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2021 Resident Survey

QUESTION SUMMARIES

DATA TRENDS

INDIVIDUAL RESPONSES

Page 1 ▼

Q1



Respondent Information

Answered: 140 Skipped: 0

▲
Add a comment

ANSWER CHOICES		RESPONSES	
Name	Responses	100.00%	140
Company	Responses	0.00%	0
Unit Number	Responses	100.00%	140
Address 2	Responses	0.00%	0
City/Town	Responses	0.00%	0
State/Province	Responses	0.00%	0
ZIP/Postal Code	Responses	0.00%	0
Country	Responses	0.00%	0
Email Address	Responses	100.00%	140
Phone Number	Responses	0.00%	0

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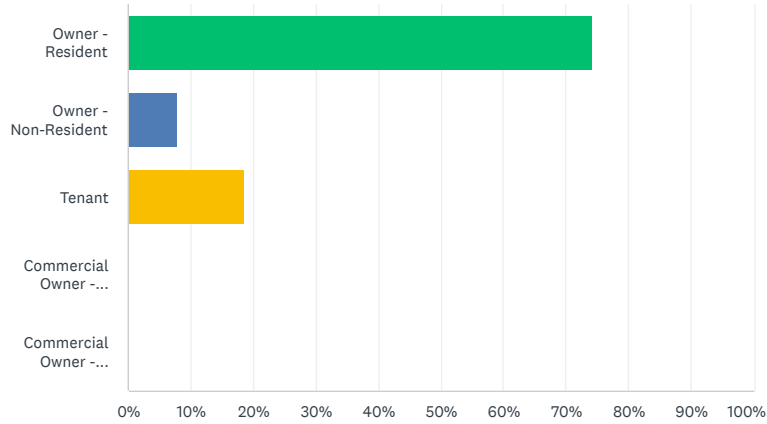
INDIVIDUAL RESPONSES

Page 2

Q2

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

Answered: 140 Skipped: 0



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ANSWER CHOICES	RESPONSES	
Owner - Resident	74.29%	104
Owner - Non-Resident	7.86%	11
Tenant	18.57%	26
Commercial Owner - Occupant	0.00%	0
Commercial Owner - Non-Occupant	0.00%	0
Total Respondents: 140		

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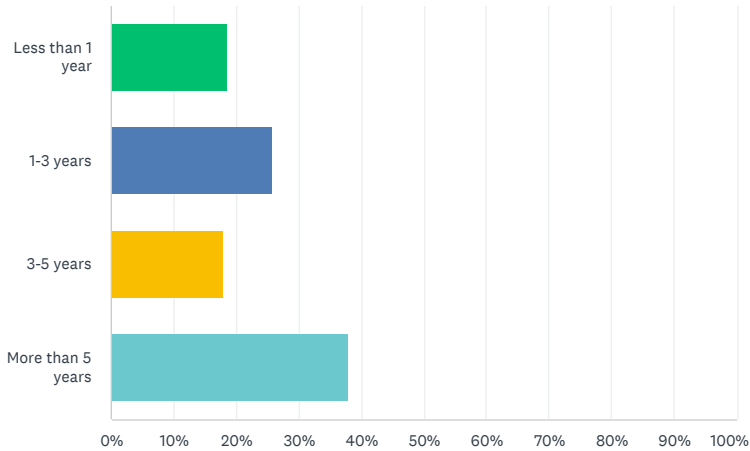
INDIVIDUAL RESPONSES

Page 3

Q3

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

Answered: 140 Skipped: 0



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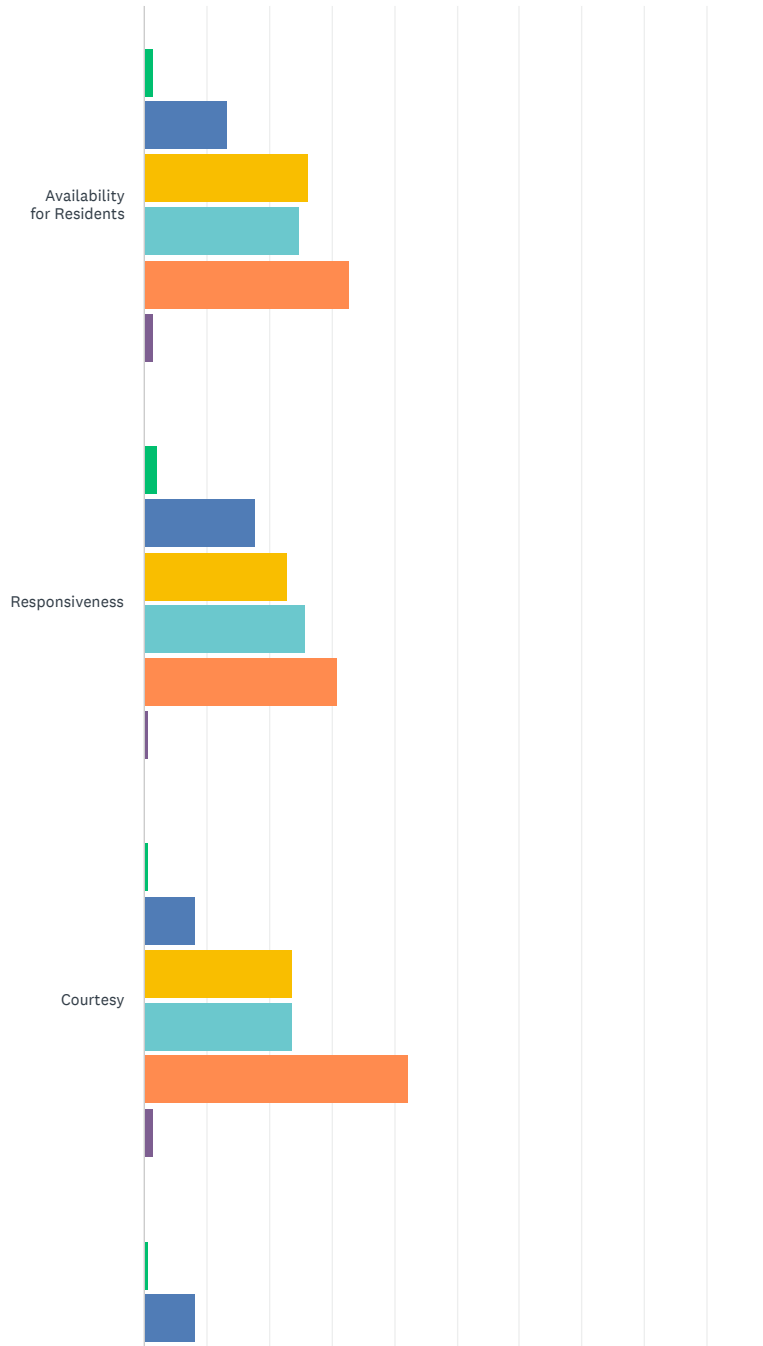
Page 4

Q4

Please rate the 900 Biscayne Management Office Staff:

Answered: 137 Skipped: 3

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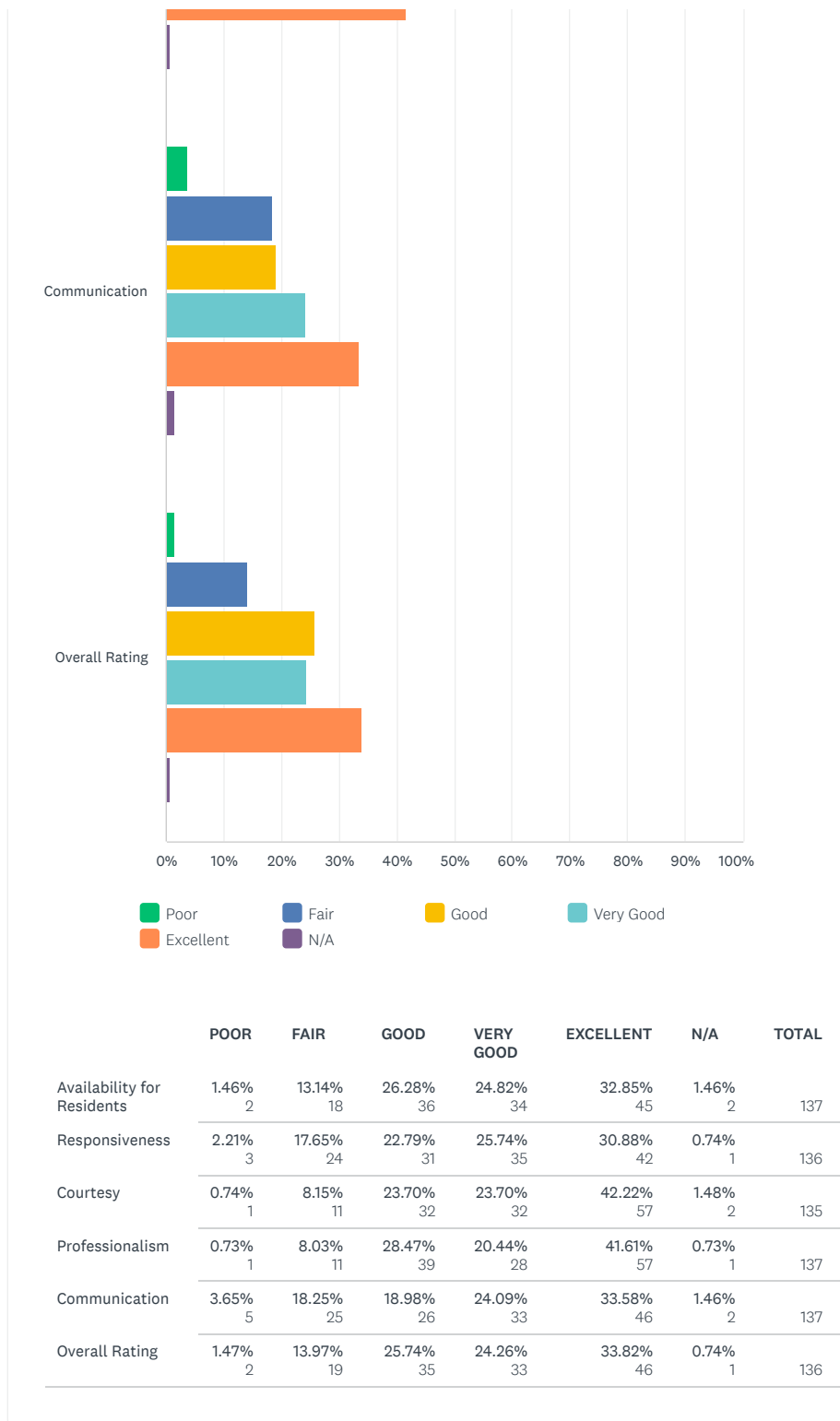
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	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Availability for Residents	1.46% 2	13.14% 18	26.28% 36	24.82% 34	32.85% 45	1.46% 2	137	3.76
Responsiveness	2.21% 3	17.65% 24	22.79% 31	25.74% 35	30.88% 42	0.74% 1	136	3.66
Courtesy	0.74% 1	8.15% 11	23.70% 32	23.70% 32	42.22% 57	1.48% 2	135	4.00
Professionalism	0.73% 1	8.03% 11	28.47% 39	20.44% 28	41.61% 57	0.73% 1	137	3.95
Communication	3.65% 5	18.25% 25	18.98% 26	24.09% 33	33.58% 46	1.46% 2	137	3.67
Overall Rating	1.47% 2	13.97% 19	25.74% 35	24.26% 33	33.82% 46	0.74% 1	136	3.76

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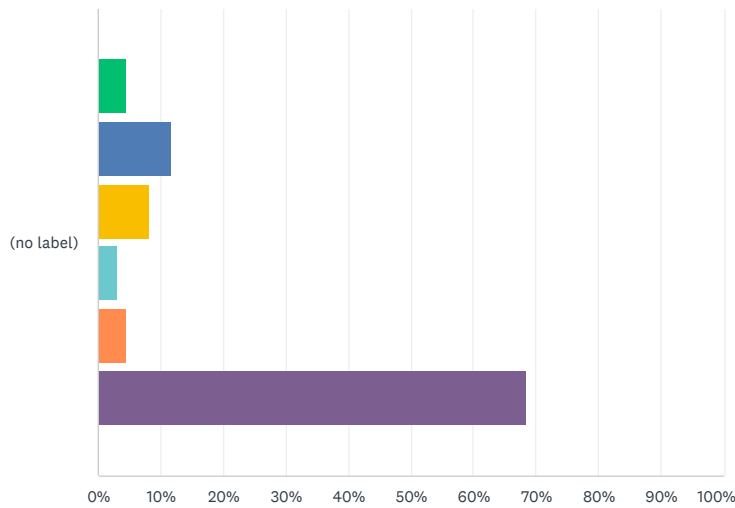
Page 5

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

Add a comment

Answered: 136 Skipped: 4



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.41%	11.76%	8.09%	2.94%	4.41%	68.38%	136	2.72
	6	16	11	4	6	93		

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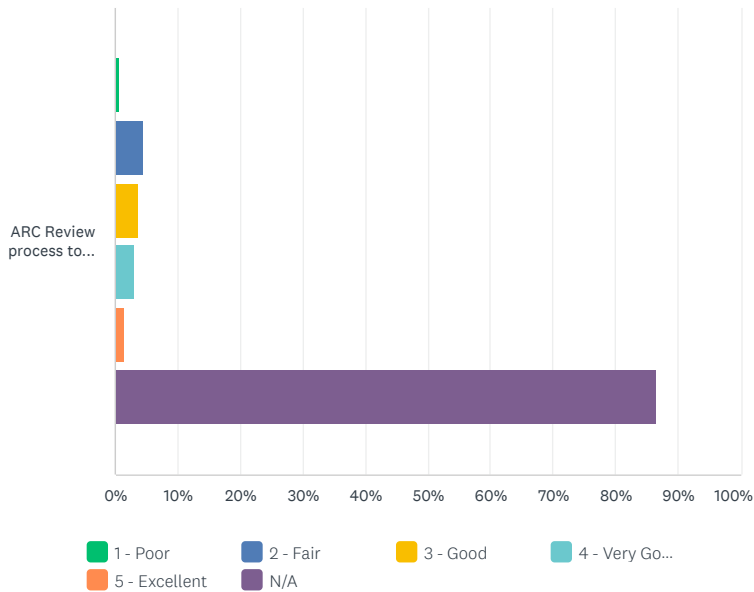
Page 6

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: 134 Skipped: 6

Add a comment



	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	0.75% 1	4.48% 6	3.73% 5	2.99% 4	1.49% 2	86.57% 116	134	3.00

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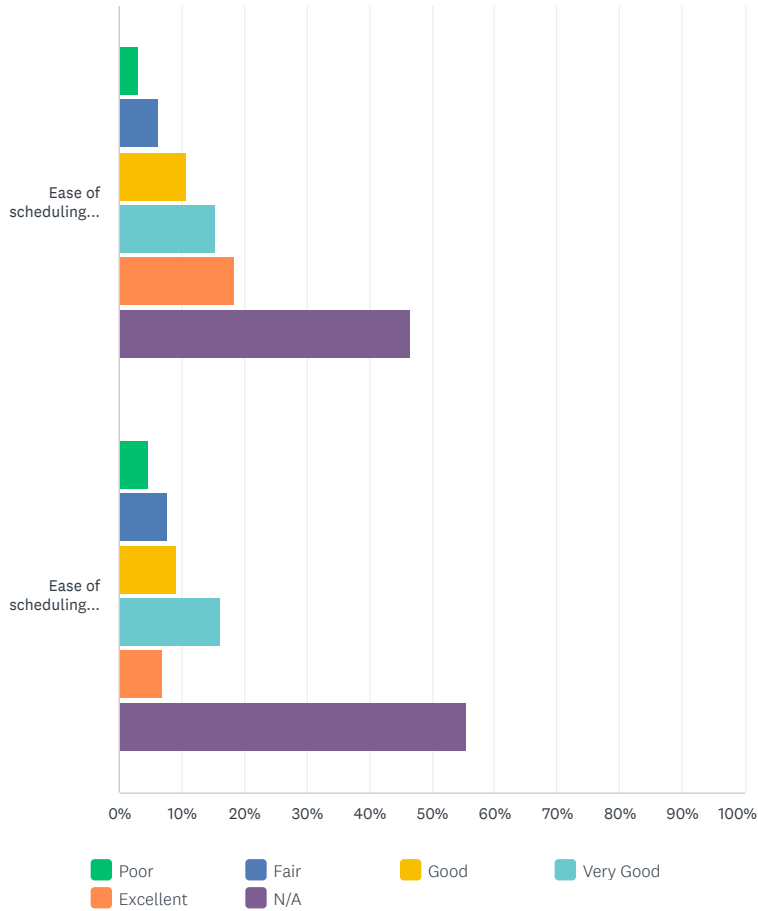
Page 7

Q7

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:

Add a comment

Answered: 132 Skipped: 8



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Ease of scheduling vendor on the pre-approved list	3.05% 4	6.11% 8	10.69% 14	15.27% 20	18.32% 24	46.56% 61	131	3.74
Ease of scheduling	4.62% 6	7.69% 10	9.23% 12	16.15% 21	6.92% 9	55.38% 72	130	3.29

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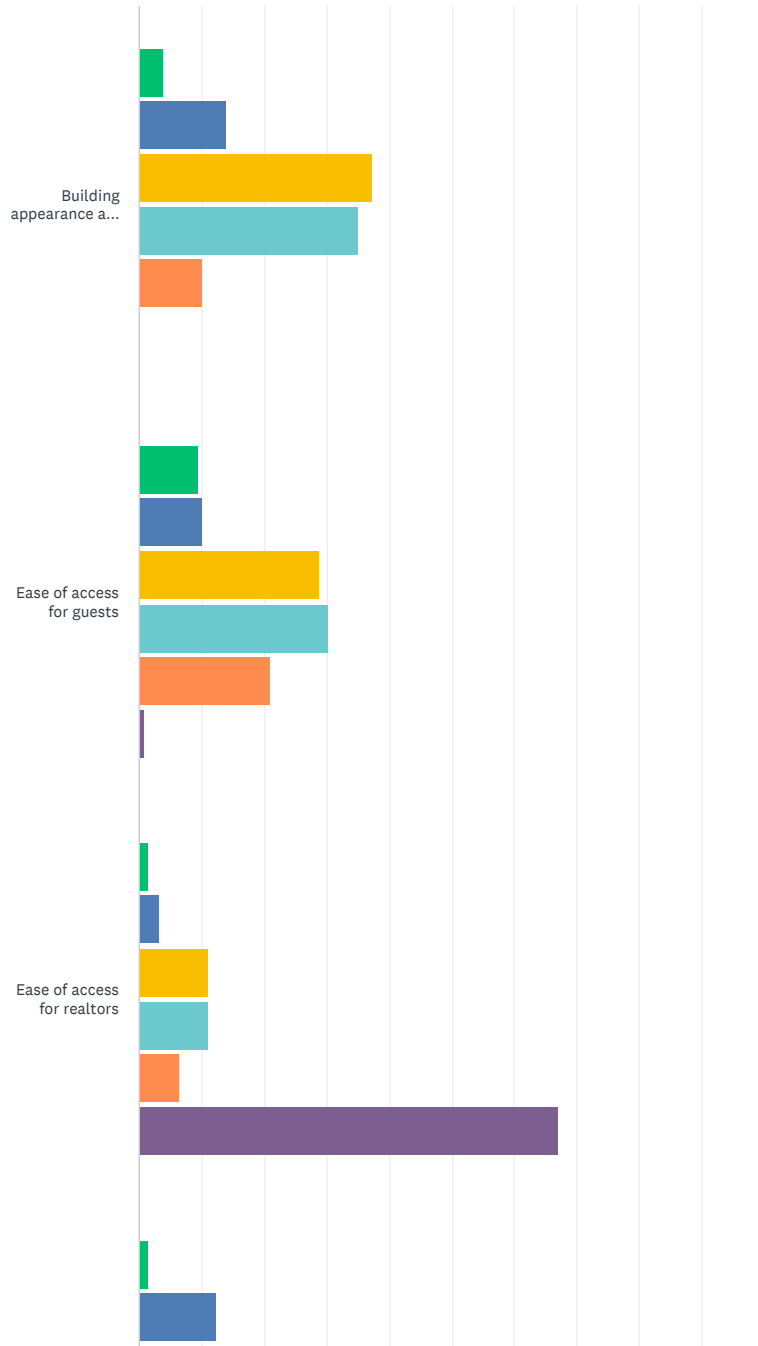
Page 8

Q8

Please provide your assessment for the following:

Answered: 129 Skipped: 11

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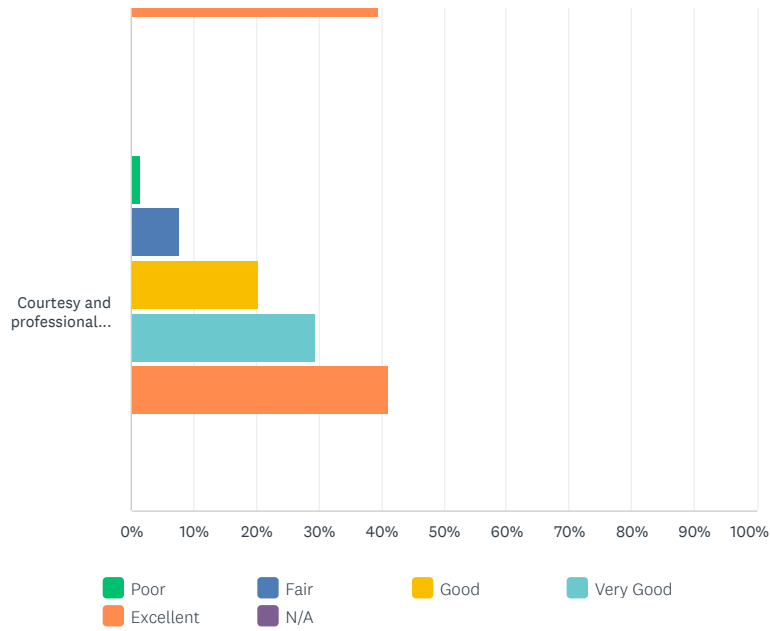
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	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Building appearance and condition	3.88% 5	13.95% 18	37.21% 48	34.88% 45	10.08% 13	0.00% 0	129	3.33
Ease of access for guests	9.30% 12	10.08% 13	28.68% 37	30.23% 39	20.93% 27	0.78% 1	129	3.44
Ease of access for realtors	1.57% 2	3.15% 4	11.02% 14	11.02% 14	6.30% 8	66.93% 85	127	3.52
Responsiveness of building staff	1.55% 2	12.40% 16	20.93% 27	25.58% 33	39.53% 51	0.00% 0	129	3.89
Courtesy and professionalism of building staff	1.55% 2	7.75% 10	20.16% 26	29.46% 38	41.09% 53	0.00% 0	129	4.01

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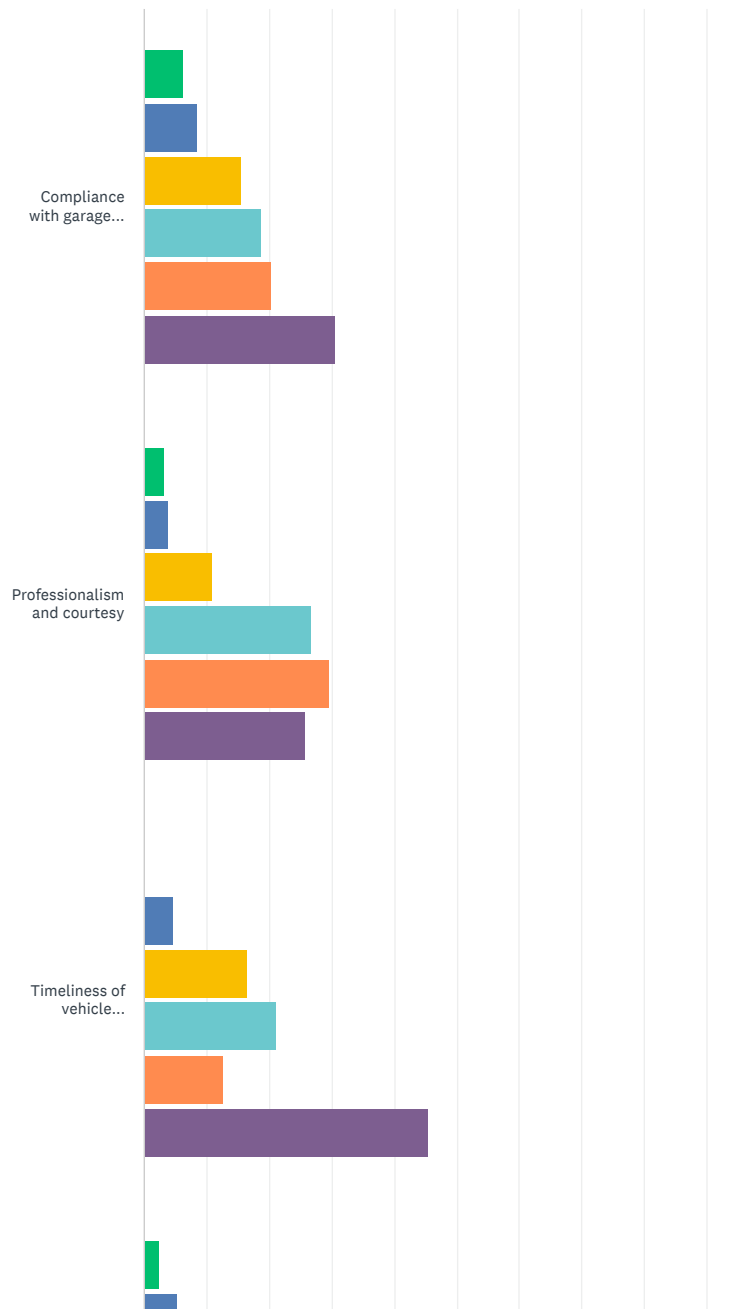
Page 9

Q9

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

Answered: 129 Skipped: 11

Add a comment



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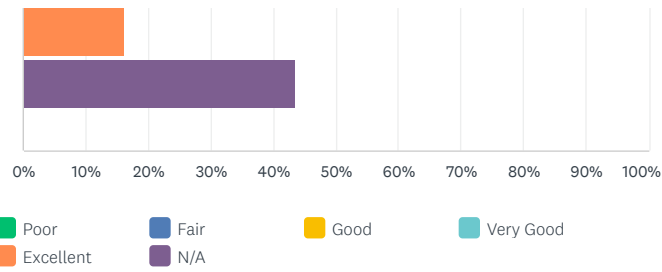
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	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Compliance with garage rules (primarily not speeding in the garage)	6.25% 8	8.59% 11	15.63% 20	18.75% 24	20.31% 26	30.47% 39	128	3.55
Professionalism and courtesy	3.13% 4	3.91% 5	10.94% 14	26.56% 34	29.69% 38	25.78% 33	128	4.02
Timeliness of vehicle delivery	0.00% 0	4.69% 6	16.41% 21	21.09% 27	12.50% 16	45.31% 58	128	3.76
SMS Valet System	2.33% 3	5.43% 7	13.95% 18	18.60% 24	16.28% 21	43.41% 56	129	3.73

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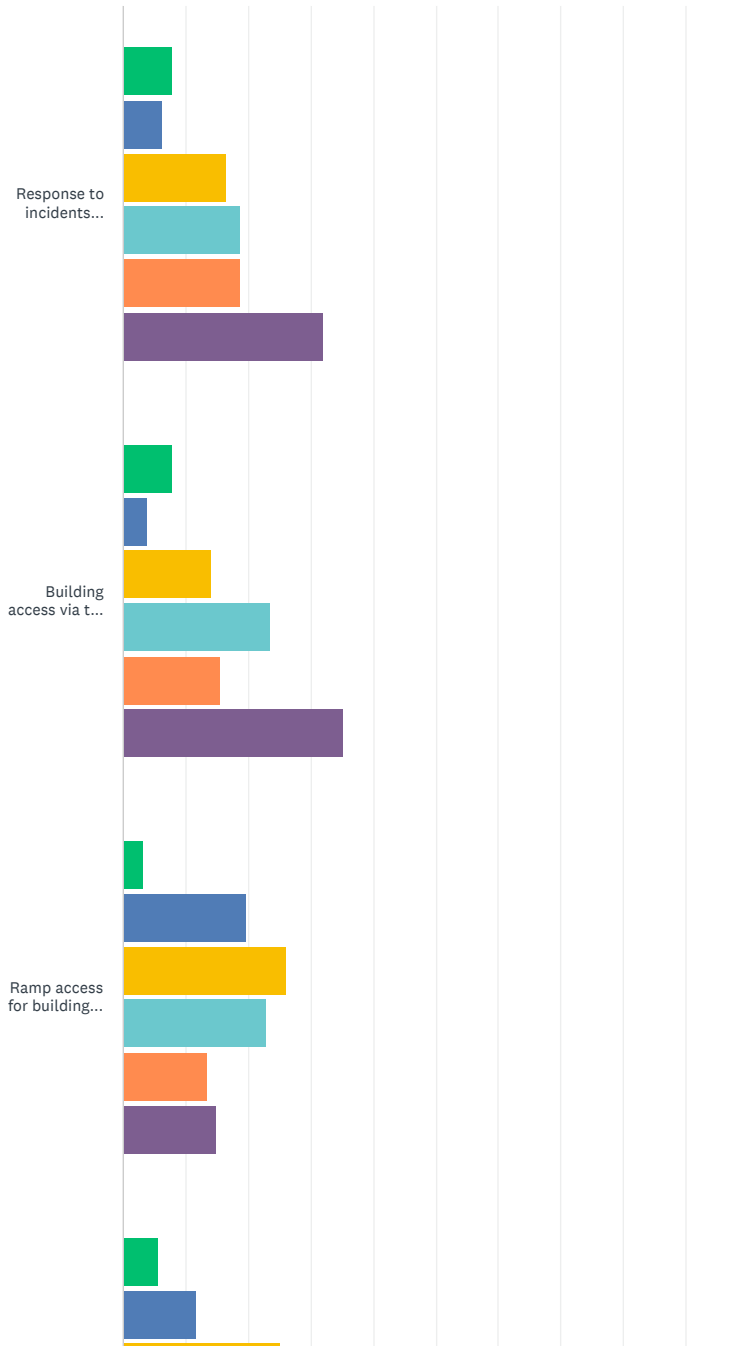
Page 10

Q10

Please rate building security performance:

Answered: 128 Skipped: 12

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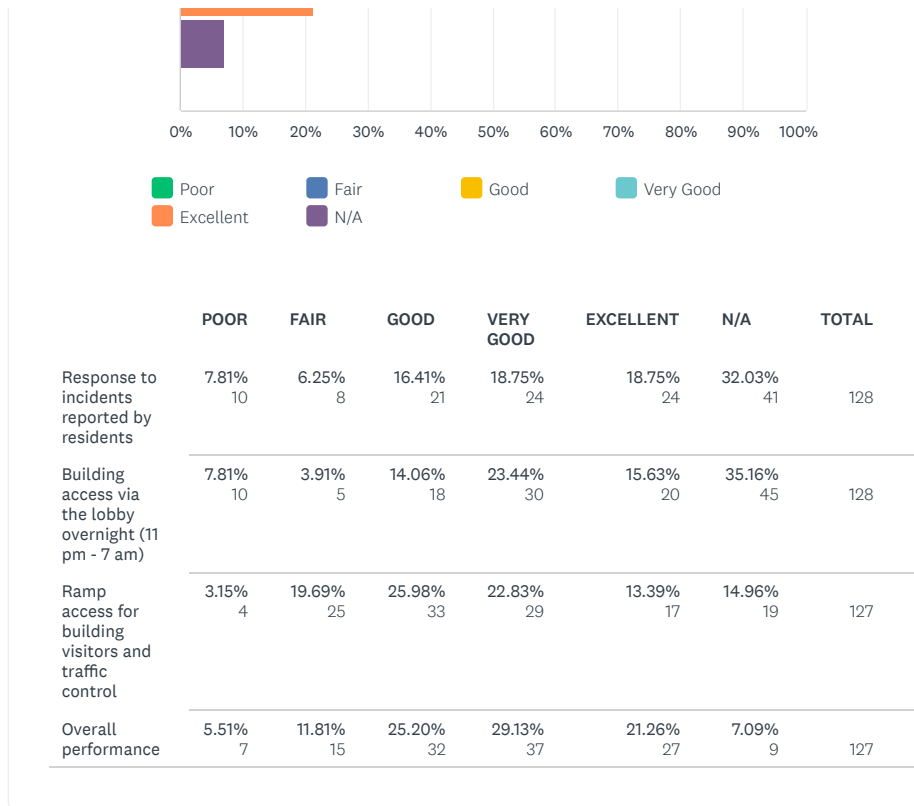
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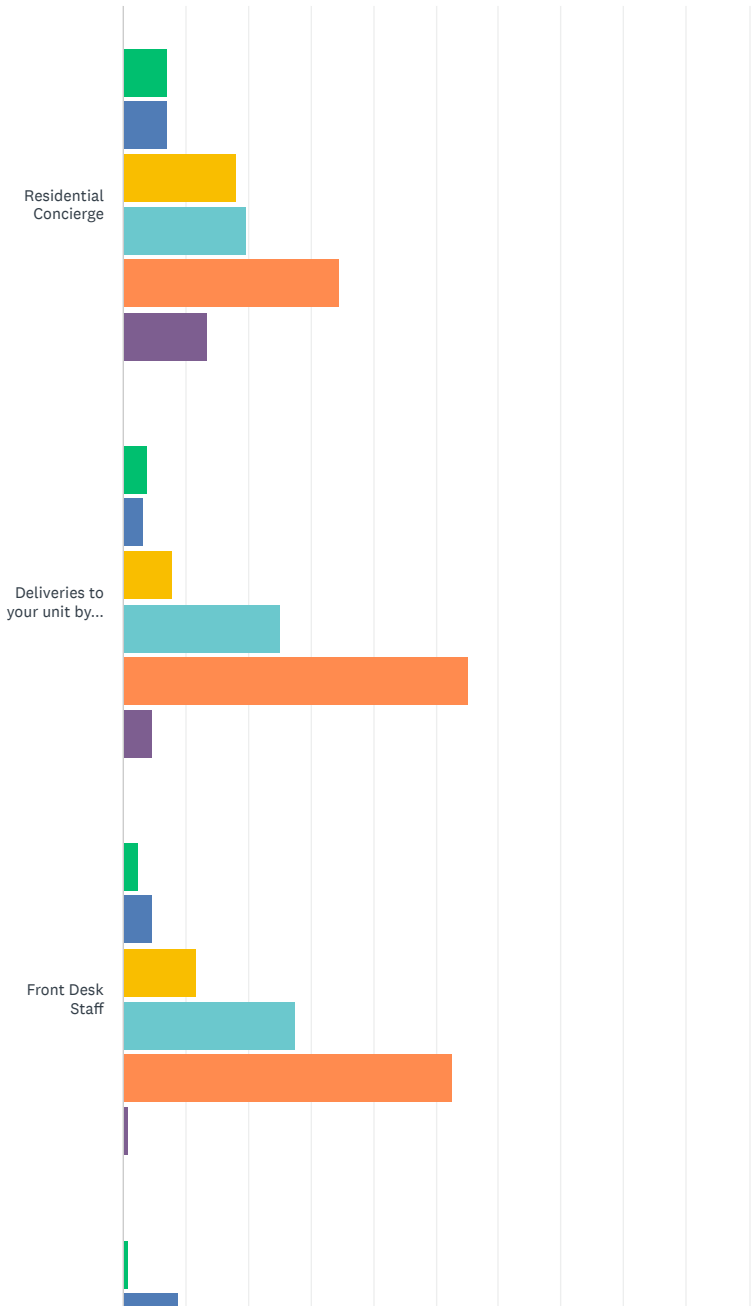
Page 11 ▼

Q11

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

Answered: 127 Skipped: 13

Add a comment ▲



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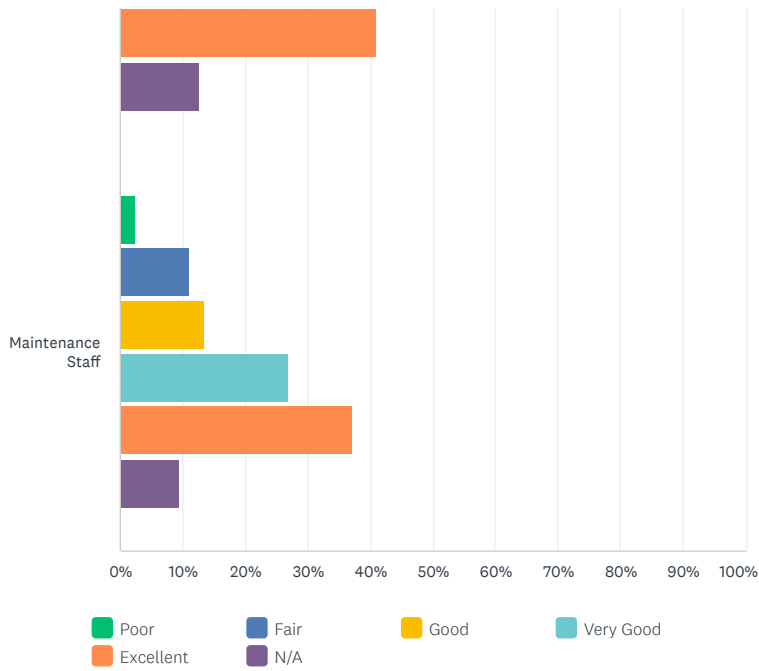
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	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Residential Concierge	7.09% 9	7.09% 9	18.11% 23	19.69% 25	34.65% 44	13.39% 17	127	3.78
Deliveries to your unit by Loading Dock Staff	3.94% 5	3.15% 4	7.87% 10	25.20% 32	55.12% 70	4.72% 6	127	4.31
Front Desk Staff	2.36% 3	4.72% 6	11.81% 15	27.56% 35	52.76% 67	0.79% 1	127	4.25
Housekeeping Staff	0.79% 1	8.66% 11	15.75% 20	21.26% 27	40.94% 52	12.60% 16	127	4.06
Maintenance Staff	2.36% 3	11.02% 14	13.39% 17	26.77% 34	37.01% 47	9.45% 12	127	3.94

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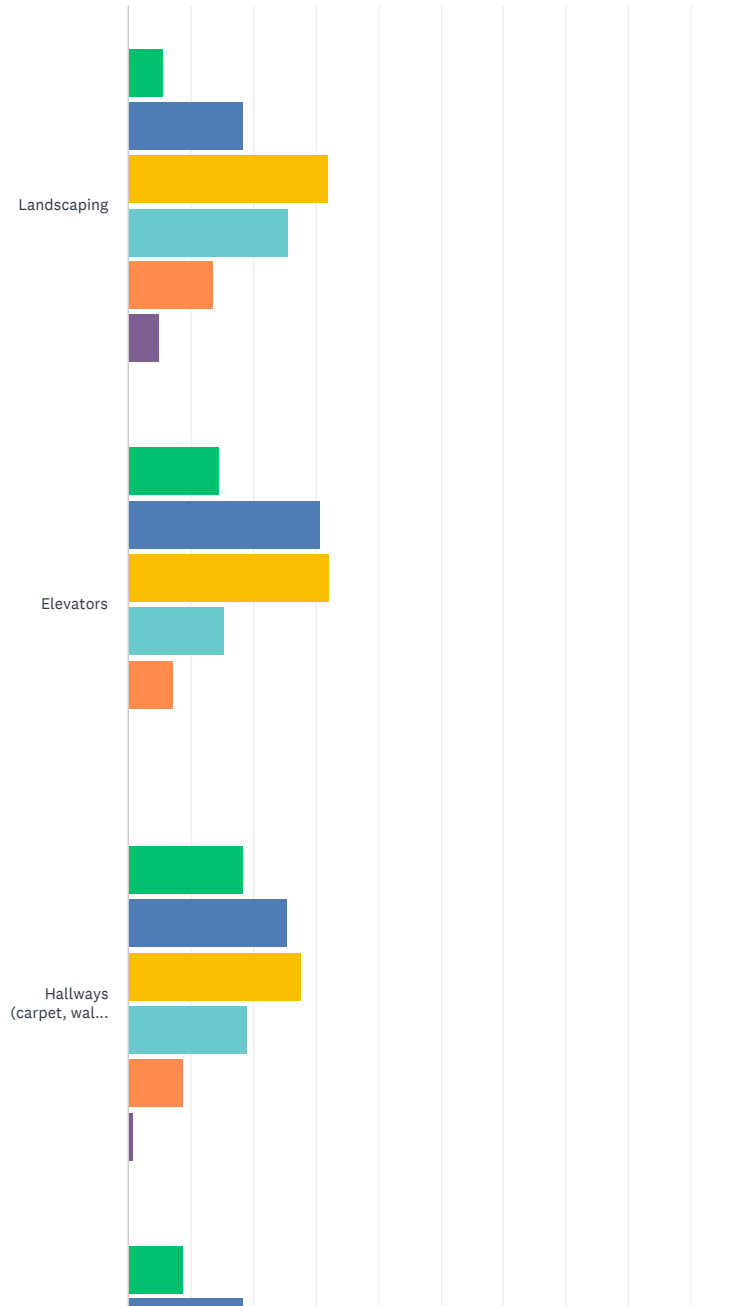
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Q12

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

Answered: 126 Skipped: 14

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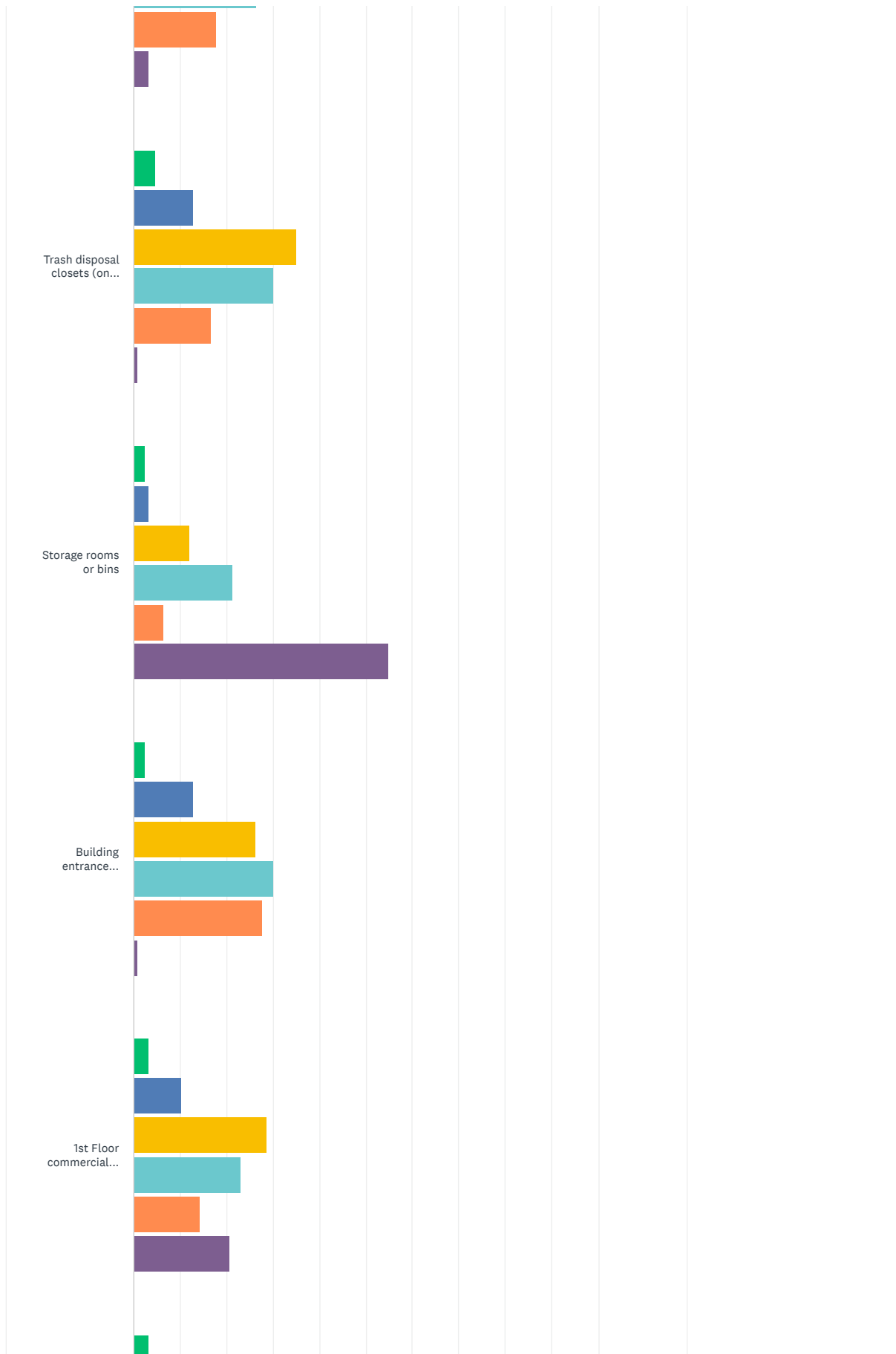
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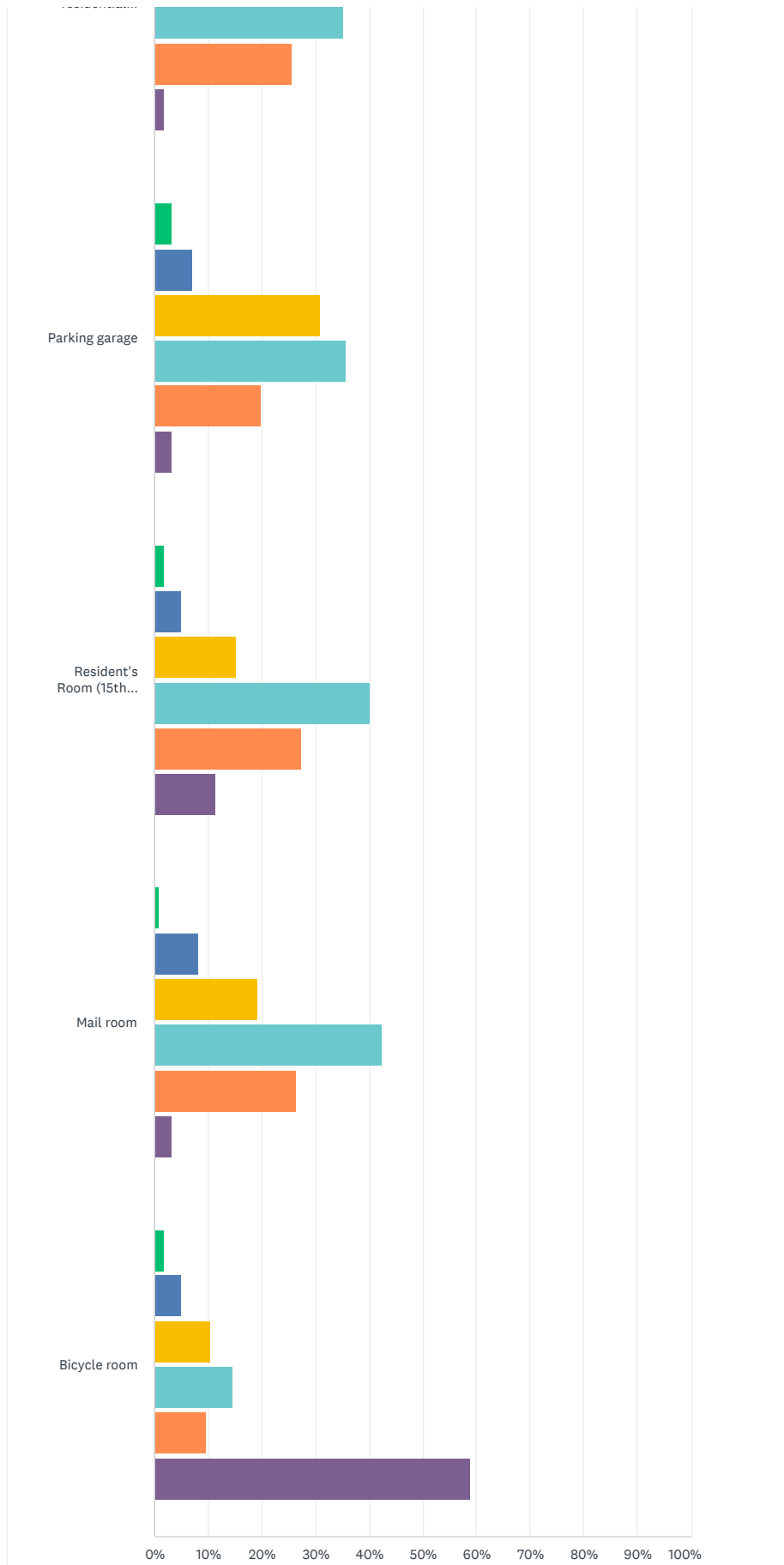
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	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Landscaping	5.60% 7	18.40% 23	32.00% 40	25.60% 32	13.60% 17	4.80% 6	125	3.24
Elevators	14.52% 18	30.65% 38	32.26% 40	15.32% 19	7.26% 9	0.00% 0	124	2.70
Hallways (carpet, walls, etc.)	18.25% 23	25.40% 32	27.78% 35	19.05% 24	8.73% 11	0.79% 1	126	2.74
Ground floor receiving and service area	8.80% 11	18.40% 23	25.60% 32	26.40% 33	17.60% 22	3.20% 4	125	3.26
Trash disposal closets (on every floor)	4.76% 6	12.70% 16	34.92% 44	30.16% 38	16.67% 21	0.79% 1	126	3.42
Storage rooms or bins	2.38% 3	3.17% 4	11.90% 15	21.43% 27	6.35% 8	54.76% 69	126	3.58
Building entrance lobbies (1st & 3rd floors)	2.38% 3	12.70% 16	26.19% 33	30.16% 38	27.78% 35	0.79% 1	126	3.69
1st Floor commercial valet area and entry	3.17% 4	10.32% 13	28.57% 36	23.02% 29	14.29% 18	20.63% 26	126	3.44
3rd Floor residential valet reception and garage entry	3.20% 4	7.20% 9	27.20% 34	35.20% 44	25.60% 32	1.60% 2	125	3.74
Parking garage	3.17% 4	7.14% 9	30.95% 39	35.71% 45	19.84% 25	3.17% 4	126	3.64
Resident's Room (15th Floor)	1.60% 2	4.80% 6	15.20% 19	40.00% 50	27.20% 34	11.20% 14	125	3.97
Mail room	0.80% 1	8.00% 10	19.20% 24	42.40% 53	26.40% 33	3.20% 4	125	3.88
Bicycle room	1.61% 2	4.84% 6	10.48% 13	14.52% 18	9.68% 12	58.87% 73	124	3.63

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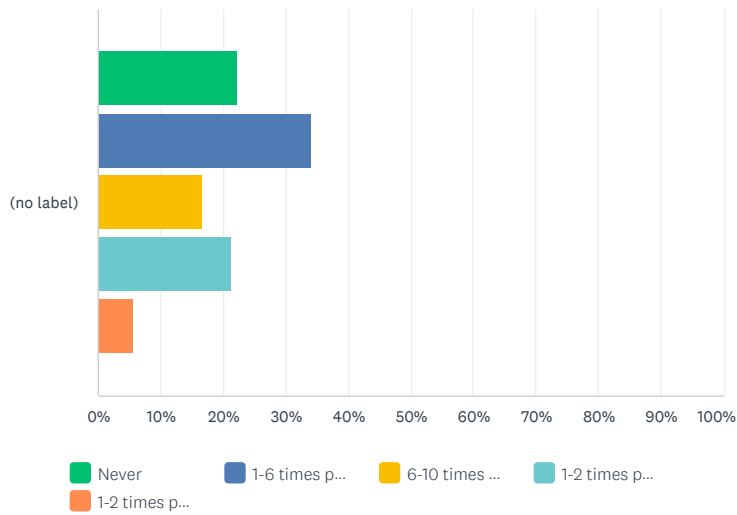
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Q13

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

Answered: 126 Skipped: 14

Add a comment ▲



	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)	22.22% 28	34.13% 43	16.67% 21	21.43% 27	5.56% 7	126	2.54

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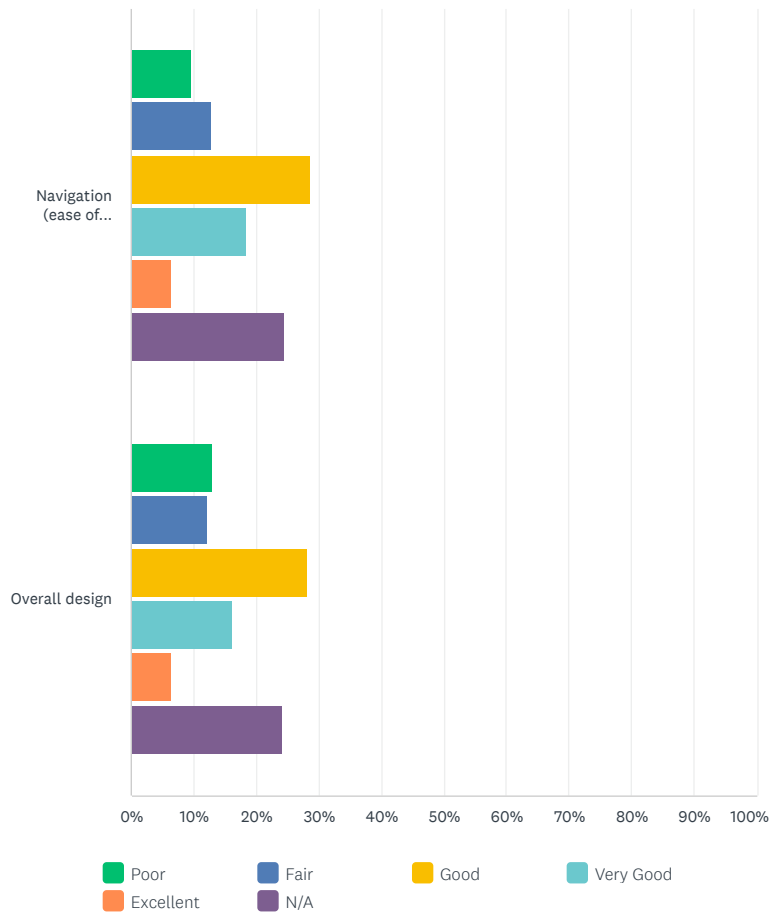
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Q14

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

Add a comment ▲

Answered: 126 Skipped: 14



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Navigation (ease of finding what you seek)	9.52% 12	12.70% 16	28.57% 36	18.25% 23	6.35% 8	24.60% 31	126	2.99
Overall design	12.90% 16	12.10% 15	28.23% 35	16.13% 20	6.45% 8	24.19% 30	124	2.88

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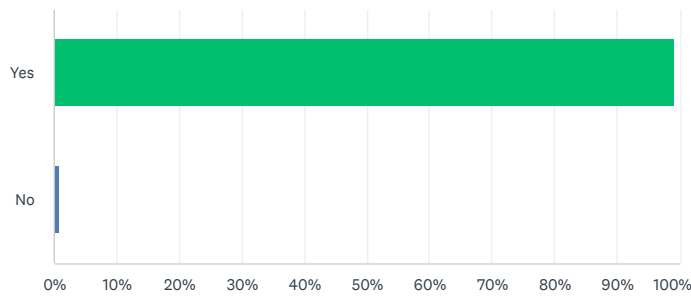
Q15



Due to the Covid-19 Pandemic, the Handyman Program, which offered limited, small handyman services performed for a fee by our in-house maintenance staff, was suspended indefinitely. Examples of services provided were: change a lightbulb, AC diagnostic, change sliding glass door handles, etc. Would you like to see this service offered in the future once it is safe to do so?

▲
Add a comment

Answered: 126 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	99.21%	125
No	0.79%	1
TOTAL		126

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