

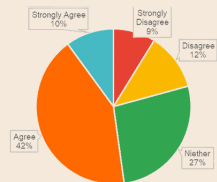
Community Survey Highlights 2025

DURATION: FEBRUARY 19TH TO MARCH 15TH 2025.

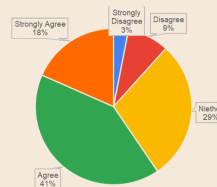
PARTICIPANTS: 164 RESIDENTS

SURVEY OVERVIEW

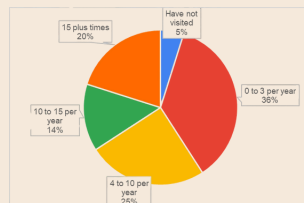
Overall Hub Experience: Residents were asked, "When visiting the LHOA Hub, do you enjoy the overall experience?"



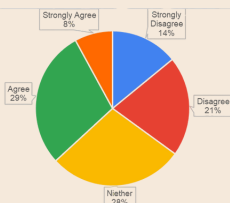
Customer Service: Residents were asked, "Did the team members at the LHOA Hub provide you with great customer service?"



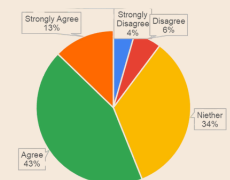
Hub Amenity Usage: On average 60% of those who answered visit the Hub 10+ times annually.



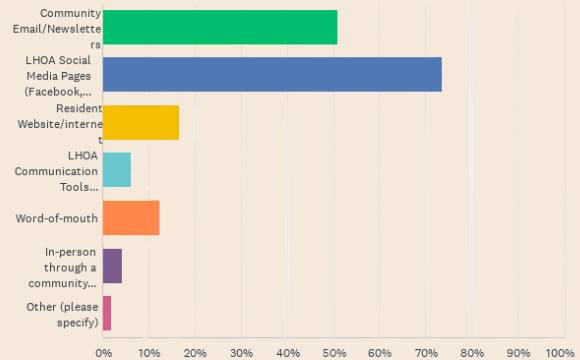
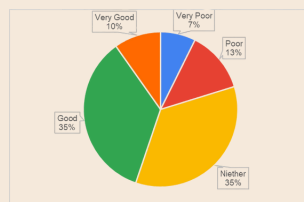
The Hub offers a wide variety of programs: Residents were asked if the LHOA offers a variety of registered, diverse and value added programs for all ages.



The Hub offers a variety of community events and activities: Residents were asked if the LHOA events and activities are organized and a great way to connect with neighbours.



Overall LHOA Experience: Residents rated their overall experience with the Livingston Homeowners Association.



KEY ACTION ITEMS

- Increase Adult Programming and Events:** We will add a minimum of two adult only events to our 2025/26 event line up, offer a minimum of three new adult programs in our Fall 2025 Program Guide and include adult only drop in programs in our gym schedule starting Summer 2025.
- Increased Opportunity for Member Feedback and Engagement:** We will hold a minimum of three "open house" events throughout the year where the focus will be on increasing awareness about offerings, sharing information and give targeted opportunities for members to connect with our staff and give feedback.
- Increased Marketing:** We are continuing to enhance our marketing efforts to promote programs and events more effectively within the community. We will focus on increasing our social media presence by posting more regularly and consistently. We will ensure our website is kept up to date with current information and monthly information emails will continue to include event, program and community information.
- Community Maintenance Education:** Residents will benefit from increased education on community maintenance to ensure the longevity and upkeep of shared spaces.
- Ongoing Staff Training:** Continued commitment to ongoing staff training and education to enhance their skills and service delivery.
- Communication on Community Tool Shed:** Residents can expect improved communication regarding the Community Tool Shed, including what's available, how to access, adding resources and availability.

THESE SURVEY INSIGHTS ARE CRUCIAL FOR CONTINUALLY IMPROVING THE LHOA HUB AND ENHANCING COMMUNITY SATISFACTION. ACTIONS WILL BE TAKEN TO REFLECT OUR COMMITMENT TO ADDRESSING RESIDENT FEEDBACK AND ENHANCING COMMUNITY EXPERIENCES.

WHAT ARE RESIDENTS SAYING:

- LOVE LIVING IN LIVINGSTON AND WATCHING THE COMMUNITY GROW. AS TWO 45+ ADULTS WOULD LIKE TO SEE SOME MORE ADULT ACTIVITIES TO CONNECT WITH OTHER ADULTS IN THE NEIGHBOURHOOD. WOULD LOVE MORE COMMUNITY ENGAGEMENT ACTIVITIES
- LOVE THE HOA SHOULD VISIT MORE OFTEN IN SUMMER SPRAY PARK IS THE BEST WE PLAY BADMINTON OFTEN
- I LOVED HOW MANY CHRISTMAS LIGHTS THERE WERE DURING CHRISTMAS. I WISH YOU GUYS LEFT IT ON LONGER AT NIGHT. SO PRETTY!