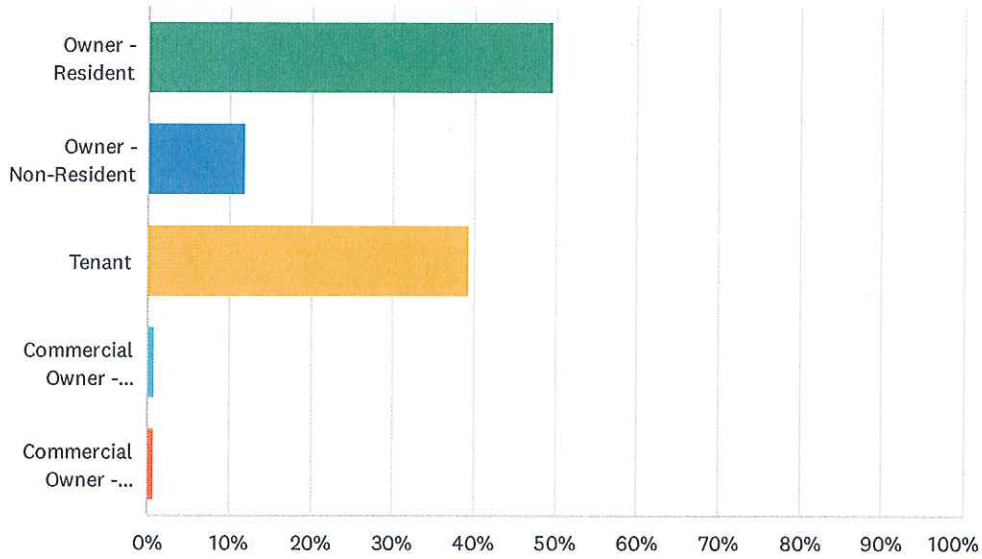


Q2 Which best describes your connection to 900 Biscayne? (Choose more than one if applicable)

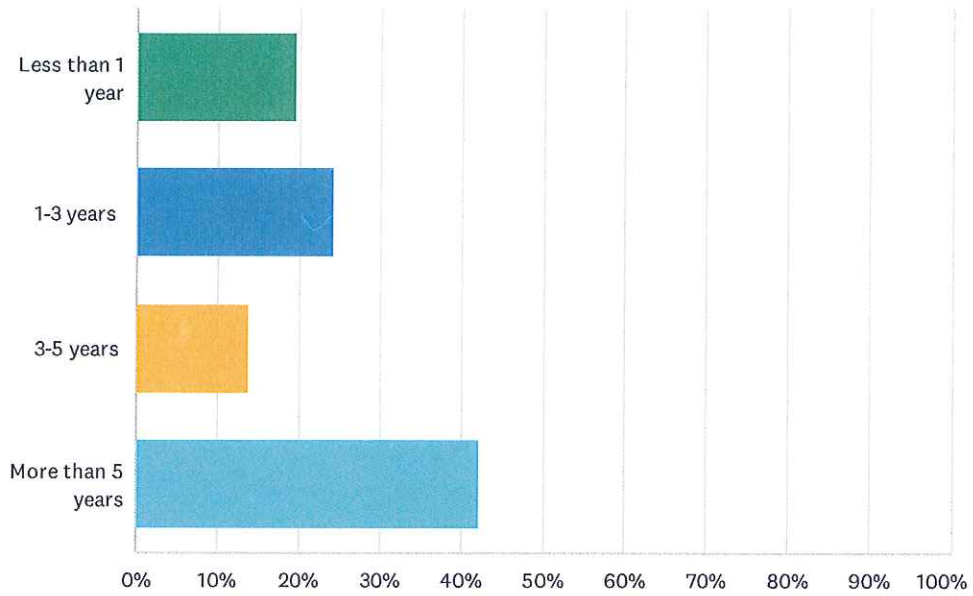
Answered: 233 Skipped: 2



ANSWER CHOICES	RESPONSES	
Owner - Resident	49.79%	116
Owner - Non-Resident	12.02%	28
Tenant	39.48%	92
Commercial Owner - Occupant	0.86%	2
Commercial Owner - Non-Occupant	0.86%	2
Total Respondents: 233		

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

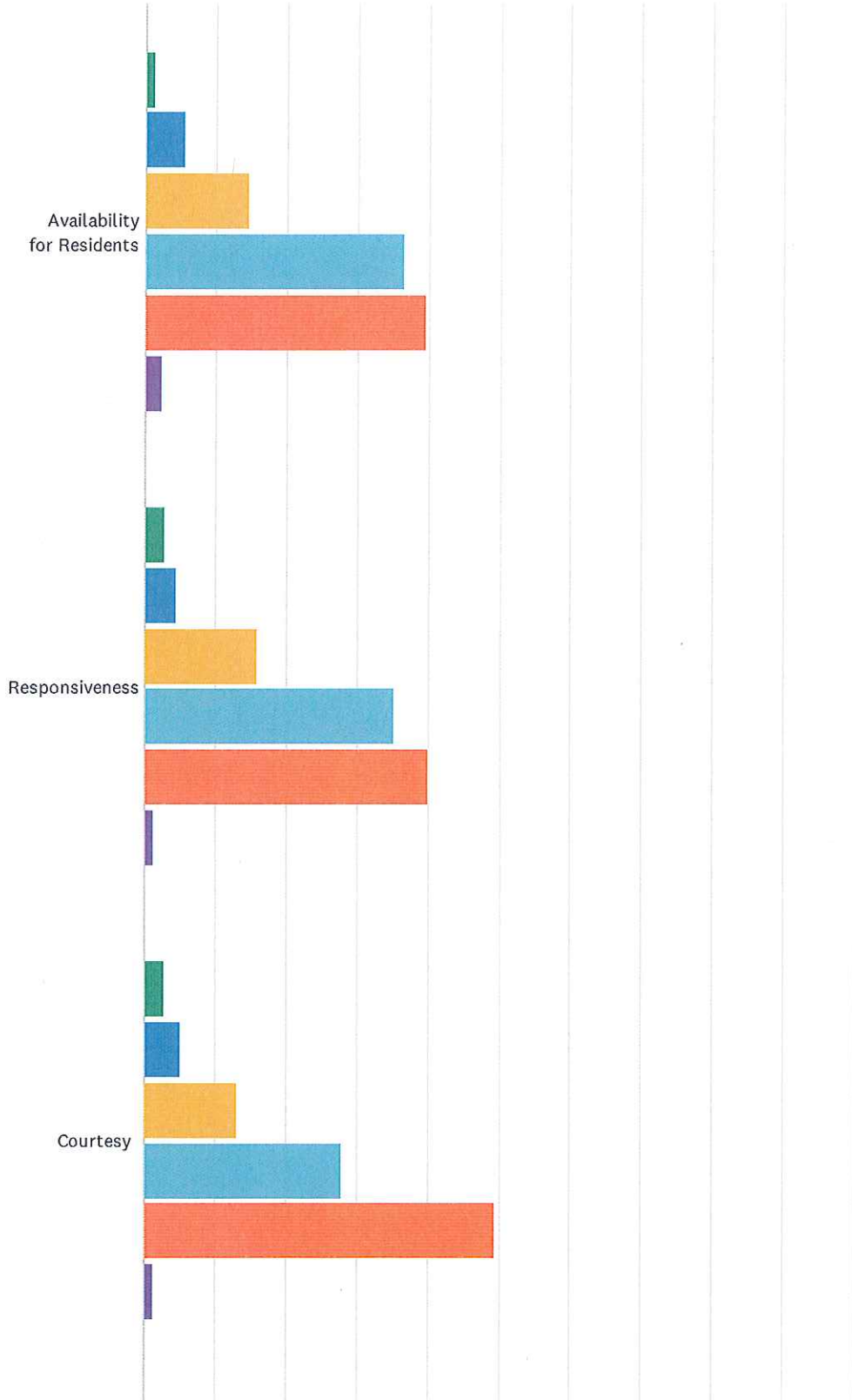
Answered: 230 Skipped: 5



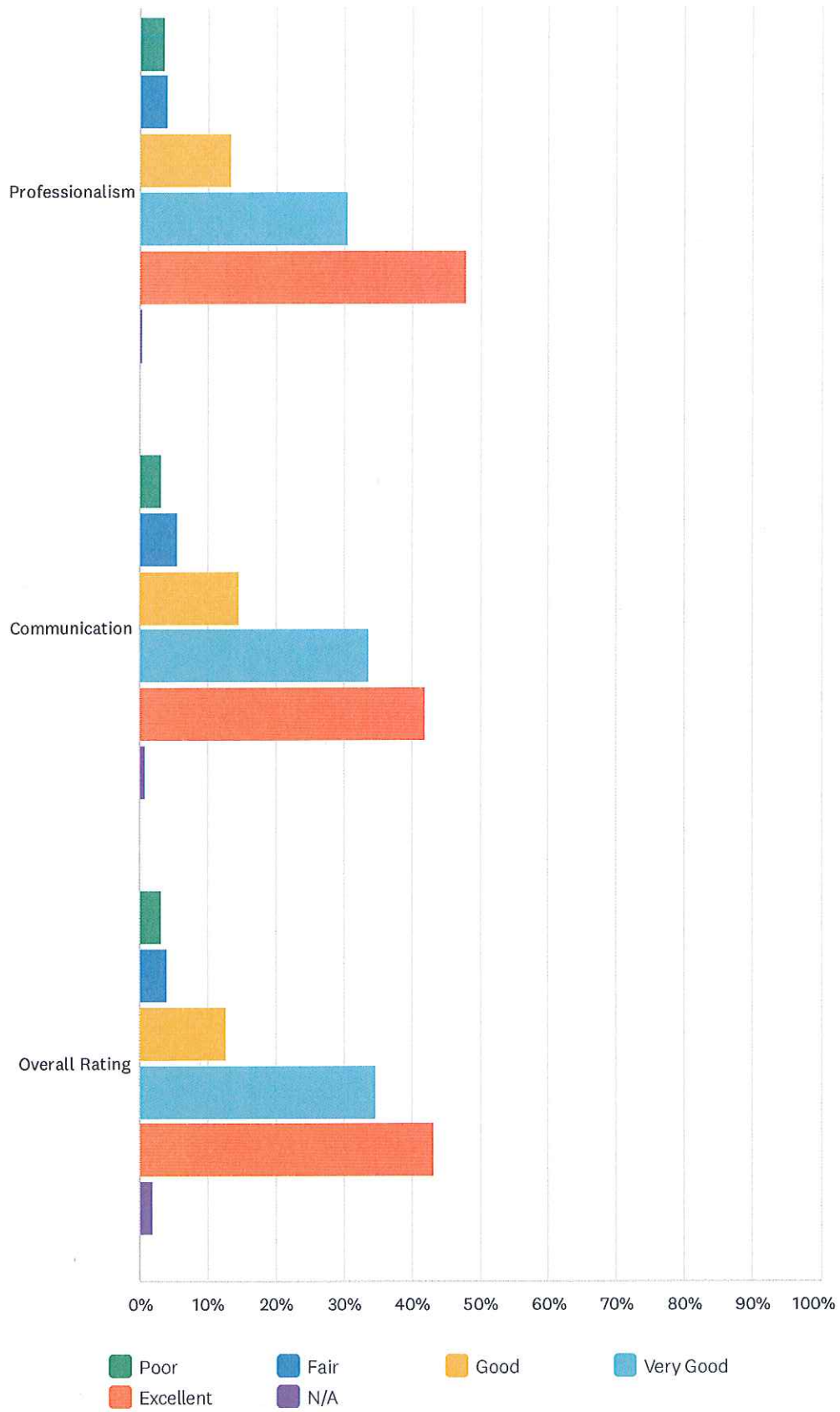
ANSWER CHOICES	RESPONSES	
Less than 1 year	19.57%	45
1-3 years	24.35%	56
3-5 years	13.91%	32
More than 5 years	42.17%	97
TOTAL		230

Q4 Please rate the 900 Biscayne Management Office Staff:

Answered: 219 Skipped: 16



2020 Resident Survey

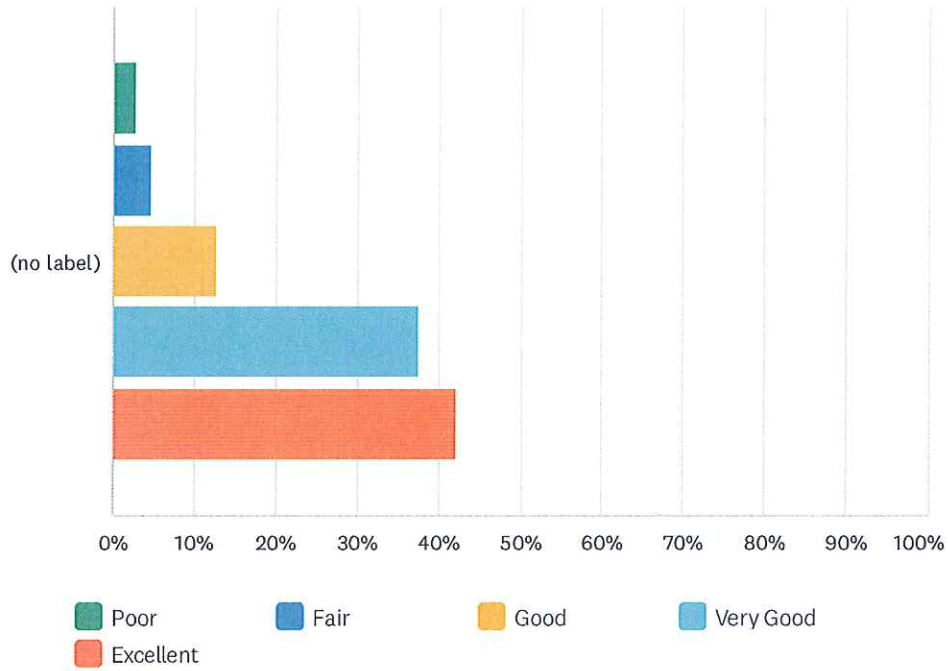


2020 Resident Survey

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Availability for Residents	1.37% 3	5.48% 12	14.61% 32	36.53% 80	39.73% 87	2.28% 5	219	4.10
Responsiveness	2.74% 6	4.57% 10	15.98% 35	35.16% 77	40.18% 88	1.37% 3	219	4.07
Courtesy	2.75% 6	5.05% 11	13.30% 29	27.98% 61	49.54% 108	1.38% 3	218	4.18
Professionalism	3.69% 8	4.15% 9	13.36% 29	30.41% 66	47.93% 104	0.46% 1	217	4.15
Communication	3.20% 7	5.48% 12	14.61% 32	33.79% 74	42.01% 92	0.91% 2	219	4.07
Overall Rating	3.20% 7	4.11% 9	12.79% 28	34.70% 76	43.38% 95	1.83% 4	219	4.13

Q5 Please rate the 900 Biscayne Management Office Staff on their quality of service during the Covid-19 Pandemic:

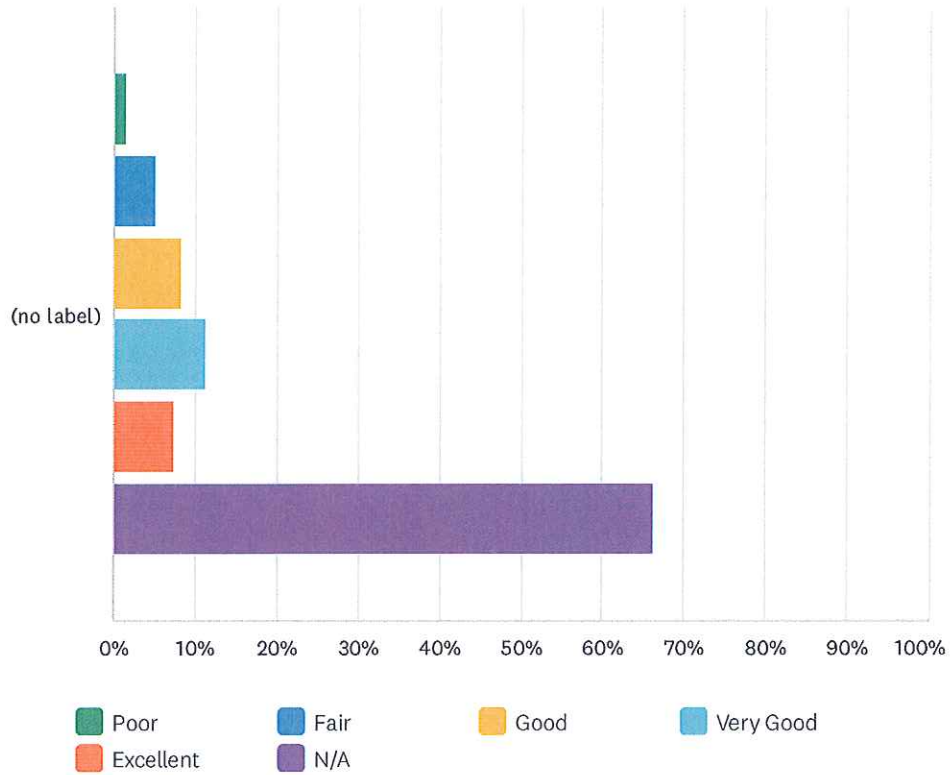
Answered: 211 Skipped: 24



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
(no label)	2.84%	4.74%	12.80%	37.44%	42.18%		
	6	10	27	79	89	211	4.11

Q6 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: 214 Skipped: 21

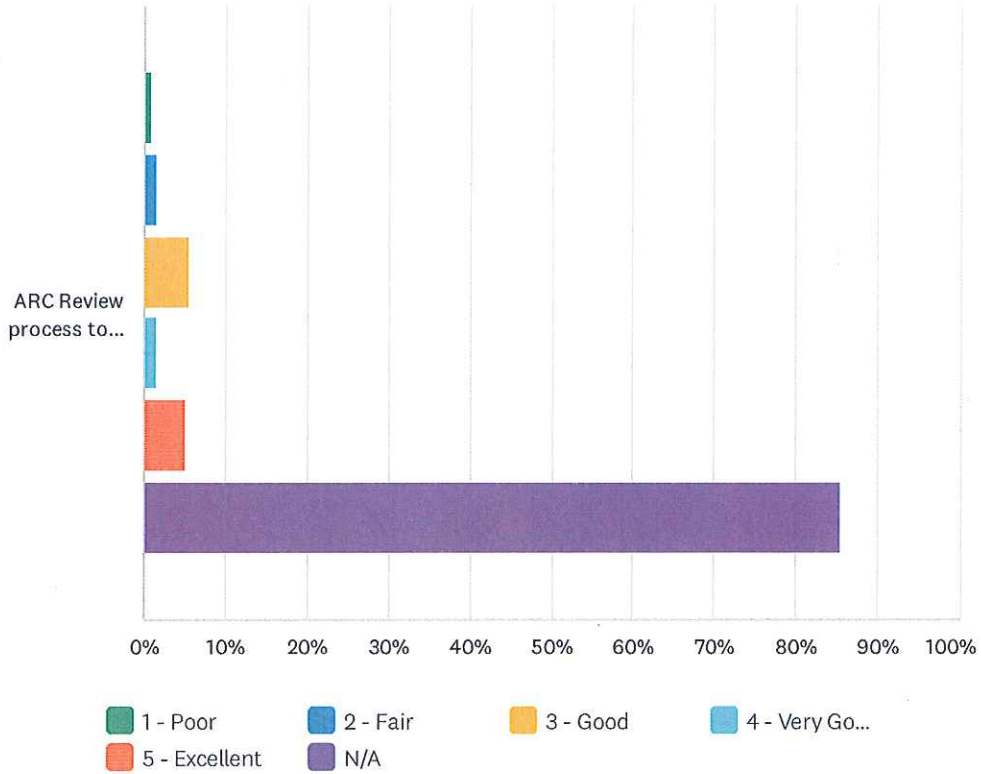


	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	1.40%	5.14%	8.41%	11.21%	7.48%	66.36%		
	3	11	18	24	16	142	214	3.54

2020 Resident Survey

Q7 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:

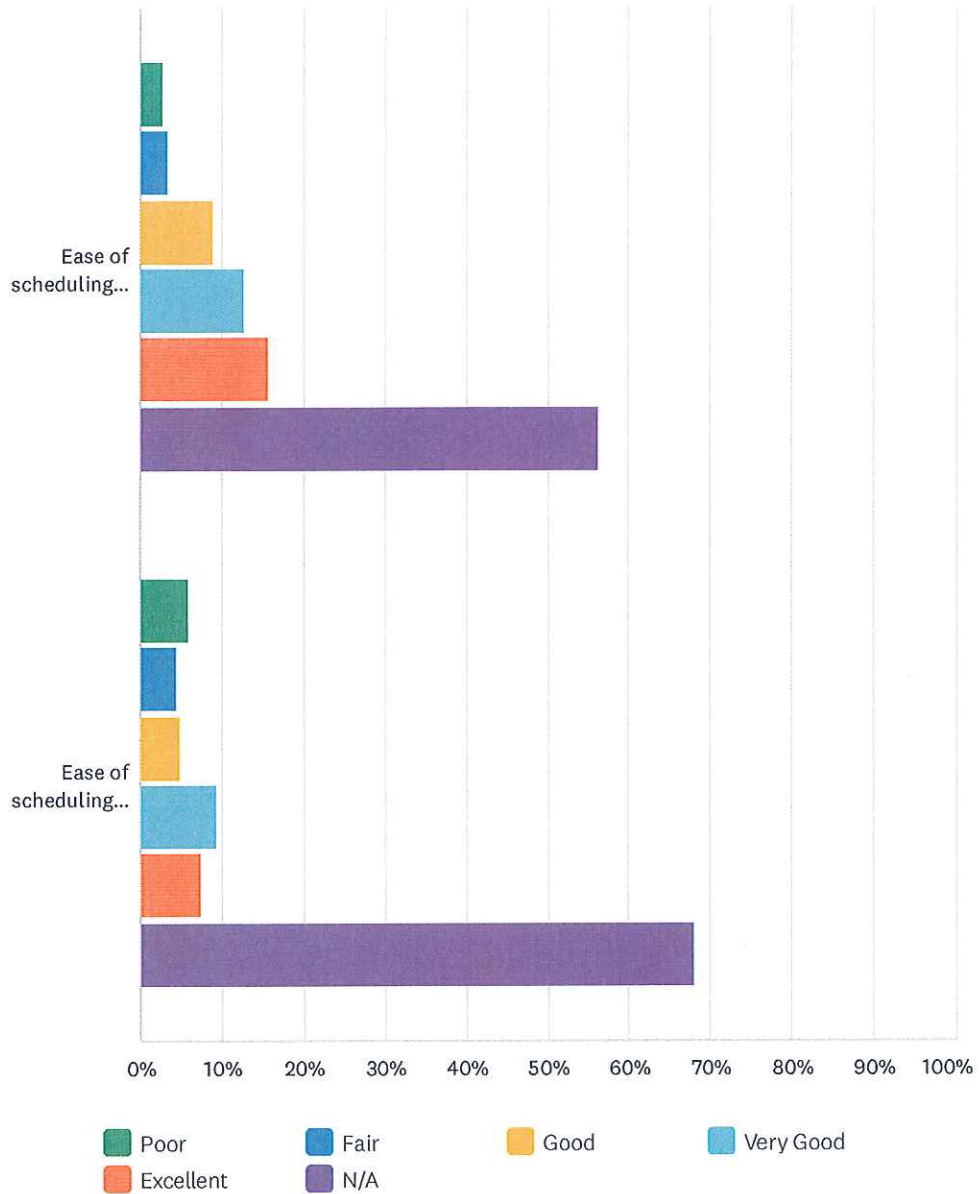
Answered: 214 Skipped: 21



	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	0.93%	1.40%	5.61%	1.40%	5.14%	85.51%	214	3.58
	2	3	12	3	11	183		

Q8 If you have used a vendor to perform work or provide a service inside your unit during the past year please rate your experience with the 900 Biscayne contractor approval process:

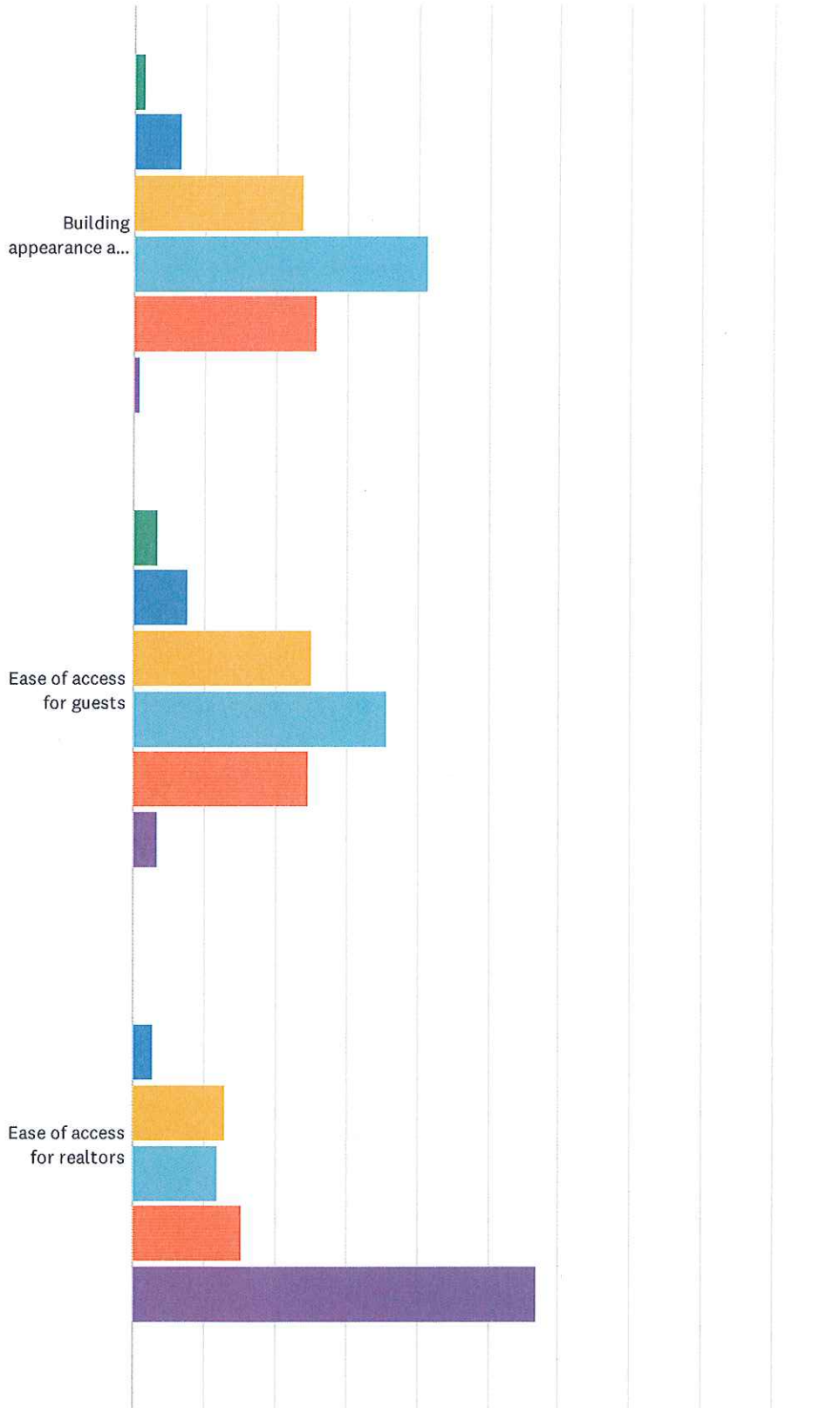
Answered: 212 Skipped: 23



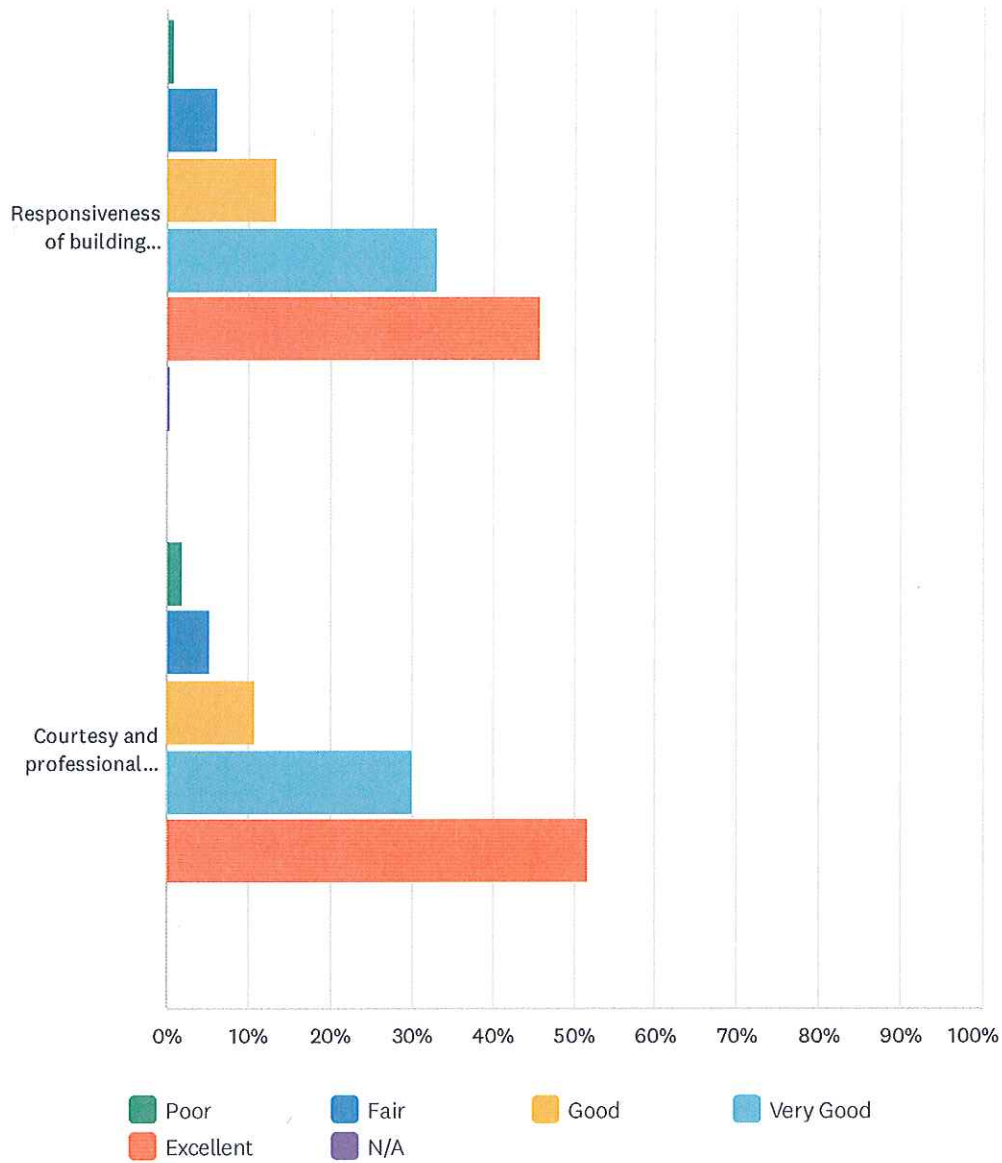
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Ease of scheduling vendor on the pre-approved list	2.86% 6	3.33% 7	9.05% 19	12.86% 27	15.71% 33	56.19% 118	210	3.80
Ease of scheduling vendors NOT on the pre-approved list	5.91% 12	4.43% 9	4.93% 10	9.36% 19	7.39% 15	67.98% 138	203	3.25

Q9 Please provide your assessment for the following:

Answered: 210 Skipped: 25



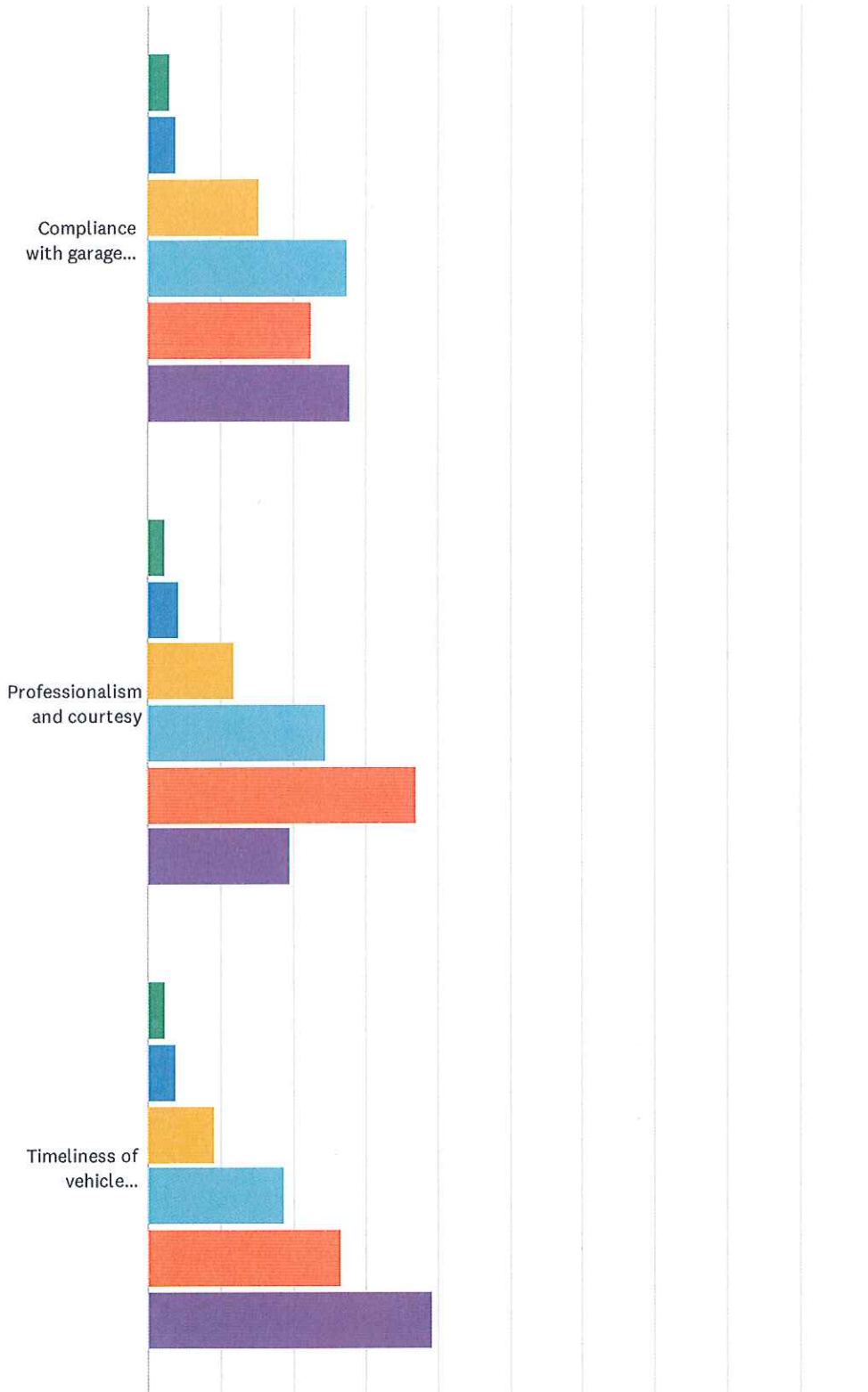
2020 Resident Survey



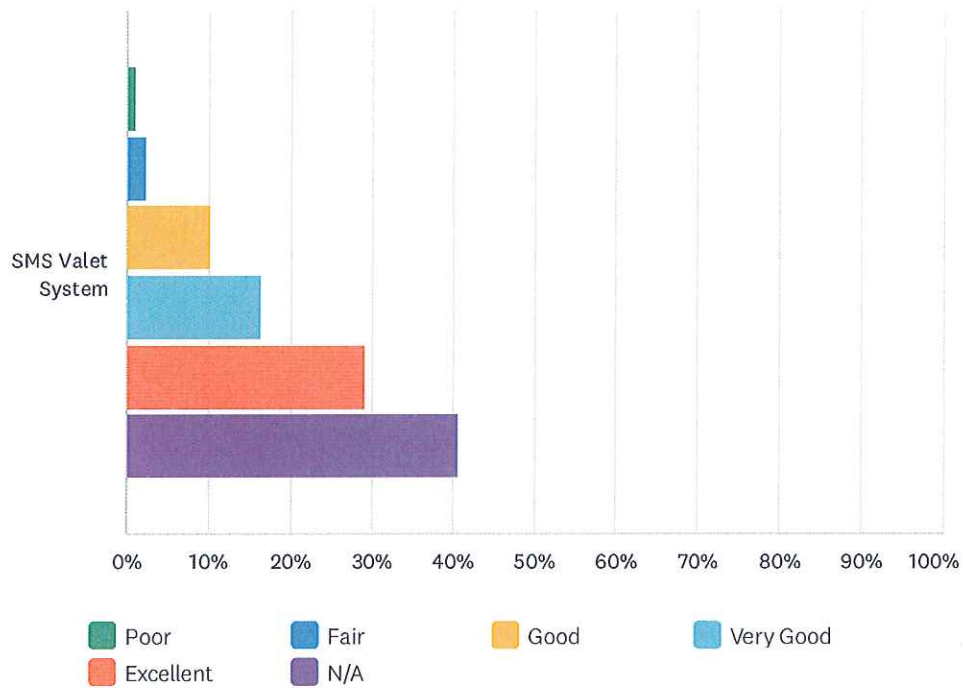
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Building appearance and condition	1.43% 3	6.67% 14	23.81% 50	41.43% 87	25.71% 54	0.95% 2	210	3.84
Ease of access for guests	3.33% 7	7.62% 16	25.24% 53	35.71% 75	24.76% 52	3.33% 7	210	3.73
Ease of access for realtors	0.00% 0	2.87% 6	12.92% 27	11.96% 25	15.31% 32	56.94% 119	209	3.92
Responsiveness of building staff	0.96% 2	6.22% 13	13.40% 28	33.01% 69	45.93% 96	0.48% 1	209	4.17
Courtesy and professionalism of building staff	1.90% 4	5.24% 11	10.95% 23	30.00% 63	51.90% 109	0.00% 0	210	4.25

Q10 Please rate the valet parking company's performance during the past year:

Answered: 208 Skipped: 27



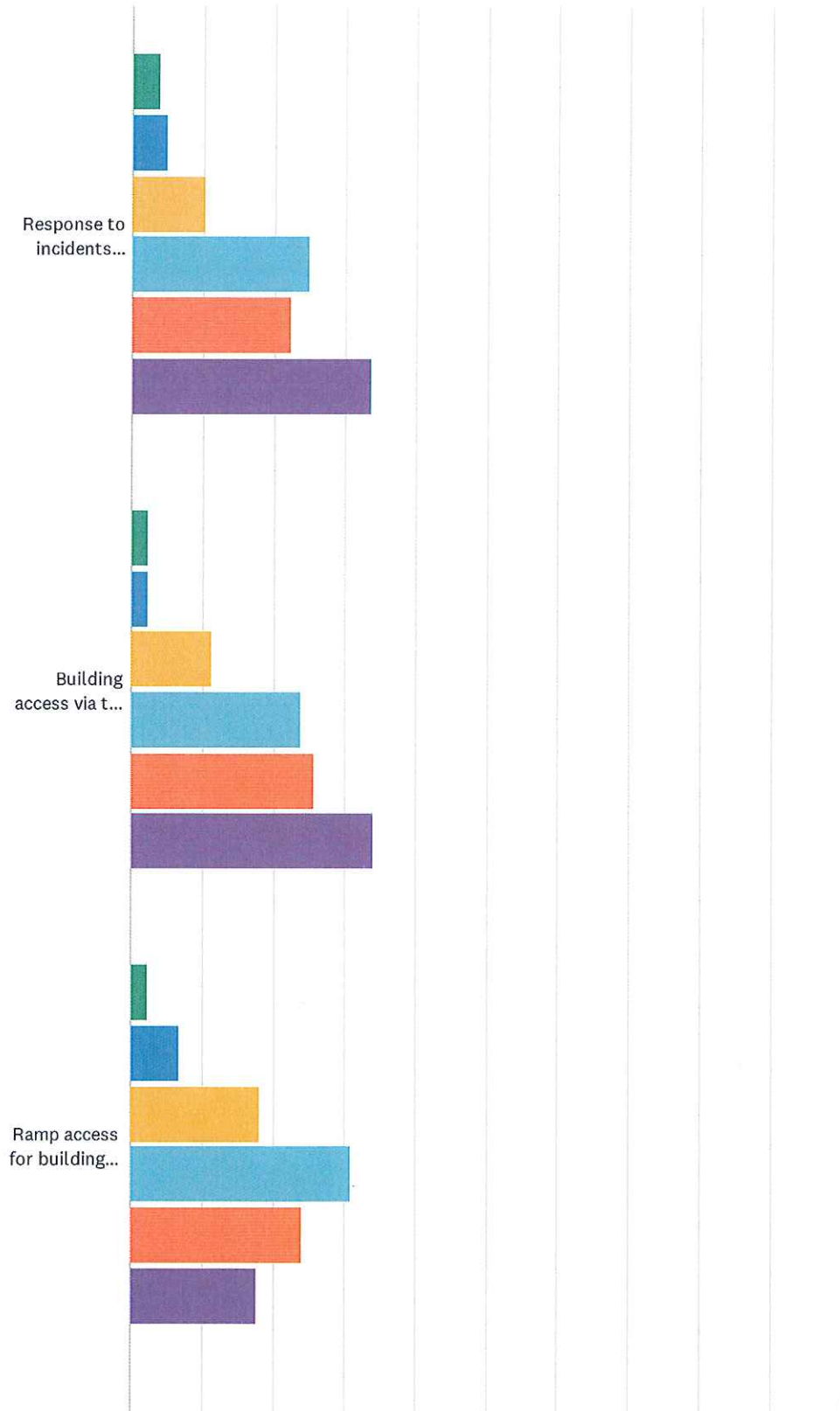
2020 Resident Survey



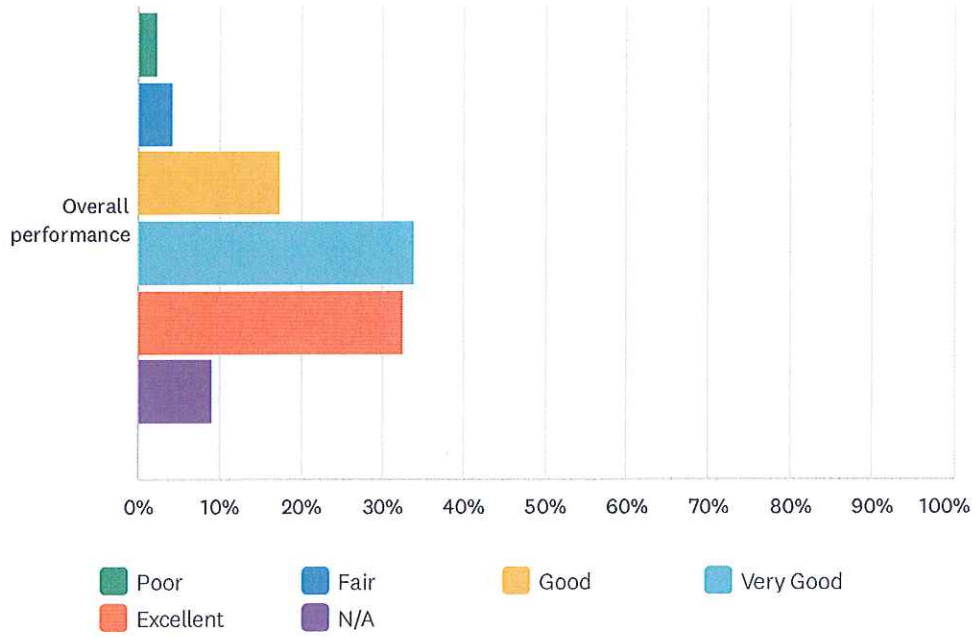
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Compliance with garage rules (primarily not speeding in the garage)	2.88% 6	3.85% 8	15.38% 32	27.40% 57	22.60% 47	27.88% 58	208	3.87
Professionalism and courtesy	2.40% 5	4.33% 9	12.02% 25	24.52% 51	37.02% 77	19.71% 41	208	4.11
Timeliness of vehicle delivery	2.42% 5	3.86% 8	9.18% 19	18.84% 39	26.57% 55	39.13% 81	207	4.04
SMS Valet System	0.97% 2	2.43% 5	10.19% 21	16.50% 34	29.13% 60	40.78% 84	206	4.19

Q11 Please rate building security performance:

Answered: 206 Skipped: 29



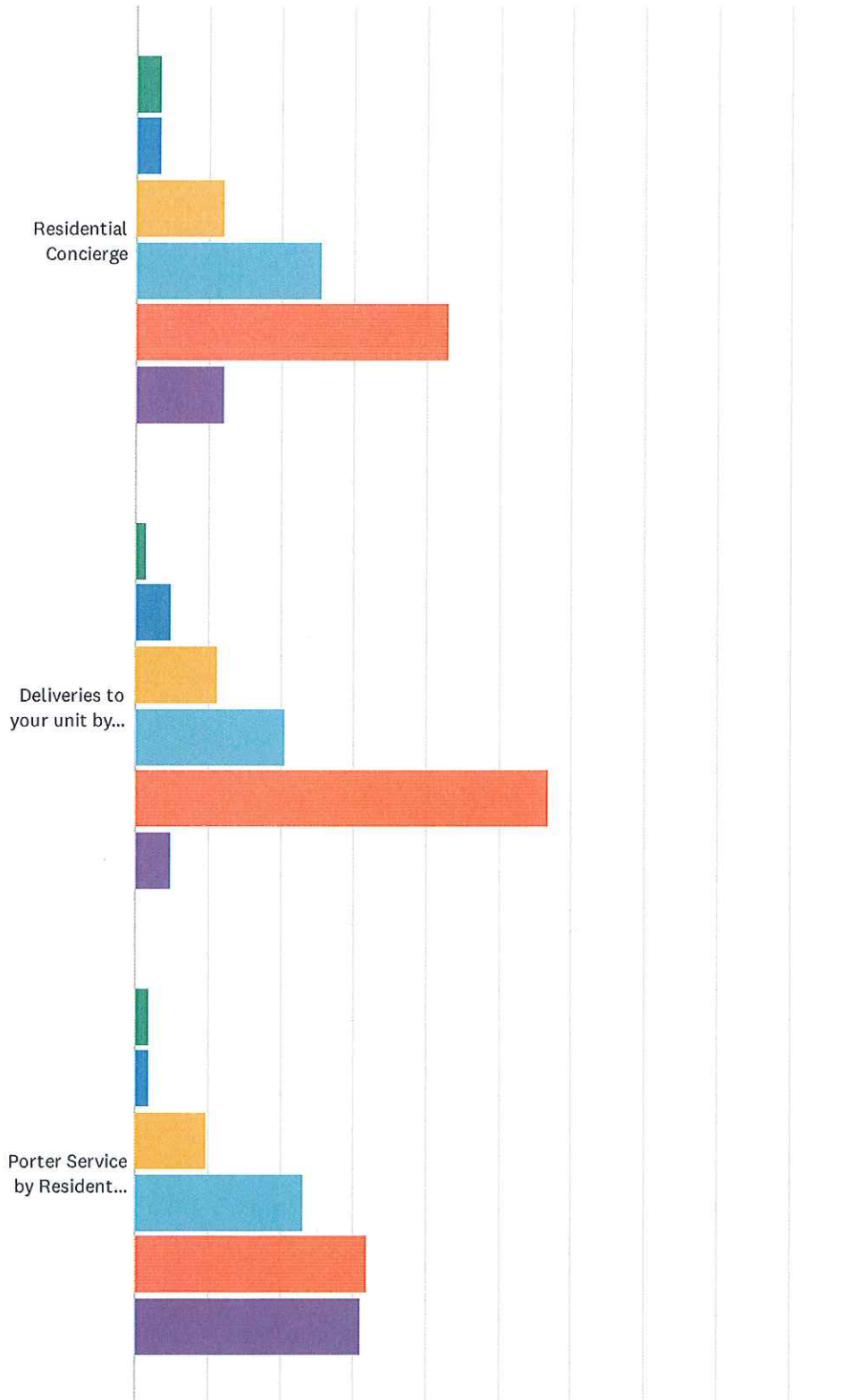
2020 Resident Survey



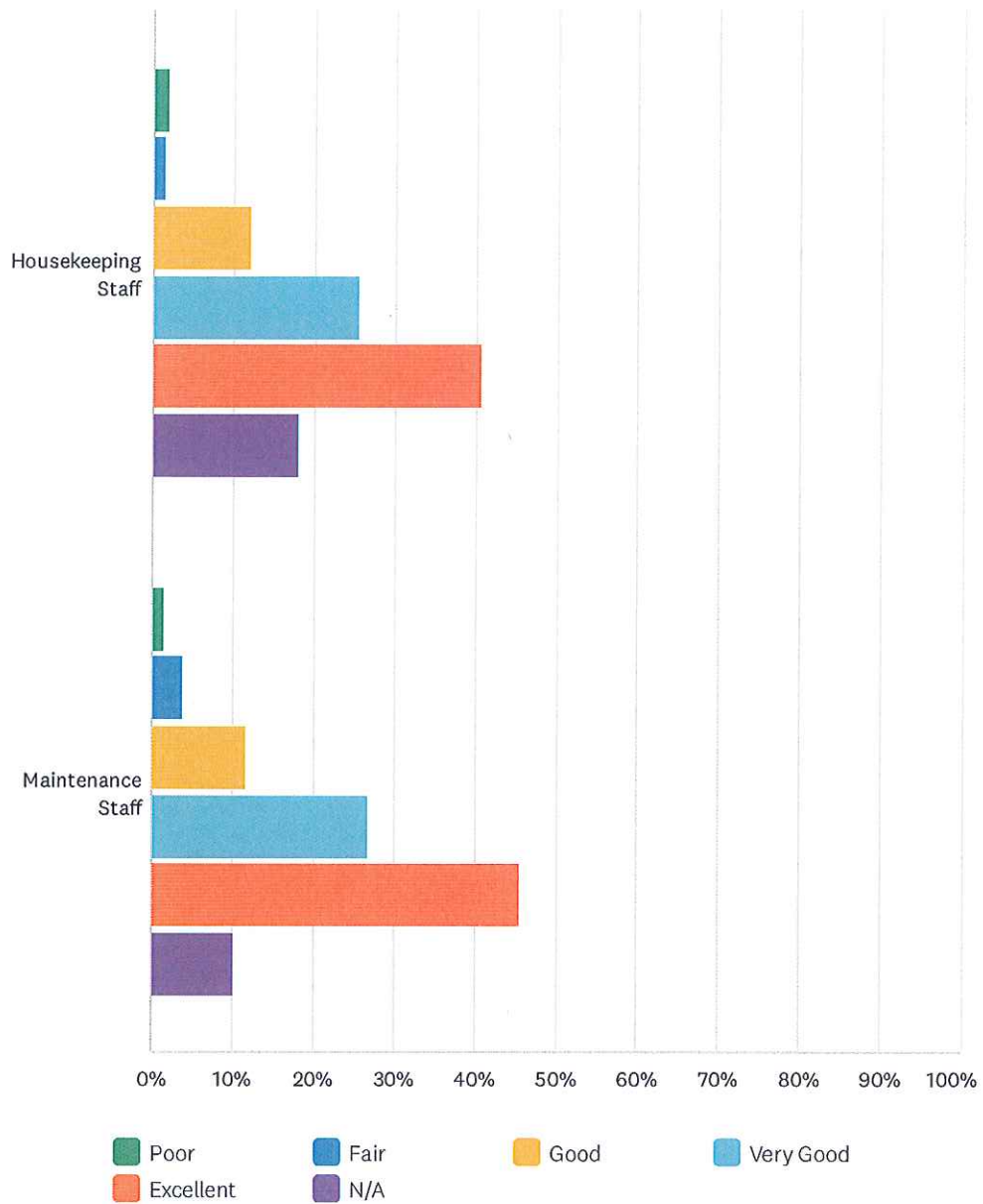
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Response to incidents reported by residents	3.90% 8	4.88% 10	10.24% 21	24.88% 51	22.44% 46	33.66% 69	205	3.86
Building access via the lobby overnight (11 pm - 7 am)	2.44% 5	2.44% 5	11.22% 23	23.90% 49	25.85% 53	34.15% 70	205	4.04
Ramp access for building visitors and traffic control	2.45% 5	6.86% 14	18.14% 37	30.88% 63	24.02% 49	17.65% 36	204	3.82
Overall performance	2.43% 5	4.37% 9	17.48% 36	33.98% 70	32.52% 67	9.22% 19	206	3.99

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

Answered: 204 Skipped: 31



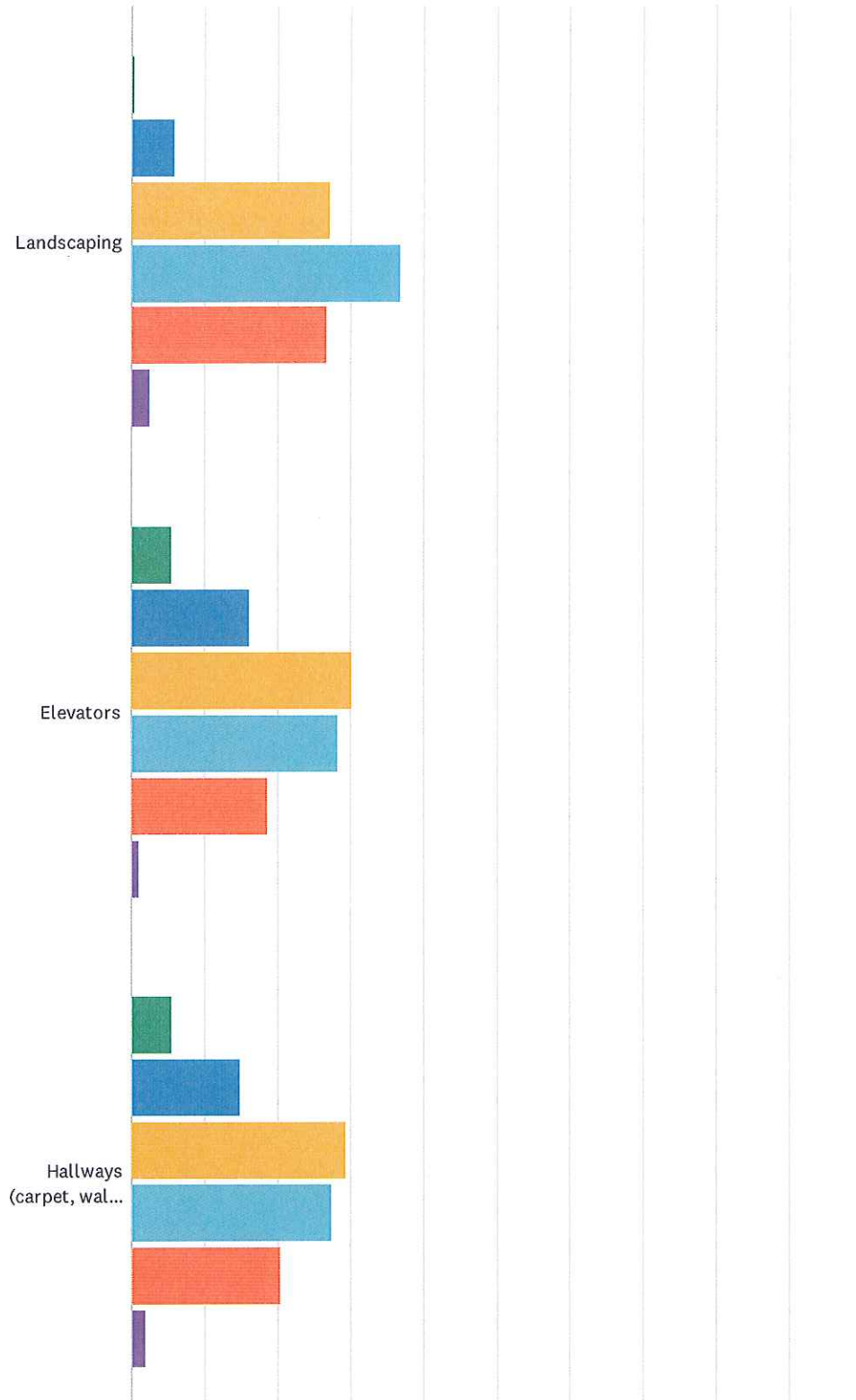
2020 Resident Survey



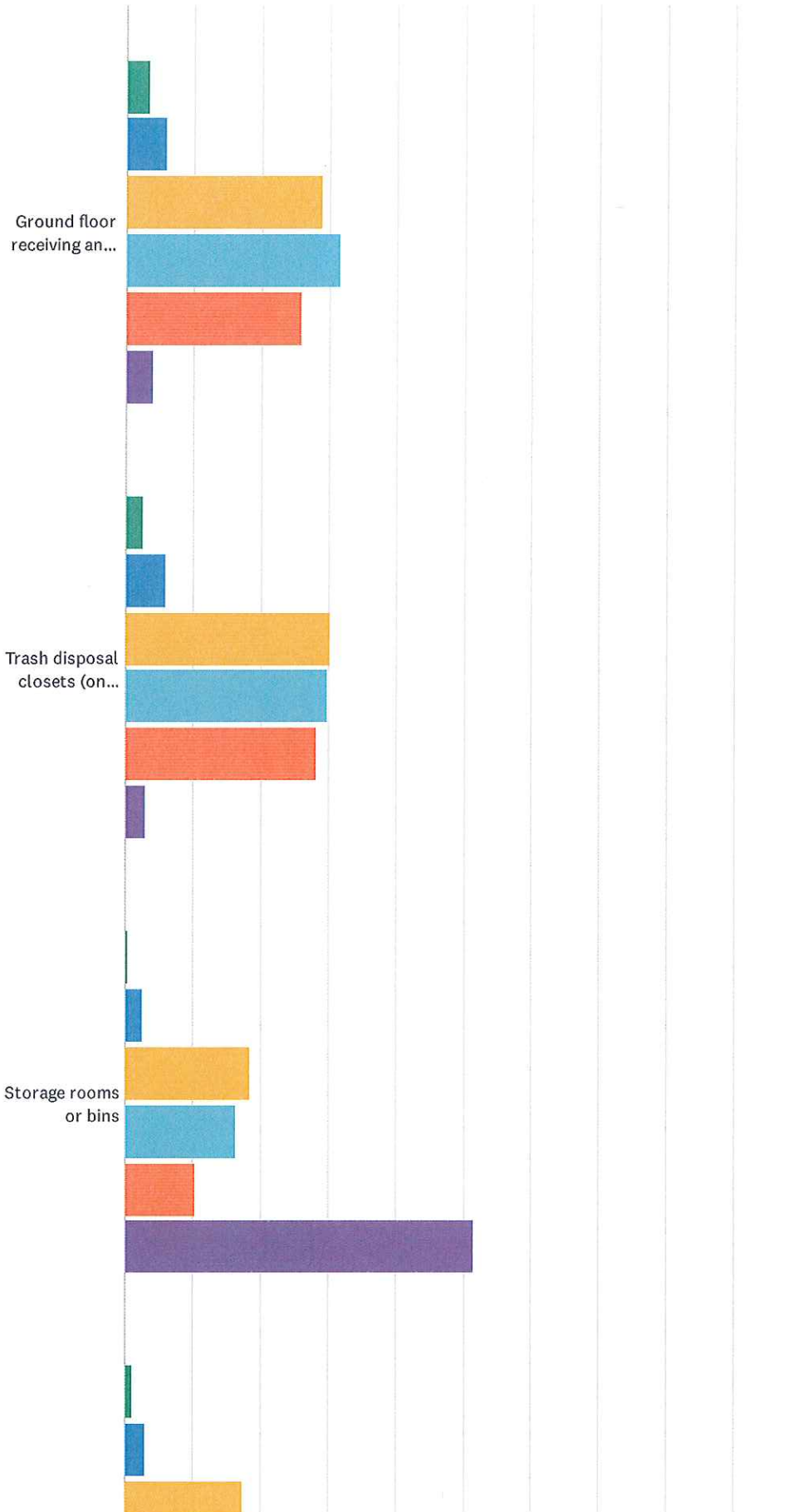
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Residential Concierge	3.43% 7	3.43% 7	12.25% 25	25.49% 52	43.14% 88	12.25% 25	204	4.16
Deliveries to your unit by Loading Dock Staff	1.47% 3	4.90% 10	11.27% 23	20.59% 42	56.86% 116	4.90% 10	204	4.33
Porter Service by Resident Services Staff	1.97% 4	1.97% 4	9.85% 20	23.15% 47	32.02% 65	31.03% 63	203	4.18
Housekeeping Staff	1.96% 4	1.47% 3	12.25% 25	25.49% 52	40.69% 83	18.14% 37	204	4.24
Maintenance Staff	1.47% 3	3.92% 8	11.76% 24	26.96% 55	45.59% 93	10.29% 21	204	4.24

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

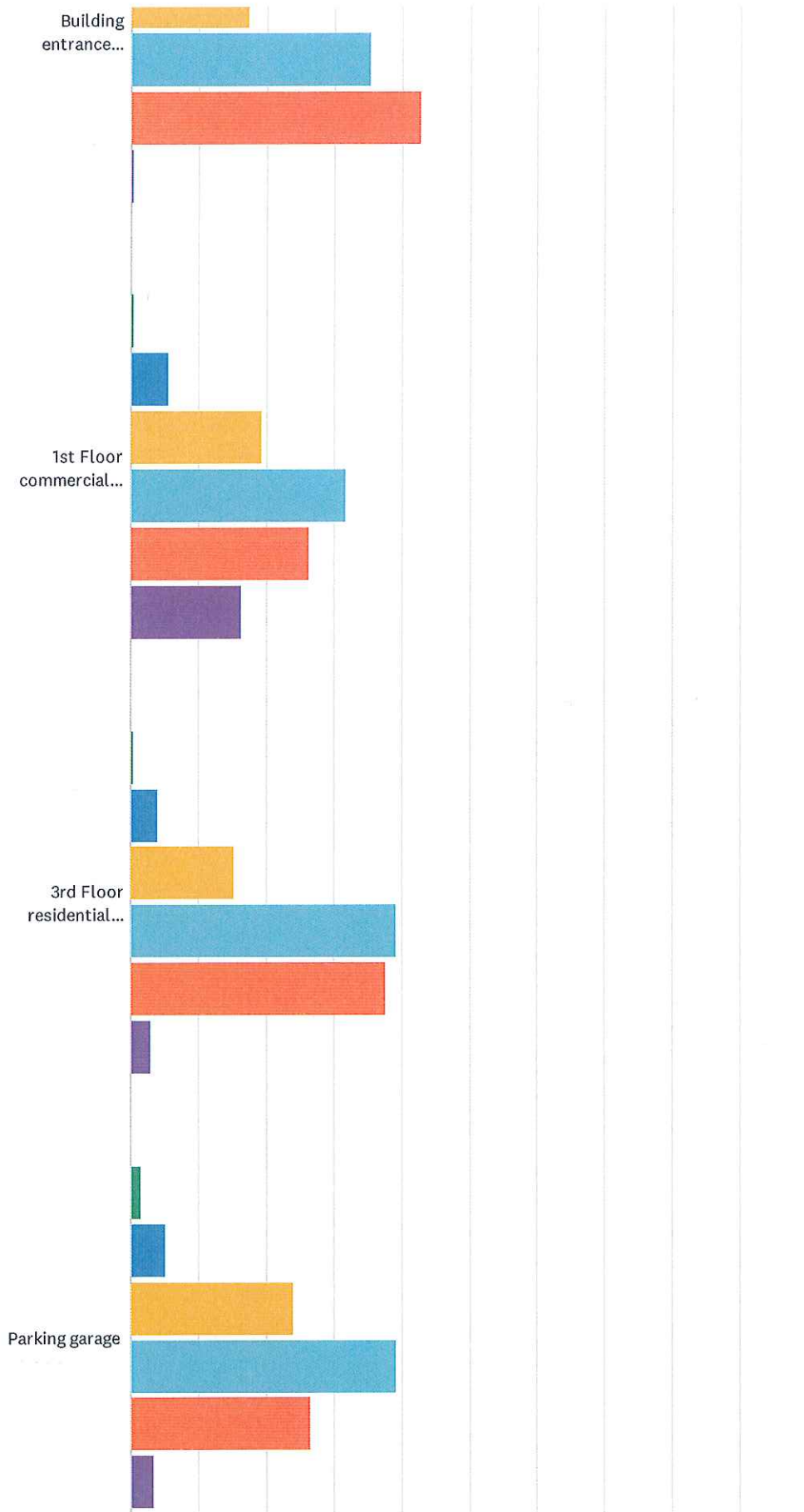
Answered: 201 Skipped: 34



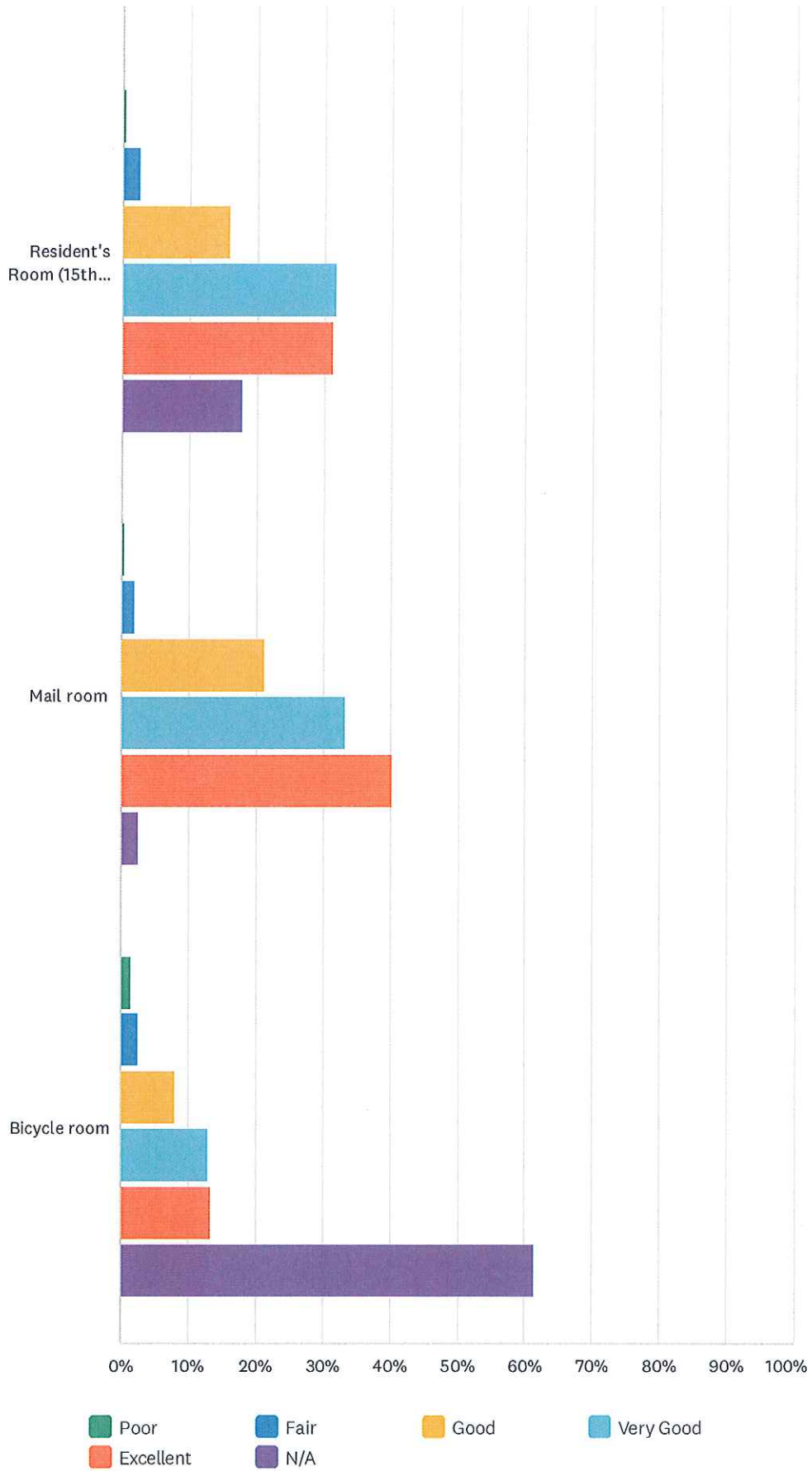
2020 Resident Survey



2020 Resident Survey



2020 Resident Survey

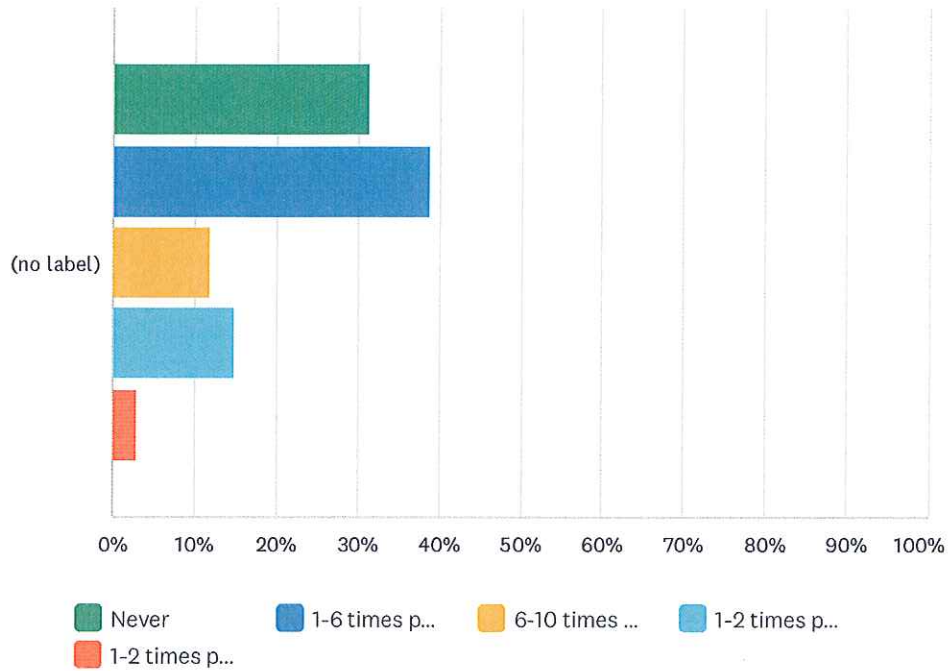


2020 Resident Survey

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Landscaping	0.50% 1	5.97% 12	27.36% 55	36.82% 74	26.87% 54	2.49% 5	201	3.86
Elevators	5.56% 11	16.16% 32	30.30% 60	28.28% 56	18.69% 37	1.01% 2	198	3.39
Hallways (carpet, walls, etc.)	5.50% 11	15.00% 30	29.50% 59	27.50% 55	20.50% 41	2.00% 4	200	3.43
Ground floor receiving and service area	3.50% 7	6.00% 12	29.00% 58	31.50% 63	26.00% 52	4.00% 8	200	3.73
Trash disposal closets (on every floor)	2.49% 5	5.97% 12	30.35% 61	29.85% 60	28.36% 57	2.99% 6	201	3.78
Storage rooms or bins	0.50% 1	2.50% 5	18.50% 37	16.50% 33	10.50% 21	51.50% 103	200	3.70
Building entrance lobbies (1st & 3rd floors)	1.00% 2	2.99% 6	17.41% 35	35.32% 71	42.79% 86	0.50% 1	201	4.17
1st Floor commercial valet area and entry	0.50% 1	5.47% 11	19.40% 39	31.84% 64	26.37% 53	16.42% 33	201	3.93
3rd Floor residential valet reception and garage entry	0.50% 1	3.98% 8	15.42% 31	39.30% 79	37.81% 76	2.99% 6	201	4.13
Parking garage	1.51% 3	5.03% 10	24.12% 48	39.20% 78	26.63% 53	3.52% 7	199	3.88
Resident's Room (15th Floor)	0.50% 1	2.49% 5	15.92% 32	31.84% 64	31.34% 63	17.91% 36	201	4.11
Mail room	0.50% 1	1.99% 4	21.39% 43	33.33% 67	40.30% 81	2.49% 5	201	4.14
Bicycle room	1.50% 3	2.50% 5	8.00% 16	13.00% 26	13.50% 27	61.50% 123	200	3.90

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

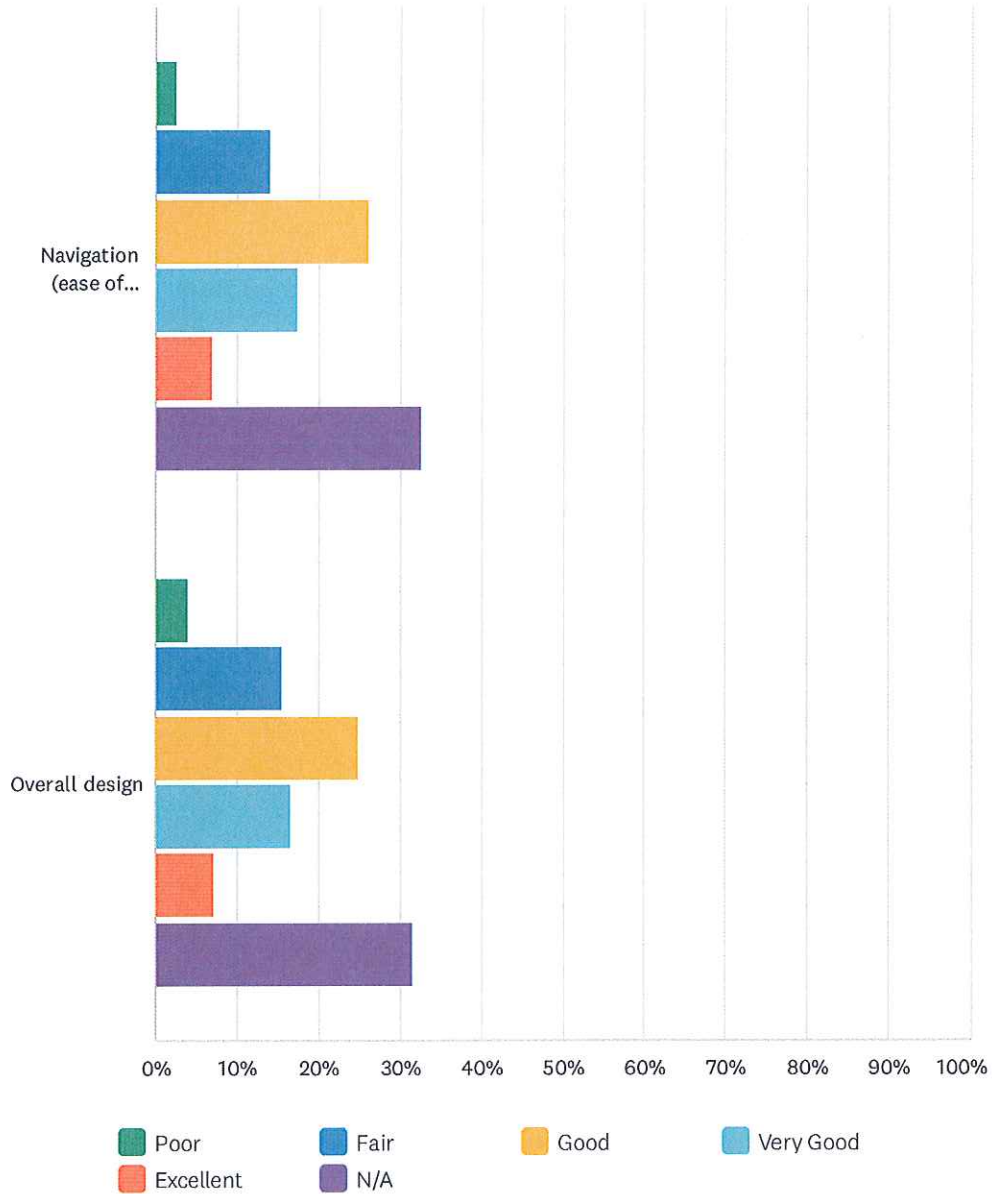
Answered: 201 Skipped: 34



	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)	31.34% 63	38.81% 78	11.94% 24	14.93% 30	2.99% 6	201	2.19

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

Answered: 200 Skipped: 35



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Navigation (ease of finding what you seek)	2.51% 5	14.07% 28	26.13% 52	17.59% 35	7.04% 14	32.66% 65	199	3.19
Overall design	4.15% 8	15.54% 30	24.87% 48	16.58% 32	7.25% 14	31.61% 61	193	3.11

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

Answered: 197 Skipped: 38

#	RESPONSES	DATE
1	Updating the spa services.	11/19/2020 6:05 PM
2	Before entering to the gym, remember people to clean cardio machines after use them.	11/16/2020 7:59 AM
3	The front entrance of the building is so sad, from the stained and broken tile and stairway, to the nonfunctioning fountains in front of the restaurants. You need a proper landscape designer! The main door doesn't work in high winds and no one is there to assist with the second door when the winds make you struggle to open it. Very poor signage for resident entrance on 10th street for pick-ups. Our parcel room is kept in the same area as the garbage with no closed walls or air conditioning!!!! The area on the 3rd floor north tower towards the mailed room would be an ideal and far more hygienic place for parcels. Please tell me what other 'luxury' building has there residents walk through the delightfully smelling loading dock, stepping on shards of glass, and passing alongside the garbage waste bins to retrieve their Parcels, if it is not flooded, only to have to wait for the service elevator with cockroaches running by? I've said this years ago but of course the board members have private foyers were their packages get delivered to them every day and they never have to see the back of the house. Here's a thought! No resident should have to see the back of the house, but I guess that is the hospitality background in me. There is more than enough space on the 3rd floor toward the mail room. it is dead space that is never used, and it would not take a lot to reframe and refuse the existing wood and light paneling.. The wind issue was never rectified on the pool deck after the vast amount of money that was spent on it. There has been no accommodations by management for storage of people's balcony furniture while the 2 year exterior renovation is taken place. All of the board members have 2-3 bedrooms and the rare storage lockers that are available but for the rest of us in 900 square feet. We will be living like hoarders in this supposed luxury building paying the same maintenance fees but without access to pools, our balconies, or the ability to have any gathering of friends in our home as it will be a stockpile of furniture for months on end. Also of note, I have never once received assistance in opening the door while hauling luggage because there is never a doorman actually there! Also, the front desk staff at the upper front desk never even bothers to acknowledge you unless you actually engage them. Anyone can pass through this building! Anyone! Security is nonexistent unless you call them for an issue, ridiculous. The elevators are a complete embarrassment when inviting visitors over. They are filthy, scratched, dented, tiles of broken. Top notch service. But it shows that in 8 years property values have only continued to go down. Management issue? Board issue? Actually, I just met my new neighbor who told me he would never move into this building again. Said management was a nightmare to deal with. The only thing keeping any of use in this building is the view and management knows that all too well.	11/15/2020 12:37 AM
4	child game room	11/13/2020 3:16 PM
5	no	11/13/2020 11:17 AM
6	6th floor garage is missing a mirror, which makes it dangerous to drive. Doors from garage to corridor are bad, make them automatic.	11/13/2020 10:55 AM
7	I don't have any suggestions.	11/13/2020 10:43 AM
8	n/a	11/13/2020 10:26 AM
9	Improve the design of the table and area for deliveries. It doesn't look elegant and is in the middle of the lobby where all the visitors can see it. As an option is to locate the table in another area less visible for guest, or do something elegant.	11/13/2020 10:21 AM
10	We have been very happy at 900 All the work that is been done to remodel common areas has been excellent and we will appreciate that residents will care more for this building that we call home. Many thanks to everyone that makes our life a safe and happy one at 900.	11/13/2020 10:09 AM

2020 Resident Survey

11	None	11/13/2020 9:51 AM
12	Bring towels and water back to pool area after pandemic. Also, pools not being available for long stretches is disappointing.	11/13/2020 8:30 AM
13	There are ants on the pool deck around the landscaping. This should be addressed as they crawl on the furniture when we're lounging by the pool and gets in food and drink.	11/13/2020 8:19 AM
14	no	11/13/2020 7:18 AM
15	No	11/13/2020 5:51 AM
16	na	11/13/2020 4:08 AM
17	Fix front entrance, it never works during windy weather	11/13/2020 2:11 AM
18	The gym is to dark.	11/13/2020 1:05 AM
19	Na	11/13/2020 12:50 AM
20	No	11/13/2020 12:42 AM
21	No	11/6/2020 8:55 AM
22	Office owners should do have access to recreational area	11/4/2020 10:41 AM
23	Please open back up the residence room on the 15th floor	10/31/2020 10:51 AM
24	The elevators need better maintenance and/or paint, they look scratched and dirty.	10/30/2020 6:13 PM
25	The smell in the elevators, because of dogs could be supervised.	10/29/2020 9:31 PM
26	No	10/29/2020 5:13 PM
27	Parking: to improve parking control of the system so that a resident could have two cars or more registered to gain access to garage, but only one car is allowed at one time. i.e. two cars registered, when one of these two cars (1st car) accessed the garage, the 2nd car won't gain any access, until the 1st car leaves the garage, since both cars have been registered. It is doable technically.	10/29/2020 9:48 AM
28	none	10/28/2020 10:31 PM
29	I would love to see the hammocks at the pool again.	10/28/2020 8:54 PM
30	No	10/28/2020 8:13 PM
31	1. Trash chute door on 44 floor is constantly broken (door is getting stuck) which results in the trash being left by residents in the hallway. 2. Recycling disposal. There is a functionality on the trash chute, which used to work, but have been unavailable for the past year. Not only it is super inconvenient to bring recycling to the garage, where recycling container is always full, but also it might require unnecessary huge work load for the cleaning staff to collect it from each floor. 3. Shopping carts. Would be great to get a new ones, existing are falling apart and wheels are so hard that they are damaging the floors in the lobby.	10/28/2020 7:39 PM
32	none	10/28/2020 6:05 PM
33	no	10/28/2020 4:10 PM
34	no	10/28/2020 4:07 PM
35	N/A	10/28/2020 3:55 PM
36	No	10/28/2020 3:35 PM
37	I don't think there should be a charge to use the grills at the pool deck. Only a deposit.	10/28/2020 3:23 PM
38	N/A	10/28/2020 2:41 PM
39	It should be permitted to have electrical outlets on balconies. (Exclusive right common elements)	10/28/2020 2:28 PM
40	valet is always problematic....and just not well mannered	10/28/2020 2:26 PM
41	Little more light and pop.	10/28/2020 1:55 PM

2020 Resident Survey

42	No	10/28/2020 1:27 PM
43	NA	10/28/2020 1:16 PM
44	no	10/28/2020 12:48 PM
45	A lifting rack in the weight gym would be a huge improvement and would be safer for residents to use.	10/28/2020 12:43 PM
46	Nothing	10/28/2020 12:21 PM
47	I would like to see extra security on the garage entrance.cars are entering the garage behind residents cars and no one knows. My motorcycle got stolen last week inside the garage.if you could add the security barrier so when the main garage door opens for the resident car the barrier closes behind the car so no car could follow and enter the garage	10/28/2020 12:17 PM
48	A quiet sign will be appreciate by all of the units on the 3rd floor. Doesn't cost to place a sign in order to not have people screaming at 1 am like monkeys at zoo	10/28/2020 12:09 PM
49	please, renovate the elevators!	10/28/2020 12:07 PM
50	Being a building where animals are allowed, I do not know how not finding animal urine or the reception with several of them can be improved. They should enter the building with their animals from another place. It looks more like a kennel than a building of those qualities. In addition, the smell of the dog also counts. Thank you very much!!	10/27/2020 5:52 PM
51	Please give refresh refinish to Receiving/trash area coming out from elevator two.	10/23/2020 3:18 PM
52	Maintenance of the elevators could be heightened as well as the wallpaper around the elevator entrance on the 3rd floor (behind reception). The common hallways could be better maintained (vacuumed regularly & painted/touched up)	10/22/2020 4:52 PM
53	Carpet in the hallways should be replaced. Too many stains and worn out, they are more than 8 years old.	10/22/2020 3:05 PM
54	N/A	10/21/2020 3:01 AM
55	Extend gym times	10/19/2020 2:19 PM
56	Create more of a lobby experience - more seating and maybe add some service.	10/18/2020 3:38 PM
57	NO	10/17/2020 2:02 PM
58	Revolving door is needed on the 1st floor to enter the lobby The appearance of the 1st floor commercial businesses,restaurants, is horrible. The building from the outside looks low class.	10/16/2020 5:15 AM
59	Please allow residents to utilize soft music outside by the pool. I'm not referring to loud music, only music played by a speaker that is not disruptive to others.	10/16/2020 4:11 AM
60	Na	10/15/2020 11:12 PM
61	Stricter application of cell phone rules in gym would be good	10/15/2020 11:11 AM
62	Many scratches/marks in elevator 9.	10/15/2020 10:55 AM
63	Complete air conditioning in apartments's corridors.	10/14/2020 11:20 PM
64	Waiting for the new gym.	10/14/2020 7:33 PM
65	Improved lighting/tv's/paint.	10/14/2020 5:20 PM
66	No	10/14/2020 1:57 PM
67	No suggestions	10/14/2020 12:23 PM
68	N.a	10/14/2020 11:17 AM
69	No thing	10/14/2020 7:08 AM
70	Nothing	10/14/2020 6:17 AM
71	Keep up the good work	10/13/2020 10:13 PM

2020 Resident Survey

72	no	10/13/2020 9:11 PM
73	commonsense	10/13/2020 8:26 PM
74	Hallways AC is a disaster	10/13/2020 8:24 PM
75	N/A	10/13/2020 7:11 PM
76	no suggestions.	10/13/2020 6:34 PM
77	No	10/13/2020 6:28 PM
78	A lighter color walls accessing South tower 3rd level will be much nicer, it's so dark !!!!! Same thing for the elevators Thanks	10/13/2020 5:42 PM
79	Package area should be worked on - it is more of a chicken coop than a professional work area. Back of building leads to Metro Mover and, soon, WorldCenter. Pedestrian experience should be nicer - coming and going.	10/13/2020 5:35 PM
80	Plants located in entry ramp. Better maintenance of the building facing 2nd Street	10/13/2020 5:29 PM
81	Update lobby furniture and continuation of waterfall feature. Hot tub is not consistently at the same temperature and upper casual pool temp is noticeably colder than all the other pools	10/13/2020 3:16 PM
82	No suggestions	10/13/2020 2:31 PM
83	Please improve trash chute smell in the hallways, as well as the air conditioning in residential hallways.	10/13/2020 1:50 PM
84	No	10/13/2020 1:11 PM
85	New carpet in the residential hallways	10/13/2020 1:00 PM
86	I just think that the staff have to be more courteous, (some of them are) but it seems like people forget to say good morning !	10/13/2020 12:48 PM
87	No suggestions.	10/13/2020 12:35 PM
88	N/A	10/13/2020 12:27 PM
89	No	10/13/2020 12:06 PM
90	Gym and ease up rules in pool.	10/13/2020 11:44 AM
91	I love everything about 900 Biscayne. One thing I am disappointed with is the continuous delayed opening of the cardio gym. I got an email saying June then august then september, etc.	10/13/2020 11:42 AM
92	I believe we should have uber marked picked area on the 1st floor. And re do the kids play room which is probably not suitable to post covid	10/13/2020 11:35 AM
93	Happy with them	10/13/2020 11:34 AM
94	Better service in pool area.(towels, ice machine etc.) Canal Pool only for laps.	10/13/2020 11:26 AM
95	Perhaps more vacuuming in the hallways for elevators 6&7 in South tower	10/13/2020 11:25 AM
96	Package depot phone is often left unmanned and deliveries have taken up to 4 hours and then returned because I left my unit. Cardio deck remodel has taken a long time, during peek season to use the equipment as it is too hot outside to run. Valet app should always show when vehicle is ready. This is inconsistent and often leaves me waiting in my unit or at the valet area for my car.	10/13/2020 11:16 AM
97	no	10/13/2020 11:10 AM
98	Post covid I think a coffee bar or a wine area in the social room would bring more residents to get to know one another and build community. Things like this in Dallas are all over their higher end Condos	10/13/2020 11:05 AM
99	The flower arrangements in the lobby area is fantastic. The area is generally clean and my guests always comment on the smell of the lobby. The furniture and the lighting could be updated	10/13/2020 10:58 AM

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100	NA	10/13/2020 10:51 AM
101	N/a	10/13/2020 10:38 AM
102	It will be great if one of the pools will be heated. Hard to enjoy the pool.	10/13/2020 10:32 AM
103	NA	10/13/2020 10:20 AM
104	Open pool deck for night time swimming	10/13/2020 10:13 AM
105	The grill should be free to use for residents - put a deposit down and if not cleaned sufficiently, deposit taken. Monthly HOA fees should cover this amenity!	10/13/2020 10:08 AM
106	Gym needs improvement in terms of variety of machines and hours/accessibility. Staff is not courteous and often watching TV inst	10/13/2020 10:06 AM
107	No suggestions, maybe front entrance pavers on Biscayne need a little work	10/13/2020 10:06 AM
108	change carpet in all floors	10/13/2020 10:04 AM
109	No comment	10/13/2020 10:04 AM
110	No	10/13/2020 10:01 AM
111	Replace old style furniture on 1st and 3rd floor lobbies	10/13/2020 10:01 AM
112	Package deliveries are an issue. The process needs to be reevaluated. When one orders their packages, there's no ETA. And this affects anyone's plans since they are waiting for it.	10/13/2020 10:00 AM
113	The front entrance from Biscayne Blvd.. it would be nice to repair or replace the flooring and put in some nice, elegant lighting. Our front entrance leaves a lot to be desired for a building of our caliber.	10/13/2020 10:00 AM
114	Elevators and hallways need an update.	10/13/2020 9:57 AM
115	None	10/13/2020 9:56 AM
116	No	10/13/2020 9:55 AM
117	no specific suggestion. they are just getting old	10/13/2020 9:55 AM
118	The garage in the back of the building facing Worldcenter looks terrible. We need a plan to make the façade presentable.	10/13/2020 9:52 AM
119	Not now	10/13/2020 9:52 AM
120	I would like to have an easy and better connexion between 1st floor and 3rd floor... (with packages, groceries or bike) Stairs are not the best thing!	10/13/2020 9:51 AM
121	I believe some of the building staff like to use the Men's room on the 6th floor. Not sure why but there must be restrooms for staff throughout. Nothing major but for a sparsely populated floor I don't know why the mens room is often in use when I try to use it. Not a big deal but worth noting.	10/13/2020 9:49 AM
122	I do have one car , I hire the valet service, since I have my own fix spot I'd like to be able also to park myself when needed .	10/13/2020 9:48 AM
123	1 - while necessary, existing speed bumps are too aggressive 2 - lower (1st level garage) can be shared with contractors - management can begin a fee based service to charge residents who stay past the 15 min grocery drop off time (using electronic tickets - not to tie up the valet staff) - this would be an alternative to locking those gates and having this situation with constant horn honking at that entrance - just put a ticket based gate there - with pre-arranged special access codes for visiting contractors - while residents pay to stay past a minimum drop off time.	10/13/2020 9:48 AM
124	.	10/13/2020 9:44 AM
125	No	10/13/2020 9:43 AM
126	Please, the appearance of elevators 2 and 3 is terrible, could you do more frequent maintenance (painting of walls and floor) since due to its excessive use it deteriorates faster than 1 or 4 of the south tower	10/12/2020 4:45 PM

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127	I don't understand why the pool table equipment is still under lock and key. That was implemented due to problems with renters during UltraFest many years ago. Renters are now mostly under control, security is better and Ultra is basically no longer a factor. A pool table that can't be used by a casual person is useless. Get rid of it if the equipment can't be left out in the open.	10/12/2020 1:32 PM
128	AC in the residential hallways/elevator foyers, and elevators, please.	10/12/2020 11:05 AM
129	No	10/11/2020 1:22 PM
130	Delivery drop off is working well -- need a plan to create attractive and practical facilities for this as it will only grow in the future; Need a separate call button for freight elevator; Consider reopening the 15th floor common room with limited occupancy -- posted capacity with self monitoring.	10/10/2020 4:27 PM
131	I think there should be power outlets with consumption meters on every parking spot so that people would be encouraged to move to electric cars.	10/9/2020 5:00 PM
132	I would love to have an automated system to request packages in the loading dock. I would be great if we could request packages through the building's website the same way make facility reservations.	10/9/2020 10:27 AM
133	Vacuum corridors more frequently. Paint balcony columns and ceilings. Some scent in the common areas would be desirable. Perform trash shut deep-cleaning more frequently. Replace some exterior plants.	10/8/2020 1:55 PM
134	Vacuum corridor more frequently, paint balcony's ceiling and columns. Some scent in the lobby and common areas is desirable. Deep cleaning the trash shut.	10/8/2020 1:54 PM
135	Lack of AC in 32nd floor Hallway directly affects units AC efficiency	10/7/2020 2:38 PM
136	None	10/6/2020 8:31 PM
137	Modernize and update all common areas with a design process that is open and transparent to all owners. Parking garage is not as clean as before. Motorcycles and mopeds are parked along the walls of the garage floors where there was no design for them -- move to a common parking area.	10/6/2020 6:34 PM
138	None	10/6/2020 4:41 PM
139	None	10/6/2020 2:24 PM
140	None	10/6/2020 12:36 PM
141	Keep it up	10/6/2020 12:19 PM
142	Open up the treadmills! The flower arrangements in the lobby are very lovely. keep those.	10/6/2020 12:04 PM
143	Everything looks great. Well design and very practical. The table where the food is delivered (3 floor) maybe hidden or just replaced with a more aesthetic furniture with doors to hide the bags. The bike room may need more bike walls storage.	10/6/2020 11:43 AM
144	remove security on third level entrance, a useless job	10/6/2020 10:15 AM
145	All is good	10/6/2020 10:06 AM
146	More training and covid cleaning procedures surveillance on pool and gym.	10/6/2020 9:26 AM
147	I suggested this last year hopefully it will be addressed with our new cardio gym. I think a stair master and a punching bag would be a very nice addition	10/6/2020 8:16 AM
148	The ceiling, painting and carpet in the hallways should be renovated.	10/6/2020 3:07 AM
149	Install easier door openers at the garage doors. During the non-hurricane seasons leave the 1st door open! If not possible;install a small table at the garagedoor to put yourr (bags) on.also in and outside the elevators	10/6/2020 2:36 AM
150	Carpet in hallways could be replaced for hard floors. Elevator paint could be replaced for silver metallic finishing, which is less prone to visible scratches, paint details in hallways, corner protectors for high traffic areas near the elevator, similar to those in garage floor hallways, maintenance to garage access doors, outside building painting, pool floor detailing for spackle used to cover holes in floor.	10/5/2020 10:42 PM

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151	The corridor on the first floor to service elevator of the south tower continues to smell like trash! The situation was fixed for a few months but recently the smell like trash is penetrating. Perhaps the door to the trash room should remain closed at all time. The front sidewalk that faces Biscayne Blvd unfortunately very often smells like dog pee. It should be pressure washed more often.	10/5/2020 10:17 PM
152	1. Improved landscaping on up/down ramps of garage 2. Improved signage ("900 Biscayne") on ground level 3. Improve water features/ fountains on Biscayne Blvd . / ground floor / restaurant area 4. ?? Turn "reflecting pool" between the 2 swimming pools into a "fountain pool"?	10/5/2020 9:55 PM
153	No	10/5/2020 9:34 PM
154	No	10/5/2020 9:33 PM
155	NA	10/5/2020 9:15 PM
156	Hallways. There was a subway cup on the 7th floor for a week before it was removed.	10/5/2020 8:08 PM
157	n/a	10/5/2020 7:30 PM
158	maybe a security camera at the bicycle room? my bike was stolen and never got to see footage or anything related to it.	10/5/2020 7:13 PM
159	Negative	10/5/2020 7:02 PM
160	No	10/5/2020 6:20 PM
161	Everything is great, just wish the trash shoots were taken better care of	10/5/2020 6:08 PM
162	Not for common areas, but I'd like to see some lights added to the facade of the building to make it stand out.	10/5/2020 5:54 PM
163	Better maintenance of hardwood floors on 3rd floor between the lobby and elevators. Door corners in the same area. A working automatic door, or if not possible, an easier to open door on the main entrance (street level lobby)	10/5/2020 5:36 PM
164	I just moved in. I have no suggestion at the moment	10/5/2020 5:29 PM
165	no because they haven't been open this year except for the gym	10/5/2020 5:01 PM
166	When I initially moved to the building, what I like the most was the fragrance. (Lemongrass Tea) Give you the impression of being in a nice hotel. Also the lounge chair in the upper lobby are dirty or damaged. Everything else is nice.	10/5/2020 5:01 PM
167	Two things: 1. We noticed a large cracks on the wall between commercial parking area (1st flr lobby north side) and and the hallway to the south tower which is concerning since it is a building foundation and should be immediately addressed and fixed. 2. We should also consider repainting the facade, especially in the balcony area.	10/5/2020 4:49 PM
168	Cabanas at pool (covid friendly), lighting in lobby hallways are too dark and walls need to be repainted	10/5/2020 4:45 PM
169	I think our elevators need to be updated ASAP any mediocre building nowadays has a touch screen with a nice LCD screen in the elevators.	10/5/2020 4:37 PM
170	N/A	10/5/2020 4:25 PM
171	Keeping a consistent temperature in lobby and building and scent in commons areas.	10/5/2020 4:04 PM
172	NA	10/5/2020 4:00 PM
173	The building is due for a renovation. The Lobby is old and outdated and at times smells unpleasant - not a great first impression. Sometimes the front desk management on floor 3 are nice but sometimes they are short/rude. Management needs to be more flexible on delivery dates.	10/5/2020 3:50 PM
174	Modernize	10/5/2020 3:46 PM
175	Amplify availability for guest parking. Have access to an elevator from the 1st floor to the 3rd (main loby).	10/5/2020 3:41 PM

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176	elevators are in desperate need up upkeep. many walls have scratches, and access panels are kept open throughout the day in service elevator	10/5/2020 3:40 PM
177	I have but don't have time now	10/5/2020 3:30 PM
178	none	10/5/2020 3:21 PM
179	we need to fix the main entrance of the building.	10/5/2020 3:20 PM
180	Booking appointments or services online would be great. Maybe larger jacuzzi or another one. But not necessary.	10/5/2020 3:20 PM
181	None	10/5/2020 2:46 PM
182	The package delivery area should be larger. It's always full and feel that staff needs a larger working space.	10/5/2020 2:42 PM
183	no	10/5/2020 2:22 PM
184	Open the common lounge/conference room. Almost all other buildings in the area have opened their respective common areas. If it is safe enough to have the gym open, then it's safe enough to open the lounge rooms. There is no logical distinction. Have 1 person per table + mask requirements. Clean & disinfect in the morning. If overcrowding becomes an issue, require a reservation system. Keeping it shut is not a solution.	10/5/2020 2:22 PM
185	None	10/5/2020 2:20 PM
186	No	10/5/2020 2:13 PM
187	N/A	10/5/2020 2:09 PM
188	It would be nice to refresh the Resident's room.	10/5/2020 2:07 PM
189	The work needs to be done in a timely manner , there seems to be no sense of urgency to get anything done	10/5/2020 2:01 PM
190	Not at this time.	10/5/2020 1:50 PM
191	No	10/5/2020 1:47 PM
192	Not a fan of one of the pool attendants. Guy who was on duty yesterday afternoon I believe.	10/5/2020 1:45 PM
193	none	10/5/2020 1:44 PM
194	Nothing to add.	10/5/2020 1:43 PM
195	Bicycle room needs help. I am storing a \$5,000 bike there and right now it's an obstacle course getting to and from my bike. Maybe keep better track of bikes that are used frequently and bikes that are just stored and make sure they are not blocking entry and exit.	10/5/2020 1:42 PM
196	Hallways on floors where there is a garage should get a bit more attention.	10/5/2020 1:41 PM
197	Make sure carpet on floor 17 and pool area is regularly cleaned and you use exterminator services. We often get bugs from the pool coming into our apartment since we are right next door.	10/5/2020 1:40 PM

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

Answered: 194 Skipped: 41

#	RESPONSES	DATE
1	No - they've been wonderful.	11/19/2020 6:05 PM
2	Help us! Be kind. We are the clients, remember?!	11/15/2020 12:38 AM
3	cut of staff. I believe we have to many staff.	11/13/2020 3:18 PM
4	no	11/13/2020 11:17 AM
5	No	11/13/2020 10:55 AM
6	No, not really.	11/13/2020 10:49 AM
7	While I no longer live in the building, I have had to stop by a few times this year and I find the service from the concierge to be sub par. He never smiles, greets, and his attitude is unpleasant.	11/13/2020 10:27 AM
8	N/A	11/13/2020 10:22 AM
9	Everyone a 900 has been great Especially in this past year that has been so difficult for many . With their professionalism and patience they have been always there to help all of us . Thanks a bunch .	11/13/2020 10:13 AM
10	None	11/13/2020 9:51 AM
11	No	11/13/2020 8:31 AM
12	No	11/13/2020 8:19 AM
13	no	11/13/2020 7:18 AM
14	No	11/13/2020 5:51 AM
15	na	11/13/2020 4:08 AM
16	Pay more attention to everyone entering the building	11/13/2020 2:15 AM
17	Sometimes night shift stuff has no idea what to do to explain to visitors how to get to the units	11/13/2020 1:06 AM
18	Na	11/13/2020 12:50 AM
19	No	11/13/2020 12:42 AM
20	Better service at the Valet and the 3rd floor front desk staff.	11/6/2020 9:00 AM
21	none	11/4/2020 10:41 AM
22	Na	10/31/2020 10:52 AM
23	The Delivery of packages is very slow	10/30/2020 6:14 PM
24	no	10/29/2020 9:31 PM
25	No	10/29/2020 5:13 PM
26	none	10/29/2020 9:49 AM
27	none	10/28/2020 10:31 PM
28	No. They are very nice.	10/28/2020 8:55 PM
29	No	10/28/2020 8:13 PM

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30	All staff members are great!	10/28/2020 7:41 PM
31	none	10/28/2020 6:06 PM
32	When I bought the unit I was told that there was a porter service to help with groceries or heavy luggage: it seems to me that its not working. It could be a good idea to implement it. Also there should be a reduced Valet Parking Fee (\$ 3 or \$ 5) for stays under two hours.	10/28/2020 4:13 PM
33	no	10/28/2020 4:07 PM
34	More professionalism when visiting the unit and talking to the unit owner, be it for maintenance or any other reason. The staff also seems to be poorly trained on how to behave around dogs.	10/28/2020 3:57 PM
35	No. Staff is excellent	10/28/2020 3:36 PM
36	Everyone is stressed so it would be great if the management office maintained professionalism as we all try to work through the pandemic.	10/28/2020 3:24 PM
37	N/A	10/28/2020 2:41 PM
38	No	10/28/2020 2:28 PM
39	see prior answer	10/28/2020 2:26 PM
40	They are awesome	10/28/2020 1:56 PM
41	No	10/28/2020 1:27 PM
42	NA	10/28/2020 1:16 PM
43	no	10/28/2020 12:48 PM
44	No. Staff is very friendly and responsive	10/28/2020 12:44 PM
45	No	10/28/2020 12:21 PM
46	No	10/28/2020 12:17 PM
47	Everyone is excellent	10/28/2020 12:10 PM
48	none	10/28/2020 12:07 PM
49	If someone spoke Spanish correctly it would be of great help. In the same way and as President of my Community of Owners for 6 years where I currently reside, I am concerned when a foreign owner appears to facilitate everything related to his property at 0 cost simply for being an owner. It should be an added service that would involve us much more in our condominium and its possible needs. Thank you very much!!	10/27/2020 5:59 PM
50	Overnight team/security are not the most friendly. Often feels like I live in a different building When I interact with them	10/23/2020 3:20 PM
51	N/A - the staff are fantastic.	10/22/2020 4:52 PM
52	Some staff members can be more courteous specially at the garage entrance. When you live in the building and show your ID, there is no reason to be treated harsh because the security person cannot find your name in the system.	10/22/2020 3:06 PM
53	N/A	10/21/2020 3:02 AM
54	Create a package pick up desk outside of package room so residents can call down to have the package placed on a table and residents can go downstairs to pick them up. Sometimes the wait for package delivery is long.	10/19/2020 2:22 PM
55	Special attention should be given to owners residents versus other residents.	10/18/2020 3:40 PM
56	NO	10/17/2020 2:03 PM
57	Staff needs to follow up on own request, in order to insure that all services are performed	10/16/2020 5:17 AM
58	-	10/16/2020 4:11 AM
59	Na	10/15/2020 11:12 PM
60	Delay in getting access to parking ramp after cycling can be frustrating when seriously out of	10/15/2020 11:12 AM

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	breath!	
61	.	10/15/2020 10:56 AM
62	No	10/14/2020 11:21 PM
63	The building staff is fantastic. The residential concierge, I Don't understand his role. I have never use it and I don't see him with many requests/work.	10/14/2020 7:34 PM
64	none.	10/14/2020 5:21 PM
65	No	10/14/2020 1:57 PM
66	N/A	10/14/2020 12:23 PM
67	One specific lady in management was very rude when we first moved in. She did not let us speak on the phone and continuously spoke over us and was very condescending. Everyone else has been very kind and professional but I will not forget how she treated us.	10/14/2020 11:18 AM
68	No	10/14/2020 7:08 AM
69	Nothing	10/14/2020 6:18 AM
70	Great staff	10/13/2020 10:14 PM
71	Staff is fabulous and what makes us love this building	10/13/2020 9:11 PM
72	not any	10/13/2020 8:26 PM
73	The front desk person forgets to let the people up in the elevator. Numerous times	10/13/2020 8:25 PM
74	Staff is amazing!	10/13/2020 7:11 PM
75	no suggestions	10/13/2020 6:34 PM
76	No	10/13/2020 6:28 PM
77	Really nice people	10/13/2020 5:41 PM
78	No	10/13/2020 5:35 PM
79	No	10/13/2020 5:29 PM
80	Staff employees are great	10/13/2020 3:17 PM
81	No suggestions	10/13/2020 2:32 PM
82	The concierge seems to be a redundancy and pretty useless at helping residents. Perhaps removing that position and empowering other staff to help fill residents needs would be an effective cost savings.	10/13/2020 1:52 PM
83	No	10/13/2020 1:11 PM
84	No	10/13/2020 1:00 PM
85	Sorry, the comment as before	10/13/2020 12:48 PM
86	No suggestions. Staff is excellent.	10/13/2020 12:35 PM
87	N/A	10/13/2020 12:27 PM
88	No	10/13/2020 12:06 PM
89	Some rules do not make sense from management office.	10/13/2020 11:44 AM
90	n/a	10/13/2020 11:42 AM
91	The staff does not have any sense of excellence - they should have the mind set of working for a hotel chain with the objective to please its guests	10/13/2020 11:36 AM
92	I would really like to allow deliveries (food/grocery) up to my unit again. Going down is far less convenient and vendors have been very good about safety.	10/13/2020 11:35 AM
93	None	10/13/2020 11:26 AM

10/13/2020 11:25 AM	94	No - they are wonderful!
10/13/2020 11:17 AM	95	Staff is friendly and always will to help. Package depot staff should be more responsive. Communication can be difficult at time. This team seems very strained.
10/13/2020 11:10 AM	96	no
10/13/2020 11:05 AM	97	I think the management staff could be a bit more responsive with emails
10/13/2020 10:59 AM	98	The staff is very courteous and professional.
10/13/2020 10:52 AM	99	NA
10/13/2020 10:32 AM	100	N/A
10/13/2020 10:21 AM	101	NA
10/13/2020 10:13 AM	102	N/A
10/13/2020 10:08 AM	103	Nope! Always friendly and helpful
10/13/2020 10:07 AM	104	Front desk attendants need to be more courteous and acknowledge residents as they walk by the desk. Half of staff does not acknowledge residents as they walk through, especially at night.
10/13/2020 10:07 AM	105	n/a
10/13/2020 10:06 AM	106	No
10/13/2020 10:04 AM	107	People are very kind
10/13/2020 10:04 AM	108	None
10/13/2020 10:01 AM	109	No
10/13/2020 10:01 AM	110	No
10/13/2020 10:00 AM	111	Everyone is Excellent!!
10/13/2020 9:57 AM	112	Visible name Tags would be nice for all to have.
10/13/2020 9:56 AM	113	None
10/13/2020 9:55 AM	114	Valet can be friendlier and drive safer
10/13/2020 9:55 AM	115	security should listen and use common sense and not only written rules, that may not account for the complexity of reality
10/13/2020 9:52 AM	116	They should make a better effort to remember owner's names.
10/13/2020 9:52 AM	117	Not now
10/13/2020 9:52 AM	118	no
10/13/2020 9:50 AM	119	The staff are courteous and pleasant. Thank you.
10/13/2020 9:49 AM	120	no
10/13/2020 9:48 AM	121	No
10/13/2020 9:44 AM	122	It would be helpful to have a menu of services available to know what different staff members do such as concierge v front desk v security
10/13/2020 9:44 AM	123	.
10/12/2020 4:45 PM	124	No they are very nice
10/12/2020 1:32 PM	125	They are all doing the best possible given the pandemic. No recommendations.
10/12/2020 11:05 AM	126	Staff is great.
10/11/2020 1:22 PM	127	No
10/10/2020 4:27 PM	128	Staff is excellent. Very courteous and professional.
10/9/2020 5:04 PM	129	The packages area should offer more comfort to employees who work there

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130	10/9/2020 10:30 AM	I cant think of anything, the staff had been always great.
131	10/8/2020 1:59 PM	Personnel needs to be well informed and updated regarding changes in rules and procedures in place (i.e. pool hours extension and gym rules).
132	10/8/2020 1:59 PM	Staff must be informed about hours and procedures related pool, gym, spa, etc.
133	10/7/2020 2:38 PM	N/A
134	10/6/2020 8:31 PM	None
135	10/6/2020 6:36 PM	There is a poor track record of office staff following procedures when accessing units. 50% of office staff are not fluent in English. Communication is a major obstacle.
136	10/6/2020 4:41 PM	None
137	10/6/2020 2:24 PM	None
138	10/6/2020 12:37 PM	Security staff need to be more respectful and gracious towards the owners.
139	10/6/2020 12:19 PM	On the right track
140	10/6/2020 12:04 PM	The staff is great.
141	10/6/2020 11:43 AM	The staff is one of the best parts of this community, friendly and professional.
142	10/6/2020 10:16 AM	no
143	10/6/2020 10:08 AM	Staff is good
144	10/6/2020 9:26 AM	Great Staff :)
145	10/6/2020 8:17 AM	Staff is excellent honesty never had a bad experience with anyone and any issues I have always get resolved by Nagee I rarely need to bother her but when I do she takes care of any issue I have.
146	10/6/2020 3:09 AM	Some of the parking staff and doormen should receive a proper training on customer service.
147	10/6/2020 2:37 AM	NA
148	10/5/2020 10:46 PM	Older concierge (I believe he's the lead or main concierge) is rude, few chances I've interacted with me replies with an attitude... telling me to tell the owner or something similar (although I am the owner) and I find that the concierge function is unnecessary, provides no value and those funds could be used for example for staff for the new gym when it opens
149	10/5/2020 10:17 PM	None.
150	10/5/2020 9:55 PM	-
151	10/5/2020 9:34 PM	No
152	10/5/2020 9:33 PM	No
153	10/5/2020 9:21 PM	The manager Mathew has to focus on solving bldg issues and be more pro solutions than always giving excuses and when owners bring concerns about the bldg. He never has a solution he just replies with excuses, very unprofessional and also forgetting he is an employ of the bldg and his position is base on what we pay for him to be here.
154	10/5/2020 8:10 PM	Night shift front lobby staff needs to be trained better. I've been woken up late at night for "visitors" that are not visiting me and they call multiple times after I've told them I'm not expecting anyone.
155	10/5/2020 7:31 PM	following up with security reports with interventions done for reported situations
156	10/5/2020 7:15 PM	No. Everyone so kind, friendly and attentive.
157	10/5/2020 7:03 PM	Negative
158	10/5/2020 6:20 PM	No
159	10/5/2020 6:09 PM	I find Miguel to be rude and off hand at times, the rest of the staff is excellent
160	10/5/2020 5:55 PM	Nope

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161	No	10/5/2020 5:36 PM
162	No	10/5/2020 5:30 PM
163	To have somebody in charge to opening the doors. Especially with Covid19 everyone shouldn't have to be touching the door.	10/5/2020 5:06 PM
164	The management office is confusing difficult to find/access, but they have been very responsive over email. I had a series of noise complaints that they were helpful with, however it took close to 3 months to resolve, likely due to covid-19 and inability to process normal protocols.	10/5/2020 4:50 PM
165	No	10/5/2020 4:45 PM
166	Staff is great.	10/5/2020 4:37 PM
167	No	10/5/2020 4:26 PM
168	NA	10/5/2020 4:06 PM
169	More friendly behavior	10/5/2020 4:01 PM
170	Renovations needed	10/5/2020 3:50 PM
171	N/a	10/5/2020 3:46 PM
172	outside paint needs a new coat as areas are starting to chip away. delivery of received items is good, but requires some work. in a few cases, we had to get packages which arrived, yet when we went downstairs, they told us we had to call for the package delivery. this was very annoying as we needed a package for my brothers engagement party. I recommend setting up a table (similar to food deliveries) where packages which require immediate attention are able to be picked up.	10/5/2020 3:42 PM
173	No, great staff.	10/5/2020 3:41 PM
174	I have but don't have time now	10/5/2020 3:30 PM
175	none	10/5/2020 3:21 PM
176	none	10/5/2020 3:21 PM
177	They are great!	10/5/2020 3:20 PM
178	None.	10/5/2020 2:46 PM
179	N/A	10/5/2020 2:42 PM
180	Management needs to follow-up with people in a timely fashion. If you say you will get back to somebody by a certain time -- follow through with that promise. Not doing so is unprofessional.	10/5/2020 2:24 PM
181	nope	10/5/2020 2:22 PM
182	Staff is doing very well. Great to see the same faces for years	10/5/2020 2:20 PM
183	More considerate of resident time and experience. Act as if we were giving 1-5 star rating for each interaction, and your pay depended on high ratings...	10/5/2020 2:14 PM
184	N/A	10/5/2020 2:09 PM
185	Perfect!!!	10/5/2020 2:07 PM
186	The customer is always right	10/5/2020 2:02 PM
187	Not at this time.	10/5/2020 1:51 PM
188	No	10/5/2020 1:47 PM
189	See previous answer	10/5/2020 1:45 PM
190	none	10/5/2020 1:44 PM
191	Nothing to add.	10/5/2020 1:43 PM
192	Very happy with current desk and loading dock staff. Valet, big improvement. Security could be	10/5/2020 1:43 PM

194	Staff is excellent! Thanks for the great service	10/5/2020 1:40 PM
193	Possibly check stairwells for debris and food regularly. I take stairs often and see some odd things.	10/5/2020 1:42 PM

a little friendlier in recognizing tenants/ residents.

Q18 Do you have any suggestions for better building communication?

Answered: 194 Skipped: 41

#	RESPONSES	DATE
1	No!	11/19/2020 6:05 PM
2	Lo!	11/15/2020 12:39 AM
3	NO	11/13/2020 3:18 PM
4	no	11/13/2020 11:17 AM
5	No	11/13/2020 10:55 AM
6	I haven't had any problems on that end.	11/13/2020 10:55 AM
7	I was disappointed to learned about the exterior restoration project with absolutely no previous knowledge of it's magnitude. My tenants were extremely disappointed and it's been brought to the attention of the management.	11/13/2020 10:28 AM
8	N/A	11/13/2020 10:22 AM
9	My suggestion is for everyone residents and staff : get to know each other and learn to appreciate more all the good things that our building offer us everyday	11/13/2020 10:17 AM
10	None	11/13/2020 9:51 AM
11	No	11/13/2020 8:31 AM
12	No	11/13/2020 8:19 AM
13	no	11/13/2020 7:18 AM
14	No	11/13/2020 5:51 AM
15	na	11/13/2020 4:09 AM
16	No	11/13/2020 2:16 AM
17	No	11/13/2020 1:07 AM
18	Na	11/13/2020 12:50 AM
19	No	11/13/2020 12:44 AM
20	No	11/6/2020 9:00 AM
21	none	11/4/2020 10:41 AM
22	Na	10/31/2020 10:52 AM
23	No	10/30/2020 6:14 PM
24	no	10/29/2020 9:31 PM
25	No	10/29/2020 5:13 PM
26	Use the website for residents to obtain information on everything they need to know, especially new residents, such as visitors, parking, information on contractors (electric, plumbing, painting, handyman), don'ts & do's, etc.	10/29/2020 9:54 AM
27	none	10/28/2020 10:31 PM
28	No, it's very good. Maybe just adding text messages also, because our emails can get so full.	10/28/2020 8:55 PM
29	No	10/28/2020 8:14 PM
30	No	10/28/2020 7:42 PM

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10/28/2020 6:06 PM	31	none
10/28/2020 4:13 PM	32	no
10/28/2020 4:08 PM	33	no
10/28/2020 3:57 PM	34	N/A
10/28/2020 3:36 PM	35	No
10/28/2020 3:24 PM	36	Communication from Miguel has bee fantastic!
10/28/2020 2:41 PM	37	N/A
10/28/2020 2:29 PM	38	No
10/28/2020 2:27 PM	39	there needs to be more communication from the Board
10/28/2020 1:58 PM	40	Easily accessible portal with 900 community news, valet. Email communication doesn't work well.
10/28/2020 1:27 PM	41	No
10/28/2020 1:16 PM	42	NA
10/28/2020 12:48 PM	43	no
10/28/2020 12:44 PM	44	No.
10/28/2020 12:22 PM	45	No
10/28/2020 12:17 PM	46	No
10/28/2020 12:10 PM	47	No
10/28/2020 12:07 PM	48	none
10/27/2020 6:03 PM	49	Undoubtedly the one stated in point 17: Have the communication also in well-written Spanish to avoid misunderstandings. It must be a customer service that we are primarily the owners. It must be a customer service that we are primarily the owners. A condominium is due to those who invest in it by creating jobs.
10/23/2020 3:23 PM	50	Push the 900 Biscayne App and it's continued development. Perhaps have a global project map that can updated to show when certain building projects are being moved outside of the previously communicated time frames to maintain expectations and also explain everything in one document versus having to go through multiple emails
10/22/2020 4:52 PM	51	N/A - this is handled incredibly.
10/22/2020 3:07 PM	52	No, it's pretty good between sms, calls and emails.
10/21/2020 3:02 AM	53	N/A
10/19/2020 2:38 PM	54	Stop emailing about car wash on site. Upload schedule for the month on website
10/18/2020 3:41 PM	55	Existing communication is good!
10/17/2020 2:03 PM	56	NO
10/16/2020 5:17 AM	57	Staff must do a better job on follow up
10/16/2020 4:11 AM	58	-
10/15/2020 11:12 PM	59	Na
10/15/2020 11:12 AM	60	no
10/15/2020 10:56 AM	61	.
10/14/2020 11:21 PM	62	No
10/14/2020 9:39 PM	63	More personal communications. Too many mass emails.
10/14/2020 5:21 PM	64	none

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10/14/2020 1:57 PM	None	65
10/14/2020 12:23 PM	n/a	66
10/14/2020 11:19 AM	Moving in process, especially during COVID 19 times, should be made smoother. Those who are contacted during these times for help or any questions should understand customer service and maybe a nice attitude. It wasn't one time but several times with the same lady.	67
10/14/2020 7:08 AM	No	68
10/14/2020 6:18 AM	Nothing	69
10/13/2020 10:15 PM	I appreciate the regular emails. If I don't know something, it is because I haven't paid attention	70
10/13/2020 9:11 PM	no	71
10/13/2020 8:26 PM	not any	72
10/13/2020 8:25 PM	No	73
10/13/2020 7:12 PM	No suggestions, everything is great	74
10/13/2020 6:34 PM	no suggestions	75
10/13/2020 6:28 PM	No	76
10/13/2020 5:41 PM	Is fine with me	77
10/13/2020 5:35 PM	No	78
10/13/2020 5:29 PM	No	79
10/13/2020 3:17 PM	No emails sufficient, perhaps text options. Less overhead PA announcements that are loud and untimely.	80
10/13/2020 2:32 PM	No suggestions	81
10/13/2020 1:52 PM	None, the emails work great.	82
10/13/2020 1:12 PM	No	83
10/13/2020 1:01 PM	It would be helpful to be able to request packages from receiving via the app	84
10/13/2020 12:49 PM	No	85
10/13/2020 12:35 PM	No suggestions.	86
10/13/2020 12:27 PM	N/A	87
10/13/2020 12:06 PM	No	88
10/13/2020 11:44 AM	No. Communication is good	89
10/13/2020 11:42 AM	n/a	90
10/13/2020 11:37 AM	I was not aware of the community.com web site. will peruse it to understand what is in there to further make a statement on communication	91
10/13/2020 11:35 AM	no	92
10/13/2020 11:26 AM	No	93
10/13/2020 11:25 AM	No!	94
10/13/2020 11:18 AM	Package depot team needs an efficiency review and possible expansion.	95
10/13/2020 11:10 AM	no	96
10/13/2020 11:06 AM	Maybe weekly emails about promotions for residents with our local restaurants, especially those in our building.	97
10/13/2020 11:03 AM	Yes.. I there should be a standard signature graphic design heading or background for 900 Biscayne emails. The communication could look a lot more fresh, professional and unique. I don't mean to reference other buildings but I have a close friend at the Aria and their emails	98

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pop. There are also a few typos on the communications and while they are generally clear, they could be improved slightly.

10/13/2020 10:52 AM	NA	99
10/13/2020 10:32 AM	N/A	100
10/13/2020 10:21 AM	NA	101
10/13/2020 10:13 AM	N/A	102
10/13/2020 10:08 AM	No, emails are very informative	103
10/13/2020 10:07 AM	No	104
10/13/2020 10:07 AM	n/a	105
10/13/2020 10:06 AM	No	106
10/13/2020 10:05 AM	English and Spanish	107
10/13/2020 10:04 AM	Nope	108
10/13/2020 10:01 AM	No	109
10/13/2020 10:01 AM	No	110
10/13/2020 10:01 AM	I think the building communicates very effectively with us	111
10/13/2020 9:57 AM	everything is quite good.	112
10/13/2020 9:57 AM	None	113
10/13/2020 9:56 AM	not really	114
10/13/2020 9:55 AM	Text for resident / delivery	115
10/13/2020 9:53 AM	Valet app doesn't work very well.	116
10/13/2020 9:52 AM	Not now	117
10/13/2020 9:52 AM	no	118
10/13/2020 9:52 AM	The existing email service is great. A drop off box for maintenance fee checks would be useful since the website ClickPay service doesn't function 100% of the time.	119
10/13/2020 9:49 AM	It's pretty good	120
10/13/2020 9:49 AM	No	121
10/13/2020 9:44 AM	No	122
10/13/2020 9:44 AM	.	123
10/12/2020 4:46 PM	N/A	124
10/12/2020 1:33 PM	A usable Blog would be very helpful, such as a moderated, private Facebook page. There's no way to just get unedited input from people living in the building other than the monthly RCC meetings.	125
10/12/2020 11:06 AM	Communication is great.	126
10/11/2020 1:23 PM	No	127
10/10/2020 4:33 PM	n/a	128
10/9/2020 5:04 PM	No	129
10/9/2020 10:36 AM	I think it would be a good idea to have the front desk send us an automated text/email when groceries/food is ordered and needs to be picked up at the front desk instead of a telephone call.	130
10/8/2020 2:01 PM	Not.	131
10/8/2020 2:01 PM	No	132

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133	Please respond to emails in timely manner	10/7/2020 2:38 PM
134	None	10/6/2020 8:31 PM
135	Basic English skills should be a criteria for staff that communicates with residents. The difficulty in communication greatly diminishes the feel of a 5 star building. Professional truth should be a baseline of all communication.	10/6/2020 6:38 PM
136	No	10/6/2020 4:41 PM
137	Day of reminder for board and committee meetings via email	10/6/2020 2:25 PM
138	Having an actual native mobile app.	10/6/2020 12:38 PM
139	all good	10/6/2020 12:20 PM
140	We had an issue with the unit above, they did unauthorized work, it damage our ceiling and air condition, we were with no air for 3 days, with the ceiling falling off for over 2 months, the building did nothing about it.	10/6/2020 12:07 PM
141	Yes during the moving process it would be great to have all the steps you will need to take to move in. From filling out the application to booking a moving date, orientation, to set up your internet connection etc. All at once and also the ability to do more than one step at the time if and when possible. Also it will be great to have an option to expedite the 2 weeks of processing application. Even when I opted for a rush background check the application took 14/15?	10/6/2020 11:43 AM
142	no	10/6/2020 10:17 AM
143	Website is not current	10/6/2020 10:08 AM
144	receiving SMS by just one sender when a package arrives. I have been receiving messages from so many different numbers, its annoying and confusing.	10/6/2020 9:27 AM
145	No	10/6/2020 8:18 AM
146	Most of the communication should be automated in the building portal, including the elevator reservation, delivery scheduling and vendor scheduling.	10/6/2020 3:12 AM
147	Install a resident-news board in the mail area, so the residents can advertise their FOR-Sale or WANTED or Questions	10/6/2020 2:41 AM
148	Emails are fine.	10/5/2020 10:46 PM
149	None	10/5/2020 10:17 PM
150	-	10/5/2020 9:55 PM
151	No	10/5/2020 9:34 PM
152	So far great communication	10/5/2020 9:33 PM
153	Yes, more professionalism and respectfulness from the management office staff when a concern is bring it to them by either a resident or a owner. As well as we need a better boards members that hopefully we can change next elections as they have been here for too many years, and are above unprofessional and disrespectful to the rest of the owners. This bldg needs a more familiar environment where any concerns for improvement of is heard and respected. Also we need a less hostile management office personnel, we need ones that are happy to be here and happy to work for us.	10/5/2020 9:33 PM
154	No	10/5/2020 8:10 PM
155	n/a	10/5/2020 7:31 PM
156	no	10/5/2020 7:15 PM
157	There needs to be an automated system, accessible by residents, to request package delivery.	10/5/2020 7:04 PM
158	No	10/5/2020 6:20 PM
159	None	10/5/2020 6:10 PM
160	No	10/5/2020 5:55 PM

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161	No	10/5/2020 5:36 PM
162	No	10/5/2020 5:30 PM
163	I think is great!	10/5/2020 5:06 PM
164	no, I think the building is doing a great job with its current communication tools	10/5/2020 4:50 PM
165	No	10/5/2020 4:46 PM
166	N/A	10/5/2020 4:37 PM
167	Update website to be more user friendly	10/5/2020 4:26 PM
168	When there is an outage that the communication is immediate. IE Air, Hot Water, Garage Elevator or something like that.	10/5/2020 4:06 PM
169	NA	10/5/2020 4:01 PM
170	Answering calls without having to repeatedly call	10/5/2020 3:50 PM
171	N/A	10/5/2020 3:47 PM
172	emails are great!	10/5/2020 3:42 PM
173	Good communication	10/5/2020 3:41 PM
174	I have but don't have time now	10/5/2020 3:30 PM
175	none	10/5/2020 3:21 PM
176	none	10/5/2020 3:21 PM
177	A new app. The site site for residents is a bit slow and hard to navigate or search.	10/5/2020 3:21 PM
178	None.	10/5/2020 2:46 PM
179	N/A	10/5/2020 2:43 PM
180	Respond to emails.	10/5/2020 2:24 PM
181	hope	10/5/2020 2:22 PM
182	Communication is very good.	10/5/2020 2:21 PM
183	Provide rational for decisions— especially when basic utility maximization would dictate different decisions than ones made. Some choices are very facially illogical	10/5/2020 2:15 PM
184	N/A	10/5/2020 2:09 PM
185	Fabulous communication!	10/5/2020 2:07 PM
186	No	10/5/2020 2:02 PM
187	Email communication has usually been consistent, thank you.	10/5/2020 1:51 PM
188	No	10/5/2020 1:47 PM
189	No	10/5/2020 1:45 PM
190	none	10/5/2020 1:44 PM
191	Nothing to add.	10/5/2020 1:43 PM
192	N/A	10/5/2020 1:43 PM
193	Texting	10/5/2020 1:42 PM
194	Really appreciate the constant communication	10/5/2020 1:40 PM

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

Answered: 192 Skipped: 43

#	RESPONSES	DATE
1	None!	11/19/2020 6:05 PM
2	Don't use it	11/15/2020 12:40 AM
3	NO	11/13/2020 3:19 PM
4	no	11/13/2020 11:17 AM
5	No	11/13/2020 10:55 AM
6	I haven't been on the website.	11/13/2020 10:55 AM
7	n/a	11/13/2020 10:28 AM
8	Modern website	11/13/2020 10:22 AM
9	Not at this moment but I will give this some thought.	11/13/2020 10:18 AM
10	None	11/13/2020 9:51 AM
11	No	11/13/2020 8:31 AM
12	No	11/13/2020 8:19 AM
13	no	11/13/2020 7:18 AM
14	No	11/13/2020 5:53 AM
15	na	11/13/2020 4:09 AM
16	No	11/13/2020 2:16 AM
17	No	11/13/2020 1:07 AM
18	Na	11/13/2020 12:50 AM
19	No	11/13/2020 12:44 AM
20	No	11/6/2020 9:00 AM
21	none	11/4/2020 10:41 AM
22	An app would be nice	10/31/2020 10:52 AM
23	No	10/30/2020 6:14 PM
24	no	10/29/2020 9:31 PM
25	No	10/29/2020 5:13 PM
26	Use website for package delivery instead of phone call. i.e. once the resident is home, he/she can just click on the pkg box so that loading dock staff will know the pkg is released for final deliver to residence. Save time and resources.	10/29/2020 9:57 AM
27	none	10/28/2020 10:31 PM
28	Maybe a place to share contractors people have used and prices.	10/28/2020 10:12 PM
29	No	10/28/2020 8:14 PM
30	No	10/28/2020 7:46 PM

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10/28/2020 6:06 PM	31	none
10/28/2020 4:13 PM	32	no
10/28/2020 4:08 PM	33	no
10/28/2020 3:58 PM	34	N/A
10/28/2020 3:37 PM	35	No
10/28/2020 3:24 PM	36	I do not
10/28/2020 2:41 PM	37	N/A
10/28/2020 2:29 PM	38	No
10/28/2020 2:27 PM	39	no
10/28/2020 1:58 PM	40	No
10/28/2020 1:28 PM	41	No
10/28/2020 1:16 PM	42	NA
10/28/2020 12:49 PM	43	no
10/28/2020 12:44 PM	44	No.
10/28/2020 12:22 PM	45	Will start using
10/28/2020 12:17 PM	46	No
10/28/2020 12:10 PM	47	NA
10/28/2020 12:08 PM	48	none
10/27/2020 6:07 PM	49	Please give immediate feedback to our requirements or concerns or needs. That as owners we have knowledge, if possible, of the units for sale and / or rent, to be the first to bet on them if they interest us or we need to rent.
10/23/2020 3:23 PM	50	None
10/22/2020 4:53 PM	51	Everything about the website is fantastic functionally; however, the overall design could be cleaned up/made more streamlined.
10/22/2020 3:07 PM	52	Not at this moment
10/21/2020 3:02 AM	53	N/A
10/18/2020 3:43 PM	54	create streaming real time comments / feedback.
10/17/2020 2:03 PM	55	Never Used
10/16/2020 5:18 AM	56	n/a
10/16/2020 4:11 AM	57	-
10/15/2020 11:12 PM	58	Na
10/15/2020 11:12 AM	59	no
10/15/2020 10:56 AM	60	.
10/14/2020 11:21 PM	61	No
10/14/2020 9:39 PM	62	More user friendly.
10/14/2020 5:21 PM	63	none
10/14/2020 1:57 PM	64	None
10/14/2020 12:23 PM	65	n/a
10/14/2020 11:19 AM	66	n/a
10/14/2020 7:08 AM	67	No

10/14/2020 6:18 AM	Nothing	68
10/13/2020 10:15 PM	I rarely use it	69
10/13/2020 9:11 PM	no	70
10/13/2020 8:27 PM	I like it the way is	71
10/13/2020 8:25 PM	No	72
10/13/2020 7:12 PM	no	73
10/13/2020 6:34 PM	no ideas.	74
10/13/2020 6:28 PM	No everything is great	75
10/13/2020 5:40 PM	I think is fine	76
10/13/2020 5:36 PM	No	77
10/13/2020 5:30 PM	I'm sorry I don't	78
10/13/2020 3:18 PM	Maybe consistent scheduled fitness and social events	79
10/13/2020 2:32 PM	No suggestions	80
10/13/2020 1:53 PM	Improve the layout and include more information residents might need.	81
10/13/2020 1:12 PM	No	82
10/13/2020 1:01 PM	A more user friendly interface	83
10/13/2020 12:49 PM	No	84
10/13/2020 12:35 PM	No suggestions.	85
10/13/2020 12:28 PM	N/A	86
10/13/2020 12:06 PM	No	87
10/13/2020 11:45 AM	Appearance, more user friendly	88
10/13/2020 11:42 AM	n/a	89
10/13/2020 11:37 AM	N/A	90
10/13/2020 11:37 AM	i was not even aware of the website existed - how do people become aware of it ?	91
10/13/2020 11:27 AM	No	92
10/13/2020 11:25 AM	N/a	93
10/13/2020 11:18 AM	N/A	94
10/13/2020 11:10 AM	no	95
10/13/2020 11:06 AM	Not really	96
10/13/2020 11:05 AM	It appears that the website it not updated regularly. It would save a lot of calls to, and emails from the office if people knew that they can readily get real time information and updates via the website	97
10/13/2020 10:52 AM	NA	98
10/13/2020 10:33 AM	N/A	99
10/13/2020 10:21 AM	NA	100
10/13/2020 10:13 AM	N/A	101
10/13/2020 10:10 AM	Promote activities in the area every week. Maybe coupons or discounts for an activity or restaurant, delivery.	102
10/13/2020 10:08 AM	No	103

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104	No	10/13/2020 10:08 AM
105	n/a	10/13/2020 10:07 AM
106	No	10/13/2020 10:06 AM
107	No comment	10/13/2020 10:05 AM
108	Improve design. Its a bit dull. Also encourage more traffic to website and community involvement/discussions	10/13/2020 10:03 AM
109	No	10/13/2020 10:01 AM
110	The payment option of HOA dues could be simpler to use	10/13/2020 10:01 AM
111	n/a	10/13/2020 9:57 AM
112	None	10/13/2020 9:57 AM
113	no	10/13/2020 9:56 AM
114	The ClickPay service is not too user friendly. I can't make it work sometimes Perhaps all of the bulletins sent out by email can have a link to the same info which is also be posted to the community website (where they will stay and scroll time wise for more convenient access).	10/13/2020 9:56 AM
115	Na	10/13/2020 9:55 AM
116	Valet app	10/13/2020 9:53 AM
117	no	10/13/2020 9:53 AM
118	Not now	10/13/2020 9:52 AM
119	not sure website is really applicable to commercial tenants have never seen it	10/13/2020 9:50 AM
120	No	10/13/2020 9:49 AM
121	No	10/13/2020 9:44 AM
122	.	10/13/2020 9:44 AM
123	More user friendly	10/12/2020 4:47 PM
124	No	10/12/2020 1:34 PM
125	No	10/12/2020 11:06 AM
126	No	10/11/2020 1:23 PM
127	Add easy to way to provide feedback: suggestions, issues reporting, etc.	10/10/2020 4:35 PM
128	No. website is ok.	10/9/2020 5:12 PM
129	I do not use it. Perhaps residents could be routed to the website from newsletters sent via email to incentivize its use and consumption of its content.	10/8/2020 2:03 PM
130	No	10/8/2020 2:01 PM
131	N/A	10/7/2020 2:38 PM
132	None	10/6/2020 8:31 PM
133	Pick a new vendor and/or employ a usability study to learn what features and tasks are needed for the website to be more useful.	10/6/2020 6:39 PM
134	No	10/6/2020 4:41 PM
135	None	10/6/2020 2:25 PM
136	It's cumbersome and outdated for a day to day usage	10/6/2020 12:38 PM
137	all good	10/6/2020 12:20 PM
138	N/A.	10/6/2020 12:07 PM

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139	The web is great and easy to access.	10/6/2020 11:43 AM
140	no	10/6/2020 10:21 AM
141	Include more current info	10/6/2020 10:16 AM
142	No.	10/6/2020 9:28 AM
143	No	10/6/2020 8:18 AM
144	N/a	10/6/2020 3:13 AM
145	No	10/6/2020 2:42 AM
146	redo the website.. it seems that the platform is a bit dated.	10/5/2020 10:47 PM
147	Don't use it. none	10/5/2020 10:17 PM
148	-	10/5/2020 9:55 PM
149	N	10/5/2020 9:34 PM
150	No	10/5/2020 9:34 PM
151	NA	10/5/2020 9:33 PM
152	No	10/5/2020 8:11 PM
153	n/a	10/5/2020 7:31 PM
154	no	10/5/2020 7:15 PM
155	Have the package delivery request work.	10/5/2020 7:04 PM
156	No	10/5/2020 6:20 PM
157	None	10/5/2020 6:10 PM
158	No	10/5/2020 5:56 PM
159	Modernize. Make it easier to use and login in	10/5/2020 5:37 PM
160	No	10/5/2020 5:30 PM
161	No	10/5/2020 5:07 PM
162	maybe partner with a website that offers a phone app version so we do not have to login every single time we need information	10/5/2020 4:51 PM
163	Bright	10/5/2020 4:47 PM
164	N/A	10/5/2020 4:37 PM
165	N/a	10/5/2020 4:30 PM
166	NA	10/5/2020 4:07 PM
167	nA	10/5/2020 4:01 PM
168	N/A	10/5/2020 3:51 PM
169	N/A	10/5/2020 3:47 PM
170	refresh and redesign of home page	10/5/2020 3:42 PM
171	I do not use it	10/5/2020 3:41 PM
172	I have but don't have time now	10/5/2020 3:30 PM
173	none	10/5/2020 3:21 PM
174	none	10/5/2020 3:21 PM
175	Make the site more mobile friendly and easier to use services.	10/5/2020 3:21 PM
176	Website is looking excellent!	10/5/2020 2:47 PM

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177	Can we have an app instead of a website? Would be easier for everyone to use.	10/5/2020 2:44 PM
178	No	10/5/2020 2:24 PM
179	nope	10/5/2020 2:22 PM
180	NA	10/5/2020 2:21 PM
181	App	10/5/2020 2:15 PM
182	N/A	10/5/2020 2:09 PM
183	Not on much	10/5/2020 2:08 PM
184	No	10/5/2020 2:02 PM
185	Not at this time.	10/5/2020 1:51 PM
186	Keep it up to date	10/5/2020 1:47 PM
187	Send out a how-to. I don't know the URL or functionality. What is on the site?	10/5/2020 1:45 PM
188	none	10/5/2020 1:44 PM
189	Nothing to add.	10/5/2020 1:44 PM
190	N/A	10/5/2020 1:43 PM
191	No	10/5/2020 1:42 PM
192	Include a marketplace section for residents to buy/sell items and offer services	10/5/2020 1:41 PM

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Q20 Do you have any other suggestions, ideas, or comments?

Answered: 192 Skipped: 43

#	RESPONSES	DATE
1	None!	11/19/2020 6:06 PM
2	There's no point	11/15/2020 12:40 AM
3	NO	11/13/2020 3:19 PM
4	no	11/13/2020 11:17 AM
5	Not really, my experience at 900 Biscayne thus far has been a good one.	11/13/2020 11:02 AM
6	No	11/13/2020 10:55 AM
7	n/a	11/13/2020 10:28 AM
8	Thank you for how the building managed the pandemic, good decisions, good communication, and in general it made me feel safe inside the building. Big kudos to all the staff that during the beginning of the pandemic continued to work in the building and did their best to make sure the building operates as close as normal and to make us feel safe and comfortable, I cannot appreciate more that type of work and service. A thousand tank you to all the employees and building staff!!! You are all heroes.	11/13/2020 10:26 AM
9	None a the moment .	11/13/2020 10:18 AM
10	None	11/13/2020 9:52 AM
11	No	11/13/2020 8:31 AM
12	Glad to see there's new protective padding in the service elevators. The elevators are a key touch point for those units that have the shared elevators 6/7 and they often do not reflect the high quality of the building. Often it feels like we're living in an industrial building/warehouse with many defects in the elevators with chipped paint and the old tarps that were hung on the walls. The new ones are very nice. Thank you!	11/13/2020 8:23 AM
13	no	11/13/2020 7:19 AM
14	No	11/13/2020 5:53 AM
15	Should improve and clean the children play room (when we are able to reopen) Need to reopen the gym at regular time pre covid	11/13/2020 4:09 AM
16	Increase clearance for vehicles entering garage to 7ft or more....6'8" is too low	11/13/2020 2:17 AM
17	No	11/13/2020 1:07 AM
18	Na	11/13/2020 12:51 AM
19	No	11/13/2020 12:44 AM
20	No	11/6/2020 9:00 AM
21	Keep making a very good job	11/4/2020 10:42 AM
22	Na	10/31/2020 10:52 AM
23	I think it would be a great investment to make a Rooftop, observation desk or Sky lounge area at the top floor/roof of the building, for common access like in many other new buildings in the area.	10/30/2020 6:15 PM
24	no	10/29/2020 9:32 PM
25	Nop	10/29/2020 5:13 PM

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26	Signs at loading dock to indicate # of elevators for different towers. It is confusing for someone new.	10/29/2020 10:01 AM
27	no	10/28/2020 10:31 PM
28	N/a	10/28/2020 10:12 PM
29	No	10/28/2020 8:14 PM
30	No	10/28/2020 7:46 PM
31	none	10/28/2020 6:06 PM
32	no	10/28/2020 4:13 PM
33	no	10/28/2020 4:08 PM
34	N/A	10/28/2020 3:58 PM
35	900 Biscayne is a pleasant and safe place to live. Thank you for making it so.	10/28/2020 3:40 PM
36	None other than what was mentioned	10/28/2020 3:24 PM
37	N/A	10/28/2020 2:42 PM
38	No	10/28/2020 2:29 PM
39	no	10/28/2020 2:27 PM
40	Pop up the lobby and valet area, make online portal More current and easy to navigate, Put all essential docs for homeowners, tenants in separate section.	10/28/2020 2:01 PM
41	No	10/28/2020 1:28 PM
42	NA	10/28/2020 1:16 PM
43	no	10/28/2020 12:49 PM
44	Thank you.	10/28/2020 12:44 PM
45	No	10/28/2020 12:22 PM
46	No	10/28/2020 12:18 PM
47	Bring back the towels at the pool :-)	10/28/2020 12:10 PM
48	Please, keep the rule of bringing packages to the apartments!	10/28/2020 12:08 PM
49	Thank them for their management and interest in improving and that is acquired with the feedback of those affected that we will always be the owners willing to invest in companies that function correctly. Thank you very much!!	10/27/2020 6:09 PM
50	Maybe create some type of neighbors helping neighbors spotlight or section in a monthly newsletter two discuss share some positive things happening where the community might be doing some great things that an individual or limited basis to help each other out that could be duplicated and perhaps encourage just being a good neighbor type activities	10/23/2020 3:25 PM
51	Once possible, definitely bring back community nights (e.g., movie screenings). If gym scheduling is permanent, allow for the scheduling to be done over the 900 website rather than sending an email. Update FOBs to be able to be worn around wrist for easier use throughout the building. Free weekly outdoor yoga class in the area right when you enter the pool area (i.e., looking at the water). Bike rental program for residents that don't want to use CitiBikes. Infused water station when entering the building (also bring back to the spa/fitness level).	10/22/2020 5:03 PM
52	Hallways need better a/c, specially private foyers that are extremely hot. Gym needs more cardio equipment, specially the elliptical machines.	10/22/2020 3:10 PM
53	no	10/21/2020 3:02 AM
54	Invest in social media to further elevate image of building!	10/18/2020 3:45 PM
55	NO	10/17/2020 2:03 PM
56	Make more rigid guidelines for the way commercial businesses should look from the outside.	10/16/2020 5:19 AM

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	all for better curb appeal.	
57	-	10/16/2020 4:11 AM
58	Na	10/15/2020 11:12 PM
59	no	10/15/2020 11:13 AM
60	Management should address the issue of noise. Many tenants are creating nuisances (noise,smoke,poorly behaved guests...). Also, the sliding doors create a lot of noise and vibration through the floor slab and are a major noise nuisance if not properly maintained.	10/15/2020 11:00 AM
61	No	10/14/2020 11:21 PM
62	No concierge residence.	10/14/2020 9:39 PM
63	none	10/14/2020 5:21 PM
64	None	10/14/2020 1:58 PM
65	n/a	10/14/2020 12:23 PM
66	N.a	10/14/2020 11:19 AM
67	Keep the Pool & Gym open 24/7 & put Boxing equipment in the cardio gym	10/14/2020 7:09 AM
68	Nothing	10/14/2020 6:18 AM
69	Keep up the good work	10/13/2020 10:15 PM
70	no	10/13/2020 9:12 PM
71	no	10/13/2020 8:27 PM
72	No	10/13/2020 8:25 PM
73	no	10/13/2020 7:12 PM
74	no, everething is ok.	10/13/2020 6:35 PM
75	Everything is great and I love this building	10/13/2020 6:28 PM
76	Just to say thank you for the beautiful floral arrangements, it does make a difference, well done😊	10/13/2020 5:40 PM
77	No	10/13/2020 5:36 PM
78	Keep up with the good work	10/13/2020 5:30 PM
79	None	10/13/2020 3:18 PM
80	No	10/13/2020 2:33 PM
81	None.	10/13/2020 1:53 PM
82	Any potential savings on building upkeep and expenses to lower the high HOA fees are greatly appreciated.	10/13/2020 1:13 PM
83	I would like delivery people to be allowed upstairs	10/13/2020 1:02 PM
84	No	10/13/2020 12:49 PM
85	Need to lower parking price for 2nd and 3rd car	10/13/2020 12:38 PM
86	No. The building has been operated well and staff should continue pushing for excellence. All is very appreciated.	10/13/2020 12:37 PM
87	No	10/13/2020 12:06 PM
88	No	10/13/2020 11:46 AM
89	I love everything about 900 Biscayne. One thing I am disappointed with is the continuous delayed opening of the cardio gym. I got an email saying June then august then september, etc.	10/13/2020 11:43 AM

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90	Uber / Resident temporary parking on the 1st floor garage. Kids room update.	10/13/2020 11:38 AM
91	Allowing grocery and food delivery to units again please. Also it seems like the exterminator (i do the monthly) is extremely lazy and non-effective. I was home only for one and it was almost a joke. I'd like them to be a tad bit more thorough.	10/13/2020 11:37 AM
92	Building exterior needs maintenance.	10/13/2020 11:28 AM
93	No. Keep doing a fantastic job.	10/13/2020 11:26 AM
94	N/a	10/13/2020 11:18 AM
95	no	10/13/2020 11:10 AM
96	The building is generally well kept and Great staff, even compared to newer buildings in Miami. Great responsiveness to Covid19.	10/13/2020 11:06 AM
97	Not that I haven't mentioned	10/13/2020 11:06 AM
98	NA	10/13/2020 10:52 AM
99	N/A	10/13/2020 10:33 AM
100	NA	10/13/2020 10:21 AM
101.	The homeless situation at the park has grown in the last few years; It would be great if Mathew could partner with the fellow managers of the adjacent buildings and raise concerns and brainstorm ideas on how to raise awareness to city and how residents can help.	10/13/2020 10:17 AM
102	Thank you I'm very happy living in this building. In general, the building works very well. Congratulation	10/13/2020 10:12 AM
103	The grill should be free to use for residents - put a deposit down and if not cleaned sufficiently, deposit taken. Monthly HOA fees should cover this amenity!	10/13/2020 10:08 AM
104	Ok	10/13/2020 10:08 AM
105	already provided	10/13/2020 10:08 AM
106	No	10/13/2020 10:07 AM
107	Nope	10/13/2020 10:05 AM
108	We need to take a closer look at how we would secure our building from rioters and violent protestors. I have a deep concern that since our building faces Biscayne we can be a target. If they were to get inside our building, we have little to no method of defense that can be used to protect our staff, residents and property. We should not wait until something terrible happens to react and implement security measures. We should act now to be ready.	10/13/2020 10:04 AM
109	No	10/13/2020 10:03 AM
110	No	10/13/2020 10:01 AM
111	- thank you.	10/13/2020 9:59 AM
112	n/a	10/13/2020 9:58 AM
113	Open up the cardio center	10/13/2020 9:57 AM
114	I WAS NOT THERE DURING COVID EMERGENCY.HOPE EVERYTHING HAS BEEN DONE PROPERLY	10/13/2020 9:57 AM
115	Valet safety	10/13/2020 9:56 AM
116	Thank you for your work, you are the best team ;-)	10/13/2020 9:54 AM
117	n/a	10/13/2020 9:53 AM
118	NOt now	10/13/2020 9:52 AM
119	no	10/13/2020 9:50 AM
120	No	10/13/2020 9:49 AM

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121	No	10/13/2020 9:47 AM
122	.	10/13/2020 9:44 AM
123	N/A	10/12/2020 4:47 PM
124	No. Everything I have goes through RCC	10/12/2020 1:34 PM
125	None other than previous	10/12/2020 11:06 AM
126	Would be nice to have the cardio room ready and have at least two spinning bikes. Thank you	10/11/2020 1:23 PM
127	n/a	10/10/2020 4:35 PM
128	No	10/9/2020 5:12 PM
129	Would like to see a nicer Christmas decoration, especially this year that most of us will be spending it at home.	10/8/2020 2:06 PM
130	I hope a better decoration for Christmas Eve this year. Thanks	10/8/2020 2:05 PM
131	N/A	10/7/2020 2:38 PM
132	None	10/6/2020 8:31 PM
133	Hire an outside consulting company (or market research company) in order to bring the residents' living experience in sync with the goals of a 5 star building -- such as Marquis, 1000 Museum and 10 Museum Park. (This is a relatively easy initial goal because these communities are our neighbors.). This survey is poorly designed. It is neither qualitative nor quantitative in its construction. How can anyone gain usable insights that can be actionable if it has no market research focus in order to acquire useful information or ideas?	10/6/2020 6:48 PM
134	No	10/6/2020 4:41 PM
135	Adding automatic handicap door opener buttons to the doors leading from the parking to the building. Opening 2 sets of doors to access the building carrying groceries and other items is very difficult. Also it's nearly impossible if on crutches or in a wheel chair to come from your parked car and into the building with 2 sets of heavy door to open. It would also help with covid situation as right now you have to touch 2 sets of door handles to enter, with the hand sanitizer located only on the outside of the doors in the parking area.	10/6/2020 2:30 PM
136	This is considered a luxury building so it needs to be handled accordingly	10/6/2020 12:39 PM
137	keep improving	10/6/2020 12:20 PM
138	Please put the treadmills back on the gym, they are great, specially when it's raining.	10/6/2020 12:07 PM
139	You are doing amazing. All of you.	10/6/2020 11:43 AM
140	no	10/6/2020 10:22 AM
141	No	10/6/2020 10:16 AM
142	Just compliments, I am sure 900 has one of the best property management and services in Miami	10/6/2020 9:29 AM
143	I would also like to mention overall staff members who offer great service. Antonio, Martha and Esteban. Thank you all as well for making my experience as a resident of 900 excellent	10/6/2020 8:19 AM
144	N/A	10/6/2020 3:13 AM
145	Valvet area too dark. Install automatic door at valvet area Decrease parking-rate for our guests Vacuum the carpets often Redesign both lobbies,change colors. Remove malafide contractors from the list	10/6/2020 2:52 AM
146	Overall, I'm pleased with the management and staff, with the exception of the concierge mentioned in a previous question	10/5/2020 10:48 PM
147	Jacuzzi continues to be damaged several times a month. The upper pool remains cold and Since summer is over the heating should be turned on.	10/5/2020 10:19 PM
148	Restore towel service to pool area	10/5/2020 9:56 PM

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149	Better personnel at management that really enjoy working here. A fresh new board committed with new ideas and open to work with the entire owners of 900 Biscayne bldg	10/5/2020 9:36 PM
150	No	10/5/2020 9:34 PM
151	No	10/5/2020 9:34 PM
152	No	10/5/2020 8:11 PM
153	enforce parking lot "friendly" behavior amongst neighbors	10/5/2020 7:32 PM
154	.	10/5/2020 7:15 PM
155	Nothing additional	10/5/2020 7:04 PM
156	No	10/5/2020 6:20 PM
157	More resident input for remodel ideas, maybe a vote of the owners on which style they like the best	10/5/2020 6:10 PM
158	.	10/5/2020 5:56 PM
159	No	10/5/2020 5:37 PM
160	No.	10/5/2020 5:31 PM
161	I think that is time to allow deliveries to be brought to the units.	10/5/2020 5:08 PM
162	I've had encounters of noisy neighbors above us (either adjacent as well, but definitely above us). The noise were eventually addressed after monitoring and consistent complaints for almost 2-3 months, but very surprising that we continue to hear heavy footsteps. I raise this because (1) I am surprised at how "thin" the structure between our ceiling unit vs. the folks above us. I would imagine that there is a thicker barrier so we do not hear what sounds like hard/heavy footsteps (2) There should be some policy requiring mat/carpet coverings especially if the noise is late in the evening between 10pm-7am	10/5/2020 4:54 PM
163	No	10/5/2020 4:47 PM
164	The carpets on my floor 22 second are in terrible condition, but other than that and the elevators needing to be remodeled I think the building is in great shape for its age.	10/5/2020 4:38 PM
165	No	10/5/2020 4:31 PM
166	NA	10/5/2020 4:07 PM
167	NA	10/5/2020 4:01 PM
168	Renovation or a scent system to keep the lobby smelling good / looking good.	10/5/2020 3:51 PM
169	Building needs a overall refreshment	10/5/2020 3:48 PM
170	first level doors leading to Biscayne should be closed at all times. this can present a security issue	10/5/2020 3:43 PM
171	No	10/5/2020 3:42 PM
172	I have but don't have time now	10/5/2020 3:30 PM
173	My inter actions with the office, maintenance, dock and general staff have been excellent over the 13 years we have lived here.	10/5/2020 3:27 PM
174	Can we increase the internet speed? 888 and the basis building have google fiber I think. Or at least high speed. Having 200mbs would make a difference for households were more than three people are working from home.	10/5/2020 3:23 PM
175	none	10/5/2020 3:21 PM
176	N/A	10/5/2020 2:47 PM
177	N/A	10/5/2020 2:44 PM
178	I'm not sure it's necessary to have a full-time watchman at the pool. It's an unnecessary expense. This building is occupied by adults and should be treated as such. Right now it feels	10/5/2020 2:27 PM

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like babysitting. You can have a staff member periodically head outside to verify that residents are observing the rules.

179	no	10/5/2020 2:22 PM
180	NA	10/5/2020 2:21 PM
181	Get resident input via app or website voting. The decision to not let food delivery up to apartments cannot be a popular one; and is counter to more general covid policies... let the people decide, if you want to make illogical decisions	10/5/2020 2:16 PM
182	N/A	10/5/2020 2:09 PM
183	I would love it if recycling could once again be available on every floor through the trash chutes	10/5/2020 2:08 PM
184	The customer is always right	10/5/2020 2:03 PM
185	Not at this time.	10/5/2020 1:51 PM
186	No	10/5/2020 1:47 PM
187	Open the spa	10/5/2020 1:46 PM
188	nothing to add	10/5/2020 1:45 PM
189	none	10/5/2020 1:44 PM
190	Smoking - cigarettes or otherwise, Hallways smelling like A night club on the 4th floor and floor 32	10/5/2020 1:43 PM
191	Can't wait for the new cardio gym to open.	10/5/2020 1:43 PM
192	N/a	10/5/2020 1:41 PM