

# ONE PERSON'S REACTION TO THE CONDO SURVEY

As the person who tabulated the condo surveys and summarized all the comments on the survey, I thought it might be helpful to give my overall impressions to serve as a catalyst for subsequent, more in depth, analysis. I hope to be as unbiased and balanced as possible in what follows; but I know some of my personal perspectives will creep in. Hopefully, to a minimum.

*Paul Kaiser*

## BOARD OF DIRECTORS

- ✓ residents split into two camps: last year's board (2020) and this year's board (2021)
  - ✓ input from residents
  - ✓ minutes to residents
  - ✓ "board is a clique"
- ✓ **rules & regs**: need revision and fines need to be enforced
- ✓ legal issues with Marquette need to be addressed and resolved
- ✓ **maintenance**: garage doors require rust removal and repainting

## BRAESIDE MANAGEMENT

- ✓ residents split between Braeside as a provided and referring Kevin Sanders as our manager
  - ✓ 4 out of 5 residents want review of the Braeside contract this year
  - ✓ many favorable comments about Kevin Sander's performance and expertise
- ✓ "office is not responsive and disorganized"

## APEX LANDSCAPING

- ✓ comments cover a wide spectrum
  - ✓ bush trimming
  - ✓ bare spots
  - ✓ removal of dead branches
- ✓ I am a mathematics professor with a "brown thumb" I have no insights!
  - ✓ just stay low to the ground and avoid friendly fire.

## EREL'S JANITORIAL

- ✓ most frequent comment: would like to know WHO and WHEN workers will be around
- ✓ most frequent issues:
  - ✓ gazebo
  - ✓ wood retaining walls need paint
  - ✓ elevator carpeting
  - ✓ garage room appearance and chute odors
- ✓ why do janitorial staff water in summer?
  - ✓ there are cheaper alternatives
  - ✓ what is status of sprinkler system project ← **PJK comment**

## GROOT

- ✓ ugly trucks!
  - ✓ Has anyone ever seen a pretty one?? ← PJK joke
- ✓ garbage room chute odors

## LIKES

- ✓ a lot of great responses here – I can not properly summarize!
- ✓ please read and better understand what makes VLTi special

## CHANGE

- ✓ WASPS
  - ✓ front of 2020 building (nest in electrical equipment)
  - ✓ Comcast conduit next to balconies
    - ✓ are there nests inside?
    - ✓ appearance and safety issues ← PJK issue presented to board for 2020 budget
  - ✓ eaves / soffit / other locations
- ✓ **maintenance**: better preventive maintenance process (efficient and effective)
  - ✓ both common area needs and for unit owners to find resources
- ✓ **maintenance**: upgrade lobby intercom – to include video of caller
- ✓ **maintenance**: install metal benches on north and south sides of both building
  - ✓ similar to apartments
- ✓ **maintenance**: electric charging stations for cars
- ✓ **maintenance**: improved accessibility for front entrances (additional railings?)
- ✓ **maintenance**: enhance garage level security – doors, stairwells, entrances, wifi / phone
- ✓ **maintenance**: improved lighting front entrances and parking lots
- ✓ Braeside should update emergency contact information:
  - ✓ name, phone number, provide key access to unit (if required)
  - ✓ Braeside should not have responsibility for keys to individual units
- ✓ all open meetings should be recorded

## ADDITIONAL COMMENTS

- ✓ maintenance: make sure stairwell door shut properly
- ✓ janitorial: stairwell window need more thorough cleaning (spider webs)
- ✓ maintenance: drainage on west fire lane near Johns Drive will have to be addressed eventually
- ✓ survey did not mention Water Aerobics nor Exercise Classes
- ✓ maintenance: consider security cameras around property ← PJK 4 cameras would cover all incoming and outgoing vehicles
  - ✓ VLTi: fire line toward Johns, gazebo toward Chestnut,
  - ✓ VLTii: 1900(?) toward Chestnut, back lane toward Chestnut
- ✓ e-communication is vital to snowbirds and others

- ✓ door drops are vital to many homebound and less agile residents ← PJK comments
- ✓ suggestion: Town Hall style meetings with board members
- ✓ rules & regs: need to be revised (again)
- ✓ maintenance: lighting at front entrances (again)
- ✓ janitorial: Erel's staff watering in summer (again)
- ✓ record board meetings (again)
- ✓ residents and caregivers
  - ✓ pay attention to security and not let people into the building
  - ✓ do not distribute keys to others

Permit me one closing thought based on having typed all the numbers and having read and typed all the comments:

We are paying \$33,000 per year for access to the clubhouse for every resident. Only one-fourth of VLTI residents say that use the pool more often than "seldom". All the other amenities provided are basically used by one-tenth or fewer of VLTI residents.

Might we not be better off terminating the easement with its open-ended maintenance and replacement costs and negotiate some form of membership fee structure for residents who want access to the clubhouse amenities to sign-up individually.