



## I. Introduction

The Boca Royale Transition Committee conducted a Fall 2021 Resident Survey soliciting input/feedback on the potential Club purchase and property improvements. The survey results are summarized in this Newsletter.

The objectives of the survey, as you recall, were to:

- Assess homeowner satisfaction – what residents like or dislike about living in Boca Royale;
- Obtain feedback on planned Neal Communities improvements;
- Identify other improvements desired by residents; and,
- Explore ways to improve the value of Club membership.

We sent the survey out to 1,342 individuals on Boca Royale's standard email list. We received 813 responses back which yields a 61.8% response rate. Many surveys indicated the response was a joint submission from both spouses; thus, the number of survey participants is significantly more than 813.

Boca residents provided many excellent suggestions. Many of the action items to implement these improvements fall outside the scope of the Transition Planning effort. These issues are very important to address, however, as Boca residents consider the possible Club purchase.

We will share Transition Survey suggestions outside of our charter with the parties that can address them – the Club Advisory Board, the Boca Homeowners Association, and Neal Communities. We are hopeful that many suggestions can be acted upon.

In addition to this Newsletter, the Resident Survey recap is being posted to the "Surveys" page of the Boca Transition Website – [www.BocaRoyaleTransition.com](http://www.BocaRoyaleTransition.com).

## II. Survey Results

***We started the survey with several questions focused on homeowner satisfaction.***

### 1. How much do you agree or disagree with these statements?

	Strongly Agree ↕	Agree ↕	Neutral ↕	Disagree ↕	Strongly Disagree ↕
I am proud to say I live in Boca Royale	290 31%	<b>384</b> 47%	118 14%	23 3%	2 0%
I plan to live in Boca Royale for some time	<b>339</b> 41%	319 39%	128 16%	22 3%	10 1%
I enjoy Boca's Country Club and natural setting	313 39%	<b>324</b> 40%	122 15%	39 5%	14 2%
Boca's Country Club and golf course help increase or protect the value of my home	<b>289</b> 35%	255 31%	167 20%	80 10%	27 3%
It is important that Boca residents can control the destiny of the Club	<b>403</b> 49%	236 29%	110 13%	44 5%	24 3%
Boca is on the right track relative to the potential Club purchase.	146 18%	200 25%	<b>290</b> 36%	92 11%	85 10%
Boca's restaurant and operations have improved under new management	148 18%	246 31%	<b>330</b> 41%	54 7%	27 3%

## 2. What things do you like or dislike about living in Boca Royale?

	Strongly Like ↕	Like ↕	Neutral ↕	Dislike ↕	Strongly Dislike ↕
Friends and neighbors	<b>434</b> 53%	312 38%	69 8%	2 0%	1 0%
Ambiance of the Community	359 44%	<b>373</b> 46%	70 9%	11 1%	2 0%
Abundant wildlife	<b>350</b> 43%	331 40%	117 14%	17 2%	5 1%
Landscape and ponds	<b>389</b> 47%	338 41%	68 8%	14 2%	10 1%
Beautiful homes	370 45%	<b>377</b> 46%	65 8%	4 0%	4 0%
Growth in property value	<b>354</b> 43%	338 41%	117 14%	9 1%	2 0%
Social activities	178 22%	<b>311</b> 38%	276 34%	38 5%	13 2%
Sporting activities	192 24%	253 31%	<b>318</b> 39%	33 4%	13 2%

### Commentary

Most residents who responded are positive about living in Boca (82% strongly like or like). They enjoy friends and neighbors (91%), the landscape and ponds (88%), and abundant wildlife (83%). Boca is known for its beautiful homes (91%). Residents have seen a significant growth in property value (88%).

Residents enjoy Boca’s Country Club and natural setting (79%). Most believe the Club and golf course add to or protect the value of their homes (66%).

While Boca residents clearly wish we had more control of our destiny (78%), their thoughts as to whether we are currently on the “right track” relative to buying the Club are quite different (43% positive with 36% neutral). University Park residents expressed a similar sentiment in its initial Transition Survey – a low “right track” rating until more details, including average monthly cost per household, became known.

### 3. If you could change just one thing in our Community, what would it be?

***We asked residents if they could change just one thing about Boca Royale, what it would be.***

694 comments were shared relative to this question. Your responses were thoughtful and specific and will provide a sense of direction to the Transition Committee.

The concentrations were as follows:

- **Growth** - 8.8% of the comments addressed the current and planned growth of the Community, with the majority being negative.
- **Traffic** - 8.4% of the remarks expressed concern over traffic issues that currently exist, or perceived issues in the future.
- **Clubhouse** - 7.8% of the respondents expressed a desire to either have the Clubhouse replaced or renovated/redecorated.
- **Security/Manned Gate** - 6.5% expressed serious concerns regarding community security with most calling for a manned guard at the gate.
- **Golf Course** - 6.5% desired significant improvement to the golf course and shared concerns re staff performance.
- **HOA** - 6.5% expressed disappointment over HOA issues and by-laws.
- **Landscaping** - 6.0% additionally expressed specific frustration with the quality of landscaping and Westcoast work.
- **Club Purchase** - 5.3% expressed concerns regarding purchase of the Club.
- **Food and Service Hours** - 4.9% wanted to see an improvement in the quality of food served and an expansion the restaurant hours.
- **Neal Communities** - 3.6% shared negative remarks regarding various Neal Community policies and actions.
- **Social Member Benefits** - 3.6% desired an expansion of Social Member benefits, primarily requesting they include Fitness Center and Racquet benefits.

Many of your recommendations are not within our purview or control, but will be passed on to the appropriate parties (i.e., Management, HOA) for their review and follow through.

***We asked Boca residents about Clubhouse improvements that Neal Communities has planned.***

4. Neal Communities is proceeding with Clubhouse improvements prior to a decision on a sale. How beneficial do you feel the following Neal improvements will be?

	Major Benefit	Benefit	Minor Benefit	No Benefit	No Opinion
New outdoor covered pavilion / dining area (necessitated moving the 18th green for safety reasons)	277 34%	<b>309</b> 38%	122 15%	74 9%	36 4%
Re-establishing the golf driving range	253 31%	<b>259</b> 32%	141 17%	89 11%	77 9%
Enlarging the bar - rectangular shape with seating all around	252 31%	<b>286</b> 35%	148 18%	93 11%	38 5%
Expanded Fairway Room dining capacity	230 28%	<b>305</b> 37%	169 21%	73 9%	39 5%
Better use of Palm Court foyer area	209 26%	<b>291</b> 36%	178 22%	65 8%	65 8%
Audio/visual, wiring & WIFI upgrades	249 31%	<b>306</b> 38%	155 19%	61 8%	37 5%
Refresh and redecorate inside	<b>399</b> 49%	269 33%	94 12%	38 5%	16 2%
Refresh and redecorate outside	<b>373</b> 46%	283 35%	100 12%	37 5%	17 2%
Repair or replace roof	<b>503</b> 62%	233 29%	39 5%	22 3%	18 2%
Repair or replace ceilings	<b>461</b> 57%	253 31%	58 7%	21 3%	20 2%

## Commentary

Most residents are positive about the Clubhouse improvements that Neal Communities has planned. We clearly need to refresh and redecorate the interior of the Clubhouse (viewed as a major benefit or benefit by 82%) and exterior (81%). It is critical to repair or replace the roof (91%) and ceilings (88%). Residents are in favor of an expanded Fairway Room (75%) and outdoor covered pavilion/dining area (72%). Other planned improvements are all viewed positively as well (62% to 69% ratings).

### 5. What additional Clubhouse improvements would you like to see?

436 individual remarks were received in response to the question "What additional Clubhouse improvements would you like to see?"

A number of respondents expressed positive feedback regarding the Neal plans shared thus far. Several individuals indicated they would like to see a cost/benefit analysis before expressing their final opinion.

The concentrations were as follows:

- 14.1% of respondents wanted a real chef, better quality food, better prices and expanded dining hours.
- 8.7% of respondents wanted an enlarged redecorated Clubhouse with many recommendations as to specific areas.
- 7.8% desired a brand new Clubhouse, large enough to support our growing Community.
- 6.4% had bar recommendations – a sports bar, cigar bar, outdoor bar and members only bar.
- 4.6% want more rooms for activities with some suggesting sliding walls to allow for room expansion.

- 4.6% are concerned that renovations be ADA (Americans with Disabilities Act) compliant particularly at the entrance and hoped for one level flooring.
- 3.7% called for locker room and bathroom improvements.
- 2.7% desired new carpet, suggested tile as an option, and were concerned about continued mold smell in the Clubhouse.
- 2.5% were concerned about staff sufficiency and training.
- 2.3% called for a new, possibly portable dance floor.

6. If you are a Golf, Tennis, Pickleball or Fitness member, what improvements would you like to see to support these activities?

475 comments were shared in response to the question posed to athletic members as to improvements they would like to see.

- 34% of comments referenced Fitness Center issues.
- 31% made suggestions for improvement to the golf course/program.
- 16% of the remarks were general in nature.
- 12% had feedback related to Pickleball.
- 7% recommended improvements to the Tennis program.

Specific suggestions were as follows:

- 14.1% called for golf course renovations and a new superintendent.
- 10.9% wanted a larger fitness center with more rooms for classes.

- 9.2% felt social memberships should afford use of the Fitness Center and Racquets participation.
- 6.7% desired more classes in the Fitness Center and felt there should be no additional cost.
- 3.4% felt professional staff should be hired for the Fitness Center.
- 3.4% expressed various concerns regarding the golf professional and support staff.
- 2.7% requested more equipment including Pelotons, cardio, free and kettle weights and bags.
- 2.5% desired the availability of seasonal memberships.
- 2.3% indicated overall fees were too high.
- 2.3% called for improved locker rooms to include more storage space, showers, and a sauna.
- 2.1% wanted more covered seating for pickleball courts.



**We asked residents several questions regarding the value received currently from Boca Royale memberships.**

**7. Do you receive good value from your current membership at Boca Royale?**

	Very Good Value ↕	Good Value ↕	OK Value ↕	Not A Good Value ↕	Poor Value ↕
Value received from current Boca membership	59 7%	218 27%	<b>349</b> 44%	131 16%	39 5%

**8. Would the following capabilities enhance the value of your Boca Royale membership?**

	Major Benefit ↕	Benefit ↕	Minor Benefit ↕	No Benefit ↕	No Opinion ↕
Additional meeting rooms	33 4%	109 14%	254 32%	<b>313</b> 39%	94 12%
A large addition to the Clubhouse for resident meetings and social events	99 12%	<b>245</b> 30%	222 28%	179 22%	59 7%
More outdoor dances	45 6%	141 18%	249 31%	<b>258</b> 32%	111 14%
More indoor dances	63 8%	167 21%	<b>241</b> 30%	227 28%	100 13%
More social activities at no cost or surcharge to residents	212 26%	<b>323</b> 40%	165 20%	61 8%	44 5%
Improved food quality	<b>429</b> 53%	301 37%	45 6%	11 1%	23 3%
Extended dining hours	<b>294</b> 36%	289 36%	131 16%	51 6%	42 5%
Breakfast service	157 20%	<b>245</b> 31%	210 26%	125 16%	64 8%

## Commentary

Only 37% of Boca residents feel they receive very good or good value from their current membership. 42% receive OK value.

Improved food quality was cited as the most important improvement (considered a major benefit or benefit by 90%). Extended dining hours (72%) and breakfast service (51%) were also frequently mentioned.

Residents are in favor of more social activities with no cost or surcharge (66%).

A large Clubhouse addition received only moderate support (45%) although it addresses Clubhouse capacity which many residents raised as a concern.

More indoor dances (29%), outdoor dances (24%) and additional meeting rooms (18%) appealed to some, but not the majority of, residents.

***We asked Boca residents for any additional comments and feedback.***

9. Please provide any additional comments and feedback.

The responses were again very similar to feedback on our third question – if you change just one thing in our Community, what would it be? Because many commented that they had already answered this question, we did not summarize concentrations.

Many residents mentioned the need to review Club financial performance in detail, evaluate profitability of golf operations, and develop future Club profit/loss projections to ensure financial viability.

Boca residents are anxious to see specifics regarding the potential Club purchase – what improvements would be included, what it would cost in total, and what the average cost impact per household would be.

Many residents were appreciative of the Boca Transition Committee efforts. Many mentioned the make-up of the Transition Committee – specifically that most representatives are golf members. It should be remembered that Committee members were selected based on their skillsets and interest, not membership levels. The Transition Committee is committed to evaluating the potential purchase from the total Club perspective - non-golfers as well as golfers.

## Demographic Data

***We collected limited demographic data through the survey to better understand the make-up of the Boca Royale Community.***

Analysis of the demographic data collected revealed the following:

- Approximately 68% of Boca residents are full-time. 32% are seasonal.
- Most seasonal residents spend significant time at Boca. 73% of seasonal residents live 6 months or more at Boca. Seasonal residents spend an average of 6.2 months residing in the Community.
- 81% of survey responders are registered to vote as Boca residents and would participate in a Recreation District creation petition drive if that path is pursued.
- 72% of residents have lived in Boca five years or less. 15% have lived six to 10 years. Only 11% have lived in the Community 11 years or more.

There was significant survey participation by residents in all Units which the Transition Committee appreciates. The level of participation was proportional with the number of households in each Unit.

Demographic data is highlighted in the Appendix section of this summary.

### III. Summary Comments and Next Steps

There are many positives about Boca Royale that we can build on – the environment, people, and beautiful homes to name a few.

Boca has seen dramatic growth since Neal Communities assumed responsibility for Club and golf course operations. Residents are concerned about continued growth – particularly increased traffic with the planned Boca East development.

Most Boca residents are positive about Clubhouse improvements that Neal Communities has planned. We will share “storyboards” of these improvements when available.

Since acquiring the Club in December of 2020, Neal Communities has committed to major short-term improvements including the Clubhouse renovation. In the same spirit, we are hopeful that Neal, the Homeowners Association and the Club Advisory Board will investigate other suggestions offered by residents through the Transition Survey.

The Transition Committee is acting independently of Neal Communities in assessing the value of the Club. The cost to upgrade the Clubhouse and improve the golf course will be factored into this assessment. The Committee is engaging an independent architectural/engineering firm and golf course experts to make this determination.

The Transition Club has also arranged an independent (forensic) analysis of Club financials, to include historical Club performance, profitability of golf operations, and future financial projections.

We understand that Boca residents are anxious to see specifics regarding the potential Club acquisition – what improvements would be included, what it would cost in total, and what the average cost per household would be. The Transition Committee is hopeful that we will have the necessary information in hand to share with you by January of 2022.

As the Transition Committee continues to investigate the potential Club purchase, we hope to earn or reinforce your trust and confidence.

Thank you for participating in the survey. We will continue to keep you updated throughout the Transition Planning process.

**The Boca Royale Transition Committee**

## IV. Appendix

Supporting Boca Transition Survey detail is included in this Appendix. It is organized as follows:

	<u>Pages</u>
I. Improvement Suggestions Outside Transition Scope	14 - 15
II. Demographic Data	
Seasonality Data	16 - 18
Voter Registration Data	19
# Years Lived in Boca	20 – 21
# Responses by Unit	22
Current and Projected # Homes in Boca	23

We have not included detail survey results since the results are voluminous (Excel spreadsheet over 1,000 pages in length). Additionally, because many names are mentioned in some of the remarks, we felt it would be a breach of privacy to post them on the Website. Anyone who feels it necessary review each response in detail is welcome to contact either David Gillhouse or Elaine McMahon and we will arrange for your private review. We committed to be transparent, but we also want to be thoughtful and pragmatic.

## Appendix I – Improvement Suggestions Outside Transition Scope

Boca residents offered many valuable comments, ideas, and suggestions in the Boca Transition Survey responses. We have categorized and listed some of the suggestions below.

### Neal Communities

- Address traffic concerns expressed by residents – particularly with Boca East.
- Control construction access more effectively.
- Communicate what Boca East amenities the developer will pay for (Clubhouse, fitness center, pickleball, other).

### Homeowners Association

- Investigate use of guards - at least at main gate.
- Improve landscaping and grounds maintenance.
- Investigate alternatives to Westcoast.
- Investigate option for resident control of HOA before the build-out is completed (original Boca Community).
- Address variety of HOA issues including rules.

### Greenspace

- Provide conservation easement on greenspace to ensure no development.
- Provide benches and park areas if possible.

### Clubhouse

- Improve ADA provisions as part of Clubhouse renovation.
- Install new roof.
- Install new ceilings.
- Improve cleaning and maintenance.

### Dining

- Improve food quality.
- Provide more varied menu.
- Expand hours of operation – especially Saturday evening.
- Consider breakfast service.

### Membership

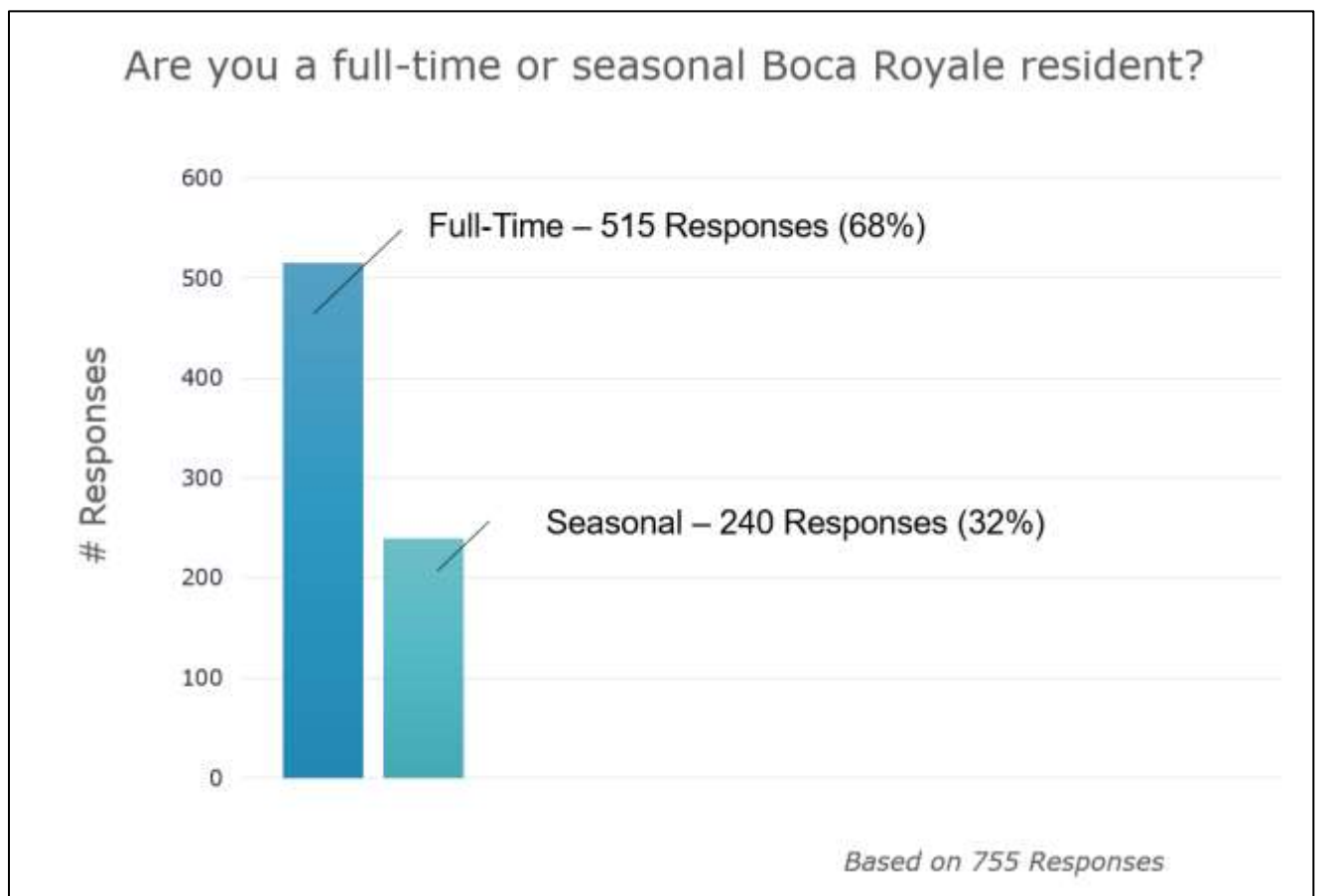
- Evaluate competitiveness of Boca Royale versus other clubs in area.
- Consider initiation and fee changes accordingly – up or down.
- Consider seasonal memberships.

### Management

- Consider publishing Weekly Newsletter in previous format.
- Improve friendliness and professionalism of Golf Pro and pro shop staff.
- Evaluate qualifications of Golf Course Superintendent.
- Consider new business application to plan and manage Club operations – with improved management reporting capabilities.
- Investigate next generation Boca Royale Website.

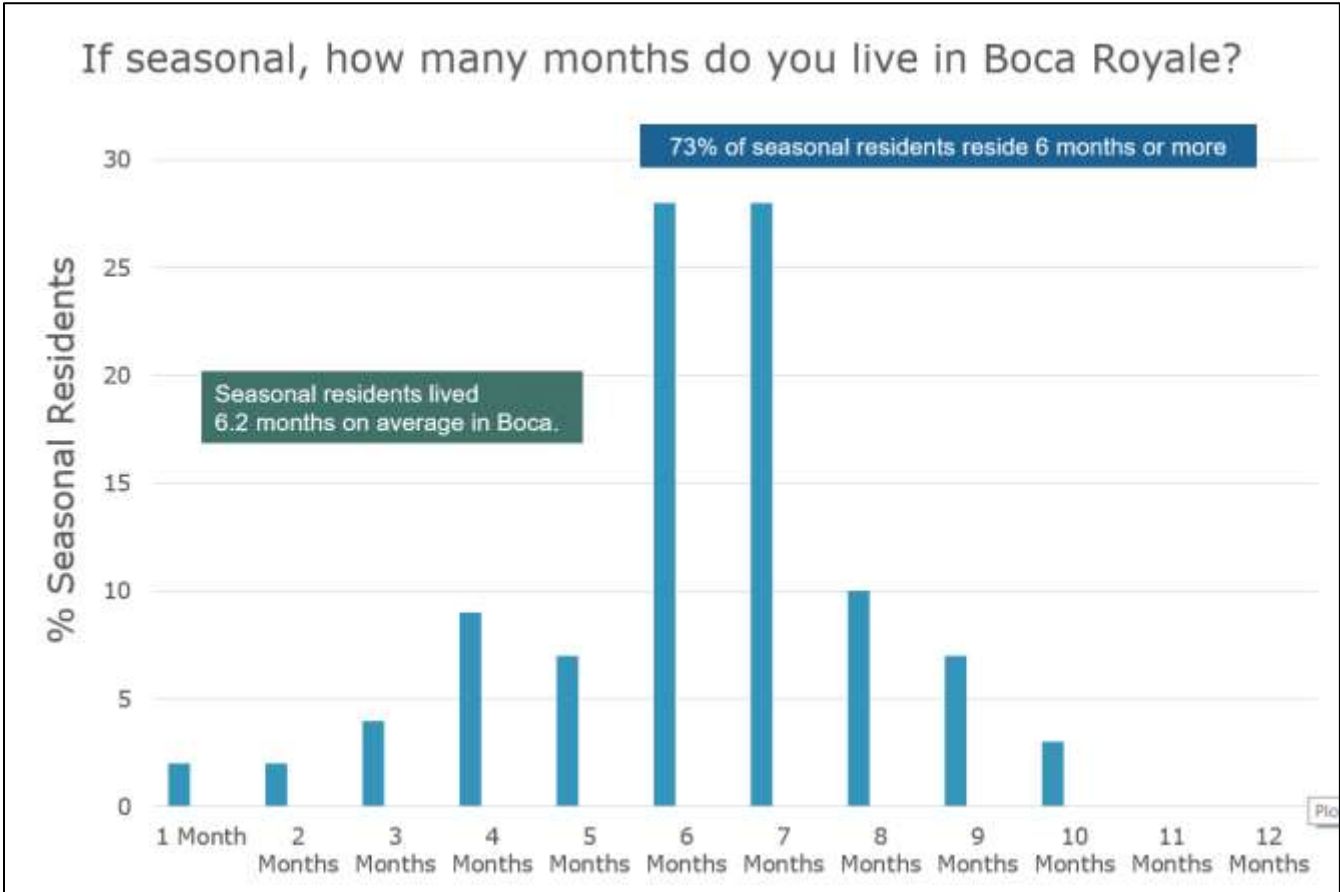
## Appendix II – Demographic Data

### Seasonality





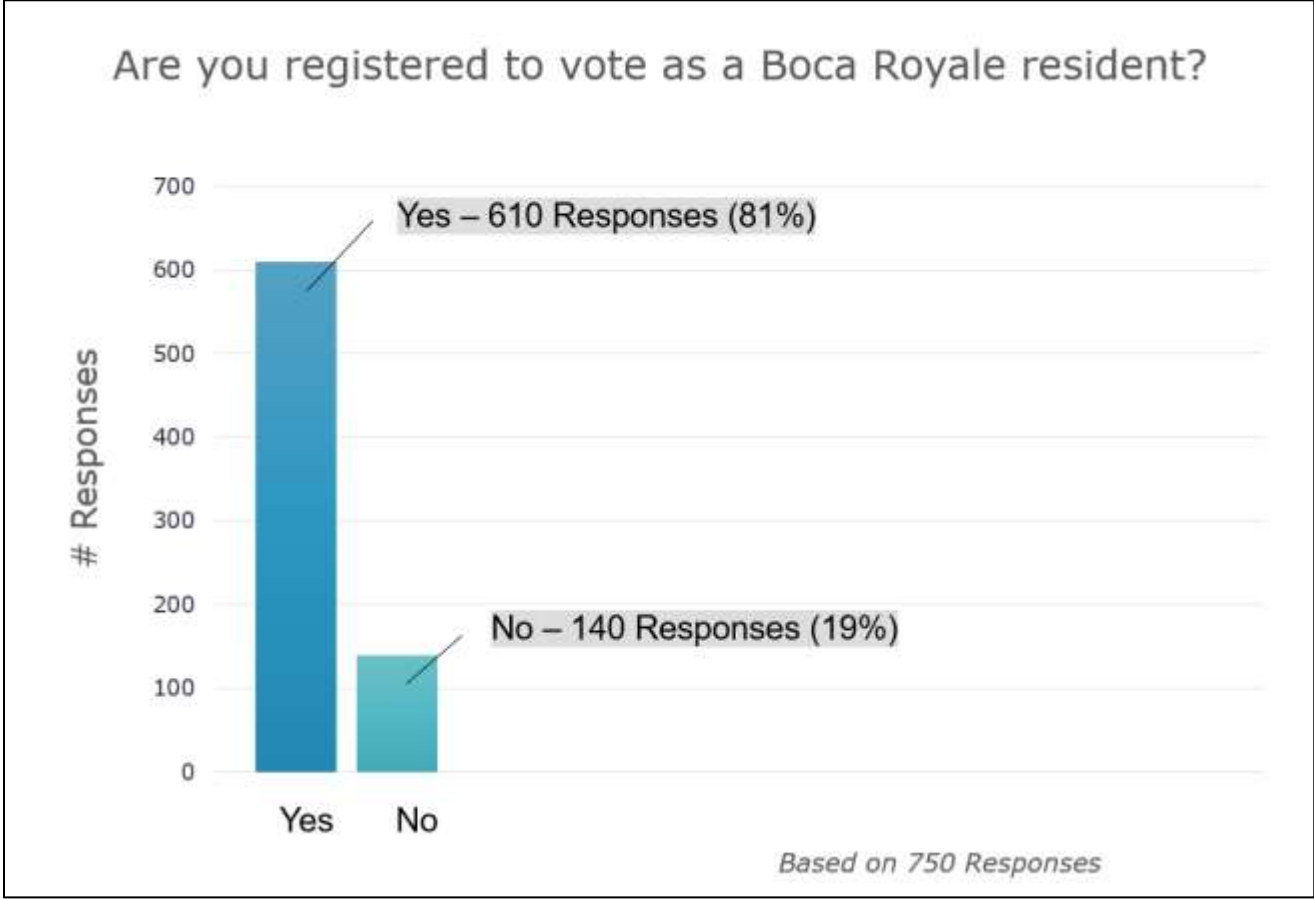
# Seasonality



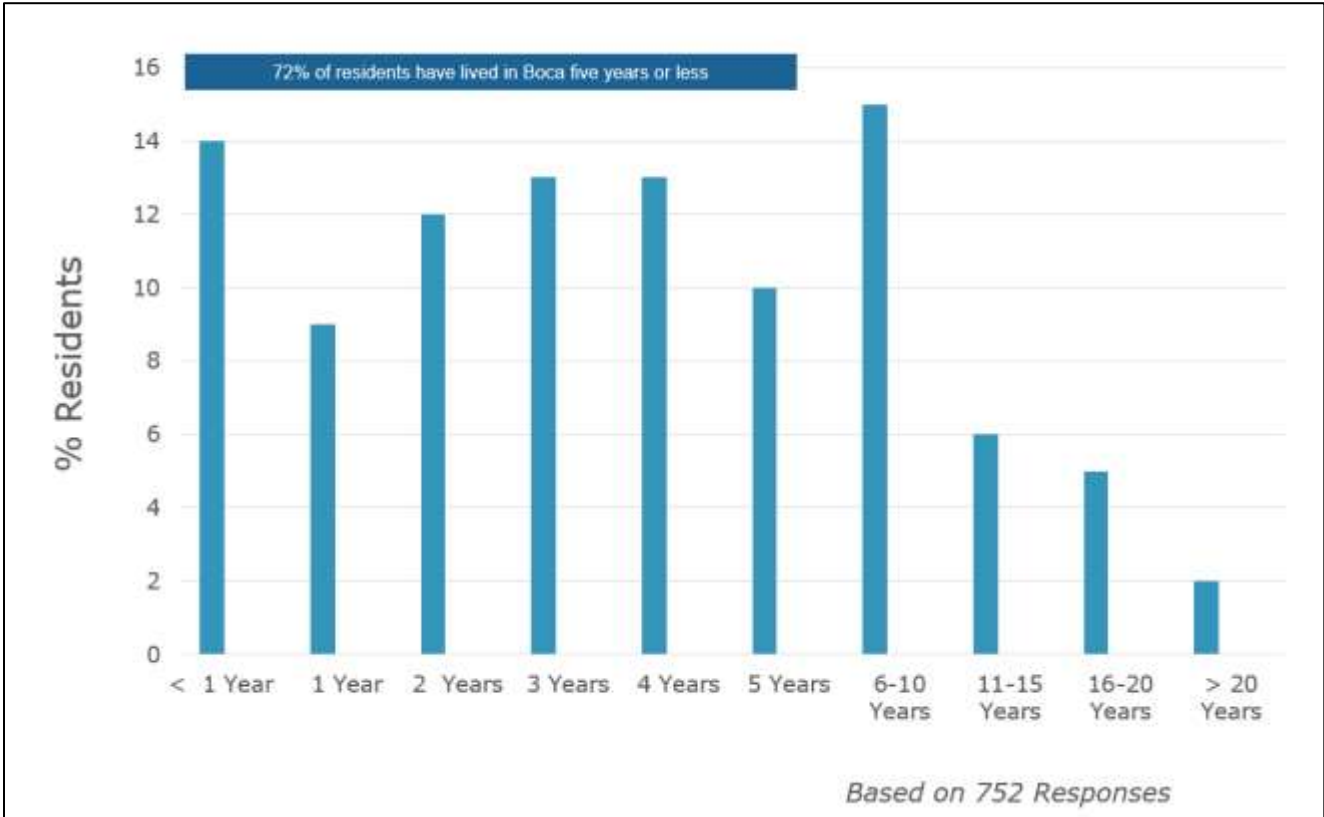
## Seasonality

# Months Seasonal Residents Live in Boca	# Residents	% Total
1	6	2%
2	6	2%
3	13	5%
4	22	9%
5	22	9%
6	74	29%
7	67	26%
8	25	10%
9	13	5%
10	8	3%
11	2	1%
<b>Total</b>	<b>258</b>	<b>100%</b>
<b>Average # Months Seasonal Residents Live in Boca</b>	<b>6.2</b>	
<b># Full-Time Boca Residents</b>	<b>515</b>	
<b>Average # Months All Residents Live In Boca</b>	<b>10.0</b>	

# Voter Registration



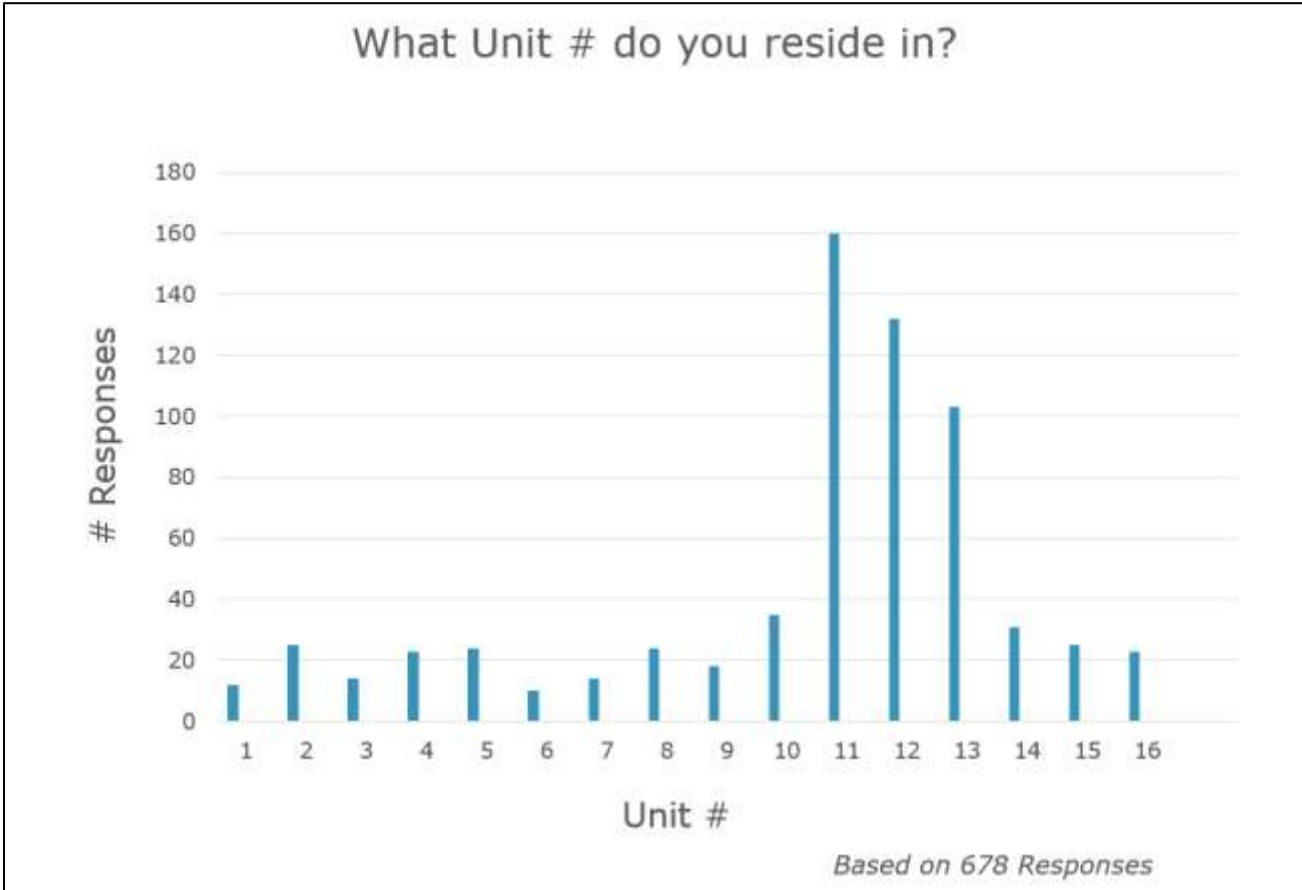
# # Years Lived in Boca



## # Years Lived in Boca

# Years	# Residents Responding	% Total	Cum % Total
Less Than 1 year	108	14%	14%
1 Year	71	9%	24%
2 Years	90	12%	36%
3 Years	98	13%	49%
4 Years	100	13%	62%
5 Years	76	10%	72%
6 -10 Years	114	15%	87%
11 - 15 Years	42	6%	93%
16 - 20 Years	37	5%	98%
More Than 20 Years	16	2%	100%
<b>Total</b>	<b>752</b>	<b>100%</b>	<b>100%</b>

# Responses by Unit



## Current and Projected # Homes in Boca

Unit #	Homes Built	Awaiting Construction Or In Process	Model Homes	Spec Homes	Unsold Lots	Total
Villas	45					45
1	22					22
2	50					50
3	29					29
4	23					23
5	32					32
6	20					20
7	30					30
8	29					29
9	14					14
10	29					29
<i>Original Boca Units</i>	323					323
11	195					195
12	142					142
13	112		4			116
14A	25	36		11	36	108
14B					84	84
15	20	19		1		40
16	38	18	2	10	52	120
17					26	26
New Lots					3	3
<i>New Neal Community Units</i>	532	73	6	22	201	834
<b>Total Current Boca</b>	<b>855</b>	<b>73</b>	<b>6</b>	<b>22</b>	<b>201</b>	<b>1,157</b>
Boca East Estimate					800	800
<b>Total With Boca East</b>	<b>855</b>	<b>73</b>	<b>6</b>	<b>22</b>	<b>1,001</b>	<b>1,957</b>

*Estimate from Mark Sochar (Neal Communities) on 10/12/21*