

Results: Architectural Standards and Processes

Survey Info - This survey was sent on behalf of the Tahoe Donner Association to the FlashVote community for Tahoe Donner, CA.

These FlashVote results are shared with local officials

720

Total Participants
686 of 1346 initially invited (51%)
34 others
Margin of error: ± 4%

Applied Filter:
All Responses
Participants for filter:
720

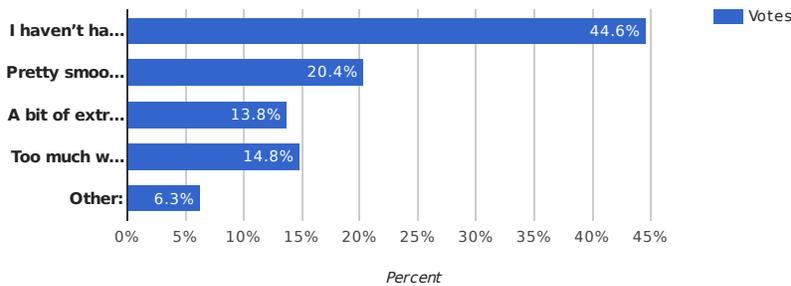
Response Time (ho...

Started:
Sep 12, 2018 12:48pm
Ended:
Sep 14, 2018 12:41pm
Target Participants:
All Tahoe Donner Assoc

Q1 The Tahoe Donner Architectural Standards Office has the mission “to ensure that structures and properties in Tahoe Donner are in harmony with their natural surroundings and benefit the quality of life and property values of association property owners.”

Which best describes your interactions with the Architectural Standards Office, if any?
(697 responses)

Options	Votes (697)
I haven't had any interactions with them	44.6% (311)
Pretty smooth for what they had to do	20.4% (142)
A bit of extra paperwork but OK	13.8% (96)
Too much work and cost	14.8% (103)
Other:	6.3% (44)



aso^{put} always project interact
 built house^{great} like^{time}
 difficult question ago^{recent} like^{cost} well

Unfiltered responses

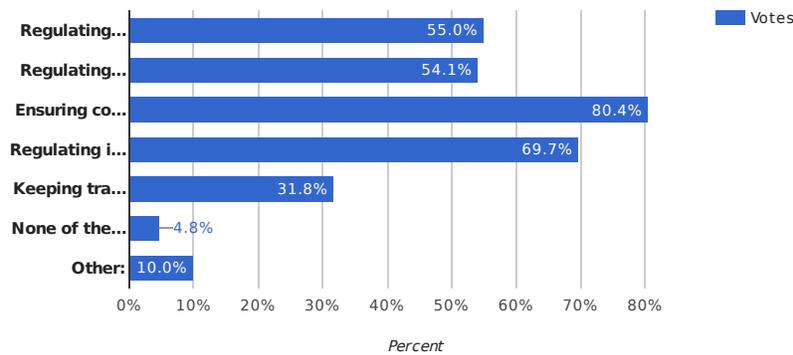
Our interactions are old (1990). It was fairly smooth. Now I understand it is much more difficult.

Thankfully we haven't had to deal with the ASO. The overall appeal of the community look is great.
Terrible - Not Answering my question / reading what I wrote, poor internal communication
it was going to cost a bazillion dollars for a simple raised bed garden....
Part-time neighbors put in dog fence, approved by AS. We objected, but it's there and falling apart
A very negative experience, based on a recent bear box dispute.
Extra paperwork, but ok
Far to Bureaucratic, this is supposed to service to the members, but feels like an obstacle
ASO was not objective in resolving my issue.
I hope I never have to interact with them again.
We built our house in 1992...everything went well.
My request to replace the rear facing roof with asbestos shingles was denied. Not happy!
Everything I've had to do has gone well, but they're very expensive
Seems slow to respond and even longer to get a CC&R or HOA enforcement process respecting violation
received info on what was being built next door
No Enforcement. Ineffective. Very Weak effort at real compliance.
Delays projects; takes too long for approval for ie:changing paint colors, etc.
No recent interactions with ASO
I met with them to make sure neighbors utilities were put underground on construction - they weren'
I was unhappy with an ugly tree house someone had built in front of my rear deck. ASO fixed it.
I gave up on our project years ago because it was too incredibly difficult just to extend our deck
Approval duration is much shorter than a building permit. Costly extensions.
I found them to be rude and unreasonable
Bureacractic. Wish they were more helpful
They didn't inform us that the house next door to us would be under construction all summer.
Houses do not "blend" with the natural landscape in T-D. Only in their imaginations.
Several years ago, I got a warning for leaving an unpainted board on my window till May. Petty??
I appreciate their mission but, they go over-board w fees and micro-managing projects.
asked for advice concerning neighbors intent to erect permanent structure on the property line.
Great unbiased professional communications. I have always received responses to my questions.
inconsistent policies
Not sure if it was the ARchitectural Standards office that did a property review and wanted a chimn
Felt like we were always singled out
I was taken to task for the addition of a 3' safety rail, to meet code, I find that overbearing
Restrictions on color of my solar panels made me use less efficient black panels. That is not right
I built my house 25 years ago and as I remember they were pretty good to work with.
Between the setbacks and restrictions you have little flexibility to set a plan in motion.
THEY were unresponsive to my request to have neighbor's abandoned propane tank removed at first
Seem like good people who are working hard-- mostly responsive, though not always
Difficult to get on the phone never answered any of our emails had to do everything in person a dra
During no the time we added on to our house, it was a biased process and cost us so much more money
Only contact has been a few in office questions and notification of like-for -like repairs.
Only had interactions on the phone. Somewhat helpful, not amazing

Q2 Which of the following types of architectural standards are important to you, if any? (Choose all that apply)
(673 responses)

Options	Votes (673)
Regulating colors of exterior walls, windows, doors, and roofs	55.0% (370)

Options	Votes (673)
Regulating exterior light fixtures and their brightness	54.1% (364)
Ensuring construction stays within property lines and setbacks	80.4% (541)
Regulating impacts of construction and lot use on neighbors	69.7% (469)
Keeping track of house plans (as-built) and paint specifications for current and future owners	31.8% (214)
None of the above	4.8% (32)
Other:	10.0% (67)



standard regulated home
structures units **property** keep
like repairs allow limitsure **owner**

Unfiltered responses

Some requirements , such as no tents, campers or trailers seem silly. Maybe a time limit?

To difficult to work with and extremely unreasonable

Replacing structures of same dimension and quality should not require ASC fees.

However, is this enforced? No Dark Sky in my neighborhood

Style, that the look of properties stay in mountain character with good taste

sponsoring new and original design for new homes—ergonomic bad environmentally sound

The arch review board has such a bad reputation for how they exercise their power

Properly regulating homeowner disputes

People - my neighbors in particular - need to stop storing junk all over their yards.

only the one I checked is important. the others are just petty

Being mindful of "impact in context" of new plans, but also being supportive of growth and change

Ensuring exterior wall finishes fit the mountain theme/decor (e.g. stucco should not be allowed).

Regulating colors and light fixtures should be limited only to filter out extremes

Needs to be more flexibility with respect to buildings that were built many years ago.

Managing the occupancy limits

Objectively receiving and resolving a neighbor's issue with adjacent property/owner.

would be great if second units were allowed -- the Town allows them to be permitted, but not TD

Just keep structures in decent shape and no abandoned vehicles/boats etc on properties

I am very concerned about light pollution and its impact on our nighttime view of the dark sky.

Reducing light pollution is critical!

Those responsible for regulating appear to be over controlling owners desires for the the property

I would like to see roofs as a HIGH priority. Many metal roofs are in dreadful shape!

I would like to see stronger enforcement of standards, particularly with regard to lighting!

Everything that has to do with architectural standards is important to me

Ensuring that structures aren't constantly in a state of being repaired. (Ladders perched for years

do not like "future owners" in #5

keeping residences clear of boats, junk, and parked vehicles.

Seems like these are duplicating the function of the building dept; higher costs and delays.

Making sure landscaping is within property bounds

Helping to keep recycling and green waste cans for sitting around

Making sure that New and remodel designs meet the standards of TD

Avoiding ugly additions.

You are a duplicate of the city planning department, you aren't needed since incorporation of city

No regulation of the light fixture, only the brightness

Not being overly pedantic in what is regulated.

regulating parking/storage of RVs on the property

Getting owners to maintain their homes to reasonable standards

Just to make sure all homes are nice looking and in good condition on the exterior per it mission.

keeping the natural beauty of tahoe donner intact.

requiring maintenance on dilapidated houses

Maintenance

Ensuring that neighborhood roads are not damaged, and if so repaired, during construction projects

Get owners of homes in need of repairs to fix their houses.

Keeping track of current homes that are in dire need of repairs!

Roofs mostly

Keeping records of site coverage maps, so homeowners can avoid a full survey if possible

Town of Truckee can do property line/setback compliance. Owners track plans.

PLEASE ban the use of windows with strips of plastic or whatever sandwiched between the glass panes

Dealing with properties that are below standard. Separate comment-dead tree removal

Deck addition

Quality of building.

keeping commercialization from creeping in

Ensuring that property owners aren't storing materials, etc. on the property

Current staff much more professional and customer service oriented than those personnel in the past

Maintaining the mountain character of Tahoe Donner.

Deck railings and stairs

ASO has no flexibility over reaching to require screen on gas fire pit when fire danger low

Lights are out of control. Spotlights are not in place of front porch lights. More standard lightin

not allow second units and/or second kitchens

Enforce ban on second kitchens, and ensure that owners do not construct "second units" on their lot

Impact to may rural surroundings

insuring all home owners are keeping their properties fire safe

Maintaining visually and structurally healthy appearance of T/D community. No derelict buildings

RV parking

Following up on dilapidated structures - deck railings falling off or missing, missing house steps.

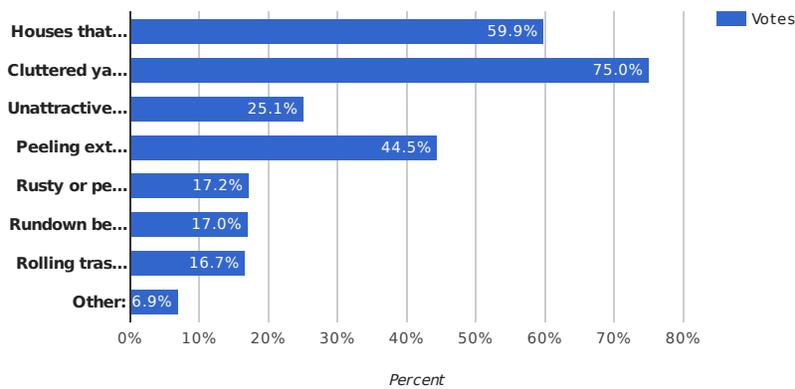
No one item stands out

Ensuring that all homes have garage parking

Q3 Which of the following issues are the highest priority to ensure Tahoe Donner looks good and maintains its appeal over time? (Choose up to THREE, if any)

(669 responses)

Options	Votes (669)
Houses that look abandoned	59.9% (401)
Cluttered yards or Driveways (car storage, trailers etc.)	75.0% (502)
Unattractive or noncompliant paint color schemes	25.1% (168)
Peeling exterior paint or moldy exterior walls	44.5% (298)
Rusty or peeling metal roofs or cracking shingles	17.2% (115)
Rundown bear boxes	17.0% (114)
Rolling trash bins stored outside	16.7% (112)
Other:	6.9% (46)



bin utility rolling lights
street trash yards parked
unsightly try leave stop td store tree old

Unfiltered responses

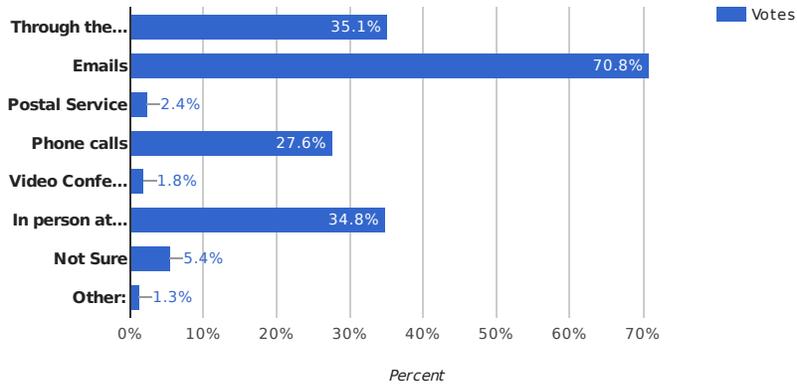
- The new trash containers are unsightly, do not fit in bear boxes, and are very inconvenient
- cluttered yards with garbage, storage not just a car parked there or a trailer temporarily
- construction crews have decimated the wild grasses x our street by dumping gravel and parking on.
- Rolling trash bins have to be stored outside. Our garage has both cars in it and no room.
- Stop trying to create a stereotypical perfect model community. Leave us alone
- Lighting on at night
- Maintaining world class amenities (and not just golf!) that keep TD the best in Lake Tahoe.
- We have no choice except to store rolling trash bins outside. We have no garage

Less regulation not more
Undergrounding the utilities would be an amazing upgrade.
Backyards with infrastructure like lights, tables, fire pits that reduce green space value
Why did you limit my choices to 3
rolling trash bins can't be stored inside - as so many homeowners are not full time residents.
Ill maintained fencing or low quality metal fencing
Too many cars parked everywhere on lot
seems to be a large number of campers and trailers in front of houses and on our streets
put a stop to STR's
The tent behind the Lodge Restaurant is completely out of character with TD looking good.
Is ASC in charge of Covenants items now.
Ugly additions to current structures
Cluttered yards - cars ok if nice and neat
Everything that detracts from the appearance of a property degrades the appeal of our community.
Organizations that over step
Leaving old furniture etc. outside with a " free" sign
The rolling trash bin thing was stupid in a vacation community.
I think it's ridiculous to tell people what to do. It's their property, not mine.
This question seems silly. Doesn't ASO already have a process to address the above??
yards that are all gravel
attractive signage to amenities
dozens of blue bags, and tree limbs not being picked up from curbs in a timely manner
Bury above ground utilities!
No Always on exterior lights: people installing solar lights...ruin darkness of no street lights
Revisit burying the phone & other lines.
STOP TORTURING HOME OWNERS WITH FEES THAT ADD NO VALUE!!
RVs parked in driveways
Rolling bins were imposed on us. Adequate inside storage and scheduling conflicts
Amount of wires on poles
All of the above!
Trash/litter on all the streets
Enforce parking and camper limits, to avoid unsightly and junky appearance.
we should try again to run the utility wires underground
Old furniture, TVs, etc on the side of the road
Thinning trees and cutting dead ones on each individual properties
None of the above. Why didn't you at least include all the options from the previous question????
Excessive Non-native landscaping and use of gravel

Q4 How would you prefer to communicate with the Tahoe Donner Architectural Standards Office? (Choose up to TWO)
(667 responses)

Options	Votes (667)
Through the Tahoe Donner website using OneStop	35.1% (234)
Emails	70.8% (472)
Postal Service	2.4% (16)
Phone calls	27.6% (184)

Options	Votes (667)
Video Conferencing	1.8% (12)
In person at the Tahoe Donner office	34.8% (232)
Not Sure	5.4% (36)
Other:	1.3% (9)



communicated
 permit onestop ve phone
 depends email

Unfiltered responses

OneStop was useless for answering questions.

I don't want any part of them until they treat everyone fairly

Why only two? Email, phone, and in-person are all applicable depending upon situation.

doesn't matter too much since in 21 years as a homeowner, I've communicated with ASC only once!

I've heard from my contractors that OneStop is poor SW. If that's accurate, than email or phone.

All of the above methods of communication. Should be available

Not by having to pay for permitting. I'd modernize my exterior if I didn't need a permit.

Through My Lawyer Only!

Depends on issue.

Q5 Any other comments or suggestions about the Tahoe Donner architectural standards or processes?
 (184 responses)

house office work seem home
process job standard
maintain community make cost try take need

Unfiltered responses

Consider Stream weather of being in the mountains and our climate and the realities of it's direct impact on homes and the community

For my HOA, working with ASC just to improve an existing outdoor area was an absolute nightmare. The paperwork, surveys, etc., required for simple improvements added to the cost, as well. Thoroughly exhausting process, and the woman I worked with was unhelpful and dogmatic.

Don't waste time with simple requests like paint colors. Publish the always acceptable colors / stains and have them ask if it's outside of that. If it's approved, add it to accepted colors. ASO can't handle the volume they get, so don't waste their valuable time on things that shouldn't need approval.

The process seems arbitrary--overly prescriptive and costly rules on the one hand and variances granted without neighborhood notice on the other.

We need to be accommodating, and remember what one considers an eye sore another considers beautiful. Be realistic not totalitarian.

I had a great experience with the ASO office when I built my house on Hansel a few years ago. They do a great job!

From what I've heard, the architectural standards process has become very expensive and not very easy. My biggest concern is that we are becoming a resort community rather than a residential community. From one who lives off the hill, you might find that incongruous. But, it is not. If architectural standards forbade large structures, this might help.

Need more frequent meetings to review permit applications

Too many rules get cumbersome. There are some things - like the new rolling trash bins (which we never asked for) that MUST be stored outside due to lack of any storage space. Be reasonable.

I don't understand why I have to pay for a review on an item I would have to pay City of Truckee for. If the city is issuing a permit and doing any inspections what value is paying TD? Additionally why would I need to pay to IMPROVE my property?

Please de-emphasize the "one size fits all" community standards.

Improve relationships with the owners

The arbitrary passage of the light and noise regulations is a travesty to our community. TD is turning into a neighborhood that I am not sure I want to continue to call home.

Respect the rights of individual members to choose architectural plans that meet their own needs, even if they differ from the average home in Tahoe Donner.

It would be nice if they acknowledged improvements that have been done and that financially some of these things need to be done in stages. At times correspondence has been a bit of a turn off.

My one experience in 2003: the board was all engineers who only wanted to talk about wind sheer and other technical aspects of building plans. I was more concerned about my neighbor's project being 8 feet from me with no other houses in the area at the time. I was disappointed that the board had no appreciation for the impact on my quality of life.

We've had trouble with consistency. One employee says "A" and another employee says "B." You need to make sure everyone is on the same page.

Bear in mind that even the most minimal improvements are likely to cost a lot of money. The job of TDAS should be to work with the homeowner to solve the problem, and not adhere to arbitrary decisions without homeowner input.

Allow building rental units above garages. As a community we need to deal with the shortage impact of seasonal housing so businesses can thrive with appropriate labor pools.

Live and let live. Limit responses to explicit complaints and don't go out looking for violations. If there is a problem for a neighbor, let the neighbor make the complaint not someone driving around looking for issues that don't bother neighbors.

We won't even consider minor projects which would enhance our enjoyment due to the added costs and hassles from AS, who seem to use the smallest excuse to lookmfor any and all "infractions". I would like to see far LESS enforcement, fines, and silly rules

Very Negative Survey for such a positive organization!

I did the survey but it isn't a valid survey and it should not be a basis for anything

An ambitious young fellow named Matt, Tried to parachute using his hat. Folks below looked so small, As he started to fall, Then got bigger and bigger and SPLAT!

if you change house/roof color within a permitted range of options, I don't think you should have to ask for permission

Do not allow light color paint on houses. (e.g. pale tan, beige, light gray). It is incompatible with the mountain environment

Need to restore Tahoe Donner reputation in the area of architectural control. Make it reasonable.

Brush and branches left for pickup on the street is a fire concern, as well as impacts the appearance in the neighborhood. These piles become extremely and often sit for well over a month.

All of my business with the committee was 10-15 yrs. ago

Enact the short-term rental requirements that were proposed.

Worry too much about minor details and ignore major issues. Example: Worry too much about does front railing match rear deck railing when can't even see together or attractive landscape feature in backyard like waterfall. Don't do anything about trailers on street, unsightly, peeling or weathered siding and roofs, large number of cars from rentals or business vehicles.

For the last several years the TD Architectural Standards Committee has appeared to be primarily focused on generating revenue. I for one believe that increasing revenue should not be their prime directive. The ASC and TD owners should hold discussions in order to reach agreement on what the prime directive should be.

Stop being draconian. And stop and think if a neighbor complains is it real compared to the other ~5200 houses. Your application of standards is unequal and at best extremely biased. You need to be approaching the review in a scientific manner. Is the compliant real. Is it based on actual evidence or based on fake news.

Keep up the good work. That is why we live here. There are standards

The purpose of the ASO should be to support members/homeowners, not to make it difficult to maintain or improve our homes.

In 12 years, I have interacted with ASO only for painting and staining. It was painful both times. Long, confusing and it delayed the work by weeks in both cases. I know you're trying to streamline this and I appreciate that!

Again, This should be a service to the homeowners, with people helping and guiding through the process, but at this point, they feel more like obstructionists who are looking for a pound of flesh

ASO can be very inflexible at times, and at times arbitrary. For example: During a house addition project, ASO insisted that the existing 24 ft wide driveway be cut back to 20 ft width at the property line, although it could be returned to the wider condition at the street and on the property. The resulting "hourglass" shape would be very unattractive and ASO could not cite a standard for what distance that the 20 ft width needed to be maintained on either side of the property line - could have been a 1/4" slit.. settled on +/- 5 ft on either side. Very unattractive. ASO should have had the sense to leave it as it was instead of "strictly following the rules".

This survey was confusing and I'm not sure of the purpose of the survey.

Very helpful staff doing an unappreciated task

There are a lot of homes in flat-out disrepair in TD.... drives me nuts! Those homes bring all property values down.

In general I find it overbearing. Not necessary.

I like the proposed STR rules

I do astronomy photography so it is very important to me to keep light pollution as low as possible.

Very difficult to reach anyone by phone. More staff is needed.

I am concerned that rolling recyclable trash bins will just be invitations for bears to dump & eat. Not sure WHY officials (who I would think live in the area) would think this is a good idea. have you ever SEEN what people put in their recycle waste bins? unwashed dirty food cans; sugary wine & soda bottles & cans, used paper towels. This needs to be reviewed & changed before 2019 - so money is not spent on bins that will not work. (or are left in garages so bears try to scratch thru those doors for food. Again, Sheesh!

They have an excellent staff and do a wonderful job considering the abuse they must take from some property owners and professional.

I like that there is currently the ability to do walk in's for some architecture review items

Process was entirely too cumbersome and overly intrusive. Respect property rights!

Nope just keep neighborhood beautiful and listen to homeowners. Thank you

make it easier to add a deck or a patio and use some common sense every now and then and, this is a big one, treat the homeowners like partners with a common goal. I have gotten a few nastygrams from the board through the years that were totally uncalled for and I still harbor some resentment towards the board as a result.

All decisions should be reasonable and not nit-picky.

Don't single-out issues identified by realtors. Keep compliance uniform throughout TD.

Exposed hanging wires along house-fronts and white electric connection boxes are a real eyesore

Please add some judgement to the decision making process. Don't be so over ruling and make owners pay ridiculous fees for minor work they would like to do on their property / home

Simplify the process. For full projects use a color board with paint chips instead of filling out multiple sections on a form Allow "match existing" for exterior details, colors unless changing the profile or overall color scheme. Do not require full existing elevations when doing a small upgrade in a specific area

The standards seem too strict to me. It gets boring when every house has the same color stained siding.

Need to know where you are thinking of going with this. All are important..

Seems like we are way too focused on paint....

It is important to maintain reasonable compliance with architectural standards for existing and new homes.

Inconsistent with rules and regs. No follow thru.

They seem nice enough in the office, but they do not seem to like contractors. They moved particularly slow on reviewing our deck/patio project. We submitted a new survey with the plans, and they came back and said that the survey they had was too old to use. They somehow used the

original survey for the property and neglected to see or use the new survey we had had done . Later on in this project, got a letter saying that we hadn't closed our permit. We had finished our work in the fall and apparently they don't do inspections after November 1st. Why not take this into account when sending out the letters to unassuming homeowners? The office seems to be a bit of a fiefdom one the part of some of the folks that work there. I think they should be as friendly as the folks who work in Member services down the hall.

My experience has been that the Architectural Standards office does not check on anything and only reaches out (slowly and sometimes indecisively) after written formal complaint. Better proactive compliance is needed.

Compliance to standards must be rigorous and enforced.

The only negative I've had with them is outside landscaping. I felt they were over killing my proposals In changing landscaping. Can't use TOO MUCH crushed concrete for walkways. (Doesn't look natural).

I know very little about the TD ASB's work. Perhaps including a summary of actions in the monthly newsletter/magazine. E.g, # of permits reviewed/approved; # of home investigated for mold; # of repairs ordered. Etc.)

We were heavy users of the ASO two years ago and found everyone to be helpful and engaged.

I think it is terrible that ASO will not accept hand drawn maps from Forestry Dept when owner contacts them about what trees should be removed for upcoming project. The added cost of having professionally mapped out is ridiculous.

get a competent compliance officer that will follow through on enforcement, and knows and understands the rules.

Do not relax standards. Increase the number of periodic house inspections with emphasis on faded, rusted roofs and houses needing paint or stain. Do not allow tiny houses or other auxillary stuctures.

Fees are too high for simple permits (e.g. sheds, hot tubs).

ASO standards of acceptable color palettes could be modernized. Please no more peach condos or baby poop brown houses.

Many of the practices of the committee have exceeded their lifetime, especially where they duplicate services of the Town building department.

They seem to think that the property owners are an inconvenience.

The office benefits the community since the office is critical in maintaining the standards expected when owning in Tahoe Donner. The ASO CC&RS are an obligation of purchasing and living in Tahoe Donner.

I've heard good things about the TD staff but have not worked directly with them yet. I look forward to having a positive interaction with them during my first interaction.

Too much emphasis on color, the painting of bolts,etc. , identical porch lights for condos, a 1970's approach for uniformity.

Easy folks to deal with! Good job!

I don't care what others think. I enjoy my home the way it is.

Provide samples of approved colors on web site.

My interactions with them entail a very regimented, "no we can't do that" approach. They are way too process orientated & not flexible or innovative in their approach, or open to alternative options for resolution. A simple request not to have a refund check sent to address on file was a ridiculously onerous process to change..

Thank you for maintaining the standards and appeal of the TD community. We appreciate it.

Telephone poles suck and are a clear and present danger re fire. Many have been replaced. Underground!!!

I tried to get approval for a dog fence and the required paperwork then seemed like one thought I was building a new house. I'll try again next year.

The office can, on occasion, be very officious. There is a lack of consistency. Dealing with architectural standards changes as personnel change. Finally, many of the employees have no real knowledge of construction. I once had an employee suggest that because it was November, the ground would be freezing. That doesn't happen that early in this part of the Sierra

Limited official contact but have always found them very cooperative and helpful when I seek information or clarification of standards

It seemed an unnecessarily costly procedure.

Common sense should be the guiding principle.

Do not get into landscaping plans, what exterior lights look like and whether or not the metal supports on my deck are painted the right color.

Treat TD homeowners as customers. The employees need to learn customer service skills and lose the adversarial attitude. It has the feeling of dealing with a government beauracracy.

They certainly responded to me in a timely fashion and took care of my problem.

The costs are exorbitant. I think they provide little value.

not at this time

I'm less concerned with paint colors and minor maintenance, but more of the general curb appeal, storage of trailers, spare cars, junk.

My perception is the rules are overzealous and the staff feeds off that. They seem to do some functions that are not necessary (doubles with county). They use every opportunity to go looking for violations no matter how small even though they are not causing a problem. They get involved with some projects that I don't think require TD AS, and they charge too much for something simple.

none

You only cover non city duties and functions

We wanted to enlarge our deck but got scared off with all the compliance's requiredthat would not be visible to anyone but UJS!

No. Folks seem pretty balanced and felt reasonable.

The staff was rude through the entire process when I dealt with them. I applied for an inspection when my project was done and it was in the late fall so there was some snow on the ground and I was told it was my responsibility to reapply for an inspection in the spring instead of just putting my property on a list for a spring inspection.

They seem to be very busy but for the interactions we've had, they were great to work with.

Both standards and processes should be easy to understand and transparent to the homeowners. Both the association and the homeowner have the same goals and challenges - maintain and if possible increase the value of the homes and the assets of the association.

We appreciate the priority of the TDA to minimize our common risk of fire.

New trash cans are a joke

Timely replies and better follow up as to what the outcome was

I worked with Ali Concannon two years ago. She was fantastic. We need more people like her.

The standards and process group should not be overly cumbersome or obstructive to people making simple improvements to their homes.

More user friendly paperwork and assistance. Help me figure out how I can get simple things done.

Office staff should be more customer friendly.

Would have appreciated knowing that the house next door would be undergoing major exterior upgrades and additions. Definitely impacted our plans for the summer, including our own landscaping choices. It's been noisy and dusty, but the builders and new neighbors are exceptionally pleasant and considerate.

When I had to paint the galvanized building brackets and column bases on my new deck that was just too far over the top. Architectural controls can become a bludgeoning tool for small minded people. If I had chosen stainless steel as a design element of each one of them it would still have been out of bounds according to the "rule book." Lighten up.

I think the standards are too detailed. Enforcement seems inconsistent.

Ease of use is important as is timely response and follow up to questions/complaints.

The really thrashed houses are a big problem in TD and negatively impact the community and property values (makes it next to impossible to sell a nearby house as well). Your efforts to deal with those are appreciated. Some of the inspector staff seem to look REALLY hard for violations which can be frustrating. Thankfully, those above them can be more reasonable.

Consistency with Town regs with the understanding TD does take certain standards into account that the Town does not.

From everything I have heard, the ASO is difficult to work with and is imposing unreasonable permit fees on homeowners who are trying to be good citizens by maintaining their properties. As a homeowner, I have heard the employees are surly, uncooperative, and demanding. I have heard there are unreasonable work orders placed on well maintained homes for small issues (lighting, railings, etc) when most homes were originally built with those oddities. In the meantime there are scores of homes left empty and deteriorating that affect the beauty and value of the area much more significantly. Many homeowners are now afraid to do upgrades that would be beneficial to a home or neighborhood because of the negative repercussions of working with the ASO. I hope this office model and structure is reworked to become friendly and helpful, oversee new construction, help to improve eyesore properties, and to assist current homeowners in improving their homes without unreasonable requirements and fees.

I am particularly disappointed in the lack of enforcement on the bright exterior lights. When we built our house in 2012-2014, it was a high priority. Today, it seems, nearly one in four houses have these bright bright lights. I am also discouraged by the "look of abandonment" many of our neighbors houses and yards are allowed to have. I thought we had guidelines and regulations on the quality of our properties? And what about the parking in the BIKE LANE (when their driveway is empty)?

I thought ASO was settled a year ago or so? This survey's questions/answers seemed silly. ASO already tracks homes and has a process in place to help homeowners build and maintain the appearance of their homes in order to benefit the neighborhood. Seems there are more pressing issues and matters to survey: Short-term/Long-term rentals, Summer amenities/Winter amenities and where to spend \$\$, Downhill ski lodge (yes, teardown and rebuild!), Trails, Dog issues, Tahoe Donner's Vision, Board governance, etc. Please bring back the more comprehensive, multi-question survey that gives in-depth and useful information to help guide and formulate decisions. I remember taking this type of survey a few years ago and also a comprehensive summer and winter amenity service-level questionnaire. These were good surveys.

Ensure TD does NOT cater to the short term rental investment industry which results in overcrowded amenities and property price appreciation.

We all care about keeping TD nice, but owners should have more flexibility to decide the look of their cabin/house.

Focus on the big things. Be proactive on addressing the dumps in the neighborhood - don't depend on neighbors complaining about neighbors.

I think this team has a very hard job and I don't think the community realizes how important maintaining standards is to their property values. Thank you!

Some enforcement actions seem to be much about not too much.

Employee's are not the most helpful or nice at times. They are suppose to be there to help you, not berate you!

Continue to improve assistance to owners. Not doing what they are responsible for but making the process as painless as possible. Knock down roadblocks while maintaining the standards for TDA.

TD needs underground utilities. This would be the biggest asset to property values. This is 2018, not 1960.

Recently we obtained a permit to rebuild a deck that was damaged by the heavy snow load in 2016. The staff was very helpful and sensitive to our needs. We met in person.

a little common sense for additions such as safety rails that do not significantly affect overall appearance, but is necessary to maintain safety and current building codes, without having to permit would free up time for real issues.

If weather interferes with the construction and the work needs to be postponed because of the weather (think 2017 winter that would not end) I think it is outrageous that you demand a fee for extension time. Shame on you. It created enough of a hardship without that fee.

Now that new regulations have passed regarding outdoor house lights, give reminders to those that currently leave them all at all hours to stop that practice.

The TD architectural standards group would not sign off on an addition to my property until my neighbor fixed an unrelated, driveway setback issue. Their driveway layout pre-existed not only my project, but also my purchase of the property. I understand the need for TD to enforce these things, but holding my project hostage due to my neighbors' issues was a severe overstep of their authority.

Keep rules to minimum and only what is required.

Don't let the new incompetent screw it up. Keep standard very high. If people can't afford to keep up their property they need to move

ASC personnel do not always respond to emails or voicemails and we (as owners) should not have to wait months for inspections. There should be personnel available to do inspections year-round, not just summer months.

New rolling garbage bins stored outdoors Bad. Solar Lights always on: Bad...why have no street lights if solar lights ruin star view? Less RV/boats stored outside.

Ban parking of trailers and RV's in driveways.

Houses that need re-staining are a threat to the community if the wood has dried out.

Terrible service! Don't answer phone and don't return phone calls. Rarely respond to emails. Worst service at TD!

Lots of houses not maintained well brings down aesthetics and value of Tahoe Donner

Let's not go overboard on aesthetic compliance. Many of those who want that kind of compliance didn't vote to bury the phone lines etc when we had that opportunity. If aesthetics is a primary focus, let's relook at that action.

We are tired of being THREATENED!! by thugs!!

Need to cut costs from submitting simple requests - as well as when they can be submitted/reviewed.

Some oversight of mailbox repair and maintenance is needed.

As mentioned earlier, I think the windows, usually vinyl, that have strips of plastic sandwiched between the panes of double paned windows, look hideous. The things are usually called "grids" in the window industry and are sold on the premise that they look like 'divided light' window sashes. However, they do not look like real divided lite windows and the difference can be seen at least a block away. The Northwoods clubhouse has them in bronze color which is not nearly as obnoxious looking as the white ones, but they are still ridiculous.

Ensure that all are treated equally. It appears that leniency has been given to some new homes recently built or remodeled.

A. S. doesn't communicate well. They don't return calls, and emails are often sent by the office with no real ability to reply. This causes unnecessary delays. Moreover, myproject had no single point of contact in the office, making continuity difficult even when I was able to communicate.

There are homes that still have cedar shake roofs which present a fire hazard to the house itself and to adjacent properties. Should not be allowed.

Focus on what is really important and not the minutiae which costs money and is not valuable

Should not duplicate what the Town of Truckee has to do but stick to the maintenance of the facilities of our community once construction is completed.

Non complaint exterior lights. Downward directional lights!

thanks for all you do!

We are happy with the community as it appears that our neighbors generally take care of their properties.

my interactions seem always to involve a trip there as phones don't get answered (always the VM mailbox) and calls are not returned

Repeat. Current staff is far more professional and customer service oriented than the previous personnel that were either fired or encouraged to seek other employment. Very happy with the change.

Standards should remain high and be stringently enforced, but with a focus on quality, timely service to the members of the HOA. Said another way, try to make the administrative process quick and easy, but don't let the standards slip.

Not loving the yard waste bins left out every single day...shame on everyone.

Finally the propane tank was removed, but I had to keep on contacting the board to do their job.

You gave me only three choices for top priority in making sure TD looks good: well all those choices apply. Run down houses, noncompliant paint schemes, bear boxes, trash bins. All need help.

Stop focusing on things like lights and focus more on making sure that TD has a responsible development strategy that preserves what is special about the community.

Processes take a long time. Glitches with Onestop complicate the process. Don't sweat the small stuff!!

Dark skies at night.

I have always had great experiences when I have needed ASO

If you made the process easier people wouldn't try to skirt around the process

Yards would look cleaner if it would be easier and cheaper to get a shed approved

Because I haven't needed to interact with them for a long time, I have no suggestions to offer. They were very helpful long ago when I did need to work with them on building my home.

Education is critical including reasoning behind rules such as lights...and color schemes. The committee is very important and we appreciate all of the great work they do on an ongoing basis...

It would be helpful to educate and ensure compliance with outdoor light fixture rules, to avoid spotlight type lights on decks, particularly when left on all night. I think the Architectural Standards group is doing work that is very important to preserving TD, and am pleased that they take seriously the enforcement procedures and setback and other standards.

After establishing their dominance with a slew of demands they were helpful

Again, good people working hard. Sometimes, though, they seem heavy-handed with members trying to be nice and reasonable (e.g., me :-)) and yet get cowed by members who try to bully them. Overall, I'm a fan.

Consider current setback. Just had house built on out street that is further back on property than any other house, way too close to TD trail, but apparently just within setback requirements. May not look bad from the street side, but does from the forest/trail side.

Better enforcement of STR; regulating structures that were never intended to be homes but instead glorified hotels used as a business. Regulating properties that have owners that never use the properties for personal use but as a business as in STR year round.

They have made it difficult to complete repair projects. I hope we get a new Board that stops this attack on homeowners. For example, lights with motion detectors are there for safety and should be supported not overly supervised.

You need to provide access to new construction plans for review prior to approval to at least a 300' radius from any point on the property. These should be mailed in small format to each adjacent property owner that applies. It also seems these new homes that are 4000 sq. ft. or larger should have more layers of review for impact. They clearly do not fit well into the general architectural theme of Tahoe Donner, especially if they become rentals.

Maintaining consistency of appearance throughout is crucial

Just a concern about trash. There are still people who don't have compliant bear boxes which are bad for the bears and create more trash.

I believe that the front yard should be clear of misc. toys, exercise equipment, trailers, old cars or anything that takes away from the beauty of the property.

I've had a couple of experiences with architectural standards And they do a good job it's a tough job it's just the communication process takes so long to hear back. I'm not sure exactly what can be done about that.

I appreciate how TD keeps neighbors informed if someone proposes buildings that vary from the design standards and setbacks. Keep it up.

Enforcement of current maintenance on existing homes. Riding my bike around TD I have seen homes that are in such disrepair that I would hate to be living next door: Davos & Northwoods, 1 on Skislope, 1 on Alder Creek.

Categorize requests for approvals and state the time period for review. Very helpful for scheduling contractors.

TD is Doing a good job. Regulations of standards are important as it keeps the neighborhood nice and helps maintain all property values. If one does care to be to Be told what they can and can't do, there are Plenty of neighborhoods around just for them.

A prime reason I bought at Tahoe Donner was for it being an HOA with arch standards. I would like to see more enforcement of the exterior upkeep of existing homes but realize with some 6,500 it is not an easy task. The ASO staff is high quality and I am sure they are doing the best they can with the resources they have. More staff?

If standard plans already exist in your files (eg storage sheds) then the permitting time and cost should be significantly reduced. Timeline for any permit issue is excessive and not customer/resident friendly.

Some homes seem to go over the top use of gravel as a 'landscape' element.