

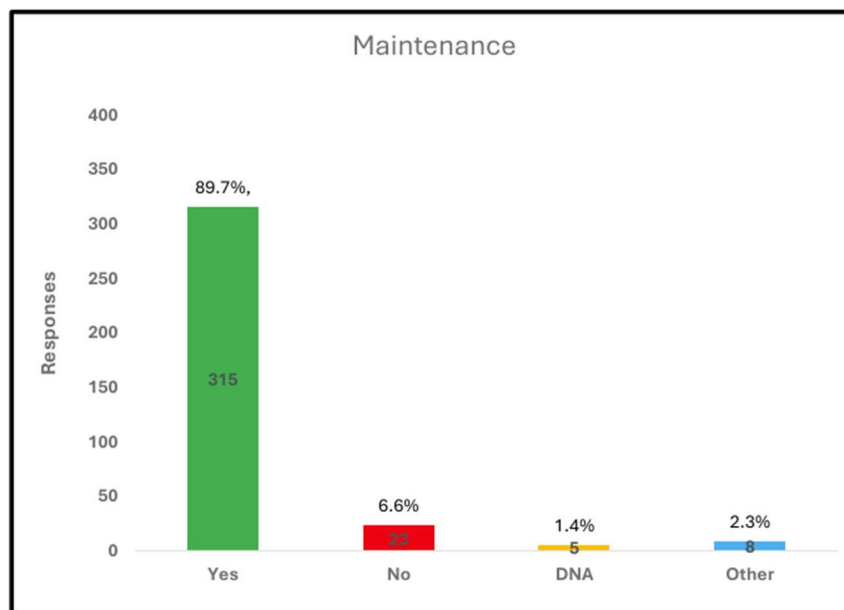
RLMC Member Survey - Fall 2024

Maintenance Crew: Member Feedback and Recommendations

Question 3:

For at least the past +25 years, RLMC has provided a maintenance crew to take care of its infrastructure. Examples include: roadside mowing of all neighborhoods, maintenance of storage barns and office, maintenance and cleaning of beaches and bathrooms, dam level checks. Do you consider maintenance a valuable expense that should remain as part of the annual budget? Do you consider maintenance a valuable expense that should remain as part of the annual budget?

- **315** **Yes**
- **23** **No**
- **5** **Did not answer (DNA)**
- **8** **Left comment only, but did not directly answer question**
- **11%** **39 of the 351 respondents left a comment**



Summary of Member Feedback on Maintenance Crew as a Valuable Expense

The overwhelming majority of respondents (approximately 98%) consider the maintenance crew a valuable expense that should remain part of the annual budget. They recognize the importance of regular maintenance for:

- Roadside mowing
- Storage barns and office upkeep
- Beach and bathroom cleaning
- Dam level checks

Members appreciate the maintenance crew's work and believe it reduces long-term costs, keeping the community clean and well-maintained. Some comments also highlight the potential for volunteer groups to assist with certain tasks to further reduce costs.

A small number of respondents (approximately 2%) feel that some maintenance tasks, like roadside mowing, should be the responsibility of property owners. They also suggest that volunteer efforts could replace some paid maintenance duties to save on expenses.

Some members support maintenance efforts but stress the need for more transparency and efficiency. They emphasize the importance of focusing on essential tasks and exploring ways to involve volunteers. Specific suggestions include:

- Providing cost breakdowns of maintenance activities
- Implementing volunteer schedules for certain tasks
- Considering the use of volunteer help for minor maintenance jobs

Conclusion:

The feedback strongly supports the continuation of the maintenance crew as a crucial part of the RLMC's annual budget. Respondents value the upkeep and cleanliness of their community, recognizing its importance in maintaining property values and ensuring a pleasant living environment. However, there is also interest in exploring volunteer contributions and ensuring efficient use of resources to balance costs.

Maintenance: Member Feedback and Recommendations

Raw data as submitted by members

1. Considered if kept up. I don't see that happening.
2. If they actually did it. Only one security guard actually works when there.
3. My answer depends on what specifically the funds are going to—cleaning supplies, fuel, etc., or paying a salary. I thought that maintenance was volunteer-based.
4. Not doing a good job on beaches at all. Goose shit all over the place makes it unsafe to use.
5. This all used to be voluntary. The lake is the same size, and the number of lots has not changed. Just saying.
6. Well, if you don't check the dam level, then the “pond” will drain like it did in 1986!
7. Maybe for the summer months. No reason to pay someone yearly. There's enough volunteer help around the lake. We've had to maintain the pickleball courts by volunteers to keep them up as the cement is cracking all over. This will need to be addressed in the future as we are patching cracks to try and slow the process of deteriorating. Which should be done by maintenance. The grass around the courts and playground was only mowed a few times this summer as it got extremely tall between mowings.
8. No—you should not charge anyone for them having extra lots.
9. No—cut back somewhere.
10. No—I have my own pole barn. I should not have to pay for the lakes. Storage barns should pay for themselves. Charge more for boat storage.
11. No to mowing the roadside. Make property owners do it (or charge them). No to office and boat storage; we shouldn't even have them.
12. No—Roadside mowing is the responsibility of the property owner to maintain value and avoid detritus/blight. The other items are added expenses that are likely unnecessary on a consistent measure. This could be provided by admin or a volunteer team. If residents offer to help out and meet a minimum requirement of time/effort, there could be a slight reduction on their dues (e.g., \$10-40 off dues for doing 4 hours of service).
13. No—Yes, the main beach is the only beach with a bathroom to clean, which is done by security during their shift. It is not an additional service that the lake pays for.

14. Property owners ought to have enough pride to clean up their vacant land or hire someone. 10 cent millionaires.
15. Yes—but also little mowing has been done up along and around the far north area. Roosevelt Rd. and just south of it on Lakeside Dr. and Butler.
16. Yes—but storage barns' maintenance should pay for itself.
17. Yes—encourage/obtain more volunteers.
18. Yes—maintenance is a very broad term. Does RLMC still request reimbursement for roadside mowing from Gratiot County? That used to be the case.
19. Yes—only what is minimum maintenance. Maintenance should not be overused—set up a volunteer list.
20. Yes—I suppose there's a reason maintenance is in our name?
21. Yes—that would be the definition of maintenance, which is what the committee is charged with.
22. Yes—we feel owners of lots that have no structure should be required to mow and maintain their lots or incur reasonable fees.
23. Yes—we have not seen anyone mowing the roadsides other than neighbors taking it upon themselves to mow vacant lots.
24. Yes—but how have the costs and number of employees grown? Some of the work may be needed more than others.
25. Yes—add doors to the bathhouse and lock at night.
26. Yes—but only to a certain extent. Maintenance cannot be called upon for everything; volunteer groups can be called upon for many things.
27. Yes—but they should be doing more. The basketball and pickleball courts almost never get mowed. It would be nice to see the beach and other areas like the basketball courts get sprayed for insects. I would also like to see another area for mulch and yard waste for composting on the opposite side of the lake in Otters Park where all the old boat slips are.
28. Yes—comments below.
29. Yes—do we have people working full-time?
30. Yes—honestly, do not see a lot of maintenance going on. I think they could maintain empty lots more with the overgrowth of weeds, etc. If you are going to try to sell every

piece of grass as property, then maintain them. Way too many beaches on this lake that are not needed and therefore would not need to be maintained.

31. Yes—I appreciate their work. It makes it look better.
32. Yes—I know of some residents who are willing to volunteer for some of these jobs, not needing to be paid. Is there a way to access a volunteer schedule to help with this?
33. Yes—I see most owners mow their own roadside area, and I think that part would not be needed to save on expenses.
34. Yes—if part of the budget is to keep the beaches clean, they all need to be looked at.
Katie's beach looks awful. Goose poop everywhere and several weeds poking up through the sand.
35. Yes—keeping up on maintenance reduces long-term costs.
36. Yes—the RLMC maintenance crew does an excellent job.
37. Yes—they do a great job. Would it be possible to really have a compost pile that we could use? We need it turned very often—it's a mess and eyesore now. If we need a front loader for our RLMC tractor, then we need to purchase it so they can turn the compost pile.
38. Yes—we need better treatment and care of the lake water.
39. My observations of the mowing which takes place (Don't know how often)—They are chopping trees and shrubs that do not need to be cut. It looks horrible when they are done. Why is more not being done to maintain the “PARKS”. There are many more residents who do not live on the water at this point, than there ever have been, and who might make use of these “parks” if they were properly maintained. There is supposedly one right around the corner from our home but I have never ventured back there because it is so overgrown, unsightly and potentially dangerous.