
Summary of Comments

Residents expressed a wide range of opinions about whether to **renew DISH, switch to DirecTV streaming, or eliminate park-wide TV service entirely**. Many comments focused on **service reliability, internet requirements, cost fairness, aging infrastructure, and differences between full-time and seasonal residents**.

Some residents strongly want to **keep DISH** because of its **low cost, simplicity, and usefulness for those without internet**. Others report **poor DISH cable quality, repeated outages, and frustration with the old coax infrastructure**, arguing for **DirecTV** or for **dropping park-wide TV entirely**.

A significant number emphasized that **streaming requires reliable internet**, which is currently inconsistent across the park, though some believe new fiber will resolve this.

There is also recurring concern about **fairness for Canadians, part-time residents, and people who already use private streaming services**.

Top 5 Themes

1. Service Reliability & Aging Infrastructure

- ◆ The most common theme.

Residents repeatedly complained that **DISH TV is unreliable**, especially in certain areas and during peak times.

- ◆ Many believe the **coax cable system is old, deteriorated, and not worth further investment**.

- ◆ Some report DirecTV satellite also has issues (past negative experiences).
- ◆ A smaller group says their DISH works perfectly.

Overall: Reliability varies dramatically by location; infrastructure age is a major concern.

2. Cost Fairness, Seasonal Use & Desire for Choice

- ◆ Many residents—especially **seasonal owners and Canadians**—object to paying **year-round fees** for a service they don't use most of the year.

- ◆ Strong calls for the ability to **opt-out**, choose individual providers, or eliminate TV from

HOA fees entirely.

- ◆ Some request **lower HOA fees if DISH is removed**.
- ◆ Others support DISH specifically because it remains **the cheapest option**, especially for those with fixed incomes.

Overall: There is substantial disagreement about what is “fair” for the community.

3. Internet Requirements & Streaming Concerns

- ◆ Many residents do **not** have internet and **do not want to be required to get it**.
- ◆ Others fully support streaming but say **current VO internet is too inconsistent** to rely on.
- ◆ Several comments point out that new **fiber internet may change the equation**, but residents want more details.
- ◆ Some say streaming would be easy with reliable internet; others say they are **not tech-savvy** and need simplicity.

Overall: Streaming’s success depends on reliable park-wide internet—something not yet trusted.

4. Satisfaction (or Dissatisfaction) with DISH

This theme appeared in *hundreds* of comments.

Pro-DISH residents say:

- Low cost
- Works well for them individually
- Easy for older/less-tech-savvy residents
- On-site DISH technicians are helpful
- Provides TV without needing internet
- They like the current channel selection

Anti-DISH residents say:

- Constant outages and weak signals
- Archaic system (no DVR, limited guide, no pause, etc.)
- Limited channels
- Dish should have upgraded years ago
- Paying for a deteriorating service is wasteful

Overall: Strong divide—some love DISH, some are fed up with it.

5. Interest in DirecTV Streaming—but Only if the Details Are Clear

Many comments ask for:

- Exact cost
- Whether upgrades are also at bulk rates
- Seasonal suspension options
- Whether older TVs or non-smart TVs will still work
- Internet reliability requirements
- A more thorough comparison between DISH and DirecTV
- More information about how the DirecTV proposal works in practice

Some believe DirecTV bulk pricing is a **great deal**; others are opposed based on **past negative experiences** with DirecTV satellite.

Overall: Many are open to DirecTV—but only after more information, and only if reliable internet is guaranteed.

Additional Frequently Mentioned Sub-Themes

• **Desire to eliminate park-wide TV entirely**

A significant number of residents prefer ending bulk TV and letting owners choose their own streaming or antenna options.

• **Canadians feel underserved**

Many Canadian residents report **no Canadian channels**, making both DISH and DirecTV less valuable.

• **Channel 17 importance varies**

Some say they never use it; others say they rely on it and want it retained or fixed.

• **Concern about HOA fee increases**

Many emphasize they do **not** want HOA fees to rise due to TV.

- **Desire for simple and familiar solutions**

Older residents especially want a “push-button and watch” option without complicated tech setups.
