

DEMOGRAPHIC INFORMATION

Building: 33 2000 Chestnut **38** 2020 Chestnut

Owner / Renter: **65** owner 3 renter

How long have you lived at Valley Lo Towers I:

less than 5 years	less than 10 years	less than 20 years	20 years or more
22	17	15	15

GENERAL SATISFACTION QUESTIONS

How would you rate the overall appearance, quality, and maintenance of:

	unacceptable	average	above average	excellent	no opinion
our landscaping	9	24	25	12	0 – 2
exteriors of our buildings	4	27	26	12	0 – 3
interiors of our buildings	1	20	26	23	0 – 2
our fire lane	8	25	11	4	12 – 4
our gazebo	10	31	10	9	0 – 3

BOARD OF DIRECTORS

How would you rate the **overall performance** of Condominium Board of Directors?

Unacceptable	average	above average	excellent	no opinion
2	19	22	12	10 - 7

How would you rate board performance in each of the following specific areas:

	unacceptable	average	above average	excellent	no opinion
knowledge	3	22	22	12	11 – 2
communication	9	21	14	17	8 – 3
responsiveness	4	23	15	13	14 – 3
accessibility	2	23	17	18	9 - 3

Any additional comments and/or suggestions regarding Board of Directors?

BRAESIDE MANAGEMENT

How would you rate the **overall performance** of Braeside Management?

Unacceptable	average	above average	excellent	no opinion
2	23	19	22	2 - 4

How would you rate management performance in each of the following specific areas:

	unacceptable	average	above average	excellent	no opinion
knowledge	3	16	18	28	5 - 2
communication	5	16	20	27	2 - 2
responsiveness	3	21	14	30	2 - 2
accessibility	4	16	20	28	2 - 2

A comprehensive performance review of Braeside Management should be undertaken and completed prior to the formulation of the 2022 annual budget.

48 YES 12 NO 0 - 12 NO RESPONSE

Any additional comments and/or suggestions regarding Braeside Management?

APEX LANDSCAPING

How would you rate the **overall performance** of Apex Landscaping?

Unacceptable	average	above average	excellent	no opinion
10	28	19	10	4 - 1

How would you rate Apex Landscaping performance in each of the following specific areas:

	unacceptable	average	above average	excellent	no opinion
Chestnut Ave Entrance	11	29	18	10	4 - 0
Front Entrances	6	27	21	11	5-2
Shrubbery (north side)	12	25	12	5	17 - 1
Shrubbery (south side)	8	23	17	5	16 - 3
Lawn Care	6	30	18	12	5 - 1
Tree Care	8	26	16	8	13 - 1

Any additional comments and/or suggestions regarding Apex Landscaping?

EREL'S JANITORIAL SERVICE

How would you rate the **overall performance** of Erel's Janitorial Service?

Unacceptable	average	above average	excellent	no opinion
1	20	22	19	2 – 8

How would you rate Erel's Janitorial Service performance in each of the following specific areas:

	unacceptable	average	above average	excellent	no opinion
Front Entrances / Lobbies	2	20	27	20	2 – 1
Garage Lobbies	2	26	21	19	3 – 1
Hallways / Vacuuming	2	22	26	17	3 – 2
Exercise Room (2000)	0	8	13	6	40 – 5
Social Room (2020)	0	7	11	3	47 – 4
Kitchen Stairwells	1	20	14	11	22 – 4
Public Stairwells	3	21	12	16	17 – 3

Any additional comments and/or suggestions regarding Erel's Janitorial Service?

GROOT GARBAGE DISPOSAL

How would you rate the **overall performance** of Groot Garbage Disposal?

Unacceptable	average	above average	excellent	no opinion
2	24	19	9	15 - 3

How would you rate Groot Garbage Disposal performance in each of the following specific areas:

	unacceptable	average	above average	excellent	no opinion
Service As Scheduled	2	28	8	9	21 – 4
Disruption to Residents	1	22	8	11	24 – 6
Damage to Surroundings	1	19	4	9	33 - 6

Any additional comments and/or suggestions regarding Groot Garbage Disposal?

MISCELLANEOUS ITEMS

How often do you **utilize** the following resources?

	seldom	often	quite often	no response
announcements (mail room)	21	26	24	1
bulletin boards (garage lobby)	13	29	30	0
web site	32	25	9	6
exercise room (2000)	51	8	8	5
social room (2020)	57	9	6	0
gazebo	52	13	1	6
clubhouse (rental)	59	5	8	0
swimming pool	38	17	14	3
tennis court	62	2	3	5
bocce ball	60	4	8	0
bean bag toss	58	6	8	0
outdoor grills	52	9	3	8

What is your opinion of **security** in each of the following areas?

	excellent	adequate	substandard	unsafe	no response
Front Entrance / Lobby	10	43	12	4	3
Hallways	10	48	6	2	6
Public Stairwells	7	46	8	4	7
Kitchen Stairwells	8	45	8	4	7
Garage Doors	5	40	15	8	4
Garage Lobby	6	40	14	6	6

Have you installed a security system **in your unit**?

2 YES **61** NO 5 - 4 NO RESPONSE

CONCLUDING COMMENTS

What aspect of living at Valley Lo Towers I Condominiums do you *like the most*?

Is there any aspect of living at Valley Lo Towers I Condominiums you would *most like to see changed*?

Are there any issues that you feel have not been addressed in this survey? Are there any additional comments you would like to share?

THANK YOU VERY MUCH
FOR TAKING THE TIME
TO COMPLETE THIS SURVEY.

Completed survey should be returned in a sealed envelope
with your signature and condo address on the outside.

This survey will be considered confidential.
No identifying marks or information should appear within the survey itself.

Completed surveys may be returned to any of the seven member on the Board of Directors.
Please return no later than: Friday, January 22, 2021.