

City of Highland Haven

Community Survey Results for Comprehensive Plan

Forward

The City of Highland Haven is undertaking an update to its **Comprehensive Plan**, a guiding document that outlines the community's vision, goals, and priorities for the coming years. The last update to the plan was **over 10 years ago**, and as our community continues to evolve, it is crucial to reassess our needs and ensure that city policies align with residents' expectations.

Why Does Highland Haven Need a Comprehensive Plan?

Comprehensive Plans are not just a local initiative—they are **required by Texas state law** for municipalities. Under **Chapter 213 of the Texas Local Government Code**, cities are authorized to adopt comprehensive plans to guide their growth and development. While the law does not specify a strict timeline for updates, best practices recommend that cities **review and revise their plans every 5 to 10 years** to ensure they remain relevant to current conditions and community needs. The **Comprehensive Plan serves as a policy framework** for land use, infrastructure, public services, and long-term city planning. Having an up-to-date plan also helps cities secure state and federal funding for infrastructure and other community projects.

To aid in this effort, the City conducted a **Community Survey** to gather input directly from residents. The survey was distributed to 353 households via email and mail, resulting in **105 responses**—a participation rate of approximately **30%**. Residents were encouraged to provide feedback on a wide range of topics, including **public safety, infrastructure, water resources, general community items like parks, commercial development, and overall community priorities**.

Key Themes of the Survey Results

Several **common themes** emerged from the survey responses:

- **Preservation of Community Character** – Residents highly value Highland Haven's quiet, residential nature and largely oppose high-density development, short-term rentals, and large-scale commercial expansion.
- **Water and Infrastructure Concerns** – Water conservation, road conditions, and the potential for a **sewer system** were recurring concerns. Many residents expressed interest in improving infrastructure while balancing growth.
- **Public Safety & Emergency Preparedness** – Issues such as **traffic control, emergency evacuation routes, and law enforcement presence** were frequently mentioned.
- **Parks and Recreation** – While parks are important to residents, it is important to note that the **City of Highland Haven does not own or maintain any parks**—they are managed by

the **Highland Haven Property Owners Association (POA)**. The City will pass along feedback from this survey to the POA for their consideration.

- **City Communication & Transparency** – Residents appreciate email updates but suggested improvements, including a **more interactive website, short email blasts, text alerts, and clearer explanations of city projects and spending**.
- **Concerns About Taxation & Spending** – Some residents are concerned about **property tax increases**, government expenditures, and the perceived value of city services. Highland Haven has one of the **lowest tax rates in the state of Texas**, which limits what the City can and cannot do, but we strive to maximize efficiency with the resources we have.

Next Steps

The insights gathered from this survey will play a **key role in shaping the updated Comprehensive Plan**. However, we recognize that some topics require **deeper discussion and clarification**. As a next step, the City plans to host **town hall meetings and focus groups** to further explore key issues, better understand resident viewpoints, and provide explanations where misconceptions may exist.

We appreciate the community's engagement in this process and encourage continued participation as we work together to plan for the future of Highland Haven.

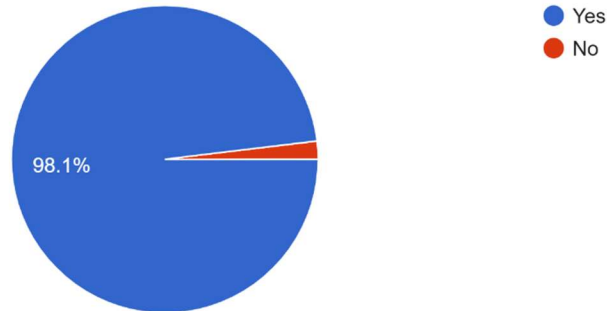
Statistics About the Survey

- A link to the online survey was emailed out on Monday January 13 to 339 email addresses identified as belonging to residents of Highland Haven.
- The survey was also mailed to 14 residents who did not have an email address on file with the city.
- Of the 353 surveys sent out, we received 105 responses, about a 30% response rate.
- Of those 105 responses, 96 were received through the online survey, and 9 were written survey responses.
- In developing the survey, it was decided to offer a comment section after each question asked. There were 269 comments made in total in these sections. Comments below were copied directly from the survey.
- No survey questions were mandatory, and those filling out the survey could choose to respond or skip any questions asked.
- Below are the response results for all the surveys that the city received.

Q1:

Do you feel safe in your community?

105 responses



Yes=103

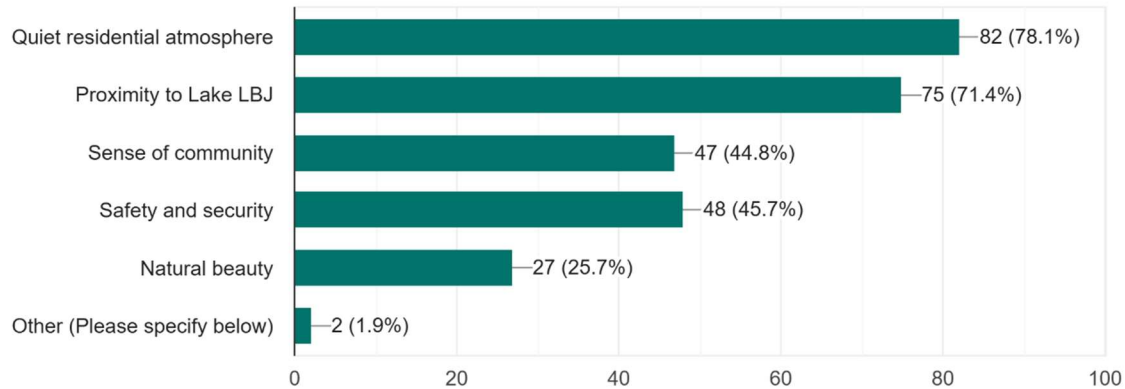
No=2

- Written Survey.
- Written Survey
- We live on Highland Drive and there is constant traffic of contractor trucks working on the many various jobs in the neighborhood.
- Corruption within Burnet County Sheriff's department needs to change though.
- Written Survey. I feel we need emergency routes in case of fire, the creek flooding, aftermath of tornadoes, etc. And I feel everyone needs to know these routes and how to use them. Please do consider this.
- always liked the one way in and one way out, keeps in my opinion the bad guys out.
- But would like a law enforcement presence more frequently than the current drive throughs by the BCSO
- Written Survey. We need to be aware crime happens.
- Quite safe
- We have lived here for 29 years and have always felt very safe
- I worry for my pets safety due to other neighbors.
- Written Survey. HH is a bedroom community - no commerce and close knit community - aspects of a sanctuary of sorts - don't forget that
- No lighting is needed to feel safe.

Q2:

What do you value most about living in our city? (Select up to 3)

105 responses

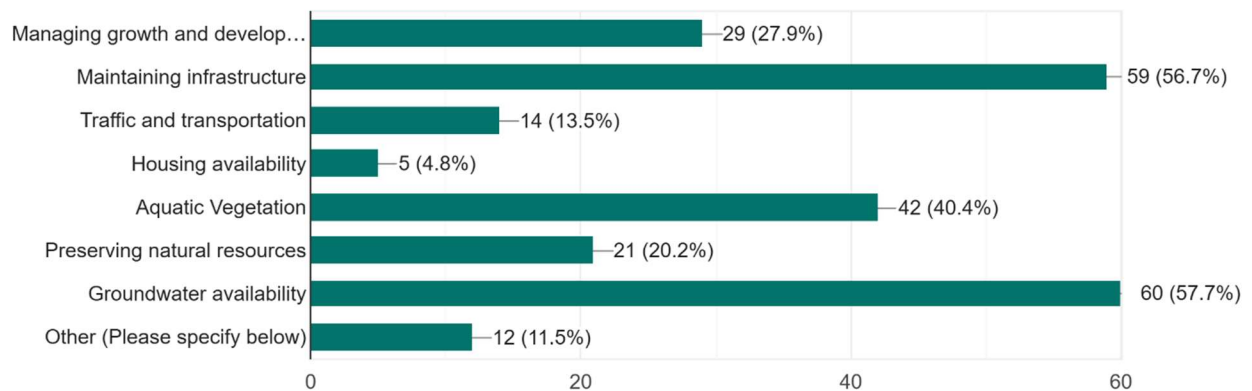


- I live on a channel which I have quick access to the water
- Family
- No congestion, no crowds in typical sense
- Well maintained properties.

Q3:

What do you see as the biggest challenges facing our city in the next 10 years?

104 responses



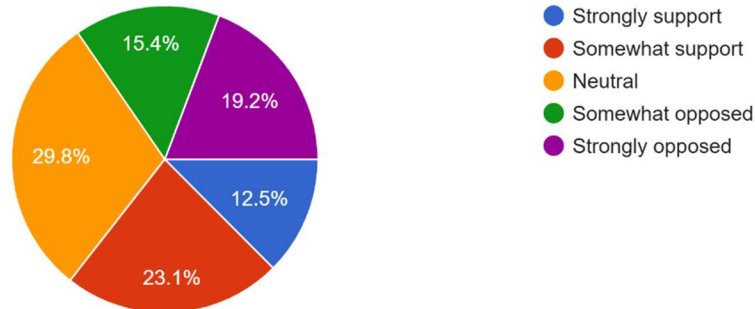
- We should have real fire hydrants from what I understand of the present situation it would take a while to get emergency water if needed.
- More families are moving in. We need to build real parks for the children
- Planned development at the entrance of Highland Haven.
- I think the city leaders are doing what they can for our citizens.

- Making all the parks welcoming. Most are just open areas with nothing there. Turn one into a dog park.
- HH needs to explore a city sewer system. Perhaps partnering with Granite Shoals, Kingsland, other.
- Number of pets in the household and quietness of people animals
- we are asked to conserve water, yet new houses are being built that consume water when we are in drought conditions. No new houses should be built until the water issue is resolved.
- Emergency alerts (tornado, fire, etc)
- Government overreach. We are not a city. We don't need a mayor or any government positions. Y'all do nothing besides tell everyone else what they can't do. You don't maintain the roads. You don't maintain the parks. You don't maintain the electrical utilities. There is no sewer or water treatment plant. Y'all only manage the water and that's because you force everyone to hook up to it. You won't allow us to drill a well. Even for irrigation purposes only. I also find it hilarious that y'all making these ordinances live on the water and have a lake pump or already had a well. I pay the city of HH in taxes almost \$1000 a year. I've never seen a dime of that money come back to reflect our community. The ladies club does more than the city and they are volunteers. So why do we need you? And I would really love an explanation of why we need a city administrator. What on earth could you possibly do? Please let me know. Like what are your daily tasks? How do you help me? Why are we paying you \$85,000 a year? Also the city still owes me \$400. I was wrongly charged a permit extension fee and I called out Tom for the mistake and was told that I was wrong and the city forced me to pay it or suffer penalty and not receive my CO. I have all the details and emails that show everything and I have asked multiple times but Tom will not even respond to my emails.
- Preserving the uniqueness of the community growth, of course is limited by the very limited unused lots/spaces. No multi dwellings, no traffic
- Enforcing deed restrictions by filing a lawsuit before an unapproved project is finished and after proper notice is the only way to keep the aging neighborhood in good condition.
- As a result of the on-going drought conditions in central and west Texas and the subsequent low levels of the Highland Lakes, Lake LBJ is becoming increasingly congested and busy. This results in increased noise, trash on the lake, and busier streets, all of which work against the quiet nature of our residential community.
- Taxes

Q4:

Do you support commercial development along the highway at the entrance to the community?

104 responses



Strongly Support=13, Somewhat Support=24, Neutral=31, Somewhat Opposed=16, Strongly Opposed=20

- NO commercial developments or short term rentals within the HH Community.
- No entirely opposed to commercial development at the highway. BUT it should be strictly regulated for appearance unlike Kingsland, granite shoals and the west end of marble falls. I believe any development should include and actual traffic light at that intersection
- Oppose commercial in our community
- Any new development should be single family residential only.
- No multifamily, no high water users, limited personal services in designated location
- Clty police are going to have to do a MUCH BETTER JOB of traffic control. (speed) and also visibility- we dont see them patrolling as they should
- I am against multi-family (apartments, etc.) in this community, and really would not want commercial development. If approved, I'd suggest limiting commercial to professional services (medical, attorney, etc.), and limiting total development to a small percentage of the neighborhood (land, population, etc.). No retail, entertainment, etc.
- Commercial development will create more non residential traffic into HH. Increased traffic leads to less security. This could potentially decrease property values as well.
- I live on Highland Drive and I think traffic is bad enough
- If it brings in sufficient tax revenue and if we have a traffic light at 1431 and 125.
- Commercial development on the 1431, with the way our area is growing either we can control the growth or the growth will control us. With the right kind of development this would help with road cost, park cost, taxes, etc. Look at Granite Shoals history.
- Responsible development that adds to the value and experience of Highland Haven residents is encouraged. Commercial development that detracts from the unique qualities of HH is discouraged.

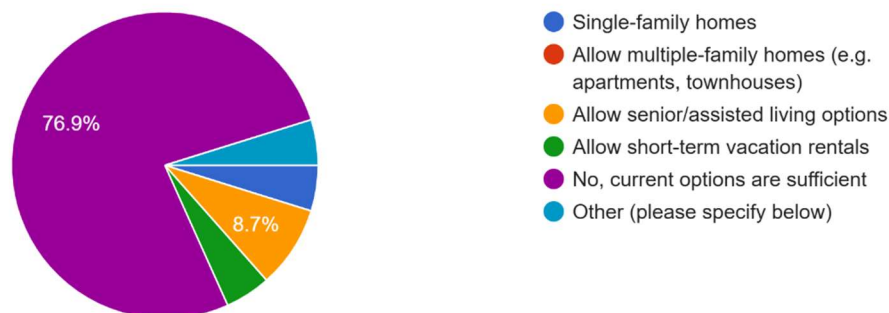
- If commercial development becomes a reality, it should reflect the nature and design of Highland Haven, i.e. no tattoo parlors, bars, smoke shops, etc...
- Unless we have working red light to get out
- No commercial development in the community, we have enough problems with traffic and speeding from all the maintenance workers daily.
- No commercial development
- Rather keep commercial out but on 1431 at most
- commercial should be limited to 1431
- Favor Local businesses vs chain operations
- I would not be in favor of commercial development in the community, but out on the highway at the entrance would be expected.
- need a traffic light at Highland Drive and 1431, with development more traffic
- I am against commercial development because of added traffic and more non-residence being around or in the neighborhood.
- No commercial development past Curtis Fry Bridge.
- No apartments or condos
- Could use a stop light or better traffic control at entrance.
- My main concern is traffic at the intersection of Highland Drive and 1431. This is a very dangerous intersection. I'm not necessarily opposed to commercial development but it will make the intersection more dangerous.
- We need a sewer system
- There should not be any more houses added in our community to the water system while we the current residents are asked to reduce our water usage is being restricted
- No commercial development in the community
- Living in our beautiful lake community is a privilege, and I truly appreciate the clean, serene environment and the sense of community it fosters. However, I do feel there's an opportunity for thoughtful development that can enhance our quality of life while maintaining the charm and character of the area. Specifically, I'd love to see improved infrastructure for outdoor activities, such as cycling paths and walking trails, which would not only benefit residents but also attract those seeking active, outdoor lifestyles. Additionally, introducing small, carefully planned commercial spaces—such as a grocery store, coffee shop, or restaurants—would bring convenience and encourage community gathering without requiring long drives for essentials. I believe promoting a balance between commercial growth and maintaining the area's natural beauty can be beneficial to both current and future residents. Thoughtful development could enrich our community while preserving the tranquility we all cherish.
- It would help our tax base to have some commercial along 1431.
- Let people do what they want. Leave everyone alone.
- No commercial development!
- I love the community just as it is. Building commercial and multi-residential buildings will bring in the riff-raff

- Commercial development would ruin our quiet, safe community. We already have too much "outside" traffic with all of the construction workers zooming around our streets.
- No to commercial development . Need to keep the restrictions on rental property
- Do we really need another conv. store? Commercial except for area west of water tank is already "banned" - why in the world or who would want to change that, just a few available residential lots, no multi family
- Enforcing the proper set back distance from the property line makes the neighborhood a more beautiful place. New builds want larger and larger houses and may try pushing the deed restrictions. Once again, have an attorney on speed dial.
- We are strongly opposed to any commercial development in Highland Haven. We also strongly oppose multi-unit/multi family development in Highland Haven.
- Improve public spaces - Pickle ball/Tennis courts, Shuffleboard, Community center with Gym.
- My concerns about development in general (residential or commercial) are centered around the lack of infrastructure to support it, that is, narrow roads, water availability, and limited emergency services.
- No commercial development.
- No storage facility.
- Commercial development attracts too many non HH citizens into our neighborhood.
- We didn't need commercial development out here. Highoand Haven is tucked away outside the hustle and bustle of Marble Falls, amd this is precisely what makes our community so special. Please do NOT open us up to commercial development.
- It is such a beautiful community, no short term rentals. I love seeing newer or bigger houses going in on the lakefront
- Should not have commercial development within the community. Only on highway frontage.

Q5:

Do you think the city needs more housing options?

104 responses



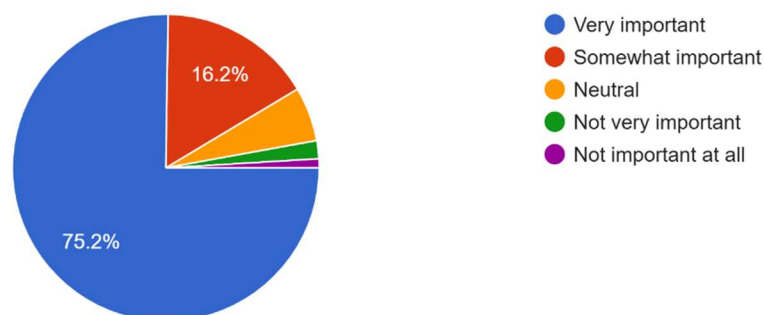
Single-family homes=5, Allow multi-family homes=0, Allow senior/assisted living options=9, Allow short-term rentals=5, No current options are sufficient=80, Other=5

- I would support carefully defined multi-family zones.
- No multi family homes, no short term rentals
- Definitely not short term rentals
- The reason i chose this neighborhood is because it does not allow mutli family homes and vacation rentals. i would not want that
- no airbnb or vrbo
- No short term rentals!!!!
- I am strongly opposed to short term rentals. We live on waterfront property with the closest permanent neighbor 3 houses away on both sides. I feel that allowing STR's will increase noise and traffic right next door.
- water is the current issue except for the houses along the water ways that pull water illegally from the lake. Their lawns are always green
- This sounds like you have been getting pressure from developers. Don't buy into their "siren's" song. You represent us not third party hustlers
- I prefer single family homes but would have no objection to well-constructed and maintained townhouses. Rentals of any kind can be problematic because renters rarely feel committed to the community. Short-term vacation rentals are, in my opinion, much more likely to be problematic, with renters not knowing about and not interested in knowing about local laws, ordinances, etc., and are, therefore, less likely to honor them.
- If we are just referencing our tiny town of Highland Haven, why would we bring in apartments or senior living into a neighborhood? Continue with no STR

Q6:

How important is it to you that housing development in Highland Haven preserves the character of the existing neighborhood?

105 responses



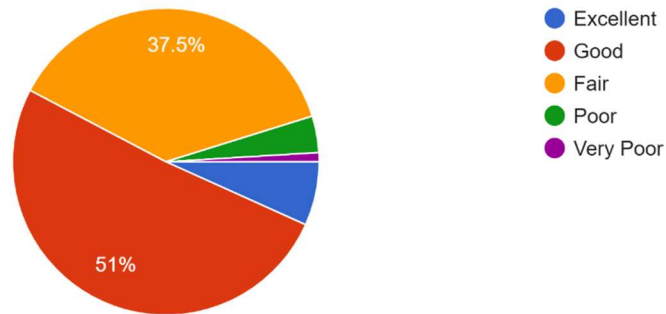
Very Important=79, Somewhat Important=17, Neutral=6, Not Very Important=6, Not Important at all=1

- While short-term rentals might increase property values due to income potential I would not support them as it increases strain on resources and could increase safety concerns. Weekenders like myself pose enough of a challenge to knowing your neighbors.
- The current character is one of the prime reasons we purchased property here.
- Only 1 household on each lot. Not dividing up the lot into 2 or more parcels.
- We have some new housing in the city, so I think the city is moving at the right speed.
- We are a small residential community with minimal road access and limited infrastructure. Multi-family units and short-term rentals cannot coexist with our residential homes without negatively impacting the life of HH residents. We are already seeing negative impacts in Nobles addition with traffic, parking, trash and noise due to short-term rentals
- The restrictions to single family homes should remain and no short term rental
- i think a lot of homes are letting their yards deteriorate, particularly those with second homes. I think an effort to upgrade landscaping in our community would be huge for our valuations and community pride
- It strongly needs to be approved, like better roads and sidewalks! And either tear down problem houses or bring them up to code
- Preserving the character of the neighborhood is important, but I also believe there's room for thoughtful evolution. One concern I'd like to raise is regarding the high property taxes and the restrictions on short-term rentals. It is becoming increasingly challenging to offset the costs associated with maintaining our house on the lake, especially with the current ordinance prohibiting short-term rentals. Allowing for limited, well-regulated short-term rentals could provide financial relief for many homeowners like us, who are not full-time residents. This change could also bring economic benefits to the community by encouraging more visitors to support local businesses and promoting Highland Haven as a desirable destination. I know other part-time residents share this concern, and I believe this could be an opportunity to strike a balance that benefits both homeowners and the community.
- We should not turn our City into vacation rentals.
- The city has made the building permit rules so ridiculous it's very difficult to build. Austin has less rules and fees even.
- Preservation of the quintessential natural/character of the community is the paramount issue
- We strongly oppose vacation rentals (VRBO's) in Highland Haven.
- Maintain a Single Family Residential neighborhood. Adding Multi-family/senior living will de-value existing properties.
- See comments above.
- I have concerns that inflated property values will overtake those of us who serve in the public arena, teachers, law enforcement, first responders, and retirees who have offered stability to our community.

Q7:

How would you rate the condition of the city's infrastructure (roads, drinking water, parks, storage areas, etc.)?

104 responses



Excellent=7, Good=53, Fair=39, Poor=4, Very Poor=1

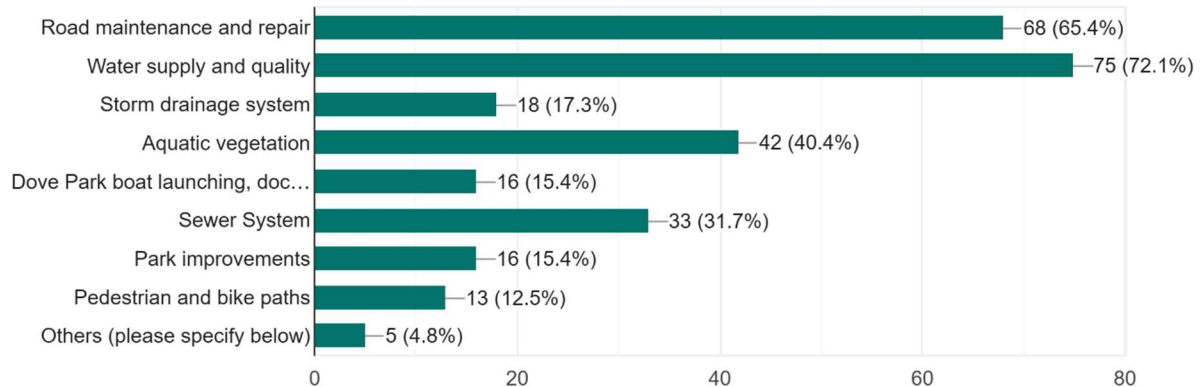
- Good but the roads are getting taxed by increased activity as LBJ has become more popular the neighborhood is changing and getting much more use.
- Love it the way it is. If possible, a little on going maintenance on the dock at Dove (mostly regular power washing) due to birds and algae . The use of proper budgeting for future infrastructure needs in order to upgrade things when needed. The Dover boat ramp will eventually need something done, as it is the only usable ramp. Appreciate the addition of the new water tank.
- Roads
- Roads need work and always will, EDC would be able to help with the cost of the city's infrastructure.
- Our roads definitely could use a facelift. Water is good and the recent improvements to the water system was much needed. Keep the parks in the hands of the POA in order to restrict use to residents and guests only.
- Poor Roads
- Main road is in fair shape due to the repairs this past year, but the whole road needs to be fixed. Water is good, although we use a water softener and filters. Parks are poor, except for Dove park which is in good shape. We need to use the parks we have to make them inviting for residents. Turn one into a dog park. I'm not sure of the storage status, is there anything available?
- Storage area needs work for sure, drainage also needs to improved
- Water is great roads need a lot of work.
- been a long time since roads were chip & sealed. need to schedule with County
- Water is very good, roads fair, need sewer!
- Red park for kids to play. Playscape, etc

- Roads could use some update
- I would like to see something done with the parks, playground
- the roads are awful. more attention should be given to the state of the roads
- The only problem we have are the horrible roads we have
- Could we possibly have the county improve the roads they are responsible for?
- The roads are atrocious. The county paved highland Dr so all the city has to do are the side streets and can't even do that. I had to fix the approach behind my grandparents driveway with asphalt myself because the city hasn't done anything on the roads in years. And if they do it's only shotty patchwork. The water quality is awful as well. It's extremely hard. For as much as y'all charge you would think the water could be filtered or treated at least some. If it is it's not doing much. I've had well water better than this. I'm running a 2 stage whole home filtration with sediment and charcoal and it barely helps. The parks leave much to be desired. Dove park is great but that's about it. We would love to see playgrounds or something for children to play on. A 4 foot wide bench facing away from the water on an unkept lot is not a park. Seems like whoever lives closest to some of these parks just uses them as extra yards. The storage areas are a business and shouldn't be a concern of the city. They are self sufficient. NO city funds should ever go towards a for profit business such as storage.
- Again, consider the nature of the community. It's quite adequate under the circumstance.
- We prefer to leave the open space of the parks as they are. In other words, no pickleball/basketball courts etc.
 - Repave all roads within the neighborhood. Require homeowners to maintain edge where their yard meets the asphalt. This will eliminate most of the issues that currently exist with yards growing onto the asphalt and creating cracks.
 - Build a Community area - that includes an exercise facility/tennis courts/pickleball courts/shuffleboard courts for residents only.
- Our roads could be a little wider. Guests are not suppose to park on the grass but the roads are not wide enough to park on for garage sales, parties, family get togethers.....
- Roads could be better, otherwise all good!

Q8:

What infrastructure improvements are important to you? (Select up to 3)

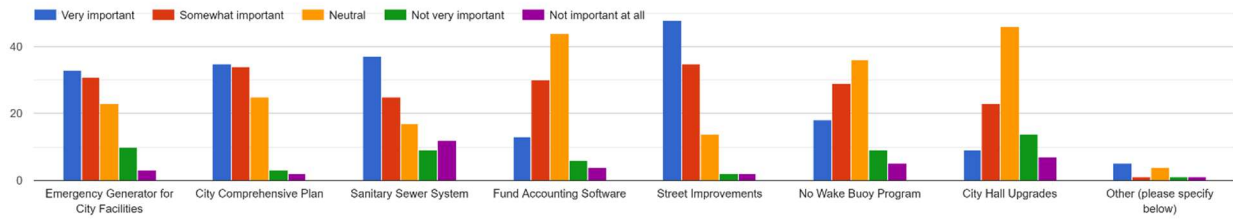
104 responses



- Maintain separation of City and HHPOA responsibilities (ie: parks, boat ramps, & aquatic vegetation are responsibilities of the HHPOA which is private entity of HH property owners and is not open to the general public).
- Did the increase in water capacity get completed?
- The City should revisit sewer system options
- From an environmental perspective, a city wide sewer system may be more friendly to the lake and the groundwater.
- I'm not sure why this survey keeps pushing aquatic vegetation. That only effects a small number of households in the neighborhood. We shouldn't have to pay for that. Create a park and playground area that the community will use.
- HHPOA owns and services parks. should not be on City survey
- Outside people using our boat ramp is/ will be a concern
- I would like for brush collection, bulk collection, and hazardous waste collection to be made available to Waste management contract.
- Natural gas and fiber optic cable
- Fun areas with pickleball, bocce court
- The MUD sewer proposal 15 years ago shot down in flames - everybody already paid for septic. Nobody uses the parks, especially the weekends. With minimal traffic congestion - paths are superfluous
- It would be fun to have a big slide into the water at Dove Park.
- There is no sewer system, but would be nice.

Q9:

Please rate the importance of the following General Fund Capital Projects.

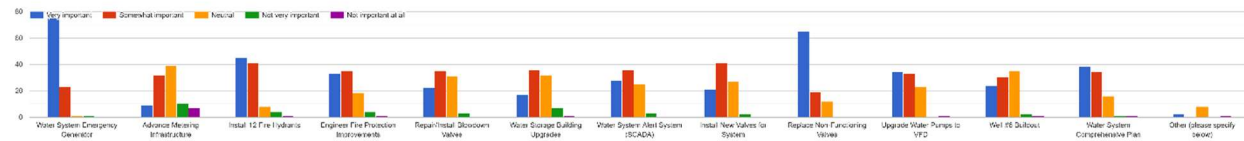


General Fund Capital Projects					
	Very Important	Somewhat Important	Neutral	Not Very Important	Not Important at all
Generator	33	31	23	10	3
Comp. Plan	35	34	25	3	2
Sewer	37	25	17	9	12
Fund Acc.	13	30	44	6	4
Streets	48	35	14	2	2
Buoys	18	29	36	9	5
City Hall	9	23	46	14	7
Other	5	1	4	1	1

- Additions to city parks: volleyball/pickleball courts, playgrounds etc
- A comprehensive aquatic vegetation control plan for all Highland Haven shoreline areas is something most all residents would welcome and support. Vegetation free shoreline areas is something that benefits all property values as well as every other aspect of lake living.
- Any major changes, i.e. upgrades to city hall, should be dedicated to our long standing mayor, Mr. Olan Kelly.
- Playgrounds in the parks
- Neighborhood pool
- General amenities to improve value of real estate
- Thought you had generator back up 2. Why in the world would HH need a comp plan? Absurd. 3. Software should be in place; city finances with no standing debts., limited procurement and small staff should be affordable. 4. City Hall - what type of upgrades? KISS applies
- I've noticed some No wake Buoys Are placed too far from the Shoreline. My guess is, some homeowners have taken it upon themselves to move these buoys.
- not familiar with the general fund capital projects funding or planning so no opinion

Q10:

Please rate the importance of the following Water Fund Capital Projects.



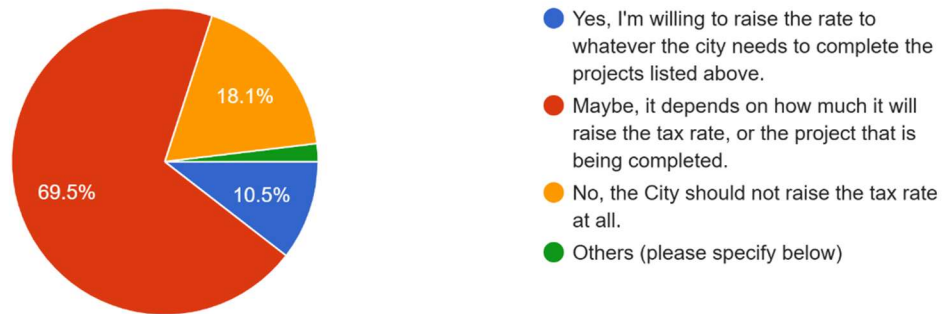
Water Fund Capital Projects					
	Very Important	Somewhat Important	Neutral	Not Very Important	Not Important at all
Generator	75	23	1	1	0
AMI	9	32	39	10	7
Fire Hyd.	45	41	8	4	1
Eng. FPI	33	35	18	4	1
Blowdowns	22	35	31	3	0
Buildings	17	36	32	7	1
SCADA	28	36	25	3	0
New Valves	21	41	27	2	0
Repair Val.	65	19	12	0	0
VFD Pumps	34	33	23	0	1
Well #6	24	30	35	2	1
Comp. Plan	38	34	16	1	1
Other	2	0	8	0	1

- I'm not on city water and would like to keep it that way. However, I do support the community have the best functioning capabilities for city water.
- Need more details on all topics here.
- We have an emergency generator for water system-why is that an item?
- Not sure what many of the questions mean.
- Need to understand and be aware of the expert opinion of the water managers to prioritize.
- I am not familiar with the specifics of these project so selected neutra.
- See 17 about generator. Need 2 "refill" hydrants for pumpers. What is "engineer fire protection improvements". Ditto on valves - repair existing valves seems obvious. Water storage not needed, just finished 2 tanks. Again, if valves are integral to system, would replace. Thought GSFD had their pumps. Don't need a comp plan, just template for maintenance upgrade. The questions posed to lay people who don't have full understanding of issue is counterproductive. Issue a synopsis.
- again, not familiar

Q11:

Are you willing to raise the current tax rate in order to pay for any of the above projects or improvements to the city?

105 responses



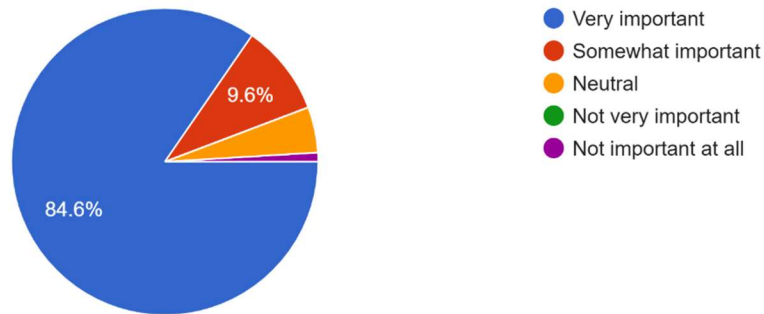
Yes=11, Maybe=73, No=19, Other=2

- There are other ways to raise funds for these projects/improvements that just to raise taxes.
- While I appreciate our city council's efforts in keeping our tax rate low, at some point we have to concede that it takes money to keep our city at the quality level we expect. Maintenance is a fact of life, not only is it necessary to maintain our homes, but it is also necessary to maintain it's surroundings. With thoughtful, frugal planning and spending of our increased tax dollars, we can maintain our quality of life here in Highland Haven.
- The rate is so high already
- I live in Nobles.
- eliminate the city manager position and use the funds to pay for the improvements
- My answer is 1000% NO. The ridiculous salaries paid to the city administrator and others would cover a lot of the improvements that need to be made over the next few years.
- City needs to be very careful on revenue increase since total taxes for our residents have increased over 50% since 2019; homeowners insurance has increased at incredible rate, PEC costs up. Many residents on fixed income.

Q12:

How important is it to protect natural resources in the community (e.g. Lake LBJ, Groundwater, Hazardous Waste, etc.)?

104 responses



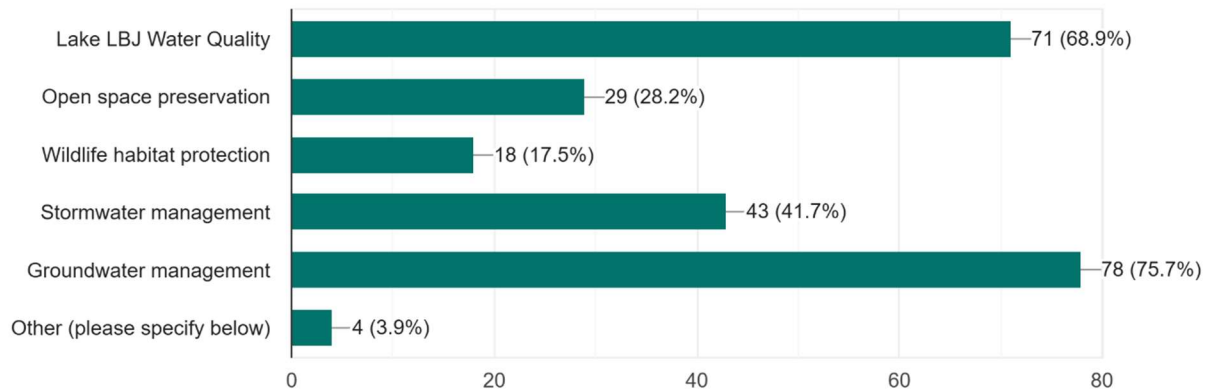
Very Important=88, Somewhat Important=10, Neutral=5, Not Very Important=0, Not Important at all=1

- Very dependent on cost/value. There are already many entities involved in this.
- Aquatic vegetation (milfoil, much, etc.) have reduced the amount of water activity. We've been in Highland Haven for 25+ years and have never seen it this bad.
- Tell the people living on the lake to quit pumping it out to water their grass year round while the rest of us have to pay astronomical water fees. Also their grass stays green even in drought conditions when the rest of us are only allowed to water once or maybe twice a week.
- Groundwater issues in TX are or will be the issue dominating quality of life matters. Of course, that is a state issue - TX has an antiquated process for groundwater conservation in face of most uncontrolled growth.

Q13:

What environmental issues should the city prioritize? (Select up to 3)

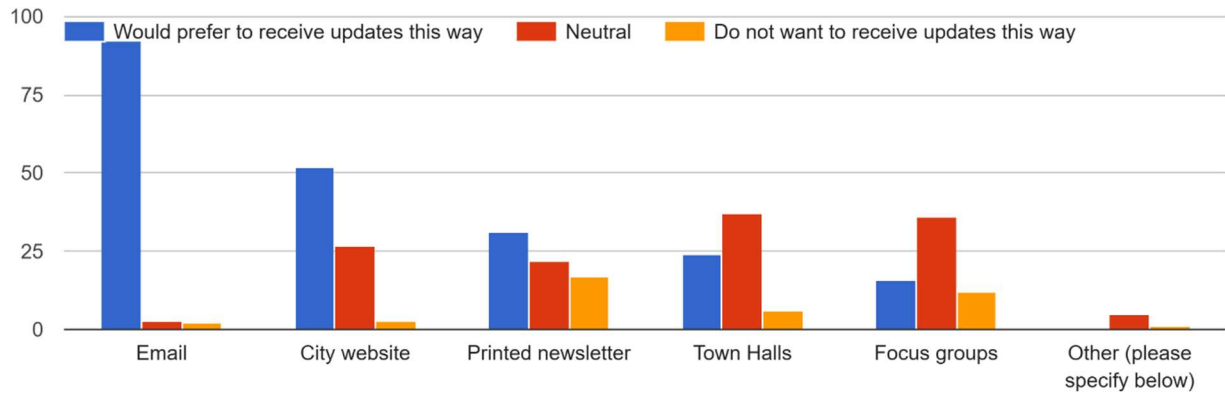
103 responses



- maintaining or lowering city taxes for seniors
- Get rid of the deer
- Lake LBJ is controlled by LCRA. The city has no authority or concern about the quality of Lake LBJ. Stormwater management doesn't exist. Neither does groundwater. Wildlife habitat makes no sense. This is a neighborhood. There are large ranches that border HH. That's your wildlife habitat. What open spaces are you referring to? There are no open spaces. All lots are privately owned.
- Uncontrolled (virtually) growth - RR 1431 will be a mad house in a few years
- hydrilla issues need to be addressed as a neighborhood. our canal all pitches in to hire someone to maintain it. But if the issues in all canals are not resolved, home value will drop and people will leave

Q14:

How would you prefer to receive updates about the comprehensive plan and other city projects:
(select all that apply)



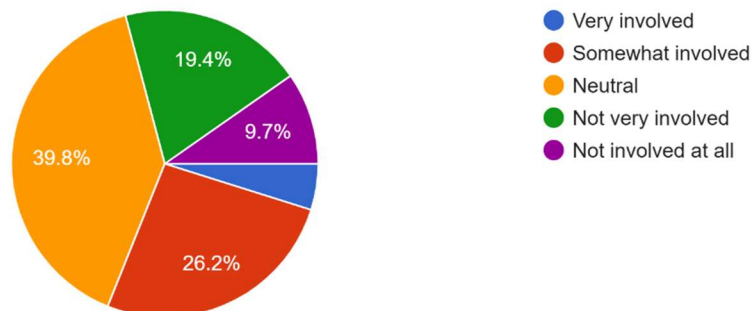
	Would Prefer	Neutral	Would Not Prefer
Email	92	3	2
Website	52	27	3
Printed Newsletter	31	22	17
Town Halls	24	37	6
Focus Groups	16	36	12
Other	0	5	1

No Comments on this Question

Q15:

How involved do you feel in the city decision-making processes?

103 responses



Very Involved=5, Somewhat Involved=27, Neutral=41, Not Very Involved=20, Not Involved at all=10

Q16: What could the city do to improve communication with residents?

- Send out more emails about important issues.
- I am not involved due to distance and time I am up there. It should be a focus of mine but my bandwidth is limited.
- Publish various board minutes via email & City website push digital availability notice
- Nothing. Current method seems to work.
- I think the emails and general meetings are sufficient. If there is a true emergency or urgent need then some additional type of communication may be warranted.
- Choose communication topics based on the results of this survey.
- Newsletter is too long. Shorter blasts of info might help.
- Email communication is sufficient.
- City leaders do a good job of communicating.
- The city makes every effort to communicate with its residents as it is now. The electronic reader board is helpful, the information emails and website all communicate well. Maybe an emergency text system would be helpful for immediate dispersal of notification would be helpful but not hugely necessary. The reality is that the information is available, but the resident must read it to be informed.
- Just provide the information in easy to read and understand language. Provide topic, details, cost and how and when things are being done. I can't tell what the city is doing vs. what an individual is doing around here.
- Doing good job - no need to change
- It will be difficult to communicate to people who don't live here, as they have other priorities
- mail out to residents at their primary residence
- Website update ease of navigation to items
- Tornado/Wildfire siren
- the city does a great job of communicating and engaging the community. It is my own fault for not being more active. I will work to change that in 2025.
- I commend the City Staff on keeping the community informed.
- Maybe actually listen to its residents. The board members are in a little friend group do whatever they feel like.
- Live stream meetings
- Develop a better website that could provide interactive support to the community. The current website is not user friendly and does not provide current calendar information.
- Text messages
- Quarterly newsletter
- I believe a lot can and should be done, to enhance the city website. Not everyone can attend meetings to learn about pending issues, but most folks can log on to the website to get updates. It's probably possible to incorporate a feedback feature that would allow for comments and questions.
- Nothing. Communication is good.
- Continue to keep residents informed by email.

- Email, Website
- I don't need to be more involved so I am good with not being involved :)

Q17: Do you have any additional comments or suggestions for the comprehensive plan?

- No
- Improve enforcement of residents only use of Dove park (HOA or city?) I believe it was brought up at one time, but I support the city adopting the Dark Sky's model to control light pollution
- Glad this is being conducted. Please publish results to respondents.
- The plan should include a generous anticipated percentage increase in future project cost, based on recent history of price escalations for many construction and other services.
- As the area expands and dependant upon how the highway commercial space will be utilized, consider making Highland Haven a gated community.
- I think roads an water will be an issue in the future
- Need to address the viability of city sewage and determine what options we have to clean the lake bottom of muck, rid milfoil and other invasive aquatic vegetation.
- Commercial Development (EDC)
- Issues: Contractors speeding and starting before 7 a.m. Lawncare on working on Sundays. Underage golf cart drivers
- Where is the draft. It would have been nice to see prior to this survey.
- no
- We are a very small city - our administration and taxes should reflect that status.
- Please preserve the single family housing with no short term rentals.
- Keep up the good work of managing our city
- variances need to be easier to get to upgrade grandfathered structures
- No short term rentals, please !!!
- It is a Great place to live, keep it that way, less govt is good govt
- no new houses should be built that stress our water system
- Thank you for sending this survey!
- Post these results publicly. I do not trust the city to share results of this survey accurately. They will misconstrue it to fit their agenda to raise taxes for salary increases that they will blame on inflation I'm sure.
- None at this time
- See previous comments on scope and necessity for a typical municipal comp. plan here in HH. Really need to avoid "make work" projects.
- Treat the algae that backs into coves
- Internal Roads need to be repaved & HOMEOWNERS should do their part in maintaining the the edge where their lot that meets the asphalt. To note: I live on Flamingo circle & I'm not aware of any section that is wide enough for 2 cars to be side x side on asphalt.
- The City of Highland Haven needs to do a better job to keep our community at the highest of standards. Enforcement of the Codes needs to be better. Tall grass needs to be mowed

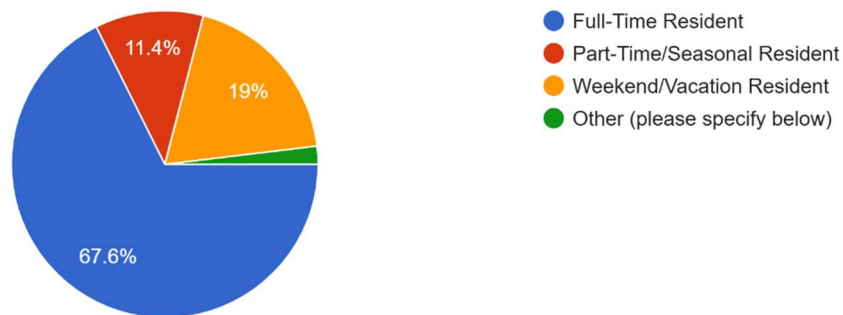
more often. Residents need to trim bushes and shrubs to code. Some properties are looking very bad.....

- not at this time
- Not at this time

Q18:

How would you classify your residency in Highland Haven?

105 responses

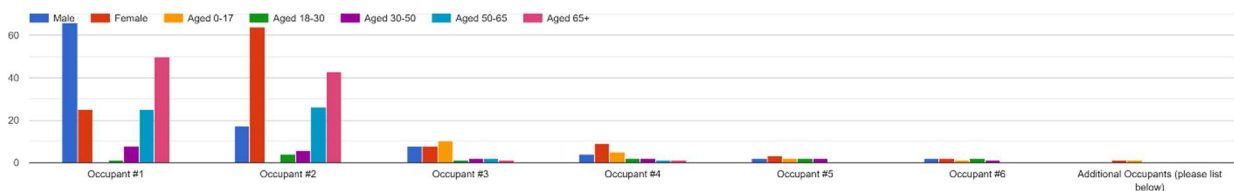


Full Time=71, Part-Time=12, Weekend/Vacation=20, Other=2

- Part time through out the year.
- I live in Nobles
- Current weekend but hope to be full time after retirement

Q19:

How many people reside in the home when occupied (select information for each occupant to show how many people reside in the home)?

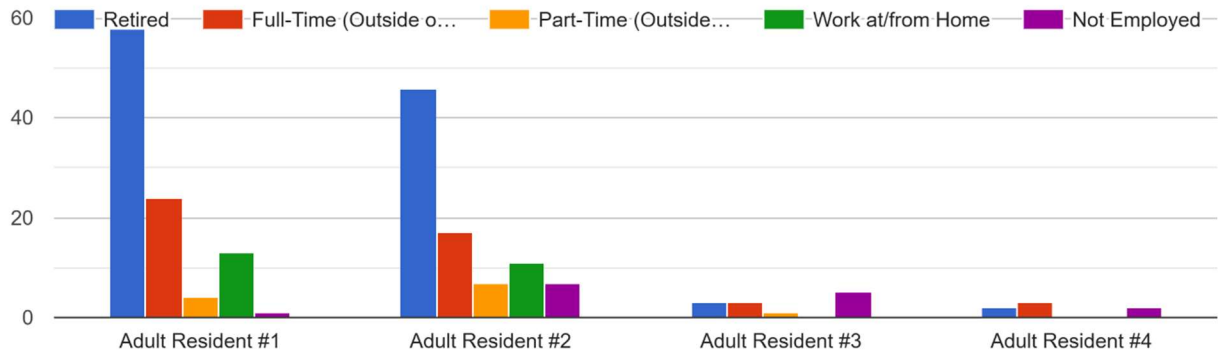


Majority of answers were 2 people living in the home, over the age of 50

- Other occupants would be family or friends visiting. Sporadic.
- None of your business
- This is a family house. There are 13 in my family (adults age 20-75) and each one has access to and takes advantage of this house on weekends and through out the year.
- None of your business. This is not a census

Q20:

Please list the employment status of Principal Adult Residents:



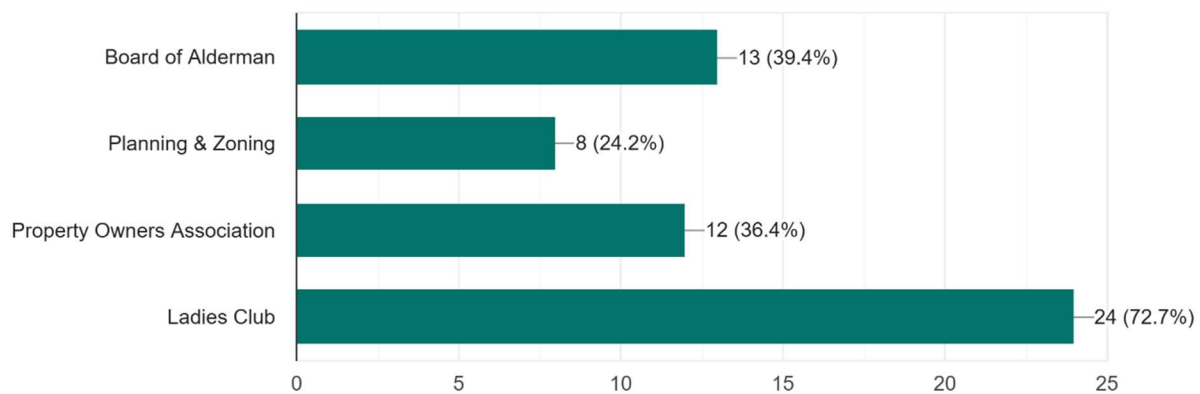
Slight Majority of answers were retired vs still working

No Comments

Q21:

Do you or anyone in your household attend or participate in any of the following organizations?
(check all that apply)

33 responses



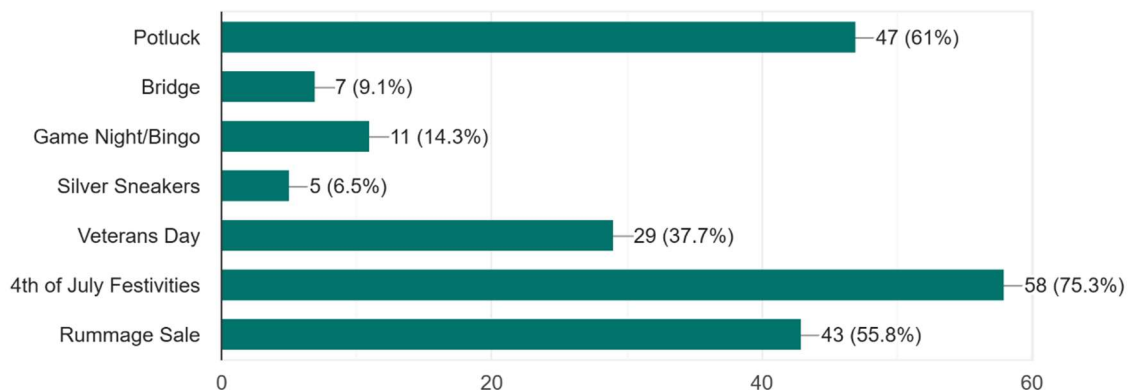
- Park improvements
- Ladies Club on a limited basis (help with the rummage sale).
- Good roads, clean drinking water, clean Lake LBJ

- Personally, I would like to see the POA start collecting minimal annual dues and use the funds for upkeep and to beautify our parks. Our volunteer maintenance crew has dwindled from years past as our demographics are changing.
- Trim down tall bushes at Dove Park. Blocks view of water
- Not very often anymore
- Short Term Rentals
- Only thing the city could do is either dissolve are at least build a playground in one of the parks. Heck I will build and maintain it myself.
- I would like to see wildflower seeds put out any and everywhere.
- We would like the large stone blocks removed from Highland Park West. We believe they are out of place and serve no purpose. We are grateful for the BOA's quick response and action to our vehicle traffic concerns and appreciate continual monitoring.
- Ladies Club speakers on aging in place, managing finances and meal delivery in our neighborhood for those who don't have someone to prepare meal for them.

Q22:

Below are activities currently provided in our community. Please check all activities that you or anyone in your household participate in. (check all that apply)

77 responses



- Bosseln & Cornhole & Bocce
- Do we need periodic or seasonal community clean up events (can't let William do all the work!)?
- Walk/hike group
- Enjoy the Easter Church service at Dove park
- Pickleball, sports court and pavilion
- POA - Swimming Pool, Playground
- None of these activities have anything to do with the city.
- I would like a program like Silver Sneakers that I do not have to pay for. My insurance does not cover Silver Sneakers

- Pickleball Court. Tennis Court.
- Exercise and fitness for working people, 5am and after 5pm, Fun nights that don't conflict with church nights
- love the citywide garage sale! I am happy to volunteer this year to get it on more social media. It isn't advertised well enough for the amount of items donated. Also getting neighbors to host their own garage sales that weekend if they want to bring even more attention to it. A lot of us are weekenders and there isn't really going on over the weekends. Would love some couples activities, potlucks, backyard events, etc.

Conclusion

Updating the Comprehensive Plan is an essential step in ensuring that Highland Haven remains a well-managed, forward-thinking community while preserving the qualities that make it such a special place to live. The insights gained from this survey will help shape policies and guide decision-making in a way that reflects the needs and values of our residents. While there are differing opinions on certain issues, this process provides an opportunity for open discussion, collaboration, and problem-solving as we work together to create a shared vision for the future.

The City of Highland Haven is committed to transparency and community engagement throughout this process. We encourage all residents to stay involved by attending upcoming **town hall meetings and focus groups**, where we will explore key issues in greater detail, address concerns, and provide further clarity on city operations and priorities. Your voice is essential in this process, and we appreciate your time, input, and dedication to making Highland Haven the best it can be.