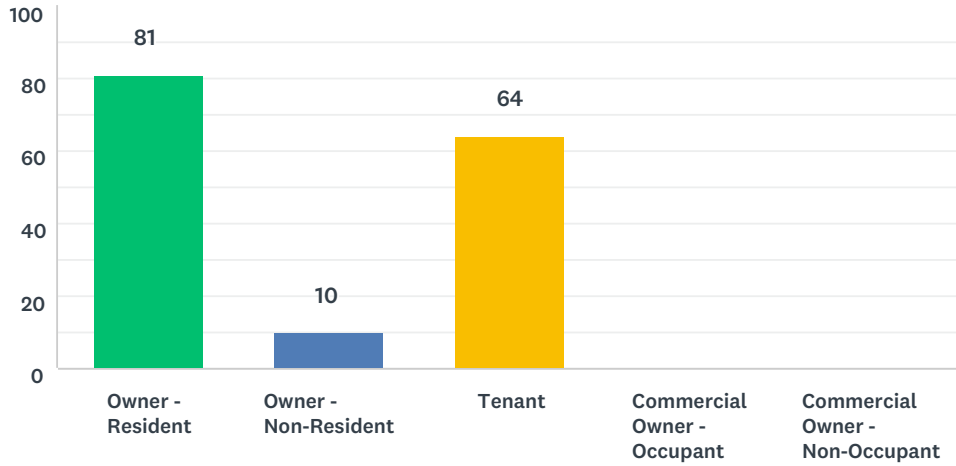


Q2 Which best describes your connection to 900 Biscayne? (Choose more than one if applicable)

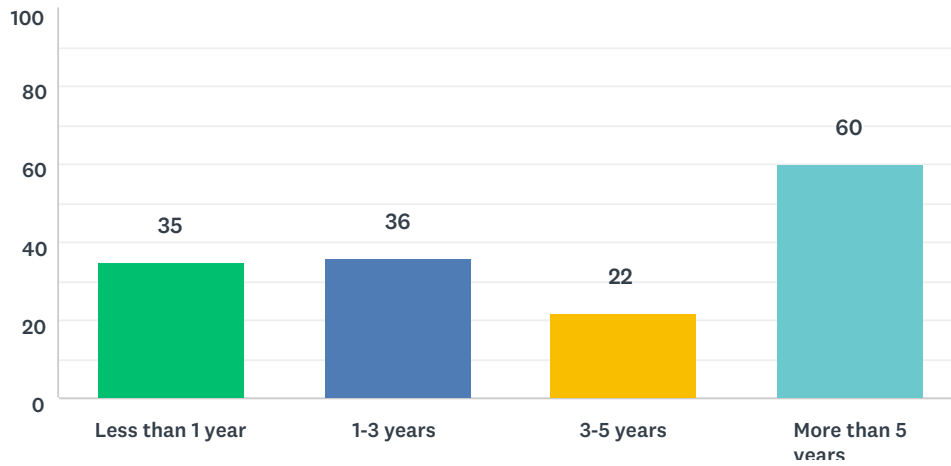
Answered: 153 Skipped: 2



ANSWER CHOICES	RESPONSES	Count
Owner - Resident	52.94%	81
Owner - Non-Resident	6.54%	10
Tenant	41.83%	64
Commercial Owner - Occupant	0.00%	0
Commercial Owner - Non-Occupant	0.00%	0
Total Respondents: 153		

Q3 How long have owned, lived, or worked in 900 Biscayne?

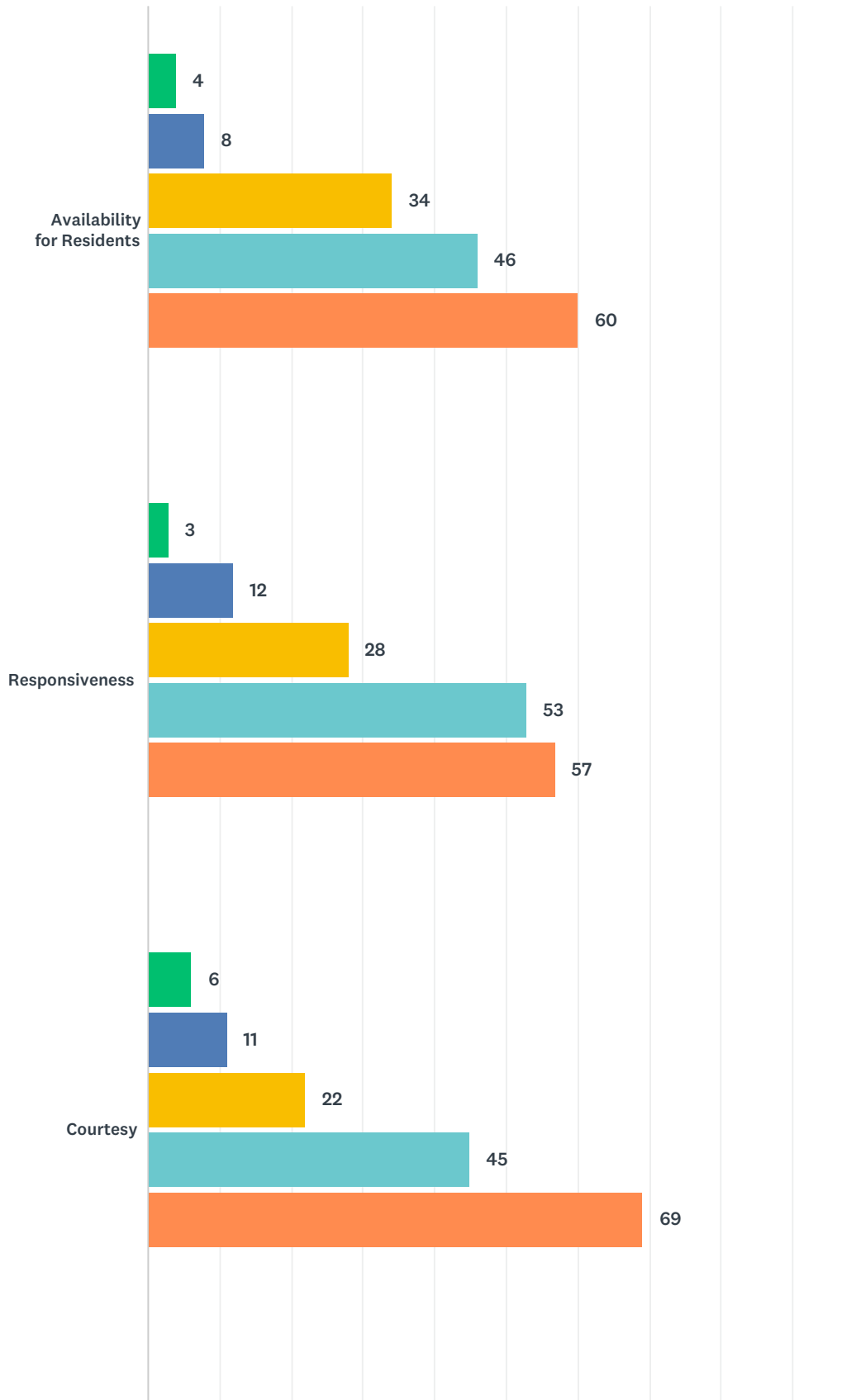
Answered: 153 Skipped: 2



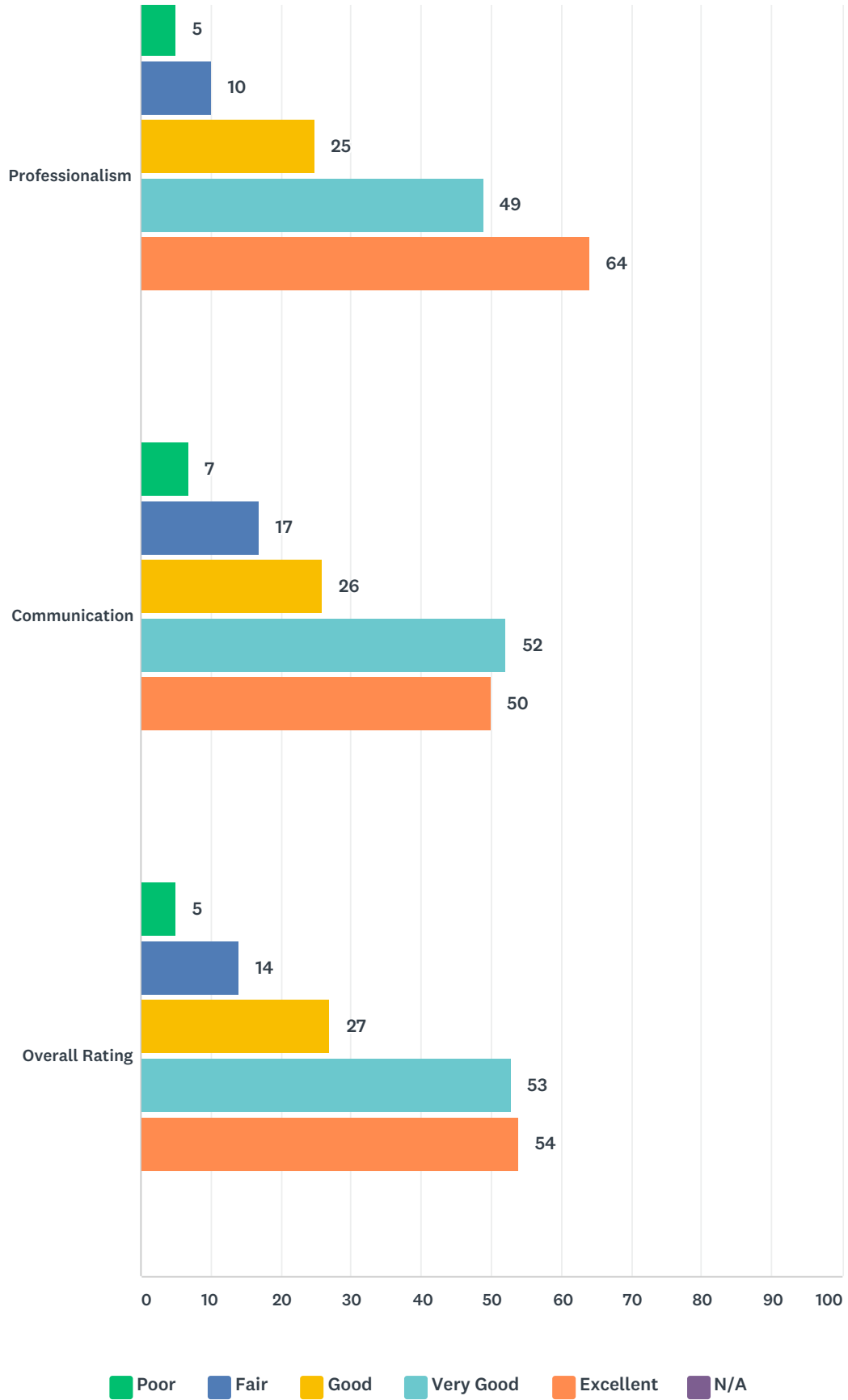
ANSWER CHOICES	RESPONSES	
Less than 1 year	22.88%	35
1-3 years	23.53%	36
3-5 years	14.38%	22
More than 5 years	39.22%	60
TOTAL		153

Q4 Please rate the 900 Biscayne Management Office Staff:

Answered: 153 Skipped: 2



2019 Resident Survey



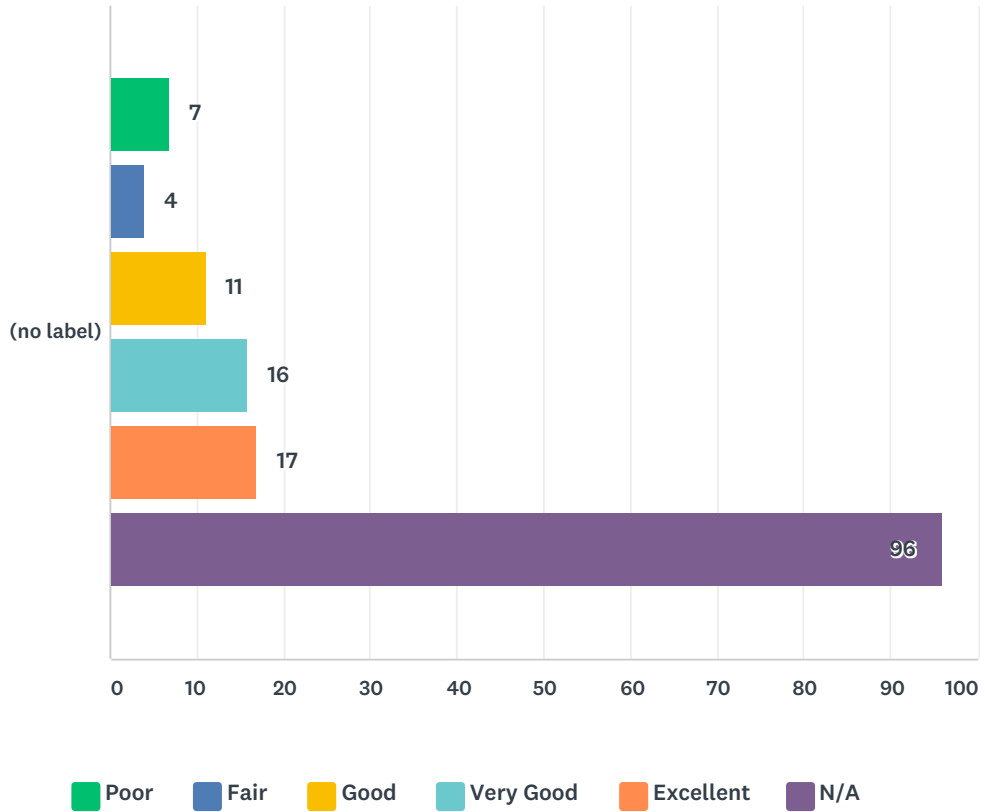
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Availability for Residents	2.63%	5.26%	22.37%	30.26%	39.47%	0.00%	152	3.99
	4	8	34	46	60	0		

2019 Resident Survey

Responsiveness	1.96% 3	7.84% 12	18.30% 28	34.64% 53	37.25% 57	0.00% 0	153	3.97
Courtesy	3.92% 6	7.19% 11	14.38% 22	29.41% 45	45.10% 69	0.00% 0	153	4.05
Professionalism	3.27% 5	6.54% 10	16.34% 25	32.03% 49	41.83% 64	0.00% 0	153	4.03
Communication	4.61% 7	11.18% 17	17.11% 26	34.21% 52	32.89% 50	0.00% 0	152	3.80
Overall Rating	3.27% 5	9.15% 14	17.65% 27	34.64% 53	35.29% 54	0.00% 0	153	3.90

Q5 If you have moved into 900 Biscayne during the past year, please rate your 900 Biscayne new resident orientation and building move-in experience

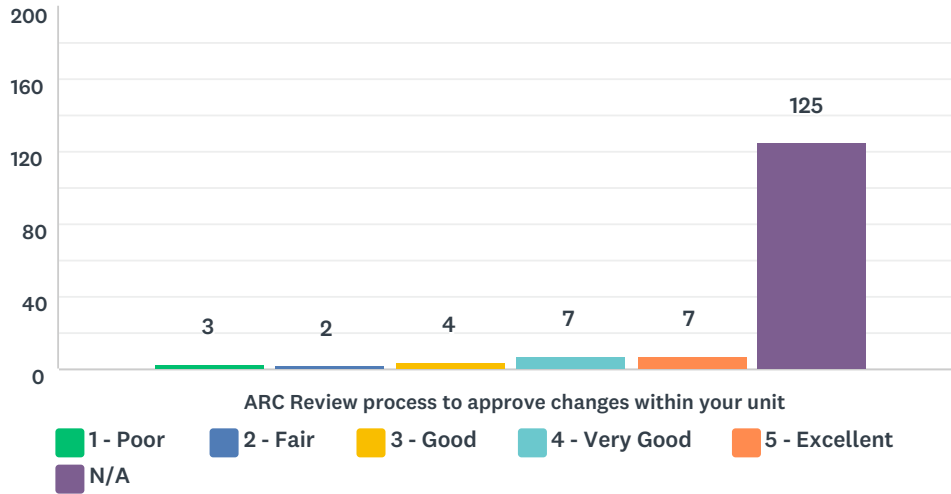
Answered: 151 Skipped: 4



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.64%	2.65%	7.28%	10.60%	11.26%	63.58%	151	3.58
	7	4	11	16	17	96		

Q6 If you have had work done within your unit during the past year that required submitting an application to the Architectural Review Committee (ARC) please rate your experience:

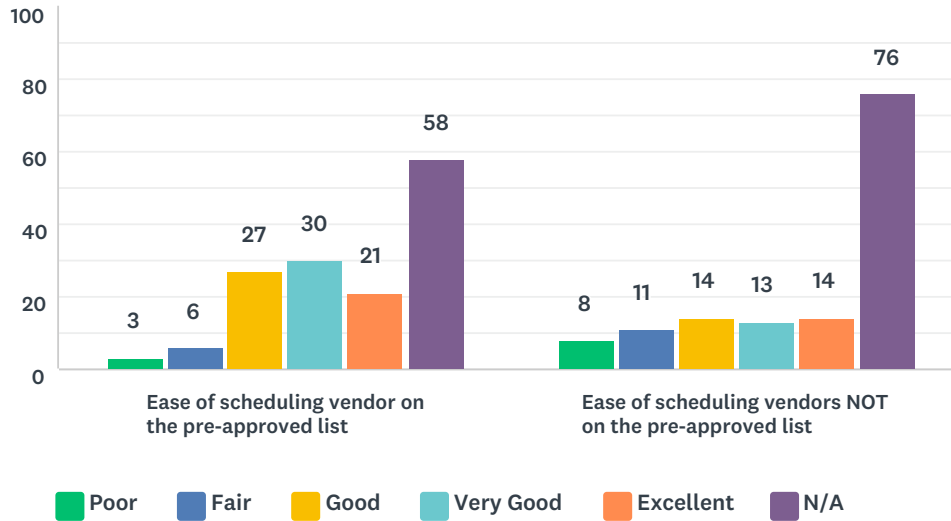
Answered: 148 Skipped: 7



	1 - POOR	2 - FAIR	3 - GOOD	4 - VERY GOOD	5 - EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
ARC Review process to approve changes within your unit	2.03% 3	1.35% 2	2.70% 4	4.73% 7	4.73% 7	84.46% 125	148	3.57

Q7 If you have used a vendor to perform work or provide a service inside your unit during the past year lease rate your experience with the 900 Biscayne contractor approval process:

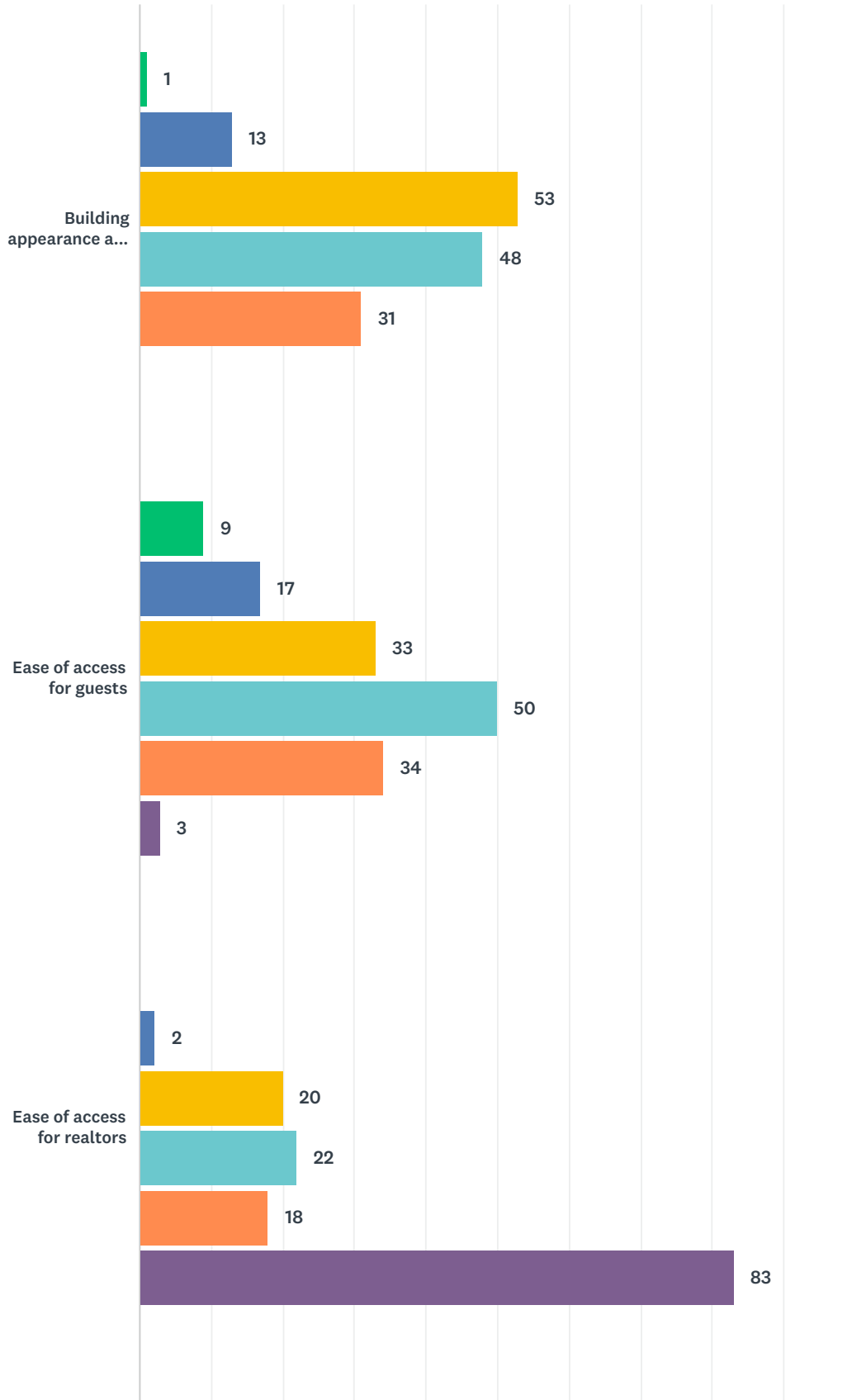
Answered: 146 Skipped: 9



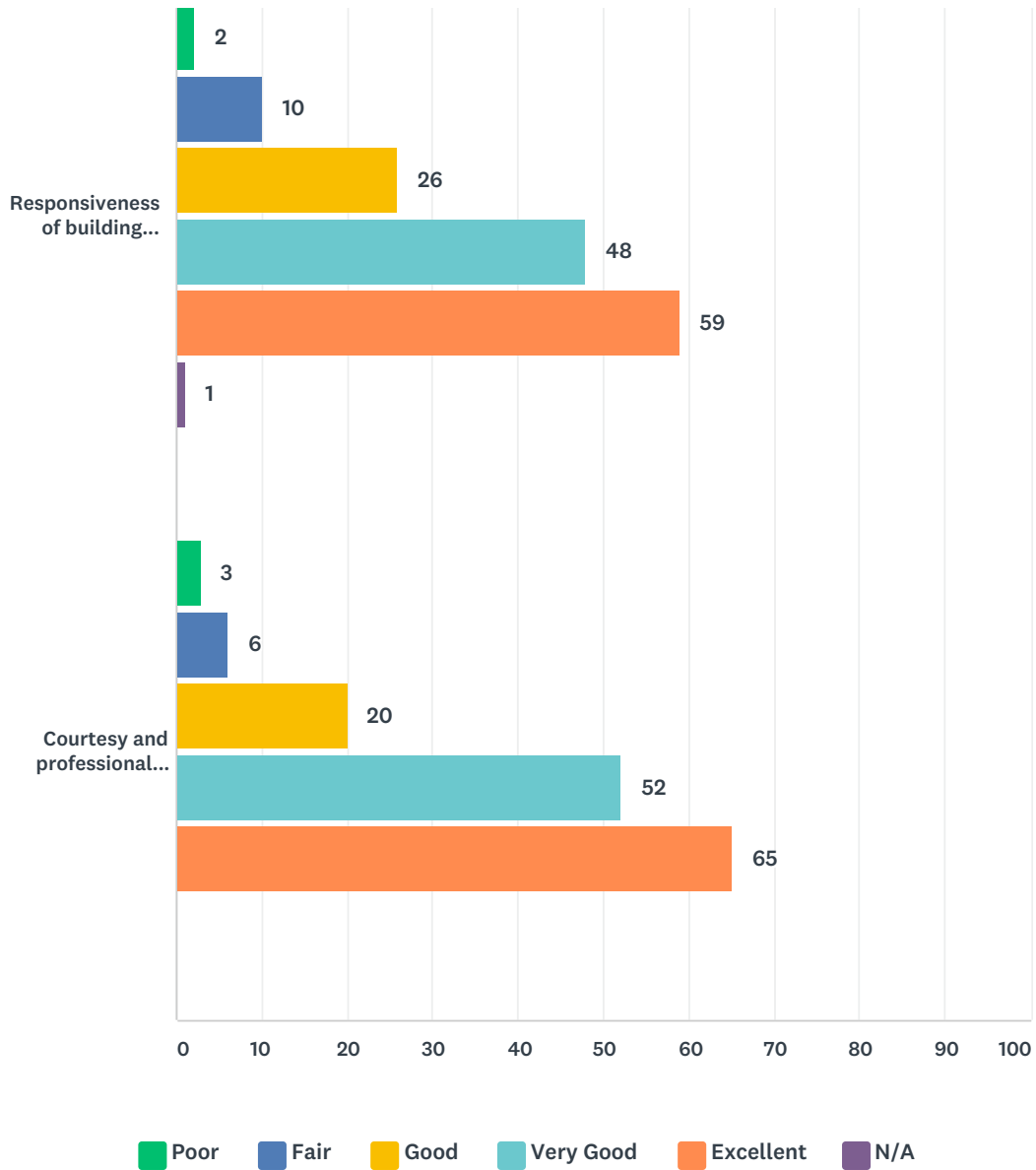
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Ease of scheduling vendor on the pre-approved list	2.07% 3	4.14% 6	18.62% 27	20.69% 30	14.48% 21	40.00% 58	145	3.69
Ease of scheduling vendors NOT on the pre-approved list	5.88% 8	8.09% 11	10.29% 14	9.56% 13	10.29% 14	55.88% 76	136	3.23

Q8 Please provide your assessment for the following:

Answered: 146 Skipped: 9



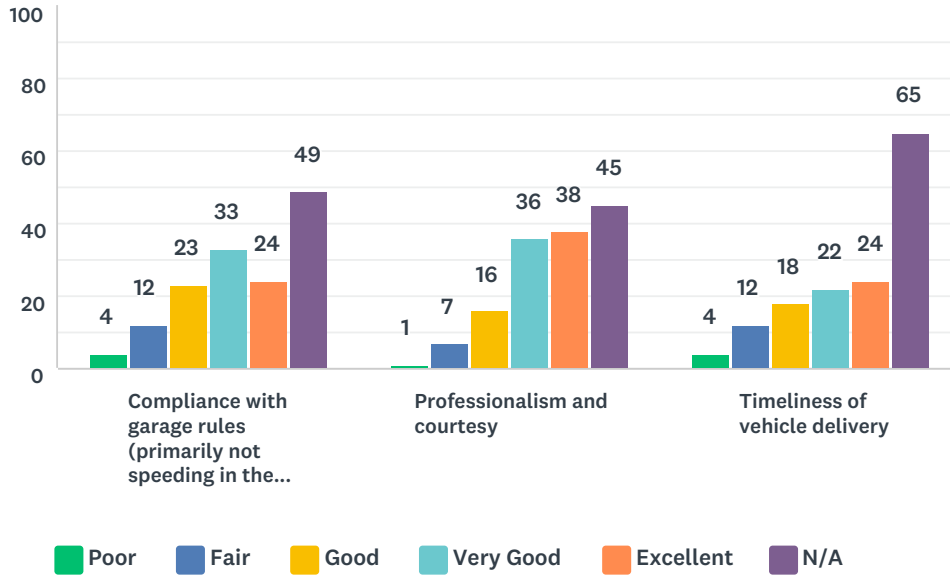
2019 Resident Survey



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Building appearance and condition	0.68% 1	8.90% 13	36.30% 53	32.88% 48	21.23% 31	0.00% 0	146	3.65
Ease of access for guests	6.16% 9	11.64% 17	22.60% 33	34.25% 50	23.29% 34	2.05% 3	146	3.58
Ease of access for realtors	0.00% 0	1.38% 2	13.79% 20	15.17% 22	12.41% 18	57.24% 83	145	3.90
Responsiveness of building staff	1.37% 2	6.85% 10	17.81% 26	32.88% 48	40.41% 59	0.68% 1	146	4.05
Courtesy and professionalism of building staff	2.05% 3	4.11% 6	13.70% 20	35.62% 52	44.52% 65	0.00% 0	146	4.16

Q9 The valet company was recently changed on June 1st, 2019, please rate the valet parking company's performance:

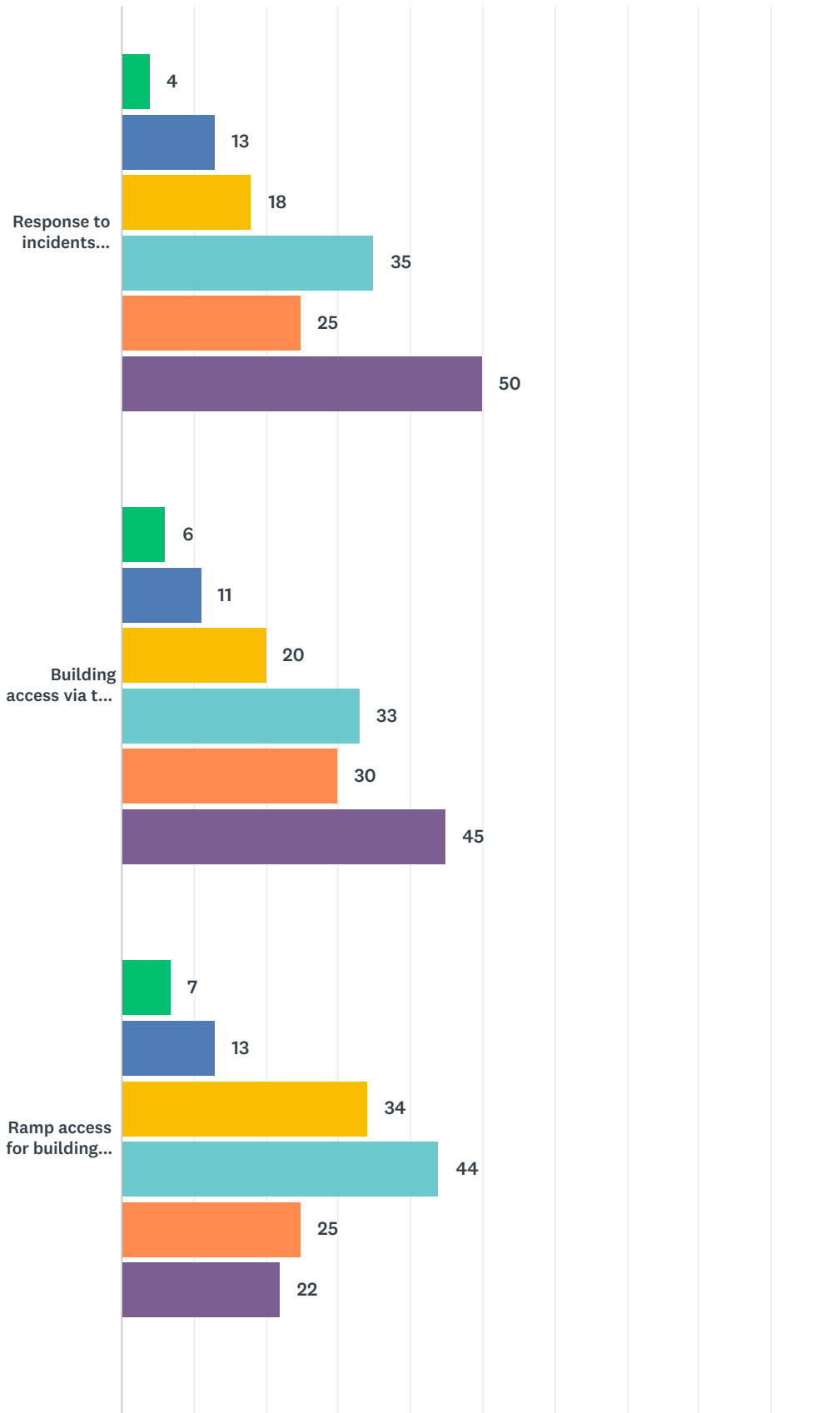
Answered: 146 Skipped: 9



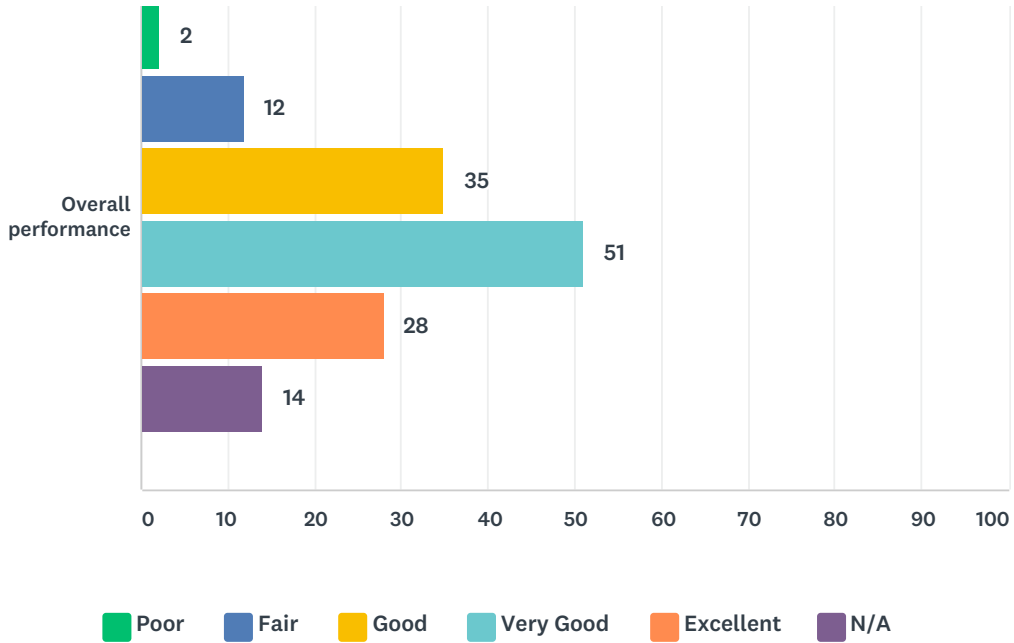
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Compliance with garage rules (primarily not speeding in the garage)	2.76% 4	8.28% 12	15.86% 23	22.76% 33	16.55% 24	33.79% 49	145	3.64
Professionalism and courtesy	0.70% 1	4.90% 7	11.19% 16	25.17% 36	26.57% 38	31.47% 45	143	4.05
Timeliness of vehicle delivery	2.76% 4	8.28% 12	12.41% 18	15.17% 22	16.55% 24	44.83% 65	145	3.63

Q10 Please rate building security performance:

Answered: 145 Skipped: 10



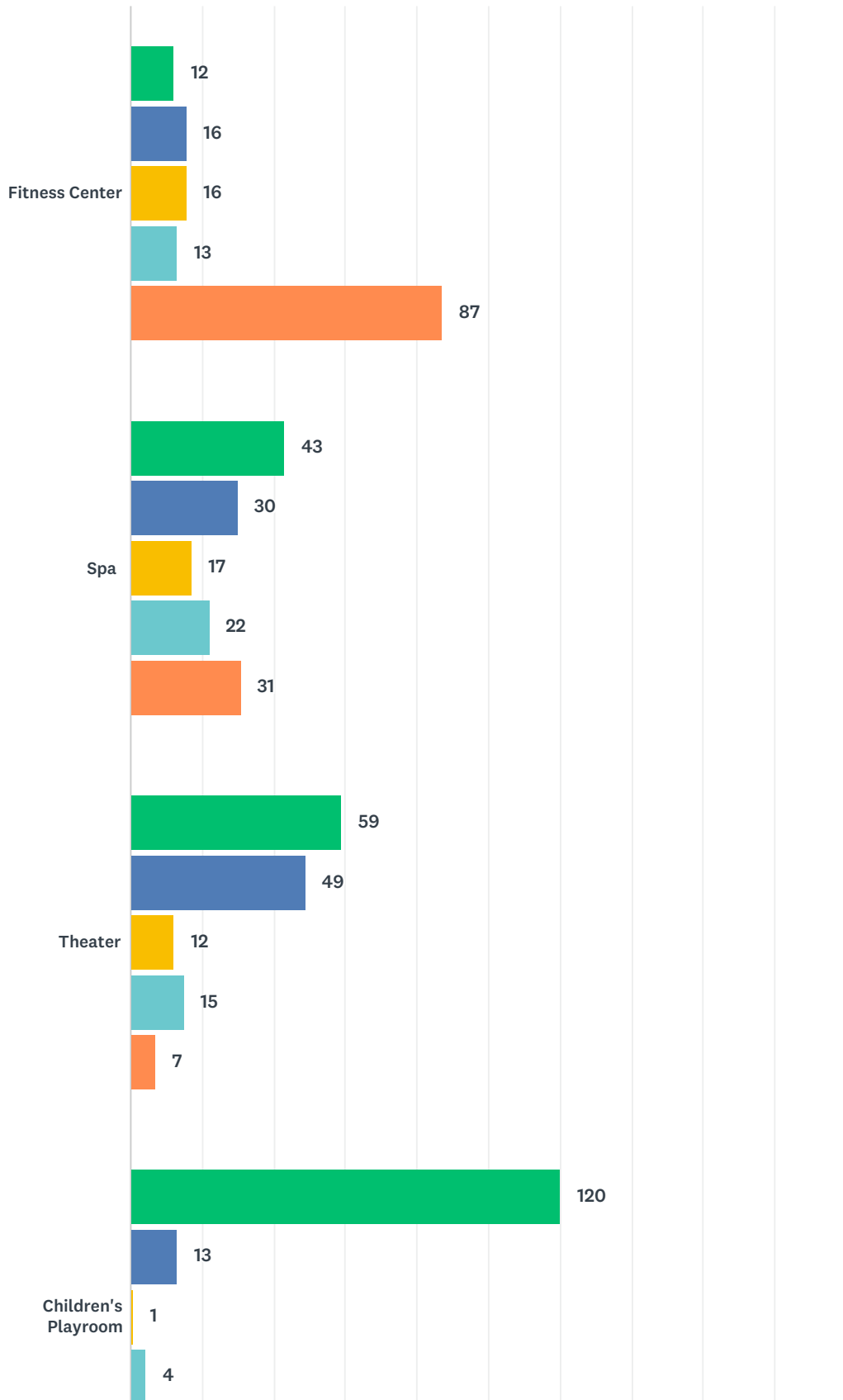
2019 Resident Survey



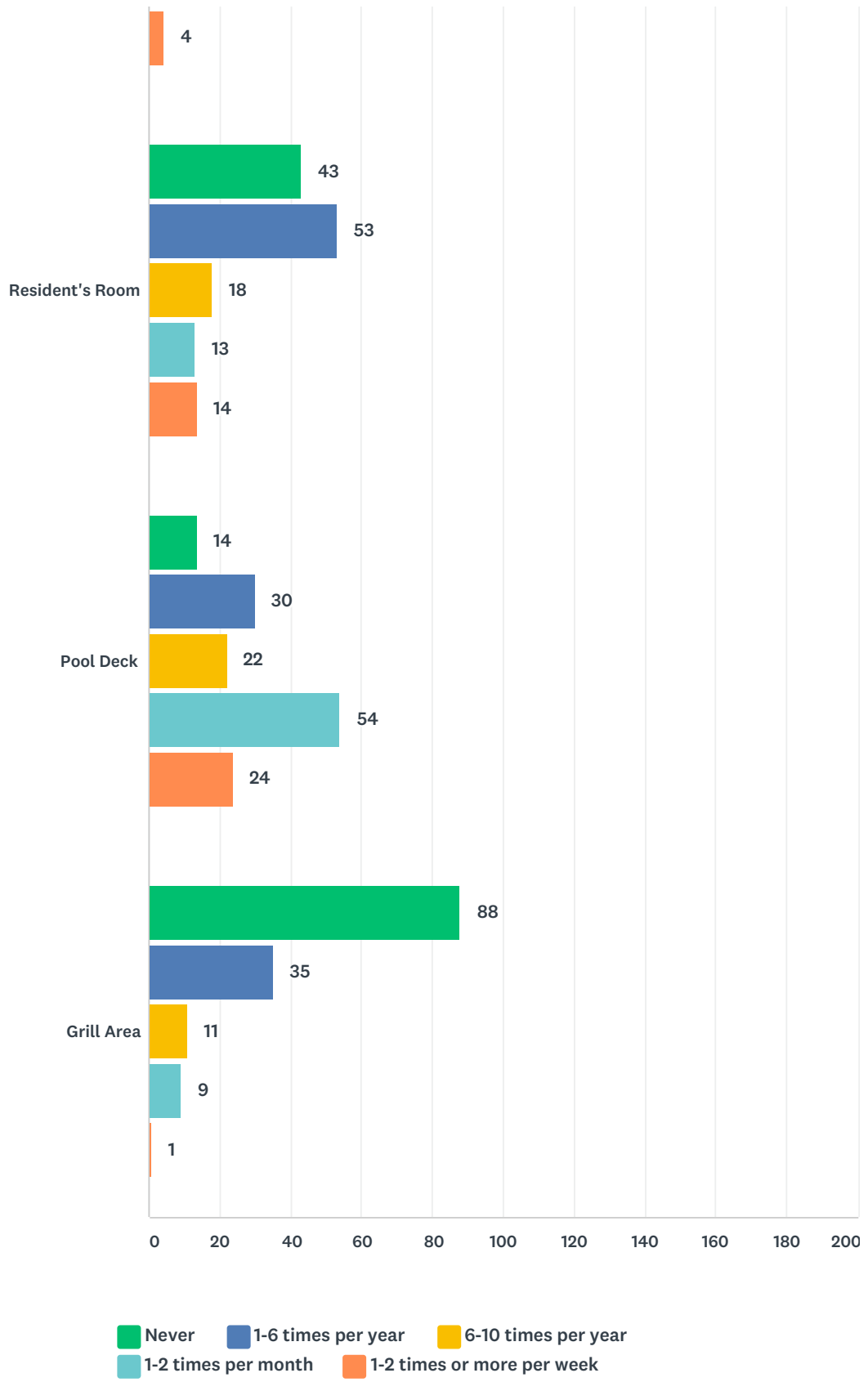
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Response to incidents reported by residents	2.76% 4	8.97% 13	12.41% 18	24.14% 35	17.24% 25	34.48% 50	145	3.67
Building access via the lobby overnight (11 pm - 7 am)	4.14% 6	7.59% 11	13.79% 20	22.76% 33	20.69% 30	31.03% 45	145	3.70
Ramp access for building visitors and traffic control	4.83% 7	8.97% 13	23.45% 34	30.34% 44	17.24% 25	15.17% 22	145	3.54
Overall performance	1.41% 2	8.45% 12	24.65% 35	35.92% 51	19.72% 28	9.86% 14	142	3.71

Q11 How often do you use the following facilities:

Answered: 144 Skipped: 11



2019 Resident Survey



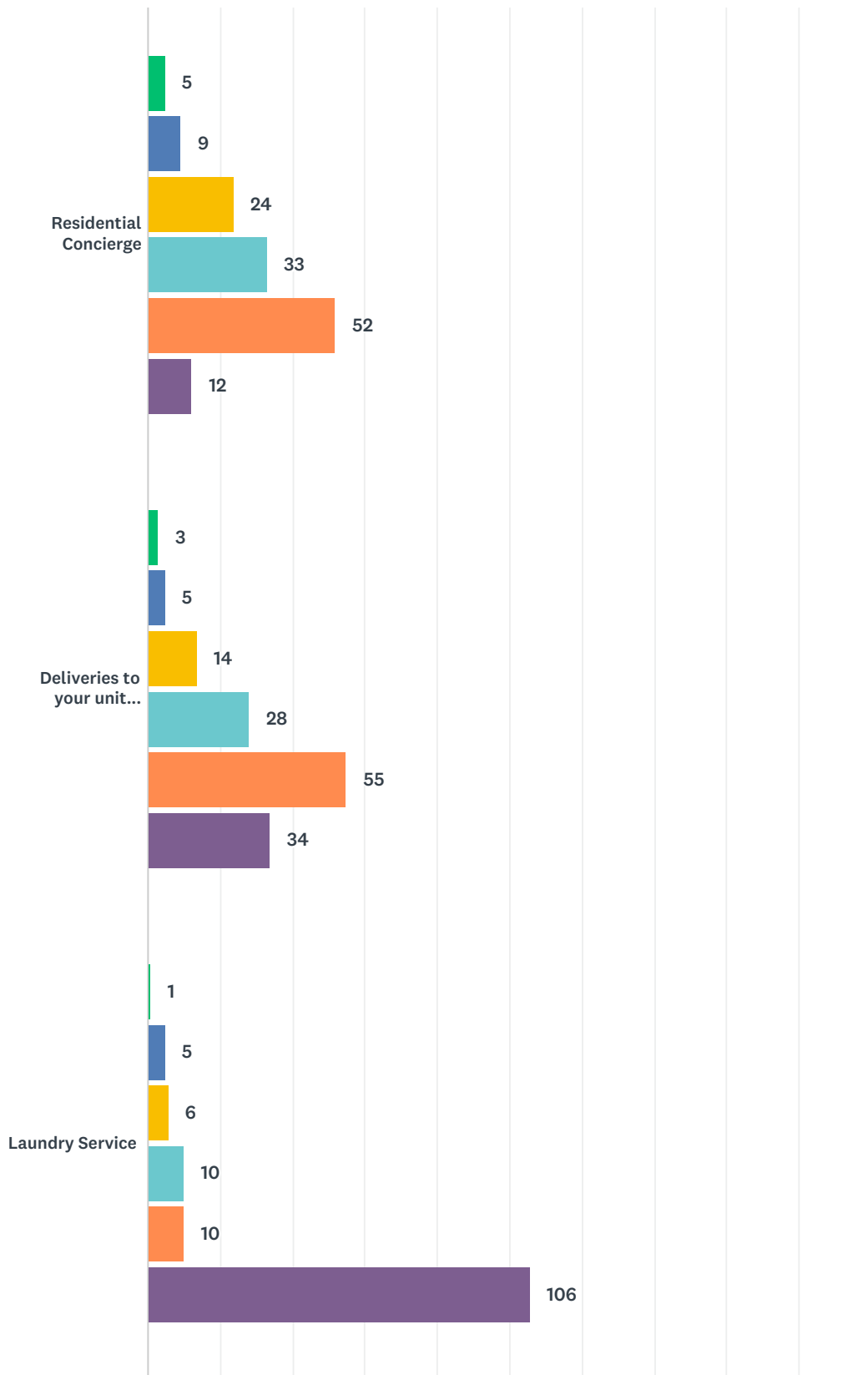
	NEVER	1-6 TIMES PER YEAR	6-10 TIMES PER YEAR	1-2 TIMES PER MONTH	1-2 TIMES OR MORE PER WEEK	TOTAL
Fitness Center	8.33%	11.11%	11.11%	9.03%	60.42%	
	12	16	16	13	87	144

2019 Resident Survey

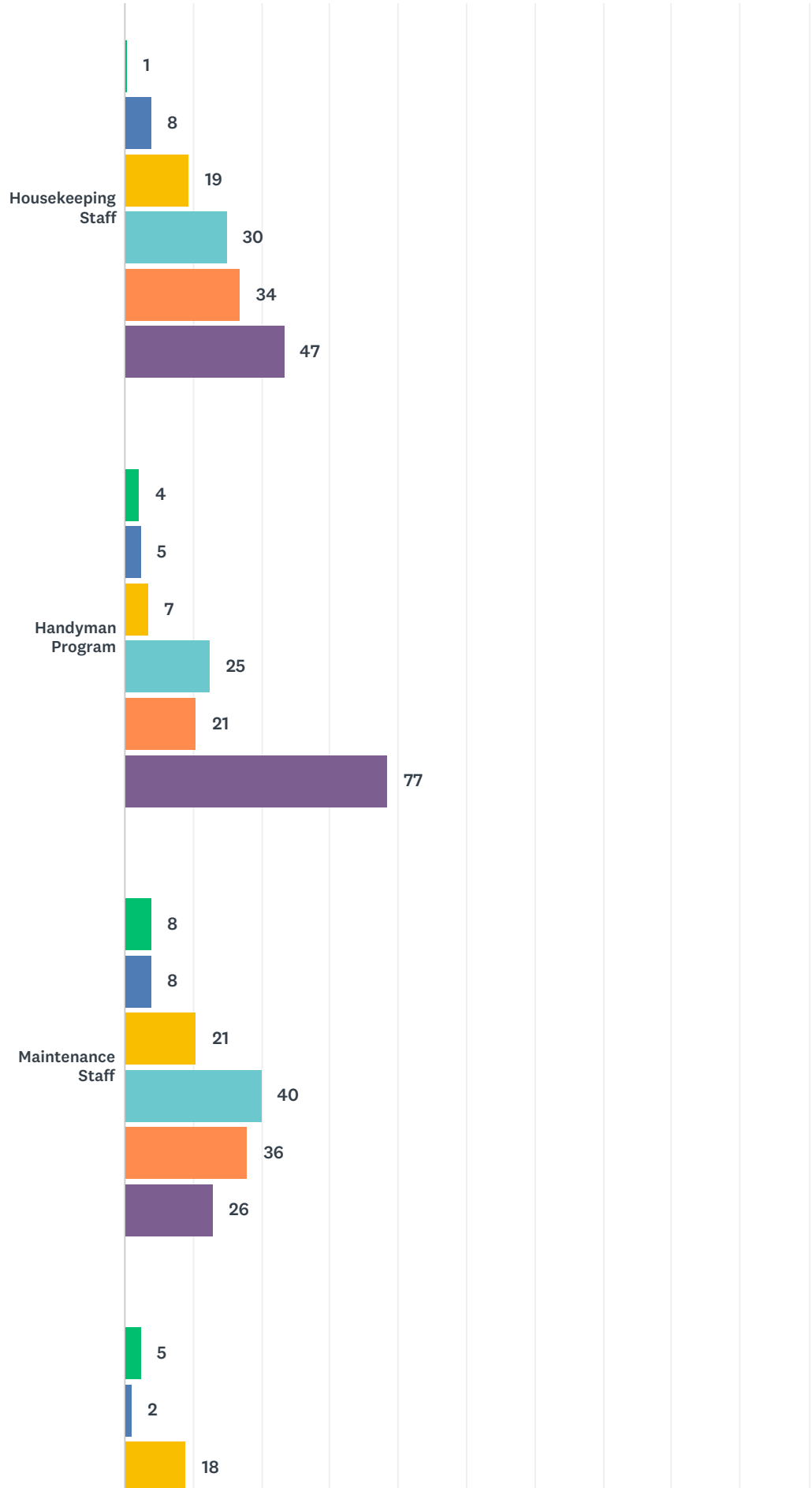
Spa	30.07% 43	20.98% 30	11.89% 17	15.38% 22	21.68% 31	143
Theater	41.55% 59	34.51% 49	8.45% 12	10.56% 15	4.93% 7	142
Children's Playroom	84.51% 120	9.15% 13	0.70% 1	2.82% 4	2.82% 4	142
Resident's Room	30.50% 43	37.59% 53	12.77% 18	9.22% 13	9.93% 14	141
Pool Deck	9.72% 14	20.83% 30	15.28% 22	37.50% 54	16.67% 24	144
Grill Area	61.11% 88	24.31% 35	7.64% 11	6.25% 9	0.69% 1	144

Q12 Please rate your experience with the following services and associated staff:

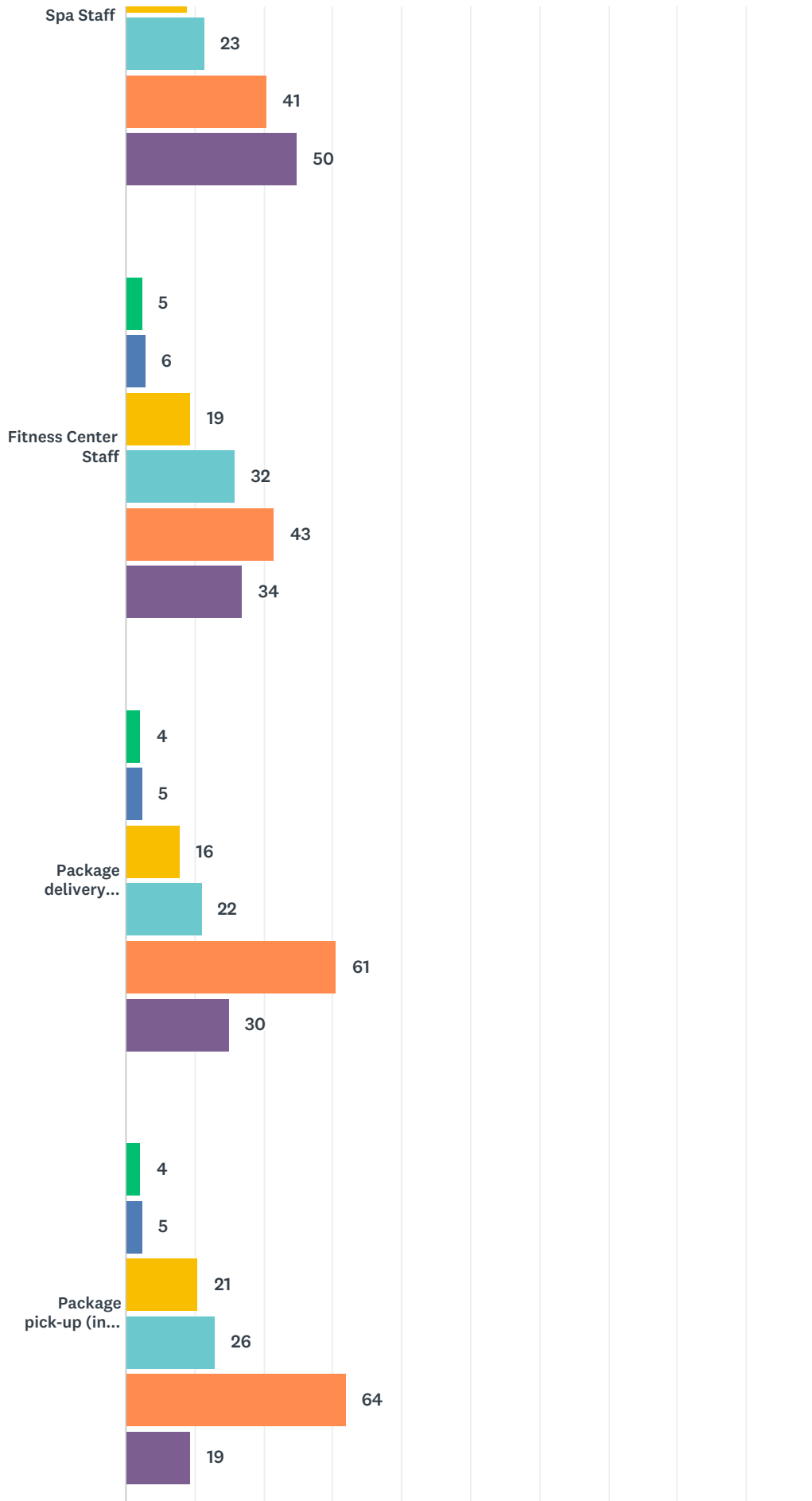
Answered: 139 Skipped: 16



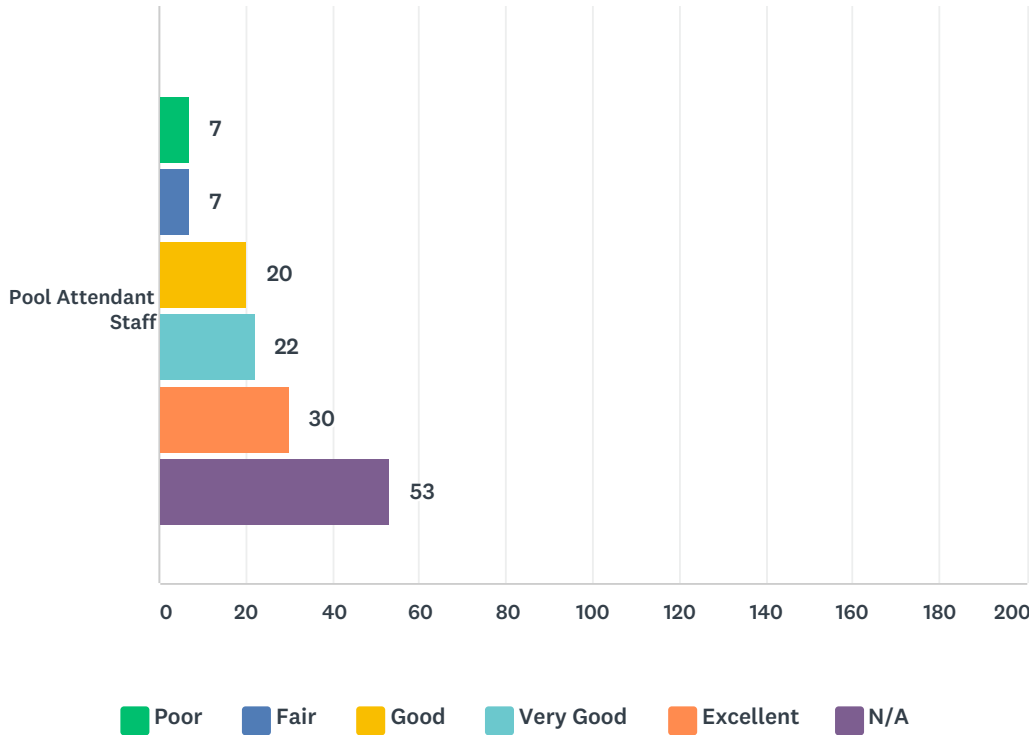
2019 Resident Survey



2019 Resident Survey



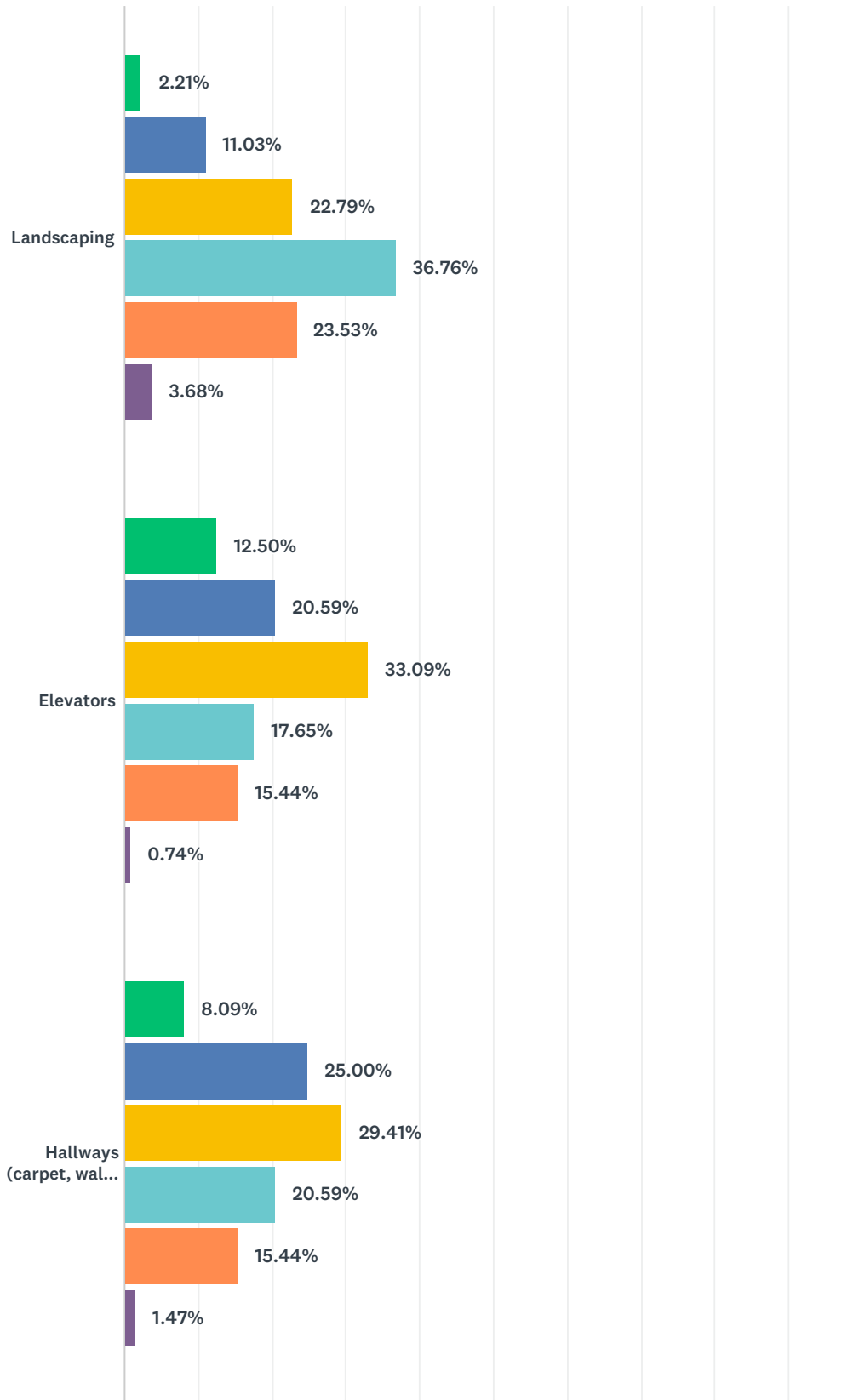
2019 Resident Survey



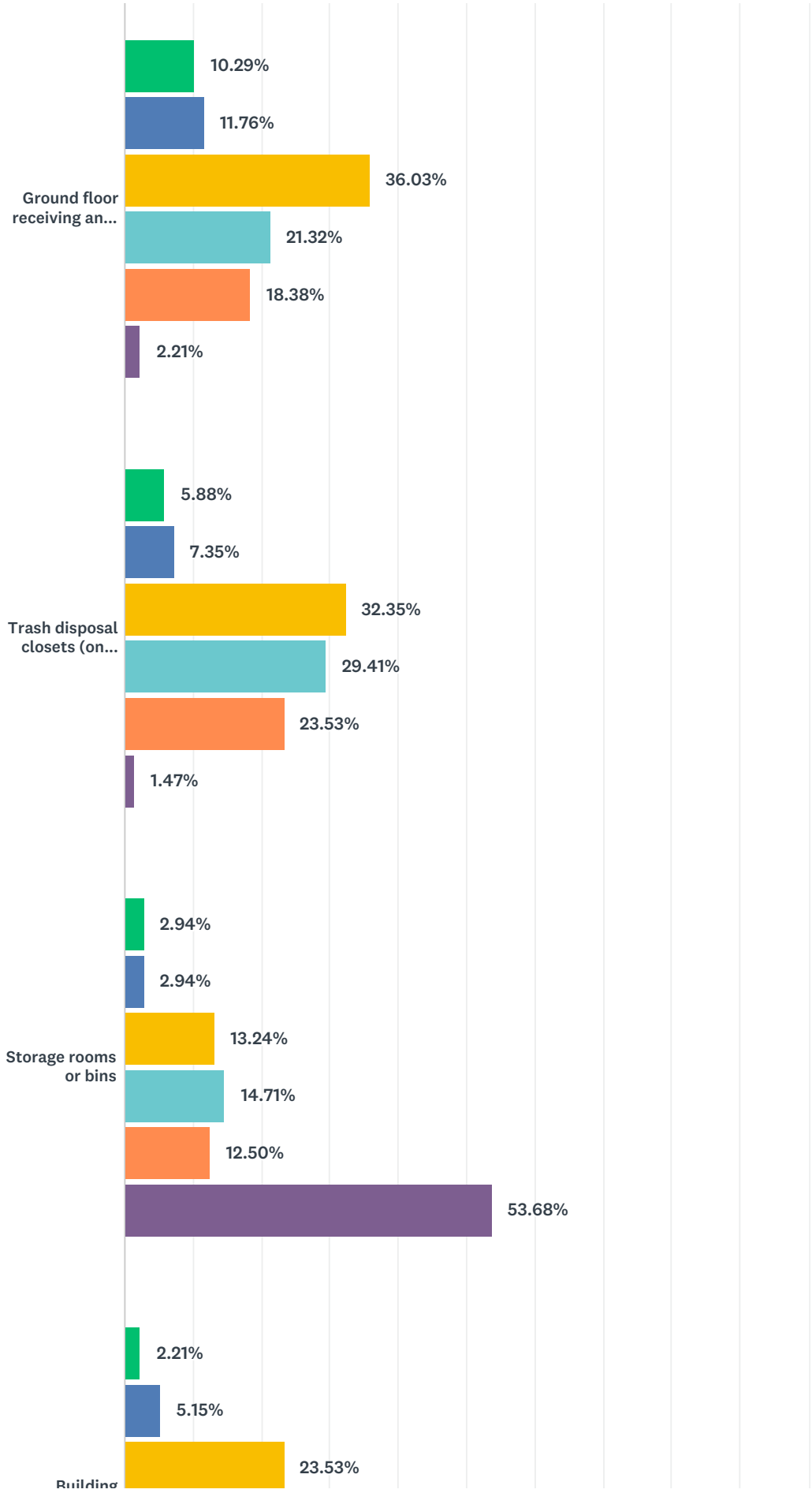
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Residential Concierge	3.70% 5	6.67% 9	17.78% 24	24.44% 33	38.52% 52	8.89% 12	135	3.96
Deliveries to your unit (specifically porter service)	2.16% 3	3.60% 5	10.07% 14	20.14% 28	39.57% 55	24.46% 34	139	4.21
Laundry Service	0.72% 1	3.62% 5	4.35% 6	7.25% 10	7.25% 10	76.81% 106	138	3.72
Housekeeping Staff	0.72% 1	5.76% 8	13.67% 19	21.58% 30	24.46% 34	33.81% 47	139	3.96
Handyman Program	2.88% 4	3.60% 5	5.04% 7	17.99% 25	15.11% 21	55.40% 77	139	3.87
Maintenance Staff	5.76% 8	5.76% 8	15.11% 21	28.78% 40	25.90% 36	18.71% 26	139	3.78
Spa Staff	3.60% 5	1.44% 2	12.95% 18	16.55% 23	29.50% 41	35.97% 50	139	4.04
Fitness Center Staff	3.60% 5	4.32% 6	13.67% 19	23.02% 32	30.94% 43	24.46% 34	139	3.97
Package delivery service	2.90% 4	3.62% 5	11.59% 16	15.94% 22	44.20% 61	21.74% 30	138	4.21
Package pick-up (in person)	2.88% 4	3.60% 5	15.11% 21	18.71% 26	46.04% 64	13.67% 19	139	4.17
Pool Attendant Staff	5.04% 7	5.04% 7	14.39% 20	15.83% 22	21.58% 30	38.13% 53	139	3.71

Q13 Please rate the condition and maintenance of the following facilities and common areas:

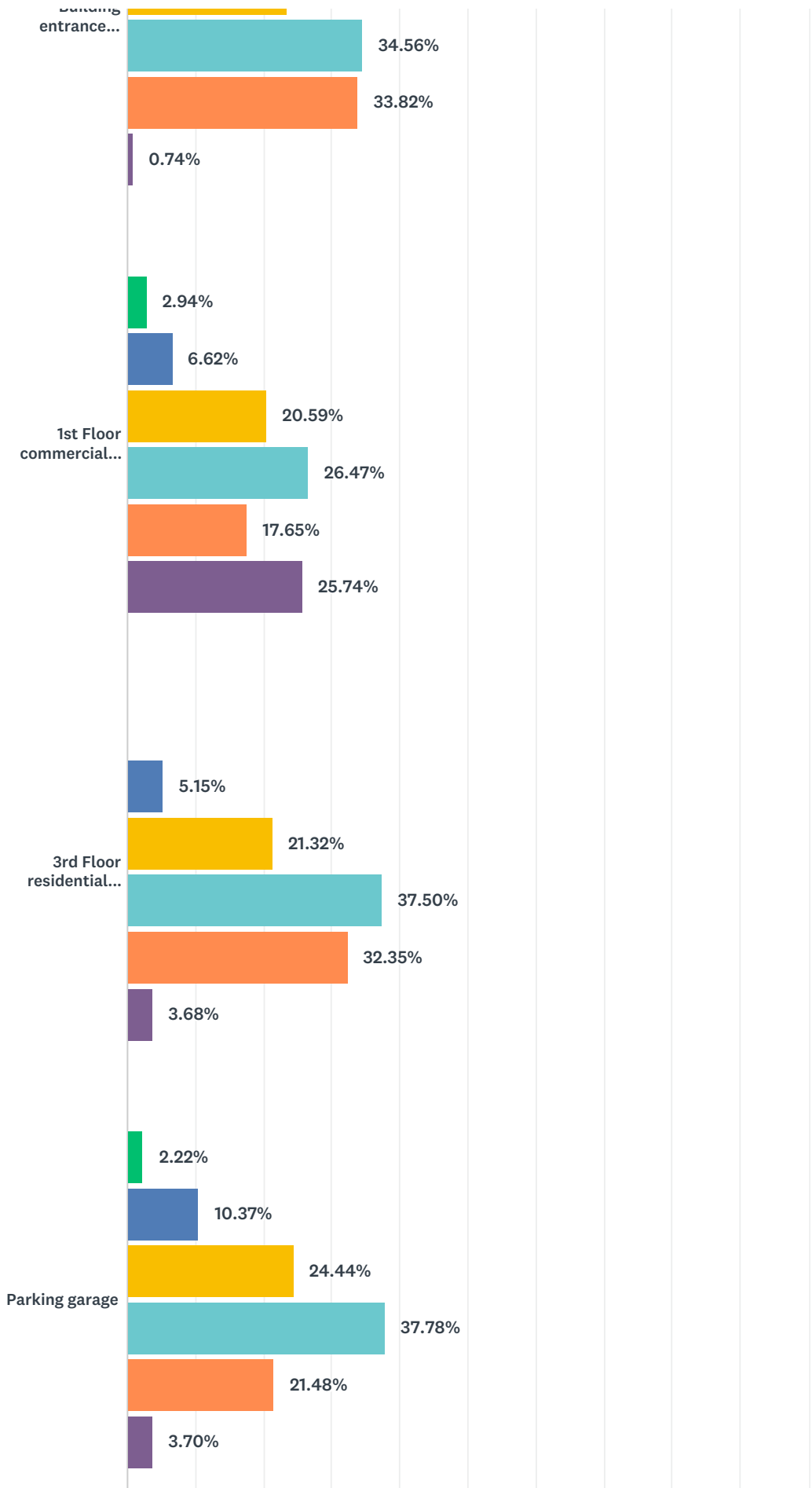
Answered: 137 Skipped: 18



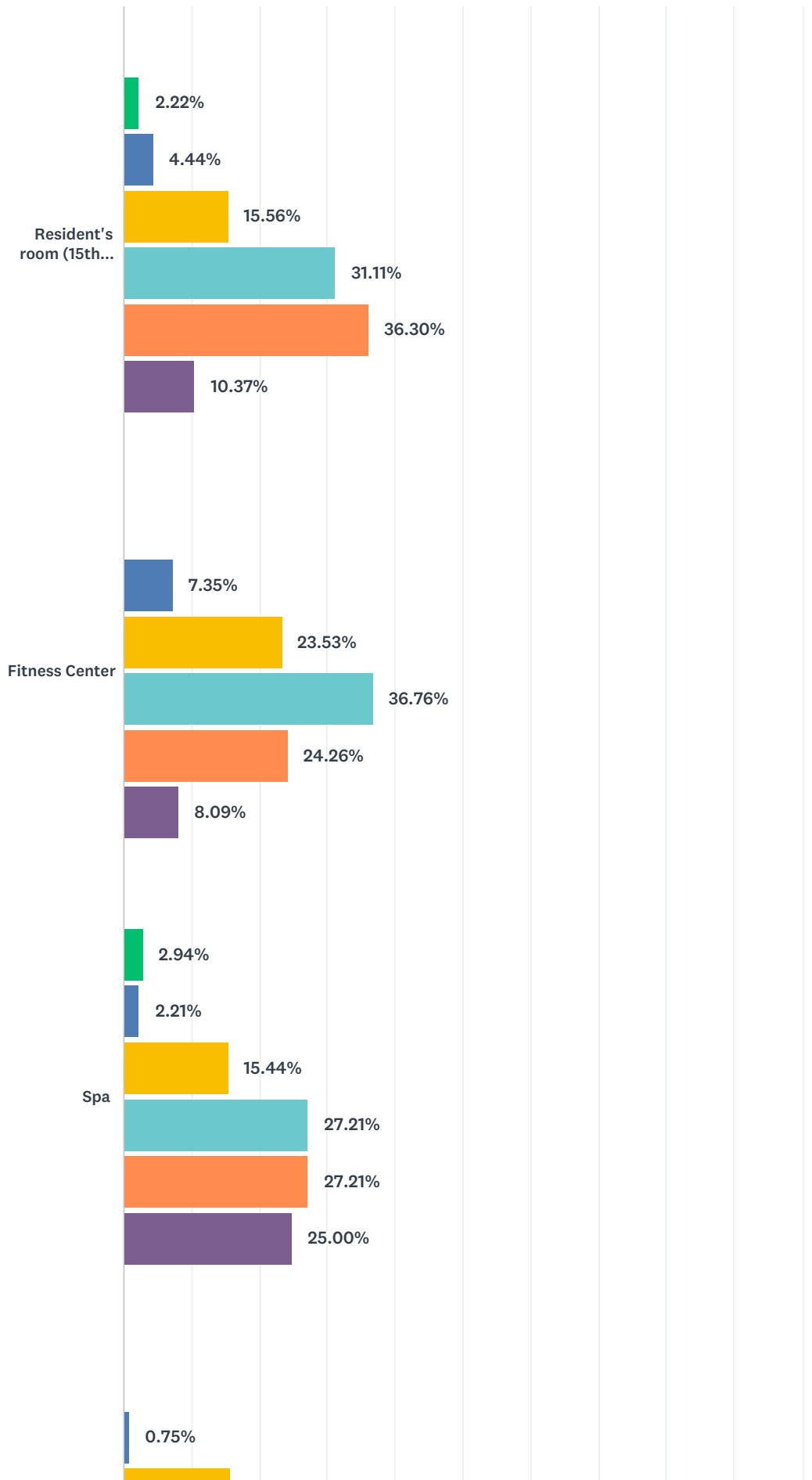
2019 Resident Survey



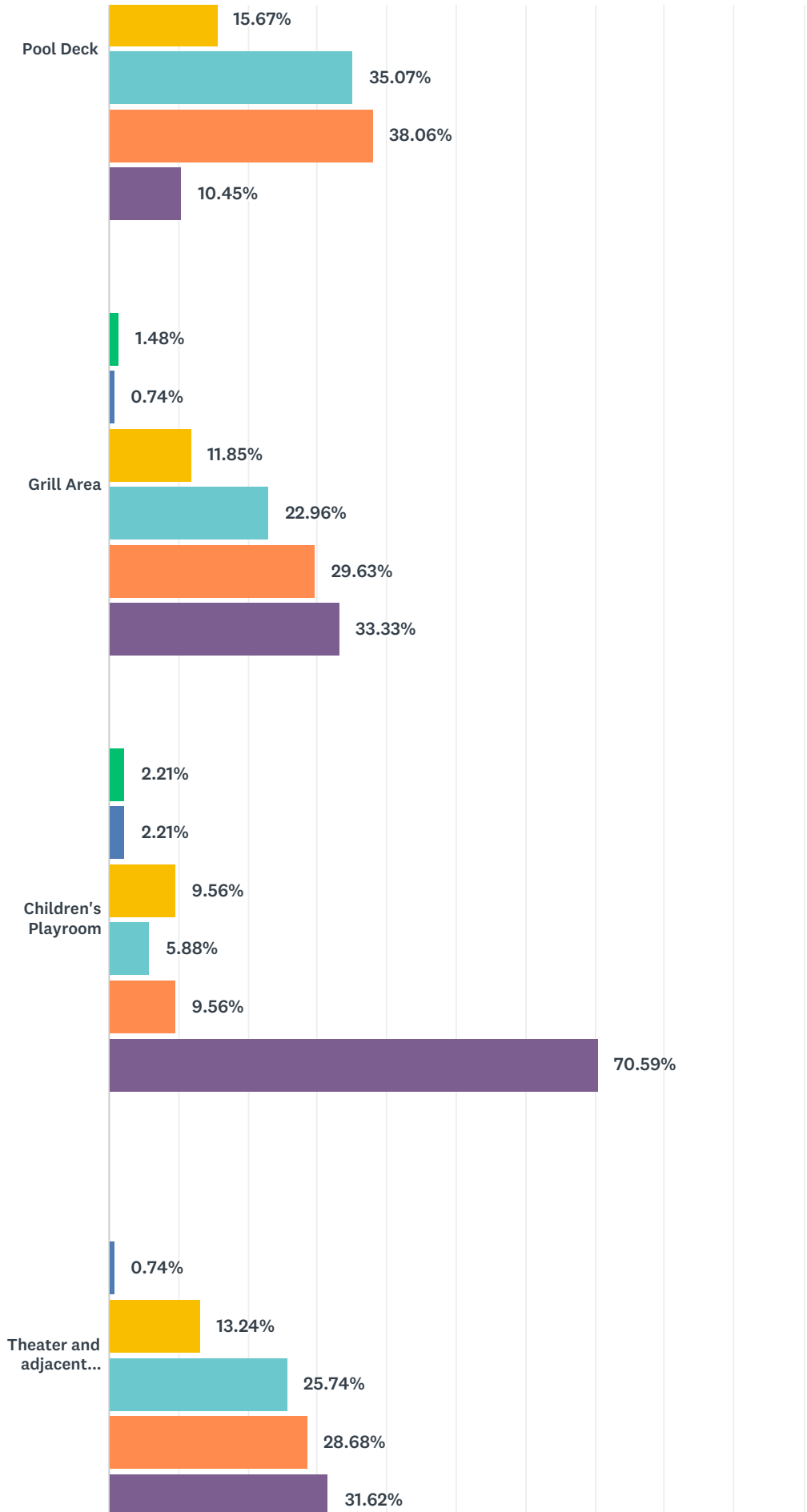
2019 Resident Survey



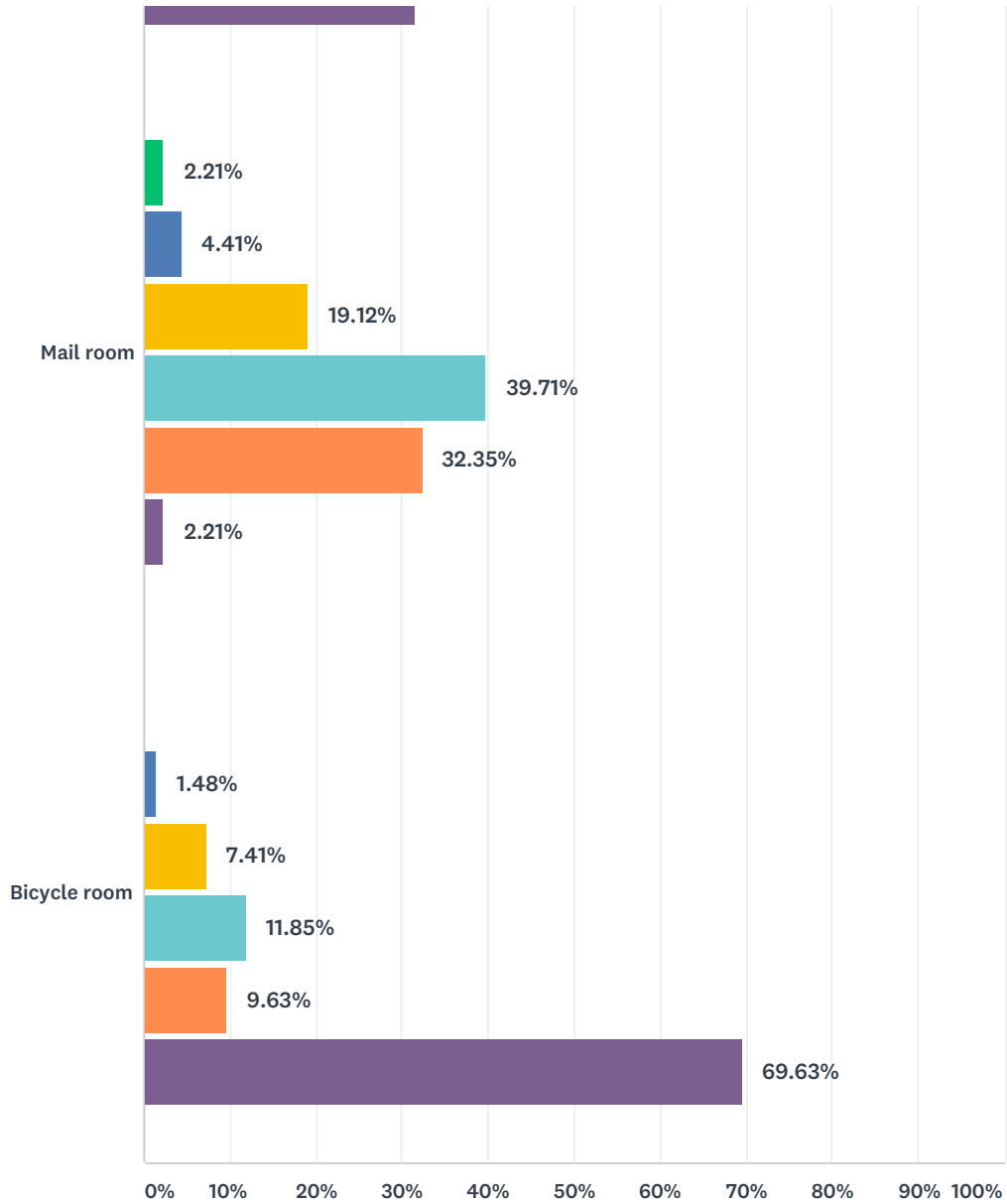
2019 Resident Survey



2019 Resident Survey



2019 Resident Survey



■ Poor
 ■ Fair
 ■ Good
 ■ Very Good
 ■ Excellent
 ■ N/A

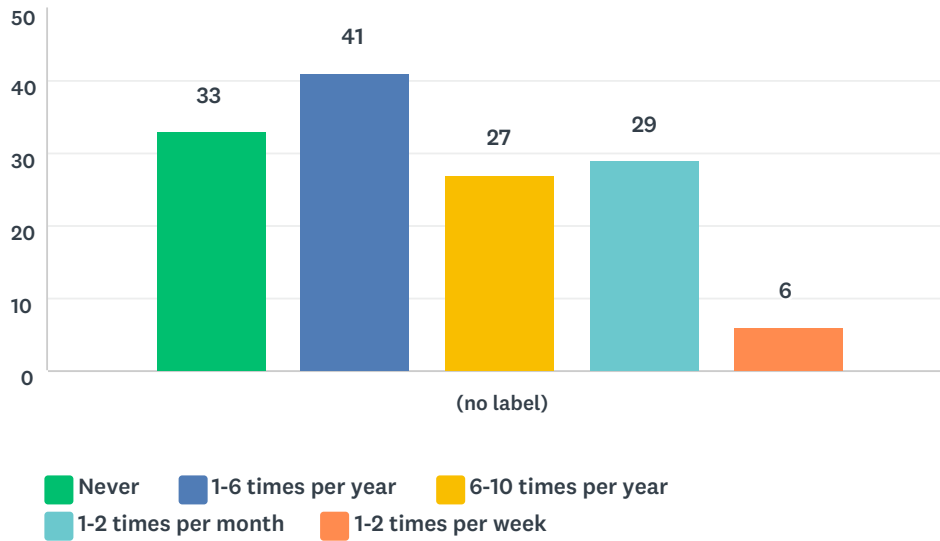
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Landscaping	2.21% 3	11.03% 15	22.79% 31	36.76% 50	23.53% 32	3.68% 5	136	3.71
Elevators	12.50% 17	20.59% 28	33.09% 45	17.65% 24	15.44% 21	0.74% 1	136	3.03
Hallways (carpet, walls, etc.)	8.09% 11	25.00% 34	29.41% 40	20.59% 28	15.44% 21	1.47% 2	136	3.10
Ground floor receiving and service area	10.29% 14	11.76% 16	36.03% 49	21.32% 29	18.38% 25	2.21% 3	136	3.26
Trash disposal closets (on every floor)	5.88% 8	7.35% 10	32.35% 44	29.41% 40	23.53% 32	1.47% 2	136	3.58
Storage rooms or bins	2.94% 4	2.94% 4	13.24% 18	14.71% 20	12.50% 17	53.68% 73	136	3.67

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Building entrance lobbies (1st & 3rd floors)	2.21% 3	5.15% 7	23.53% 32	34.56% 47	33.82% 46	0.74% 1	136	3.93
1st Floor commercial valet area and entry	2.94% 4	6.62% 9	20.59% 28	26.47% 36	17.65% 24	25.74% 35	136	3.66
3rd Floor residential valet reception and garage entry	0.00% 0	5.15% 7	21.32% 29	37.50% 51	32.35% 44	3.68% 5	136	4.01
Parking garage	2.22% 3	10.37% 14	24.44% 33	37.78% 51	21.48% 29	3.70% 5	135	3.68
Resident's room (15th Floor)	2.22% 3	4.44% 6	15.56% 21	31.11% 42	36.30% 49	10.37% 14	135	4.06
Fitness Center	0.00% 0	7.35% 10	23.53% 32	36.76% 50	24.26% 33	8.09% 11	136	3.85
Spa	2.94% 4	2.21% 3	15.44% 21	27.21% 37	27.21% 37	25.00% 34	136	3.98
Pool Deck	0.00% 0	0.75% 1	15.67% 21	35.07% 47	38.06% 51	10.45% 14	134	4.23
Grill Area	1.48% 2	0.74% 1	11.85% 16	22.96% 31	29.63% 40	33.33% 45	135	4.18
Children's Playroom	2.21% 3	2.21% 3	9.56% 13	5.88% 8	9.56% 13	70.59% 96	136	3.63
Theater and adjacent reception area	0.00% 0	0.74% 1	13.24% 18	25.74% 35	28.68% 39	31.62% 43	136	4.20
Mail room	2.21% 3	4.41% 6	19.12% 26	39.71% 54	32.35% 44	2.21% 3	136	3.98
Bicycle room	0.00% 0	1.48% 2	7.41% 10	11.85% 16	9.63% 13	69.63% 94	135	3.98

Q14 How often do you use 900community.com, our building's website?

Answered: 136 Skipped: 19



	NEVER	1-6 TIMES PER YEAR	6-10 TIMES PER YEAR	1-2 TIMES PER MONTH	1-2 TIMES PER WEEK	TOTAL	WEIGHTED AVERAGE
(no label)	24.26% 33	30.15% 41	19.85% 27	21.32% 29	4.41% 6	136	2.51

Q15 How do you rate 900community.com, our building's website

Answered: 134 Skipped: 21



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Navigability (ease of finding what you seek)	6.11% 8	13.74% 18	27.48% 36	16.03% 21	9.92% 13	26.72% 35	131	3.14
Overall design	3.88% 5	16.28% 21	27.91% 36	17.83% 23	9.30% 12	24.81% 32	129	3.16

Q16 Do you have any suggestions for improvement of common area facilities? Please specify the area and your specific idea(s).

Answered: 129 Skipped: 26

#	RESPONSES	DATE
1	1) Comfortable lobby and first floor furniture 2)Graphic designs/artwork in hallways and elevator lobbies of each garage floor 3) Use of cheerful colors leading to and from garage 4)Table or stand to set packages while waiting for elevator on garage floors 5)Plants on each floor in common elevator lobbies.	10/27/2019 4:08 PM
2	no	10/26/2019 11:25 AM
3	Fix the doors on the first floor so they consistently work.	10/25/2019 8:28 AM
4	Men's locker room water fountain is broken	10/23/2019 10:36 AM
5	Yes, I do have. The building has to work on term of security,because last year, I had someone in my apartment without my permission. Until today, I still do not know how he got into my apartment without my permission. My concerning is that it is a private elevator, however how come a person enter in my apartment without my permission,even though it has been one year already.However I am still worried.	10/20/2019 6:13 PM
6	Carpeting in hallways needs cleaning. There are many stains on them. Walls in hallways need touch ups. The A/C in common areas is still very warm.	10/20/2019 11:15 AM
7	Access to the back of the building needs work. There is no nice access to 2nd Avenue, the MetroMover and soon, The Miami World Center. A dirty garage, two trash dumpsters, and a broken sidewalk are the choices. Certainly 900 Biscayne Bay deserves an inviting back entrance for pedestrians.	10/18/2019 2:52 PM
8	No	10/18/2019 12:51 PM
9	I wish the gym weren't so dark.	10/18/2019 10:57 AM
10	No	10/18/2019 2:18 AM
11	Common areas must be updated (design and quality) in order to compete with newer buildings' common areas. We are getting outdated looking and worn out (cracked floors, damaged wood trims, old furniture). Potted plants look tired and unimpressive; their wicker planters look common and ordinary now. Need outstanding flower arrangements especially one at front reception desks on 1 and 3. Need more scent in building. Elevators have outdated and damaged floors and walls. Walls and throughout halls and doors are damaged. I don't like newer carpet and light walls in common hallways. When I bought my condo on 7th floor I was so impressed with the dramatic wall and carpet color and trim selections that matched the metal doors. They were so different from all the other condo buildings I explored. Now the dark paint is chipping on metal doors to expose original lighter color. Light walls look just like a hospital!!! Also the hallways and elevators are still so hot. I miss the elevator attendants. They were so welcoming and made our building feel top notch. Basically, I feel this building should replicate the appearance of a five star hotel. When I moved in in 2014 it was better looking and better maintained. Things are looking older and outdated.	10/17/2019 8:02 PM
12	Allowing my trainer access to the gym floor and gym door, via appropriate screening and application, rather than having me waste time, clog elevator access, and come down to the lobby to bring him right back up to the gym with me. this needs to be fixed, even if it bothers a certain someone on the board who is unpleasant and harasses people at the gym until he got his way.	10/17/2019 4:58 PM
13	change color walls, change carpets	10/17/2019 2:38 PM
14	No everything is good	10/17/2019 1:33 PM
15	Brighten The overall look	10/17/2019 12:01 PM
16	None	10/17/2019 9:48 AM

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17	My concern is about unleashed dogs, some of the dogs also pee on the stair, and there is no penalty fee	10/17/2019 9:08 AM
18	Consider artwork, have both front doors to building available, improve and embellish the entrance to the building.	10/16/2019 9:37 PM
19	Change the old furniture on ground floor	10/16/2019 9:21 PM
20	Orientation to the building was good, Naji was really courteous and professional. However, the move-in experience was not good at all. We paid the elevator fee, and the security person did not hold the elevator for us. He let other apartments move large furniture that same day for the Salvation Army, even though we had it reserved. It took us 2 additional hours to complete our move because of the wait times for the elevators and additional time to maneuver around the other movers. Because of this, we had to incur additional moving fees.	10/16/2019 9:03 PM
21	Continue with the great job!!!	10/16/2019 8:22 PM
22	I have to think in detail	10/16/2019 5:35 PM
23	The gym could use better bikes. The bar on the back wall attached to mirrors is loose & dangerous. Otherwise the staff is terr	10/16/2019 4:59 PM
24	More Technology for services.	10/16/2019 4:11 PM
25	Bigger space for the Fitness Room. Weight room is small .	10/16/2019 3:48 PM
26	Street level security - often times the guards don't stop people from walking into the bldg. They often don't lift their heads to even see visitors.residents who walk past	10/16/2019 3:38 PM
27	air condition in the hallway. Pool should be heated depending on the months	10/16/2019 3:17 PM
28	n/a	10/16/2019 3:08 PM
29	The water fountains in men's spa haven't been working for a very long time.	10/16/2019 2:47 PM
30	Residential hallways are very hot and smell terrible, need to be fixed.	10/16/2019 2:09 PM
31	no	10/16/2019 1:43 PM
32	I think its time to refresh the hallways and elevators. Going to a more contemporary design for the hallways and getting rid of the carpeting (especially the dizzy carpeting) and the changing the elevators button panels out for a modern digital system would go a long way in improving the modernness of the building	10/16/2019 1:40 PM
33	no	10/16/2019 1:25 PM
34	None	10/16/2019 1:06 PM
35	For the fitness equipment, would be great to have a summit trainer Precor brand and a Roller Butt Massager Drum Wooden Cellulite Fat Burner Machine Exerciser. Thanks s a lot	10/16/2019 12:47 PM
36	Better staff presence , attention and helpful attitude Refilling of sanitizer in gym areas Enforcement of pool etiquette and rules such as directing small children to upper level pool Availability of towels Scheduling and follow up of spa appointments	10/16/2019 12:46 PM
37	Kids room: Needs a complete update, new toys, new floor, no shoe rule enforced for everyone, new lighting. SPA: Water availability inside the spa so that we do t need to go outside the spa where it's cold, we wet the floors. Cleaning of sauna is regular and steam. Is deficient. The water fountains haven't worked for years!! Never weight towels inside the men's bathroom for face wash.	10/16/2019 12:31 PM
38	2nd elevator in office tower could be nicer	10/16/2019 12:18 PM
39	Gym, more machines	10/16/2019 12:16 PM
40	N/a	10/16/2019 12:16 PM
41	In general the building has the same problem, rules that make sense only to a few privileged members of the community. Very disrespectful and completely out of line when enforcing most of the time ridiculous rules.	10/16/2019 12:15 PM
42	There are foul smells in some of the common areas when passing through - perhaps cleaning or adding a pleasant scent could mask them. Also, the doorways and paths for accessibility is very difficult. Most doors are shut and locked making all the accessibility ramps and doorways are very difficult to open. A balance between security and ease of accessibility would be nice	10/16/2019 12:15 PM

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43	NIL	10/16/2019 12:12 PM
44	Upgrade the gym	10/16/2019 12:04 PM
45	no	10/16/2019 11:56 AM
46	N.	10/16/2019 11:56 AM
47	All areas need improvement	10/16/2019 11:55 AM
48	The elevator look bad.. cheap and always dirty! The spa should be open late so we have time to come home from work and still go to the spa.	10/16/2019 11:53 AM
49	I believe the theater should be open more often, night time desk staff should be more polite, and pool should have towel service	10/16/2019 11:49 AM
50	To change the carpets in the hallways	10/16/2019 11:49 AM
51	N/a	10/16/2019 11:44 AM
52	None.	10/16/2019 11:44 AM
53	No	10/16/2019 11:44 AM
54	Fitness Center is a bit dusty on the laminate wood floors sometimes and the carpet could use a deep cleaning or replace the carpets all together with new carpet.	10/16/2019 11:44 AM
55	maintain south tower main access alley (3rd floor) free of unpleasant smells, especially trash chute	10/16/2019 11:43 AM
56	more accommodating lobby	10/16/2019 11:43 AM
57	The building rules and regulations were not designed with families in mind, it appears the rules and regulation were designed to attached retirees and therefore the building reflects on their lives and interests	10/16/2019 11:42 AM
58	the elevators used for move-ins and vendors needs to be painted more frequently and the floors need to be polished & repaired more frequently. Need to move more quickly on getting proper air conditioning in hallways	10/16/2019 9:19 AM
59	nothing specific	10/12/2019 9:44 AM
60	Elevators are scuffed. Lighting is not uniform through the property hallways and elevators -- different light colors and intensities. New camera installation in elevators are unsightly -- in front of the older cameras and looks very down market. Management allows unsightly storage of items outside of storage units on the 15th floor amenities level in the limited common area. There are no fresh flowers or details that convey a higher end building, as our neighbors' buildings.	10/11/2019 4:25 PM
61	Perhaps, partner with a local restaurant that could cater in/delivery food to pool area	10/10/2019 7:42 PM
62	Valet pricing for additional cars owned by residents at \$15 per day is high.	10/9/2019 10:49 PM
63	The furniture and decor in the common area, like the lobby areas and resident room could be more plush and luxurious befitting the building particularly with new neighbors next door with their ultra sleek design, it would be nice to not be dated.	10/9/2019 7:57 PM
64	Fix AC on corridors and private halls. Fix water issues after AC service (mine still make a lot of noise)	10/9/2019 1:15 PM
65	None at this time	10/9/2019 8:43 AM
66	Food delivery should be contained to the 3rd floor . I believe unknown should not access the elevators for privacy and safety reasons.	10/9/2019 8:20 AM
67	the hallways of each floor need to be cleaned at least once a week. The parking lights of the recently purchased do not work well, You should talk to the vendor and review that issue, I do not know if a technical analysis was made before buying them but it is poor quality and often Since the change of management I have not seen improvements, rather I have seen deterioration. more attention, professionalism and transparency in the accounts should be requested	10/9/2019 3:04 AM
68	Eliminate the use fees on the grills	10/8/2019 7:40 PM
69	I really don't understand why pool table equipment can't be left out for easy access. I know there were incidents years ago but seems childish to hide them away as is done now.	10/8/2019 4:05 PM

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70	I believe the children's room is not used much, perhaps that space can be used as a teen room. Also, the gym needs to be upgraded. The lobby needs to have modern music playing. It would be great if the gym have classes like yoga, zumba, etc.	10/8/2019 4:05 PM
71	no	10/8/2019 2:55 PM
72	Pool hours; I was told pool closing at sunset was due to lack of lighting before the renovations; now that we have lighting why isn't open after sunset with a zero noise policy?	10/8/2019 2:53 PM
73	900 Biscayne Blvd Survey: Street Level- >No night lights at outdoor space of Restaurant Sagrado and adjacent Coffee Shop.... Not Safe. >Dead landscape plants outside of Sake Sushi...including empty planting pots, etc. >Cracked tiles in all areas Residential Vehicular Driveway Ramp->Unightly fake plants should be removed. Better to have nothing than fake plants! 3rd Floor Lobby- >Single seating chairs in center area, no two people can seat together. Perhaps the two seaters (adjacent to Fountain), for now, could be exchanged from the 1st Floor Lobby. >Should have fresh cut flowers instead of the Sad Plant Arrangement... Elevators- >Need to be updated eliminating the dark finishes.. >Flooring is mis-matched and should be changed soon. 15th Floor-> Lounge Area- Furniture needs to be updated and or replaced with new furniture. The furniture is mis-matched. >Sculpture below the Reflecting Pool should be exchanged for the Large Rock Sculpture. Pool Deck Level 17- >Showers could use some warm water! >Jacuzzi should have a visible thermometer. >Missing the Towel Service!!!	10/8/2019 2:53 PM
74	N/A	10/8/2019 2:49 PM
75	More housekeeping on the resident floors - spraying nice scents etc vacuuming the floors	10/8/2019 2:24 PM
76	900 Biscayne Blvd Survey: Street Level- >No night lights at outdoor space of Restaurant Sagrado and adjacent Coffee Shop.... Not Safe. >Dead landscape plants outside of Sake Sushi...including empty planting pots, etc. >Cracked tiles in all areas Residential Vehicular Driveway Ramp->Unightly fake plants should be removed. Better to have nothing than fake plants! 3rd Floor Lobby- >Single seating chairs in center area, no two people can seat together. Perhaps the two seaters (adjacent to Fountain), for now, could be exchanged from the 1st Floor Lobby. >Should have fresh cut flowers instead of the Sad Plant Arrangement... Elevators- >Need to be updated eliminating the dark finishes.. >Flooring is mis-matched and should be changed soon. 15th Floor-> Lounge Area- Furniture needs to be updated and or replaced with new furniture. The furniture is mis-matched. >Sculpture below the Reflecting Pool should be exchanged for the Large Rock Sculpture. Pool Deck Level 17- >Showers could use some warm water! >Jacuzzi should have a visible thermometer. >Missing the Towel Service!!! GARAGE- >Visual problems as related to large vehicles parking in the area of turning radius in particular parking space 7063 (double cab large long base GMC truck w/trailer hitch).	10/8/2019 2:20 PM
77	Landscaping throughout the building, especially the ramp area, needs to be enhanced especially now that the Zaha building has its TCO.	10/8/2019 1:28 PM
78	The entrance to our building is not up to par with the area. The front entrance off of Biscayne Blvd needs to be upgraded significantly. Thanks	10/8/2019 1:07 PM
79	Cameras in the garage and bicycle room. I had multiple occasions where personal items were taken from me. Bicycle room is stuffed to capacity. Hard to maneuver and get my bike in and out. Gym equipment not cleaned on a regular basis. Also people not cleaning up after themselves and still talking on the phone while on equipment. Current lobby/ loading dock staff excellent. Some super stars in valet. New kids still tend to speed. Annoying especially when I get cut off by my wife's car on occasion.	10/8/2019 11:56 AM
80	The staff should make it easy for the residents to use all the facilities, all the imposed rules, procedures, and requirements make it complicated to use resulting in lose the desire to use any of it. The building staff is here to make things easier and more comfortable for the residents, not the other way around.	10/8/2019 10:36 AM
81	PLEASE STOP PLAYING THE RADIO AT THE GYM. WE ALL HAVE EARPHONES AND THIS IS A PRIVATE GYM. I AM UNABLE TO LISTEN TO MY BOOKS WHILE WORKING OUT AND IT UPSETS ME VERY MUCH. THE MUSIC CHEAPENS THE OVERAL ATMOSPHERE OF THE GYM, THIS IS NOT LA FITNESS! ALSO, PLEASE OPEN THE BLINDS WHEN THE SUN IS NOT DIRECTLY INCOMING. WE HAVE A BEAUTIFUL VIEW AND COULD LOOK AT THIS WHILE WE WORKOUT INSTEAD OF BLACKOUT BLINDS. Sorry for all caps, but I have been asking about these changes for several years...	10/8/2019 8:59 AM

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82	Air conditioning in hallways on the 18th floor is almost non-existent. When testing the alarm maybe noon time should be a better time to respect the schedule of those like me who work during late hours. There seems to be an issue with the plumbing given that certain smells come and go unexpectedly.	10/8/2019 12:29 AM
83	Club room needs new flooring & furniture, finishes are dated throughout the building. More treadmills!!! Hallways need new carpeting. Elevators need to be refurbished. Gym needs new lighting and flooring. Loading dock packages area is disgusting and it's insulting that we are required to go there to pickup our packages instead of the the lower lobby.	10/7/2019 9:48 PM
84	Please continue working with the elevators. The floors in the elevators look great, but the walls and doors are scuffed.	10/7/2019 7:57 PM
85	AC, new carpet and get rid of the trash smell near the trash and elevator on 1	10/7/2019 7:54 PM
86	Sometimes the hallways from garage to elevator don't smell fresh and clean. But I think the new cooling air project will help that - to circulate more fresh air. Also, I hope we don't make it too cold. Most buildings are much too cold. Ideally they would be around 75 F. Also, would be nice to fix the screens on the elliptical machines. I wish there was a way to dim the screen down, since it's so bright, and also to put on TV, or music.	10/7/2019 6:22 PM
87	Gym area: i would like to see more people using a towel when using the gym facilities. It's common courtesy and also a respectful sign to others. The same applies to the return of the equipment where they found it.	10/7/2019 6:06 PM
88	n/a	10/7/2019 5:13 PM
89	Outlets should be provided at every parking spot of those who own electric cars.	10/7/2019 4:42 PM
90	Lower the temp for the steam room. Bring back the stool for outside the steam room and suana	10/7/2019 4:11 PM
91	air conditioning	10/7/2019 3:36 PM
92	"common area facilities" is too wide of a term as such improvements cannot be simply stated in one single box	10/7/2019 2:49 PM
93	none	10/7/2019 2:31 PM
94	None.	10/7/2019 2:03 PM
95	need to fix the doors in the entrance of the building so that the can be opened and closed when there are winds.	10/7/2019 1:46 PM
96	No	10/7/2019 1:35 PM
97	TRatar de nivelar los servicios y de poner los amenities a la altura de los edificios que lo rodean, hacer màs eventos sociales	10/7/2019 1:08 PM
98	Please, please repair the trash chutes so that recycling can be disposed of through it.	10/7/2019 12:22 PM
99	more electronic vehicle charges (and also, make sure the ones we have are working. one is always broken, despite the fact i and other residents have reported it multiple times)	10/7/2019 12:02 PM
100	None	10/7/2019 11:52 AM
101	some artwork in the halls to break the monotony of long corridors would be gear	10/7/2019 11:29 AM
102	I think that one suggestion is that it would be nice to have the resident room on the 15th floor open 24 hours. There are a good number of students in the building and studying in the resident room is often helpful especially late at night. I have friends from other buildings and several of them have community rooms open 24 hours. Recently, there have been several of the lights in the garage go out and many areas are dark. Also, if the pool deck could be opened for longer hours even after sunset that would be nice. Totally understandable if residents can't go into the pool/water after sunset, but sometimes its nice to just sit outside at night and enjoy the view (several other buildings just have security come tell people to get out of the water after sunset but still allow them to be on the deck and not in the pool when its dark).	10/7/2019 11:29 AM
103	A stair master in the gym would be amazing	10/7/2019 11:26 AM
104	Improve cleanliness in the common areas of the building and especially on the stairs and emergency exits.	10/7/2019 11:04 AM
105	Improve security on 1st floor for checking that people coming in are authorized.	10/7/2019 10:58 AM

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106	HAVE TO GET TOWELS FOR RESIDENTS , and more amenity type stuff in the bathrooms! WHEN YOU BRING GUESTS TO A POOL IN A MULTI MILLION DOLLAR POOL to have to bring your own towel and waters is a horrible look for potential buyers. These are simple changes that take this building from a 7.5 ro 8.5 easily. HOA 1K+ a month use 3\$ and purchase ea unit a towel per month. Make the Guests or residents sign out the towel they use	10/7/2019 10:56 AM
107	Not at this time	10/7/2019 10:53 AM
108	The women's spa is not cleaned daily. Example gum wrappers and hair I've seen in the same spot for 3 days. Mostly around and behind jacuzzi area In regards to the gym - we are excited for the makeover. It would be nice if the music was consistently on and at a volume that is not library-ish. I understand certain ppl like absolute quiet and complain even if ppl are talking loud but at the end of the day it's a gym. We are there to be motivated and if some music and talking with our neighbors get is there than I think that should be okay. It's better for ppl to be happy and getting along. Valet- I've only called in a few times but honestly at least 4-5x per week they are speeding in the garage. They slow down when they see residents or at peak hours but I have odd hours and it's pretty aggressive.	10/7/2019 10:51 AM
109	I want to use the building grill but I do not understand why we must pay to use this if it is a building amenity. I understand checking in and out so you know who messed it up but to pay \$20 to grill at home?? No thank you.	10/7/2019 10:49 AM
110	New management	10/7/2019 10:46 AM
111	No	10/7/2019 10:35 AM
112	Gym: more elliptical machines and treadmills Spa: more control for peaceful enjoyment	10/7/2019 10:33 AM
113	Stair master and punching bag in the gym would be excellent. I really have no complaints about the facilities I love living in the building and using them.	10/7/2019 10:31 AM
114	na	10/7/2019 10:23 AM
115	Valet prices are ridiculous.	10/7/2019 10:19 AM
116	All good	10/7/2019 10:19 AM
117	5 years without service hall and foyer A/C is unacceptable. Valet doesn't keep arriving cars pulled forward, they end up blocking autos trying to exit 3rd level from upstairs parking	10/7/2019 10:18 AM
118	Spa should be open at least to 9pm weekends need to be more clean and organized. Pool is cold and towels was I nice touch. Barbecue should be open to 9pm Some clases on the gym will be great idea.	10/7/2019 10:17 AM
119	More versatile gym equipment - too many spin bikes people don't use.	10/7/2019 10:06 AM
120	Spa area needs to be cleaned better, hair on floor, showers is visible. Loading dock area always has a very bad smell and since now that is where packages are picked up it's a very unpleasant experience. Same for the elevator that is on the ground floor close to the loading dock	10/7/2019 10:06 AM
121	More treadmills are needed in the fitness room. There are too many people in this building to only have 3 - I have to wait every time for one to open up when I go to the fitness center. Also, it is way too hot in the fitness center. Having some big fans would really help cool it down.	10/7/2019 10:01 AM
122	No	10/7/2019 10:00 AM
123	Hallway carpets could be cleaned more regularly.	10/7/2019 10:00 AM
124	Heat in hallways and elevators is unbearable Not being able to get packages outside certain hours is hard Horrible smells in lower valet and package area	10/7/2019 10:00 AM
125	For the fitness center, I think another treadmill is needed, as during peak times it's hard to get one. Also, I think upgraded weightlifting machines would be great.	10/7/2019 9:59 AM
126	No common areas look clean and fine	10/7/2019 9:51 AM
127	Better ease of use for guests visiting	10/7/2019 9:46 AM
128	No	10/7/2019 9:45 AM
129	Towel service back in the pool area	10/7/2019 9:43 AM

Q17 Do you have any improvement suggestions for staff? Please be specific.

Answered: 127 Skipped: 28

#	RESPONSES	DATE
1	Less time texting and telephoning and focus on building appearance.	10/27/2019 4:08 PM
2	no	10/26/2019 11:25 AM
3	No	10/25/2019 8:28 AM
4	Be more flexible sometimes when people need the keys late or accept to keep keys for the apartment when someone is traveling	10/23/2019 10:36 AM
5	The staff have to be more patient and professional with visitors ,because one of my friend came to visit me and the person that was at parking valet at day; the one downstairs treat her so bad, that I felt so bad because we pay a lot money to treat our visitors like that.	10/20/2019 6:18 PM
6	Already noted on last question.	10/20/2019 11:16 AM
7	Someone in the management office needs to be accessible, at least electronically, and on call more than during normal office hours for regular business. Residents are busy during normal business hours.	10/18/2019 2:54 PM
8	No	10/18/2019 12:51 PM
9	No	10/18/2019 10:58 AM
10	No	10/18/2019 2:18 AM
11	The night staff after 11p at front desk on 1 are inconsistent. Some don't even acknowledge your presence as you walk by. Some are asleep when I enter lobby area around midnight to walk my dog. Yet some are engaging and concerned that I return safely. It is alarming how unaware they appear to be.	10/17/2019 8:06 PM
12	I truly love the front desk staff, the housekeeping staff, maintenance staff, and the package room staff too. Everyone is kind and helpful. thank you to your team.	10/17/2019 4:59 PM
13	Lobby night staff needs to be improved	10/17/2019 2:39 PM
14	No	10/17/2019 1:33 PM
15	In general The staff is friendly and responsive	10/17/2019 12:03 PM
16	None	10/17/2019 9:49 AM
17	they are very good	10/17/2019 9:08 AM
18	They are all friendly and consistent.	10/16/2019 9:38 PM
19	Staff is good	10/16/2019 9:22 PM
20	The security guard was nice, however not helpful if he has to go up and down in the elevator, taking up room that can be used to move additional furniture.	10/16/2019 9:05 PM
21	No	10/16/2019 8:22 PM
22	I have to think in detail	10/16/2019 5:35 PM
23	Staff is terrific	10/16/2019 5:11 PM
24	If some security staff are wearing a suit It should not fit sloppy.	10/16/2019 4:13 PM
25	No, You have a terrific team!	10/16/2019 3:49 PM
26	security needs to be more attentive to visitors entering the Main Street level - lift their heads and acknowledge and check visitors	10/16/2019 3:39 PM
27	n/a	10/16/2019 3:08 PM

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28	No	10/16/2019 2:47 PM
29	Concierge actually answering emails would be helpful.	10/16/2019 2:10 PM
30	Immanence staff should follow up on reported resident issues	10/16/2019 1:44 PM
31	Everyone is great	10/16/2019 1:40 PM
32	no	10/16/2019 1:25 PM
33	None	10/16/2019 1:06 PM
34	Management office staff needs to be more punctual and helpful Spa staff needs spa level of training Anas is very professional needs to have his staff be more personable and caring Pool staff needs to be visible and available and trained to enforce rules	10/16/2019 12:52 PM
35	Great service and people!! Thanks a lot	10/16/2019 12:47 PM
36	Timeliness and helpfulness - there have been occasions of doormen standing around and not opening doors for residents and guests. The building's layout and elevators make it difficult to leave the building efficiently with a stroller or big luggage, so it would be nice to have the help of the staff opening doors when they are next to one. The response time with doormen assistance would greatly improve. Many occasions ringing the bell for help leads to waiting over 20-30mins if not longer, and not allowed to get a cart ourselves bc they are locked. Even ringing the bell, one usually must leave the 15min parking and find assistance. Valet parking - the car does not arrive in a timely manner or more so, they have brought the wrong car twice this month as an example. We've been late to work and appointments because they have brought another resident's car down instead of ours, then offer no apologies, and then are not in a rush to fix their error. The fire alarm testing announcements have been excessive - if the tests are occurring in just common areas and not residential floors, could the announcements even kept to a minimum? They are long, very loud, and disruptive. Timeliness for package porters - there have been instances where a delivery notification arrives, but the package is not delivered to foyer a day or two later	10/16/2019 12:38 PM
37	Not enough people help bring grocery's upstairs.	10/16/2019 12:32 PM
38	the staff should be there to service ALL the residents of the community, i feel they are there to service the few that are privileged, and for the rest of us they act as rule enforcers. Most of the time making us feel uncomfortable and unwanted.	10/16/2019 12:19 PM
39	no	10/16/2019 12:18 PM
40	less than 4 hours of parking, for instance 2 hours, 5 dollars..	10/16/2019 12:16 PM
41	Na	10/16/2019 12:16 PM
42	NIL	10/16/2019 12:12 PM
43	a	10/16/2019 12:04 PM
44	Most Management staff, Concierge, 3 rd level lobby Areas and bellman are effective. Building Engineering staff needs improvement and training. Chief Engineer is not knowledge, does not have the appropriate attitude and should be changed.	10/16/2019 11:58 AM
45	no	10/16/2019 11:57 AM
46	Need to be trained better. Be polite to residents and guests. Limit use of mobile phones.	10/16/2019 11:57 AM
47	Most of the stuff are friendly. Some are not.. Concierge is not friendly but I guess he do his job!	10/16/2019 11:55 AM
48	The staff at 900 is top notch, but some are rough around the edges.	10/16/2019 11:50 AM
49	..	10/16/2019 11:49 AM
50	Management office needs manors	10/16/2019 11:45 AM
51	No	10/16/2019 11:45 AM
52	None, the staff is always courteous and professional.	10/16/2019 11:45 AM
53	None	10/16/2019 11:44 AM
54	all staff are very attentive	10/16/2019 11:44 AM
55	the maintenance staff needs to be more professional and friendly	10/16/2019 11:43 AM
56	no	10/16/2019 11:42 AM

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57	some of our new security staff are not good, not friendly and not helpful.	10/16/2019 9:20 AM
58	responsiveness and communication from the maintaining team. i have called 4 times to get a light replaced in the corridor on the common area. nobody come fix yet nor gave me any justification for it	10/12/2019 9:45 AM
59	Management routinely conveys professional untruths in response to questions directed at them. I would like greater effort made for accountability and truthfulness.	10/11/2019 4:26 PM
60	Love the team here, keep up the great work!	10/10/2019 7:43 PM
61	Allow staff to assist with Pet care during their off hours. Sign a release of liability.	10/9/2019 10:52 PM
62	The staff has been pretty courteous and accommodating, sometimes it gives the appearance of a relaxed security setting particularly when the lower lobby doors are can be opened by anyone and often times I don't even see the heads of the personnel on both lobbies on my way to my unit.	10/9/2019 8:00 PM
63	Antonio is amazing. Martha and others at reception as well!!! Hugo and Elisabeth from Valet are superb!!	10/9/2019 1:16 PM
64	None at this time	10/9/2019 8:43 AM
65	3rd level door man should be at it's post at all times. Door man not at it's station is as good as NO door man.	10/9/2019 8:24 AM
66	Trainig	10/9/2019 3:05 AM
67	All staff has been wonderful and always helpful!	10/8/2019 7:41 PM
68	They really should look up from their computers when people enter the building. I know this is being addressed in the redesign of the main lobbies.	10/8/2019 4:06 PM
69	Not really	10/8/2019 4:05 PM
70	The Staff overall is really friendly and goes above and beyond.	10/8/2019 2:55 PM
71	no	10/8/2019 2:55 PM
72	Pool Spa Staff should wear Tan clothing instead of Black.	10/8/2019 2:54 PM
73	N/A	10/8/2019 2:50 PM
74	They are great!	10/8/2019 2:24 PM
75	Pool Staff should wear Tan clothing, not Black!	10/8/2019 2:20 PM
76	No	10/8/2019 1:28 PM
77	Staff is great	10/8/2019 1:07 PM
78	Mentioned before. Most day time lobby staff is on point and super nice. Night time is a different story, mostly on their phones, not paying attention to residents coming back or passing by. A hello goes a long way. Loading dock and new security kid go above and beyond. Valet mostly excellent, just a few wild ones there.	10/8/2019 11:58 AM
79	The staff most be oriented to make clear that they are here to serve, help, and take care of the building and the residents. There are a few of them that have very clear these tasks but there are others that are more focus on technicalities than on making things easy for residents.	10/8/2019 10:41 AM
80	Most of the staff is incredibly professional!	10/8/2019 9:00 AM
81	When properly addressed, as in the case of a spouse, temporary fobs and parking access should be provided at the request of the unit occupant while the application is being processed. Even if it means paying a fee. It just makes life easier which is what you expect when you pay to call a place home.	10/8/2019 12:33 AM
82	Front desk staff needs to stop giving people attitude when they leave packages for us at the front desk.	10/7/2019 9:50 PM
83	The staff does a fine job as-is, no suggestions. They've all been friendly and personable. No complaints.	10/7/2019 7:57 PM
84	New elevators, better systems to easily open front doors that work	10/7/2019 7:55 PM
85	The staff is great. Ideally I would want the monthly fees to stay the same or go down, so I wouldn't want to hire additional people.	10/7/2019 6:23 PM

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86	Most of my encounters with staff have been positive! A special heads up for their good work to the package team!	10/7/2019 6:08 PM
87	no	10/7/2019 5:13 PM
88	Specifically talking about maintenance staff, they should be more considerate with residents. For 2 times I've asked for repairing of the AC of the hall of my unit, since it is making a very annoying noise. They told me it was air on the pipe line but nothing has been done. Noise is still there for months	10/7/2019 5:02 PM
89	Staff is largely great, I can praise the maintenance staff for some of the interactions and other occasions were less than ideal. There has been good improvement over the past year, but I still think the elevator access for guests and deliveries can be further improved.	10/7/2019 4:13 PM
90	proactive	10/7/2019 3:36 PM
91	Center lane "security" gate person is a waste of money for the building and provides nothing of value. There can be found many ways to replace the hypothetical functions of this person at much lower cost.	10/7/2019 2:50 PM
92	none	10/7/2019 2:32 PM
93	Be more kind.	10/7/2019 2:04 PM
94	none	10/7/2019 1:46 PM
95	O	10/7/2019 1:35 PM
96	no	10/7/2019 1:09 PM
97	The staff are all excellent!! So pleased	10/7/2019 12:23 PM
98	Staff is good.	10/7/2019 12:02 PM
99	None	10/7/2019 11:52 AM
100	Not really, the staff is extremely nice! I think its important to have the individual working the first floor desk to make sure they see who walks into the building at night (but I think this has been significantly improved).	10/7/2019 11:32 AM
101	no	10/7/2019 11:29 AM
102	No staff are very nice	10/7/2019 11:26 AM
103	I'd suggest staff to greet residents when they meet them somewhere in the building.	10/7/2019 11:14 AM
104	My inter actions with everyone on the staff have been excellent.	10/7/2019 10:59 AM
105	HAVE TO GET TOWELS FOR RESIDENTS , and more amenity type stuff in the bathrooms! WHEN YOU BRING GUESTS TO A POOL IN A MULTI MILLION DOLLAR POOL to have to bring your own towel and waters is a horrible look for potential buyers. These are simple changes that take this building from a 7.5 ro 8.5 easily. HOA 1K+ a month use 3\$ and purchase ea unit a towel per month. Make the Guests or residents sign out the towel they use	10/7/2019 10:56 AM
106	No	10/7/2019 10:53 AM
107	Mario and Alex are awesome!!!	10/7/2019 10:51 AM
108	No	10/7/2019 10:50 AM
109	New management	10/7/2019 10:46 AM
110	Overnight staff need to be more attentive - I have noticed some recent improvements, but still needs work	10/7/2019 10:36 AM
111	I have only had one poor experience with the maintiance staff and therefore overall will state that they are good to work with.	10/7/2019 10:35 AM
112	I don't understand the role of the Concierge. I've had little interaction or assistance in over 5 years.	10/7/2019 10:34 AM
113	Keep elevator floors cleaner (pet defication, urination and other spills) Sometimes an entire day will go by without mopping floor. Start using building front entry (automatic opening door) instead of the more southerly entrance. This reference is Biscayne Blvd street entry	10/7/2019 10:20 AM
114	Concierge must respond faster, he NEVER picks up phone calls.	10/7/2019 10:19 AM

2019 Resident Survey

115	No	10/7/2019 10:19 AM
116	No	10/7/2019 10:19 AM
117	NA	10/7/2019 10:06 AM
118	I will give them in person	10/7/2019 10:06 AM
119	No	10/7/2019 10:01 AM
120	No	10/7/2019 10:00 AM
121	No. They're great	10/7/2019 10:00 AM
122	No	10/7/2019 10:00 AM
123	Some do not push elevator floor for guests...happens 30 %of time	10/7/2019 10:00 AM
124	Staff is friendly and always courteous. No changes needed	10/7/2019 9:51 AM
125	NA	10/7/2019 9:46 AM
126	No	10/7/2019 9:45 AM
127	Management staff should remember that they work for the community	10/7/2019 9:43 AM

Q18 Do you have any suggestions for better building communication?

Answered: 124 Skipped: 31

#	RESPONSES	DATE
1	Improve web site. Not user friendly.	10/27/2019 4:09 PM
2	no	10/26/2019 11:25 AM
3	No - it has improved significantly	10/25/2019 8:28 AM
4	No	10/23/2019 10:36 AM
5	In term of communication the building is good!	10/20/2019 6:20 PM
6	No	10/20/2019 11:16 AM
7	The emails, when they are timely, are good. But many emails are very delayed - I don't know why.	10/18/2019 2:55 PM
8	No	10/18/2019 12:52 PM
9	I am very supportive of recycling. I still find the rules/instructions unclear.	10/18/2019 10:59 AM
10	No	10/18/2019 2:18 AM
11	An email reminder sent late on the afternoons of RCC and Board Meetings. Some kind of a meeting for old (and new) residents for updates and reminders of our community rules and amenities (things change over time and we don't study or read meeting notes or the handbook). Somehow residents should remain aware - perhaps email reminders each month. If you bought your condo five years ago as I did, things have changed since my welcome meeting in the office. As owners update their own apartments, it would be nice to be able to get some "spare parts" or discontinued items (cabinet handles/doors/slate tiles). Might be nice to have a storage room for these items that we could purchase as needed? Somehow communicate that these items are available? Maybe a monthly "did you know" article in the newsletter about community rules, building updates, community meetings/concerns	10/17/2019 8:15 PM
12	If another tragedy occurs at our building, and police yellow rope off our building and street and are maneuvering within our building, I would like a message about what happened, even a brief message with no details stating to not worry that everything is safe would be helpful. No message at all was concerning to me. It makes me wonder what else happens in my "neighborhood" that I never find out about.	10/17/2019 5:02 PM
13	NA	10/17/2019 2:39 PM
14	No	10/17/2019 1:33 PM
15	No	10/17/2019 12:03 PM
16	None	10/17/2019 9:49 AM
17	No	10/17/2019 9:09 AM
18	What happened to the newsletter? The weekly update with local events are appreciated.	10/16/2019 9:40 PM
19	No	10/16/2019 9:22 PM
20	No	10/16/2019 9:05 PM
21	No	10/16/2019 8:22 PM
22	Follow up all calls and emails from owners and residents.	10/16/2019 5:35 PM
23	No	10/16/2019 5:12 PM
24	No	10/16/2019 3:49 PM
25	none. you do a great job	10/16/2019 3:39 PM
26	n/a	10/16/2019 3:08 PM
27	No	10/16/2019 2:47 PM

2019 Resident Survey

28	No.	10/16/2019 2:10 PM
29	no	10/16/2019 1:44 PM
30	Faster updates to the website with meeting minutes etc	10/16/2019 1:40 PM
31	no	10/16/2019 1:25 PM
32	Elevator outage notices, but these have improved	10/16/2019 1:07 PM
33	Good communication The incidents with the new staff over the loudspeakers in the middle of the night were unacceptable	10/16/2019 12:53 PM
34	Organizing neighbors potluck/ Aquagym activities would be great! Thanks a lot!	10/16/2019 12:49 PM
35	It would be nice to have direct numbers to upper and lower lobbies instead of having to deal with the prompt every call.	10/16/2019 12:38 PM
36	N/A	10/16/2019 12:32 PM
37	faster email responses from management	10/16/2019 12:25 PM
38	not at the moment	10/16/2019 12:20 PM
39	no	10/16/2019 12:18 PM
40	No	10/16/2019 12:17 PM
41	NIL	10/16/2019 12:13 PM
42	a	10/16/2019 12:04 PM
43	Communication is fairly effective	10/16/2019 11:59 AM
44	no	10/16/2019 11:57 AM
45	N.	10/16/2019 11:57 AM
46	Communication so far has been good.. peter is the one always talking to the association	10/16/2019 11:55 AM
47	Event pages on the TV's in the elevator lobbies	10/16/2019 11:50 AM
48	...	10/16/2019 11:49 AM
49	None, the building is always up to date with the latest news and information via email, and announcement signs in the common areas.	10/16/2019 11:47 AM
50	N/a	10/16/2019 11:45 AM
51	None	10/16/2019 11:45 AM
52	No	10/16/2019 11:45 AM
53	no	10/16/2019 11:44 AM
54	no	10/16/2019 11:44 AM
55	No	10/16/2019 11:42 AM
56	email is the best form of communication	10/16/2019 9:21 AM
57	no, it is very good. works well	10/12/2019 9:46 AM
58	no	10/11/2019 4:27 PM
59	building app would be great	10/10/2019 7:44 PM
60	Great communication	10/9/2019 10:52 PM
61	No	10/9/2019 8:01 PM
62	no	10/9/2019 1:16 PM
63	None at this time	10/9/2019 8:44 AM
64	No sugestion	10/9/2019 8:25 AM
65	Transparency in accounts	10/9/2019 3:06 AM
66	No, the emails are very informative	10/8/2019 7:41 PM

2019 Resident Survey

67	There are significant lags in reporting elevator outages and repairs outside of prime shift.	10/8/2019 4:07 PM
68	No suggestions	10/8/2019 4:05 PM
69	Communication is feel is very transparent.	10/8/2019 2:56 PM
70	no	10/8/2019 2:55 PM
71	Owners/Tenants are not properly notified of impending changes, i.e., towel service at Pool, Building Improvements.... New tenants and or businesses, i. e., Nail Venue, Swagat, Trader Joe's (Miami Beach)...	10/8/2019 2:54 PM
72	No suggestions the emails are very informative	10/8/2019 2:50 PM
73	The emails are perfect	10/8/2019 2:24 PM
74	Owners/Tenants are not properly notified of impending changes, i.e., towel service at Pool, Building Improvements.... New tenants and or businesses, i. e., Nail Venue, Swagat, Trader Joe's (Miami Beach)...	10/8/2019 2:20 PM
75	All is great	10/8/2019 1:07 PM
76	Currently while the building is having issues with the AC throughout the building it would be nice to receive an update on what's happening. I am dealing with unit issues for a couple of months now with no solution in sight just yet.	10/8/2019 12:00 PM
77	The website should have a suggestion mailbox where each resident can express their complains and observations freely and these need to be addressed the fastest and the better way possible. The only way to do this today is going to the management office and file a claim, not everybody has the time to go there for every incident or inconformities they may have.	10/8/2019 10:46 AM
78	NA	10/8/2019 9:00 AM
79	No	10/8/2019 12:33 AM
80	Vertilink app is garbage, this building needs a more intuitive app like the valet does that gives notifications instead of sending a ton of emails that get lost in your inbox	10/7/2019 9:53 PM
81	The email system in effect works just fine.	10/7/2019 7:58 PM
82	No	10/7/2019 7:55 PM
83	I think the building communication is great at 900 Biscayne Bay. The best I have ever come across, and I lived in several buildings, and own in several condos.	10/7/2019 6:24 PM
84	N/A	10/7/2019 6:13 PM
85	yes, especially if knowing if the bldg has the right key	10/7/2019 5:13 PM
86	Communication is ok.	10/7/2019 5:02 PM
87	no, email has been efficient as are the postings by the garage entrances	10/7/2019 4:14 PM
88	email is fine	10/7/2019 3:36 PM
89	a good website, managed like a web site should be will do a lot to improve the communications well as the "social life" of the building as a community	10/7/2019 2:51 PM
90	Forum on website	10/7/2019 2:33 PM
91	They need to learn hoy to communicate and be more helpful.	10/7/2019 2:04 PM
92	none	10/7/2019 1:46 PM
93	Yes I have recently done a senior design Project in University of Miami which was create a mobile application to. Improve communication for tenants owners and staff, it offers a variety of services. If this is an idea which would interest 900 to implement feel free to reach out to me	10/7/2019 1:35 PM
94	More comunication via web	10/7/2019 1:09 PM
95	We appreciate the communication- very well done.	10/7/2019 12:23 PM
96	no	10/7/2019 12:02 PM
97	None	10/7/2019 11:53 AM
98	n/a	10/7/2019 11:32 AM

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99	no	10/7/2019 11:29 AM
100	No, email and text alerts have been great	10/7/2019 11:27 AM
101	No	10/7/2019 11:15 AM
102	no	10/7/2019 11:00 AM
103	HAVE TO GET TOWELS FOR RESIDENTS , and more amenity type stuff in the bathrooms! WHEN YOU BRING GUESTS TO A POOL IN A MULTI MILLION DOLLAR POOL to have to bring your own towel and waters is a horrible look for potential buyers. These are simple changes that take this building from a 7.5 ro 8.5 easily. HOA 1K+ a month use 3\$ and purchase ea unit a towel per month. Make the Guests or residents sign out the towel they use	10/7/2019 10:56 AM
104	No	10/7/2019 10:53 AM
105	Text messages	10/7/2019 10:51 AM
106	No.	10/7/2019 10:50 AM
107	New management	10/7/2019 10:46 AM
108	The communications during the most recent hurricane watch were more hysterical than helpful. Realize that during a hurricane watch/warning, the media bombards everyone with warnings and alerts. There was no reason to set up a large screen TV in the 3rd floor lobby. That cheapened the look of the lobby. This is our home, not a media hub or storm command and control center.	10/7/2019 10:39 AM
109	No	10/7/2019 10:37 AM
110	No	10/7/2019 10:36 AM
111	Since USPS mail delivery usually does not happen on a reliable schedule. Please text residents, informing them when mail delivery hasn't happened before 5PM. Include an estimate of completion time.	10/7/2019 10:23 AM
112	No	10/7/2019 10:20 AM
113	All good.	10/7/2019 10:19 AM
114	No	10/7/2019 10:19 AM
115	Feedback has been provided many times about this and the response when communications are not well redacted is that someone else did it. If staff is assigned to prepare communications and do not have the skills they should not do it or their work needs to be supervised. Also I have suggested in the past to have better clarity on the sender of emails so that if you are getting a "pest reminder email" vs a BOD communication it comes from the appropriate KW employee	10/7/2019 10:11 AM
116	NA	10/7/2019 10:07 AM
117	No	10/7/2019 10:01 AM
118	No	10/7/2019 10:01 AM
119	So far I think it's great	10/7/2019 10:00 AM
120	No	10/7/2019 10:00 AM
121	No	10/7/2019 9:51 AM
122	N/A	10/7/2019 9:47 AM
123	No	10/7/2019 9:45 AM
124	Rudeness of Management office	10/7/2019 9:43 AM

Q19 Do you have any ideas which could be utilized to improve our website?

Answered: 124 Skipped: 31

#	RESPONSES	DATE
1	See previous response.	10/27/2019 4:09 PM
2	N/A	10/26/2019 11:26 AM
3	No	10/25/2019 8:29 AM
4	The website is really poorly designed and the app for example I can see the tags of prior vehicle owners for example	10/23/2019 10:37 AM
5	no, I do not have it! The building website so far it is good!	10/20/2019 6:21 PM
6	No	10/20/2019 11:16 AM
7	None come to mind.	10/18/2019 2:55 PM
8	No	10/18/2019 12:52 PM
9	no	10/18/2019 11:07 AM
10	No	10/18/2019 2:18 AM
11	Navigating is clumsy. Perhaps look at other websites. Odd set up and labeling.	10/17/2019 8:19 PM
12	I do not use the website.	10/17/2019 5:02 PM
13	na	10/17/2019 2:39 PM
14	No	10/17/2019 1:33 PM
15	Make it more interactive	10/17/2019 12:04 PM
16	None	10/17/2019 9:49 AM
17	About the appointments (handyman's)it's difficult	10/17/2019 9:16 AM
18	Have a section for asking a questions.	10/16/2019 9:44 PM
19	Keep updated. Encourage more tenants to meet; set up For Sale page, Parking availability, network	10/16/2019 9:23 PM
20	Have an app with all features. Request handyman and other services directly from the website.	10/16/2019 9:09 PM
21	No	10/16/2019 8:23 PM
22	Not following web site	10/16/2019 5:36 PM
23	No	10/16/2019 5:12 PM
24	I do not	10/16/2019 3:49 PM
25	none	10/16/2019 3:39 PM
26	n/a	10/16/2019 3:08 PM
27	No	10/16/2019 2:48 PM
28	Improve the navigation and layout of the website.	10/16/2019 2:11 PM
29	no	10/16/2019 1:44 PM
30	Notifications with a link to the updated meeting minutes and any new documents to the website.	10/16/2019 1:40 PM
31	no	10/16/2019 1:25 PM
32	Would have to review thoroughly yet again	10/16/2019 1:07 PM

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33	No	10/16/2019 12:54 PM
34	Open a neighbors blog for tips / ideas to improve building life	10/16/2019 12:52 PM
35	The Facebook login does not work	10/16/2019 12:38 PM
36	None	10/16/2019 12:32 PM
37	none	10/16/2019 12:26 PM
38	n/a	10/16/2019 12:20 PM
39	no	10/16/2019 12:19 PM
40	No	10/16/2019 12:17 PM
41	NIL	10/16/2019 12:13 PM
42	a	10/16/2019 12:04 PM
43	No	10/16/2019 11:59 AM
44	no	10/16/2019 11:57 AM
45	N.	10/16/2019 11:57 AM
46	Make it easy to find what we need.	10/16/2019 11:56 AM
47	Na	10/16/2019 11:50 AM
48	...	10/16/2019 11:49 AM
49	N/A. I do not use the website often enough to suggest.	10/16/2019 11:47 AM
50	N/a	10/16/2019 11:45 AM
51	None	10/16/2019 11:45 AM
52	No	10/16/2019 11:45 AM
53	no	10/16/2019 11:44 AM
54	make payment options clearer. Make access for non resident owners easier	10/16/2019 11:44 AM
55	No	10/16/2019 11:42 AM
56	none	10/16/2019 9:21 AM
57	would be useful to request package delivery thru the website. all other is ok	10/12/2019 9:46 AM
58	Yes! Review more modern websites in 2019 and try to contact those vendors that create them.	10/11/2019 4:27 PM
59	move to app, update flow, hard to finds documents and information	10/10/2019 7:45 PM
60	i have never used the website	10/9/2019 10:55 PM
61	The search field could be a lot more accurate. It took me forever to find specific meeting minutes, etc.	10/9/2019 8:02 PM
62	no	10/9/2019 1:17 PM
63	None	10/9/2019 8:44 AM
64	Try to make it more friendly and simple	10/9/2019 8:26 AM
65	N/a	10/9/2019 3:06 AM
66	I can't think of any	10/8/2019 7:42 PM
67	No	10/8/2019 4:07 PM
68	Have no idea	10/8/2019 4:05 PM
69	No, its easy to use	10/8/2019 2:56 PM
70	no	10/8/2019 2:56 PM
71	Needs to be more people friendly.	10/8/2019 2:55 PM
72	N/a	10/8/2019 2:50 PM

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73	900 Biscayne Bay Newsletter should be issued at least every 2 to 3 months. Current Newsletter last issued September 2018...One year ago... The last Board Meeting Minutes were issued May 16, 2019. Need up to date Board Meeting Minutes. What is the problem here??? ARCH 558 Update last issued May 16, 2018. Why isn't there an update???	10/8/2019 2:37 PM
74	No - it's perfect the way it is now.	10/8/2019 2:24 PM
75	Simply the monthly payment for hoas	10/8/2019 1:08 PM
76	N/A	10/8/2019 12:00 PM
77	The suggestion mailbox, improve it for more intuitive navigation, put in place a section where residents can check the status of their claims	10/8/2019 10:52 AM
78	NA	10/8/2019 9:01 AM
79	No	10/8/2019 12:34 AM
80	An App is more useful to residents than a website	10/7/2019 9:59 PM
81	No, but maybe just combine them into ONE website. The iPhone app is useless.	10/7/2019 7:58 PM
82	Update, innovate and don't make it look like a DOS system	10/7/2019 7:56 PM
83	I'm not sure if we already do that ... but perhaps just allowing residents to advertise to neighbors ... for example, cat feeding, dog walking, or real estate services.	10/7/2019 6:25 PM
84	N/A	10/7/2019 6:13 PM
85	Website is ok	10/7/2019 5:17 PM
86	n/a	10/7/2019 5:13 PM
87	no, haven't used it in a while.	10/7/2019 4:15 PM
88	it works	10/7/2019 3:37 PM
89	get it done with two functions: 1. Inform in quasi real time and 2. Generate a community feeling with a community type interactive communications	10/7/2019 2:52 PM
90	Forum	10/7/2019 2:33 PM
91	None.	10/7/2019 2:04 PM
92	no	10/7/2019 1:46 PM
93	Yes maybe implement a mobile application and keep residents informed about it ñ. During this survey was the first time I heard about the website	10/7/2019 1:37 PM
94	Tener mas informacion sobre los eventos que ocurren en miami y en el edificio	10/7/2019 1:10 PM
95	No. Don't use it enough	10/7/2019 12:23 PM
96	no	10/7/2019 12:02 PM
97	Conect with valet. No to clear about the list for visiting	10/7/2019 11:53 AM
98	n/a	10/7/2019 11:32 AM
99	no	10/7/2019 11:29 AM
100	No, I don't go on it	10/7/2019 11:28 AM
101	No	10/7/2019 11:16 AM
102	no	10/7/2019 11:00 AM
103	HAVE TO GET TOWELS FOR RESIDENTS , and more amenity type stuff in the bathrooms! WHEN YOU BRING GUESTS TO A POOL IN A MULTI MILLION DOLLAR POOL to have to bring your own towel and waters is a horrible look for potential buyers. These are simple changes that take this building from a 7.5 ro 8.5 easily. HOA 1K+ a month use 3\$ and purchase ea unit a towel per month. Make the Guests or residents sign out the towel they use	10/7/2019 10:56 AM
104	No	10/7/2019 10:53 AM
105	No	10/7/2019 10:52 AM
106	No	10/7/2019 10:50 AM

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107	A	10/7/2019 10:47 AM
108	none	10/7/2019 10:39 AM
109	It needs to be better organized and standardized	10/7/2019 10:37 AM
110	No I think it's great.	10/7/2019 10:37 AM
111	no	10/7/2019 10:24 AM
112	No	10/7/2019 10:20 AM
113	All good.	10/7/2019 10:19 AM
114	No	10/7/2019 10:19 AM
115	make sure to keep it updated. when changes are done, for example, pool attendant removed, IMMEDIATELY update the website, not wait for residents to bring this up. There does not seem to be clear accountability in the KW staff of who is responsible for reviewing the website on an on-going basis. They need to drive the residents to the website in all their communications.	10/7/2019 10:14 AM
116	NA	10/7/2019 10:07 AM
117	No	10/7/2019 10:01 AM
118	No	10/7/2019 10:01 AM
119	No	10/7/2019 10:00 AM
120	No	10/7/2019 10:00 AM
121	No	10/7/2019 9:51 AM
122	N/A	10/7/2019 9:47 AM
123	No	10/7/2019 9:45 AM
124	NO	10/7/2019 9:44 AM

Q20 Our community had several events during 2018 & 2019. Examples include the Oscar Party, Pool Grand Opening Party, Photos with Santa, Holiday Party, & Movie Nights. Do you have any comments or suggestions regarding past or future community events?

Answered: 124 Skipped: 31

#	RESPONSES	DATE
1	Nice opportunity to informally interact with other residents.	10/27/2019 4:10 PM
2	n/a	10/26/2019 11:26 AM
3	The pool party was the best event ever held. Do fewer small events and maybe only do two major events per year.	10/25/2019 8:30 AM
4	No	10/23/2019 10:37 AM
5	No, I do not have because I did not have a chance to go to none of them!	10/20/2019 6:22 PM
6	No	10/20/2019 11:16 AM
7	The Pool Party was too much. I would not like to see another event of that magnitude supported by resident funding.	10/18/2019 2:58 PM
8	Great events!	10/18/2019 12:52 PM
9	We loved the pool opening party. Not sure how much that cost, but would enjoy seeing that as some sort of annual event.	10/18/2019 11:08 AM
10	No	10/18/2019 2:18 AM
11	Those are all terrific opportunities for meeting my neighbors! Game nights (cards etc)? Book clubs? Something to build upon and create more interaction and friendships.	10/17/2019 8:22 PM
12	I have not attended the events, but i appreciate the effort and thought that goes into planning them. i am sure residents with families enjoy them greatly!	10/17/2019 5:03 PM
13	NA	10/17/2019 2:39 PM
14	No	10/17/2019 1:33 PM
15	Keep the same events	10/17/2019 12:04 PM
16	None	10/17/2019 9:49 AM
17	No	10/17/2019 9:17 AM
18	Great idea	10/17/2019 2:40 AM
19	They were all planned well. These activities promoted friendly introductions for those living in condo.	10/16/2019 9:46 PM
20	No	10/16/2019 9:23 PM
21	N/A	10/16/2019 9:10 PM
22	I have not attendet any of those events	10/16/2019 8:23 PM
23	No	10/16/2019 5:12 PM
24	Cocktail party.	10/16/2019 3:51 PM
25	Please keep this up - the events get better with each one offered. Its nice	10/16/2019 3:40 PM
26	Pool party was fantastic.	10/16/2019 3:08 PM
27	Pls keep the parties going:)	10/16/2019 2:48 PM
28	No.	10/16/2019 2:11 PM

2019 Resident Survey

29	na	10/16/2019 1:44 PM
30	N/A	10/16/2019 1:41 PM
31	no	10/16/2019 1:25 PM
32	More pool deck parties	10/16/2019 1:08 PM
33	Very nicely done	10/16/2019 12:54 PM
34	Organizing International police, cooking courses, Get together events with the gym coachs..etc.. Thanks	10/16/2019 12:53 PM
35	We haven't lived here long enough to partake in the events, but look forward to it and meeting other residents and staff members!	10/16/2019 12:39 PM
36	Halloween & Santa should continue. Social events are always welcome.	10/16/2019 12:33 PM
37	not a resident, cannot comment	10/16/2019 12:26 PM
38	went to the pool gran opening party. Party was good, but as i previously said, it only works when the few privileged are involved, last time i was at the pool area i had staff (seemed more like a guard) check on every move we made. Also after the privileged had their party, when we wanted to enjoy some drinks they made it impossible, forbid it (even though other residents had glass) and completely ruined our day.	10/16/2019 12:24 PM
39	Allow business tenants to utilize meeting rooms	10/16/2019 12:19 PM
40	No	10/16/2019 12:18 PM
41	NIL	10/16/2019 12:13 PM
42	a	10/16/2019 12:04 PM
43	No	10/16/2019 11:59 AM
44	nice events	10/16/2019 11:57 AM
45	N.	10/16/2019 11:57 AM
46	We live the pool party and we would love to have more parties at the pool area...	10/16/2019 11:56 AM
47	Include gift bags	10/16/2019 11:51 AM
48	...	10/16/2019 11:49 AM
49	N/A. I did not attend but, thank you for always planning community events it is appreciated.	10/16/2019 11:48 AM
50	N/a	10/16/2019 11:45 AM
51	None	10/16/2019 11:45 AM
52	No	10/16/2019 11:45 AM
53	reinforce by flyers to have more residents participate on these events	10/16/2019 11:45 AM
54	more first run movies	10/16/2019 11:44 AM
55	No	10/16/2019 11:42 AM
56	excellent job	10/16/2019 9:21 AM
57	most events were great. thank you organizing it	10/12/2019 9:47 AM
58	no	10/11/2019 4:28 PM
59	n /a	10/10/2019 7:45 PM
60	I have never attended but I appreciate that these events are offered. Thank you!	10/9/2019 10:56 PM
61	The events have been great and is a wonderful way to socialize with your neighbors. I have no issues.	10/9/2019 8:03 PM
62	Events were amazing, thank you so much! Two suggestions regarding movie nights - there should be kids movie sessions weekly as well (so glad you had Toy Story and Dumbo :)). and there should be Movie nights at least once a month on a week day evening, so couples with kids could also enjoy it (I don't have anyone to stay with kids on Sundays for example)	10/9/2019 1:19 PM

2019 Resident Survey

63	None	10/9/2019 8:44 AM
64	Excelente gatherings, nothing to add	10/9/2019 8:27 AM
65	Good ideas	10/9/2019 3:06 AM
66	Love the movie nights! The grand opening pool deck party was amazing! Maybe party like that on a much smaller scale every once in awhile would be great! I	10/8/2019 7:43 PM
67	More live music pool parties (like the pool grand opening) would be great, even if the resident has to pay a fee to assist would be beneficial	10/8/2019 4:08 PM
68	I think those are all being handled well.	10/8/2019 4:07 PM
69	i unfortunately did not attend these events.	10/8/2019 2:57 PM
70	Improve the food...finger foods that require no utensils would be best...a balanced selection of food.	10/8/2019 2:57 PM
71	no	10/8/2019 2:56 PM
72	No	10/8/2019 2:50 PM
73	Food catering needs dramatic improvement.	10/8/2019 2:38 PM
74	I think those can remain as is.	10/8/2019 2:24 PM
75	All were Excellent!!! 4th of July pool bbq would be nice	10/8/2019 1:09 PM
76	Have not been a participant yet and probably won't be in the near future. The only thing I miss is the classes that were available in the Gym some time back, but I believe that was cancelled because of cost.	10/8/2019 12:01 PM
77	About Movie Nights you should ask the people what they want to watch, lately, the movies are very boring. The Pool opening party was very good. I didn't attend to the rest but in my opinion, the building should keep the movie nights, consulting the people about the movies, and stop expending money on the rest, give it a better use of the resources, for example, reinstall the towel service on the pool.	10/8/2019 10:58 AM
78	NA	10/8/2019 9:01 AM
79	All good and well organized.	10/8/2019 12:34 AM
80	Parties are great no complaints	10/7/2019 10:01 PM
81	No suggestions - other than keep them coming! It's so great to enjoy a party, meet neighbors, and never have to leave the building.	10/7/2019 7:59 PM
82	No	10/7/2019 7:56 PM
83	The events were great!	10/7/2019 6:26 PM
84	N/A	10/7/2019 6:14 PM
85	Events are good for promoting and improving the relationship between residents and staff. In our opinion the management should continue to promote these events. The actual frequency is good.	10/7/2019 5:17 PM
86	no	10/7/2019 5:14 PM
87	no	10/7/2019 4:15 PM
88	10	10/7/2019 3:37 PM
89	Keep doing and improving every time	10/7/2019 2:53 PM
90	none	10/7/2019 2:34 PM
91	None.	10/7/2019 2:04 PM
92	no	10/7/2019 1:46 PM
93	No	10/7/2019 1:37 PM
94	no	10/7/2019 1:10 PM
95	Love the events especially Movie Night! It creates a wonderful sense of community and is the envy of our friends who live in other buildings.	10/7/2019 12:25 PM

2019 Resident Survey

96	no-- the events are nice	10/7/2019 12:03 PM
97	None	10/7/2019 11:53 AM
98	Movie Nights have been great! the Photos with Santa party is always fun.	10/7/2019 11:32 AM
99	no	10/7/2019 11:30 AM
100	No	10/7/2019 11:28 AM
101	I like the events organized by the building.	10/7/2019 11:17 AM
102	I only went to pool opening and that was well done.	10/7/2019 11:00 AM
103	HAVE TO GET TOWELS FOR RESIDENTS , and more amenity type stuff in the bathrooms! WHEN YOU BRING GUESTS TO A POOL IN A MULTI MILLION DOLLAR POOL to have to bring your own towel and waters is a horrible look for potential buyers. These are simple changes that take this building from a 7.5 ro 8.5 easily. HOA 1K+ a month use 3\$ and purchase ea unit a towel per month. Make the Guests or residents sign out the towel they use	10/7/2019 10:56 AM
104	Keep them on	10/7/2019 10:54 AM
105	The pool party was absolutely amazing!!!	10/7/2019 10:52 AM
106	No	10/7/2019 10:50 AM
107	Na	10/7/2019 10:47 AM
108	The pool party was wonderful: fun and tasteful. Extremely well planned and executed. Congrats!	10/7/2019 10:40 AM
109	No - events are enjoyable	10/7/2019 10:38 AM
110	I think they were excellent I attended a few of them and they were very well managed. Good job	10/7/2019 10:37 AM
111	Don't spend money on sparsely attended events.	10/7/2019 10:25 AM
112	Gym classes- healthy smoothies etc .. events or something related with a healthy life style.	10/7/2019 10:22 AM
113	All good.	10/7/2019 10:19 AM
114	No	10/7/2019 10:19 AM
115	There are too many events in the last quarter of the year; Halloween, photos with Santa and Holiday party. Do other type of small events during the year rather than doing several big ones	10/7/2019 10:18 AM
116	NA	10/7/2019 10:07 AM
117	No	10/7/2019 10:02 AM
118	No	10/7/2019 10:01 AM
119	I think more social events with the restaurants in our building would be great and I'm sure they'd appreciate driving business to them.	10/7/2019 10:01 AM
120	No	10/7/2019 10:00 AM
121	No	10/7/2019 9:51 AM
122	continue events.	10/7/2019 9:47 AM
123	No	10/7/2019 9:46 AM
124	NO	10/7/2019 9:44 AM

Q21 Do you have any other suggestions, ideas, or comments?

Answered: 124 Skipped: 31

#	RESPONSES	DATE
1	More information on progress with capital improvements. ie hallway air conditioning, gym improvements.	10/27/2019 4:11 PM
2	n/a	10/26/2019 11:26 AM
3	No	10/25/2019 8:30 AM
4	n.a	10/23/2019 10:37 AM
5	No, I do not have it!	10/20/2019 6:23 PM
6	No	10/20/2019 11:16 AM
7	Not now.	10/18/2019 2:58 PM
8	No	10/18/2019 12:52 PM
9	I'm sure I don't understand all of the underlying issues, but the frequency of elevator service disruptions and repairs really concerns me. The wind in the front also concerns me, but I know that is being addressed.	10/18/2019 11:11 AM
10	No	10/18/2019 2:19 AM
11	Love this building and the people who work here. It just needs to be competitive with the new buildings around us. Plus the Marquis has a hotel to maintain its common areas so they are impressive. I would say we need to dress the place up. I realize there's a plan for the exterior (new entrance at street level to ease wind tunnel, painting, and I hope new tiles). Of concern for lower level townhomes and apartments: the height of the royal palms in front. They block views from balconies and windows. These palms are too high and should be removed or replaced with lower items. Too many pets... I think I saw we are no longer allowing dogs with new rentals. That's a terrific idea. As a dog owner, I understand how special they are. But some owners do not control nor clean up after them. I do not know how you can enforce these issues. It has improved over the years but now so many dogs in our building! Also can we not allow guests to bring in their animals? I think if they are not registered to an apartment then they should not be allowed to enter the building. Airbnb and similar rental companies continue to pose a problem: short term renters	10/17/2019 8:32 PM
12	I do not, but thank you for your hard work to make our building a great place to live.	10/17/2019 5:03 PM
13	improve lighting at the gym... Allow to open the blinds to bring more natural light	10/17/2019 2:40 PM
14	No	10/17/2019 1:34 PM
15	No	10/17/2019 12:04 PM
16	None	10/17/2019 9:50 AM
17	Every time I tried to enter the parking ramp,the green light never makes contact with the sensor of my vehicle	10/17/2019 9:21 AM
18	Not for the moment	10/17/2019 2:40 AM
19	Improve guest parking rates. Consider a fee for on demand valet for assigned parking. Update elevator appearance.	10/16/2019 9:50 PM
20	Would be nice if street in front of building was clean and beautified	10/16/2019 9:24 PM
21	No	10/16/2019 9:10 PM
22	No	10/16/2019 8:24 PM
23	No	10/16/2019 5:13 PM
24	Maybe consider offering to rent an additional parking space for residents and tenants, In lieu of valet parking. I think it would alleviate the congestion in your driveway. And it's a better option for people who prefer others do not drive their vehicles.	10/16/2019 3:55 PM

2019 Resident Survey

25	none	10/16/2019 3:40 PM
26	n/a	10/16/2019 3:09 PM
27	Lower HOA fees!!	10/16/2019 2:49 PM
28	No.	10/16/2019 2:12 PM
29	no	10/16/2019 1:44 PM
30	Once the A/C handlers are fixed get a nice uniform scent throughout the lobby, common areas, and hallways. This will go a long way in improving the luxuriousness of the building	10/16/2019 1:41 PM
31	no	10/16/2019 1:25 PM
32	none	10/16/2019 1:08 PM
33	Improved support for single working people in case some services are required in the apartment while at work Greater support and supporting regulations from HOA Better support similar to other buildings during hurricanes	10/16/2019 12:57 PM
34	Have a Roller Butt Massager Drum Wooden Cellulite Fat Burner Machine Exerciser as an additional equipment at the Gym would be great! Thanks	10/16/2019 12:56 PM
35	Keep up the good work and hope to see improvements!	10/16/2019 12:40 PM
36	None.	10/16/2019 12:33 PM
37	I think we need a complete new management team in the building. Ive lived in many buildings in the miami dade area, and never, never, never have I been in such a hostile environment.	10/16/2019 12:26 PM
38	none	10/16/2019 12:26 PM
39	no	10/16/2019 12:19 PM
40	No	10/16/2019 12:18 PM
41	NIL	10/16/2019 12:13 PM
42	A	10/16/2019 12:05 PM
43	No	10/16/2019 11:59 AM
44	The building needs to be managed better and operated better.	10/16/2019 11:58 AM
45	Don't close the spa at 9pm... too early... if we come late home from work can't use the spa because is close. Spa need to be cleaned... the steam room is always smelly dirty... need to be washed.	10/16/2019 11:58 AM
46	no	10/16/2019 11:57 AM
47	No	10/16/2019 11:51 AM
48	I have been a resident at the 900 Biscayne Bay since 2009 and the building staff and common areas have always been, in my opinion, the best a resident can ask for in an apartment building in Miami.	10/16/2019 11:50 AM
49	...	10/16/2019 11:49 AM
50	N/a	10/16/2019 11:46 AM
51	None at this time.	10/16/2019 11:45 AM
52	No	10/16/2019 11:45 AM
53	keep the standards	10/16/2019 11:45 AM
54	no	10/16/2019 11:44 AM
55	No	10/16/2019 11:42 AM
56	improve elevator preventative maintenance.	10/16/2019 9:22 AM

2019 Resident Survey

57	I think the commercial entrance - area where I get my packages is dirty, smelly and have a lot of bugs. I cross the area most mornings to go to metro mover, and the smell is horrible. also, I get bit my flies every time I go get a package, it is horrible how many are there. I feel bad about the staff that works in the area, the conditions does not sound good. I would not want to work in such conditions	10/12/2019 9:50 AM
58	There is an ad-hoc nature to the changes at the building. There is no master-plan directing any changes, it seems. It is clear that decisions are being made on a cost-only analysis. Improvements are clearly being made in-house and not professionally outsourced, and it shows! I don't know why this change has occurred but it is now clearly evident.	10/11/2019 4:30 PM
59	An interior/exterior glass, mirror, and shower panel organic cleaning partner with optional monthly service, like Vista Perfect would be very helpful. (my company) . This is meant to be offered in conjunction with existing quarterly KB exterior cleaning, but at owner expense.	10/10/2019 7:55 PM
60	Great job!! Thank you!!	10/9/2019 10:57 PM
61	no	10/9/2019 8:06 PM
62	no	10/9/2019 1:19 PM
63	None	10/9/2019 8:45 AM
64	No	10/9/2019 8:27 AM
65	No	10/9/2019 3:07 AM
66	Thanks for making 900 a great place to call home!	10/8/2019 7:44 PM
67	Not for now	10/8/2019 4:08 PM
68	No	10/8/2019 4:07 PM
69	Yes; just outside our building ..the Maurice A. Ferré Park; its become a homeless shelter. It would be great to have emails of city officials that we residences can voice our concern. In the morning when I walk my dog all the homeless people are using benches as beds ...of course because they didn't put in the design, dividers on the benches; like they do on bus benches to prevent this. The park is beautiful and does effect re sell value of not just 900 but of all the buildings; It would be great if Mathew could work with the other managers of the near by buildings and create some kind of movement on this front.	10/8/2019 3:05 PM
70	Fresh cut flowers in several common areas.	10/8/2019 2:57 PM
71	no but thank you for asking	10/8/2019 2:56 PM
72	Improvement with the move in process and having to share elevators with residents .. slows down process of move in	10/8/2019 2:51 PM
73	There is a serious problem as related to the Community Room Meetings. Residences seating in the Gallery cannot hear most of the Board Meeting conversations as they are facing each other and not the Gallery. Need to re-configure the seating layout.	10/8/2019 2:42 PM
74	It would be nice if a unit (that does not have a private elevator entry) received their packages delivered if it's more than 1-2 packages.	10/8/2019 2:25 PM
75	At night people are getting on without much scrutiny from security	10/8/2019 1:09 PM
76	Appreciate you guys and overall it's been a pleasure living here. Little bummed about having to bring my own towel to the pool because other residents decide to "take" them.	10/8/2019 12:02 PM
77	Prohibit board members from using building resources to defend personal matters	10/8/2019 11:01 AM
78	Just the music at the gym... please please please stop doing this! I love working out, but it upsets me so much that I can't focus on my audio books because of the music...	10/8/2019 9:02 AM
79	Allow 24/7 access to the gym.	10/8/2019 12:35 AM
80	Better movie selections on Sundays. More treadmills. Replace old gross carpet on residential floors. Stop making residents have to pick up their packages in the loading dock. What began as a temporary seasonal arrangement turned into a permanent inconvenience for us. No other buildings in the area expect their residents to go all the way to a hot, stinky loading dock to pick up their packages, it's insulting.	10/7/2019 10:07 PM

2019 Resident Survey

81	No, not really. I wish the building would decorate the elevator hallways for 6 & 7, like they do for some of the other areas in the building. Just a table and a mirror would make a very nice look.	10/7/2019 8:01 PM
82	Stop changing the rules on BBQ and costs associated with. Keep taking benefits away and disfunction with elevators...\$1,000 or more a month on HOA...really? And comes with cable but the lowest available, not to talk about having to update the WiFi	10/7/2019 7:57 PM
83	1)It would be nice to be informed on matters that owners are aware but tenants are not - for example the A/C in the corridor of our floor that has not been working for the last 3-4 years. 2)The valet service is at a high price. I think 175\$ per month is too much especially since there is no alternative service. I have had numerous issues with valet but that is not the reasons for saying that. - Aside from this, a lot of drivers cannot keep their distance when they are driving up/down the garage, i would have painted a middle line of separation to make them keep their distance (especially those on the outer route). 3)Common sense, i have lost count how many times we have found - dog poo in various parts (corridors, elevators), spillage (elevators), open door (floor 11), recyclable material in trash chute, - We try to inform the staff on the 3rd floor, my question is WHY the people responsible do not do the same? I find that very difficult to understand. It seems that their common sense ends when they leave their flat. Same for example applies to all these working out without a towel in the gym. Same denominator. Thank you for your time.	10/7/2019 6:32 PM
84	I still have issue with my balcony door. I haven't been able to find a company that can replace the seals with the right size, to eliminate any air and noise from the outside. Also the door tracks are getting old, and one door doesn't slide as easy. Perhaps maintenance could check everyone's doors, and owners that need service could choose to opt in for a maintenance that is ordered for everyone and negotiated for a better price than doing it individually. Since we all have the same doors, the company could specifically order the proper size seals for our doors.	10/7/2019 6:29 PM
85	Sometimes I would like to pay for the parking of visiting friends. Today this is not an easy thing to do. May be It could be incorporated into the website. When registering a visitor, system could ask: Do you want to pay for your visitor's parking? If yes, the parking fee should be added to the resident's monthly fee. Just an idea.	10/7/2019 5:26 PM
86	no	10/7/2019 5:23 PM
87	I think the introduction of the handyman program has been a great addition. Maybe we can create a list that better illustrates the different services this may cover (maybe that's on the website - which I don't even know what the website address is).	10/7/2019 4:18 PM
88	speed monitors in garage and a incident reporting and resolution for valet and residents.	10/7/2019 3:38 PM
89	Nothing more	10/7/2019 2:53 PM
90	Super Bowl Party	10/7/2019 2:34 PM
91	None.	10/7/2019 2:04 PM
92	no	10/7/2019 1:46 PM
93	No	10/7/2019 1:38 PM
94	no	10/7/2019 1:10 PM
95	The abrupt and dramatic rate hike over 100% for those of us who have two cars is utterly disheartening and feels wrong. Would appreciate a break for two car families who valet both.	10/7/2019 12:27 PM
96	no	10/7/2019 12:03 PM
97	None	10/7/2019 11:54 AM
98	n/a. thank you!	10/7/2019 11:33 AM
99	no	10/7/2019 11:30 AM
100	The front entrance door to enter the 3rd floor lobby is very hard to use. It almost seems broken. Maybe have it fixed or easier to use for elderly people so they can open it as well.	10/7/2019 11:29 AM
101	More cleanliness.	10/7/2019 11:18 AM
102	no	10/7/2019 11:01 AM

2019 Resident Survey

103	HAVE TO GET TOWELS FOR RESIDENTS , and more amenity type stuff in the bathrooms! WHEN YOU BRING GUESTS TO A POOL IN A MULTI MILLION DOLLAR POOL to have to bring your own towel and waters is a horrible look for potential buyers. These are simple changes that take this building from a 7.5 ro 8.5 easily. HOA 1K+ a month use 3\$ and purchase ea unit a towel per month. Make the Guests or residents sign out the towel they use	10/7/2019 10:56 AM
104	No	10/7/2019 10:54 AM
105	Loading dock hours need to be extended	10/7/2019 10:53 AM
106	No	10/7/2019 10:50 AM
107	Na	10/7/2019 10:47 AM
108	my other suggestion is possible extending the hours of operation of the spa and the pool area. I myself work until late in the afternoon and leave my hone really early. I many times would love to use the facilities and cannot or cannot use them longer because of this. The pool area should be open until 10:00pm and the spa every time I leave at 9:00pm is still full of people while leads me to believe if it was open longer residents would be able to enjoy it longer. Residents who get to the fitness center at 8:00pm usually want to go to the spa after I believe a responsible time is 10:00pm for this as well. Thank you for taking the time to review this survey.	10/7/2019 10:43 AM
109	See comments about communications during potentially threatening storms.	10/7/2019 10:40 AM
110	No	10/7/2019 10:38 AM
111	N/A	10/7/2019 10:25 AM
112	No	10/7/2019 10:22 AM
113	Please do something about the valet prices... it makes it ridiculous for people to come visit.	10/7/2019 10:20 AM
114	Not at the moment	10/7/2019 10:20 AM
115	no	10/7/2019 10:18 AM
116	NA	10/7/2019 10:07 AM
117	Front door is really difficult to open due to the wind tunnel - automatic sliding doors would be great or just keeping it propped open helps when we go to walk our pets.	10/7/2019 10:02 AM
118	I think we should know more about resident deals with the various restaurants in our building. They should have a 1/2 off wine night or something for 900 biscayne bay residents.	10/7/2019 10:02 AM
119	No	10/7/2019 10:01 AM
120	No	10/7/2019 10:00 AM
121	Love our building. Management has done a great job in maintaining our building for the 8+ years I have lived here both as a renter and now an owner	10/7/2019 9:52 AM
122	Overall good experience. Work on making valet for guests visiting cheaper. Very expensive for people to come visit.	10/7/2019 9:48 AM
123	Nope	10/7/2019 9:46 AM
124	towels back in pool area	10/7/2019 9:44 AM