

**Chinquapin Owner Survey- Summary Results-7/1/2024.** Collated by Allen Dobson  
(numbers in parentheses represent survey results from 1/2022 where applicable)

**Total respondents: 121**

**Q1. Which best describes you?**

Homeowner- full time resident	14% (13.21%)
Homeowner- part time resident	45% (22.64%)
Homeowner- part time resident with plans for full time	8% (7.55%)
Homeowner- part time and rent my home	6% (5.66%)
Homeowner for investment and rental	0% (1.89%)
Lot owner with plans to build in next few years	25% (46.23%)
Lot owner for investment	2% (2.83%)

**Q2. What part of Chinquapin are you an owner?**

Double Knob	16% (19.63%)
Natures Walk	11% (18.69%)
Cow Mtn	21% (14.02%)
Estate Lot/Main Section	38%. (37.38%)
Wolf Lake	0%
Flat Creek	2%
Not Sure	8% (10.28%)

**Q3 For additional research purposes only (note some lots may have 2 surveys returned and a few did not include this information but the results show significant number of new owners since last survey)**

2007 -3  
2011-1  
2013-1  
2014-1  
2015-5  
2016-6  
2017-8  
2018-7  
2019-7  
2020-8  
2021-30  
2022-27  
2023-13  
2024-3

**Q4. Did you Fill out Prior Surveys**

Yes	57%
No	43%

**Q5 What amenities were available and most attracted you to Chinquapin when you bought your property? (Listed in order by response)**

20 Miles of hiking trails	95% (96.26%)
Waterfalls on the property	95% (92.52%)
Conservation areas	78% (79.44%)
Outpost	75% (69.16%)
Driving Range	48% (39.25%)
Pickleball Courts	34% (17.765)
Wilderness Cabins	28% (40.19%)
Trading Post	22% (18.69%)
Dog Park	22% (14.95%)
Exercise Facility	21% (24.30%)
Stage	21% (19.63%)
Miniature Golf	19% (14.02%)
Playground	12%
Archery Range	11% (13.08%)
Horse Stables	10% (14.02%)
Frisbee Golf	10% (1.87%)
Athletic Fields	8% (9.35%)
Batting Cage	8% (4.67%)

**Q6 What current or future amenities are important to you as an owner? (Listed by rank order score)**

Hiking Trails	19 (17.60)
Outpost	19 (16.36)
Stage for outdoor concerts	16 (12.61)
Pavilion for gathering	15 (12.35)
Natural Area and green space	14 (15.18)
Pickleball courts	14 (9.89)
UTV trails	14 (13.32)
Exercise facility	13 (11.61)
Driving Range	12 (9.57)
Lakes for canoeing or fishing	12 (11.99)
Wilderness Cabins and grounds	11 (10.63)
Miniature Golf	11 (7.80)
Athletic Fields	10 (7.82)
Trading Post	9 (7.87)
Dog Park	9 (7.56)
Golf Simulator	8 (6.06)
Archery Range	6 (6.40)
Playground	5
Horse Stables	5 (5.39)
Frisbee Golf	5 (4.58)
Playground for larger dogs	5

**Q.7 How satisfied are you with the current amenities?**

Very Satisfied 21.5% (16.98%)

Satisfied 46% (47.17%)

Not all the amenities are important to me 28% (32.08%)

Dissatisfied 4% (3.77%)

Very dissatisfied 0%

Comments: (number of comments= 65)

*A very large number of respondents commented on the hiking trails and green spaces and the need for their upkeep as well as preservation--17. There was general satisfaction with the amenities--5. However, some amenities were felt to be unneeded or were more focused on renters--13.*

*There was interest in an expanded exercise facility--14. Additional comments included more and preserved UTV trails. Several wanted the golf simulator restored and Fish Shack returned to community use. A few commented that a staffed bar /restaurant, neighborhood pool and larger dog park would be nice.*

**Q8. If you could add a new amenity, what would it be? (96 commented)**

Expanded and dedicated Fitness Center -28

More UTV trails -5

More hiking trails 8

Restaurant -4

Golf simulator- 5

Larger dog park 6

Pool (includes heated, hot tub, lap pool etc.). - 17

Additional pickleball courts (covered) -3

Tennis courts 3

Club or restaurant for dinner/bar -6

Green space or hikers rest area at base of Cow mtn-4

Convert frisbee golf to par 3 golf

Improved stables, horse rental -2

Market/store- 3

Pool table -2

Ping Pong -2

No additional amenities needed-10

Don't turn the community into a club environment-2

Other suggestions: Mountain biking trails, Lake Access to Lake Glenville, more use of our own lakes for fishing and swimming, covered area in front to stage, community garden, croquet, bocce ball, boat storage, office and conference space, more trash sites

### **Q9. Do you have any comments or concerns about amenities? (83 commented)**

Most comments were focused on the cost to maintain our amenities and whether all are needed

Several respondents were concerned that renters using amenities would raise the cost of maintenance and that there were few renter rules or supervision of renters.

A few said we needed better cell service in this section

One person suggested a dumpster site closer to Cow Mountain.

Examples of comments

"I am concerned that amenities will go away when Mark leaves. I was told that the Fish Shack and horse stables weren't the communities, and I was sold that it was."

"I appreciate how hard the Waterfront Group works to keep our amenities clean and in good working order. I want to keep this as a priority after the transition. I believe more attention and resources are needed to maintain our trails."

"Concerned about cost of upkeep and maintenance on too many facilities. Focus on the important ones and do them well"

"Renters overwhelming amenity capacity and not cleaning up after they use them (not picking up golf balls on driving range for example)"

"Hoping that there will be easements and space for more trails as there were earlier as well as preserving more green space/stop clear cutting lots"

"Don't really know the status of frisbee golf or the course layout."

"Miniature golf, frisbee golf, archery, batting cages are all renter focused yet paid for and maintained by the owners"

"Fish Shack and Wilderness Cabins were advertised in the past as amenities vs their rental usage now. Parts of trails keep disappearing due to building. Need a plan to handle renters and usage/cost/damage to amenities"

"Would love the frisbee golf turned back into 9 hole golf course. Too many ridiculous amenities that have never been completed or used like batting cage. We need a pool and clubhouse"

"Roads need to be put in good repair. New settlers way is a good example including the bridges fish shack should be a community amenity."

"All of the amenities are well maintained including the fact that all the fire pits are always stacked with fresh firewood."

"It would be nice to have dumpster closer to cow mountain"

### **Q10 How would you rate our roads? (5-point scale)**

Rating 3.9 (4.2)

Comments: almost all the comments were about the amount of damage done by construction. There was need pointed out for some of the older roads to be repaired, bridges fixed and maintenance done before they get more worse

### **Q11 How would you rate our water system? (5-point scale)**

Rating 4.0 (3.9)

Comments: In general people thought the system was improved and good. There were several who were concerned about water supply, reliability and other issues previously discussed.

**Q 12 How would you rate our utilities and infrastructure overall? (5-point scale)**

Rating 3.4 (3.9)

Comments: Every comment was “great power and internet, terrible cell phone coverage”. The latter is beyond Waterfront or Chinquapin ability to fix but hopefully there will be regional improvement in the near future.( see recent report on web site)

**Q13 Do you have additional comments or concerns about our infrastructure? (77 commented)**

Comments: Most comments continued to focus on cell coverage. There were also comments about gates (how they functioned and whether the multiple different coded gates were needed), bridges and roads around Natures Walk were a concern, owners and builders disregarding conservation rules with too much clearing of lots and wanting to assure that there were not delayed or deferred issues at developer turnover.

**Q14 How would you rate the maintenance of our community? (5-point scale)**

**Rating 4.2 (4.4) (Comments 43)**

All were very complimentary. Shout outs to Lucus and others

Concern about maintenance due to increased use and construction. Need for better monitoring.

The gates and road shoulders were a concern

**Q15 What best describes your expectations for ongoing staffing for the community?**

A staff person at the trading post 7 days a week 17.36 % (30.19%)

A staff person only during business hours 60.33% (42.45%)

An on-call person 7 days a week 19.01% (21.70%)

An emergency contact only 3.31% (5.66%)

**Q16 How satisfied are you with the quantity and type of social activities?**

Would like more 12.82% (10.68%)

Would like different 2.56% (6.80%)

Just right 65.81% (51.46%)

Less would be fine 18.80% (31.07%)

Don't think they are necessary 0%

**Q17. Do you have suggestions or comments about social activities? (62 comments)**

Comments were very positive about the social events and most respondents liked them as they were.

Suggestions by some were for fewer large events with bands (and music to be softer so you can talk) and maybe possible DJ rather than a band for some.

There was concern about the cost after Waterfront Group not involved.

Smaller activities aimed at bringing the community together/mixers – ex: movie night was pointed out as a big hit

Other suggestions given:

Potlucks

Chili cookoffs

Wine tastings

Hiking groups

Lectures

**Q18 Our HOA dues are used to maintain and operate our community. Our HOA will require a reserve fund for our roads and utilities, money for yearly maintenance of our properties, and also for additional amenities we might desire. What are your priorities?**

Score:

Reserve fund 5.45 (4.03)

Maintenance of community 4.77 (3.90)

Maintenance of amenities 3.69 (3.28)

Social Activities 2.47 (2.02)

Exercise facility 2.3 (1.99)

Staffing 2.3

**Q19 Rank words and phrases in describing your vision for our community.**

(Ranked by score)

Hiking trails and Outdoor activities. 11.34 (10.73)

Conservation Areas 10.69 (9.82)

Community oriented 9.04 (7.05)

Beautiful Views 7.90 (8.83)

Friendly People 7.81(8.01)

Amenities 6.97 (5.69)

Social Activities 6.84 (5.29)

Natural Areas and green space 6.75 (8.47)

Well maintained grounds 6.72 (7.62)

Security 5.39 (6.39)

Simple mountain living 4.62 (6.96)

Fishing streams 3.50 (4.74)

Close to restaurant and other activities 3.43 (3.88)

**Q20, Do You Rent Your Home?**

Yes. 8.26% 10 respondents

No 91.74%

**Q21 If you rent your property, which best describes your property**

I rent myself. 2

I use an agency that only handles money and reservations 4  
I use an agency that provides guest services as well 6

**Q22 If Chinquapin offered full-service rental assistance, please indicate your interest.**

Extremely interested 4  
Very Interested 7  
Somewhat important 5  
Not important

**Q23 When you rent your home do you provide specific home and community rules for guests?**

Yes 12  
No 5

**Q 24 How important are access to amenities to your rental?**

Extremely Important 6  
Very Important 2  
Somewhat Important 3  
Not important 3

**Q25 Rental use of amenities often leads to higher maintenance costs. How willing would you be to charge renters an extra amenity fee to offset those costs for the HOA?**

Willing 15  
Somewhat willing 2  
Unsure 1  
Unwilling 1

**Q26 Tell us your comments, suggestions, or concerns about property rental in Chinquapin**

(81 Comments)

There was a clear statement that owners had the right to rent their homes if they choose and many bought because renting part time would allow them to do so. Most acknowledged the need for more structure

There was a very large number of comments expressing concern about rentals ranging from “problems”, overuse and misuse of amenities, noise, to the changing the character of the community.

A few pointed out the lack of and the need for rules, supervision, and reporting

Several suggested a limit on rentals or a surcharge for renters

Several who do rent stated that they do so part time and to offset their costs and feel that that is their right but are willing to consider amenity fees and rules.

Several commented that they think the passion around this issue is larger than the actual problem and we should work to address concerns asap.

**Q27 If you don't rent your home, what best describes you?**

I am a permanent resident 17.35%

I spend more than 4 months a year in Chinquapin 32.65%

I use my home as a vacation home for my family and friends 37.76%

I visit occasionally 12.24%

**Q28 What has been your experience with renters in our community?**

No negative experiences 48.19%

Had 1 or more negative experience 19.28%

Have seen misuse of amenities 46.99%

Have experienced vandalism 3.61%

**Q29 Do you have an opinion as to specific rules Chinquapin should have regarding rentals?**

Restrict use of amenities 39.18%

Fee for amenities use 54.64%

More oversight of amenities uses 37.11%

Develop a specific reporting procedure for rentals 43.3%

Identification or registration of renters 63.92%

More defined rules 43.30%

Other 18.56% (specify) only Owner can use UTV, more accountability and more specifics on the above options

**Q30 Tell us your comments, suggestions or concerns about property rental in Chinquapin**

There were lots of comments and concerns mainly restating the issues. The newest comment was that UTVs were available for rental in the area and people had concerns that renters would operate the UTV on trails and other restricted areas and suggested not allowing renters to operate UTVs within Chinquapin.

Most of the commentors wanted registration, stricter rules and enforcement and potentially amenity fee for renters to use the facilities.

There was also pointed out a need for a reporting system.

Note: this was clearly the most emotion issue raised despite the number of rental units appear to be low compared to the concern. Some of the suggestions if implemented may help reduce the concerns.

Sample Comments:

"A minimum rental. Maybe 7 days. Additional fee to renters for maintenance/use of property."

"Rental policy should be balanced between the individual owner benefits and the protection / integrity of the greater Chinquapin community."

"Limiting UTV use by renters, having better communication with rules and regulations in the community."

"Owners should have to put up a deposit to cover damage done by renters"

"We have rented a few times since we have not built on our lot yet. Very glad owners are able to rent."



“Hope that this remains a peaceful community that is respected by those who use it. Those who rent their homes should provide guidelines for use of the community, so as to protect and preserve the natural surroundings. Fines or penalties should probably be considered for misbehavior”

“We have not experienced issues with renters here so far. However based on experience at our other home, rules and a complaint procedure are very important so that homeowners can enjoy a peaceful, quiet environment. Also, our amenities are expensive and renters tend to use often and perhaps carelessly so fees to help maintain at a high level seems fair.”

“There needs to be defined rules regarding the use of the property/amenities for the renters. Part of this should be consequences of misuse or problem renters for the property owner. Since it is being used as an income generator for the owner, and obviously increasing the use/wear & tear of the communities' facilities, there should be an impact fee for use of the amenities by the renters.”

“Renters must be told the rules, like no UTV racing, quiet times, etc.”

“I think renters need to sign agreements to respect the rules on the property”

“UTV use---to easily differentiate between owner-driven and renter-driven UTVs, owners display a flag/pennant, similar to a bicycle flag, at the rear of their UTVs. Renters using a UTV would not have a flag on theirs.”

**Q31 The Homeowners Association has building and architectural standards and covenants that every owner receives at closing on their lot purchase. These are to establish minimal standards for homes and use of property. The administration of these covenants is currently the responsibility of the developer operated HOA. How well have the covenants been managed? Check all that apply.**

Standards have been well managed 32.17%

Exceptions have been reasonably applied 36.52%

I have concerns over building materials and colors 26.09%

I have concerns over the use of lighting 26.96%

I have concerns of maintaining trees and clearing of lots 42.61%

I am not familiar with the specifics of the covenants of the HOA 10.43%

Comments:(27) Below is the number of times the following issues were mentioned in people's comments.

14 comments about architectural standards not being followed & too many exceptions being given. Architectural examples: gate on a private lot, light house colors, windows without mullions, garages visible from the street, houses too close to the road, too large a house for the lot, houses too close for privacy.

6 comments about lots being overly cleared & trees unnecessarily cut.

6 comments about aggressive lighting, uplighting & light pollution

5 comments said no problem or the developer was doing a good job

There were several comments about lot clearing and tree cutting.

There were comments about lighting noting the developer had used uplighting in Natures Walk and there seemed to be confusion about what was allowed or not.

Several asked if we had an ARC (architectural review committee) and why not?

Sample of comments: “We have excellent standards. We have not been adhering to them. Too many exceptions that permanently dilute visual aesthetic (light home colors, aggressive lighting, destructive over clearing of property, etc.

“Owners are disregarding the conservation rules of our community. They are removing the under brush and trees causing damage to the quality of the lake water, as well as animal habitat; including nesting for birds and eagles. This is a conservation community and the run-off from overbuilding and owners disregard for the rules, are ruining the natural beauty of our community.”

“There have been so many exceptions made it has set a precedence now that has the original covenants obsolete. I hate to see exceptions being made because it changes the tone and feel of our neighborhood.”

“Developer has done an OUTSTANDING job.”

“The ARB [architectural review board] needs to be reinstated immediately.”

“Too many undocumented exceptions will lead to legal fees in the future. Once a standard has been broken, there are few grounds to turn back more exceptions.”

“I have seen a lot of social media chatter about lighting. The developer built cabins at Natures Walk and used uplighting on each of his cabins. So, that’s what we did when we built ours. Now I see chatter that uplighting is not allowed via the covenants. If the developer did it, then we need to rewrite the covenants to allow uplighting.”

### **Q32 What are your top concerns about the future of Chinquapin?**

103 Comments:

Concerns fell into several topic areas 1) maintaining our beautiful community-with trails, nature and not being overcrowded 2) the transition- Leadership and HOA dues 3) dealing with community standards and rental rules

Here are some examples of comments:

“I would like to preserve the integrity of Chinquapin building standards, green spaces and conservation areas. Also, would like to understand how the turnover from Mark will be managed”

“Enforcement of the community standards, and maintenance of infrastructure.”

“I am very happy with the way that the developer has maintained the property and would love for the owner-operated HOA to follow suit.”

“As there is significant construction yet to occur, we are poorly suited to maintain the roads. A larger contribution to the reserves should be required for new construction. Builders should be monitored to adhere to construction standards.”

“Just keeping it natural, beautiful, and well maintained. Also, fully cleaning up construction debris/depos and pulling back from unused amenities and a way that is both aesthetically consistent and financially responsible.”

“Successful transition to HOA. Maintaining the natural focus of the community. Having enough reserves.”

“Hoping as buildout continues that it won’t lose its charm. Same goes for Cashiers as the traffic and crowds are making less popular destinations more intriguing.”

“Chinquapin was a development designed for a harmonious relationship between living and nature. More amenities, more trees removed, more "city" values applied, more exceptions to the architectural design, the more we lose our mountain feel.”

“Successful transition to HOA. Maintaining the natural focus of the community. Having enough reserves”

“Very concerned about the roads and bridges both are in need of repair and the lack of funding for those repairs, need to have architectural codes followed.”

### **Q33 Final Comments (61)**

Many positive comments. Many thanked Mark and Waterfront group for giving us a great development. There was some restatement of concerns, but most comments were forward looking on how keep our community unique  
Here are a few final comments as examples.

“My experience with HO Boards has been negative. This transition from developer to HO Board will determine the future culture of Chinquapin”

“Mark has been great - selection of those involved in the HOA after Mark leaves will be critically important.”

“I feel as if the community is very cliquey and most communication is driven by the same 4 or 5 people who feel as if they represent the entire population of Chinquapin. It concerns me that the viewpoints of other, younger people, are being ignored and not taken into consideration.

Chinquapin isn’t exclusively a retirement community and its unfair that its being managed that way.”

“When the HOA is turned over to the owners, I would like all owners to be allowed to make comments and suggestions on the amended HOA rules and regulations, and governance. And that a vote of majority owners is required to approve any amendments. The forgoing is in lieu of a committee-approving body.”

“Chinquapin offers a unique opportunity to maintain a critical balance between investment, community and nature. Careful and thoughtful planning and implementation are necessary to maintain the integrity of all three.”

“The group of volunteers that have helped with the trails and communicated with Mark are to be commended. There are many of us who have tried over the years to change many of the issues raised here, only to be falsely promised areas will be addressed.”

“1) I do not believe we need an exercise facility. There’s an excellent full service facility in Cashiers that is extremely inexpensive and available to all. These funds should be

used on preserving our trails and green spaces. 2) Thank you for taking the time to conduct this survey and asking for our opinions.”

“Chinquapin is a great community we all enjoy. We individually may not agree with every decision that has been made but we should not (sic) recognize that we would not have been drawn to this community if it was not for the vision set by the Waterfront Group. We need to be mindful of this as we look to manage a community of diverse members.”

“Thanks for the opportunity to comment. Love this community and the people in it!”

