

# LIFE IN SOLERA APRIL 2022 SURVEY REPORT

This report is written to summarize the results of the Life in Solera Survey conducted in April 2022. There were 205 residents who participated in this survey which represents a sampling with a 6-7% margin of error. It should also be noted that the resultant ratios at the conclusion of the survey were relatively consistent throughout the course of the survey.

**Conclusions and Board Recommendations are included at the end of this report.**

<i>LIFE IN SOLERA SATISFACTION SURVEY - FINAL REPORT</i>					
205 PARTICIPANTS					
<b>CATEGORIES</b>	<b>NOT AT ALL SATISFIED</b>	<b>MOSTLY UNSATISFIED</b>	<b>SO SO</b>	<b>MARGINALLY SATISFIED</b>	<b>VERY SATISFIED</b>
<b>READABILITY:</b> This category deals with how easy it is to read the articles in the magazine. To what extent are you satisfied with font size, contrast between background and lettering, image size, etc.	13 6%	16 8%	21 10%	31 15%	124 60%
<b>AD PLACEMENT:</b> This category deals with the placement of the advertising in the magazine. Some may prefer advertising only in the back of the magazine while others prefer it throughout (as currently placed.) To what extent are you satisfied with the current placement?	45 22%	15 7%	27 13%	26 13%	90 44%
<b>ARTICLE QUALITY:</b> This category deals with the quality of the articles. To what extent are you satisfied with the articles included in the magazine; how well are they written, length, quality and quantity of associated photos and/or graphics?	5 2%	12 6%	35 17%	50 24%	101 49%
<b>ARTICLE CONTENT:</b> This category deals with the content of the articles in the magazine. To what extent do the articles interest you or do you find them to be important to you or the community?	9 4%	12 6%	39 19%	50 24%	94 46%
<b>ADVERTISING:</b> This category deals with the accessibility and appropriateness of advertising. To what extent are you satisfied with the appropriateness of advertisements and ease of finding advertising for which you are interested.	24 12%	16 8%	35 17%	42 20%	84 41%
<b>OVERALL SATISFACTION:</b> With regard to the magazine as a whole, what is your level of satisfaction?	17 8%	21 10%	29 14%	40 20%	96 47%

## **SUMMARY OF STATISTICAL RESULTS:**

The OVERALL SATISFACTION shows a ratio of 67% to 18% of participants that are SATISFIED with the magazine.

The biggest concern is with AD PLACEMENT; but the ratio of those SATISFIED with those NOT is 57% to 29%.

In general, the issue around the quality and placement of advertising is the biggest concern (as also indicated in the comments – see below)

## COMMENTS



### CATEGORIZED COMMENTS FROM PARTICIPANTS IN THE LIFE IN SOLERA MAGAZINE – April 2022

1. I FEEL IT IS IN THE BEST INTEREST OF SOLERA TO RETURN TO AN IN-HOUSE EDITOR SO WE CAN GO BACK TO USING LITHOPASS - BANNING AND SUPPORT A LOCAL BUSINESS MAN RATHER THAT SUPPORTING A COMPANY IN ARIZONA. LITHOPASS IS EXTREMELY FLEXIBLE AND WORKS WITH US.
2. THE MAGAZINE IS AWFUL. THE PREVIOUS ONE PROVIDE BETTER ADS & STORIES. WE NEED IT BACK. I DON'T EVEN READ THE NEW ONE ANY MORE.
3. WOULD MUCH PREFER TO SUPPORT A LOCAL PRINTER.
4. This magazine has turned into an "ad" rag. Ads throughout the magazine are very distracting. In addition, the Ads are too hard to find when you want to go back and use a vendor that is advertising. As in question one...fonts are too small for us old folks. The smell is horrible. I'm not sure if it is the paper or the ink, the odor from the magazine is awful. As far as satisfaction...it is better than no magazine, but far cry from what has been produced over the years.
5. The Calendar is always incorrect!! There are always the wrong dates or times . Liked the old one done by Litho Pass Printing that included all I events/meetings.
6. No justifiable reason for switching the publisher of our magazine. Rates have increased for our vendors to place ads. Seems more like the current board wanted to 'keep up with the Jones's' instead of honor a long term relationship we had with our previous publisher.
7. The previous Solera monthly magazine was much better provided better advertisements and was much more interesting. I don't even read the new version it doesn't provide anything worthwhile for me to read. Linda Nelson 1103 Silverleaf Cyn Road 909-936-2460
8. ADS SHOULD ALL BE TOGETHER. SOMETIMES ADS AND MARGINS CONTENT SEEM CHOPPY BEING MIXED TOGETHER. I ENJOYED AND FOUND THE PREVIOUS MAGAZINE TO READ IT ALL.. DON'T KNOW WHY THE CHANGE WHEN NOTHING WAS BROKEN IN MY OPINION.
9. Definite downgrade from Gazette. Used to feel like home paper. Now feels like a low quality production. delivery has improved. Not overly impressed with "From the Board". The content is canned and structured to reflect a good impression of Solera, however it frequently inaccurate and seemingly self-serving. I do not like the fact that it is run by foreigners, members can/would do a better job. Would be nice to see more member articles (not necessarily representative of the association or a particular point of view).
10. WOULD LIKE TO SEE US GO BACK TO AN IN HOUSE PERSON DO THE MAGAZINE AND A LOCAL VENDOR TO PRINT IT. WE NEED TO KEEP THE MONEY IN OUR LOCAL COMMUNITY .. I USED TO READ THE WHOLE THING WHEN IT FIRST WAS AVAILABLE BUT NOT I'LL PICK ONE UP BUT IT DOESN'T GET READ IMMEDIATELY. IT MAY TAKE ME ALL MONTH TO REMEMBER TO LOOK AT IT.
11. WAS WONDERING WHY WE CHANGED FROM THE PREVIOUS GAZETTE TO THIS ONE??? FIND IT HARD TO READ. COVER PICTURES AND INSIDE FRONT PAGE WITH PHONE NUMBERS TO (???). HARD TO READ THIS NUMBER. DONT CARE FOR THE SHINY PAPER EITHER. THEY NEED TO USE A DIFFERENT FONT FOR THEIR PRINTING. I WOULD LIKE IT TO SUPPORT LOCAL BUSINESS !


12. I find that despite how you submit your article, there is a good chance it will be changed. Sometimes the changes are ok other times, not so much. In addition, with all the ads being placed where the editor chooses, sometimes the article and its photos get lost on the pages. I'd like to see us go back to in-house editing.
13. BRING BACK OLD MAG FORM
14. VERY SELDOM ON TIME - TODAY IS 4/3 AND THEY ARE NOT OUT YET. I DON'T THINK ITS MUCH OF AN IMPROVEMENT OVER WHAT WE HAD.
15. THE DATES FOR CARD CLASSES HAVE BEEN WRONG EVERY MONTH. ALSO, BON APPETIT WAS PUT IN TWO TIMES ON CALENDAR. I BELIEVE THAT WE SHOULD SUPPORT OUR LOCAL BUSINESS AND WOULD LOVE TO SEE THE PRINTING TO GO BACK TO LITHOPASS
16. ADVERTISING IN BACK - PAPER HAS ODOR TO IT - STILL WOULD BE NICE TO HAVE BEREAVEMENT PAGE - HAVE WE CHANGED PRINTERS??
17. 1.ARTICLES NEED TO BE SENT IN TOO EARLY. 2. DATES AND EVENTS WITH MANY ERRORS 3. TOOK AWAY FROM LOCAL COMPANY THAT HAD SERVED US WELL FOR YEARS I don't like all the ads throughout the magazine; but, can get used to them. I also don't like it when there are a lot of photos together that are too small to enjoy. On the other hand, I think the magazine is very professionally done.
18. The information in the calendar of the magazine is always wrong wrong. The magazine smells all the time. I am absolutely not happy with this magazine .
19. Can't say exactly why but I found the Gazette easier to read. Also liked we were using a local company and the submission deadline was later so articles were a bit more timely
20. WAY TOO MANY ADS 2. PLACEMENT OF CALENDAR - SHOULD BE EASIER TO FIND (CENTERFOLD) 3. APPEARS AS IF IT IS A "THROWOUT" AD MAGAZINE OR PAMPHLET.
21. There are way too many ads.
22. ADS SHOULD BE PLACED IN BACK SECTION OF MAGAZINE. THEY DISTRACT FROM THE ARTICLES.
23. It would be easier to locate ads if placed in back of magazine rather than having to search throughout the magazine.
24. I think there are too many ads. The magazine is overall a good production. However, it is only as good as the articles that are submitted by members and I think the folks at Solera may not understand this.
25. There seems to be more ads than articles. When looking for an article, it is difficult due to ads being everywhere on the pages. The reason I like the articles is because our members are the ones that write them, which has little to do with the publication itself. It seems like the advertising dictates the size of the articles and the photos submitted. For example, you need a magnifying glass to see who is in the Line Dancing picture in the April issue!
26. PREFER ADS IN THE BACK - PICTURES ON COVER AND MANY INSIDE ARE BEAUTIFUL !!

27. I prefer that all the advertisements be in the back of the magazine, as they detract from the stories and the articles that the residents write. Also, the submission of the articles, have to be in by the 8th of the month. Most of the committees, clubs and groups meet after that date, thus, the magazine does not reflect what is happening.
28. SOME FONTS SEEM SMALL. WHEN SPACE ALLOWS, WOULD LIKE TO SEE FONT ENLARGED OR FONT TYPE CHANGED. 2.PREFER ADS BE PLACED IN THE BACK. THIS MAKES ADS EASIER TO FIND DUE TO THEIR CONSOLIDATED LOCATION, AS WELL AS DISTRACTING WHEN READING ARTICLES. 3. SOME ARTICLES ARE LONGER THAN OTHERS. MAYBE INCORPORATE MOR PICS/GRAPHICS TO BREAK THEM UP. 5. ADS HARDER TO FIND DUE TO BEING SCATTERED THROUGHOUT. AGAIN, WOULD PREFER IN BACK
29. I PREFER THE ADS IN THE BACK OF THE MAGAZINE. IT MAKES IT FASTER TO CHECK ON SOLERA INFORMATION WHEN I REFER TO IT. ARTICLES ARE INFORMATIVE & VERY RELEVANT. YOU HAVE GOOD WRITERS.
30. I USED TO LOOK FORWARD TO GAZETTE, NOW NOT SO MUCH. THE ADS ARE TOO MANY AND IF ONE IS LOOKING FOR ONE, THEY USED TO BE ABLE TO GO STRAIGHT TO BACK AND FIND IT, ESPECIALLY IF URGENT. FONT IS WAY TOO SMALL FOR OLDER PEOPLE.
31. I WOULD RATHER SEE ALL ADS AT THE END OF THE MAGAZINE. DO NOT WANT TO SEE PICTURES OF PEOPLE WHO DO NOT LIVE IN SOLERA ATTACHED TO ARTICLES.
32. PRINT IS VERY SMALL .. HARD TO READ WITHOUT GLASSES. I PREFER ADS ARE IN THE BACK. PREFER MORE LOCAL ADS. LIKE THE OLD ONE MUCH BETTER.
33. INTERSPERCING ADS THROUGHOUT GIVE THE MAGAZINE A CLUTTERED LOOK; THEY WOULD BE BETTER ALL AT THE BACK. THE INK SMELLS A LITTLE STRONG BUT NOT AS BAD AS IT USED TO. MANY POSITIVE CHANGES SO FAR.
34. ADVERTISING BURIES ARTICLES. COLORS AND GRAPHICS OVERWHELM PLAIN ARTICLES .. PREFER ADVERTISING IN A SEPARATE SECTION.
35. PREFER ADS IN THE BACK BUT FIND THEM VERY USEFUL
36. ALL ADS SHOULD BE AT THE BACK OF THE BOOK AND THERE IS A WAY TOO MANY OF THEM. THE ARTICLES GET LOST AMONG THE ADVERTISING. THE BOOK SHOULD BE PRINTED LOCALLY; CHANGES COULD BE MADE AT THE LAST MINUTE. MISTAKES ARE MADE IN THE CALENDAR FREQUENTLY. THERE IS AN ODOR TO THE BOOK THAT NEVER GOES AWAY. RETURN TO THE ORIGINAL GAZETTE; IT WAS MUCH BETTER.
37. ADS IN THE BACK WOULD BE NICE
38. I ENJOY LOOKING AT THIS MAGAZINE .. WOULD RATHER HAVE ADS AT BACK
39. OVERALL SATISFACTION" HAS TO DO WITH ONLY THE PLACEMENT OF ADS; OTHERWISE A 5 WOULD HAVE BEEN CIRCLED. PLACING ADS IN ONE AREA (RATHER THAN THROUGHOUT) MAKES FOR EASE OF FINDING.
40. BETTER IF ALL ADVERTISING IS TOWARD THE BACK
41. I DO NOT LIKE ADVERTISING SCATTERED THROUGH OUT THE ARTICLES IN THE MAGAZINE. IT IS DISTRACTING AND TAKES AWAY FROM THE ABILITY TO FOCUS ON ARTICLE CONTENT.

42. ADVERTISING: IT IS MUCH EASIER TO BROWSE THE ADS WHEN ALL TOGETHER AT THE BACK.
43. THE ADS WOULD BE PLACE ON THE BACK OF THE MAGAZINE. ORGANIZE BY SERVICE TYPE! MAIN ARTICLES DISPLAY SHOULD BE EMPHASIZED WITH DIFFERENT TYPE OF FONTS. IT SHOULD CALL THE ATTENTION TO READ IT. ALSO, THE ARTICLES NEED TO HAVE FONTS IN COLORS. THE CURRENT MAGAZINE IS BORING, DO NOT CALL MY ATTENTION TO READ IT. THE CALENDAR SHOULD SHOW 1.HOUR 2. ACTIVITY 3. LOCATION ... SEPARATE THEM WITH LINES ... ADD COLORS PER DAY OR WEEK.
44. GREAT MAGAZINE .. SOME BUSINESS ADVERTISING ARE SHADY. DON'T HAVE TIME FOR YOU. WAY TOO MUCH OF THEM. IT'S ALL 75% ADS, NOT ENOUGH CONTENT.

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45. When the magazine comes out, the odor of the print is quite offensive. That didn't happen with the prior magazines. I don't understand why we had to switch. I saw nothing wrong with the prior magazine and we were supporting local business.
46. IT SMELLS ... HATE ADS MIXED WITH ARTICLES ... MANY MISTAKES
47. THE SMELL OF THE INK IS IRRITATING! WHILE ITS A COMMUNITY NEWSPAPER, IT APPEARS TO BE PRINTED ON NEEDLESSLY EXPENSIVE PAPER .. SUPPORT LOCAL COMMUNITY, NOT ARIZ.
48. THE INK OR PAPER SMELLS. AFTER READING IT, I PUT IN THE THE GARAGE. THE PRESENTATION LOOKS MORE ELITE THAN SOLERA IS. I WILL NOT SUBMIT ANOTHER SURVEY !!
49. A DIFFERENT CHEMICAL SHOULD BE USED TO REPRODUCE THE BOOK. THE SMELL IS TERRIBLE! HAVE TO AIR IT FOR A WEEK BEFORE I CAN ACTUALLY READ IT !!!
50. MAGAZINE HAS TERRIBLE ODOR - CALENDAR LACKS INFO AND TIMES INCORRECT - DO NOT LIKE THE FACT WE ARE NO LONGER SUPPORTING LOCAL BUSINESS
51. THE INK BEING USED MAKES IT VERY UNCOMFORTABLE TO BREATHE IT.
52. BOOK SMELLS TERRIBLE !
53. WHAT I HAVE NOTICED IS A CHANGE IN THE PAPER/INK. FOR THE PAST FEW MONTHS (MAYBE 6) THE MAGAZINE HAS STRONG CHEMICAL ODOR.
54. HATE THE SMELL - HATE THAT IT IS NO LONGER SUPPORTING OUR LOCAL BUSINESS. HATE THAT THE INFORMATION ABOUT EVENTS, CLUBS, ETC. DO NOT MATCH THROUGHOUT THE MAGAZINE. STILL CALL IT GAZETTE OR MAGAZINE; NEVER BY NEW NAME. OH, THE DEADLINE OF THE 8TH IS THE WORST. ALL OUR NEWS IS OLD NEWS. OH, THE ADS ARE TERRIBLE; CAN'T FIND COMMUNITY NEWS. THEY SHOULD BE IN THE BACK
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55. I just wish we had another week to get articles in for publication in the following month. Right now we are to get any materials by the 7th (I think).
56. GLOSSY PAGES LOOK NICE, BUT THEY ARE HARDER TO READ
57. I THINK THERE SHOULD BE MORE HUMAN INTEREST STORIES.
58. It would be nice to have the colored pictures of our residents not actors.
59. DEADLINES ARE TO (SIC) EARLY - WHEN WE GET IT, THE NEWS IS OLD. FINDING TOO MANY ERRORS EVERY MONTH. HARD TO FIND THE ARTICLES TO READ FOR SO MUCH ADVERTISING OF EVERY PAGE. LIKE THE GAZETTE MUCH BETTER.
60. BECAUSE OF WORD/SPACE LIMITATIONS AND LONG LEAD TIME FOR PUBLICATION, ARTICLES ARE LACKING IN SPONTENAITY AND ORIGINALITY . SLICK . GLOSSY . COMMERCIAL
61. WOULD LOVE TO SEE SOME RECIPES LIKE THE OLD MAG HAD. I'VE MADE SOME AND THEY WERE GOOD. MORE STORIES ABOUT RESIDENTS.
62. IMPORTANT INFORMATION. INSIDE FRONT COVER IS BEST FOR ACCESS. 2. ACTIVITIES: CURRENT ISSUE DID NOT COVER UPCOMING CASINO TRIP OR THE SHOW COMING UP ON
63. More human interest stories and more photographs
64. I WOULD LIKE DIGITAL ACCESS TO THE MAGAZINE WHEN POSSIBLE.
65. Some of the articles are too short. Especially in regard to the board updates and also some of the articles that feature community members. People here have had such interesting lives! Club and special interest articles are probably fine. Thanks!

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66. Love the new Magazine, great job!
67. THE NEW GAZETTE IS BEAUTIFULLY DESIGNED - GOOD JOB! I REALLY LIKE THIS MAGAZINE AND THE WAY IT IS DONE
68. Life in Solera is a nice change from our previous Gazette. There probably wouldn't be so many ads if more of our members would submit interesting articles, pictures, etc. to fill it up.
69. I feel the magazine has improved greatly and therefore, I am very satisfied with the look, content, and overall satisfaction. Thank you for the quality and I look forward to reading each issue that we receive.
70. I love the magazine 😊... always I'm waiting for the 1st of the month

71. Improvement from previous monthly newsletter.
72. I think the new format for the magazine is great...
73. Best magazine i have seen in the ten yrs.i have been a resident, and like the price \$0.00
74. The print has an pleasant smell to it. The magazine content/articles will only be as good as what is submitted by residents. We need to encourage residents, clubs/groups to submit pictures and write up of what they're doing.
75. As someone who has written the Support Our Troops article, every month for approximately 14 years, I like the magazine. I like the extra 100 words this magazine allows, along with the ability to submit up to three photos. Jesse Donardt, 996 Ironwood Rd.
76. love the pics and articles each month. look forward to reading it.
77. Much better than previous newsletter
78. I like the fact that not just groups but individuals can have an article placed in the magazine. We are seeing more pictures of the community and of groups. Again this magazine is only as good as the amount of material submitted by clubs and individuals. Their appears to be certain people who want to stir up problems in the community requesting their acquaintances to submit negative comments on the magazine.
79. Thank you for providing this magazine. My wife and I always look forward to reading it.
80. I am newer to Solera and I find the magazine informative.
81. Maybe show links to connect to message to management. And recreation.
82. I REALLY ENJOYED THE ARTICLES ON THE VARIOUS RESIDENTS IN SOLERA. SO MANY SENIORS HAVE SUCH INTERESTING STORIES TO TELL. I WOULD ENJOY READING LIFE STORIES.
83. MUCH IMPROVED OVER PREVIOUS MAGAZINE.
84. GREAT JOB
85. OVERALL, I THINK IT IS AN IMPROVEMENT.
86. I JUST FINISHED THE APRIL ISSUE AND FOUND IT ONE OF THE BEST AND INFORMATIVE ISSUES I'VE READ SINCE MOVING HERE. THE LAYOUT WAS GOOD .. YOU READ EVERY PAGE.
87. THE LAYOUT IS GREAT. I JUST LOVE THE LIFE IN SOLERA .. SO MUCH BETTER THAN THE OTHER ONE!
88. I ENJOY READING ABOUT MY NEIGHBORHOOD
89. GREAT MAGAZINE

90. WE LOOK FORWARD TO RECEIVING THE MAGAZINE EACH MONTH, KEEPS UP TO DATE, THANK YOU.
91. LOVE THE NEW LOOK
92. I THINK IT IS REFRESHING TO HAVE SOMETHING DIFFERENT.
93. EXCELLENT !
94. I AM A NEW RESIDENT (NOV' 21) & ENJOY READING "LIFE IN SOLERA" COVER TO COVER. THE ONLY THING I DIDN'T CARE FOR WAS THE STRONG PRINTING SMELL ... IT SEEMED BETTER (LESS SMELLY) ON THE APRIL ISSUE.
95. I MUST ADMIT THAT I RARELY READ THE MAGAZINE AND READ IT AT THIS TIME TO COMPLETE THE QUESTIONNAIRE. I THINK TIMELY ANNOUNCEMENTS ARE BEST VIEWED ON THE WEBSITE SINCE THE PRINT DATE ON THIS MAGAZINE IS SIGNIFICANTLY EARLIER THAN WHEN WE RECEIVE IT. BUT, THE MAGAZINE LOOKS VERY PROFESSIONALLY DONE. THANK YOU.
96. GREAT LAYOUT - REALLY ENJOY IT
97. IT IS GREAT !!
98. I LOVE THE WAY MY PICTURES ARE POSTED . WAS UNAWARE THAT THE LOCAL BUSINESS WOULD DO THAT ALSO.
99. I LIKE THE NEW MAGAZINE A LOT MORE THAN THE GAZETTE.
100. WE THINK THE PUBLISHING COMPANY IS DOING A GREAT JOB.
101. I read it cover to cover. Enjoy the articles. "From the Board" - important! Thank you - for the article on our HOA monitors.
102. When this first started, when reading, the odor from the paper and/or print was offensive; to be blunt, it smelled. It is better now - either I've gotten used to it - or the process has improved.
103. GOOD JOB !
104. A nice monthly magazine for owners to review happenings in our community.
105. NICE PLACE TO LEAVE MAYBE +5 RATINGS IN THE AREA
106. I LIKE THE CHANGE
107. The folks that don't like or the one that hate this new edition are probably the same folks that loved the old gate arms at entrances that were covered in a pool noodle. After seeing this new edition and also the new lighted gate arms, I welcomed Solera coming into the 21st century! Keeping up with "Jones" is so last year!
108. VERY SATISFIED WITH THE MAGAZINE



109.IT'S FINE. I HAVE ISSUES BACK TO 2008 AND THE QUALITY IS GOOD. WE NEED SOME AUTHORS THOUGH ; THINGS TO SEE AND DO ARTICLES .. MAYBE SOME HANDYMAN ARTICLES FOR DYIers ... LIKE WHERE TO FIND AIR FILTERS, CELS, DFC CONVERSION, ETC.

110.IT IS WELL DONE - INFORMATIVE AND REFLECTIVE OF LIFE IN SOLERA

111.Notify Residents of Pending HOA Increase(s) Public Meeting - Calif Civil Code Requirement to Notify 90 Days in Advance ! of April 6 Yearly ! Can't Participate if Not Informed By Mail !!! We aren't interested in attending the board meetings because those we've been to seem to be a political bitch session that are actually pretty depressing. Therefore we are kind of out of the loop. So I would be ingested in more articles about the actual decisions and happenings of the association. For instance a description of the "pool deck repairs" and why it needs to be done during the limited swim season rather than being taken care of before or after pool season. (I would hope there is a good reason but don't know if it's not communicated). I saw that a bid for a storage container was requested - no explanation of what is needed for our where it is to be placed. Thank you for requesting input.

### **SUMMARY OF COMMENTS PROVIDED:**

The comments from participants have been categorized into groups. Some of the comments made may have fallen into multiple groups. Regardless, the groupings provide some information as to the overall satisfaction of the magazine as well as point out the issues that may want to be mitigated.

- Not Happy with the new magazine .. want to return to LithoPass: Items 1-19 19 Comments
- Unhappy with Ads and/or Ad Placement Items 20-44 25 Comments
- Unhappy with "Smell" Items 45-54 10 Comments
- Other Issues Items 55-65 11 Comments
- Very Satisfied with Magazine Items 66-110 45 Comments
- Unrelated Comments Item 111 1 Comment

## **CONCLUSIONS AND RECOMMENDATIONS:**

While the CTAC recognizes that the majority of survey participants are SATISFIED with the *Life in Solera* Magazine, there were a number of concerns delineated that the Committee would like to convey to the Life in Solera editor and/or publisher for comment. The CTAC also wishes to communicate the results of this survey to Solera residents. To these ends, the CTAC has the following specific recommendation for the Board to consider.

**Specific Recommendation** – We recommend that the Board of Directors send a copy of this report to Courtney Taylor and ask her to respond in writing to the concerns stated. Furthermore, we ask that the General Manager or designee add a link to the report under the NEWS AND INFORMATION section on the homepage of the Solera website and also send out an eBlast with the Report attached.

Thank you for your consideration.

Dennis Rice  
CTAC Chairman