



The Avalon Home and Land Owners Association

2001 MEMBER SURVEY REPORT

This is a summary of the full report. If you would a copy of the original report, please send a e-mail, using the "Contact" link.

The Avalon Home and Land Owners Association was founded in 1961 to "...encourage, promote, foster and protect the physical development, public improvements and general welfare of the Borough of Avalon."

Today, AHLOA represents approximately 1,850 members. In January 2001, the Association conducted a survey of members to learn how it can better serve its members. This is a summary report of results.

The overall conclusion is that AHLOA members are strongly concerned about the quality of life in Avalon.

The members, through this survey, urge the elected officials of Avalon, the commercial community and all citizens to set a higher priority on policies and actions that will enhance the quality of life for our residents and property owners.

Almost no support was expressed for additional commercial activity or development of any kind, or for increased tourism.

QUALITY OF LIFE ISSUES OF SERIOUS CONCERN TO MEMBERS

Traffic, including vehicular, bikes, skateboards, rollerblades, pedestrians, joggers,

Duplex proliferation and overcrowding Appearance issues related to trash collection

Appearance issues related to the business district, Appearance issues related to residential development

MAJOR FINDINGS

Almost 90% of AHLOA members strongly support the beach replenishment project.

Over 50% also strongly support the bay dredging project.

To pay for beach replenishment, one-third of members advocate a rental tax, and one-third a tourist tax of some kind.

Member opinions divide on taxes. About 40% think taxes are high, but over 50% think they are reasonable.

Better communications are needed on property tax issues. Apparently, there is considerable confusion between assessment practices and tax rate and budget decisions.

Write-in complaints on noise, vandalism and other personal behavior issues were the fewest of any major category, suggesting the positive effect of increased enforcement.

The many complaints about the appearance of the business district and its streets suggest that better communications are needed on the infrastructure project.

THE SURVEY

Three principal areas were studied.

Member residency and voter status, Member attitudes regarding various aspects of Borough life and government, ways for AHLOA to improve its services to members

Fifty-seven percent of the membership responded, returning 1080 completed questionnaires.



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This very high rate is an indication of the great interest our members have in the quality of life in Avalon. The strong response also indicates that our survey results represent the entire membership and the findings are presented accordingly.

AHLOA MEMBERS RESIDENCY AND VOTER STATUS

The AHLOA membership currently includes 291 full-time Avalon residents, about 13% of the current Borough population.

Many respondents said they had plans to become permanent residents within ten years. If these plans were realized, by 2011, AHLOA members would represent about 25% of Avalon households, assuming the permanent borough population continues to grow at 2%. [The 1990-2000 growth rate was 1.7% per year.] The table shows the membership segments.

Member residency status	Percent of membership	
	As reported	Potential
Avalon Resident	16%	35%
Investment property owner	12%	9%
Vacation use only	71%	55%

Our data parallels the popular notion that renters are becoming owners. Within AHLOA membership, vacation owners are becoming full time residents, with a potentially important impact on the Borough population.

LENGTH OF OWNERSHIP

The average member has been an Avalon property owner since 1985; 31% have owned over twenty years. However, the largest group of members has joined within the past ten years.

Year became property owner	
Before 1960	3%
1960 to 1969	8%
1970 to 1979	20%
1980 to 1989	26%
1990 to 1999	37%
2000 and later	2%

VOTING

Resident AHLOA members make up a measurable portion of Avalon's registered voters. AHLOA member households report 464 registered voters, an average of 1.6 per household. Voter registration for the May 2001 election was 1382. About 34% are AHLOA members.

GENERAL MEMBER ATTITUDES – TAXES



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Over 100 write-in comments were about tax issues. Many of these were critical of the County and State policy of neighborhood assessment. On the perception of taxes, AHLOA membership divides sharply. A large part of the membership feels taxes are high, and an even larger part feels they are reasonable.

This is the only issue on which such distinct differences were found. The chart shows these divisions for the main resident classes.

Taxes are	Reasonable
All respondents	54%
Current Residents	53%
Vacation Use	53%
Investment Property Owners	59%
Taxes are	High
All respondents	42%
Current Residents	42%
Vacation Use	44%
Investment Property Owners	37%

BOROUGH SERVICES

AHLOA members rated eighteen aspects of Borough service from “Excellent” to “Unsatisfactory.” AHLOA agrees with the Borough that excellent performance is the goal for all departments and we show here the percent of members who rate various services as “Excellent.” The average “Excellent” rating was 32%.

Borough Service	% Excellent
Beach Maintenance	49%
Beach Patrol (Lifeguards)	47%
Police, Public Safety	46%
Beach Cleanliness	46%

On the other end of the scale are services rated “Unsatisfactory.” The average “Unsatisfactory” rating was 5%. Five areas stand out on the negative side.

Borough Services ratings	% Unsatisfactory
Traffic Control: Rollerbladers, Runners	21%
Public Rest Rooms	13%
Parking	12%
Zoning Enforcement	12%
Traffic Control: Motor vehicles	8%