



# **MAKENA SURF**

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## **ASSOCIATION OF APARTMENTS OWNERS AMENITY SURVEY**

*2017*

*11/8/2017*

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## Executive Summary

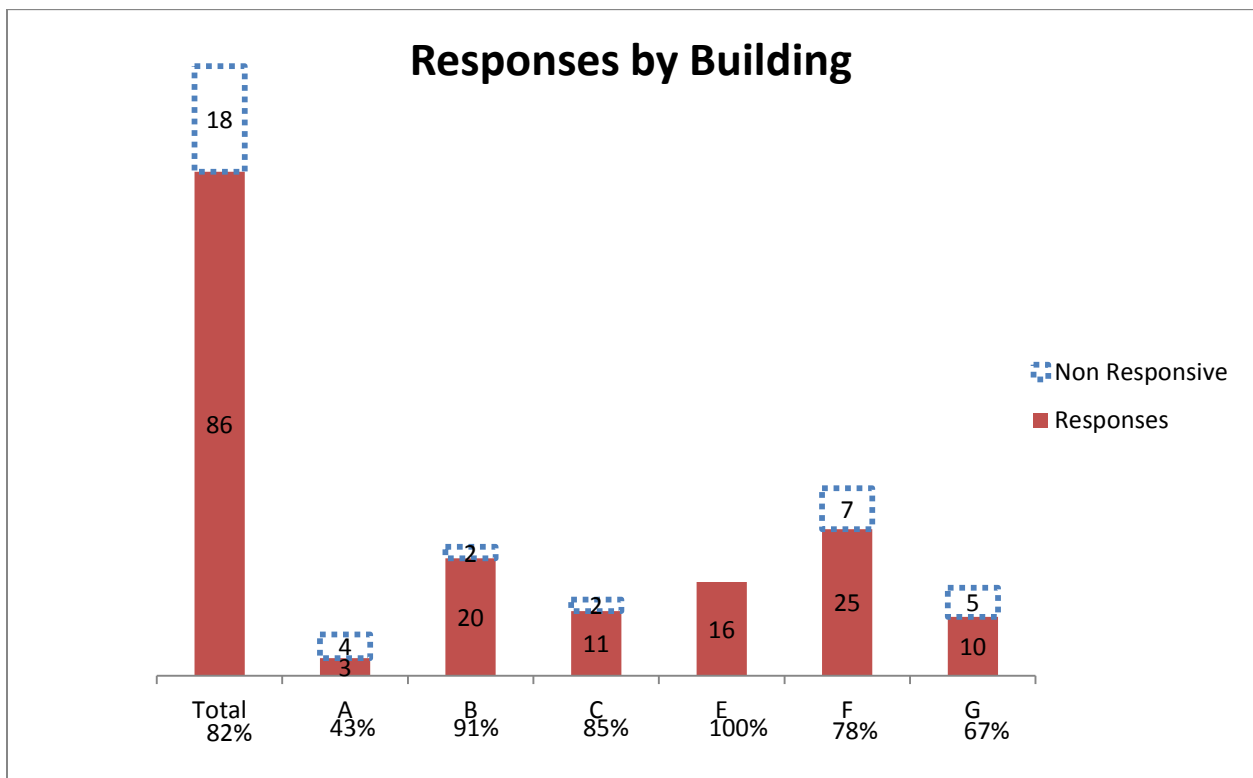
Following the recent annual owners meeting, a ballot was approved allowing the addition of a fitness center. Additionally, there have been ongoing discussions about permitting other activities on one of the North tennis courts. The board felt that it was important to assess how the community felt about these issues in order to help plan the future projects and to ensure that amenity support continued to align with prevailing owner desires. To accomplish this, the BOD authorized the creation and execution of an amenity survey.

Process:

- The survey was opened from September 6, 2017 through October 31, 2017
- The survey was available at [www.surveymonkey.com/r/HCRHDXH](http://www.surveymonkey.com/r/HCRHDXH)
- Three emails were sent out to owners with emails addresses on file with the General Manager
  - Wide-Scale Announcement September 6, 2017
  - Second targeted reminder to those who had not responded on September 16, 2017
  - Third targeted reminder to those who had not responded on October 9, 2017
- Additionally, phone calls were made to those without e-mail so that 100% of the populations was contacted either by email or by phone.
  
- The survey contained 10 questions about:
  - Demographics
  - Value of current amenities
  - Support for a sports court
  - Expected frequency of fitness room use
  - Preferred equipment for fitness room
  - Preferred form of entertainment in fitness room
  - Other ideas for future amenities

## Executive Summary Continued

Owners representing 86 units participated in this survey. This response represents 82% of the owner population. The following table reflects participation by building.



It should be noted that one respondent declined to share their unit number so their participation is reflected in the total bar, but cannot be assigned to any specific building in the above graph.

## Summary of Results

### Existing Amenities

Respondents were asked to rate the importance of existing amenities. The following is a summary of responses with “1” being extremely important, “2” being fairly important, “3” being important, “4” being less important and “5” - unimportant. The number in parenthesis is the weighted average score for the amenity.

Extremely	Important	Less important
24-Hour Security (1.17)	Tennis Courts (2.05)	Kayak Storage (3.27)
Pools (1.27)	Herb Gardens (2.24)	Car Wash (3.39)
	Spas (2.28)	On-Site Agencies (3.36)
	Barbecues (2.43)	Bike Storage (3.52)
	Pavilion (2.46)	

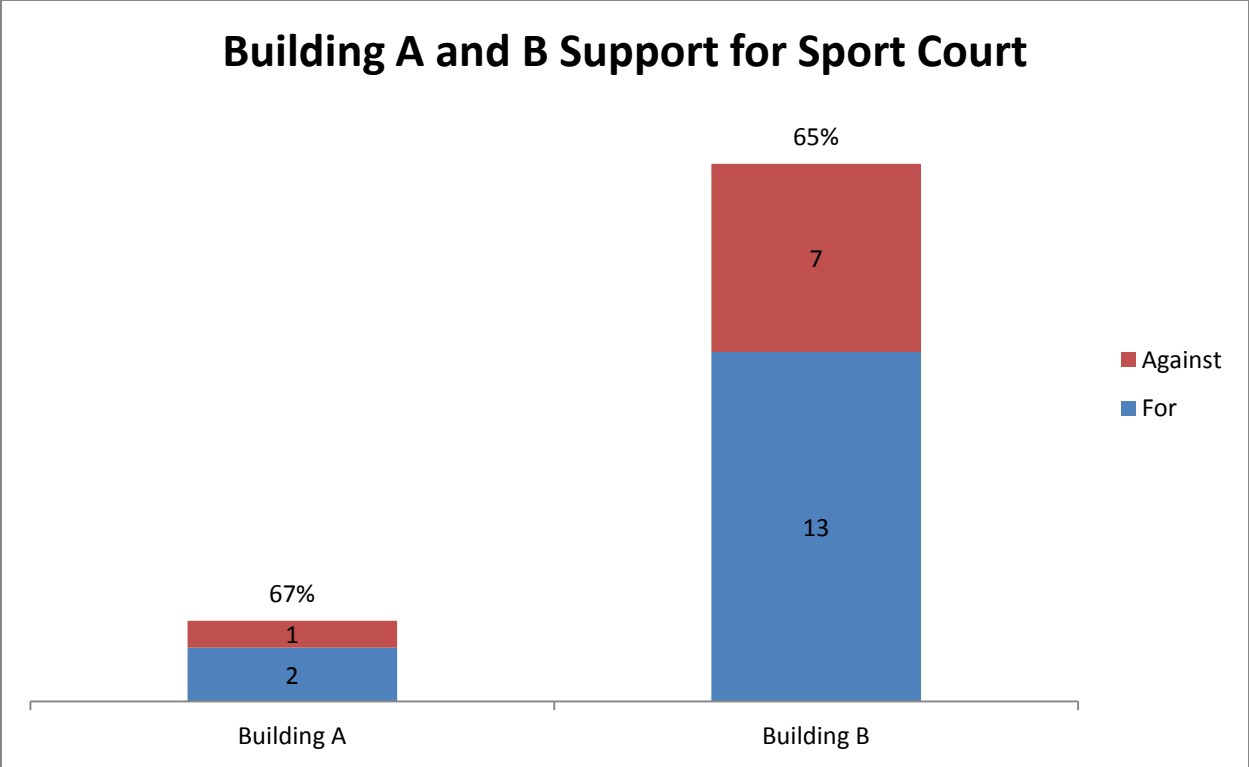
### Sports Court

74% of respondents support the idea of a multi-use sports court on the North tennis courts.

40 of the respondents expressed an interest in pickleball, 38 respondents expressed interested in basketball and 26 respondents expressed interest in paddleball.

**Note:** Multiple responses were permitted for this question because these activities are not mutually exclusive.

Of particular interest were the responses from Building A and B closest to the North courts. 65% of respondents in those two buildings supported the sports court as follows:



**Fitness Center**

47 respondents (57%) believe that they would use the fitness room daily to weekly, while 35 respondents (43%) believed that they would rarely use a fitness room.

The following is a list of equipment with a preference indicator. “1” is essential, “2” is a nice to have, while “3” indicates respondents could take it or leave it. The number in parenthesis is the weighted average score for the equipment.

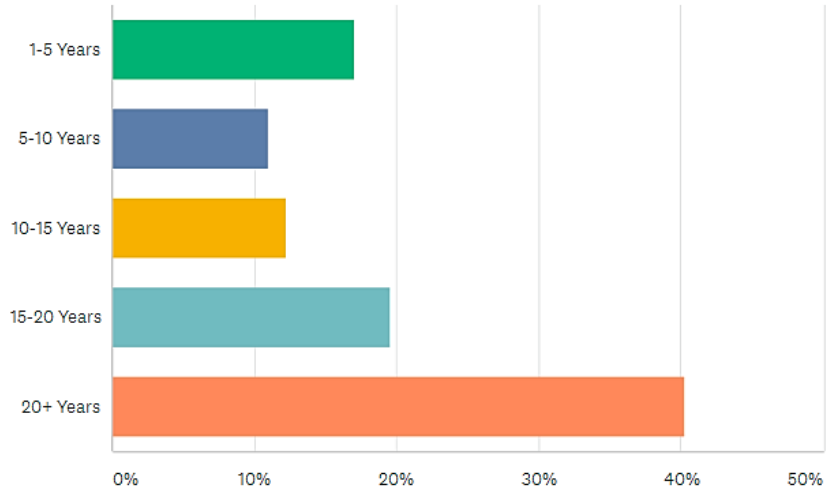
- |  |                                   |
|--|-----------------------------------|
| Treadmill (1.74)   | Universal Strength Machine (2.06) |
| Recumbent <del>Stationary</del> <sup>1</sup> bike (1.84) | Stretching Area (2.06)            |
| Elliptical (1.83)  | Bench Press (2.47)                |
| Dumbbell Weights (1.93)                                  | Rowing Machine (2.60)             |

<sup>1</sup> The survey included the word “stationary” but a number of respondents requested a “recumbent” bike in the comment section. We have received similar advice from equipment providers and have bid out the bike as a recumbent style.

# Demographics

## 1. How long have you owned at Makena Surf?

Answered: 82 Skipped: 2

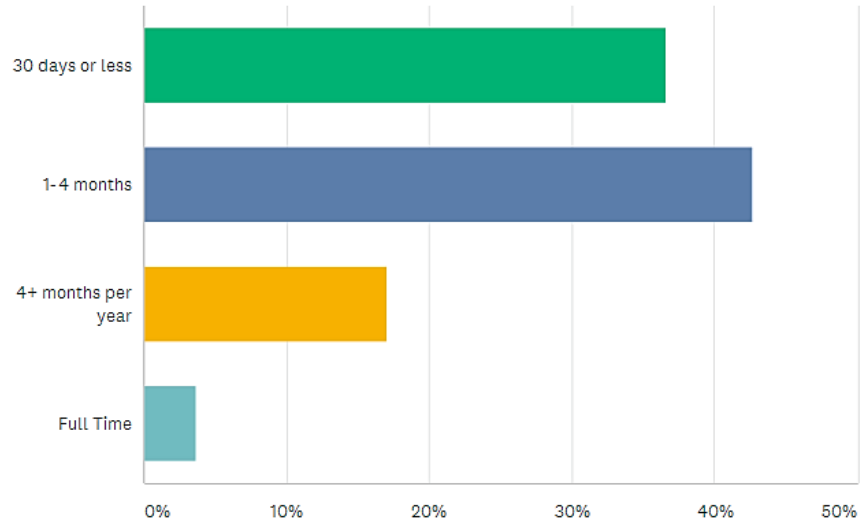


ANSWER CHOICES	RESPONSES	
▼ 1-5 Years	17.07%	14
▼ 5-10 Years	10.98%	9
▼ 10-15 Years	12.20%	10
▼ 15-20 Years	19.51%	16
▼ 20+ Years	40.24%	33
<b>TOTAL</b>		<b>82</b>

## Demographics Continued

### 2. How often are you on property (per year)?

Answered: 82 Skipped: 2



ANSWER CHOICES	RESPONSES
▼ 30 days or less	36.59% 30
▼ 1-4 months	42.68% 35
▼ 4+ months per year	17.07% 14
▼ Full Time	3.66% 3
<b>TOTAL</b>	<b>82</b>

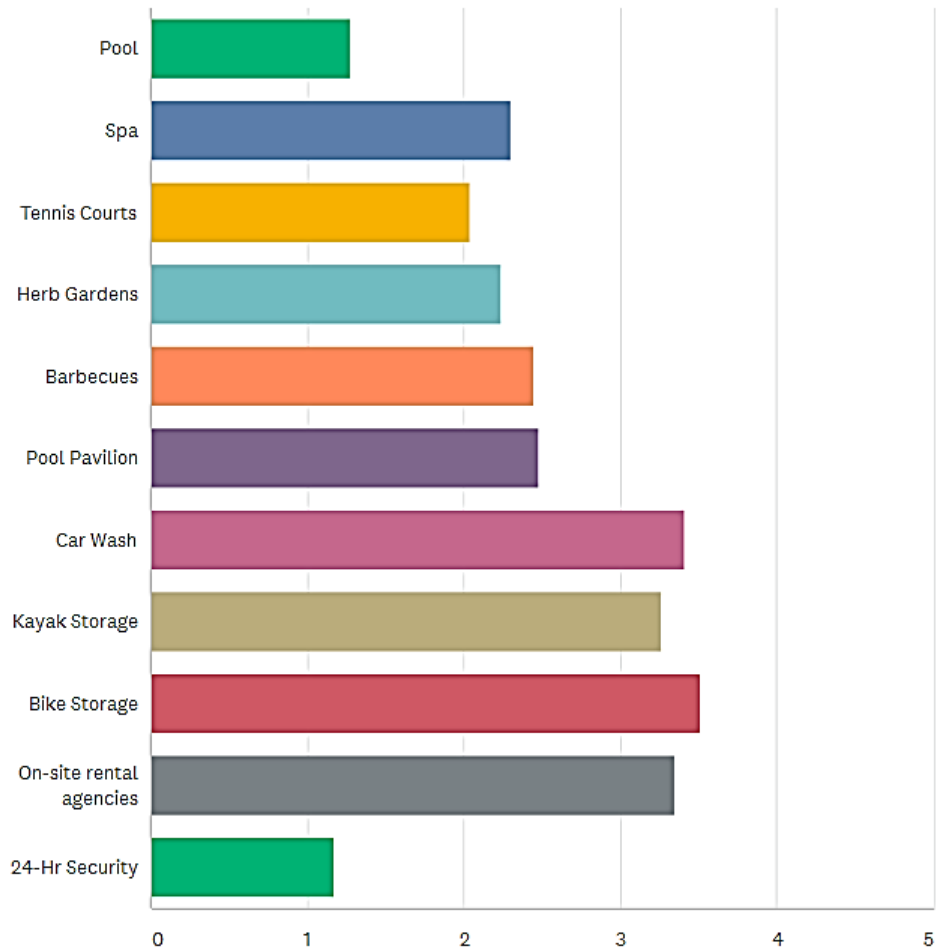


## Existing Amenities

### 3. What current amenities are important to you?

	Extremely Important	Fairly Important	Important	Less Important	Unimportant
Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tennis Courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Herb Gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Barbecues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pool Pavilion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car Wash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kayak Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-site rental agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24-Hr Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answered: 83 Skipped: 0



## Existing Amenities Continued

	EXTREMELY IMPORTANT	FAIRLY IMPORTANT	IMPORTANT	LESS IMPORTANT	UNIMPORTANT	TOTAL	WEIGHTED AVERAGE
Pool	80.95% 68	13.10% 11	3.57% 3	2.38% 2	0.00% 0	84	1.27
Spa	44.87% 35	16.67% 13	12.82% 10	16.67% 13	8.97% 7	78	2.28
Tennis Courts	47.50% 38	21.25% 17	17.50% 14	6.25% 5	7.50% 6	80	2.05
Herb Gardens	36.25% 29	28.75% 23	15.00% 12	15.00% 12	5.00% 4	80	2.24
Barbecues	39.24% 31	16.46% 13	15.19% 12	20.25% 16	8.86% 7	79	2.43
Pool Pavilion	30.00% 24	25.00% 20	23.75% 19	11.25% 9	10.00% 8	80	2.46
Car Wash	13.75% 11	13.75% 11	20.00% 16	25.00% 20	27.50% 22	80	3.39
Kayak Storage	19.75% 16	11.11% 9	20.99% 17	18.52% 15	29.63% 24	81	3.27
Bike Storage	7.50% 6	17.50% 14	23.75% 19	17.50% 14	33.75% 27	80	3.52
On-site rental agencies	20.99% 17	8.64% 7	20.99% 17	12.35% 10	37.04% 30	81	3.36
24-Hr Security	91.57% 76	3.61% 3	1.20% 1	3.61% 3	0.00% 0	83	1.17

# Sports Court

## 4. Sports Court

A number of owners have surfaced the idea of converting one of the North side tennis courts (the one closest to the road) to a multi-use sports court. This court would continue to be available for tennis, but by adding additional lines and providing a flexible net, other activities could be enjoyed in this area.

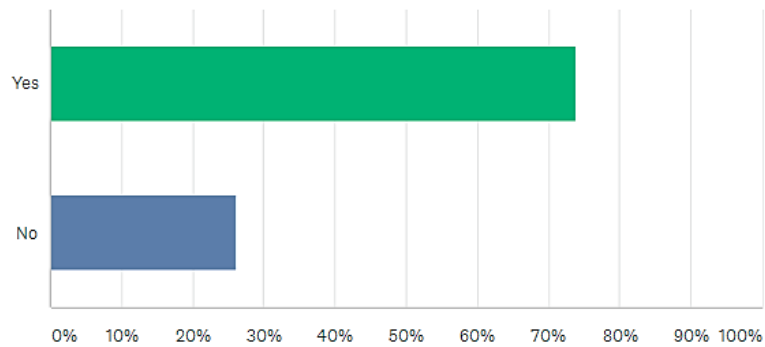
Would you support exploring the idea of a sports court further?

Yes

No

Comment

Answered: 84 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Yes	73.81% 62
▼ No	26.19% 22
<b>Total Respondents: 84</b>	

Comments (23)

## Comments Included on Sports Court Survey Question 4

1. Depends on what sports would be included.
2. I think if we did anything like that we should use the court closest to building B. The court closest to the road is the most desirable for morning tennis because it is the shady one.
3. Maybe for pickle ball yes
4. Basketball Hoop
5. Pickleball seems to be all the rage
6. Don't really care, but why not?
7. Yes but my greatest fear is having kids playing basketball all night. I'd love basketball courts for my home but I fear guests complaining about the sounds ruining the tranquil vibe of Hawaii.
8. Why not?
9. We have family that likes to play basketball.
10. Pickle ball is very popular in the Seattle area probably more so than Tennis
11. Great idea
12. Leave the courts alone.
13. I don't think that many people who own at Makena would benefit from it.
14. People drive from the south now to play tennis. North has fewer stalls per unit, and the overflow is difficult. Bigger participant games like basketball are noisy. Removing the courts and putting in parking makes more sense.
15. Pickleball is fastest growing sport in US- great for all ages
16. I am less opposed when I read that it is still a tennis court.
17. Variety is important
18. Please explain other uses
19. Basketball would be an easy addition
20. Noise. Wear on tennis court. Conflict w/tennis players.
21. The tennis courts & pool are the reason we bought & the reason renters rent
22. Not interested in ruining the tennis courts. There are enough problems trying to maintain them as is. Would need to be very careful in making changes
23. Owners opinion

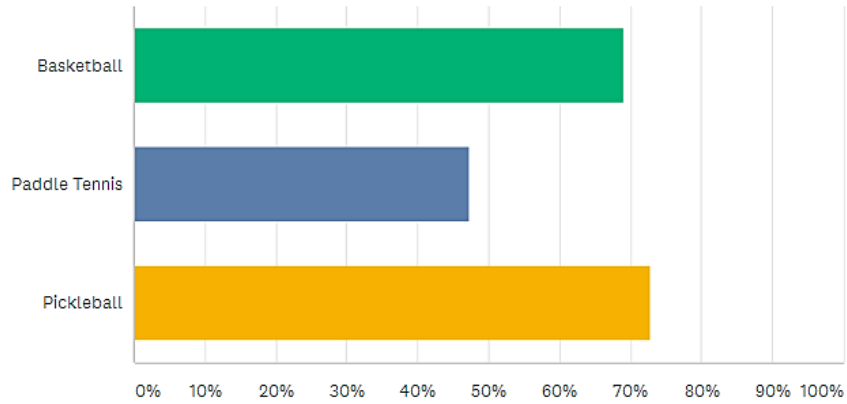
## Sports Court Continued

5. If Yes, what activities would you like to see offered on this sports court?

- Basketball
- Paddle Tennis
- Pickleball

Other (please specify)

Answered: 55 Skipped: 28



ANSWER CHOICES	RESPONSES
▼ Basketball	69.09% 38
▼ Paddle Tennis	47.27% 26
▼ Pickleball	72.73% 40
<b>Total Respondents: 55</b>	

[Comments \(12\)](#)

### Comments Included on Sports Court Survey Question 5

1. None
2. Paddle tennis will not work without chicken wire and Hi. is too hot. It is a winter game.
3. None particular
4. None
5. We have no objection to the others in that location believe the pickleball would get the most use and cause no problems for the nearby owners.
6. Tennis only
7. Pickleball is a bit noisy
8. I am told that pickleball is hot. Never seen or played it.
9. Tennis
10. Badminton
11. None
12. Compliments tennis

# Fitness Center

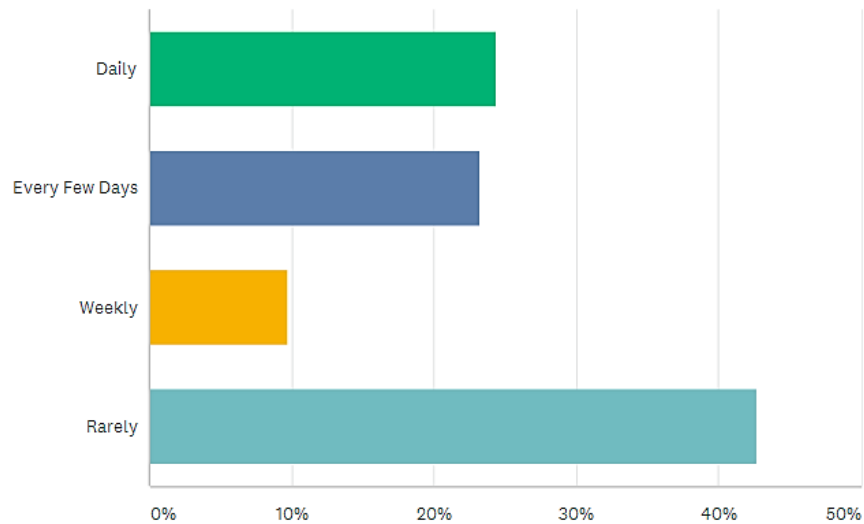
## 6. Fitness Center

Last March, the owners passed an amendment allowing a fitness center to be added to the common elements. The board has been working on designs to convert a storage area into a fitness room and would like your input before finalizing a plan.

How frequently would you use the fitness area while on property?

- Daily
- Every Few Days
- Weekly
- Rarely

Answered: 82 Skipped: 2



ANSWER CHOICES	RESPONSES
▼ Daily	24.39% 20
▼ Every Few Days	23.17% 19
▼ Weekly	9.76% 8
▼ Rarely	42.68% 35
TOTAL	82

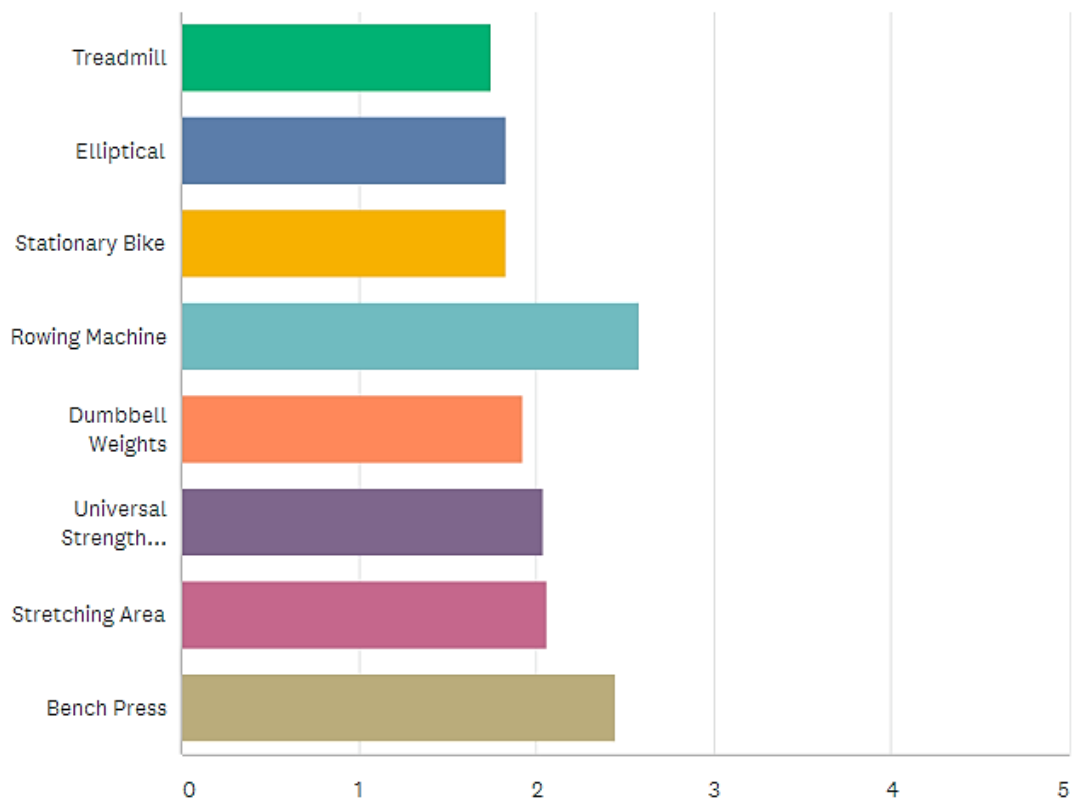
## Fitness Center Continued

### 7. What equipment would you like to see in the fitness room?

	Essential	Nice to have	I could take it or leave it	I don't want it
Treadmill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elliptical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stationary Bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rowing Machine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dumbbell Weights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Universal Strength Machine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stretching Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bench Press	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Answered: 76 Skipped: 7





## Fitness Center Continued

	ESSENTIAL	NICE TO HAVE	I COULD TAKE IT OR LEAVE IT	I DON'T WANT IT	TOTAL	WEIGHTED AVERAGE
▼ Treadmill	54.05% 40	27.03% 20	9.46% 7	9.46% 7	74	1.74
▼ Elliptical	47.22% 34	29.17% 21	16.67% 12	6.94% 5	72	1.83
▼ Stationary Bike	45.71% 32	30.00% 21	18.57% 13	5.71% 4	70	1.84
▼ Rowing Machine	8.96% 6	38.81% 26	35.82% 24	16.42% 11	67	2.60
▼ Dumbbell Weights	43.42% 33	27.63% 21	21.05% 16	7.89% 6	76	1.93
▼ Universal Strength Machine	32.86% 23	41.43% 29	12.86% 9	12.86% 9	70	2.06
▼ Stretching Area	30.00% 21	44.29% 31	15.71% 11	10.00% 7	70	2.06
▼ Bench Press	20.59% 14	29.41% 20	32.35% 22	17.65% 12	68	2.47

Comments (14)

### **Comments Included on Fitness Room Survey Question 7**

1. If the bike is a spin/flywheel bike, then it is more useful and almost essential. A standard stationary bike is less useful.
2. I would not expect to use the Fitness center but am fine if others want it.
3. Supportive of a fitness area needs only if it's done well with a lot of equipment. If it's too basic or simple, don't bother, it's a waste of space and funds, unless it's done right
4. Especially for older people a recumbent stationary bike would be a great addition.
5. There were not enough votes to pass this fitness center and it will not be used enough to make it worth the cost in our opinion.
6. Recumbent Bike
7. Television, sanitary wipes, mats, exercise ball, foam rollers, fitness bands, adjustable exercise step
8. Don't want a fitness center.
9. Bench for dumbbell exercises; Dumbbells up to 50 lbs.
10. I work out 2x per week at home. I do not go to Maui for this purpose. Might be different if it had a gorgeous view of the ocean.
11. Recumbent bike - much more comfortable
12. I don't know what the technical terms are but the half ball and the full ball to do sit-ups.
13. Treadmills would be a necessary feature as they are not allowed in any units due to noise and weight issues.
14. Don't use fitness centers so don't even know what these are!

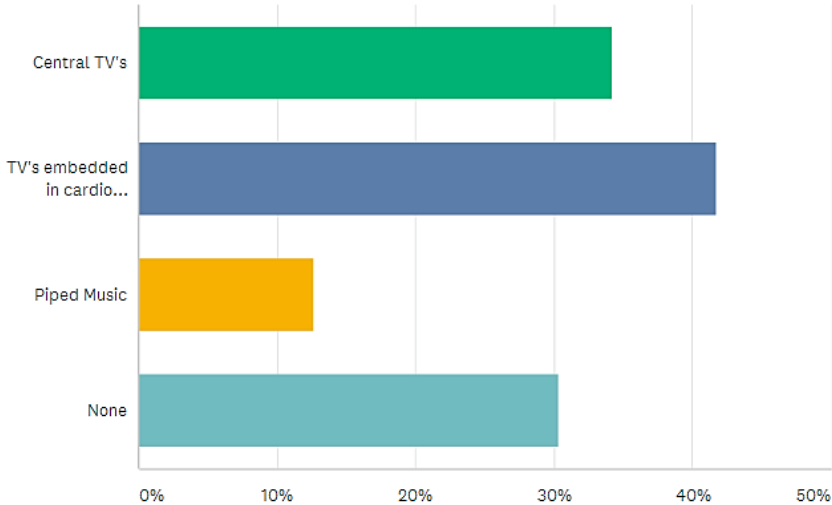
# Fitness Center Continued

## 8. Would you like to see entertainment offered?

- Central TV's
- TV's embedded in cardio equipment
- Piped Music
- None

### Comment

Answered: 79 Skipped: 5



ANSWER CHOICES	RESPONSES
▼ Central TV's	34.18% 27
▼ TV's embedded in cardio equipment	41.77% 33
▼ Piped Music	12.66% 10
▼ None	30.38% 24
<b>Total Respondents: 79</b>	

Comments (12)

## **Comments Included on Fitness Room Survey Question 8**

1. Wifi is essential! People use headphones and their own screens for workouts. Central TV needs to have close captioning.
2. Some people like to read their book while they exercise.
3. TV's in the equipment are \$1200/each and a waste of money.
4. Most people have their own devices
5. Please, no piped music.
6. Embedded would be fun but not worth spending a whole lot on them
7. TV would be nice, but not essential
8. not important to us
9. not really necessary
10. DEFINITELY NOT PIPED MUSIC...
11. Sonos or Bluetooth device to be able to have personal music on a speaker system.
12. You have the beach (walking, swimming, snorkeling, or running) and tennis. Visitors can be in sweaty indoor gyms at home. The pool water aerobics are also a good addition for stretching & strengthening.

## Other Amenity Ideas

10. If you have other ideas for amenities you would like considered in the future please share your ideas.

Answered: 13 Skipped: 54

1. I think the fitness area is a great idea
2. It would be nice to have access to a refrigerator at the pool to keep beverages and food cool.
3. Contract with a rental company to have a small onsite outpost to rent recreational equipment: beach/snorkel gear, tennis equipment, bikes, etc.
4. I really like the exercise in the pool and the tennis clinic programs.
5. Sorry to sound so negative but when I'm on Maui I spend my time swimming, snorkeling and reading . I'm just not interested in using a gym or a sports court.
6. Spin bike
7. Bocce is fun and pretty social Herb Gardens are nice but too large
8. Cx
9. The board should never permit commercial solicitations in our common areas. The cheezy mai-tai party at the pool for a rental management company to solicit business is awful and should not be allowed.
10. I would love to see ping pong and bocce ball added.
11. Bocce Ball
12. More user friendly kayak storage.
13. Elevator - 1 per bldg.
14. Covered parking is a priority above all else for us.
15. No
16. ping pong tables would be great
17. Putting green
18. Thanks. None come to mind.
19. More usable herbs in the gardens especially basil. Everyone wants it so there is never enough.
20. Ok thanks for the opportunity to make MS world class condo it deserves to be. Someday it would be great to redo the pool furniture and get rid of the 80's plastic and color scheme. I would be happy to help offer suggestions in this matter.
21. Pool Decks resurfaced, New Pool Chairs, movie theatre room.
22. The pool, spa (when working), water aerobics classes (be nice if offered regularly) & tennis availability including clinics are ample.