

SUMMARY OF COMMENTS:

Board of Directors

#11 When suggestions are made the first thing the board does is tell you why it can't be done.

#12 Last year's Board was considerably better as regards communication.

#14 I have not had any need to contact a board member about anything.

#17 Our by-laws should allow us to elect board members to specific positions on the board – President, Vice-President, Secretary, Treasurer. (This process seems to be forced upon the newly, unprepared board at the last moment. Pushing it out to the residents for election would allow a considered matching of skills with duties/roles.

#20 Thank you, directors, for your dedication to the good of our community.

#26 I am pleased to see Dixie as Pres! Things will be better. I expect them to be more cohesive.

#27 I am disappointed in the board's performance during 2020. I would characterize the board as "missing in action".

#30 These comments are based on conditions of a pandemic during 2020. It will be better when we can attend meetings.

#34 I am very satisfied with the new board performance.

#36 They're new. How can I rate them?

#38 Too early in the year to form many opinions since a new board.

#39 My answers are based on current board (since last election). Old board not good.

#42 We have a "new" board of directors.

#43 Communication between directors is lacking. Some members are out of the loop and not properly informed. Back stabbing and gossip unacceptable.

#47 While I appreciate the time and effort, the board members put into our community, I believe they could be stronger in directing Braeside Management. It appears that Braeside influences them rather than their taking the lead.

#48 Listen to Braeside too much and accept too many of their vendors.

#48 Rules & Regulations – fines need to be enforced.

#48 Issues tend to slide; legal issues with Marquette; painting and rust removal on garage area doors.

#48 Rubber stamping of Braeside. There is attentiveness with the change from Lee F to Kevin. But, who cares how many properties Kevin has – we pay him to look after ours.

#54 Why haven't the owners received the 2021 Board meeting Dates – I see that they are posted in the mail room. Can't you send everyone a copy?

#55 Still NO information about special assessments related to rental buildings. Zero progress on redrafting By-Laws. Zero communication re covid-19; zero effort to offer/mobilize help for housebound elders.

#56 I am tired of the board making big VLT decisions without the residents consent or input being taken seriously.

#56 This applies to individuals and can not be made as a “blanket statement”. [this comment refers to the five ratings regarding the board of directors above]

#57 Jim Janus has done an excellent job as Treasurer, making spending decisions clear to residents.

#58 It's a clique

#59 Never received any copies of approved board meetings/minutes nor on website. Had some drafts on website.

#62 There are people with no e-mail or internet access.

#64 Excellent, except for last year's president, who took too much control and did not properly conduct meetings according to Roberts Rules of Order.

#66 New board – too soon to evaluate.

#67 Some members need to attend in-service training. They do not understand how boards operate. Time is wasted on individual members pet peeves.

Braeside Management

#3 The next time their contract is up for review, please go out for bid.

#6 A definitive plan and action on water collecting in fire lane at John's street.

#7 Good management companies are "hard to come by" so be careful before you do something rash.

#12 Residents' thoughts and comments should have equal attention as does the Board's.

#14 They are quick to respond to elevator problems or anything else. The manager always returns my calls.

#16 Kevin was supposed to be for only Valley Lo – now he is spread too thin with his time and sometimes doesn't return calls especially during emergencies. Sometimes he is great. Not consistent with his responses.

#17 Kevin's knowledge and people-skills are most valuable! He has many demands on his time due to being assigned multiple residential accounts. We need to assist him by being strategic in use of his time.

#19 Kevin is great! responsive, accessible, knowledgeable.

#20 Not sure what this question infers. How does it relate to the ratings above? [*Question referred to: A comprehensive performance review of Braeside Management should be undertaken ...*]

#20 As residents who have lived here less than 2 years, and had no prior experience with any management organization, we have measuring stick. Happy with what we've got.

#21 Kevin is great!

#25 Additional lighting in the front entrance would be appreciated.

#26 I have several comments regarding Braeside:

1) 2 years ago I had to move out due to severe damage to my unit (###). Kevin was not here when flood damage occurred ... I was very pleased that Braeside allowed the movers to move me out through the lobby as temps that day were -22 degrees wind chill. They also allowed the contractor access to fire lane for an extended time to remove walls and ceilings.

I was disappointed that Mr ???????? continued to pound early in am. Was he fined? I have kept track on my 2020 calendar the day that he awakened me!

I think that his condo should have been examined. I saw him in the elevator in late August. I commented that I assumed that he had new carpeting (8 months after the flood), and he pouted that it was still wet when they removed it. He should have been ordered to replace it immediately. There could be mold in my new walls and ceilings?

2) Recently I was notified by a board member that I was on a list of residents who are in arrears of assessment payments. I have never received anything from Braeside. My monthly assessment has always been deducted from my bank. I am at fault for not recognizing that the increased am't had not changed. I was under the impression that Braeside initiated the change to the bank. Please let me know what the \$100.43 am't is for, prior to 2020? I always pay my bills on time and wouldn't want to be fined?

I was also told that there are others on the list!? Shouldn't they be billed?

3) I find Kevin an exceptional mgr. I have the feeling that some residents think of this as a “concierge” hotel. Do they understand that every task warrants a charge?! I feel that he is over demanded and worked!

#27 I think Kevin Sanders does a very good job. However I believe he is stretched too thin. At one time Michelle was supposed to be the backup with a division of duties. As far as I know, that has never taken place. It would certainly lighten Kevin’s load to deal with the important issues.

#30 [Braeside Review] That time could be used for pertinent needs.

#32 No.

#36 When I had a pipe break they were there immediately! They took care of the break, repairs, and repaint job. A good job!

#39 Some times I think Kevin has too much on his plate.

#41 Great Improvement with Kevin Sanders.

#42 I believe Kevin Sanders does an outstanding job! He exemplifies the 4 items above.

#43 Management does not follow through in timely manner to maintenance needs.

#48 Their office is not responsive and disorganized.

#48 Kevin is a treasure. But more oversight of the company needed.

#50 Kevin is a big improvement.

#54 Kevin Sanders is excellent! Kevin Sanders is the face of Braeside and provides exceptional service to the VLTI owners and the Board.

#55 After repeated emails, finally “some” efforts to sanitize common areas. Cleanliness is OK but hardly worth \$40 K more. Hallways are rarely vacuumed, stairwells rarely cleaned. Bushes in back of 2000 bldg are dead – zero action taken.

#57 Kevin is doing a great job.

#58 Comprehensive review needed. Kevin Sanders – more responsive than past management.

#60 Could use a better method for making complaints on problems – can not be all Kevin.

Apex Landscaping

#3 On the north side, they pick up fallen branches/twigs and put them in a pile near the gazebo. However, they don't remove them for several weeks.

#11 Did not see a difference in the landscaping.

#11 The entrance to the 2020 is over landscaped.

#11 Multiple empty spaces between bushes with bare spots.

#11 Bushes are not trimmed consistently in height and fullness. Weeds are growing in some of the bushes.

#11 Bushes block light in front of 2020's main entrance. Should be trimmed back.

#12 Lack of attention to ash bore problem.

#12 Tree trimming work – pathetic.

#14 It took a while last spring for anything to be planted out front. It looked bare and forlorn.

#17 I am not sure whether Apex has discretion/responsibility for the level of planning and care of trees I feel should occur. We need to maximize the value of our property through retaining the ongoing advice of a certified arborist and landscape architect. We are under-utilizing a major asset (our grounds)!

#20 Sorry if total satisfaction doesn't help. Maybe we're just oblivious.

#22 North side neglected.

#26 I realize that they can't be expected to weed but they don't seem to be at all knowledgeable. I thought that Rossborough did a better job.

#30 There should be 2 yr., 5 yr., and 10 yr. plants[?] to improve and/or replace landscaping, both for financial and appearance reasons.

#31 More trees need to have dead wood removed.

#34 Landscaping at the rental apt. building looks much nicer than ours.

#38 Doesn't seem like enough watering was done last summer – particularly in the back of the buildings.

#41 We could do a lot better for \$80,000 we are paying.

#43 Apex needs more supervision. More direct communication needed from landscape commission to Apex.

#44 Bushes in front of 1st floor balconies [2000 building] should be trimmed on a regular basis. Last summer it was necessary to call management about trimming.

#46 What does the contract include other than lawn care?

#54 The containers at the front entrances of each building are exceptional!

#56 Make a change for 2021.

#58 More supervision / would like to see new vendor.

#60 Don't water when planting new bushes or ?????? [can't read last word]

#64 Previous landscape company was better.

Erel's Janitorial Service

#11 Not always sure who is here and who they are. What is their schedule – start and end time?

#11 Gazebo's lattice is in need of repair or should be removed. It has been this way since I moved in in 2014.

#11 Wooden retaining walls are still in need of paint.

#14 They are pleasant, friendly. I do miss having a janitor I know personally.

#16 He is a nice guy and does a good job but the main person doesn't understand English and that can be a problem (I forgot his name) when trying to to [tell] him something.

#17 We were "spoiled" by having a relationship with one individual ("the bishop") for many years. To enhance our relationship with our existing service crew, we should interview each of them (using a Spanish interpreter, if necessary and available) and publish those interviews. Further, an annual minimum bonus structure should be in place – either from Braeside or the board.

The purpose of the interviews is to promote familiarity with each of them and to honor them as our service partners and to enhance a mutual relationship.

#20 Thank you, Erel's.

#24 Even following floor washing, floors are dirty. They do not know how to wash tile areas.

#26 Elevator carpeting is unacceptable.

#26 This isn't a "high end" residence so I don't expect to "eat off the floors".

#27 To the best of my knowledge we have never received a description of Erel's specific responsibilities. So it is hard to judge their performance. There needs to be a clear process of how to report issues and to whom. Again, everything should not go to Kevin.

#43 More communication needed from maintenance commission. Erel's must act more promptly to address maintenance issues that have been requested.

#46 We have only seen hallways, garage, lobby being taken care of. Maintenance – there are many items which could be done by Erel's team which should be in the contract.

#48 Garbage areas on each floor needs attention – not just deodorizer.

#48 Sometimes smells and metal [c]hutes need periodic disinfecting and scrubbing.

#50 I've had Erel's do 2 paid jobs for me and I am very satisfied.

#51 Public stairwell on first floor [2020 Building] needs to be repaired. It slams very loudly.

#54 Erel's stepped up at the start of their contract when covid first hit and provided excellent care of the building.

#56 The workers are nice, but they do nothing "because it needs to be done". For example, garbage and shattered glass on grounds should be picked up daily. Floors should be mopped almost daily – especially when people spill. Elevators should be cleaned daily. Hallways vacuumed weekly.

#58 They are not worth the increase in maintenance [costs?].

#60 Need to walk property picking up trash papers – weekly.

#63 Erel does a nice job but I think they should spend less time watering in the summer. I'm sure there are other things (cleaning the gazebo, maintaining it) that need attention. Perhaps delegate (hire?) a part-time student.

#66 Rarely see anyone. Have only seen one person twice in last three months.

#67 They seem to be trying to improve. Need closer supervision.

Groot Garbage Disposal

#7 Ugly trucks!

#11 The garage doors and surrounding trim seem to get damaged regularly. Since I moved in the garage doors have been damaged and repaired several times.

#17 I am unaware of any problems.

#30 We would ask if the garbage chute is cleaned with any regularity (no complaint – just a question).

#39 Some times the garbage room (chutes) really smell.

#56 It is hard to tell the damage as there was no fixing or painting last summer of the wooden barrier.

#60 Erel's need to pick up paper trash after Groot leaves.

#60 Service is regular now.

#67 Service varied over the past 12 months.

VLTI ... like the most

#2 Property and layout of condo.

#3 No dog policy. exercise room, quiet, [furnace?] filter changed.

#4 They could be a little friendly all year around and not just at Christmas time, i.e., helping get groceries out of my car when they see I am struggling.

#5 The location can not be better.

#7 Good community involvement with a competent board.

#12 The people living here.

#13 I liked in the post having a maintenance person I know.

#14 Indoor parking. No worry about outdoor maintenance.

#16 The pool!

#17 We enjoy the lovely, quiet physical environment (grounds, proximity to wildlife, pool, BBQ, walking paths, etc.) plus quiet, courteous residents.

#19 Quiet building (most of the time).

#20 It's hard to pick out one thing. Put it all together and it's "home".

#22 The friendly people. Great management.

#26 I have made some wonderful friends.

#27 It's a great place to live. The owners are friendly and generally treat the common spaces as if they are part of their home. Aside from resident/care giver lapses, I think it is quite safe. I believe I made the right purchase.

#29 The landscape (park and trees).

#30 We enjoy the area surrounding the buildings. We enjoy the building and living there. We enjoy the extra conveniences (pool, gazebo, rec. room, etc) but have not used because of the pandemic. We enjoy so many of the people who live here.

#32 General ambience and view from our balcony.

#35 The location!

#36 The kindness and friendliness of the other owners.

#37 The kind and thoughtful neighbors.

#38 Thole layout and beauty of it. We live facing north so love the fiew from the balcony. So peaceful. Easy Living. Nice change from owning a house for 33 years. Love the amenities and [*can't read writing*] the super location. Nice neighbors.

#39 I feel it is secure. Quiet. Nice people.

#40 Friendliness of those who live here.

#41 Convenience, location, apt size and layout.

#42 A comfortable, attractive and friendly atmosphere! And – I do feel “safe” living here!

#43 1) pool 2) grounds and walkability 3) neighbors who don't cause noise 4) nearness to grocery and hospital.

#44 I feel comfortable living here and have very good neighbors.

#45 Quiet (except other unit noise), location, pool, patio area.

#46 The large landscape surrounding Valley Lo Towers I; close to stores, hospital, train-service, stores

#47 Apartments are spacious. Most neighbors are neighborly. I feel safe in my unit.

#48 The friendliness of the residence.

#50 I like the ease of living here. My neighbors are great. Its proximity to the Lake Glenview running path will be my #1 when covid is over. I also love the view out my window.

#51 It is quiet. The residents are polite and kind. I enjoy the freedom from yard work and snow removal.

#52 The friendly neighbors; a beautiful apartment in safe surroundings; great location.

#53 The ease of living, location, condition, and neighbors.

#54 I love the building as well as the configuration and size of my unit. Overall, the community is safe and quiet.

#55 Heated underground parking – it's the only reason we haven't left. Decent-sized condos. Common areas (other than hallways/stairwells) kept clean.

#56 It was a clean, safe place to live.

#57 Location.

#58 The grounds, the pool, the *grill and fire set* [I am really unsure about this phrase].

#60 I've made many good friends. Enjoy the people, and the trees and lawns, and pool.

#61 My neighbors in the 2020 building. The helpful management. The Location.

#62 Privacy. Quietness.

#63 The friendliness of the residents. The building is clean and appears to be well maintained.

#63 The décor is pleasant. However, I would like to see a different piece of Art on the east wall, near the front door of the 2020 building.

#64 The people – residents are wonderful!

#66 Its quiet, friendly people.

#67 Good neighbors.

#68 Peaceful and safe environment.

#69 Peace and Quiet.

VLTI ...most like to see change

#2 A functioning board, more room for packages, more room for recycling.

#3 Better preventative maintenance using legitimate contractors and not just the cheapest even it means charging the owners. This includes notifying owners of issues with pipes, vents, etc. to their apts.

#4 Maybe some type of programs in the rental clubhouse (after the covid, of course).

#5 Lobby Intercom System needs to be replaced. There are systems that will connect to cell phones and have video screens.

#6 Steel garden chairs at various points along pathway / fire lane similar to what rental building have done.

#7 Electric option for charging car.

#12 Permission of small dogs with adequate rules and regulations (enforced).

#13 I would like a person in the building that I know.

#16 Yes, I have problems with wasps in Sept. and Oct (even Nov) outside my windows and on my balcony screen doors. Also yellow jacket nest on screen door handle (especially kitchen). Anderson was out multiple time and tried their best but couldn't find the nest.

I don't know what to do next fall – maybe have my own company come each week. I can not go through this again It was bad a few years ago from under the power thing in front of building but has not been a problem till this past year. They were all over front of building; front west of main door. It really needs to be resolved. This is dangerous!

Kevin knows about it. There is a huge nest hanging on the outside of west garage (2020) and need to be removed. But I don't believe it is active or caused the problem. Many condos were effected by wasps! We need a plan before it gets bad. Anderson coming once a month isn't enough!!! And they need to be let into condos to check balcony. People can't always be home!!! Kevin should do it.

#17 Increase avenues of resident participation and communication: more investment in and use of the excellent web site. Use website to quickly share video of Board and Commission meetings, as well as meeting notes. Coordinate “messaging” across flyers, internet, email, and texts to recruit and inform residents as participants in governance. We need to invest in a cohesive strategy regarding the above.

#19 Lack of owners willingness to work with the board on desired improvements. (Owners expecting board to solve all problems.)

#20 OK, you got me! People who must use a walker find it very difficult to navigate the entrance to 2000.

#21 Bench outside front ent[rance].

#22 Better signage. More welcoming lobby.

#23 Do we really need so many recycling instructions? It's too much.

#24 I would like to see small issues addressed efficiently – Twice I expected someone to change a light bulb – no one showed – On one occasion Erel was looking into a repair for a door. Never got back to me.

#26 The apathy and negativity of some.

#27 Residents need to be reminded of the Rules and Regulations, such as no deliveries through the front door, days and hours that repair work may be conducted, and many others.

#30 More dependability and security of the garage doors. Emergency in garages still is somewhat of an issue (i.e., falls of a resident, and cell usage not always dependable). Concern should be addressed for handicap accessibility at front entrance (knowing the expense).

#31 When someone plans to move out, and the person above has no insulation (sound) in their hardwood floors, the owner must let new owners know or update their unit. Too bad I have to hear every movement, bathroom use, vacuuming, and television.

#32 Updated security cameras and wifi.

#33 I would like everyone to cooperate!!!

#37 I would like to see the garage doors closed as they should.

#38 A more secure system in the lobby and garage. Definitely a better security system is due. Cell phone availability in the garage would be helpful as well.

#38 Elevators upgraded – had a lot of issues this past year getting stuck. Worst feeling!

#38 Would love a condo handyman we could use for painting, repairs, etc.

#40 Lobbies spruced up.

#41 Lobby at 2000 looks like it was done by someone totally unaware of “first impressions” and design, color, and quality.

#43 Enforcement of fines especially for residents who cause noise disturbance, who don’t respect rules and regulations. Noise disturbance from inconsiderate neighbors should be addressed.

#44 Being able to use a flip phone from the garage and garage lobby is necessary. Eventually we will need to make our buildings handicap accessible.

#45 Entrance for handicapped people – doors in garage are very heavy/hard to open – wonder how those with walkers, canes can get groceries up.

#47 I would like the board to be more involved in reading and bidding on contracts rather than Braeside doing most of that and then recommending companies that they use in most of their other properties.

#48 Continuous or periodic upkeep, i.e., painting of banged up elevator frames, dirty walls in hallways, more attention to detailing.

#48 The garage floors are a disaster, especially in 2000 West.

#51 No.

#52 I like it just as it is.

#54 I wish that more owners would be interested in running for board of directors positions. We seem to have the same group every year. We need new participants!

#55 By-Laws, maintenance, management company, law firm, landscaping, more responsive/communicative/transparent board of directors.

#56 VLT is a community and rules need to be followed to ensure everyone's privacy and respect are priority. The board needs to support/enforce the existing rules. The lack of security needs to be addressed.

#58 Emergency contact for all residents. Residents should supply Braeside with people who have keys to their condo.

#58 Different lawyer

#58 All board meetings should be recorded – audio.

#60 We need a 2 or 3 year landscaping plan for some updates.

#61 A railing for the outside front steps.

#62 Improve security (install cameras).

#63 More trees need to be planted between the parking lot and the sidewalk on the southwest front of the 2020 building. For appearance and for noise abatement due to traffic on chestnut ave.

#63 Explore the possibility of installing a handrail by the steps/stairs leading to the gazebo from the parking lot – for safety. It could be attractive and blend in with the environment.

#64 Need better access at front entrances for those with walking disabilities (ramps).

#64 Need better lighting across parking areas. There are dark spots.

#64 Better more modern security in garages.

#67 Construction noise should have time limits.

#67 Rules are not enforced.

#68 New owner!

#69 Interior and exterior entranceways, because they are very dated.

... not addressed or additional comment

#2 Survey is very well done.

#3 Some control over move-ins/outs with Braeside communicating with Erel so that maintenance personnel could monitor.

#3 Some control over visiting children and not allow them to run up and down hallways. (I know this is impossible!)

#3 [this comment at bottom of security] We do not need cameras throughout the complex. We need to activate the camera at the lobby entrance and possibly add a camera in the garage lobby and a lock that would secure the garage lobby door.

#5 2020 East Garage door to stairwell does not close shut. On several occasions, I have found it open.

#6 Kitchen stairwell outside windows need cleaning / removal of spider webs, etc.

#6 Resurfacing of fire lane – not done in 20 years; definitive plan and action to solve water problem on fire lane at John's street.

#7 I like even more maintenance and capital improvements. Would like to see all categories “above average” to “excellent” for maintenance.

#11 Safety should be a primary concern.

#11 There was no mention of the programs offered by Marquette Management such as Aqua Aerobics and Exercise class – both of which I routinely attend.

#11 This is a good start. Didn't notice any mention of our recycling. The questions could have been more descriptive.

#11 No mention of cameras around the property.

#15 We're snow-birds – up north from May to Oct – and we have a Mich summer home so we are in Glenview maybe one week for every 4 to 5 weeks May to Oct. This situation has highlighted a few VLTI issues that need to be addressed.

E-communication:

Up until last year or so, there was no e-communication on VLTI issues, just paper under the door which did us absolutely no good. That issue seems to have finally been addressed. We just want to re-iterate how important e-communication is with us.

VLTI Management Access to Units:

VLTI Rules and Regs state – “If an existing lock is re-keyed, copies of the key may be left with the Management Company. If no key is available to management and an emergency entry into the unit is required the door may be forcibly opened.”

We had a key that was kept in the 2000 Chestnut 1st floor Secure Key Box. Sbichek and Votek used the key to get access to our car key to move our car out of the garage when needed and Lee F. used it last year when he helped us deal with the aftermath of the 2020 Chestnut ##### flood. All those times we were not in Glenview.

We've heard that apparently this policy has changed so that management will not access owner's units. This presents issues for people like us who are not there very much.

#19 Rules: We like that VLTI has strict rules; we see neighbors not following rules; we don't see consequences. There should be consequences for not following rules.

#20 [*Regarding Security questions:*] Impossible to evaluate. We have no idea what the standards are for a community like ours.

#20 Nope. Thank you again. Bye, bye.

#26 COVID has changed use of miscellaneous items: announcements, bulletin boards, ...

#26 Since this is a "neighborhood community," I would like to see everyone's phone number listed in the directory – both renters and owners. My accident (flood) might not have been as severe if I could have called #####. I had to run upstairs numerous times?

#27 [from general satisfaction question re fire lane – marked average] except for the drainage problem at the west end.

#27 Residents and/or their care givers are a security issue. Some prop doors open, do not accompany workers in and out, and admit people they do not know. Also, the locks on the doors need to be checked periodically. Some do not work properly. Residents need to take responsibility for security. They can do as good a job as a security system.

#27 We have lost some trees in front of the west end (front) of the 2020 bldg. They need to be replaced for aesthetics, as well as noise abatement.

#27 Last summer I watched Sergio, on a daily basis, several times a day, move hoses and water the grass. I mentioned at a board meeting that it might be more cost effective to hire a high schooler, as in the past, to do the watering. The response was "that's why we hired Erel's". Surely Sergio's time would be better spent maintaining the buildings/property than watering and moving hoses. And I could be wrong but wouldn't minimum wage to a high schooler be less than Sergio's hourly salary?

#28 2020 Entrance – insufficient lighting from curb to the first step into the lobby.

#30 We look forward to social events again when the pandemic is "over"! Perhaps more gratitude could be shown (at a gathering) for people who serve as board members and management. We personally say "Thanks!!"

#32 No.

#36 I think we are lucky to live in VLTI.

#37 I was pleased to see the fire road plowed in the back of the buildings on January 20, 2010.

#38 Our unit is in need of balcony painting. Plus we might need new doors or repairs made on them. Since we are on the top floor, we also have a lot of debris from trees stuck in crevices of balcony roof. Assuming others might have the same issues, is it possible to get bids from some companies that could paint/clean the balconies for a group discounted rate? Residents who desire could take advantage of the service (similar to carpet cleaners we use for a group discount).

#41 Most ludicrous: we pay a second class cleaning service \$75,000 to "clean" us – and then we use them to sprinkle our flowers in the summer!! What a cost! Can I have that job, please?

- #42 Not sure how or when or if this could be changed? – Very difficult to get the heavy door – between the garage and garage lobby – open, or stay open when you have a loaded grocery cart!
- #43 I do not want to spend a fortune on security systems. We must avoid giving keys to care givers and workers.
- #43
- 1) residents should provide emergency contacts to Braeside.
 - 2) too many keys given out to contractors and care givers
 - 3) all board meetings should have audio recordings
 - 4) who keeps keys to our units and what guarantees key safety?
 - 5) let's not do unnecessary projects that cause increased assessments
- #45 Noise from other units – TV, smells (cooking), phones, stomping, hardwood floors as you can hear every movement and vacuuming floors.
- #46 A better key system would be “saver”. Too many care givers, relatives, friends have keys for the front entrance.
- #47 I appreciate the board providing this survey. I hope the residents’ comments are taken seriously.
- #48 Marquette – especially their validation of costs.
- #48 Well done survey.
- #50 Thank you, board members.
- #51 Thank you to the board for volunteering to serve our needs. I like living here.
- #52 No, thank you.
- #54 Security all areas need improvement! Cameras need to be installed.
- #54 The changes to financial transparency that were evident with the 2020 board were very welcome! The board needs to communicate with all owners in a transparent manner.
- #55 This should be a great community to live, but a series of poor boards, erratic management, and uncertainty about special assessments has produced the opposite. This is a good start, but only if action is taken.
- #56 I do miss having someone trusted and who took pride in our VLT community on staff.
- #57 No more door drop of communications. Waste of paper and effort to deliver.
- #58 Noise levels; contractors; keys to building.
- #58 [written under security] Residents give keys out too liberally. Please! Attention to NOISE levels – very bad in 2020.
- #59 Braeside has not offered their responsibilities up to standards. Complaints have been made about a very disturbing and disrespectful resident with new construction and still going on for almost 2 years. Nothing has been done!!!
- #63 An open, free, and pleasant dialogue between board members and residents will further enhance the friendly atmosphere and quality of life in our community.
- #66 Exercise room doors are often left unlocked.

#69 Thank you for all your efforts with a positive attitude.

The following pages were attachments returned as part of the survey.

Valley Lo towers I Condominium

Concluding Comments

What aspects of living at Valley Lo Towers I do you like?

The cordiality and helpfulness of other residents, the tranquility, the spaciousness of the units, an indoor parking space, the exercise opportunities (pool aerobics and indoor classes), the availability of the social room for small group gatherings

Are there any aspects of living at Valley Lo Towers I you would like to see change or add?

- A virtual exercise opportunity via Zoom during the pandemic (to replace the in-person ones in past years)
- An entrance from the curb to the first-floor lobby that is devoid of stairs. (handicap accessibility and luggage accommodation)
- A larger, designated space for box deliveries
- Suggestion boxes (physical and virtual) for messages to the board, which are regularly attended
- A town-hall type meeting two or three times a year for residents to interact with board members and commission chairs about wishes, concerns, and accomplishments
- Larger bulletin boards in the mailroom and garage lobby

Are there any additional comments you would like to share?

- Residents could use guidelines on when to contact the Braeside manager. For what types of issues? Is the manager assuming too many responsibilities?
- How does one reach the custodial staff now? (Earlier, messages could be left under a door on the first floor. Is this still true?)
- How about a communication plan to reach residents (emergency and timely information) which would involve a floor leader? (5 in each building)
- The gazebo is the distinctive feature of the condo campus and should be well maintained even if one does not sit there. It is seen by everyone: residents, visitors, and prospective owners.
- Board members and Commission Chairs might consider posting on the website their current projects and recent accomplishments.

- Under Miscellaneous Items on the survey (How often do you utilize the following resources?), NEVER would be a good fourth option.

COMMENTS

BOARD OF DIRECTORS

2020 BOARD RATING:

OVERALL PERFORMANCE: EXCELLENT

KNOWLEDGE, COMMUNICATION,

RESPONSIVENESS, ACCESSIBILITY: EXCELLENT

- The 2020 Board was much more efficient, transparent, and professional than previously, especially regarding financial matters, even in the midst of the pandemic.
- President Lynne Goldman and Treasurer Jim Janus clarified and distributed financial information in a more timely way than previously, with an understandable format for owners.
- The Reserve account was finally built back up.
- Contractors were hired on the basis of competence, with the input of Kevin Sanders and owners.
- Long term as well as short term goals were considered.
- Board members were respectful to owners.
- Communication tools such as the creation of a Board email, contact information for **all** Board members, timely distribution of the agenda and minutes, quarterly newsletters, etc; were initiated.
- The website was greatly enhanced by Board member Paul Kaiser.
- Some commissions, especially Communications/Owner Involvement, moved forward with important work, such as the Recycling group and Rules & Regulations.

2021 BOARD RATING:
OVERALL OPINION AVERAGE
KNOWLEDGE, ACCESSIBILITY: AVERAGE
RESPONSIVENESS, COMMUNICATION:
UNACCEPTABLE (POOR)

- Response to owners is poor. One example: I understand that there are 2021 Board dates, but they're only under-the-glass, not on the bulletin board, so owners not getting their mail or out of town have no idea what the dates are—and this could easily be communicated via email as well as on the garage bulletin boards.

BRAESIDE

- I'm not impressed by Braeside. What do they really do?
- Kevin Sanders is excellent, a breath of fresh air, especially after Lee Flanagan. He is knowledgeable, courteous, accessible even during the pandemic, responds promptly to concerns, and does his best to listen and fix problems. He has expertise in important areas such as HVAC, and brings contractor choices to the Board that are companies with expertise and high regard.
- One suggestion: I would urge that when Kevin is out-of-office, he has a recording letting people know when he'll return and who to contact during his absence, so they don't wonder why there's no response.

APEX LANDSCAPING

- I'm impressed with Apex's landscaping. The front entrances with planters have been beautiful. I loved the holiday lights on the gazebo.
- The Chestnut Square entrance and lawn covering by the gazebo should be improved.

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EREL'S JANITORIAL SERVICE

- The buildings are kept clean. Hand sanitizers should be regularly checked, especially in the garage, where they're heavily used, due to everyone needing to open the doors to and from the garage.
- There should be a daily checklist for Erel's of what is needed to be done, as well as weekly lists.
- It would be great if owners received a report on what is done to keep the building clean and safe.

GROOT GARBAGE DISPOSAL

- I'm not impressed by Groot. We need another garbage disposal company.
- In the past, their pickup has been spotty.
- They often block the garage entrances, with no space to maneuver around them.
- Last year they were rude when I was trying to get out for an appointment.

MISCELLANEOUS ITEMS

- Are we still paying \$33,000 a year to Marquette when we can't use the clubhouse or some of the other amenities? I don't use the pool, tennis courts, etc; but have used the clubhouse for private events previously, although it will apparently be so reduced in size, perhaps with few or no windows due to the new exercise room, that it won't be suitable for my events in future.

SECURITY

- I would like to see a way to have cell phone access for the garages and stairwells.

CONCLUDING COMMENTS

WHAT I LIKE MOST

- I like my neighbors, my condo, the much-improved landscaping and financials, all of the updated information on the website, and the responsiveness of some board members (such as Paul Kaiser, Jim Janus, and Mary Bielinski) and Kevin Sanders.

WHAT I WANT TO CHANGE

- Communication, transparency, and respect for owners initiated by the 2020 Board are crucial to continue with the 2021 Board.
- The Illinois Condominium Act and VLT1 Rules and Regs, and Robert's Rules of Order need to be followed by the 2021 Board. They should be read by every Board member.
- Cliques of Board members talking on their own without including all Board members shouldn't be allowed. This has gone on in the past and can't continue. It's also against the Illinois Condominium Rules.
- If a Board member is contacted by an owner, there should be prompt acknowledgement and dialogue.
- Board information, including dates of Board meetings, should be emailed to owners in a timely way.
- Reserve studies should be read and used as a basis for decision-making, instead of random list-making. Otherwise the studies are a waste of money.
- We need a new lawyer to deal with Marquette. Our current lawyer is unsatisfactory. A lot of money is going down the drain on paying him and Marquette.
- There should be more clarification about the role of the Board, commissions, and commission chairs. For instance, owners must go through Braeside with janitorial or landscaping concerns. Can commission participants or chairpeople just directly contact these contractors, who we are paying for, to tell them how to do things? If so, why hire a company? What is the process?

- Although Zoom is less than ideal, social events can and have been done through this medium, so there's no reason not to have them.
- A resident survey should be done more frequently. The last one was 2014.
- I'd like to see more information on email for easy access and, if needed, completion and return via email as well. For instance, the next survey should be easily accessible for completion and return using this method.
- The Communications/Owner Involvement commission has already identified owners who want print only. Print for everyone is a waste of money and not efficient, especially for snowbirds.

ADDITIONAL COMMENTS

- There needs to be a more welcoming atmosphere from the 2021 Board. One example is that outgoing Board member and President Lynne Goldman wasn't even thanked by the new President, either verbally or in writing. This should have been a fundamental courtesy, was very ungracious, and set a bad tone for our leadership.
- We need new faces on the Board, not always the same people who have been serving for years. Reaching out personally to possible candidates is the best way to do this, in my opinion.