

CONCERT®

Resident
Satisfaction
Survey 2020

2020 Resident Satisfaction Survey

In an effort to better understand how we can build community, and contribute to the health and social wellbeing of our residents, Concert regularly surveys our rental communities. The data we gather directly feeds back in the design of our social sustainability programs, property management operations and the design of future projects.

Concert Properties developed our resident satisfaction survey in cooperation with Happy City. Happy City is a Vancouver based urban planning and design consultancy which specializes in evidence based approaches to improve wellbeing and create healthier, happier and more inclusive communities.

The results in the attached survey cover the responses to 46 questions related to social wellbeing, the overall satisfaction with Concert and the services we provide. This original survey conducted in March 2020 will serve as the baseline for our social wellbeing programs going forward. The intention is to hold these surveys annually to track our progress over time and, where possible, share the anonymized results publicly.

Key objectives of the resident satisfaction survey:

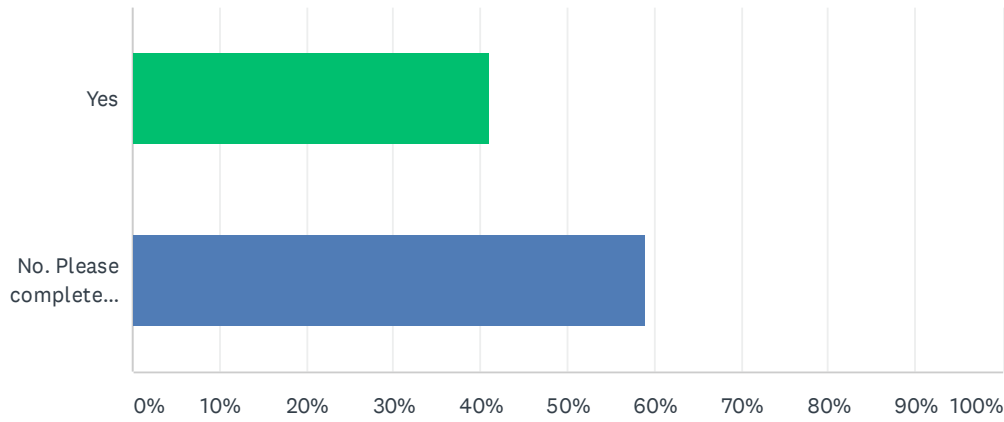
1. Demonstrate the sociability and affordability benefits of social programming in multi-unit buildings.
2. Evaluate residents' well-being before and after participating in social programming activities.
3. Develop a best practice guide to identify and disseminate challenges and recommendations for implementing social programming activities to improve performance and wellbeing in multi-unit housing.
4. Contribute to the public knowledge base on social wellbeing in multi-family housing.

The 2020 survey was sent to ~90% of Concert's residential rental tenants, and the response rate was 20%. A summary of the questions and responses is provided on the following pages of this document.

If you have questions about this data or our social sustainability programs at Concert Properties, please contact: Nicole Viduka, Social Sustainability Coordinator, NViduka@ConcertProperties.com

Q1 Are you completing this survey anonymously?

Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	41.10%	30
No. Please complete Question #2.	58.90%	43
TOTAL		73

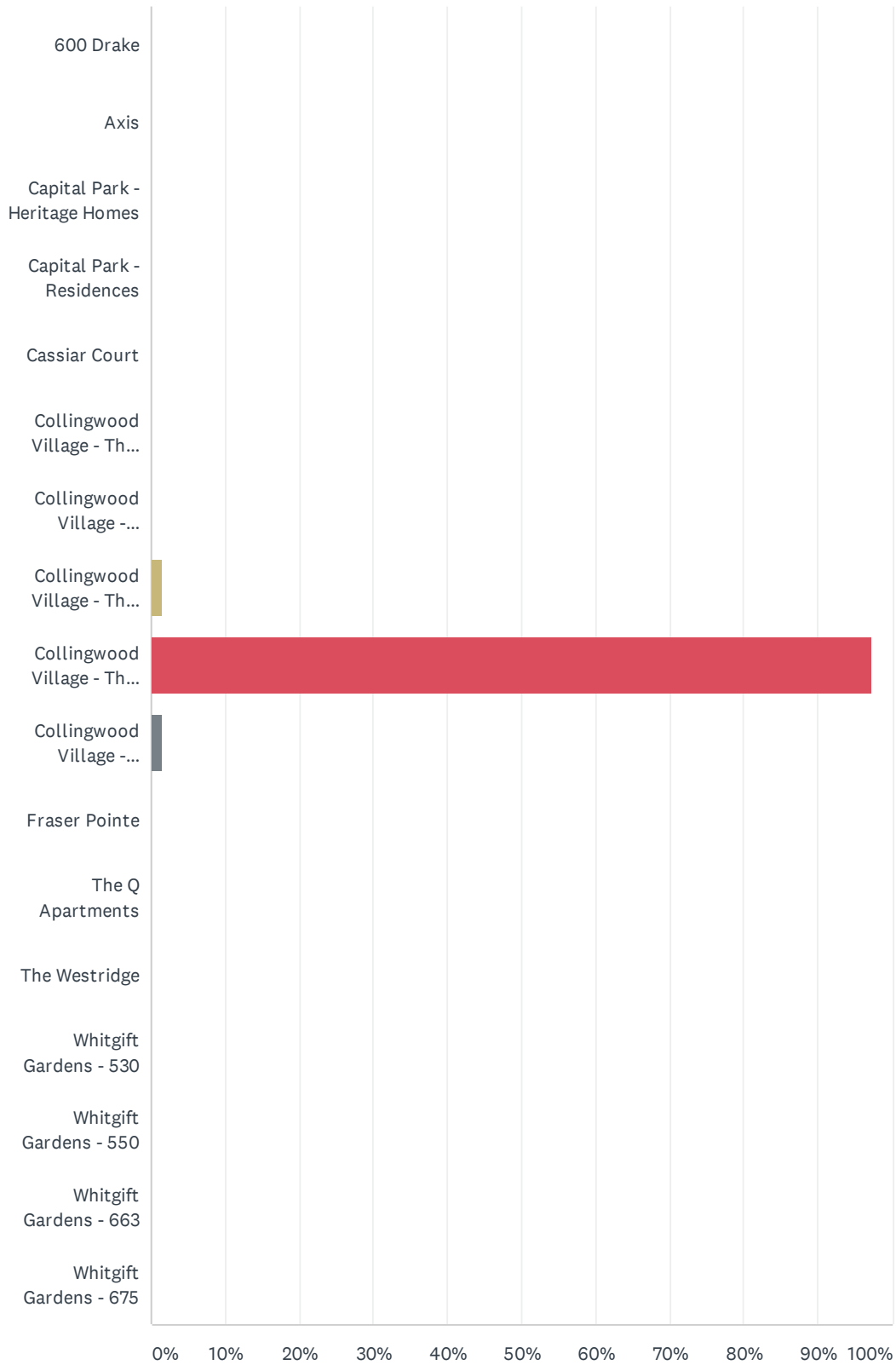
Q2 Contact Information

Answered: 45 Skipped: 28

ANSWER CHOICES	RESPONSES	
First and Last Name	100.00%	45
Building Name Where You Reside	0.00%	0
Suite Number	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	45
Main Contact Phone Number	97.78%	44

Q3 Select the rental building you reside at

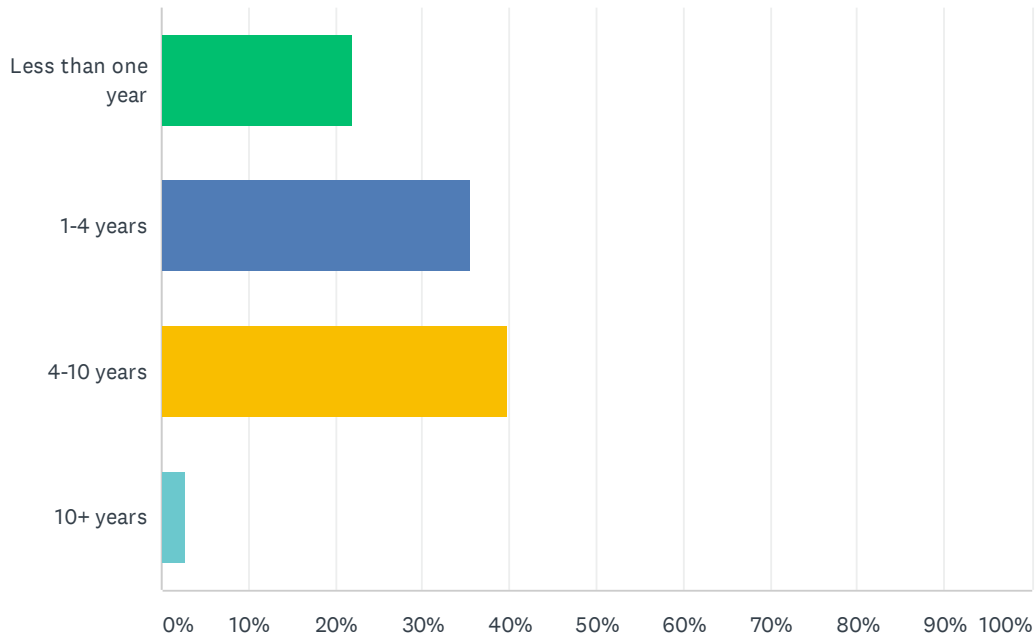
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
600 Drake	0.00%	0
Axis	0.00%	0
Capital Park - Heritage Homes	0.00%	0
Capital Park - Residences	0.00%	0
Cassiar Court	0.00%	0
Collingwood Village - The Bradford	0.00%	0
Collingwood Village - Earles Court	0.00%	0
Collingwood Village - The Melbourne	1.37%	1
Collingwood Village - The Remington	97.26%	71
Collingwood Village - Wessex Gate	1.37%	1
Fraser Pointe	0.00%	0
The Q Apartments	0.00%	0
The Westridge	0.00%	0
Whitgift Gardens - 530	0.00%	0
Whitgift Gardens - 550	0.00%	0
Whitgift Gardens - 663	0.00%	0
Whitgift Gardens - 675	0.00%	0
TOTAL		73

Q4 How long have you been living in your suite?

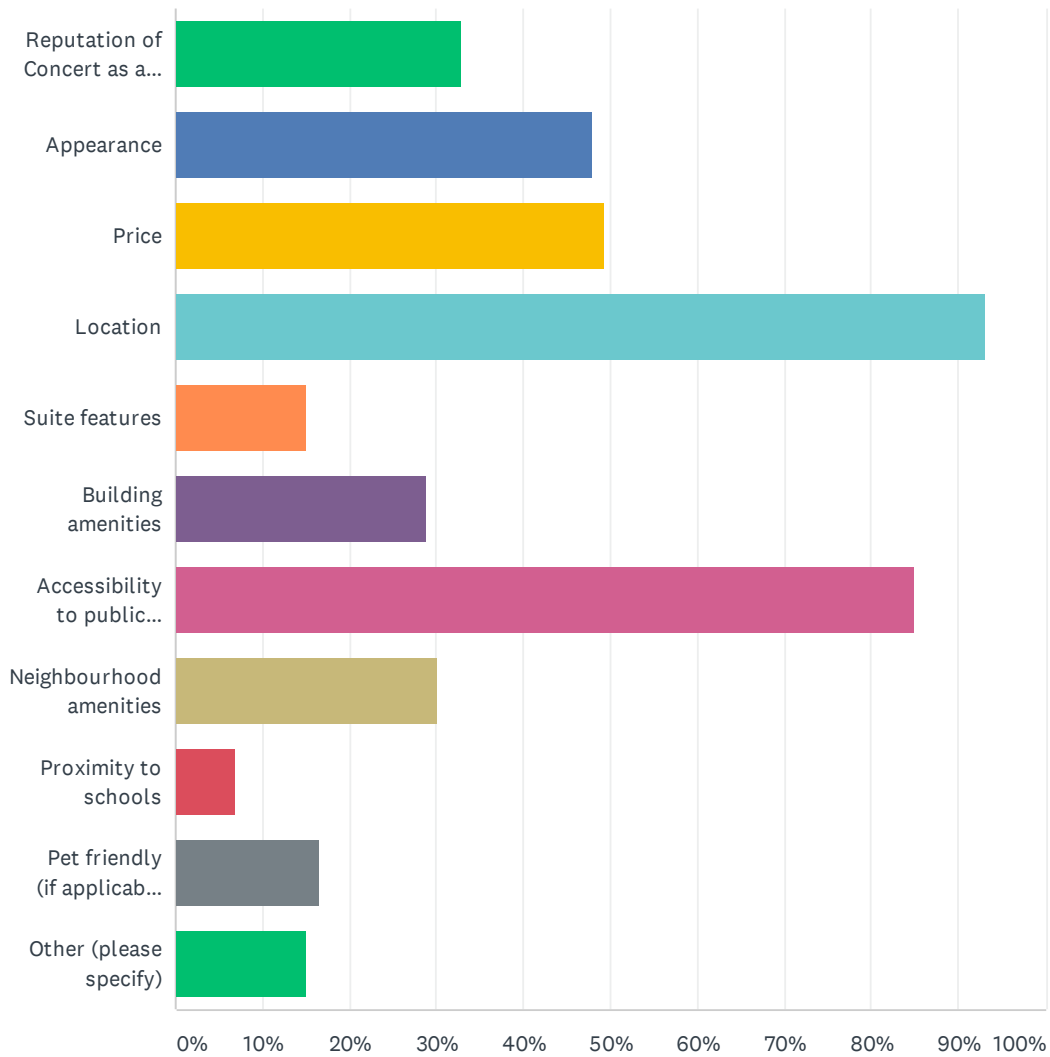
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	21.92%	16
1-4 years	35.62%	26
4-10 years	39.73%	29
10+ years	2.74%	2
TOTAL		73

Q5 What influenced your decision to make this building your home or influenced your decision to stay? Check all options that may apply.

Answered: 73 Skipped: 0

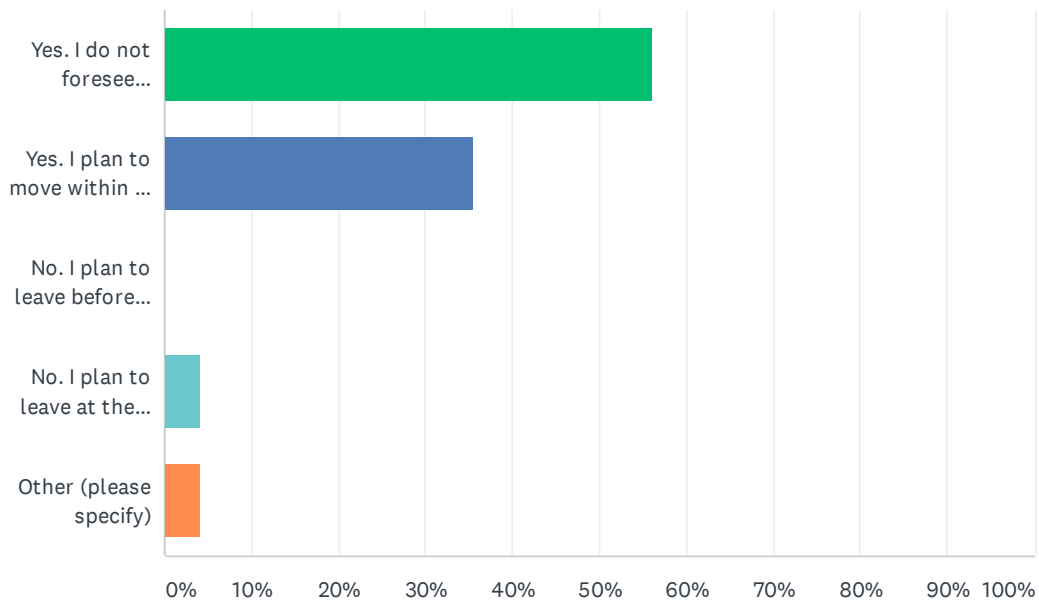


ANSWER CHOICES	RESPONSES	
Reputation of Concert as a housing provider	32.88%	24
Appearance	47.95%	35
Price	49.32%	36
Location	93.15%	68
Suite features	15.07%	11
Building amenities	28.77%	21
Accessibility to public transit	84.93%	62
Neighbourhood amenities	30.14%	22
Proximity to schools	6.85%	5
Pet friendly (if applicable to the property you reside in)	16.44%	12
Other (please specify)	15.07%	11
Total Respondents: 73		

#	OTHER (PLEASE SPECIFY)	DATE
1	quickly respond to attendant' inquiry. friendly and great service attitude.	2/28/2020 10:14 PM
2	Close to everything Skytrain, bus loop, church, safeway	2/27/2020 9:53 PM
3	Cleanliness and well-maintained building	2/27/2020 9:38 PM
4	Roommate lived there so I could get it easily	2/27/2020 9:05 PM
5	Staff is really nice and helpful and kind	2/27/2020 11:47 AM
6	I like the location and the building is well maintained. The yearly rent increases are difficult to accept especially when they are excessive. Other than that it is a safe and comfortable place to live.	2/27/2020 10:43 AM
7	We were living in a basement suite nearby and wanted to move to a brighter, above-ground apartment. We were able to get a bachelor apartment at the Remington, with the features we wanted, at an affordable price.	2/26/2020 2:45 PM
8	Concert office is in the building I wanted to apply for (not offsite).	2/21/2020 4:22 PM
9	Professional management company, I don't have to worry about shady practices like 'renovictions'.	2/19/2020 9:48 AM
10	Nice view of suite	2/17/2020 3:55 PM
11	Helpful and courteous front staff	2/17/2020 11:00 AM

Q6 Do you plan on continuing to stay in the suite you currently reside in?

Answered: 73 Skipped: 0

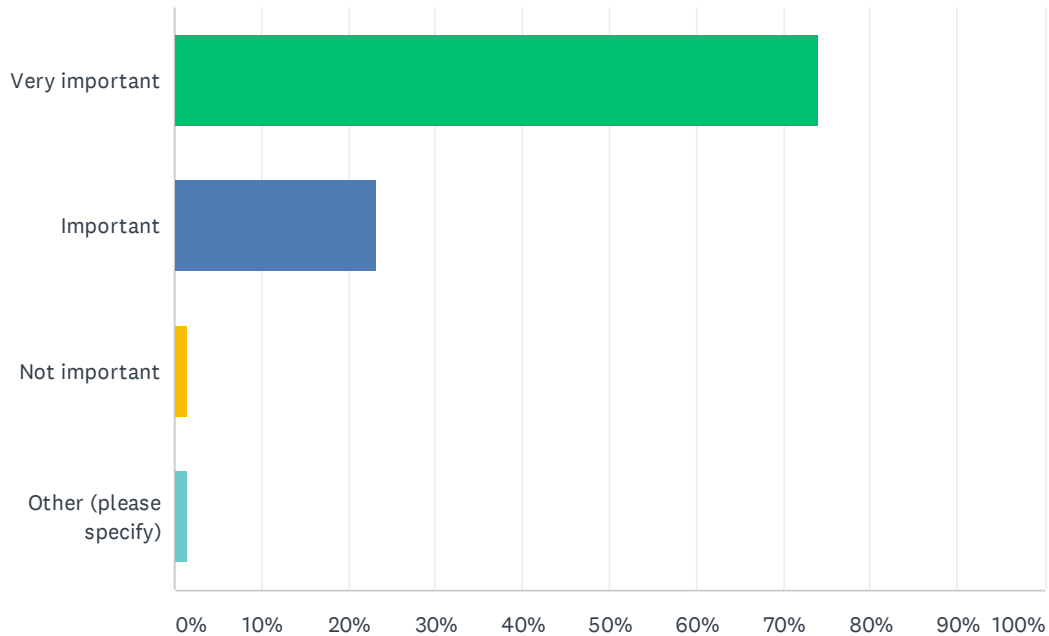


ANSWER CHOICES	RESPONSES	
Yes. I do not foresee leaving.	56.16%	41
Yes. I plan to move within the next few years.	35.62%	26
No. I plan to leave before my lease is up.	0.00%	0
No. I plan to leave at the end of my lease period.	4.11%	3
Other (please specify)	4.11%	3
TOTAL		73

#	OTHER (PLEASE SPECIFY)	DATE
1	No	2/17/2020 1:00 PM
2	Ideally, I would like to stay in the suite for a long time to come. However, recent issues with the suite have been making me reconsider. There has been a humidity and condensation issue in my suite over the last few months, which I have never encountered before over the other years I have lived here. To combat this issue, I have had to run the heat at higher temperatures and had the fans running much longer than usual. This has led to my hydro bill being at least \$60 more than the same period last year. I also spent a couple hundred dollars in buying dehumidifiers. Despite all of this, along with following all of the instructions given, the problem persists, making the suite either overly cold or overly tropical in feel. Friends I've had over have also noted these uncomfortable temperatures. In talking to maintenance, I have been made aware that the fans in the hallways have not been working for several months and this has led to a lack of circulation, which is what I and they believe to be the cause of these issues. I have been very happy living here all of these years, but this issue has been costly and has made the suite uncomfortable at times. I hope it gets fixed soon so I can stay here for much longer.	2/17/2020 12:56 PM
3	This may change as circumstances dictate	2/17/2020 11:00 AM

Q7 In your opinion, is it important to have a professional and knowledgeable rental management team to assist and address your questions and concerns?

Answered: 73 Skipped: 0

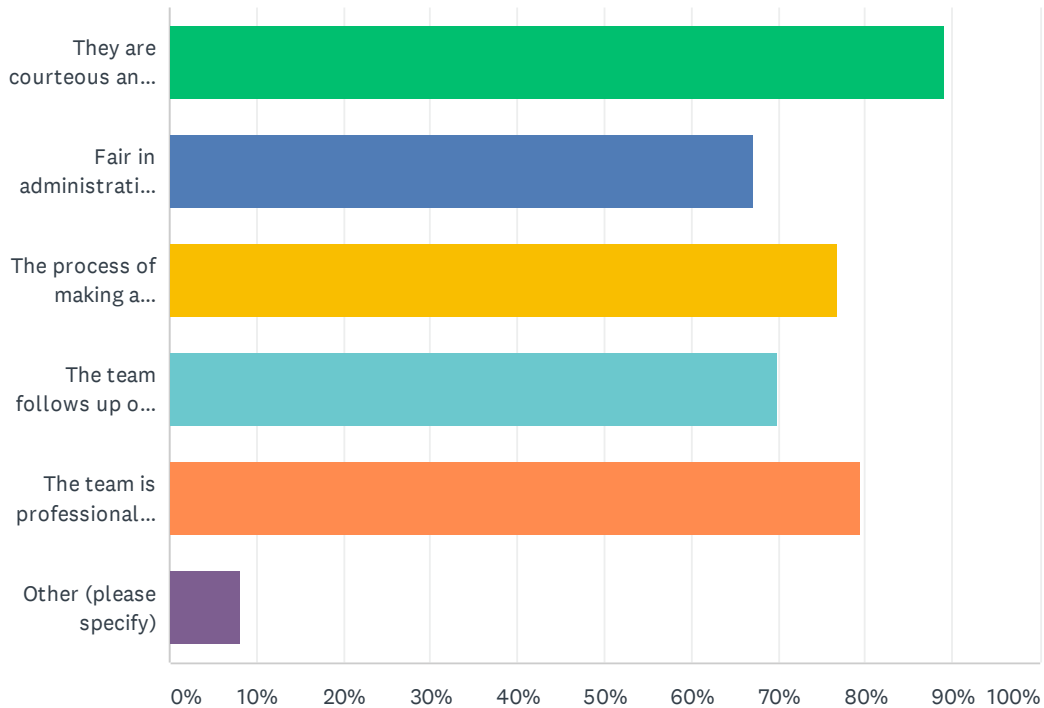


ANSWER CHOICES	RESPONSES
Very important	73.97% 54
Important	23.29% 17
Not important	1.37% 1
Other (please specify)	1.37% 1
TOTAL	73

#	OTHER (PLEASE SPECIFY)	DATE
1	The Remington team has always been very helpful and address any concerns especially for noise complaints.	2/27/2020 10:43 AM

Q8 During your interactions with our Resident Services Team, which of the following are applicable to your experience? Check all options that may apply.

Answered: 73 Skipped: 0

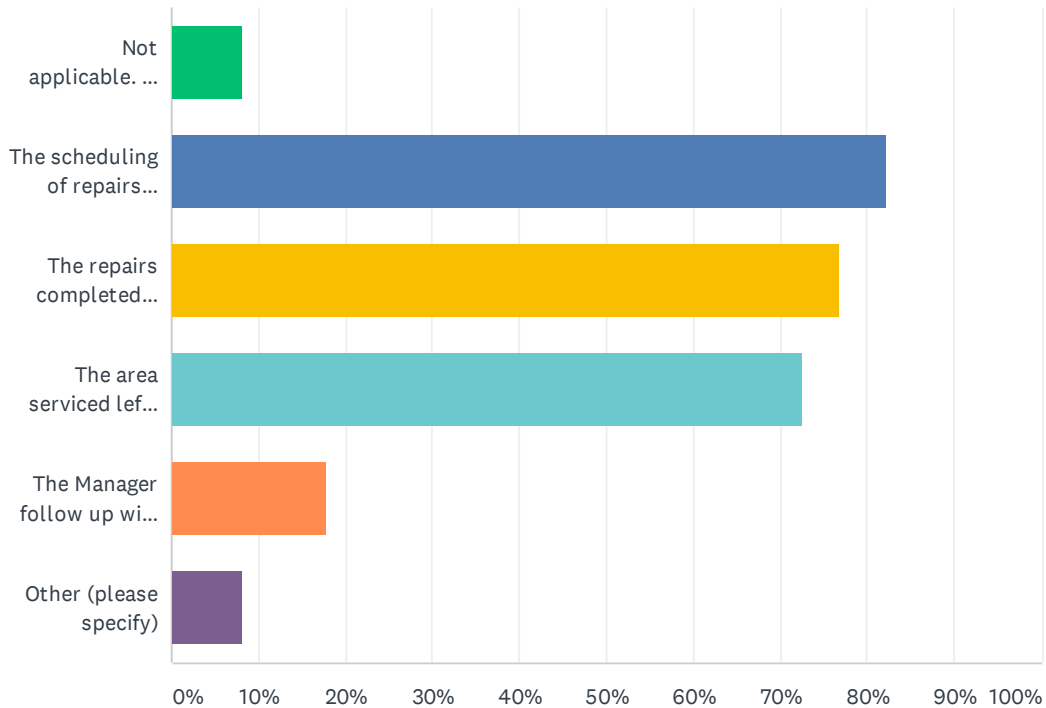


ANSWER CHOICES	RESPONSES	
They are courteous and polite.	89.04%	65
Fair in administration of policies and procedures.	67.12%	49
The process of making a service request is easy.	76.71%	56
The team follows up on outstanding service requests - status and timing.	69.86%	51
The team is professional in responding and handling of inquiries.	79.45%	58
Other (please specify)	8.22%	6
Total Respondents: 73		

#	OTHER (PLEASE SPECIFY)	DATE
1	Ridiculous that you need a physical cheque to put a deposit on the common room. Provide another option.	2/27/2020 9:05 PM
2	Ooo	2/27/2020 12:11 PM
3	Since the Remington is a concrete building I do get noise from the suites above me and these noises have increased since the carpets have been removed in favor of hardwood floors which amplify the noise but the staff helps as much as possible.	2/27/2020 10:43 AM
4	in general they were great when we came in to see the apartment, and the whole process was easy thanks to the explanations and they have been very receptive and helpful here at remington.	2/18/2020 1:10 PM
5	There was a time that one Resident Service gave false information as well as gave a very short notice during a long weekend.	2/17/2020 11:35 PM
6	Staff is exceptional	2/17/2020 11:00 AM

Q9 During your interactions with our Maintenance Team, which of the following are applicable to your experience? Check all options that may apply.

Answered: 73 Skipped: 0

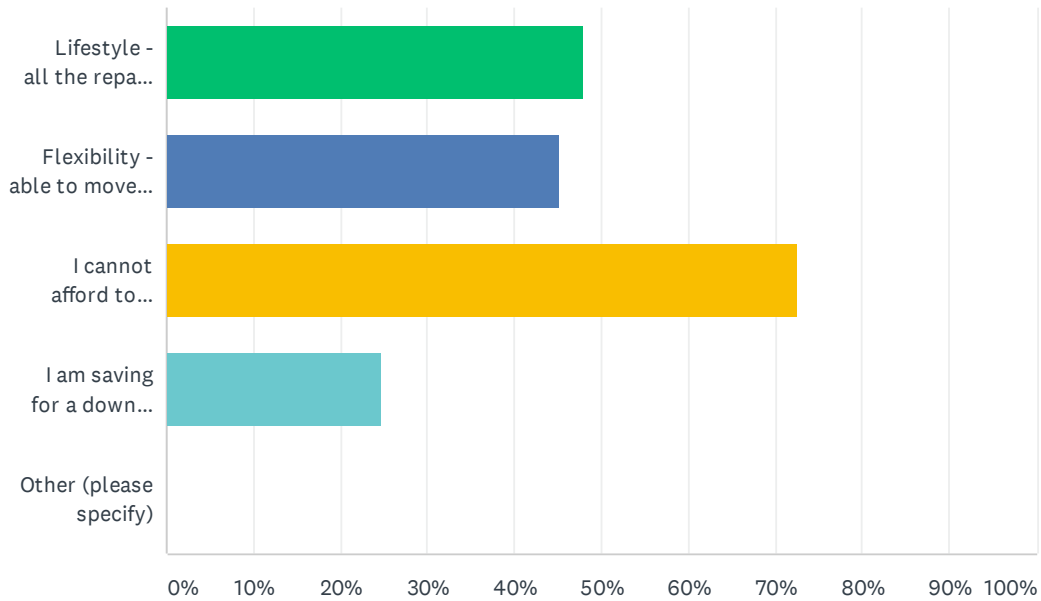


ANSWER CHOICES	RESPONSES	
Not applicable. I have not had to make a service request ticket.	8.22%	6
The scheduling of repairs completed in a timely manner.	82.19%	60
The repairs completed promptly and properly.	76.71%	56
The area serviced left clean and tidy.	72.60%	53
The Manager follow up with you to ensure that the service request was completed.	17.81%	13
Other (please specify)	8.22%	6
Total Respondents: 73		

#	OTHER (PLEASE SPECIFY)	DATE
1	Peter ensured the mold was taken cared of but the outside ledge where water is accumulating must be regularly cleaned esp during the rainy reason	2/27/2020 9:53 PM
2	Not necessarily an issue but once I had to request some maintenance service, the guy (I don't think is working for concert anymore) was kind of rude.	2/27/2020 11:33 AM
3	We've found the same request needs to be done twice to get it done correctly.	2/27/2020 11:00 AM
4	Always leave a slip to say exactly what they did and if there is anything we need to follow up with	2/18/2020 9:37 AM
5	After service, I would see shoe marks on the floor. Sometimes things don't get cleaned up as well. One time a maintenance person came to my unit to fix something. I asked the maintenance person to take off her shoes when entering my unit, and her response was, "You should have told us about taking off shoes in the service request." Then she left to get shoe covers. This should have been a procedure and a not a request that I should have made.	2/17/2020 11:35 PM
6	Issue not resolved, had to request multiple service tickets	2/17/2020 1:00 PM

Q10 Why do you rent? Check all options that may apply.

Answered: 73 Skipped: 0

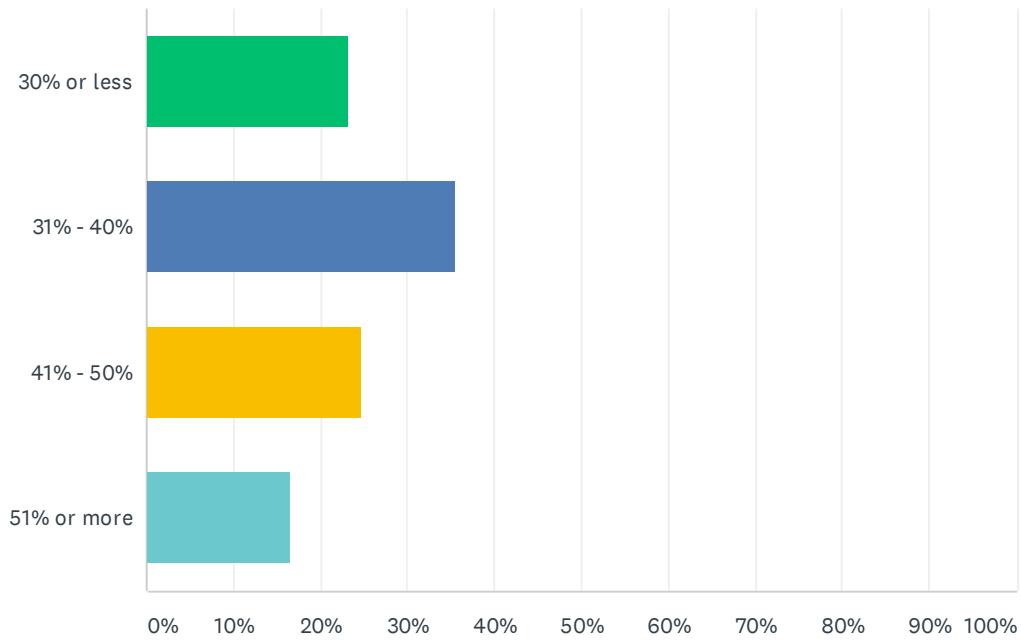


ANSWER CHOICES	RESPONSES	
Lifestyle - all the repairs and maintenance are taken care of by the Landlord.	47.95%	35
Flexibility - able to move easily.	45.21%	33
I cannot afford to purchase in the current market.	72.60%	53
I am saving for a down payment.	24.66%	18
Other (please specify)	0.00%	0
Total Respondents: 73		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q11 How much do you spend on housing (rent, home insurance and utilities)?

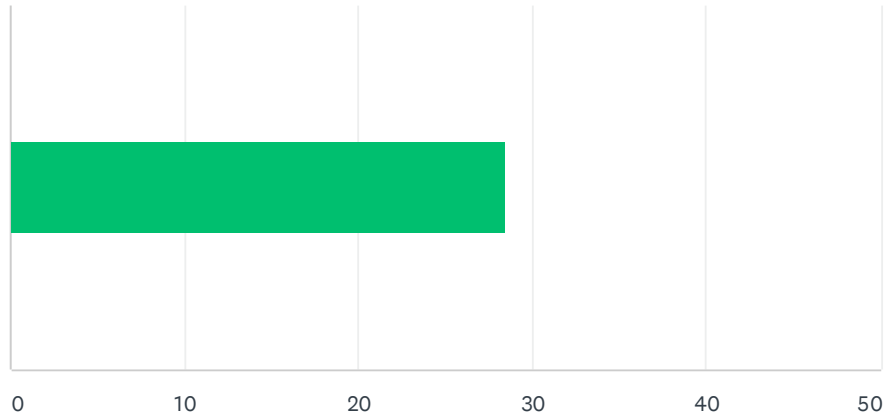
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
30% or less	23.29%	17
31% - 40%	35.62%	26
41% - 50%	24.66%	18
51% or more	16.44%	12
TOTAL		73

Q12 Is having in-suite laundry important to you? If yes, how much more in rent would you pay? If not important, skip to Question #13.

Answered: 51 Skipped: 22



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	28	1,452	51
Total Respondents: 51			

#		DATE
1	2	3/14/2020 11:54 AM
2	32	3/7/2020 12:49 PM
3	24	3/2/2020 1:12 PM
4	5	2/28/2020 10:18 AM
5	6	2/28/2020 10:04 AM
6	53	2/27/2020 9:53 PM
7	100	2/27/2020 9:05 PM
8	58	2/27/2020 8:22 PM
9	0	2/27/2020 5:14 PM
10	25	2/27/2020 2:18 PM
11	0	2/27/2020 1:55 PM
12	26	2/27/2020 1:27 PM
13	8	2/27/2020 1:15 PM
14	35	2/27/2020 12:19 PM
15	50	2/27/2020 12:11 PM
16	0	2/27/2020 12:11 PM
17	50	2/27/2020 12:04 PM
18	12	2/27/2020 12:02 PM
19	50	2/27/2020 11:33 AM
20	4	2/27/2020 11:07 AM
21	50	2/27/2020 11:00 AM
22	44	2/27/2020 11:00 AM
23	50	2/27/2020 10:41 AM
24	49	2/26/2020 12:34 PM
25	9	2/22/2020 11:26 PM
26	23	2/19/2020 7:01 PM
27	1	2/19/2020 9:48 AM
28	30	2/18/2020 9:38 PM
29	2	2/18/2020 9:22 AM
30	60	2/18/2020 8:19 AM
31	8	2/17/2020 11:35 PM
32	0	2/17/2020 9:53 PM
33	30	2/17/2020 6:57 PM
34	13	2/17/2020 5:00 PM
35	0	2/17/2020 4:28 PM
36	0	2/17/2020 3:58 PM
37	14	2/17/2020 3:55 PM

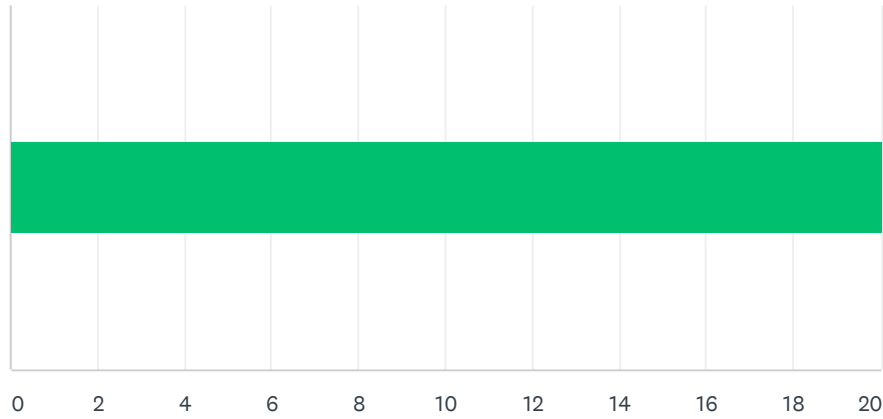
Resident Survey-The Remington

SurveyMonkey

38	6	2/17/2020 3:30 PM
39	0	2/17/2020 2:55 PM
40	33	2/17/2020 2:32 PM
41	100	2/17/2020 1:37 PM
42	51	2/17/2020 1:00 PM
43	51	2/17/2020 12:56 PM
44	22	2/17/2020 12:30 PM
45	10	2/17/2020 12:15 PM
46	28	2/17/2020 12:03 PM
47	50	2/17/2020 11:56 AM
48	5	2/17/2020 11:08 AM
49	77	2/17/2020 11:00 AM
50	50	2/17/2020 10:55 AM
51	46	2/17/2020 10:51 AM

Q13 Is having an additional bathroom important to you? If yes, how much more in rent would you pay? If not important, skip to Question #14.

Answered: 20 Skipped: 53

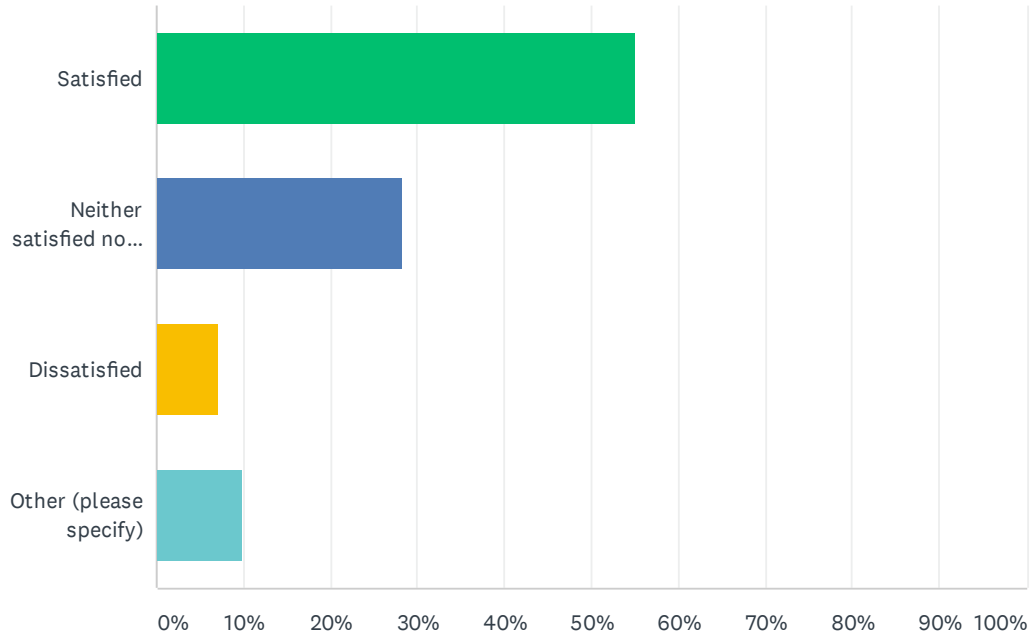


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
		20	400
Total Respondents: 20			20

#		DATE
1	50	3/7/2020 12:49 PM
2	0	2/28/2020 10:18 AM
3	6	2/28/2020 10:04 AM
4	0	2/27/2020 1:55 PM
5	0	2/27/2020 12:11 PM
6	0	2/27/2020 12:04 PM
7	13	2/27/2020 12:02 PM
8	50	2/27/2020 11:33 AM
9	3	2/27/2020 11:00 AM
10	4	2/27/2020 10:41 AM
11	9	2/22/2020 11:26 PM
12	23	2/19/2020 7:01 PM
13	2	2/18/2020 9:22 AM
14	0	2/17/2020 9:53 PM
15	14	2/17/2020 5:00 PM
16	0	2/17/2020 3:58 PM
17	100	2/17/2020 1:37 PM
18	66	2/17/2020 1:00 PM
19	10	2/17/2020 12:15 PM
20	50	2/17/2020 10:51 AM

Q14 How do you rate the variety of Building Amenities offered in your building?

Answered: 71 Skipped: 2

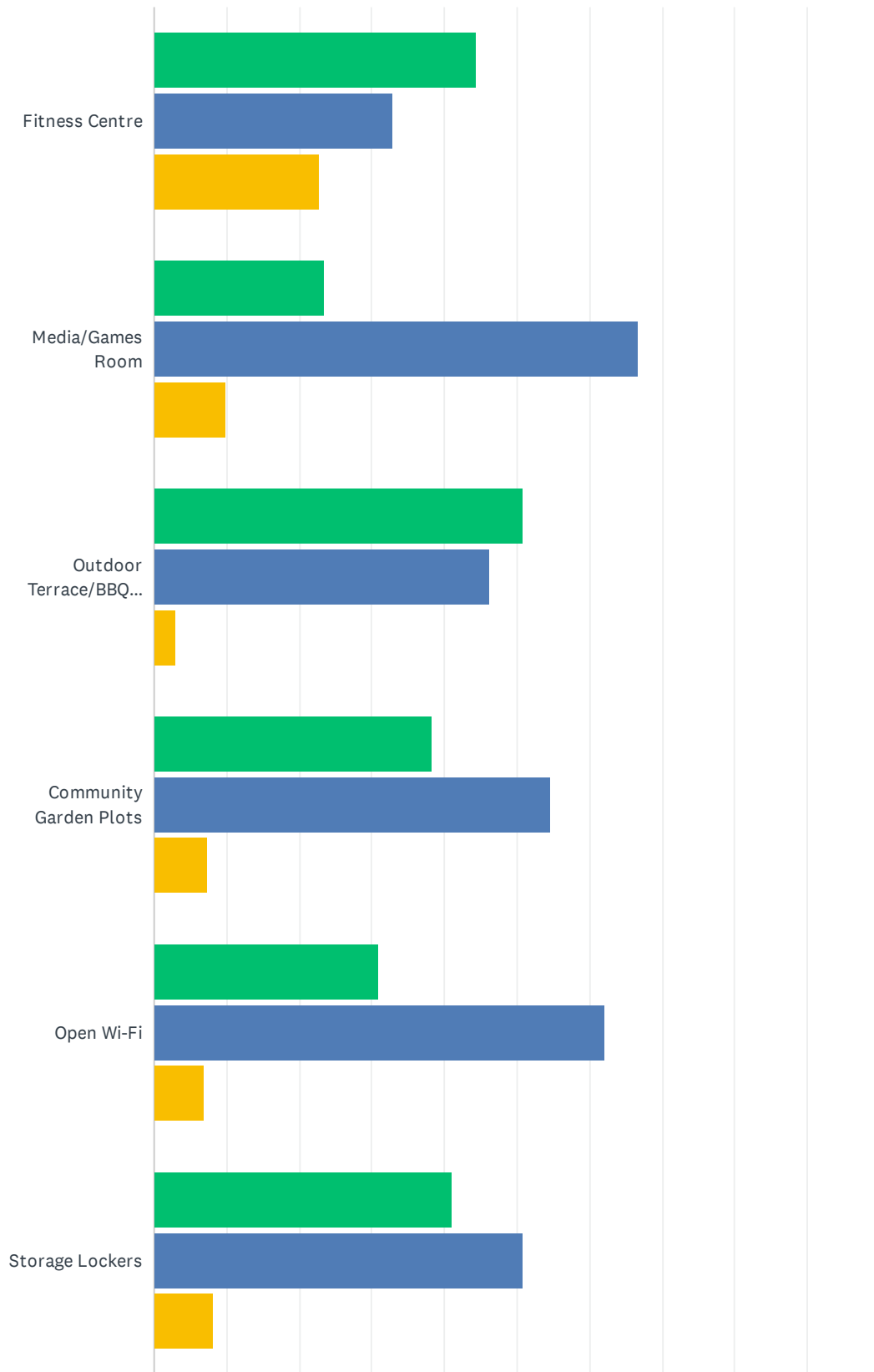


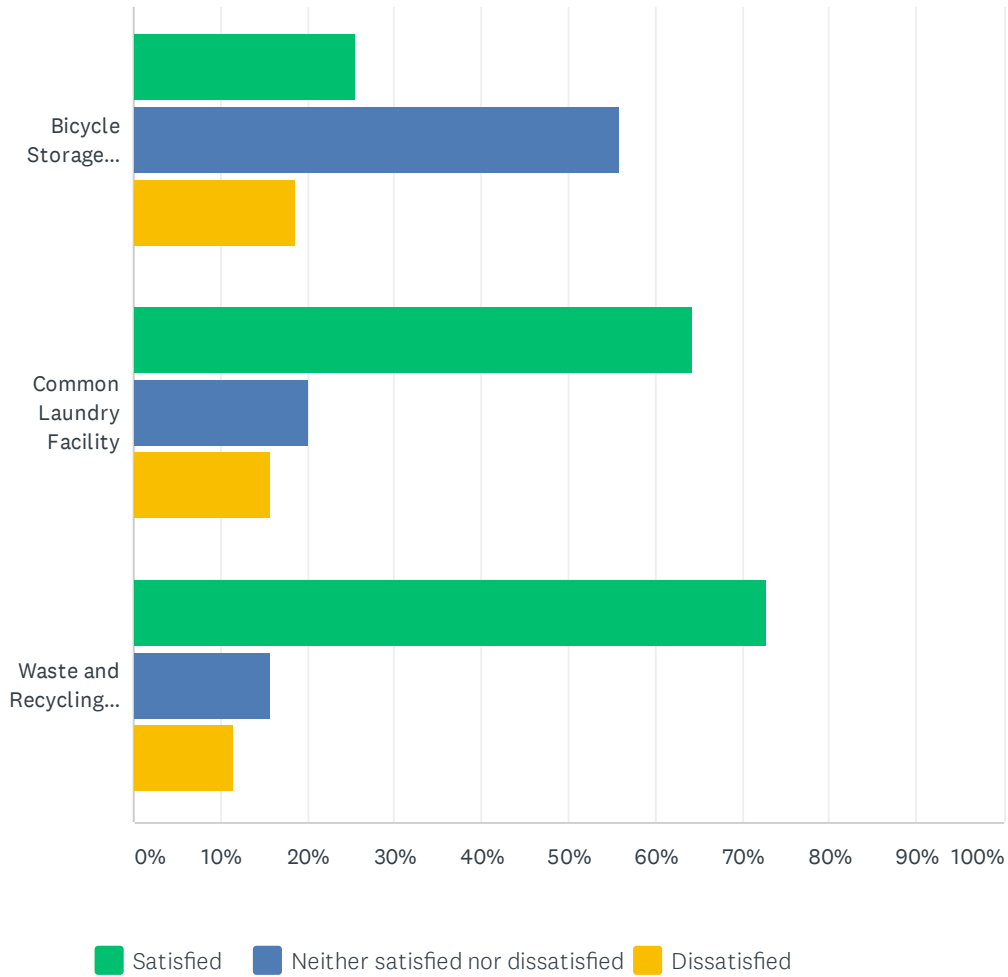
ANSWER CHOICES	RESPONSES	
Satisfied	54.93%	39
Neither satisfied nor dissatisfied	28.17%	20
Dissatisfied	7.04%	5
Other (please specify)	9.86%	7
TOTAL		71

#	OTHER (PLEASE SPECIFY)	DATE
1	I very much like that the Remington offers a place to spend time with family and friends in the summer at the rooftop BBQ area, and i enjoy using the gym. However it would be nice if there were more equipment in the gym as I do find myself occasionally having to wait, leave, postpone my pre-work exercise or even unable to use the facilities at all due to overcrowding. though I stress that I am still quite grateful that the building has a gym to begin with.	2/27/2020 11:07 AM
2	The washers in the laundry room all smells terrible, like mould, and need to be cleaned more often than never.	2/27/2020 11:00 AM
3	Gym is too small and very few equipments. I would love to have in-suite laundry. The amenity room on the 7th floor should have a bathroom, allow more than 10 people since the space is quite big and allow more than 3 hours booking.	2/17/2020 11:35 PM
4	We need a bigger workout zone, perhaps a studio or something, it gets super crowded,super quickly. A larger community area might serve the purpose.	2/17/2020 12:30 PM
5	Bigger gym/ more weights would be appreciated	2/17/2020 12:03 PM
6	Access to other Concert building is an asset for additional equipment availability	2/17/2020 11:00 AM
7	The bike rooms are not organized very well and there aren't enough spaces for bikes.	2/17/2020 10:29 AM

Q15 How do you rate the condition of Building Amenities offered in your building?

Answered: 72 Skipped: 1



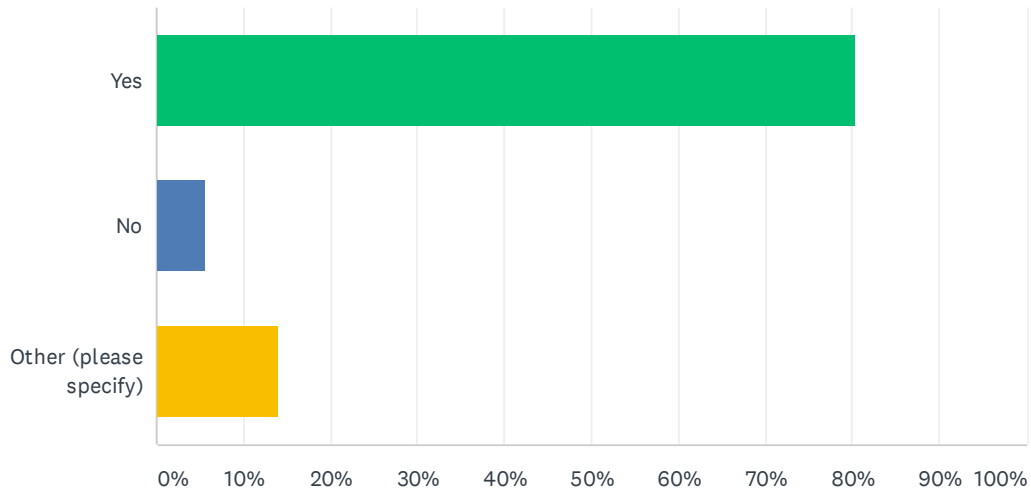


	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Fitness Centre	44.29% 31	32.86% 23	22.86% 16	70	1.79
Media/Games Room	23.53% 12	66.67% 34	9.80% 5	51	1.86
Outdoor Terrace/BBQ Area	50.75% 34	46.27% 31	2.99% 2	67	1.52
Community Garden Plots	38.18% 21	54.55% 30	7.27% 4	55	1.69
Open Wi-Fi	31.03% 18	62.07% 36	6.90% 4	58	1.76
Storage Lockers	40.98% 25	50.82% 31	8.20% 5	61	1.67
Bicycle Storage Facility	25.42% 15	55.93% 33	18.64% 11	59	1.93
Common Laundry Facility	64.29% 45	20.00% 14	15.71% 11	70	1.51
Waste and Recycling Facility	72.86% 51	15.71% 11	11.43% 8	70	1.39

#	OTHER (PLEASE SPECIFY)	DATE
1	it has happened a few times. no place to throw the waste.	2/28/2020 10:14 PM
2	On occassion it gets really full on weekends.	2/28/2020 10:18 AM
3	The recycling room is often too full to put our recycling in, it needs to be emptied more often especially on the weekend.	2/28/2020 10:04 AM
4	It sometimes overflow esp on weekends and garbage is scattered on the floor	2/27/2020 9:53 PM
5	Laundry could be cheaper. Bike storage should be considerably more secure and more plentiful - people have to lock several bikes to each ring.	2/27/2020 9:05 PM
6	Recycling needs more space - by the end of the week there are piles of cardboard and recyclables downstairs outside of the bins	2/27/2020 1:27 PM
7	We keep our bikes in our storage locker, as we are not sure about security in the assigned bicycle storage area. The garbage/recycle room is often overfilled, although management attempts to keep is presentable.	2/26/2020 2:45 PM
8	I love the recycling program in the building! I wish there were garden plots though	2/18/2020 9:37 AM
9	Fitness centre needs to be bigger. Laundry room should have a really big and visible sign for pet laundry because people might miss the current sign. Also, it's better to have in-suite laundry because tenants with pets may wash pet laundry in the non-pet machine. The waste and recycling facility is often flowing with garbage. Media room should have a bathroom.	2/17/2020 11:35 PM
10	Update the laundry machines	2/17/2020 2:10 PM
11	May be a sign to inform people of extra bins outside the garbage room will help them know where to leave the recyclables when the bins are full. And a more secure bike-lock area!	2/17/2020 12:30 PM
12	Bike stripped of all parts just leaving the frame still secured	2/17/2020 11:00 AM
13	Again the bike storage is not organized well and it isn't big enough.	2/17/2020 10:29 AM

Q16 Are the operating hours convenient for the amenities offered?

Answered: 71 Skipped: 2

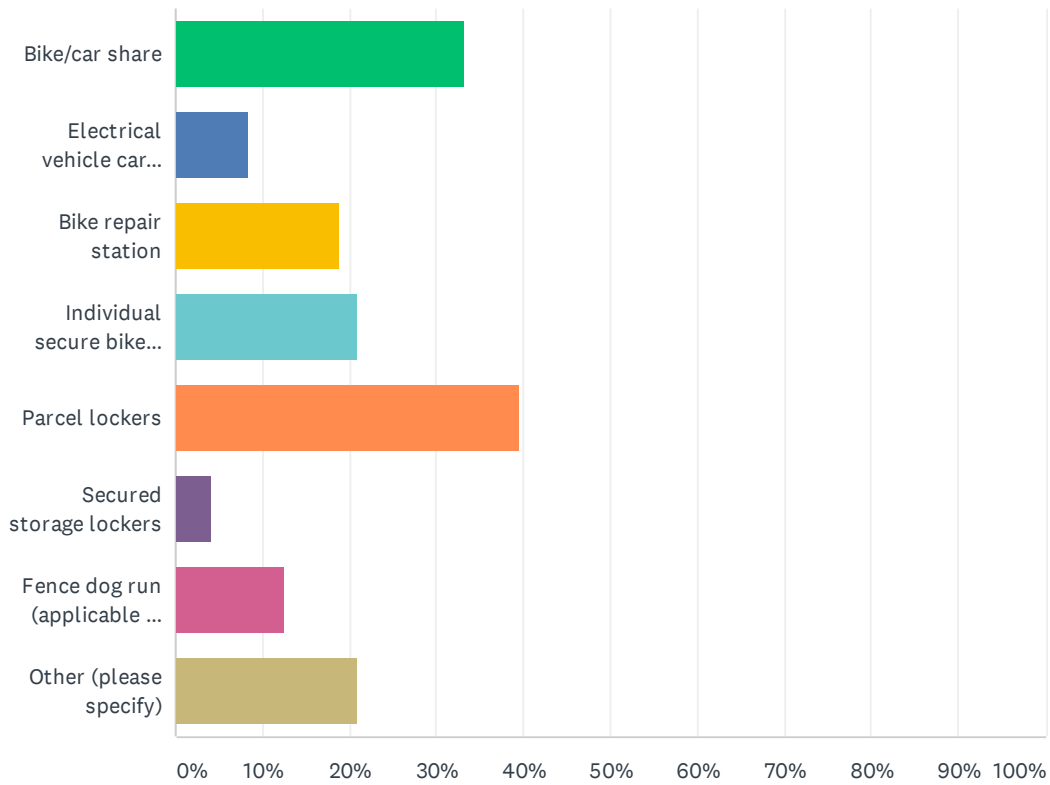


ANSWER CHOICES	RESPONSES	
Yes	80.28%	57
No	5.63%	4
Other (please specify)	14.08%	10
TOTAL		71

#	OTHER (PLEASE SPECIFY)	DATE
1	It would be nice if the office was open until 5:30pm or 6pm	2/28/2020 10:18 AM
2	Laundry and gym could be opened earlier than 6am. I like to work out early in the morning and my boyfriend often forgets his laundry in the dryer because he is so tired at night and needs to grab it in the morning, but has to leave at 6am to get to work in time.	2/28/2020 10:04 AM
3	Laundry could go just a bit later, 11pm	2/27/2020 9:05 PM
4	It's good, but I would like to be able to use the laundry room later at night	2/27/2020 2:18 PM
5	It would be very helpful to get the gym and laundry extended to 11pm	2/27/2020 1:27 PM
6	Should be open 24 hours because of my work and school hours	2/27/2020 11:47 AM
7	Laundry should be open 24/7 - people work shift work and it would make it less congested on weekends.	2/27/2020 11:00 AM
8	Would be nice to have 24 hour access to laundry room	2/18/2020 9:37 AM
9	Laundry room and exercise room should be open until midnight daily.	2/17/2020 11:35 PM
10	Laundry really needs to be available 24/7. This is something that MUST be looked at...	2/17/2020 2:55 PM

Q17 What other types of amenities would you like implemented? Check all options that may apply.

Answered: 48 Skipped: 25

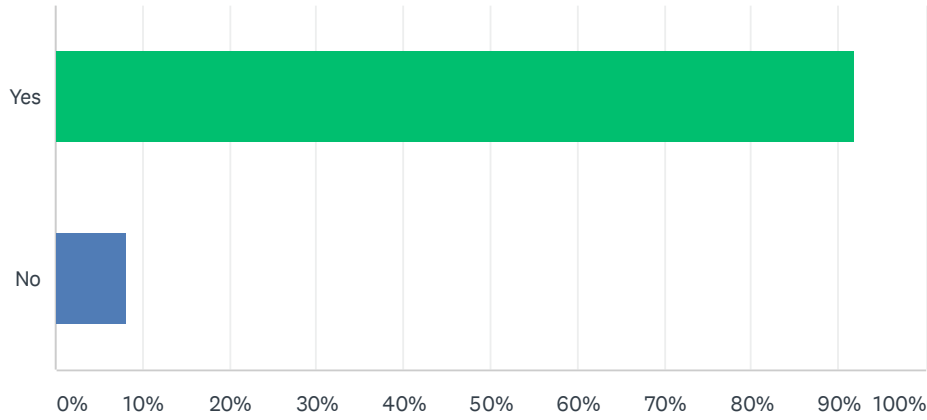


ANSWER CHOICES	RESPONSES	
Bike/car share	33.33%	16
Electrical vehicle car charging station	8.33%	4
Bike repair station	18.75%	9
Individual secure bike storage lockers	20.83%	10
Parcel lockers	39.58%	19
Secured storage lockers	4.17%	2
Fence dog run (applicable to pet friendly buildings)	12.50%	6
Other (please specify)	20.83%	10
Total Respondents: 48		

#	OTHER (PLEASE SPECIFY)	DATE
1	Washer/dryer in suite	2/27/2020 9:53 PM
2	Tennis practice wall move to other side	2/27/2020 1:55 PM
3	Vending machines!!! We used to have them and they were removed.	2/27/2020 11:00 AM
4	not applicable.	2/27/2020 10:43 AM
5	A bigger gym.	2/22/2020 11:26 PM
6	Specifically a glass recycling area. I am very satisfied with the recycling area in my building. I just wish residents would be more conscientious with their recycling habits.	2/21/2020 4:22 PM
7	Extra parcel locker, the one we have in the building gets full more often than not.	2/19/2020 9:48 AM
8	Garden Plots	2/18/2020 9:37 AM
9	Storage lockers should be opened by using our fobs instead of a key.	2/17/2020 11:35 PM
10	Vending machines, umbra the umbrella sharing station	2/17/2020 11:08 AM

Q18 Do you shop online?

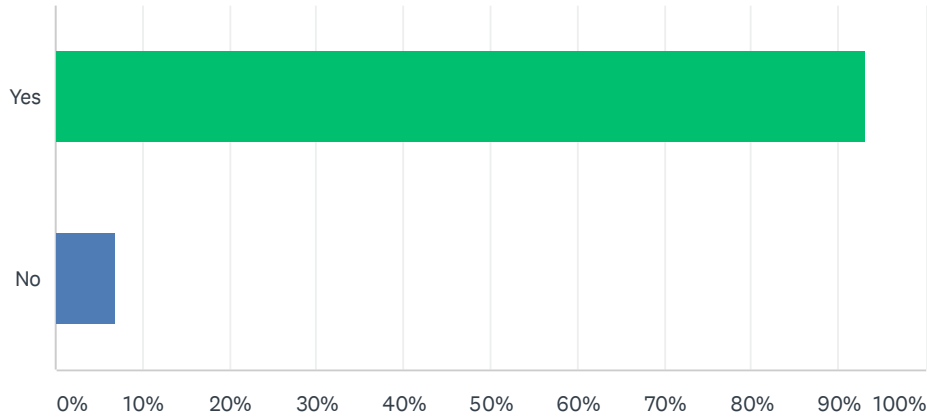
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	91.78% 67
No	8.22% 6
TOTAL	73

Q19 Do you have parcels delivered to your home?

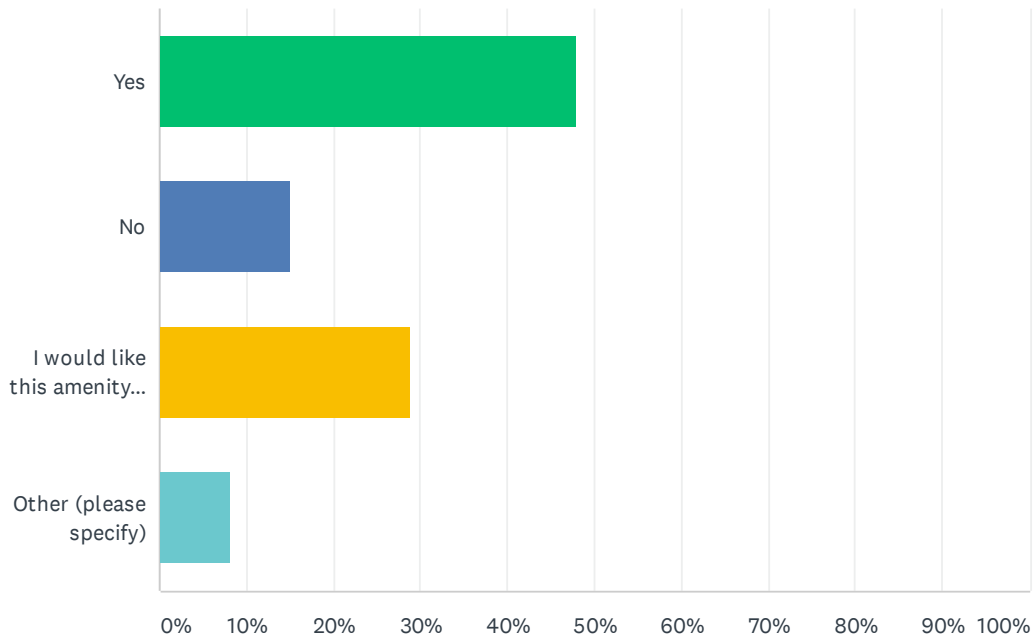
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	93.15%	68
No	6.85%	5
TOTAL		73

Q20 For your parcels, if your building has Snaile Parcel Lockers to accept your parcels, do you use this amenity?

Answered: 73 Skipped: 0

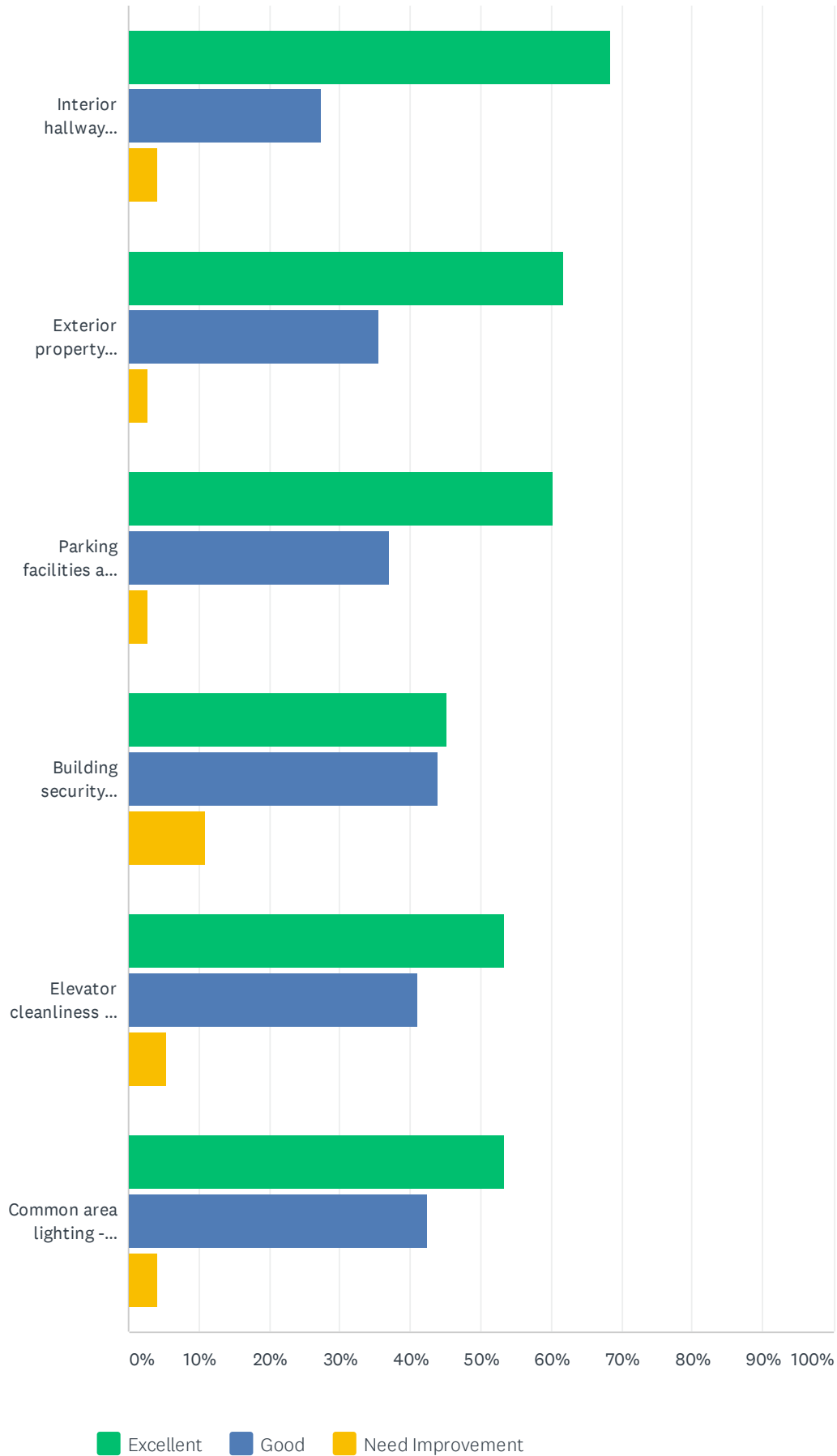


ANSWER CHOICES	RESPONSES	
Yes	47.95%	35
No	15.07%	11
I would like this amenity considered for my building.	28.77%	21
Other (please specify)	8.22%	6
TOTAL		73

#	OTHER (PLEASE SPECIFY)	DATE
1	Are these the same as Canada Post? Or something else?	2/28/2020 10:18 AM
2	if this is the large mail lockers that require a key to use, I do enjoy them and enjoy having the option to use them, however i am unsure of how to specify to the building or to the carrier that this option is available and preferred if I am not in to accept said parcel.	2/27/2020 11:07 AM
3	We have the Canada post box, it seems to work!!	2/27/2020 11:00 AM
4	Ttyg	2/18/2020 9:38 PM
5	I don't know what that is.	2/17/2020 11:35 PM
6	Some parcel services do not use the box, which can be inconvenient.	2/17/2020 12:03 PM

Q21 How do you rate the condition on the following building qualities?

Answered: 73 Skipped: 0

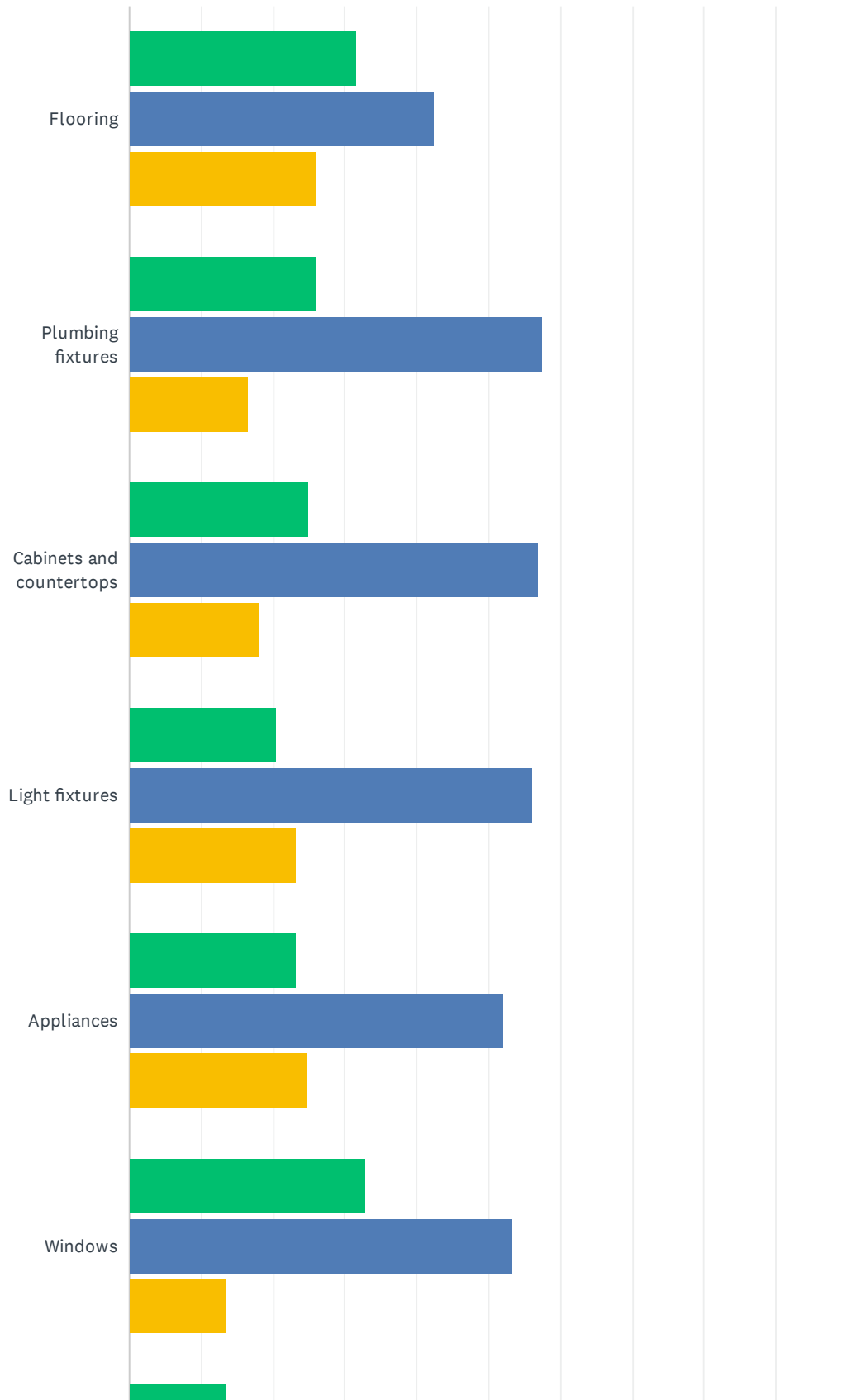


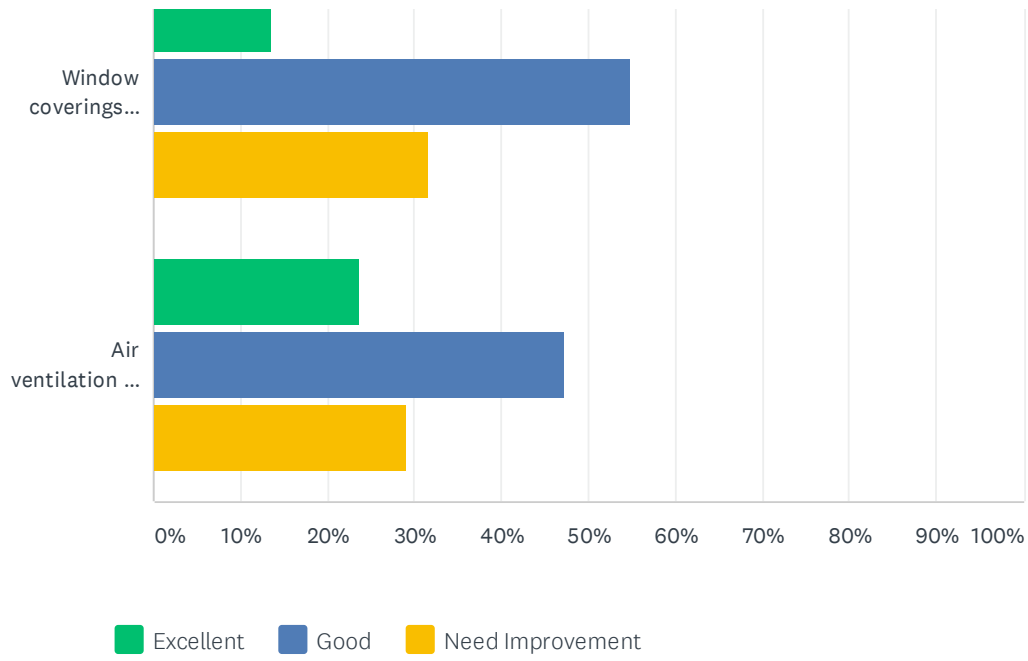
	EXCELLENT	GOOD	NEED IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
Interior hallway cleanliness and appearance	68.49% 50	27.40% 20	4.11% 3	73	1.63
Exterior property cleanliness including the landscaping, walkways and grounds	61.64% 45	35.62% 26	2.74% 2	73	1.77
Parking facilities and roadways	60.27% 44	36.99% 27	2.74% 2	73	1.79
Building security (secure access doors, parking access, etc.)	45.21% 33	43.84% 32	10.96% 8	73	2.10
Elevator cleanliness an reliability	53.42% 39	41.10% 30	5.48% 4	73	1.93
Common area lighting - interior and exterior	53.42% 39	42.47% 31	4.11% 3	73	1.93

#	OTHER (PLEASE SPECIFY)	DATE
1	The property management should warn residents not to use the parkade as an exit point on foot. People might get hit by vehicles entering/exiting the parkade There are also parents who let their children ride their bikes in the parkade making it a playground	2/27/2020 9:53 PM
2	Less smoking out front would be nice	2/27/2020 9:05 PM
3	Overall great living conditions	2/27/2020 1:27 PM
4	Our mail room has been broken into more than once. One day I found the mail lockers to be completely unlocked - could open the entire bank of boxes.	2/27/2020 11:00 AM
5	Elevators are often very slow. Improvement would be welcome.	2/26/2020 2:45 PM
6	I'm not sure why there were gates installed in the court yard... seems unnecessary and loud...	2/18/2020 9:37 AM
7	Confusing buzz number. Don't align with unit number and causing parcel delivery never arrive. Especially with purolator - the are the worst	2/17/2020 12:15 PM
8	Hard to rate an economy building against those being constructed today	2/17/2020 11:00 AM

Q22 How do you rate the following rental suite qualities?

Answered: 73 Skipped: 0



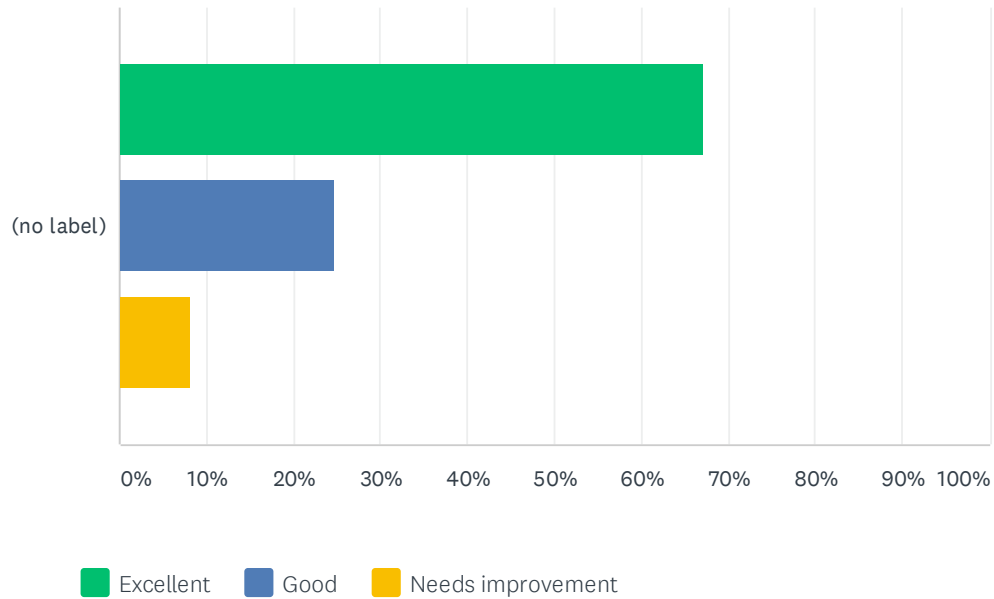


	EXCELLENT	GOOD	NEED IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
Flooring	31.51% 23	42.47% 31	26.03% 19	73	2.37
Plumbing fixtures	26.03% 19	57.53% 42	16.44% 12	73	2.48
Cabinets and countertops	25.00% 18	56.94% 41	18.06% 13	72	2.50
Light fixtures	20.55% 15	56.16% 41	23.29% 17	73	2.59
Appliances	23.29% 17	52.05% 38	24.66% 18	73	2.53
Windows	32.88% 24	53.42% 39	13.70% 10	73	2.34
Window coverings (blinds)	13.70% 10	54.79% 40	31.51% 23	73	2.73
Air ventilation and heating	23.61% 17	47.22% 34	29.17% 21	72	2.53

#	OTHER (PLEASE SPECIFY)	DATE
1	It is often too hot in our apartment in the summer, making it difficult to maintain the cleanliness of the suite when it is too hot to do heavy cleaning.	2/28/2020 10:04 AM
2	Although maintenance had made a lot of efforts in removing the mold in our second bedroom. The outside ledge where water accumulates brings back the mold in the small bedroom in my suite	2/27/2020 9:53 PM
3	Nothing is excellent. Why don't the rooms have lights? Windows could be much more sound resistant.	2/27/2020 9:05 PM
4	Neighbours cooking smells can travel under doors and into my suite. Heating dial is either on if you dial it to max, or not at all if you go any lower. There is no in between. Electric heating would be nice instead of a manual dial.	2/27/2020 5:14 PM
5	More insulation? Heating bill was very high last few months.	2/27/2020 1:55 PM
6	For the plumbing I find that whenever I take a shower I have to brace myself for a few inevitable cold spells. I'm not sure if this is due to pipes or other suites using water at the same time effecting my own water but it's something I could definitely live without. I also find that during cold weather the condensation in my apartment causes water to pool and overflow around my windows unless I leave the windows open all day but that can be uncomfortable in the winter.	2/27/2020 11:07 AM
7	Air ventilation especially in summer is very poor. Suites are like solar panels and get very hot in summer. Also the windows in the bedrooms are single pane I believe and do not cut out any street noise. All summer I hear noise from the tennis courts and basketball courts which can be annoying.	2/27/2020 10:43 AM
8	Would be nice if windows and/balcony doors had screens. Mosquitoes can be a nuisance in summer.	2/26/2020 2:45 PM
9	Bathroom vent and kitchen exhaust are extremely loud. My unit is out of date. Carpet and tiles should be replaced with laminate wood with above average sound dampening as I can hear when a man pees on a floor above me or hear tenants hammering in a suite across and to the left of my suite. Toilet seat curves are difficult to clean. Kitchen counter top looks very old. Kitchen cabinets look dirty because of discoloring. The blinds are awful because they won't close properly that sun still comes through the gaps. In conclusion, my unit looks very old whereas some tenants don't even have carpets anymore and I see tenants having nicer countertops than mine.	2/17/2020 11:35 PM
10	My neighbour is grandfathered such that they are able to smoke in their suite. I wish there was a way to improve the ventilation between mine and their suite as I can sometimes smell them when they smoke in their bedroom.	2/17/2020 2:25 PM
11	Hate the carpet. Hard to maintain. Appliance are working but old	2/17/2020 12:15 PM
12	A lot of condensation build up this year.	2/17/2020 12:09 PM

Q23 How do you rate the building's recycling program?

Answered: 73 Skipped: 0

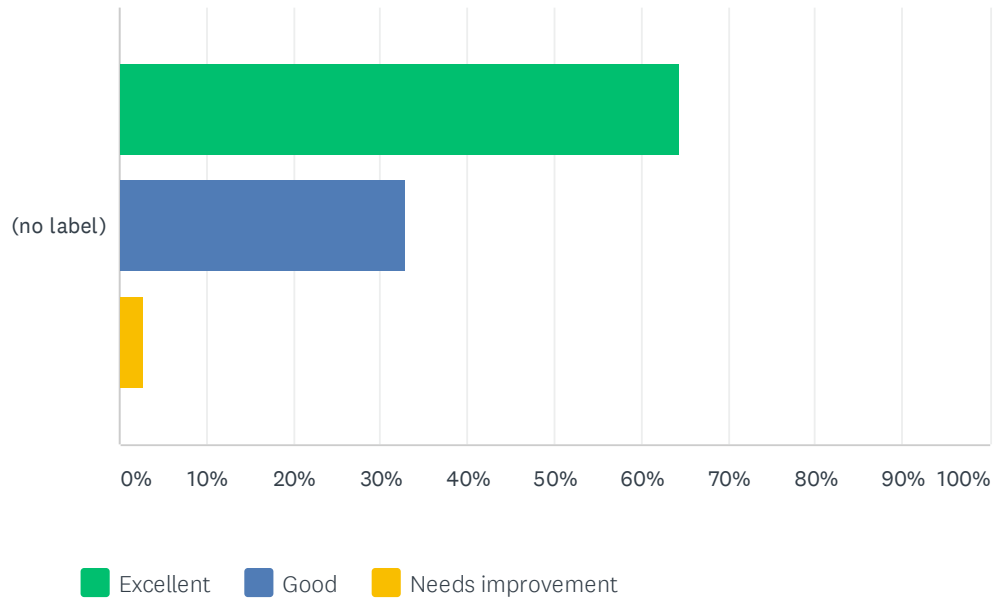


	EXCELLENT	GOOD	NEEDS IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
(no label)	67.12%	24.66%	8.22%	73	1.41
	49	18	6		

#	OTHER (PLEASE SPECIFY)	DATE
1	Should accept more styrofoam types though.	2/27/2020 9:05 PM
2	It's a great program, just needs more space and bins	2/27/2020 1:27 PM
3	I love it!	2/21/2020 4:22 PM
4	Recycling either needs more bins or needs to be picked up more often. By midway though the week bins are full and by the end of the week they are overflowing	2/18/2020 8:19 AM
5	I noticed that during the weekend the recycling bins are overflowing.	2/17/2020 11:35 PM
6	Having seen the recycling programs in buildings that friends live in, I can easily say that the program set up here is the best. I really appreciate the diversity in recycling options we have.	2/17/2020 12:56 PM

Q24 Are the recycling signs and tip sheets understandable and readable?

Answered: 73 Skipped: 0

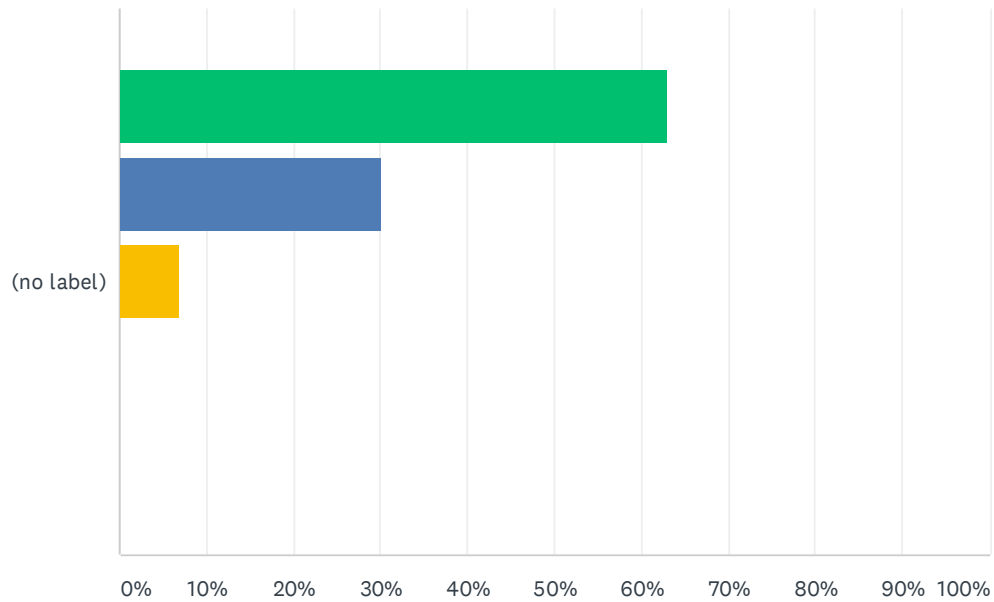


	EXCELLENT	GOOD	NEEDS IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
(no label)	64.38%	32.88%	2.74%	73	1.38
	47	24	2		

#	OTHER (PLEASE SPECIFY)	DATE
1	I just wish residents would put a bit more effort into it sometimes.	2/21/2020 4:22 PM
2	Most older Chinese just throw everything into the blue bins without a care in the world. This includes garbage, cardboard and greens...	2/17/2020 2:55 PM
3	It's not clear that you can also recycle paper in the cardboard bin on P1 in my building.	2/17/2020 2:25 PM
4	Suggestion: may be posting the same signs in various languages? At least the ones mostly spoken in Vancouver: not everyone is fluent in English.	2/17/2020 12:30 PM

Q25 How important is protecting the environment and reducing greenhouse gases to you?

Answered: 73 Skipped: 0



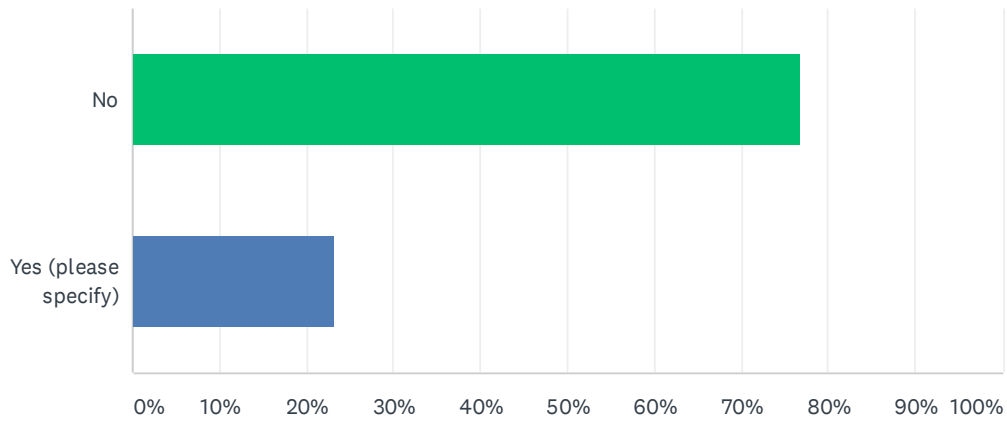
■ Very important
 ■ Important
 ■ No opinion
 ■ Not important
■ Not a concern for me.

	VERY IMPORTANT	IMPORTANT	NO OPINION	NOT IMPORTANT	NOT A CONCERN FOR ME.	TOTAL	WEIGHTED AVERAGE
(no label)	63.01% 46	30.14% 22	6.85% 5	0.00% 0	0.00% 0	73	1.44

#	OTHER (PLEASE SPECIFY)	DATE
1	Really happy with the environmental program; the elevator notices on recycling are helpful	2/27/2020 1:27 PM

Q26 Do you have any suggestions for ways that we can further encourage our residents to recycle or save energy?

Answered: 73 Skipped: 0

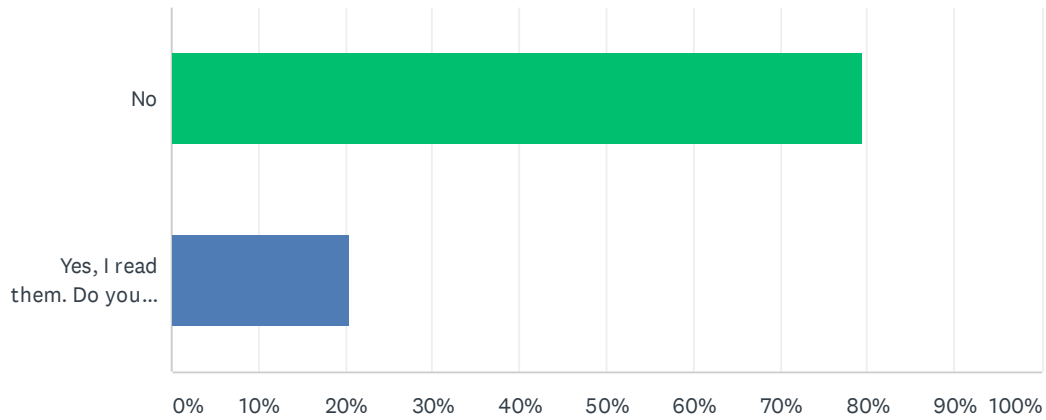


ANSWER CHOICES	RESPONSES	
No	76.71%	56
Yes (please specify)	23.29%	17
TOTAL		73

#	YES (PLEASE SPECIFY)	DATE
1	more energy saving light fixtures and bulbs.	3/7/2020 12:49 PM
2	Add more recycling bins	2/27/2020 9:38 PM
3	More posters about reducing use as well as just what goes where	2/27/2020 9:05 PM
4	Change the heating system. It is very old and not energy efficient. Baseboard hearing system would be much better.	2/27/2020 5:14 PM
5	One suggestion is to have a bigger signs above each bin so people pay more attention .	2/27/2020 1:52 PM
6	I'm	2/27/2020 12:02 PM
7	Sometimes, separating the garbage from recyclables can be a little "disgusting", and nobody wants to bring gloves every time downstairs, we usually take out our garbage and recyclables when we are going to the car parking. Having a small sink in the area with detergent would encourage people to deal with their stuff. I would appreciate having this.	2/27/2020 11:33 AM
8	Garburators in the suites. Would save a ton on compost pick ups.	2/27/2020 11:00 AM
9	More cameras in the recycling space & monetary fines for not recycling properly.	2/21/2020 4:22 PM
10	Have more bins available. I find that one the weekends or close to collection dates a lot of the bins are overflowing with items.	2/19/2020 9:48 AM
11	If the bins are emptied more often then it is easier to recycle. When they are overflowing it feels easier to just throw things out instead of leaving stuff all over the floor	2/18/2020 8:19 AM
12	Provide tenants with energy saving light bulbs.	2/17/2020 11:35 PM
13	Maybe some kind of money discount program, rent discount, or just cash prize	2/17/2020 2:55 PM
14	Encourage people to also recycle paper products in the cardboard bin.	2/17/2020 2:25 PM
15	I've seen the rental office monitors and computers left running, I think it'd be a good time to lead with an example. By turning off the montiors when not in use or putting the computers to sleep. A. It protects privacy B. Saves energy.	2/17/2020 12:30 PM
16	Shows poster on how recycling could affects our life. The good and the bads	2/17/2020 12:15 PM
17	Have an orientation meeting for all new tenants about 30 days after they move in	2/17/2020 11:00 AM

Q27 Do you read our semi-annual Newsletters?

Answered: 73 Skipped: 0

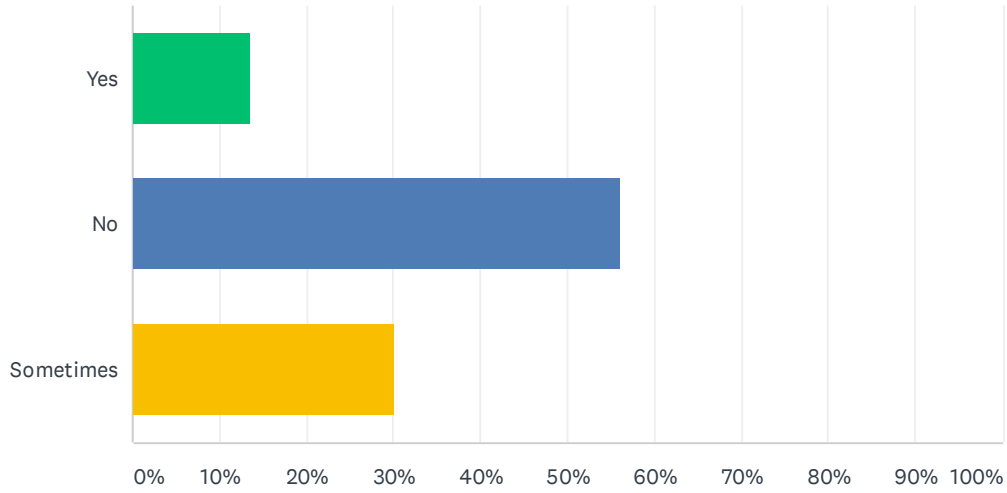


ANSWER CHOICES	RESPONSES	
No	79.45%	58
Yes, I read them. Do you find them informative? (please specify)	20.55%	15
TOTAL		73

#	YES, I READ THEM. DO YOU FIND THEM INFORMATIVE? (PLEASE SPECIFY)	DATE
1	They are good source of information great way to keep connections with residents.	3/7/2020 12:49 PM
2	On occasion. I've only seen them on the rentals page.	2/28/2020 10:18 AM
3	I dont get them	2/27/2020 9:53 PM
4	Yes, it is quite informative	2/27/2020 9:38 PM
5	Yes	2/27/2020 1:15 PM
6	Yes	2/27/2020 12:02 PM
7	Yes	2/27/2020 11:47 AM
8	I have never received them.	2/22/2020 11:26 PM
9	Yes	2/19/2020 7:01 PM
10	Yes I like getting the updates and knowing whats happening and upcoming along with the memos throughout the building	2/18/2020 9:37 AM
11	I do find them informative in helpful in their tips.	2/17/2020 12:56 PM
12	Yes	2/17/2020 12:03 PM
13	Don't recall seeing one	2/17/2020 11:00 AM
14	Haven't received one	2/17/2020 10:51 AM
15	Informative	2/17/2020 10:29 AM

Q28 Do you attend the Resident Appreciation events?

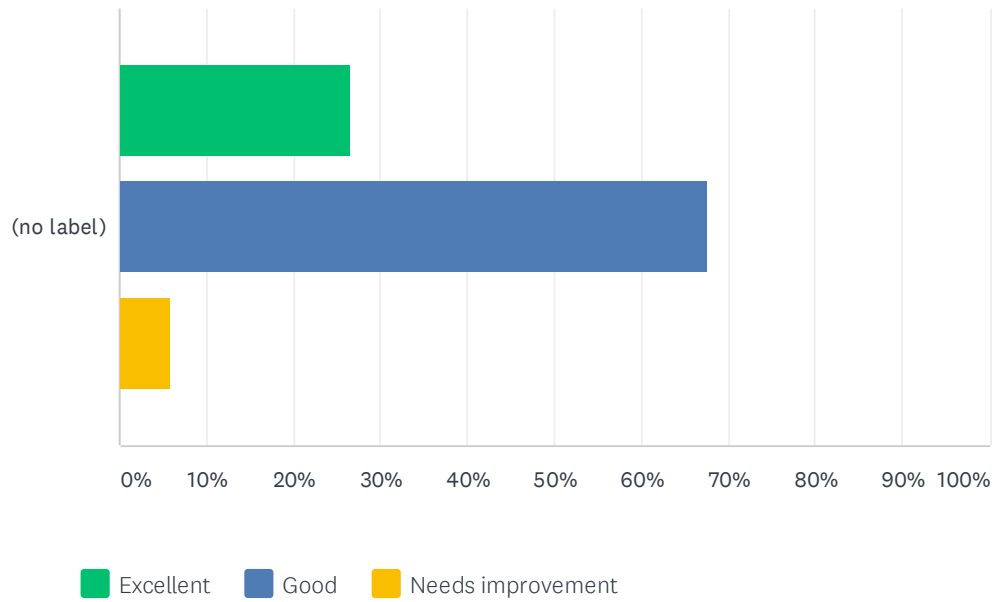
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	13.70%	10
No	56.16%	41
Sometimes	30.14%	22
TOTAL		73

Q29 If you have attended, rate the Resident Appreciation events that you have attended. If you have not attended any events, skip to Question #30.

Answered: 34 Skipped: 39

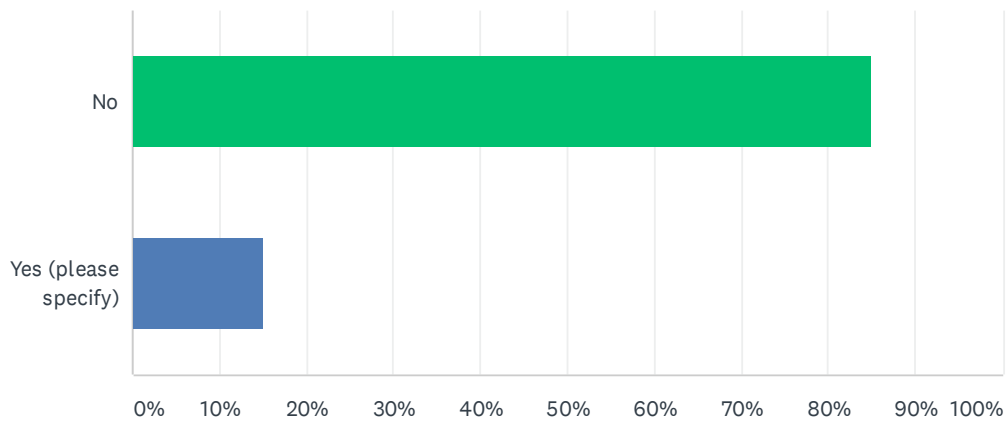


	EXCELLENT	GOOD	NEEDS IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
(no label)	26.47% 9	67.65% 23	5.88% 2	34	1.79

#	COMMENTS (PLEASE SPECIFY)	DATE
1	I start work early so timing can be an issue	3/1/2020 3:47 PM
2	The 2018 event was more organized.	2/27/2020 9:53 PM
3	Had a burger and chatted with other tenants and with staff.	2/26/2020 2:45 PM
4	Would there be a possibility for me to help out? I used to be a Community Advisor for 2 years at SFU. I have a B.A. in Public Administration and I enjoy planning community events.	2/21/2020 4:22 PM
5	it would be nice to have more often.	2/18/2020 9:22 AM

Q30 Is there any type of event that you are interested for our consideration?

Answered: 73 Skipped: 0

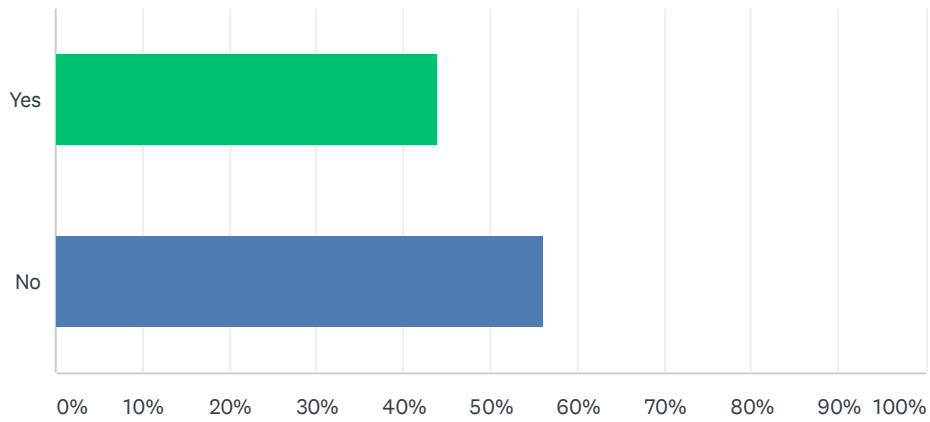


ANSWER CHOICES	RESPONSES	
No	84.93%	62
Yes (please specify)	15.07%	11
TOTAL		73

#	YES (PLEASE SPECIFY)	DATE
1	music night	2/28/2020 10:14 PM
2	Christmas party would be nice	2/27/2020 9:53 PM
3	Yard sale	2/27/2020 8:22 PM
4	I	2/27/2020 12:02 PM
5	Community Events that encourage a safe space for dialogue (i.e. a Philosopher's Cafe). Also, events that create dialogue around ways in which people can do small things for large-scale change (i.e. Environmental-Awareness talk or a talk about how to recycle your items properly!). A community space for posters (that have to be approved at the Rental Office) about events and/or volunteer opportunities in the community.	2/21/2020 4:22 PM
6	Is there room for a community garden for Collingwood Village residents?	2/19/2020 9:48 AM
7	Similar professions meet and greet activity, volunteer group.	2/18/2020 9:22 AM
8	I'm very much impressed with the inclusiveness of the community, how about hosting a pot luck share or LGBTQ movie night or something	2/17/2020 12:30 PM
9	Board games night	2/17/2020 11:08 AM
10	"Seniors" event. We have monthly events for all residents, but there are a number of seniors that should be focused upon. Concert management (legal department?) seem overly concerned that the use of the word senior would appear to exclude others, resulting in a human rights claim	2/17/2020 11:00 AM
11	Fitness/yoga class	2/17/2020 10:29 AM

Q31 Do you participate in the CommunityWorks held at the building (food/clothing drives and charity donations)?

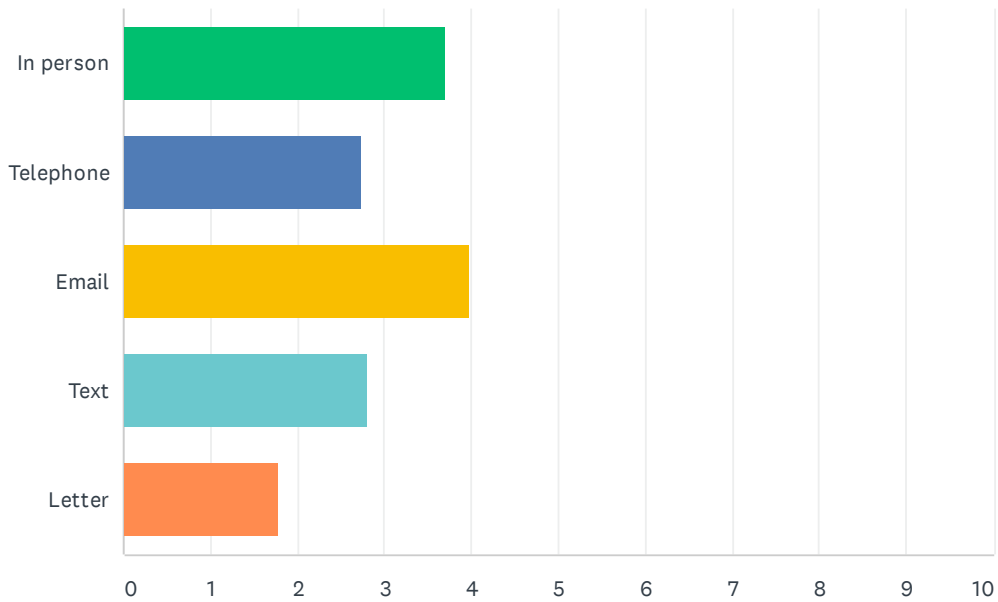
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	43.84%	32
No	56.16%	41
TOTAL		73

Q32 If you had a choice, how do you prefer to communicate with Concert? Rank in the order from top choice 1 to last choice 5.

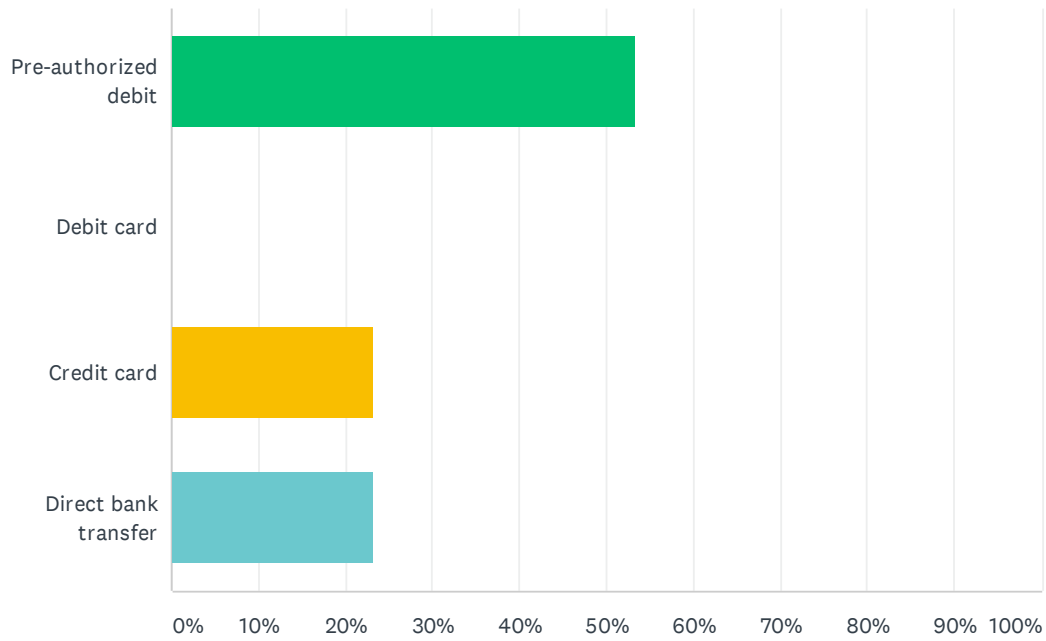
Answered: 73 Skipped: 0



	1	2	3	4	5	TOTAL	SCORE
In person	36.99% 27	21.92% 16	23.29% 17	9.59% 7	8.22% 6	73	3.70
Telephone	9.59% 7	19.18% 14	21.92% 16	35.62% 26	13.70% 10	73	2.75
Email	42.47% 31	28.77% 21	17.81% 13	5.48% 4	5.48% 4	73	3.97
Text	8.22% 6	17.81% 13	28.77% 21	36.99% 27	8.22% 6	73	2.81
Letter	2.74% 2	12.33% 9	8.22% 6	12.33% 9	64.38% 47	73	1.77

Q33 If you had a choice, what payment method would you prefer to pay your rent?

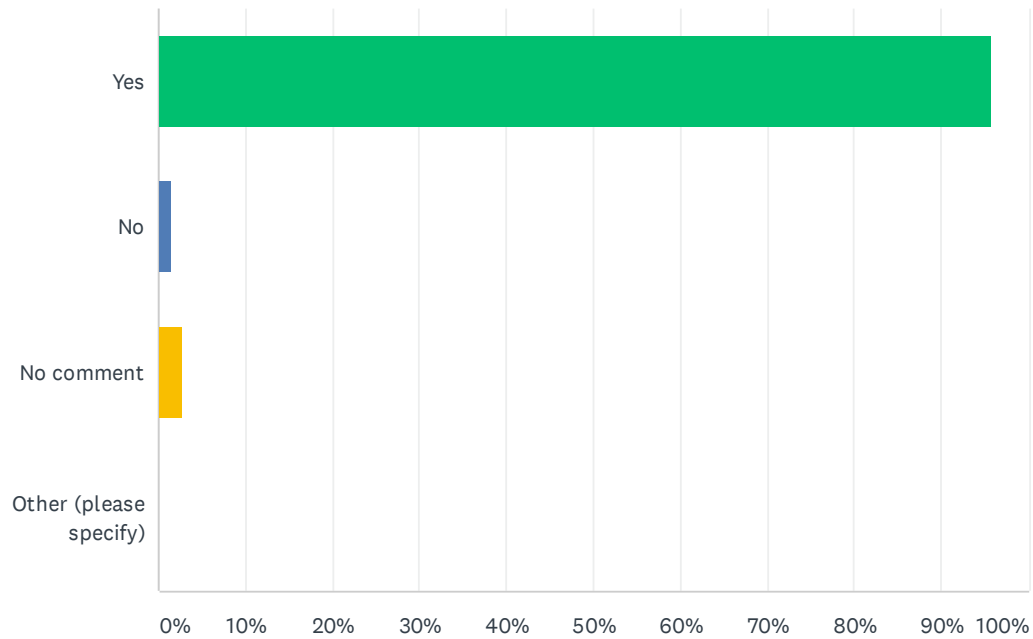
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Pre-authorized debit	53.42%	39
Debit card	0.00%	0
Credit card	23.29%	17
Direct bank transfer	23.29%	17
TOTAL		73

Q34 How likely is it that you would consider recommending family and friends to rent with Concert?

Answered: 73 Skipped: 0

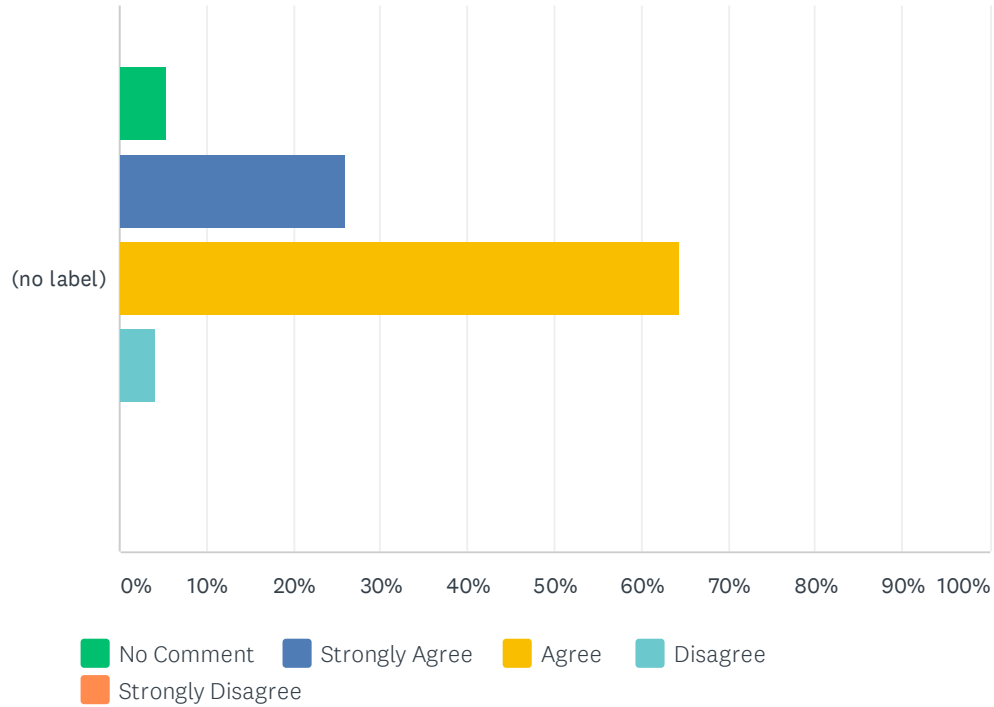


ANSWER CHOICES	RESPONSES
Yes	95.89% 70
No	1.37% 1
No comment	2.74% 2
Other (please specify)	0.00% 0
TOTAL	73

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q35 To what extent do you agree or disagree with the following statement: "I feel welcome in my community and feel like I belong here."

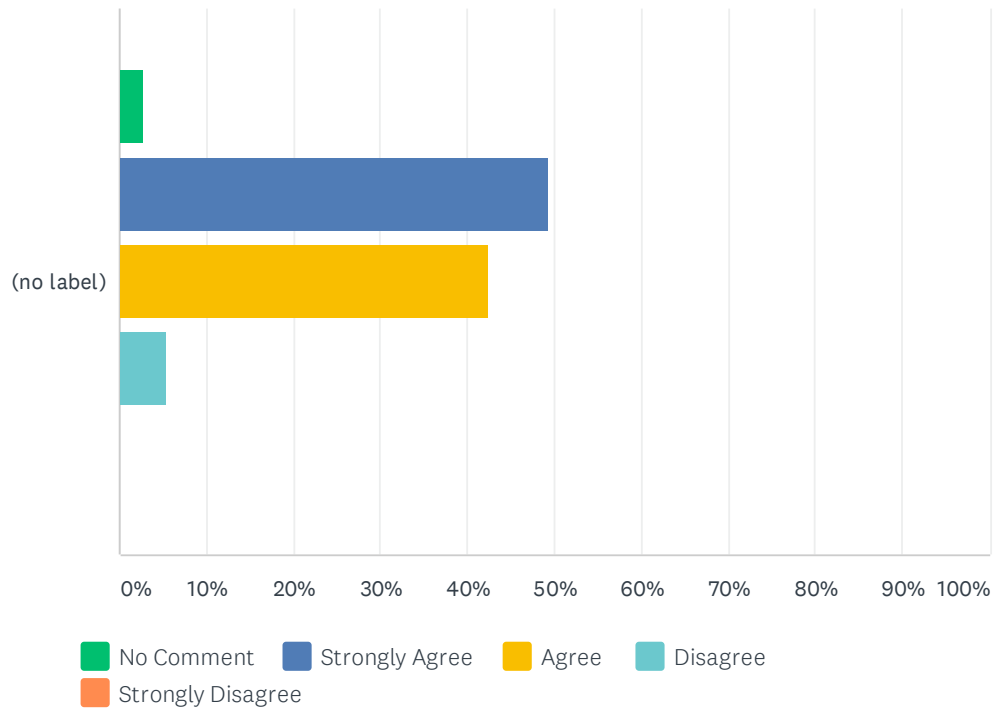
Answered: 73 Skipped: 0



	NO COMMENT	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	5.48% 4	26.03% 19	64.38% 47	4.11% 3	0.00% 0	73	1.99

Q36 To what extent do you agree or disagree with the following statement: "I feel safe arriving home alone after dark."

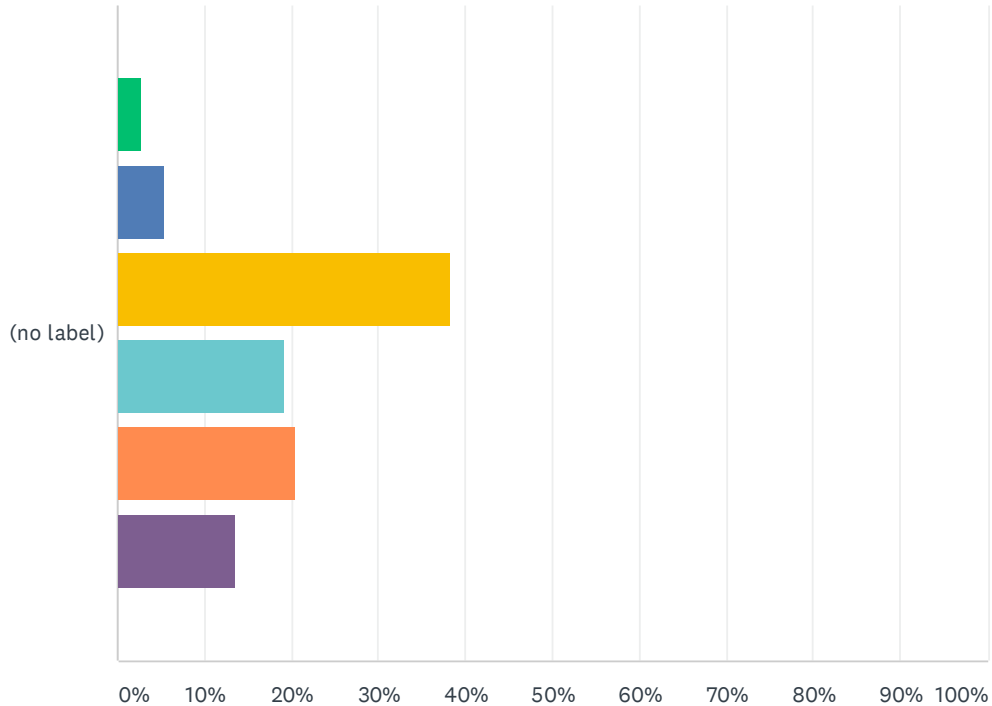
Answered: 73 Skipped: 0



	NO COMMENT	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	2.74% 2	49.32% 36	42.47% 31	5.48% 4	0.00% 0	73	2.03

Q37 Approximately how often do you have conversations with your neighbours? This could be anything from "Hello, how are you?" to more significant chats?

Answered: 73 Skipped: 0

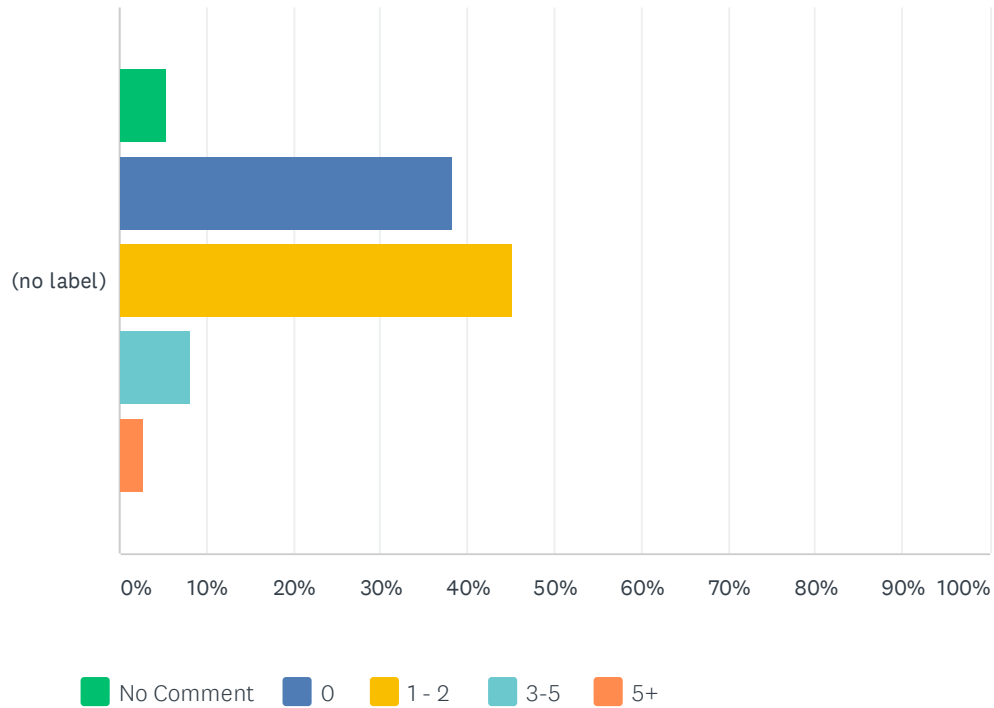


■ No Comment
 ■ Everyday
 ■ A few times a week
 ■ 2 - 3 times per month
■ Once a month
 ■ Never

	NO COMMENT	EVERYDAY	A FEW TIMES A WEEK	2 - 3 TIMES PER MONTH	ONCE A MONTH	NEVER	TOTAL	WEIGHTED AVERAGE
(no label)	2.74% 2	5.48% 4	38.36% 28	19.18% 14	20.55% 15	13.70% 10	73	2.99

Q38 How many neighbours do you know well enough to ask for assistance from if the situation should arise? (Example: People living in your building/complex or those living in your block.)

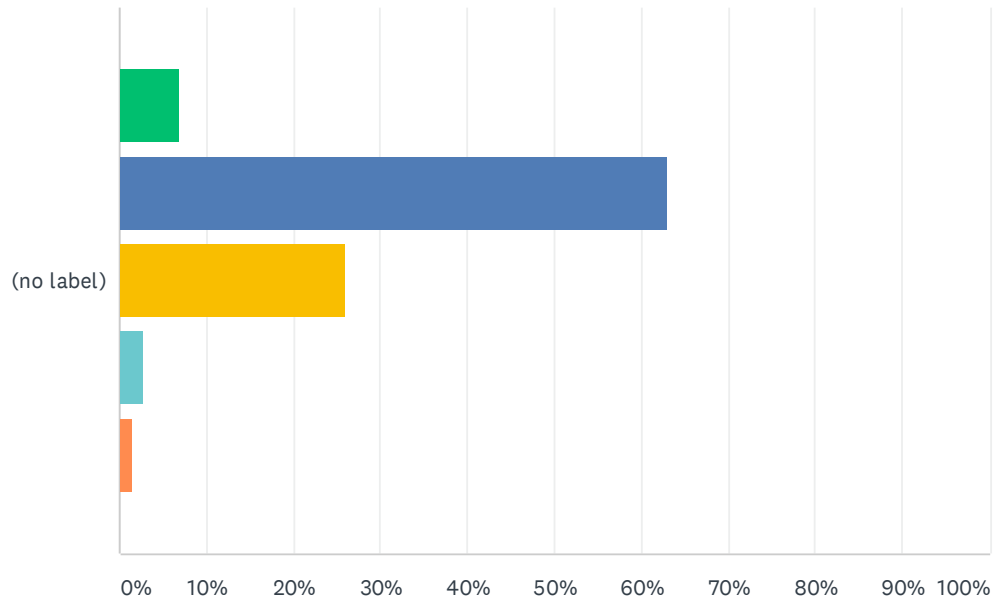
Answered: 73 Skipped: 0



	NO COMMENT	0	1 - 2	3-5	5+	TOTAL	WEIGHTED AVERAGE
(no label)	5.48%	38.36%	45.21%	8.22%	2.74%		
	4	28	33	6	2	73	1.97

Q39 How many neighbours do you consider as 'friends'?

Answered: 73 Skipped: 0

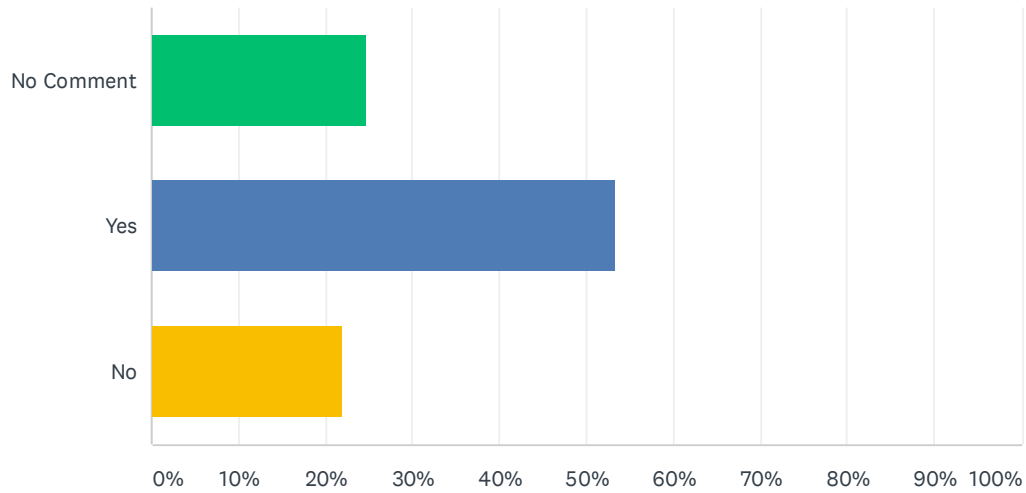


■ No Comment
 ■ 0
 ■ 1 - 2
 ■ 3 - 5
 ■ 5 +

	NO COMMENT	0	1 - 2	3 - 5	5 +	TOTAL	WEIGHTED AVERAGE
(no label)	6.85%	63.01%	26.03%	2.74%	1.37%	73	1.95
	5	46	19	2	1		

Q40 Would you like to get to know your neighbours better?

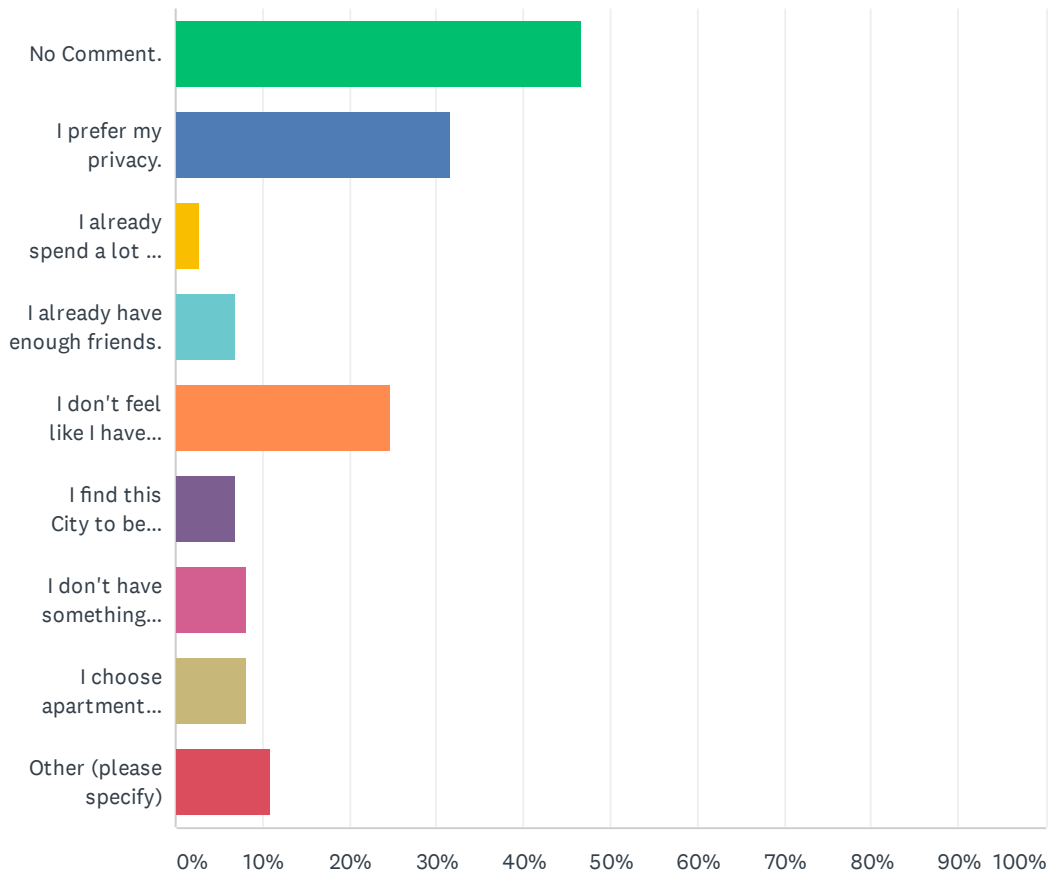
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES
No Comment	24.66% 18
Yes	53.42% 39
No	21.92% 16
TOTAL	73

Q41 If no, what makes you NOT want to get to know your neighbours? Check all options that may apply.

Answered: 73 Skipped: 0

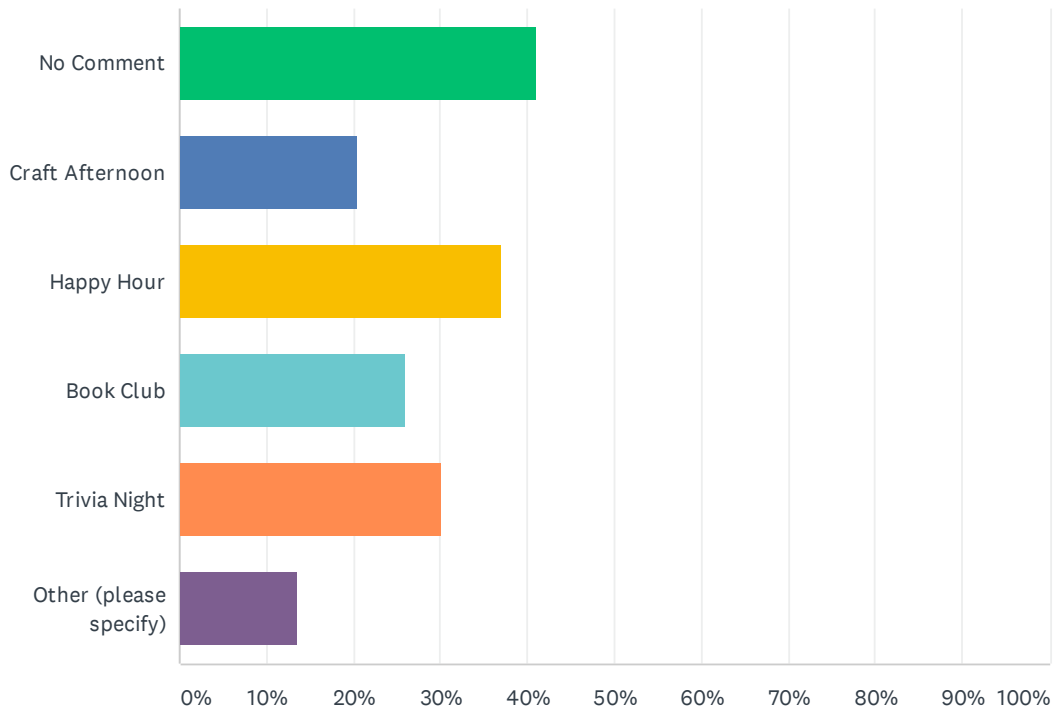


ANSWER CHOICES	RESPONSES	
No Comment.	46.58%	34
I prefer my privacy.	31.51%	23
I already spend a lot of time with my neighbours.	2.74%	2
I already have enough friends.	6.85%	5
I don't feel like I have enough time.	24.66%	18
I find this City to be unfriendly.	6.85%	5
I don't have something important to offer.	8.22%	6
I choose apartment living as it is more private.	8.22%	6
Other (please specify)	10.96%	8
Total Respondents: 73		

#	OTHER (PLEASE SPECIFY)	DATE
1	there is not a lot situation that i may have a conversation with my neighbours	2/28/2020 10:14 PM
2	Too shy	2/27/2020 9:05 PM
3	I'd like to get to know my neighbours very much but i find it difficult to introduce myself or find opportunities to do so.	2/27/2020 11:07 AM
4	I said yes, although I like privacy too.	2/26/2020 2:45 PM
5	Nobody speaks english or they pretend not to...Very alienating but that's Vancouver for you. Feel like an outcast in my own city..	2/17/2020 2:55 PM
6	I would like to get to know my neighbours better but find I don't have the time to come to the events.	2/17/2020 12:56 PM
7	Why do does this question require an answer when the previous question was answered yes?	2/17/2020 11:00 AM
8	Work schedule doesn't leave much time for socialisation. Always on the move.	2/17/2020 10:51 AM

Q42 To promote the feeling of community at your building, are there any additional events that we can offer? Check all options that may apply.

Answered: 73 Skipped: 0

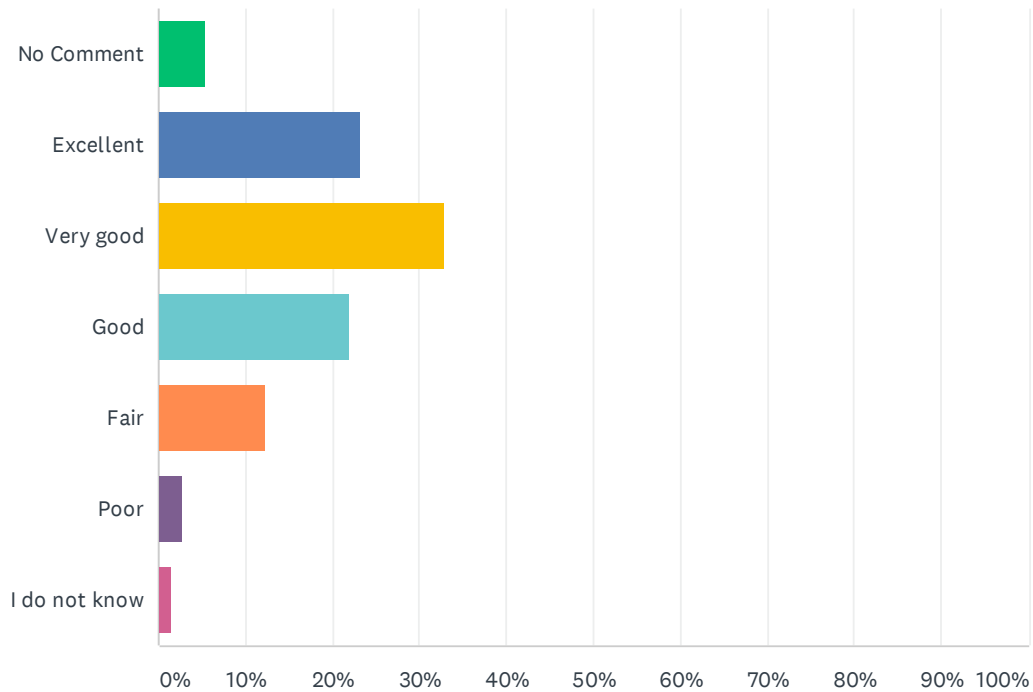


ANSWER CHOICES	RESPONSES	
No Comment	41.10%	30
Craft Afternoon	20.55%	15
Happy Hour	36.99%	27
Book Club	26.03%	19
Trivia Night	30.14%	22
Other (please specify)	13.70%	10
Total Respondents: 73		

#	OTHER (PLEASE SPECIFY)	DATE
1	Board game night.	2/28/2020 10:18 AM
2	Zumba class	2/27/2020 9:53 PM
3	None	2/27/2020 12:04 PM
4	A murder mystery night or fun trust building evenings would be fun. Also perhaps occasional events that are age appropriate. I admit that I tend to not often want to go to events that involve little children or the very elderly. Not never, just not often.	2/27/2020 11:07 AM
5	Community Events that encourage a safe space for dialogue (i.e. a Philosopher's Cafe). Also, events that create dialogue around ways in which people can do small things for large-scale change (i.e. Environmental-Awareness talk or a talk about how to recycle your items properly!). A community space for posters (that have to be approved at the Rental Office) about events and/or volunteer opportunities in the community.	2/21/2020 4:22 PM
6	Maybe a running club or a walking event?	2/19/2020 9:48 AM
7	Barbeque at the terrace or Christmas party or picnic during summer	2/18/2020 9:38 PM
8	Board games night	2/17/2020 11:08 AM
9	Hey Neighbour runs monthly events but hard to target different groups	2/17/2020 11:00 AM
10	Yoga class	2/17/2020 10:29 AM

Q43 In general, how would you rate your own personal health and wellness?

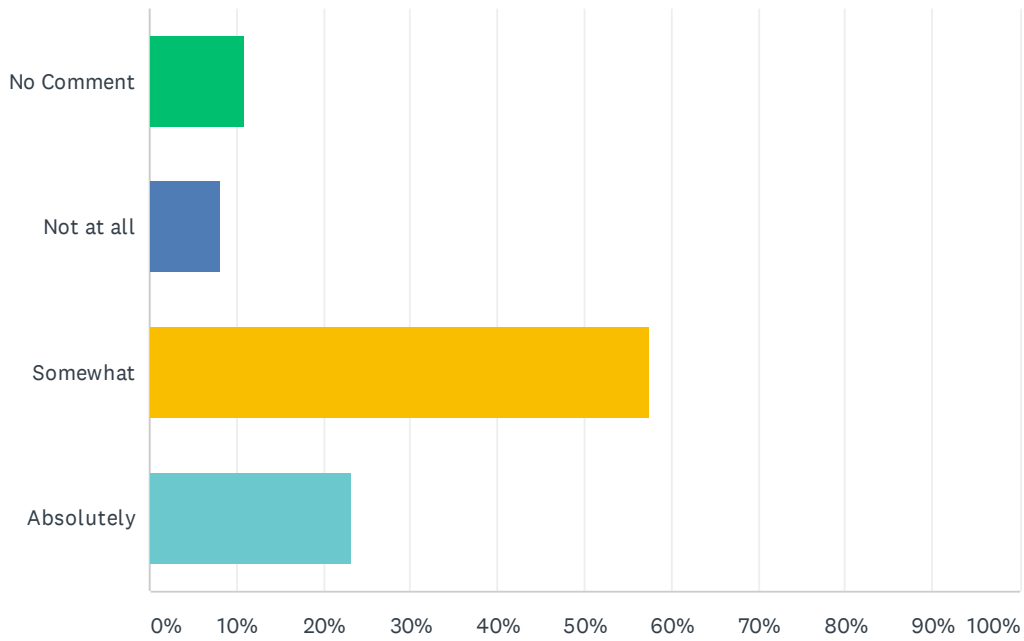
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
No Comment	5.48%	4
Excellent	23.29%	17
Very good	32.88%	24
Good	21.92%	16
Fair	12.33%	9
Poor	2.74%	2
I do not know	1.37%	1
TOTAL		73

Q44 Do you feel living in a Concert building helps facilitate a healthy lifestyle?

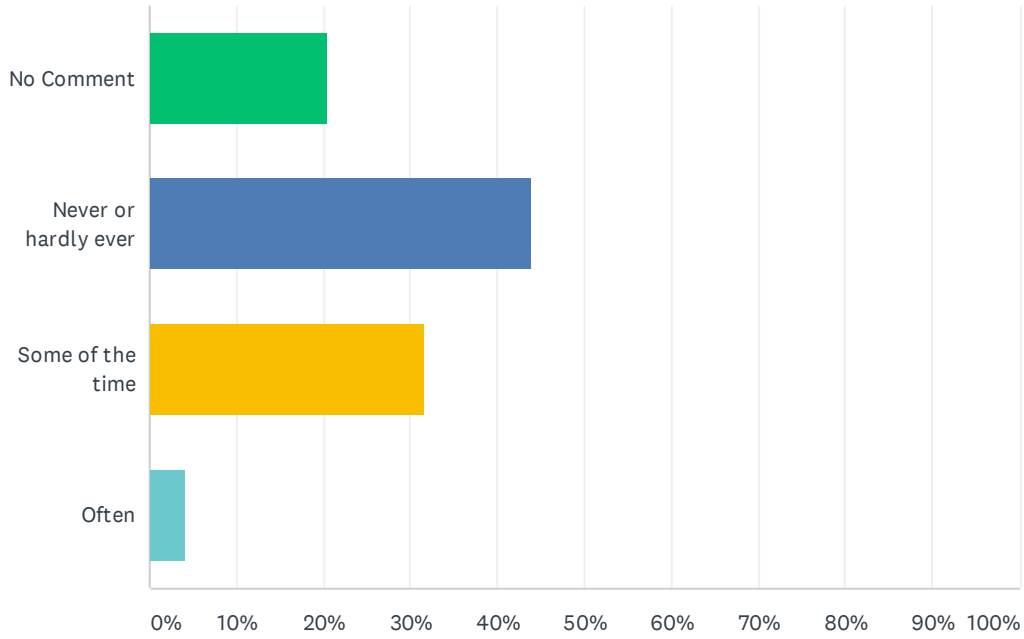
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
No Comment	10.96%	8
Not at all	8.22%	6
Somewhat	57.53%	42
Absolutely	23.29%	17
TOTAL		73

Q45 How often do you feel lonely?

Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
No Comment	20.55%	15
Never or hardly ever	43.84%	32
Some of the time	31.51%	23
Often	4.11%	3
TOTAL		73

Q46 Do you have any other comments or any other features that you feel may be important for Concert to consider from a renter's perspective for future rental developments? Please comment/describe below.

Answered: 18 Skipped: 55

#	RESPONSES	DATE
1	I do highly speak of your team. plz keep your momentum and doing your great job.	2/28/2020 10:14 PM
2	I like living here. Peter, Natalie, Matt and the Maintenance team are all doing a great job	2/27/2020 9:53 PM
3	Too much smoke drifts in the windows in the summer.	2/27/2020 9:05 PM
4	In the Remington apartment building lobby. There is a man who is always able to come in with a fob, but does not go to any suite. He has dark blonde hair, pulled back into a low ponytail. Wears a dark brown jacket with white collar. If you check the security camera by the front door you'll see He is there most nights around 8-10pm. He sits in the lobby on his phone. I have a feeling he doesn't live there. I have seen him wandering outside walking the block around 2am some nights. Not sure why one would sit in the lobby all night, if you have a suite in the building... It is someone concerning for the building and residents of The Remingtons safety.	2/27/2020 5:14 PM
5	- move tennis practice wall to other side since balls can go on road, and back side is much safer than road upfront - repaint the tennis practice wall -(bonus) get flood lights for tennis court so we can play at night :)	2/27/2020 1:55 PM
6	My concerns are: there have been numerous false alarms for the smoke detectors in our building. We have to walk all the stairs from the 18th floor and this is an inconvenience. Also, sometimes the building repairs which require to shut down the water, electricity and fire alarm test take too long.	2/27/2020 1:52 PM
7	Overall I think there's a lot being done already to make it a nice place to live. In suite laundry would be amazing	2/27/2020 1:27 PM
8	No	2/27/2020 12:04 PM
9	We should have a better gym installation and more space. Please, install our sink in the garbage room for washing our hands :-)	2/27/2020 11:33 AM
10	I think it would be nice to have a common area in the Remington where people can gather and converse. I also like the idea of having a pool table or two.	2/27/2020 11:07 AM
11	I love living in the Remington building. I have already recommended Concert to many of my friends, colleagues and coworkers. Concert has a way of humanizing the rental process that other rental companies have a habit of dehumanizing. The first time I applied to Concert Rentals, I knew this was the place I wanted to call home.	2/21/2020 4:22 PM
12	More events or tenants interaction	2/18/2020 9:38 PM
13	maybe changing the flooring in the suits, carpets are always harder to keep clean no matter what.	2/18/2020 1:10 PM
14	Keep up the good work. Rent assistant program would be nice (Similar to affordable housing) to have even though the rent isn't high as other places.	2/18/2020 9:22 AM
15	Having an in-suite laundry and laminate flooring with excellent noise dampening are very crucial to me. Carpets just collect dust. Having a bigger gym to me is not as important as having an in-suite laundry. This is one of the reasons I considered leaving the building in the past. There should also be an online login where tenants can view rules of the building. Providing an in-suite cleaning service would be great as well where tenants can sign up for a particular day and we can pay. If the management gets a quote it may be cheaper for the tenants.	2/17/2020 11:35 PM
16	In suite laundry or laundry service 24/7, air conditioning unit, two bedrooms should have a den as well.	2/17/2020 2:55 PM
17	Can my building not be pet friendly? You have several buildings in the area and last year you turned them all to be pet friendly. At least have one that's not allow pet. I have allergy and your sharing laundry room makes it worse. I can find pet hair on my laundry!! It might be from the previous user of the machine who is a pet owner. I found pet's pee on the elevator and on the corridor 2 times last year. It makes the building feels gross. I definitely consider moving out.	2/17/2020 11:08 AM
18	Bike storage room - not organized very well and not big enough. I ride at least 4 times a week and I'm always struggling to find a place for my bike.	2/17/2020 10:29 AM

