

Web Survey Response # 2

Thank you to everyone who responded to the Community Survey announced in our June, 2015 newsletter. The cumulative responses have been included in the December, 2015 newsletter. All write-in comments in the survey have been grouped and the Board's response has been added below. The purpose is to provide information or understanding on why some situations are handled the way they are. We felt this was too much information to share in the newsletter.

This second response is on Amenities, the Pool and Common Grounds.

15) Please provide any comments you feel would benefit NCA as it pertains to NCA's AMENITIES.

- Is it allowed for a resident to let cats out of the home roaming throughout the neighborhood, even when resident is not at home? if so, why? if so, should dogs have similar rights?
- The playground by Durer Court is in need of maintenance. A newer playground would be appreciated. A community hall available to residents would be a great addition.
- Keep clear, trimmed, accessible steps from Northumberland side to pool parking lot.
- our renters use amenities
- I would like pool enclosure to include pine tree area near parking lot as picnic area.
- tennis court repair and add short (2-3 feet) inward-angled fence over single-player tennis wall to help single players avoid losing tennis balls.
- A tot lot off of Delong Dr (near Kitchener) would be nice along with some picnic tables. Or if the current Tot lot that is off of Delong Dr (towards the left) could be improved.
- I know that my tenants use the paths, parks and pool in NCA. I feel that our community has great amenities. It would be nice if the pool was larger since it does get crowded in the summer. I am answering these questions based on their usage.
- Tree fallen on trail remained for a long time a year ago.
- We rent this house out so we do not use any of the amenities.
- Mowing the front lawns of townhouses.
- The tot lot on Northumberland near Godolpin (across the street from the ball field) could use an update. It is unsafe for small children.
- Please advise on location of basketball court. We have lived here for a year and didn't know there is a viable court. The only possible one we have seen is in the woods off Northumberland and is in need of complete replacement or removal.
- Exercise classes at the pool
- Though I don't have children, when my friends' bring their children for visits, I'm surprised at the state of disrepair of the equipment. Several unsafe elements in the tot lots.

Response to Comments: Fairfax County has leash laws for dogs, not cats. NCA defers to the County when they have laws in place on these matters. • The Marconi Court and Getty Court tot lots have been completely renovated and the swing set at the Brandeis Way tot lot has been replaced. Replacing the outdated tot lot equipment is high on the Board's maintenance priority list and will continue with these replacements as funds allow. NCA does not have maintenance staff. • If there is an item that can be handled by a contractor, such as clearing steps during leaf removal, that is when those types of situations will be taken care of. • Neither management nor the Board feel that any of our facilities (pool, tennis, tot lot, etc.) are over utilized and actively maintains the existing facilities. There is a concern that upgrades or improvements are not supported by a sufficient number of residents in the community. The Board is always willing to consider upgrades when a significant number of residents support a suggestion. The

tennis wall was installed at the expense of a resident with the approval and assistance in installation by the Board. If a resident that uses the tennis wall would like to install an improvement at their expense, the Board would welcome a proposal. • The basketball court is surrounded by woods on three sides and is located behind homes on Eucalyptus Court. The court is accessible through the interior paths. The basketball court became a hang-out for a period of time and the courts were closed due to frequent vandalism. In 2009 the backboard, hoop and nets were reinstalled and the courts are active again. • Refer to Survey Comment #7 on Web Survey Response #1 regarding mowing of townhome lawns. • Management was informed of a tree that had fallen across the trail down towards Pohick creek. This part of the trail was not on NCA property and was the responsibility of the Fairfax County Park Authority.

21) Do you have a recommendation on a different method of accessing the pool other than the existing picture pass?

- No but another method would be great.
- Recommend a permanent pass for all adult owners living in Newington Station.
- Keep the picture pass.
- Passes with pictures kept at pool. Members sign in.
- the picture pass system is ok
- bar coded with reader
- Why have annual passes with new pictures required every year (instead of once every three years or so)? After all, it's our community pool, it's not a Customs checkpoint at the airport. Has there really been that big a problem with former residents sneaking into the pool?
- No
- not at this time
- picture pass is fine, but lifeguards should be able to issue them on first day
- I love the picture pass method.
- Pool passes should be permanent and only a list of the non-paying dues neighbors should be used at the pool to deny access.
- An electronic system would be more efficient, and could eliminate the need for passes. (Would also save a lot of staff time processing.)
- No
- Show a membership card and picture ID. That seems to work for several other community associations.

Response to Comments: Annual registrations limit the use of the pool to only those who live in NCA. Yes, we have non-residents every year try to use NCA's pool. Annual registration also aides in the collection of assessments. No one who is delinquent is allowed to use the pool. Additionally, past dictates that residents can be abusive when denied pool passes or access to the pool or limited in allowed passes and it is best if residents only interact with management. Other options that may involve a permanent pass, but not permanent access, will be investigated.

23) Please provide any comments you believe will benefit NCA as it pertains to the POOL.

- The five years old and younger rule for the pool should be enforced.
- Determine whether annual number of pool users justifies the expense of making the facility available. Take a vote.
- NO SMOKING in/around pool/grounds by participants, workers, observers. There is always a pile of cig butts outside entrance door to pool/pool lot curbs by pool.

- If you had a walk down set of steps in the pool I would be able to use it.
- Provide information on how resident teens can serve as lifeguards.
- we are satisfied with the current pool conditions
- I think the lifeguards are less attentive this year than in the past years
- Guest pool passes. This seems like some nickel and dime stuff, and requiring payment via checks or money order seems inconvenient, especially for daily passes. In the last three years, the highest year of pool fees (which presumably also includes new passes, replaced lost passes, etc) only brought in \$4,399.00, or \$7.23 per household. If I recall correctly, when I grew up here as a kid, the pool used to have concessions (cans of sodas, hotdogs, candy, etc.) How about bringing them back? The markup would likely more than make up for the revenue lost by charging for guest passes and it would be providing a benefit for residents using the pool.
- There are enough lifeguards on site so that they should be able to rotate instead of making everyone get out of the pool.
- Here's an odd one. Today and earlier this week, I saw a woman exit the men's dressing room. Different woman each time. Fortunately, there was nobody else there but it could have had a bad ending. There are signs there for mens and womans rooms. I don't know why this happened
- The changing rooms needs a good renovation.
- I think \$2 per guest would be more reasonable. I usually try to purchase mine in advance to take advantage of the lower price. It would also be nice if the person could pay in cash at the main entry. If theft is of concern (ie..from the lifeguards)then there could be a set number of tickets available to sell so that the money could be accounted for appropriately.
- Badly in need of some shade trees. We would go much more often if there were some shade.
- There should be say a dozen or so free passes for each family to use with guests before having to pay \$3
- I wish the baby area stayed clear from bugs in the water.

Response to Comments: Enforcement of pool rules and cleanliness is a high priority for NCA Board and management. If you witness a lack of rule enforcement or unclean conditions, please first consult with the Pool Manager on duty. If a problem still exists, immediately contact the NCA Manager and the issue will be addressed promptly. The pool is an asset and amenity that everyone accepts when they purchase a home in NCA. Eliminating it is not a consideration. Titan Pools is the contractor and has signs up on the fence if anyone is interested in being a lifeguard. Shade has been an issue for many years. Heavy, safe umbrella stands in the picnic tables would interfere with grass maintenance. Canopies were used in the past but break in summer storms. A committee to look into the addition of a permanent option for shade would be welcomed. Five free guest passes by submitting your application in early will continue to be used as an incentive. \$5000 significantly helps offset some of the costs (replacement furniture, pool toys, plants). When there was a swim team at NCA, they ran a concession stand. It was not run by NCA. The stand, with the creation of the office, no longer exists. Management provided concessions one summer but both food and money disappeared.

29) Please provide any comments you feel would benefit NCA as it pertains to COMMON GROUNDS

- bare spots in grassy areas.
- We have a tree in the common ground behind our home which is dead. it's been looked at, but not attended to.
- Keep up the current programs of maintenance alive.

- The Bradford pears (and replacement trees) on Northumberland seem to be too close to each other. As they die off, I was wondering if the replacement trees could be spaced further apart.
- Re grass, many bare unseeded areas. Erosion problems. Washing away soil. Re Trees, need attention/action to Newington borders/overseeding trees into community close to homes. Re sidewalks, should be user friendly for walkers, strollers, wheelchairs.
- Exposed sewer pipe in creek bed behind Lori R. house.
- More azalea bushes
- Albeit most people clean up from their dogs on Luce court, some feces do occasionally occur
- tree has been marked for removal but never removed. community tree damaged my home over 1.5 years ago. No reimbursement, dead limbs STILL dangle, caught in the tree and fall periodically in wind
- dead tree branches are hanging in the trees and should be noticed by the grounds maintenance crew.
- Where are all of the community amenities, such as all of the tot lots? I've only seen one. How about a map of the community showing where all the amenities are on the newingtoncommunity.org website? I think many would find it helpful.
- Seed the bare spots. Add dirt where kids trip on tree roots.
- Perhaps, having dog waste dispensers available throughout the community would increase the percentage of people cleaning up after their dogs.
- Trees/bushes/trash by the end of courtyards and around sidewalks by the basketball court need attention. Pet stations with bags would be beneficial.
- Needs more attention to cleanliness of parking lots and trash all around property.

Response to Comments: There is a replacement plan for the Bradford Pears on Northumberland. As they die, they are replaced with Red Spires that look like Bradfords but are expected to be much heartier. Additionally, every sixth Bradford that comes down will be replaced with a Crepe Myrtle. • The County is aware and plans to handle the exposed sewer pipe in the woods in the Fall of 2015. • A licensed arborist walks the community every year and provides NCA with a list of safety or aesthetic concerns. The Board reviews the list and tries to address as many as possible. Storm damaged downed trees/removals have first priority. The budget for trees has a limit. Management is not aware of any tree that has been recommended for removal and not taken care of. Please contact the NCA office with an exact location of dead or marked trees. • An additional trash can is being added in the Fall of 2015 on Delong Drive. Hopefully this will aid in less dog feces in that area. • Areas of bare ground, exposed roots and encroachment of the woods/brush occurs throughout the community. The NCA Board does its best to handle these situations and stay within budget. • Tree pruning and parking lot clean up are in the grounds contract scheduled once a year. All other times cleanliness is the responsibility of the residents. Please keep NCA beautiful and pick up trash when you see it.