset the cost of added facilities?

Not sure there is a demand.

Not aware of a need.

We should not give up any current amenities to create more meeting/office space. We probably need more space for clubs/activities. It would be great if we had a social director who could organize events, activities and trips. Currently it is up to residents to do that which creates all sorts of problems.

However, we don't think elaborate work spaces are necessary. We feel there should be justification for the number of management workspaces we now provide. We are specifically not in favor of losing the gym at Creekside.

I believe we are sufficiently capable with our present facilities to accommodate meetings and workspaces.

This would really require justification!

Can see lots of opportunities to use additional meeting space.