

**Survey of Chautauqua Property Owners  
Conducted by Chautauqua Property Owners Association (CPOA) during October 2004**

A CPOA committee developed the survey-questionnaire during the Summer of 2004 to address numerous issues raised by the membership. The draft-questionnaire was shown to several senior members of the Institution Administration for their comment. The final instrument contained both objective multiple-choice items and open-ended questions. Over 1,400 copies were sent to members as part of the annual CPOA October mailing: 468 completed instruments were returned producing a response-rate of 35%.

All completed questionnaires were read carefully and thoroughly. Open-ended comments were categorized and grouped together if they made very similar points. The results were tabulated using the Number Crunch Statistical System (NCSS) software package.

Ninety-one percent of the respondents indicated that they had lived in their homes for more than five years, 92% indicated that they were seasonal residents. Fifty percent described their property as a house, while 31% indicated a Condominium, and 7% as a house with a rental unit.

Thirty-one percent indicated that they rented; 55% of landlords indicated 100% occupancy.

Ninety-five percent of respondents belong to CPOA and 95% indicated that they were satisfied with their representation. Nineteen percent of respondents had contacted their reps with issues and 80% found the reps fully responsive. Two thirds of respondents identified issues for CPOA to address, namely taxes and bicycle safety.

Respondents were generally happy (90% positive) with the maintenance of Institution facilities except for streets (78% positive). The Police Department received high marks for enforcement of traffic, parking and quiet-hours regulations, but substantially lower rating for bicycle enforcement (55% positive). Traffic and Parking policies had 70% satisfaction ratings.

Respondents wanted reduced truck noise and truck traffic, greater enforcement of bicycle regulations, more aggressive cleanup after dogs by their owners and better control of dogs' barking.

Only twenty-two percent of respondents reported having bats in their buildings with higher rates in homes, and substantially lower in condominiums.

Most respondents were knowledgeable about the role of the Board of Trustees and only 15% reported dissatisfaction with the communication process between property owners and the Administration. The Chautauquan Daily was reported as the best source of information. Other sources received lower ratings. Most responses suggested some internet use.

Twenty-nine percent of respondents indicated that they had withheld financial support as a measure of disapproval: taxes, the Department of Religion, and the previous administration were identified as the primary sources of objection. Respondents favored the Faculty/Staff Housing initiative but open-ended comments suggested that most lacked detailed information.

About twenty-four percent of respondents indicated that increased taxes had caused change in the use of their Chautauqua home. Thirty nine percent of respondents reported that they had considered selling their Chautauqua home with taxes being the primary motivating factor.

Additional comments thanked CPOA for doing the survey, gave the organization high marks and punctuated the issue of high taxes.