



2023

HARMONY SURVEY

In December 2023, a survey was sent to the residents of Harmony. This survey was sent to 860 people, with a response rate of 23.8%. Below are the compiled results.

COMMUNITY

97.38%

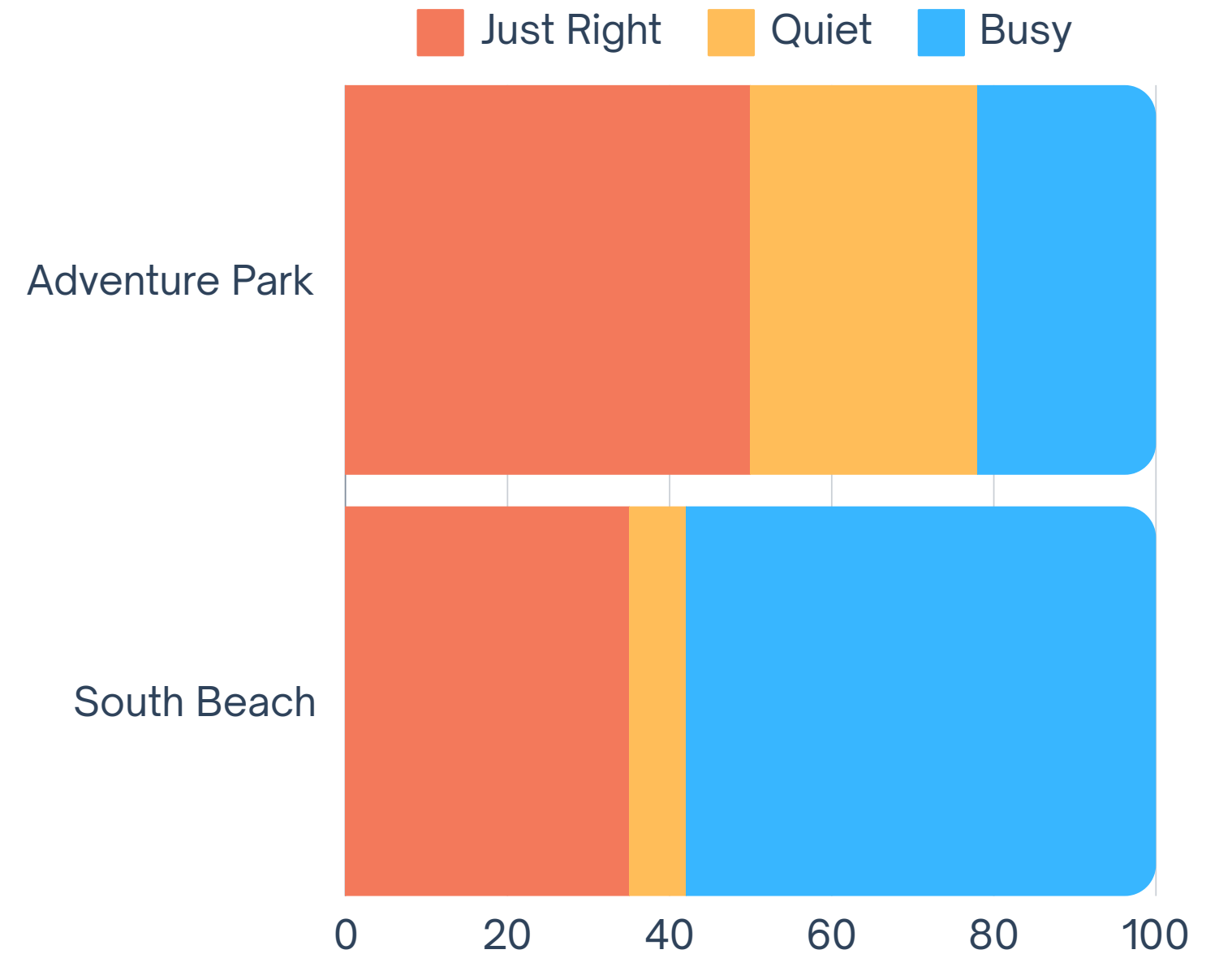
of respondents use current community parks & pathways

Amenities most used:



As a continuation of the feedback, HDI sent out an “Adventure Park Amenities Survey” in May 2024, to gain feedback for planning of phase 2 of the Adventure Park.

TRAFFIC AT AMENITIES



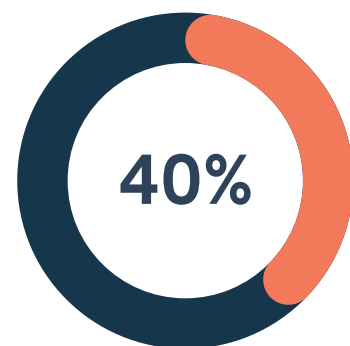
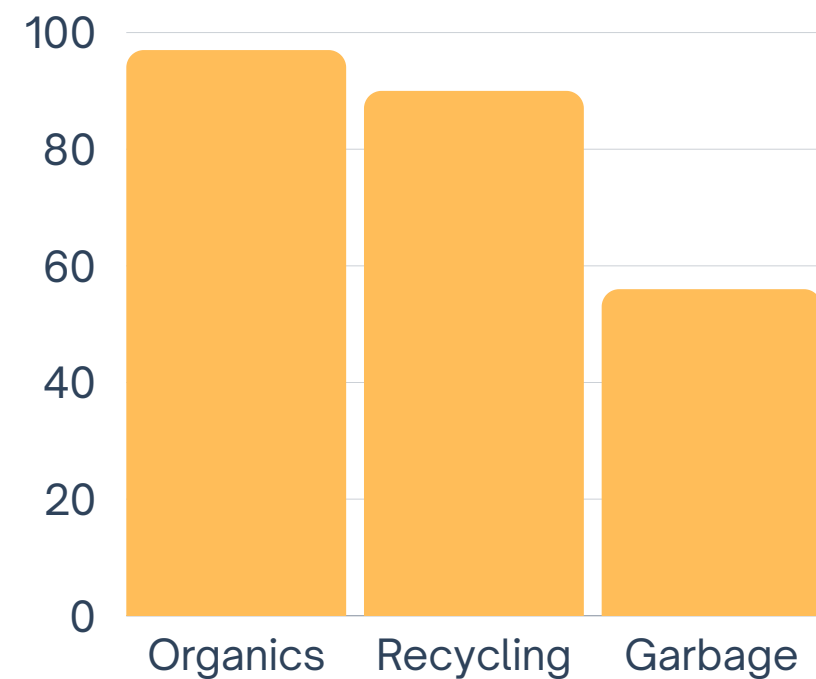
Biggest concern with both of these areas is relating to speeding. Proper signage has been installed around the playground zone and adventure park, and we have seen increased RCMP patrols.

SOLID WASTE

35% of participants had contacted solid waste customer care. Most residents reached out to Solid Waste regarding payment and billing, or due to missed pick-ups.

Residents were asked about pick-up frequency and if they were receiving enough service.

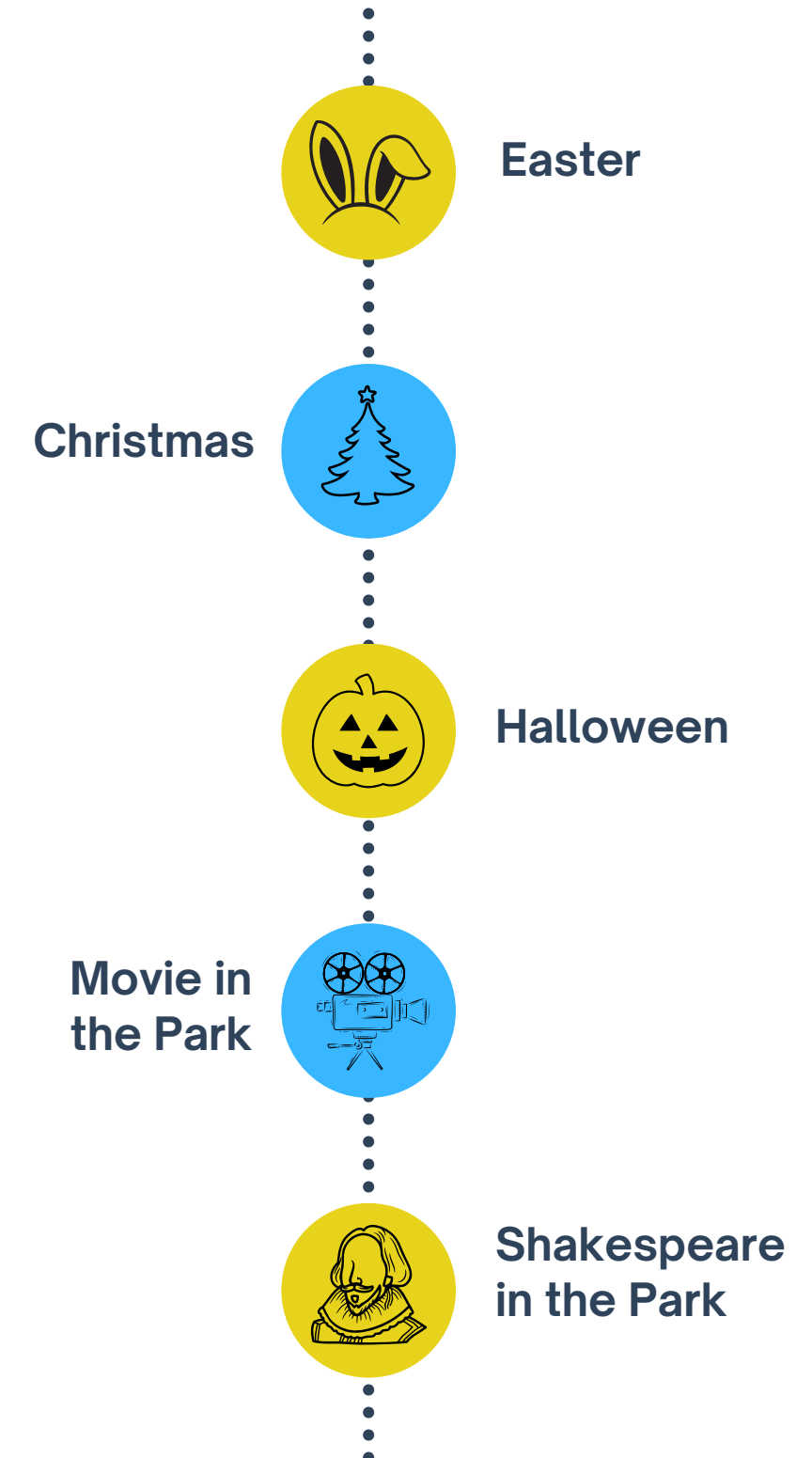
Percentage of residents happy with pick-up frequency:



Of those that felt they were not receiving enough garbage pick-up, less than half the participants are willing to pay more on an ongoing basis; however, 40% were interested in a bag tag system to use when needed. This was addressed with the optional Bag Tag system through the provider, Bluplanet, which was announced in March 2024.

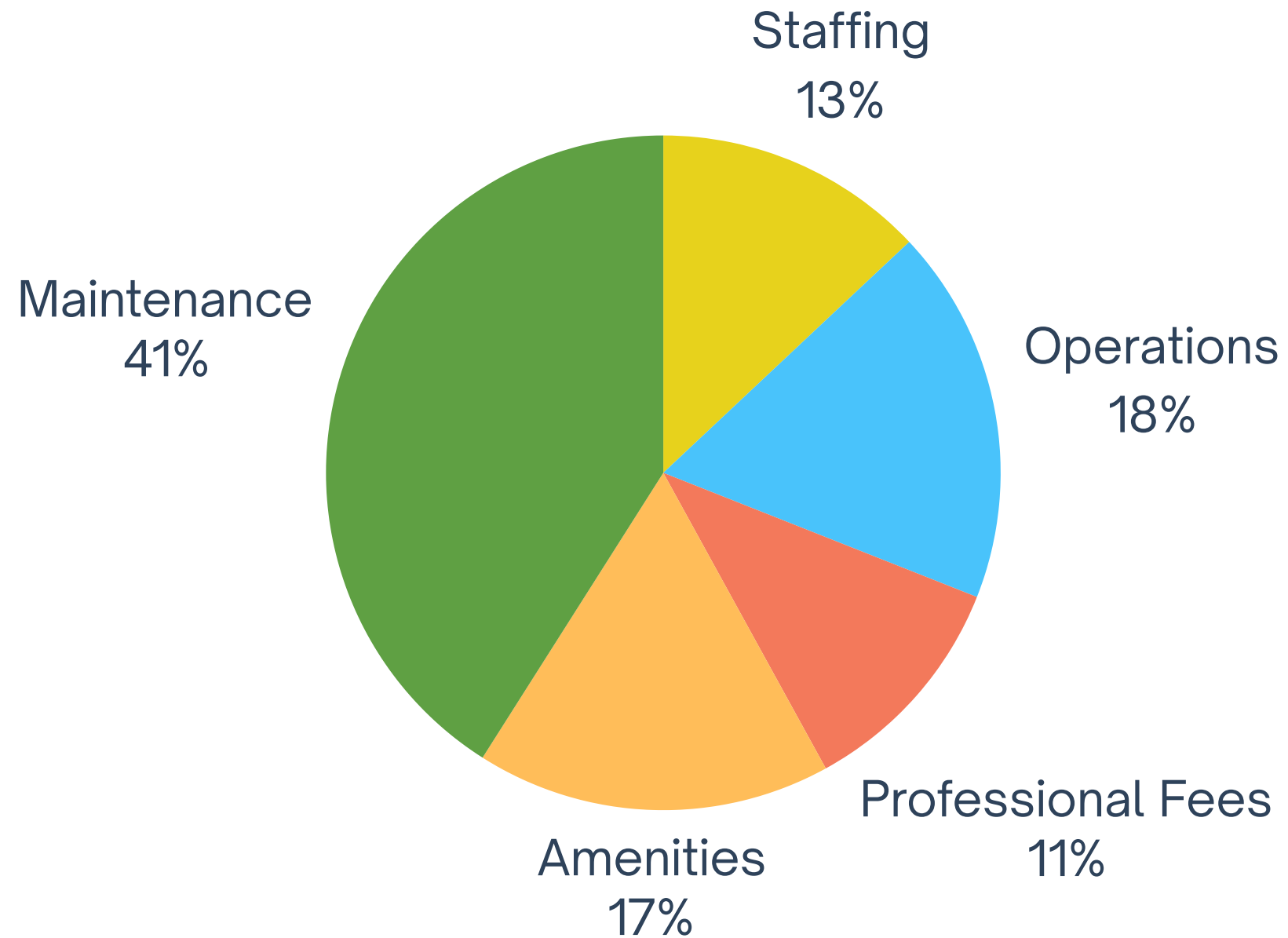
COMMUNITY EVENTS

More than half of the residents attend the OAH events. These were the most popular events:



Suggestions for future events included: sports & drop-in classes, teen & adult events.

O A H F E E S



C O N T R O L L E D A C C E S S

85% of respondents have controlled access.



Suggestions towards controlled access included branding of the phone app and earlier access to the lake for residents.



As announced on April 30, our new insurance policy has made it possible for us to allow extended lake hours to residents that sign an additional waiver.

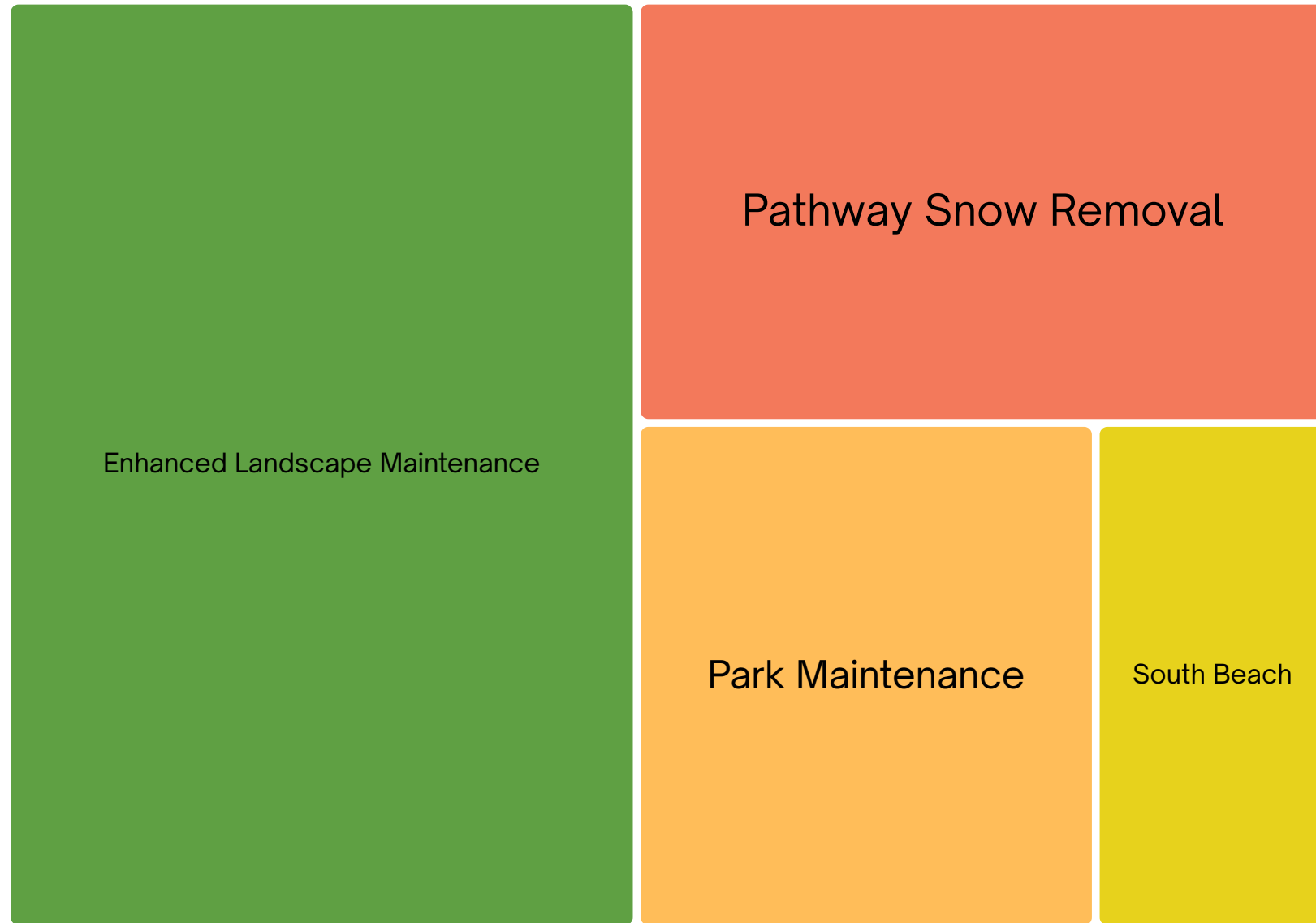
C O M M U N I C A T I O N



95% of residents prefer email as a communication channel.

OAH MAINTENANCE

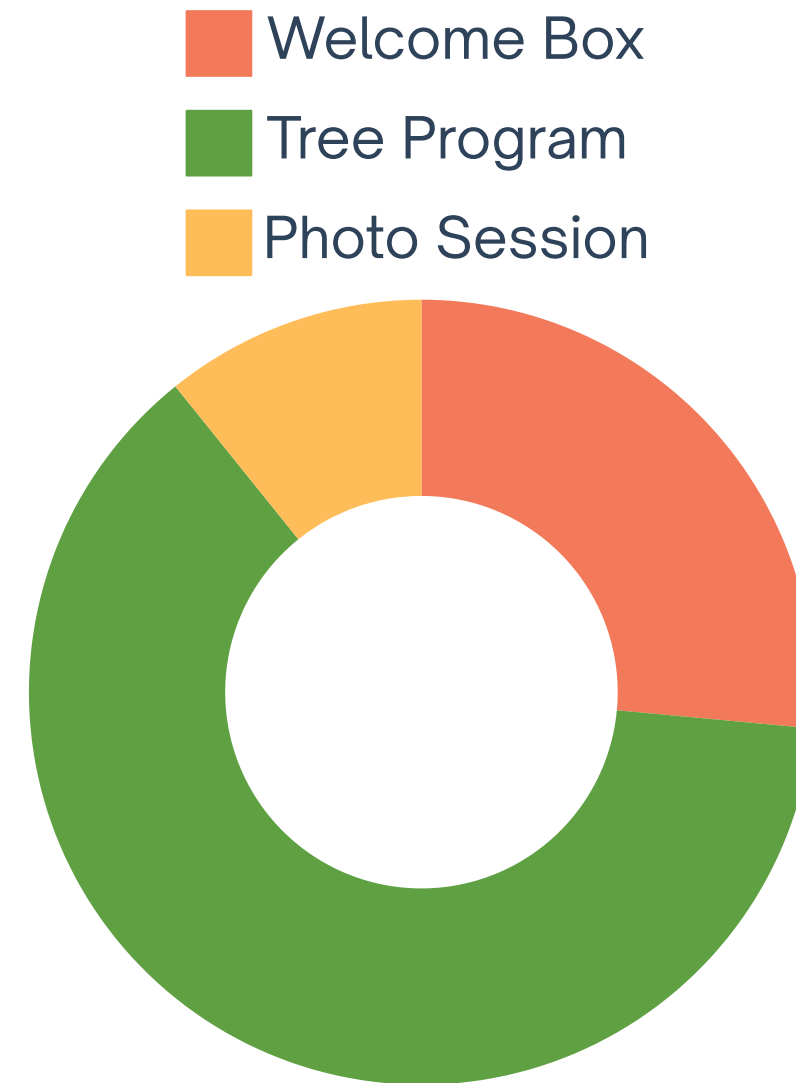
Residents were asked what they thought required more attention from the OAH.



Feedback will be taken into consideration when renewing our maintenance contract this fall.

DEVELOPER PROGRAMS

Residents were asked which NEW BUILD programs they took advantage of.



The welcome box has been discontinued. The Tree Program has been updated to a \$500 landscape voucher for new build purchases only.