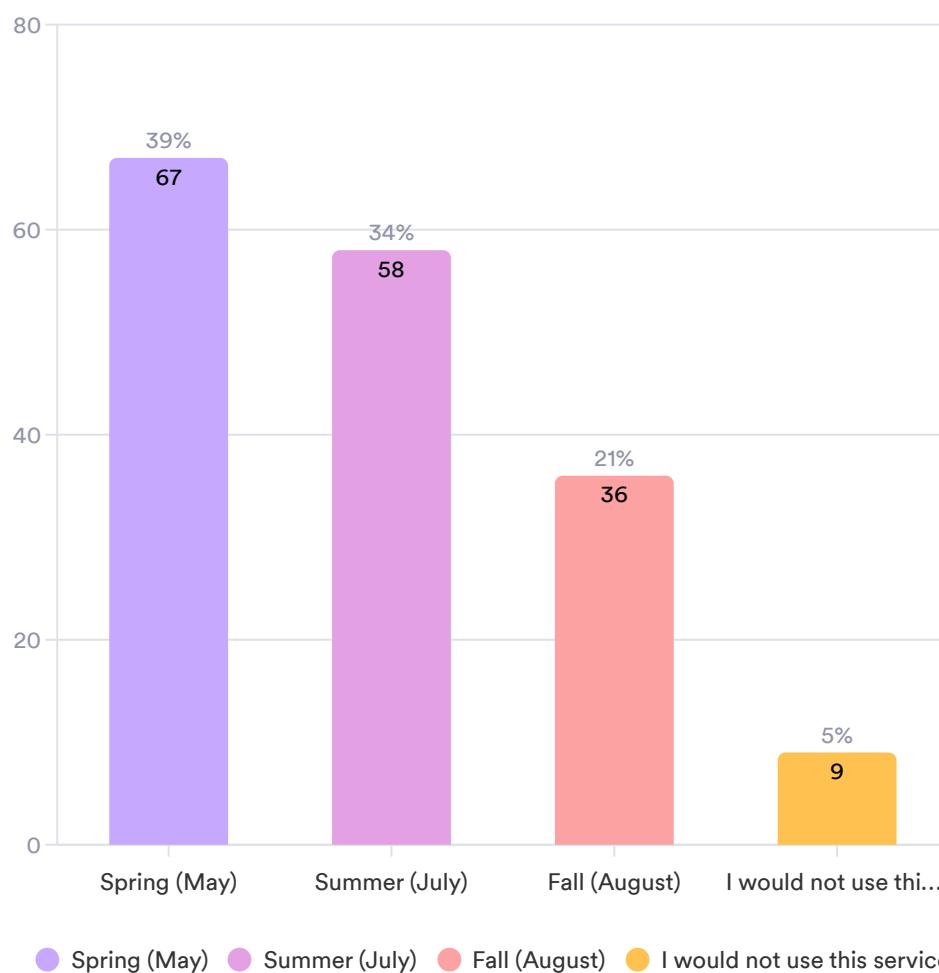


Mistusinne Rate Payer Survey Fall 2025

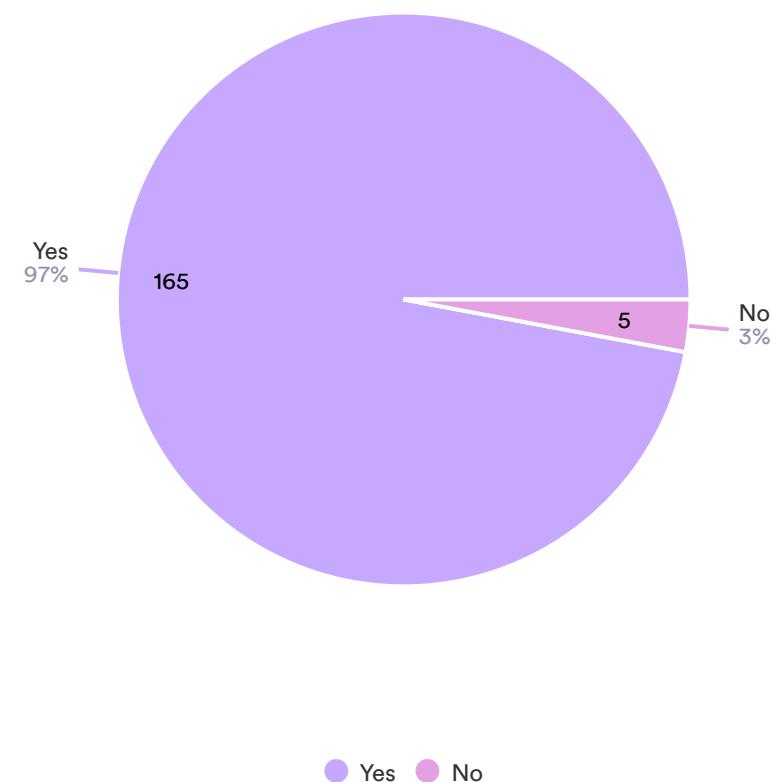
If Council was to offer Clean-Up days again next year when would you like to see the bins?

170 Responses



Do you like the new garbage system (6 CY bins vs. 30 YD large bins)?

170 Responses



● Spring (May) ● Summer (July) ● Fall (August) ● I would not use this service

● Yes ● No

Comments on Garbage & Recycling

Categorized with comments included

1. Overall Positive Feedback

Many residents expressed that the new system is a noticeable improvement.

- "BIG improvement!"
- "Like the changes"
- "Much better now"
- "Seemed better controlled this year"
- "The new bins are great!"
- "Appreciate the new bins!"
- "Working fine for our family."
- "Always worked well for us."

2. Preference for Smaller Bins

Residents liked that the smaller bins are easier to use for most people.

- Easier for short people to throw garbage in
- Bags don't tear on openings
- Less smelly and filled/changed more frequently
- Improved accessibility

3. Concerns About Lids & Ease of Use

Some noted physical challenges using the new bins.

- Lids heavy to lift
- Lids too high for shorter users
- Hard to hold lids open while throwing garbage in

4. Overflowing Bins / Need for More Frequent Pickup

A major theme was needing **more emptying**, especially during holidays and peak season.

- Overflow during busy summer
- Suggestion: empty before long weekends
- Need extra bins on long weekends
- "Need more often done."
- "Either one fills awfully fast."

5. Misuse of Bins (Mattresses, Furniture, Large Items)

Many frustrations centered on improper dumping.

- Mattresses and large items placed inside small bins
- Ongoing "abuse" from residents dumping items that should not be in bins
- Comment that large items take up entire bins

6. Recycling Improvements

Positive feedback focused on easier access and improved availability.

- Appreciated that recycling is now unlocked
- Easier to recycle on personal schedules
- Some confusion why recyclables still appear in garbage
- Need for bottles/cans recycling to be monitored weekly

7. Aesthetic or Location Concerns

Some residents would like the bins to be less visible.

- Suggestions to plant bushes or build a privacy wall
- Move bins to maintenance yard
- Fence to hide bins from golf course
- Still unhappy with location despite improvements

8. Neutral or Mixed Comments

- "Didn't notice a difference."
- "Won't please everyone."
- "None"

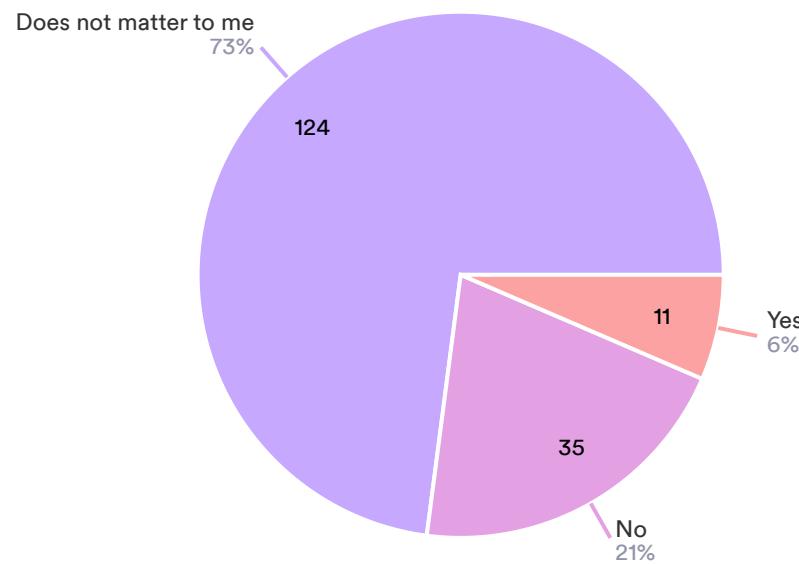
SUMMARY STATEMENT

Residents generally view the new smaller garbage bins and improved recycling access as a significant improvement, praising better control, usability, reduced smell, and easier access. However, key concerns remain: overflowing bins during peak times, heavy/hard-to-open lids, and misuse of bins with large or inappropriate items. Many residents suggested more frequent emptying, particularly before long weekends, and better concealment or relocation of the bin area.

Overall, satisfaction is high, but operational and aesthetic adjustments could further enhance the system.

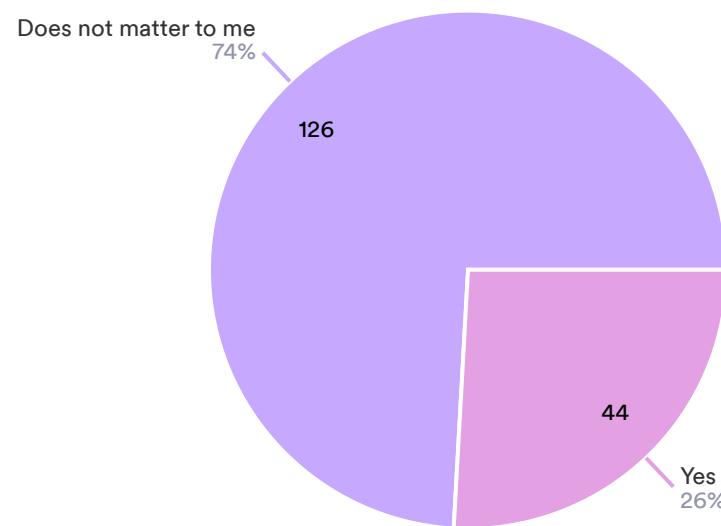
Would you like to see office hours in the middle of the week?

170 Responses



Would you like to see set office hours hosted by the Administrator?

170 Responses



● Does not matter to me ● No ● Yes

● Does not matter to me ● Yes

What days or hours do you see as being beneficial to the residents for the office to be open.

Categorized with all comments included

1. Keep Current Schedule (Friday/Saturday as they are now)

- Same as they are now Friday, Saturday
- Current days and hours work well as most people use their properties on weekends.
- Current hours that are posted work fine
- Current is good
- as is
- Happy now
- What you have been doing is good.
- The present hours are fine
- current office hours are fine.
- Saturday.
- Saturday.
- Saturday.
- Saturday.
- Sat.
- Friday.
- Friday.
- Friday and Saturday.
- Friday and Saturday
- Friday, Saturday
- Friday/Saturday am.
- Friday or Saturday, to accommodate weekenders
- Saturday 10-2
- Saturday for those who work can use or visit it

These responses collectively show solid support for maintaining the current Friday/Saturday schedule.

2. Importance of Weekend Access

- Weekends are important for all residents to have access
- In summer weekends, winter whenever
- Weekends, latter Friday ,then Saturday, early Sunday
- weekends
- Saturdays
- Friday works fine

- week-ends.
- Week ends would probably serve most residents best
- Weekends preferred
- Saturday or Sunday
- Weekend
- Weekends
- Weekends
- Weekends
- Saturday mornings in the summer for seasonal?
- Either a Friday afternoon or Saturday to be available to the weekenders
- Someone there for half days on weekends
- Weekends are crucial.

These reinforce why the current Friday/Saturday model works for most residents.

3. Requests for an Additional Midweek Day

Residents suggesting a weekday option in addition to weekends:

- Maybe one day which is 12-5
- Tuesday/Friday 1 to 6
- Monday
- Monday Thursday Friday Saturday morning.
- Any weekday. Ten till 5
- Tuesday, Friday and Saturday from May long weekend until Sept long weekend. During the rest of the year the office should be open Either Saturday or Sunday, afterall it is a resort community.
- Wed & Fri—mornings 9-noon
- At least one day / or one 1/2 day : Monday-Thursday
- Tuesday, Friday and Saturday from May long weekend until Sept long weekend. During the rest of the year the office should be open Either Saturday or Sunday
- Saturdays till early afternoon and either Friday or Monday
- A mid week day (Wednesday would be good if the office is still open on Saturdays)

- It would be good to see scheduled office hours on Tuesday or Wednesday in addition to Friday/Saturday

No consensus on a single midweek day, but there is interest in adding one predictable weekday.

4. Requests for Extended or Adjusted Hours

These residents wanted changes to the length of the current shifts, not the days:

- Friday until 6pm
- Saturday noon - 3

These represent small adjustments, not full schedule changes.

5. Flexible / Any Hours Are Fine

These residents expressed that they can adapt to whatever is posted:

- Doesn't matter
- Whatever the administration decides
- We can make whatever time the office is open work for us.
- Doesn't matter
- AS long as the hours are communicated reasonably in advance, we can work with it.
- Does not matter
- N/a as you are very responsive via email
- N/A
- Does not matter, but ... having set hours each week, at minimum, regularly posted on website or office door, would help people to plan for their visits.
- Just notification by email when it will be open
- Doesn't matter. Just ensure website accurately reflects hours.

6. Seasonal or Context-Specific Comments

These relate to timing needs based on season or special times:

- In summer weekends, winter whenever
- Saturday mornings in the summer for seasonal?
- Tax time

7. Additional Comments

These were written in response to the question but were not directly about hours.

- I would like to see some public engagement - we had that for over 30 years and now we find out after the fact what the administration has done. Very awful and childish leadership. Why doesn't this survey allow us to put in additional comments anywhere - do you not care about our thought (I ask sarcastically).

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next page**

What days or hours do you see as being beneficial to the residents for the office to be open?

Categorized with all comments included

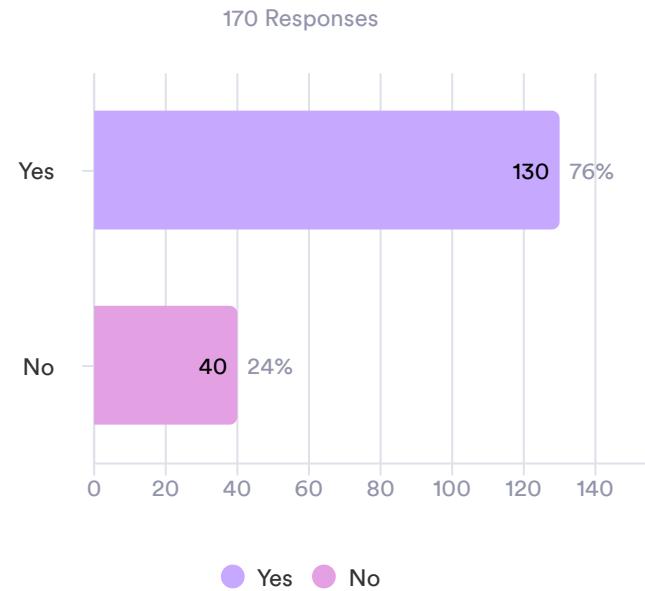
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Summary of Findings

Most residents feel the current Friday 12-5 and Saturday 10-2 office hours work well, and many reinforced the importance of having weekend access. There is some interest in adding a single weekday, though no single day was preferred consistently. A smaller number requested minor time adjustments. Several residents noted they can work with any schedule as long as it is predictable and clearly communicated.

Do you use the website to look at Bylaws or Policies?



Why or Why Not?

YES Responses — Categorized by Reason

1. To Get Information / Learn the Rules / Stay Informed

- Provides information for decision
- Confirm the regulations
- Information
- Just to make sure I'm following the rules/ guidelines set out
- It is important to have access to
- Need information
- If I have a question
- To ensure we are up to date
- Easiest place to reference from anywhere.
- easy to access
- Just to review our bylaws
- To review the if I need to.

- Just be aware
- Infirmation
- To clarify and ascertain bylaws
- Just to check on the information.
- Just to be informed
- For information
- Information
- For information
- To be informed, on demand.
- Don't always know all the policies and this seems like a good place to look.
- Council policy is what should govern the operations of the village... having info available on website allows for info to be shared, preparations for further follow up with Admin or Council members.
- They have to be current and updated in real time, in order to be effective

2. To Confirm Understanding / Check Accuracy

- to confirm whether our understanding of them is correct, or not
- For clarification and refresh our minds
- Just to check my knowledge and make sure I know the rules
- Because the internet is my main source of information for everything.
- To see which ones are not being followed

3. Convenience or Quick Access

- To check items without having to email the office.
- quick reference if looking for info
- I needed information when the office wasn't open to inquire
- ?? why not, quick info, don't have to wait for office to be open.
- Convenient

4. Curiosity, Interest, or General Browsing

- interest
- Curiosity
- Interested
- Curious
- Curiosity, potential future projects
- Interest or curiosity
- To be up to speed on the direction of council

5. Compliance / Accountability

- Like to check what bylaws are in effect when seeing those who are not following them and are not being enforced by council
- To know what they are
- to keep my actions in the village within the rules
- To see which ones are not being followed
- Cause I have a issue with my neighbour

6. Project-Based Use (Building, Development, Yard Work)

- putting up a fence and greenspace usage
- researching development possibilities
- Construction info
- Tried to get a building permit
- We did renos a few years ago.
- Building Requirements

7. No Explanation Provided (Blank "Yes")

- Yes

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next page

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NO Responses – Categorized by Reason

1. No Need / Haven't Needed It

- Hasn't been a need.
- If I have it has been a very long long time
- I haven't needed to so far.
- Haven't had the need.
- I have no:concerns.
- have not needed too
- Have not needed to
- Haven't needed
- No concerns, but I would if I needed to know something
- Never questioned anything

2. Already Know the Rules / Rely on Other Knowledge

- pretty much can guess
- We know them

3. Lack of Interest / Not Inclined

- Just not inclined

4. Don't Know How / Lack of Confidence

- Don't know how

5. Blank "No" (no explanation given)

- No

Summary of Findings

Most people who DO use the website do so for:

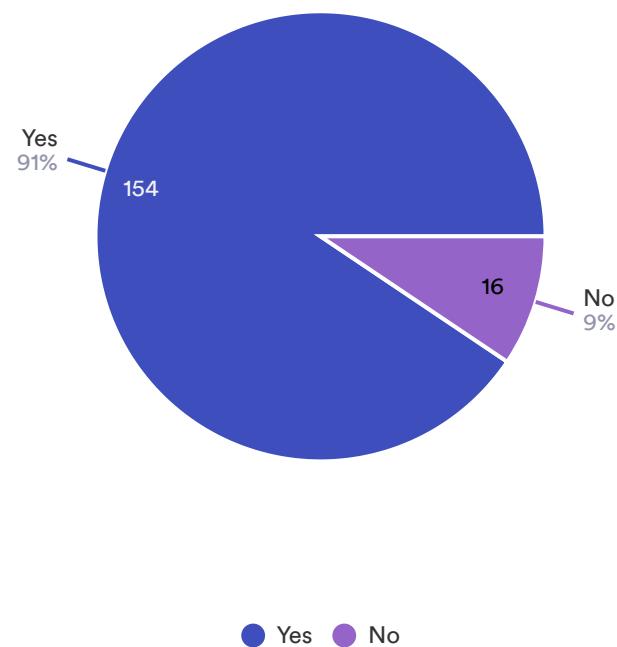
- Information and clarity
- Confirming rules and understanding
- Convenience
- Curiosity
- Building or development projects
- Staying compliant with bylaws

Most people who DO NOT use the website gave reasons such as:

- They haven't needed to
- They already know the rules
- Not inclined to check
- Don't know how

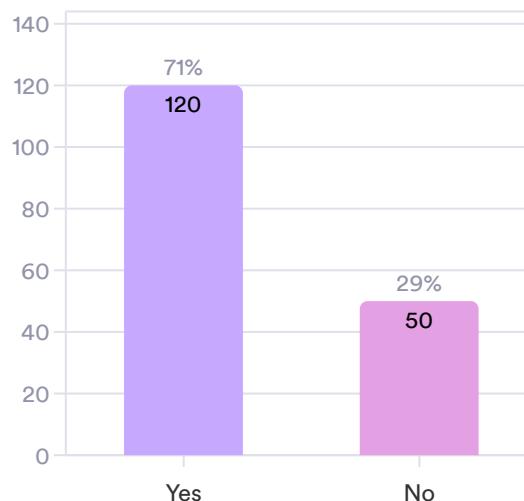
Are you aware that all development within Mistusinne requires an approved permit from council?

170 Responses



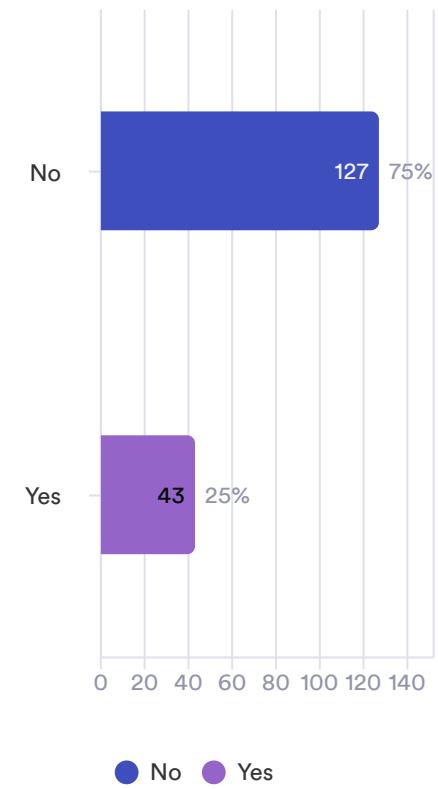
Do you know where your property pins are? Do you know where your property ends, and the green space begins?

170 Responses



Would you like assistance locating your property pins?

170 Responses



Do you have any specific Tree Removal Requests? Please list the ones that you have already reported. List the location in order of importance to you.

Tree Removal Request Responses (Full List)

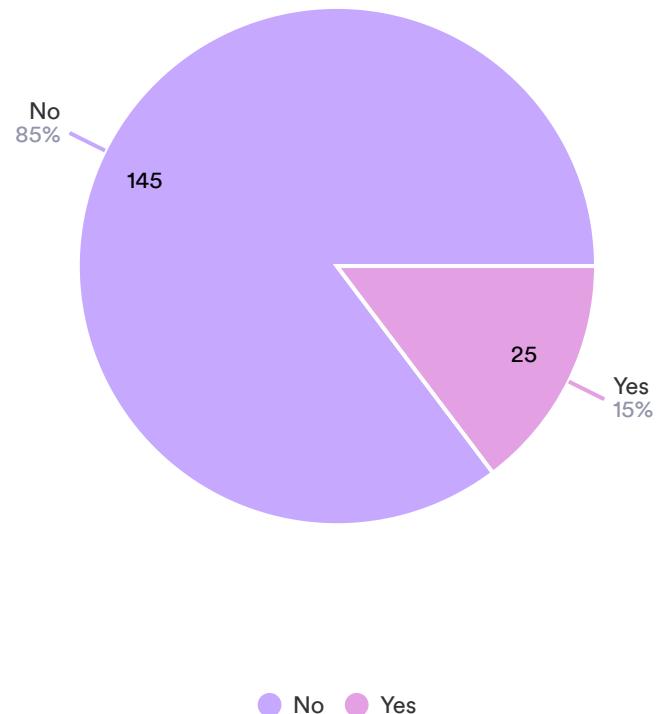
- We have several large poplar trees leaning toward property we would like to have removed before they come down in a storm and cause damage to our property
- Yes please take down the tree you flagged 2 years ago and have only topped so far. Thanks
- Large dead popular tress in green space behind [REDACTED]
- At the golf course 9th hole tee box. these dead trees could fall on golfers.
- There's a dead tree directly behind our place in the middle of the green space that could be removed. Hail from years back killed it and each year, more just keeps falling down.
- On our property or Mistusinne property
- The largest tree in the front of property. Possibly the fir in the back trimmed a bit.
- we like more trees.
- All the big dead branches when you turn left after entering the village. Dead trees on golf course.
- The trees in the alley behind our home and outside of our fence line, i think are our trees, unsure. But so many are dead and need to be removed. I love trees and we get them from Sk Power Program annually so would have no problem replanting if we could just get approval to remove those that are dead or very scruffy.
- Not in green space. Neighbors property has 2 trees which I am concerned about. They have been notified.
- The line of trees on the left side of the beach trail from Skuhikan...lots of dead limbs fallen in the tall grass. ALSO the grove right next to my Cottage [REDACTED]
- Any dead ones or ones leaning over especially on the golf course and near the Chekepak planter or "smiles"
- There are many dead trees in the back alley behind our cabin - and one that greatly overhangs
- I have a village tree limb hanging over my rear garage. I had emailed the village a couple times and nobody got back to me.
- Is there are way to have the stumps removed from trees already removed by council?
- [REDACTED] has enough wood in his yard from the [REDACTED] The amount is concerning as it is a fire hazard.
- Completed after wind storm and a couple blew down
- Just keep cleaning up the dead trees when time and budget has extra money.
- Ya the ones behind our yard
- Not right now but haven't given it much thought. We do have some big trees that are dying.
- Have not reported any, but across the street there are some that look like they could be dangerous
- Behind our property in the green space there is a dead tree. Our property is at [REDACTED]
- Thin or remove caraganas and dead trees behind our property.
- Not at this time
- No
- No
- No
- n/a
- None
- n/a
- Not at this time.
- Not interested
- No

Details

25 Responses- 145 Empty

Is there a problem with your water stand pipe?

170 Responses



Maintenance will be provided a list of residences that reported an issue

Data	Responses
The tap has a small leak	1
It was dripping at the valve at the end of the season.	1
Leaky valve	1
Valve leaks. The old valve was not there this past spring so we put our own valve on and removed it in the fall.	1
My valve leaks	1
Leaking tap- let me know if this is my responsibility.	1
Not really a yes answer but I would like to have it all raised to give more room.	1
Tap leaks	1
Minimal, but to address the question - there has been a minor leak at our tap for several years which has been mentioned in the past. It is nothing major but simply to address the question.	1
Valve leaks	1
Need a ball valve installed. Request has been submitted previously.	1
The foreman changed the shut off valve that was working to one that's hard to turn. I did not request the valve to be replaced in the first place.	1
Shut off tap leaks(maybe seal worn)	1

If council and administration were to host 1 children's event per year, what activity would you like to see?

1. Majority Response: "We would not attend a children's event"

A 76% of respondents stated they would not attend.

2. Canada Day-Related Responses

Some residents indicated that Canada Day events already meet their needs or suggested expanding them.

- Leave it the way it is Everything on Canada Day
- The Canada Day games and races
- The Canada day parade was awesome
- July parade
- The kids' event for Canada Day is awesome and enough for us
- Enjoy the July family event
- Love Canada Day parade
- Canada day ... maybe some bouncy castles
- July 1 as in previous years
- July 1st parade
- Canada Day parade and games to follow.

3. Specific Activity Suggestions

Suggested ideas for children's activities:

- Soccer Ball
- obstacle course & crafts
- crafts
- Junior golf day
- Scavenger hunt
- Games
- Halloween in July.
- Beach day. Sand castle contest, hot dog bbq etc.
- Activity Day
- not sure, but would maybe bring our grandchildren
- Golf lessons, swimming lessons
- All kids activities are fun
- Field Day
- Bouncy castles, bike rodeo, kite festival, etc.
- I would love to see a youth camp in the summer for various ages of youth, say 8 to 10 and 11 - 13 and so on. It would allow those youth who are repeat summer visitors to make annual summer friendships.

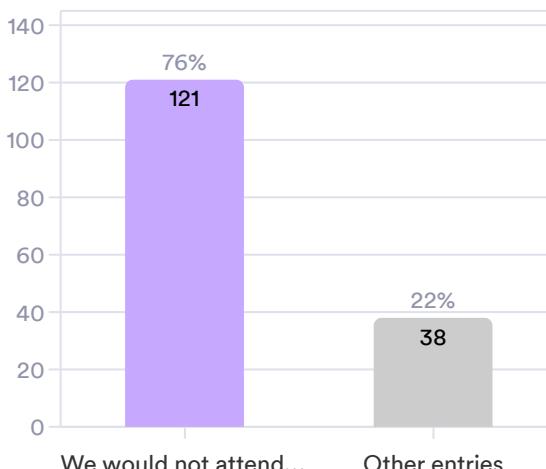
4. "Don't Know / Not Sure / No Suggestion"

Responses without ideas:

- i have no idea
- Don't know
- Not sure
- I don't have suggestion yet

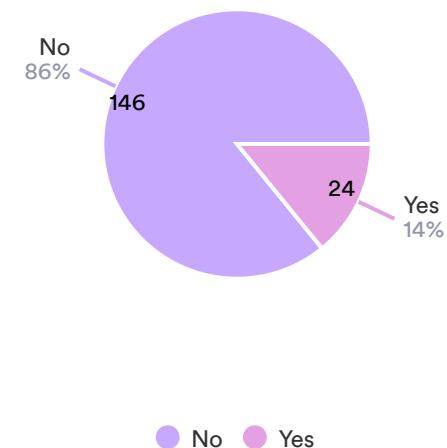
If council and administration were to host 1 children's event per year, what activity would you like to see?

159 Responses



Would you be willing to volunteer to assist with these activities?

170 Responses



Data	Response	%
We would not att...	121	76%
Other entries	38	22%

SUMMARY OF FINDINGS

1. Strong Majority- Not Interested in Attending

Most respondents clearly indicated "We would not attend a children's event."

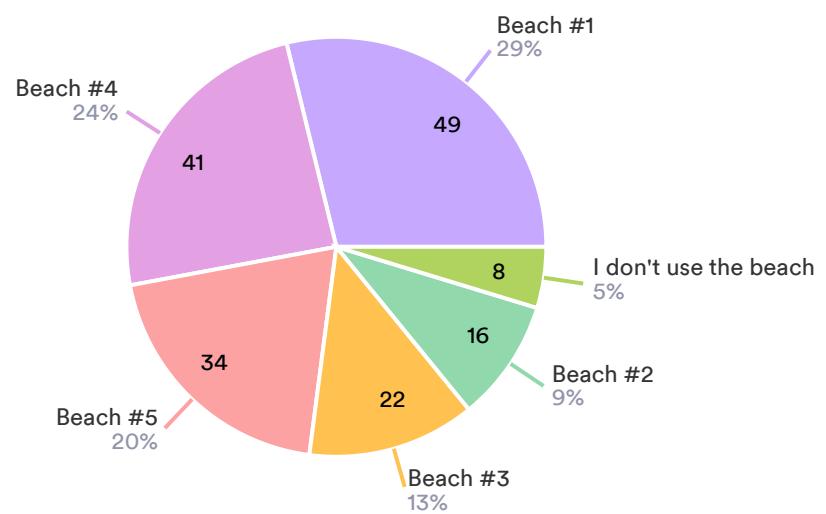
2. Many Feel Canada Day Is Already Sufficient

Several comments suggest that Canada Day events already fulfill the community's expectations for children's activities.

3. A Small Group Provided Activity Ideas

Which Beach do you prefer to use?

170 Responses



Mistusinne Rate Payer Survey Fall 2025

Beach #1

Beach #2

Beach #3

60 Responses- 108 Empty

Data	Respo...
North Beach	7
North	5
Boat launch beach	4
ATV Beach	3
ATV beach	3
Boat launch	2
Atv beach	2

Beach #4

50 Responses- 118 Empty

Data	Respon...
Boat launch	5
Boat Launch Beach	3
Boat	2
Boat launch beach	2
Boat Launch	2
Stony	1
Non Maclean beach	1

Beach #5

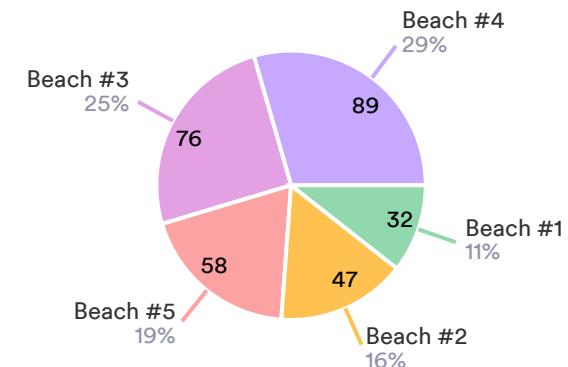
61 Responses- 109 Empty

Data	Responses
Main Beach	3
Center beach	2
Frog Pond beach	2
Center	2
Main	2
Main beach	2
Sandy	1

Which 2 beaches would you prefer the Buoys and Swim Platforms to be at?

Data	Respon...
South Beach	7
South	5
South beach	5
Coyote beach	3
Coyote Beach	3

302 Responses- 19 Empty

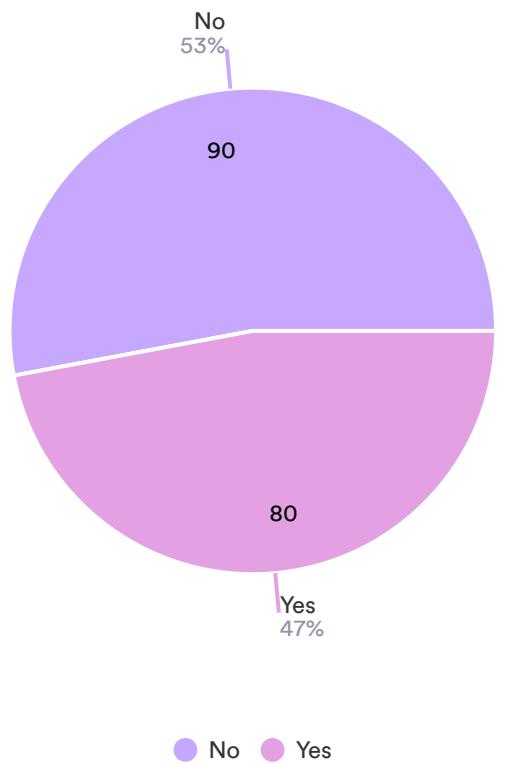
**Mistusinne Rate Payer Survey Fall 2025**

Would you be interested in volunteering your time for Tree Clean-Up and Planting Day in the Spring of 2026?

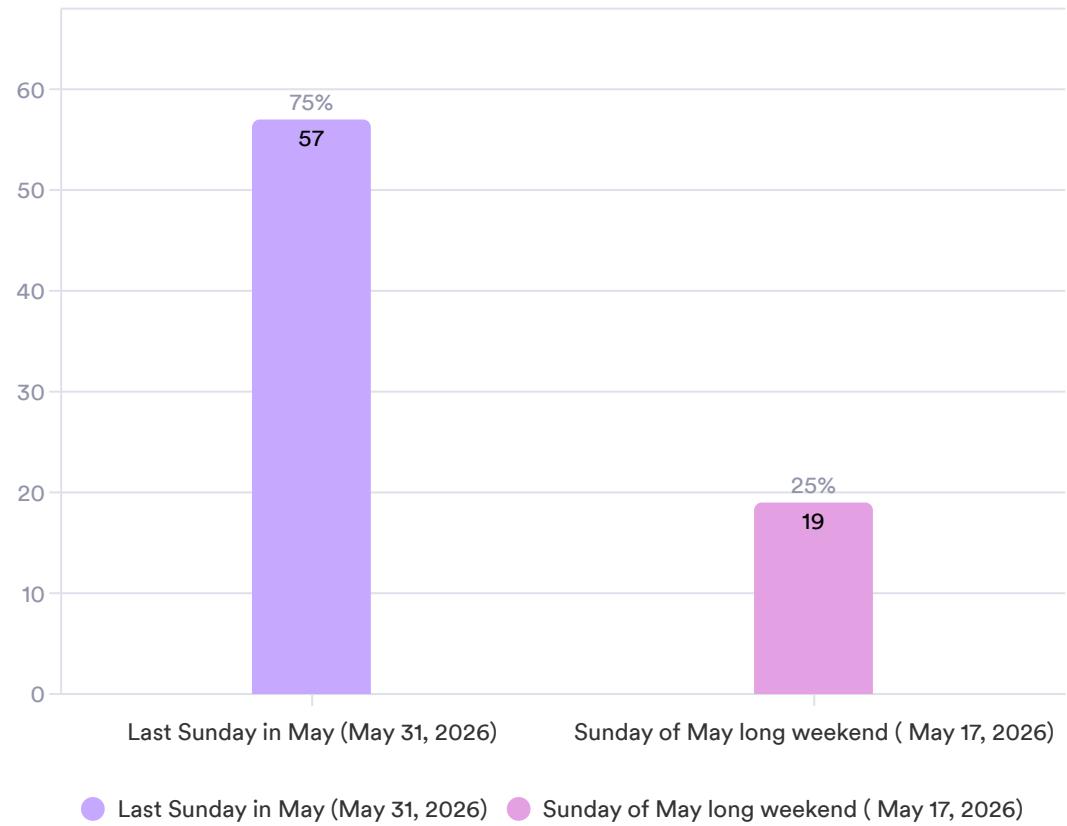
If Yes, which date do you prefer?

76 Responses- 97 Empty

170 Responses

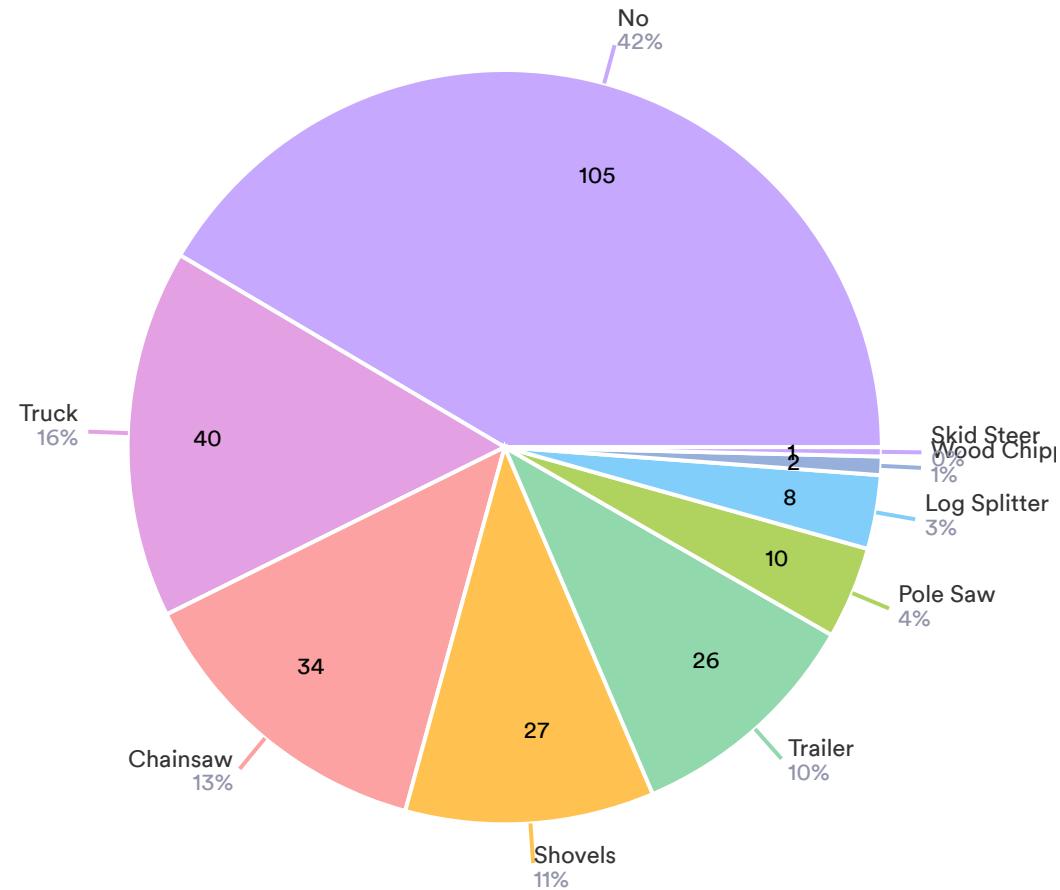


70 Responses 97 Empty



Mistusinne Rate Payer Survey Fall 2025

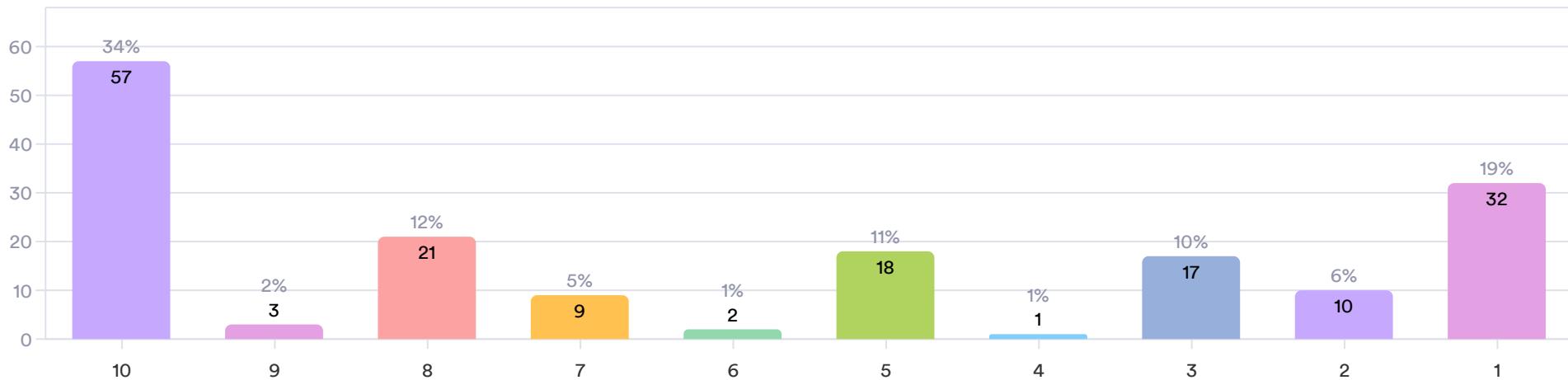
Do you have any equipment you would be willing to provide for the event?



37 volunteers left contact information

Mistusinne Rate Payer Survey Fall 2025

Please use the scale to rate your interest. (1) I am Very AGAINST Green Space Travel, (5) I am indifferent, (10) I am Very INTERESTED in exploring allowed specific, controlled travel on green space in designated areas.



Data	Response	%
10	57	34%
9	3	2%
8	21	12%
7	9	5%
6	2	1%
5	18	11%
4	1	1%
3	17	10%
2	10	6%
1	32	19%

Mistusinne Rate Payer Survey Fall 2025

What area(s) are you most concerned with? Please specify.

92 Responses- 78 Empty

Data	Responses
Motorized equipment driven to fast by children to young. Very dangerous. This a high risk of someone being hurt.	1
Travel in the green spaces where new disc golf has been set up. There will be definitely be motorized traffic even though it has been set as walking only!! Those who don't obey green space rules know there is no consequences for their breaking the rules. Also there was a lot of golf carts with no cabin numbers last summer so there was no tracking back to cabin offenders.	1
People need to be able to get to the back of their cabins. Use the trails that are already there! Do not want to see golf carts and quads just driving around with kids on them.	1
More for green space access to cabin for atvs, boats, trailers and golf carts. Not for high speed recreation travel.	1
We need access to our property from the greenspace several times per year in order to use our utility trailer for clean up, so would very much want to keep that access.	1
I believe it is crucial to have specific green space paths to EACH loop for golf carts. A golf cart path to beaches would make sense as well. We have a "beach view" cabin, and don't have access to it unless we go all the way around to 1st loop. Makes zero sense. Encouraging more traffic on the roads, trying to carry kayaks, coolers, lawn chairs etc etc seems beyond absurd. We started going to a different beach all together, because we were so sick of getting yelled at.	1
The green space beside and behind 601 - 608 Sakuhikun	1
The use of ATV/Golf carts in green spaces can be disruptive and noisy to cabin owners.	1
Not affected !	1
A lane to connect Mistusinne Cres to Sakuhikan Dr would be great	1
Traffic behind cabins	1

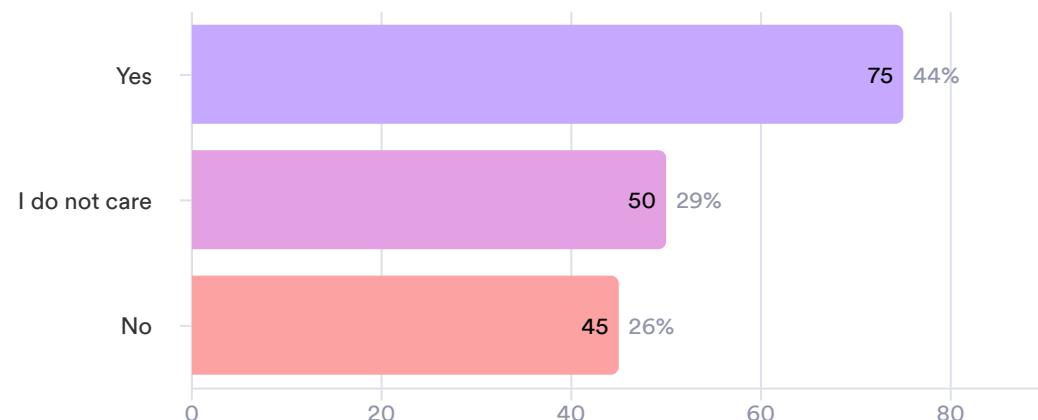
Mistusinne Rate Payer Survey Fall 2025

Council is considering the suggestion of creating a separate treed in ATV/Golf Cart access in this location. Are you in favor?

Please explain

87 Responses- 83 Empty

170 Responses

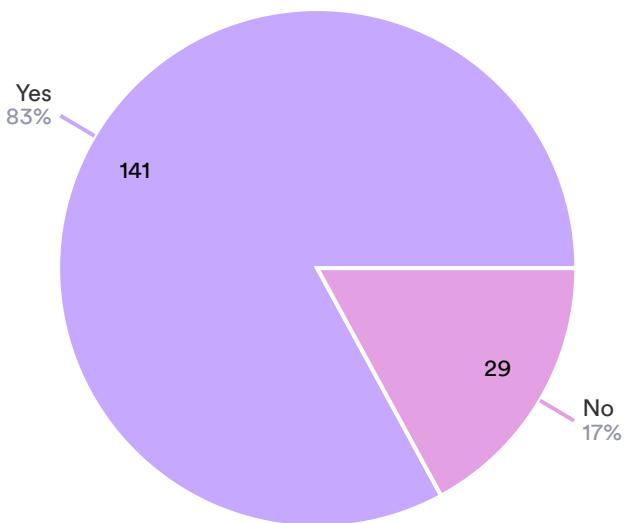


Data	Responses
When you open up 1 area of ATV and golf cart access it soon spreads to other areas in the village and eventually leads to other areas of green space destruction. No green space traffic means NO traffic in greenspace EVERYWHERE!!! Also why do we need a shortcut between Chekepak and Sakuhikun. We are 250 cabins or lots - not 2500. Short cuts are not needed. Get out and enjoy the nature and clean air. SHORT CUTS ARE NOT NEEDED!!!!	1
Not near our cabin	1
We have legs, let's use them as much as possible. If they're not used they will become unusable.	1
Ease of access to get to friends loop	1
We frequently use this as a walking path. We do not mind either way if there is motorized traffic on it, but we are not the cabin owners who would be most affected by this change. We would want to respect the wishes of those cabin owners next to the proposed route.	1
I am in favour of any Golf cart access paths. I do believe there needs to be one from the other loop(s) as well.	1
Creating this treed route would only redirect traffic from driving behind 601-608 Sakuhikun cottages to driving in front of 601-608 cottages and in addition would also affect the water front cottages across the street. This would turn this section of the road into a main road for all cottages in Mistusinne to access the boat launch and beaches. The correct route is through the controlled intersection by the clubhouse and past the garbage bins to the boat launch road.	1

Mistusinne Rate Payer Survey Fall 2025

Do you know who you are to talk to if you have a concern?

170 Responses



Always, Start with the Operations Manager, or the Administrator.

Leadership can either address your concern, forward your concern to the appropriate department, forward on to council, or add the request to an upcoming meeting agenda. Councilors are always available for conversation if you feel your concern is not being addressed properly. Members of council may help administration steer the concern back on track. Members of council cannot make one on one guarantees. Decisions are decisions of the entire council. Support staff is never the right choice. Employees follow the direction of their supervisors. Please let them keep on working. Give the Operations Manager, or the Administrator a call instead

Thank You!

Mistusinne Rate Payer Survey Fall 2025