

## Second Tenant Survey for 20 Godstone Road

<b>Date of Distribution</b>		<b>17-Jan-20</b>	
<b>Date of Collection</b>		<b>31-Jan-20</b>	
<b># of Surveys Distributed</b>		<b>174</b>	
<b># of Surveys Returned</b>		<b>20</b>	
<b>% of Surveys Returned</b>		<b>11%</b>	
A = Suite issues 29%	B = Building issues 54%	C = Amenity issues 17%	
<b>Key Word/Phrase Mentions</b>		<b>Additional info</b>	<b>FGP notes on survey responses</b>
Parking garage	10	Key fob, roof cover	Parking garage/fob upgrades will coincide with the potential development
Windows	7	Double pane windows	Bedroom windows were replaced. Living room windows and balcony door replacement is under review
Kitchen Issues	7	Fixture/repair issues	Completed as reported by tenants
Pool	7	Maintenance, water temp, pool furniture	Pool pump/heater was recently repaired
Elevators (repair, painting)	6	General repair	All elevators are operational. Parts were replaced and elevators repaired as soon as part were available from which took 6 months
Water issues	6	Pressure and hot/cold issues	Basement pump is undergoing repair. Individual issues are addressed on request
Hallway carpets	6	Carpet replacement	New superintendent will continue to address carpet cleaning comments
Pest Control	6	Pest control still an issue	Monthly treatments are completed. In addition, warranty and on-call pest control is done as requested per contract with pest control company
Cleanliness	5	General cleanliness/smell	New superintendent will continue to address general building cleanliness
Laundry room	5	Cleanliness, W/D for pets only	New laundry machines and systems have been recently installed. New superintendent will continue to address cleanliness
General Maintenance	4	Noise/smoking enforcement, landscaping	New superintendent will address general building issues. Landscaping is done on contract and flowers are planted by the front entrance annually
A/C or Heating	3	Lack of AC and sufficient heating	Residents can purchase their own AC units. The boiler has been replaced and suite issues are repaired and fixed when requested
Lobby Issues	3	Painting and new seating	Lobby has been recently repainted. Further lobby upgrades will be discussed.
Other amenities	3	Gym, table tennis, party room, modern sauna	New amenity comments, which were limited, have been noted and recorded along with original submissions