WENDELL FALLS 2022 SURVEY RESULTS

Brookfield Properties



Last year, Brookfield Properties surveyed residents of Wendell Falls to learn about their experiences living in the community. We asked questions to find out what makes Wendell Falls great, how it could be improved, and ways we can make Wendell Falls the best place to call home for you and your family.

Using the results from the 2022 Livability Survey, key insights have been identified and action plans have been developed to address this feedback. We look forward to working together with you and the HOA to continue building a great community.

We intend to survey again in the future to monitor resident satisfaction and uncover opportunities to improve. We are so happy you choose to call Wendell Falls home, and want to continue providing the best experience possible to our homeowners.

HOUSE AND HOME

- 84% are satisfied with the comfort of their home
- 79% are happy with the mix of housing types and styles
- 78% are satisfied with the energy and water efficiency of their home
- 74% say Wendell Falls looks well maintained

COMMUNITY SATISFACTION

COMFORT

74% are satisfied with their quality of life

RECOMMENDED

82% have recommended Wendell Falls to others

COMMUNITY LONGEVITY

75% agree Wendell Falls is a good community to live long-term



COMMUNITY DESIGN

Results revealed that the design of Wendell Falls was the strongest driver of community satisfaction. This highlights the importance of creating a community with opportunities to engage and connect through an active and healthy lifestyle.

In the community design category, the survey revealed lower satisfaction in the quality of parks and open spaces (61% satisfied) and access to daily activities (68% satisfied). Our team has identified areas to improve this score, working alongside the HOA to evaluate existing parks, playgrounds and open spaces and address areas that require maintenance. New pool furniture has already been ordered for the Farmhouse pool, which will give a fresh look to the pool deck this season.

We recognize the anticipation for more Treelight Square businesses to open and look forward to the conveniences these commercial users will provide our residents. The development team will be utilizing the Wendell Falls Way to better communicate openings and announcements as we learn about them so that you feel more informed.

COMMUNITY ENGAGEMENT

Outside of elements of planning, design and place, **community engagement was the second strongest driver of satisfaction**. Wendell Falls performed well in this category, especially in scoring the degree to which residents feel at home in their community (71% satisfied).

Results in this category showed prospective opportunities for improvement in community events, programs and activities (50% satisfied). The team is exploring ways to strengthen resident connections through the activities currently being offered, while establishing diverse programming and events as we move forward. Wendell Falls was designed to foster connection and community spirit, and we recognize the transition of HOA companies and short staff made this difficult last year. The management team onboarded a new Lifestyle Director last fall, a position that will support and facilitate programming for all ages. The HOA has also been exploring additional avenues of communication, such as a private Facebook group, so residents can easily access the calendar of social activities available.





COMMUNITY LOOK AND FEEL

The look and feel of Wendell Falls emerged as another strong driver of satisfaction. Many residents said Wendell Falls is a good place to raise a family (51% agree) as well as a community they can grow old in (70% agree). Homeowners would like to see the community feel more vibrant and established to strengthen satisfaction scores in this category.

We believe Wendell Falls will feel more established as construction is completed throughout the community, especially at Treelight Square. Once restaurants and services open this spring/summer, the community will take on a whole new feel. It will be vibrant with residents walking to dinner, playing in the splash pad and enjoying the many conveniences we have been waiting for. To see what's coming, click here.

Additionally, the development team has been working to infuse more art throughout the community. This includes inspiring murals and vibrant installations that celebrate the Wendell Falls story and the people who live here.



COMMUNITY OFFERINGS

Wendell Falls has a robust amenity offering, designed to appeal to a variety of ages and interests. The survey showed residents enjoyed access to nature in and around the community (73% satisfied), walkability (79% satisfied) and felt the community enables a healthy and active lifestyle (71% satisfied). When asked about additional offerings, residents were most interested in another pool and more walking trails.

A new pool, playground and cabana are under construction in Phase 10, and we anticipate it to be open later this summer. More trails are being designed and added as the community grows into the northern phases. The pedestrian underpass is now complete, and we will be adding more landscaping to beautify this path.

These new amenities, along with the growing commercial conveniences, will be great additions to our amenity package at Wendell Falls. Our community is home to over 1,600 families, with a variety of interests and hobbies, and we continue to look for placemaking opportunities to ensure there is something for everyone here.

NEIGHBOR ENGAGEMENT

Survey results showed that neighbor engagement positively affected quality of life among residents. Elements of neighbor engagement include welcoming and friendly neighbors and how residents treat each other. Respondents felt that people pull together to help others in need (69% satisfied) and work together to improve where we live (50% satisfied).

There has been discussion with the HOA about creating a Philanthropy Committee at Wendell Falls. We believe there are opportunities for neighbors to bond and work together behind important shared causes and/or organizations. In the coming months, the HOA will be seeking candidates to form this committee and decide what causes our community would like to support together.

The HOA Manager is also implementing a monthly meet and greet social, which will be a great opportunity to meet new neighbors, ask questions and stay informed on community happenings. Your feedback and engagement with the management company is encouraged and valued as the community evolves.



Thank you to everyone who participated in our 2022 Livability Survey! Your feedback is important to us and we are committed to providing a great experience at Wendell Falls.

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