

A photograph of four people sitting around a round table outdoors. The table is covered with a light blue tablecloth and has a large, vibrant floral centerpiece. The people are dressed in casual summer attire, including polo shirts and caps. In the background, there is a white patio umbrella, a wicker chair with a striped cushion, and a view of a coastal landscape with dunes and the ocean under a clear sky.

# Summary of Member Comments

KIAWAH ISLAND  
COMMUNITY ASSOC.  
1976

2023 MEMBER SURVEY

KIAWAH ISLAND  
**COMMUNITY**  
ASSOCIATION

## 2023 MEMBER SURVEY

# Summary of Member Comments

The Kiawah Island Community Association's 2023 Member Survey contained **22 questions** that had opportunities to provide open-ended responses. In total, KICA received **7,589 member comments**.

In order to convert these comments into actionable data, all comments were reviewed and tagged with categories to characterize the responses.

The following pages show the question and identify who was asked to comment. In some cases, only dissatisfied members were asked to comment to clarify how KICA can improve. For each question, a statement is provided to summarize the most significant themes revealed in the comments.

Below the summary statement, you'll find a list of the tags, the number of comments with that tag, and the percentage of comments with that tag. This provides a helpful understanding of the significance of each tagged category.

Please note that there are usually more tags than comments, because often comments received multiple tags. Tags in each category that were relevant to less than 5% of the comments were removed from this summary document.



QUESTION 2

## Other\* Communities Considered When Buying

*\*Members were given the opportunity to type in a community considered, if it wasn't listed within the list of 5 provided options: none, Seabrook, Isle of Palms, Hilton Head, Sea Island*

Outside of the given communities, members primarily considered other southern coastal communities when making their Kiawah buying decision.

Tag	448 Comments	%
Southern coastal	331	74%
Other	51	11%
Southern inland	38	8%
Northern coastal	26	6%
Western coastal	22	5%



QUESTION 12

## Oceanview Adult Pool Dissatisfaction\*

*\*Only the dissatisfied members (4%) were asked to comment.*

The majority of dissatisfaction with the Oceanview Adult Pool was with overcrowding and the new pool access policy. The small size of the pool was also mentioned frequently.

Tag	76 Comments	%
Overcrowded	24	32%
Pool &/or seating area too small	23	30%
New access policies	22	29%
Additional or new furniture	11	14%
N/A (not related to OV pool)	11	14%
Misuse / enforcement of rules	8	11%
Expand food and beverage service	7	9%
Expanding hours of use	4	5%
Aesthetics / ambience	4	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 15

## Family Pool Dissatisfaction\*

*\*Only dissatisfied members (5%) were asked to comment.*

The majority of members dissatisfied with the Family Pool state that the pool feels outdated. There's some concern with overcrowding and cleanliness.

Tag	80 Comments	%
Aesthetics (e.g. outdated, unenticing)	25	31%
Overcrowded	17	21%
Cleanliness	14	18%
Additional or new furniture	12	15%
Baby pool outdated	9	11%
Activities for varied ages	8	10%
Access	6	8%
Food and beverage - improve	6	8%
Maintenance / wear & tear	6	8%
N/A (not related to family pool)	6	8%
Size	4	5%
Heat in winter	4	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 18

## Gym Dissatisfaction\*

*\*Only dissatisfied members (13%) were asked to comment.*

The overwhelming majority of dissatisfaction with the gym is that the facility is too small. Some members noted the limited activities or equipment.

Tag	221 Comments	%
Too small	163	74%
Activities/equipment improvements	43	19%
Overcrowded	29	13%
Outdated	27	12%
New access policies	27	12%
Aesthetics	11	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 21

## Fitness Class Dissatisfaction\*

*\*Only dissatisfied members (6%) were asked to comment.*

The majority of members dissatisfied with fitness classes desire more class variety..

Tag	61 Comments	%
Variety of classes	26	43%
Schedule (days/times)	12	20%
Intensity of classes too low	8	13%
Instructor improvements	5	8%
Space too small	4	7%
Overcrowded	4	7%
N/A (not related to fitness classes)	4	7%
Aesthetics	3	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 26

## Sandcastle General\* Comments

*\*All members were given the option to share any Sandcastle comments.*

The majority of general Sandcastle comments remarked on the new access policies and food and beverage services (hours, off-season availability, size of bar staff, menu size and variety).

Tags	1,073 of Comments	%
New access policies	351	33%
Food and beverage improvements	141	13%
Staff comments - varied	119	11%
Adult Pool (e.g. size, furniture, policies)	116	11%
Facility size	111	10%
Gym (e.g. size, equipment, policies)	102	10%
N/A (not a Sandcastle-related comment)	100	9%
Family pool improvements	82	8%
General operations - varied	82	8%
Overcrowding	76	7%
Events (e.g. pleased, add more events, upgrade event spaces)	61	6%
Suggestions for improvements	53	5%
Fitness classes (e.g. pleased, add more, space)	52	5%
Aesthetics (e.g. pleased or upgrade facility)	49	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		





QUESTION 30

## Sandcastle New Access Policies: General\* Comments

*\*All members were given the option to share any comments on the Sandcastle's new access policies.*

Although most members agree with the new access policies (54%-79%), out of those who commented, the majority were sharing details on their disagreement of certain policies. In general, restricting direct family members has caused frustration.

Tag	1,034 Comments	%
Disagree (with new access policies)	165	16%
N/A (comments not about Sandcastle access policies)	159	15%
Oceanview pool/ members only	148	14%
Adult children/not able to use gym	140	14%
Agree	98	9%
Lineal/no guests permitted	93	9%
Non-lineal/exception +4	90	9%
Guest policy	76	7%
Overcrowded	65	6%
Size (e.g. additional or larger facilities)	65	6%
18+ check in policy	57	6%
Check in of adult children /disagree	55	5%
Family friendly policies needed	53	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 33

## Leisure Trail Dissatisfaction\*

*\*Only dissatisfied members (6%) were asked to comment.*

Members dissatisfied with leisure trails primarily want trails to be maintained at a higher standard or widened. Some members expressed general safety concerns, with the trails themselves or user behaviors.

Tag	150 Comments	%
Increase standard of maintenance	52	35%
Widen trails	40	27%
Safety concerns	38	25%
Pruning/debris	37	25%
Bumpy/root intrusion	23	15%
Signage improvements	17	11%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 37

## Boardwalk Dissatisfaction\*

*\*Only dissatisfied members (6%) were asked to comment.*

The majority of dissatisfaction with boardwalks is with excessive sand accumulation.

Tag	163 Comments	%
Excessive Sand on Boardwalks	77	47%
Maintenance Needed (e.g. repairs/litter)	46	28%
Design (e.g. more ramps, handrails, showers)	25	15%
Accessibility	21	13%
Addition (e.g. want new boardwalk or rinse stations)	21	13%
Too Steep	12	7%
Additional bike racks	11	7%
Flooding of trail to boardwalk	9	6%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 44

## Boating Facilities: General\* Comments

*\*All members were given the option to share any comments on boating facilities.*

Members provided general comments on boating facilities, to include increased canoe/kayak storage, long-term boat storage and short-term/weekend boat storage. Members also provided suggestions for improvements to all 3 facilities, to include additional dock capacity, lighting, seating, restrooms and landscaping.

Tag	536 Comments	%
Rhett's Bluff	157	29%
N/A (not related to boating facilities)	94	18%
Cinder Creek	91	17%
Boat Storage	86	16%
Pleased with Facilities	74	14%
Eagle Point	64	12%
Increase education about facilities	51	10%
Additions to facilities	50	9%
Parking/access/docking issues	42	8%
Maintenance general	37	7%
Events (increase use of facilities)	35	7%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 46

## Road Dissatisfaction\*

*\*Only dissatisfied members (5%) were asked to comment.*

Members dissatisfied with roads want their road repaved, but many clarified the immediate need is to have potholes and/or puddling repaired..

Tag	126 Comments	%
Repaving/resurfacing	37	30%
Water /puddling on roads	23	18%
Potholes	21	17%
Traffic	17	13%
Maintenance general	10	8%
Safety Concern	10	8%
Bumpy Surface	7	6%
N/A	7	6%
Signage improvements	6	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 50

## Landscape Dissatisfaction\*

*\*Only dissatisfied members (7%) were asked to comment.*

Most members dissatisfied with landscaping think a specific area (most often in their neighborhood) appears unkempt or needs additional attention.

Tag	171 Comments	%
Landscaping quality has decreased	76	44%
Trails (e.g. overgrowth & debris)	26	15%
Line of sight improvements	19	11%
Ponds (e.g. overgrowth or additional care needed)	16	9%
Pruning needed	11	6%
Flowers (e.g. increase or improve beds)	9	5%
Ocean Park maintenance	9	5%
N/A	8	5%
Vine removal	8	5%
Cul-de-sac improvements	8	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 53

## Enforcement: General Comments\*

*\*All members were given the option to share any comments on island rules enforcement.*

Most general comments on enforcement mentioned frustration with access being granted to Resort guests without a dining reservation or tee time. The other major concern is the lack of enforcement of parking violations - people parking on the road to access beach boardwalks, or contractors or guests parking “illegally” on roads in neighborhoods.

Tag	909 Comments	%
Access management improvement (primarily ease of access for Resort guests)	234	26%
N/A - Town of Kiawah responsibility	151	17%
Parking enforcement	121	13%
Livability dept.	91	10%
- Covenants too strict	7	1%
- Not enough enforcement	31	3%
- Inconsistent enforcement	25	3%
More enforcement needed	70	8%
Cyclist/pedestrian enforcement	69	8%
N/A - ARB responsibility	54	6%
Speed issues	51	6%
N/A (not related to rules enforcement)	50	6%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 54

## Kiawah is Not Safe

*\*Members who responded they do not feel safe (3%), were given the opportunity to comment.*

The majority of those who think Kiawah is not safe cited the ease of access, speeding, and pedestrian and cyclist safety.

Tag	89 Comments	%
Ease of island access	22	25%
Speeding	16	18%
Pedestrian/cyclist safety	12	13%
Theft concerns	10	11%
Service provider concerns	9	10%
Alligator concerns	8	9%
N/A (feel safe)	6	7%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		





QUESTION 58

## Billing & Payments Dissatisfaction\*

*\*Only dissatisfied members (6%) were asked to comment.*

The majority of members who were dissatisfied with billing and payments commented on a cumbersome online payment portal or they experienced a billing issue/error.

Tag	142 Comments	%
Online portal is cumbersome	57	40%
Billing issue experienced	49	35%
N/A (not related to KICA billing/payments)	18	13%
Customer service improvements	11	8%
Want autopay/save payment option	8	6%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 60

## Other\* Preferences for learning about KICA News

*\*Members were given the opportunity to type in another preference for receiving communications (8% answered “other”), if it wasn’t listed within the list of 8 provided options: email newsletter, website, mailings, social media, list servs, texts, board meetings, finance committee meetings.*

Some members who chose an “other” preference for learning about KICA news clarified their desire to attend board/finance meetings using Zoom or to watch the video recording online.

Tag	52 Comments	%
N/A (or no new preference, just comments on the listed options)	31	60%
Meeting video/zoom attendance	13	25%
Word of mouth	6	12%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



## QUESTION 62

# Email Newsletter Dissatisfaction

*\*Only dissatisfied members (4%) were asked to comment.*

Most members dissatisfied with the email newsletter cited the frustration with hearing about board conflict or had concerns that information isn't transparent or important info is buried.

Tag	91 Comments	%
Board conflict	27	30%
Important info more prominent	23	25%
Transparency	23	25%
Fluff / more substance	16	18%
Content suggestions	13	14%
Biased reporting	9	10%
Tone (e.g. too chatty or one-sided)	9	10%
N/A (not related to email newsletter)	8	9%
Too long	6	7%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 63

## Other\* Preferences for Communicating with KICA Board

*\*Members were given the opportunity to type in another preference for communicating with the board, if it wasn't listed within the list of 4 provided options: email, board meetings, informal community meetings, surveys*

14% of the member comments in the “other” category were comments pertaining to pre-existing answer choices (meetings and emails), so did not introduce a new preference.

Most members who chose an “other” preference for communicating with the board said they have not contacted the board.

Tag	143 Comments	%
Haven't contacted the board	56	39%
N/A (not related to a communication preference with board)	33	23%
No desire to contact them	26	18%
Phone call	13	9%
Person to person meeting	12	8%
Meetings (existing surveyed preference)	11	8%
Email (existing surveyed preference)	9	6%



QUESTION 66

## General\* Comments on Board Interactions

*\*All members were given the option to share any comments.*

The majority of members who shared general comments about their board interaction were disappointed with board conduct and sought improved communication with the board..

Tag	211 Comments	%
Board conduct (e.g. dysfunction, civility with each other, transparency, chairs 4th year)	115	55%
Board communication (e.g. lack of follow-up or did not feel heard)	67	32%
Board issues/decisions (e.g. influence, transparency, access policies)	33	16%
Kiawah Partners influence	18	9%
Sandcastle - new access policies	15	7%
N/A	14	5%
KICA staff - varied	11	5%
ARB (e.g. transition, monies)	10	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 68

## Other\* Areas of Focus for the KICA Board

*\*Members were given the opportunity to type in another area of focus for the board, if it wasn't listed within the list of 6 provided options: amenities, development, traffic congestion, enforcement, climate change, services, infrastructure.*

81% of the member comments in the “other” category were comments pertaining to pre-existing answer choices (development, amenities, traffic and enforcement), so did not introduce a new topic.

The top “other” areas of focus for the KICA board were related to board conduct and the protection of the environment.

Tag	249 Comments	%
Island Development (existing surveyed category)	93	37%
Board conduct (e.g. dysfunction, civility, accountability, divisiveness)	68	37%
Amenities (existing surveyed category)	37	15%
Environment (e.g. preservation of natural environment & wildlife, climate change, beach erosion)	34	14%
Traffic and congestion (existing surveyed category)	23	9%
Enforcement and rules (existing surveyed category)	15	6%
ARB/Partners	15	6%
N/A	12	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 71

## General\* Comments for the KICA Board

*\*All members were given the option to share any comments with their board representatives.*

The majority of general comments for the board pertained to board conduct, island traffic/John's island traffic, and island growth and development.

Tag	665 Comments	%
Board conduct (e.g. dysfunction, civility, infighting, openness)	129	19%
Road improvements - island traffic congestion and John's Island roads	118	18%
Island growth/development concerns	102	15%
Climate change/sea level	61	9%
Island access (e.g. tighten controls, commercial access fees, entry signage, main gate intersection)	58	9%
KICA infrastructure (e.g. flooding issues, improvement from flood projects)	57	9%
Amenities (e.g. expansion and improvement of amenities)	37	6%
Other/general comments	37	6%
BOD governance (e.g. lawful, transparent, clarity of policies, strategic planning, prioritize member needs)	23	5%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		



QUESTION 79

## What did we miss?\*

*\*All members were given the option to share any comments.*

The majority of “what we missed” comments reiterated feelings about surveyed topics, like amenities, development and the ARB. Board conduct was the most frequently mentioned.

Tag	1,070 Comments	%
Board Issues (e.g. animosity, civility, dysfunction, legal costs, developer director seat)	244	23%
Amenities (e.g. inadequate, additional/expansion particularly fitness and pools, new access policies)	193	18%
Island development (e.g. natural environment, wildlife, too much growth)	176	16%
ARB (e.g. transition, enforcement, fairness, processes, appreciation)	169	16%
Governance (e.g. entity relationships, focus on member needs, transparency, cohesiveness)	132	12%
Traffic (e.g. congestion, speeding, speed limits, cyclists on roads)	121	11%
Infrastructure (e.g. improvements/maintenance on trails, boardwalks, walk bridges and signage)	112	10%
Investment (e.g. protection of, reinvestment, assessments, control costs)	108	10%
Quality of life issues	104	10%
Other	101	10%
Civility at board meetings	98	9%
Wildlife/environment protection	70	7%
Communications	63	6%
<i>-other tags relevant to &lt;5% of the comments were removed</i>		

