

A survey of Aquavista owners' satisfaction with the facilities and the property management company

Preliminary Report

Christine Prue

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Purpose & Methods

Purpose

This survey was initiated by the Board of Directors of the Aquavisata Owners association in order to obtain input from owners regarding their satisfaction with the facilities and the current property management company.

Methods

Survey Preparation and Approval

Christine Prue gathered sample surveys from on-line resources for condo associations and reviewed a number of surveys before developing her first draft. Lou Christian also drafted a survey. Chris and Lou worked together to develop a draft that was shared with the board for their review and approval. Board members made suggestions. After revisions were made, the final survey was approved by the board.

Survey Distribution and Collection

Debbie Fleming copied the survey and included it with quarterly assessment invoices mailed to owners in December 2015. Owners received a survey and a return envelope with a return due date of January 31, 2016. Each owner received a survey. Owners who own multiple surveys received a survey for each unit they owned. 84 surveys were mailed. Gulfview Properties received the returned envelopes with instructions to not open them. Gene Christian and Julie Hile opened envelopes with a GulfView staff member present to remove any quarterly assessment checks that may have been included with the survey. Checks were handed over to Gulfview for deposit. Surveys were gathered by Gene and Julie and delivered to Christine Prue on January 30th. Four surveys arrived in the mail on Monday, February 1st. Christine Prue received them from Gulfveiv staff, opening them to confirm that no checks were included. In all, thirty-two (32) completed surveys were received by the due date. The response rate was low at 38%.

Data Analysis

Christine Prue prepared this report which tallies the ratings and presents the verbatim text from comments provided by all respondents. Proportions were calculated by dividing the number of responses for each rating category divided by the number of responses for the item. Some surveys had missing data (e.g., one respondent overlooked the back page of the survey so all items on the back page were left blank). In several instances, owners selected two ratings for an item and offered explanatory comments (e.g., maintenance staff are courteous; office staff are not). This report notes where ratings were not selected, where multiple ratings were selected, and adjusts the denominator accordingly. All comments were manually analyzed for themes.

Limitation: The tallying and text analysis was done by one person in a short amount of time. While every effort was made to double check numbers and calculations, there may be errors. All of the completed surveys will be stored in the Aquavista office so that anyone desiring to validate this information can do so. Also, because of the short turnaround time, this report has not benefitted from copy editing. Please forgive typographic and/or grammatical errors you may encounter.

The preliminary findings presented in this report reflect analysis of 32 completed surveys.

Executive Summary

For satisfaction with the facilities

A majority of respondents reported satisfaction with trash removal (76%), maintenance (69%), the garage (63%), stairwells (59%), walkways (56%), pool lounge area (53%), and landscaping (52%). Half of respondents (50%) reported dissatisfaction with the poolside bathrooms, hot tub/sauna, and elevators. Respondents were evenly split between satisfied and dissatisfied with the overall appearance (47%) and fitness area (32%).

MIDDLE OF THE ROAD RESPONSES. With the exception of trash removal, most responses fell in the somewhat dissatisfied, neither dissatisfied or satisfied, or somewhat satisfied response categories. Few extremely dissatisfied or extremely satisfied responses.

For satisfaction with the property management company

A majority of respondents reported dissatisfaction with all areas except the capability of staff used for repairs and maintenance. Here are the items listed in descending order of dissatisfaction: Overall satisfaction (73%); ability to keep costs down (71%); promptness of response (63%); keeping you informed about the status of repairs and maintenance (61%); courtesy of response and ability to answer your questions or address problems (58%); the time it takes to complete repairs and maintenance (56%); and quality of upkeep of communal areas (55%). **UNBALANCED EXTREMES WITH FEW IN THE MIDDLE.** A majority (around 50%) of respondents selected extreme dissatisfaction or quite dissatisfaction with all but one question. A minority of respondents (around 25%) reported satisfaction and extreme satisfaction with all but one question. There was consensus among all respondents about dissatisfaction in the property management company's ability to keep costs down.

Frequency of contacts with GulfView in the past 6 months

A majority of respondents (63%) reported contacting Gulfview fewer than 3 times in the last six months.

Satisfaction with GulfView's response

Owners reported varied responsiveness from Gulfview with over a quarter saying they got a response either immediately or within a reasonable amount of time. A majority of respondents said that they either got a response longer than they expected or no response.

Additional Comments about GulfView Properties

Many of the comments made expand on comments made by owners' explanations of their ratings. Themes that emerged are:

- Disparity of customer services by owners (e.g., those who use them as a rental agency versus those who do not).
- General satisfaction with the work that Charles and Gary do but also a desire for them to receive more direction so that more preventive maintenance is done instead of crisis management
- Many expressed a desire for a consistent on-site presence of management above and beyond office and maintenance staff. They want on-site staff to be friendly and knowledgeable.
- Lack of reachability, response, and respect from Gulfview management
- Improvements have been made in general upkeep, but improvements need to be made to the pool, hot tub, and pool deck.
- No communication from Gulfview to owners about issues that arise.

- Acknowledgement of successful audits but also mention of poor accounting practices and the desire for books to be housed on-site
- Mentions that Gulfview may not have all the capabilities needed to manage an association

Single most important thing a property management company should do

Five major themes emerged which included:

- Care for ALL owners and guests. Timely, respectful, courteous responses to needs, questions, and//or issues as they arise.
- Proactive maintenance and improvement of the property which includes keeping it clean, making repairs efficiently, and taking action in a cost-effective manner.
- Partnership (like a “marriage”) with the board that is collaborative and responsive which results in effective stewardship of the property.
- Professional management on site to address problems as they arise with a desire for staff on-site during business hours.
- Oversight of maintenance staff that offers feedback and insights for quality improvement.

Additional Comments about Aquavista facilities

Five themes emerged which included:

- Aquavista is a gem – an aging property on a beautiful beach whose location and size are fabulous!
- While improvements have been made, Aquavista needs updating – improved cleanliness, improved curb appeal, and improved amenities (pool, hot tub, sauna, and owners lounge). Build on previous improvements and establish priorities (especially fixing roof, mansards, and the elevators)
- Need an effective board whose members all contribute their expertise and perspective
- Need a property management company that does its job well which includes having proper maintenance staff with supervision and the right set of skills for maintaining an aging building
- Address needs of renters to get parking passes on-site and needs of owners by having a process for screening renters. Balance needs of owners and renters to find the right mix – but focus on attracting the right kind of people to our community (owners, guests, renters, property management, etc.) – people who will fall in love with it and take good care of it.

Preferences for receiving and responding to future surveys

Multiple methods will need to be used for future surveys to accommodate owners varied preferences.

Preliminary Findings

Satisfaction with Facilities

A majority of respondents reported satisfaction with trash removal (76%), maintenance (69%), the garage (63%), stairwells (59%), walkways (56%), pool lounge area (53%), and landscaping (52%). Half of respondents (50%) reported dissatisfaction with the poolside bathrooms, hot tub/sauna, and elevators. Respondents were evenly split between satisfied and dissatisfied with the overall appearance (47%) and fitness area (32%). Sixteen percent of respondents said they had no basis to judge the owners lounge, fitness area, or hot tub/sauna.

When looking at the different levels of dissatisfaction and satisfaction along with comments, here is what emerged:

- For overall appearance, 53% of responses were in the somewhat dissatisfied, neither, or somewhat satisfied response categories with comments noting recent improvements but that the facility looks dirty and tired.
- For maintenance, 56% of responses were in the somewhat dissatisfied, neither, or somewhat satisfied response categories with favorable comments about the maintenance staff but the need for more help, especially supervision/guidance.
- For landscaping, 71% of responses were in the somewhat dissatisfied, neither, or somewhat satisfied response categories with comments about need more lawn care and flowers (appeal).
- For trash, 69% of responses were in the satisfied or extremely satisfied categories with a variety of comments about the need for more frequent pick-ups during the summer.
- For the owners lounge, 55% of responses were in the somewhat dissatisfied, neither, or somewhat satisfied response categories with comments expressing the need for the lounge to be updated.
- For the fitness area, there were responses spread across all categories except the extremely satisfied category with comments saying that it was too small, smelly/moldy, and had old equipment.
- For the pool lounge, there were responses spread across all categories with comments focusing on the need for cleaner lounge chairs and a more attractive space that includes shade.
- For the poolside bathrooms, there were responses spread across all categories with comments focusing on the need to repair the men's bathroom and clean them more frequently.
- For the hot tub/sauna, there were responses spread across all categories except the extremely satisfied category with comments focusing on how often it was not working and how "disgusting" and "nasty" it was due to scum or cloudy water.
- For the garage, there were responses across all but the extremely dissatisfied category with comments about improvements, water issues, the need for daily cleaning, and cars that don't seem to be moved.
- For the walkways, 54% of responses were in the somewhat dissatisfied, neither, or somewhat satisfied response categories with comments about improvements and need to be kept clean.
- For the stairwells, 54% of responses were in the somewhat dissatisfied, neither, or somewhat satisfied response categories with comments about the need to paint the stairs and handrails.
- For the elevator, there were responses spread across all categories with comments about the need to focus on their mechanical operations while maintaining their good appearance.

BOTTOM LINE – MIDDLE OF THE ROAD RESPONSES: FEW EXTREMELY DISSATISFIED OR EXTREMELY SATISFIED RESPONSES. WITH THE EXCEPTION OF TRASH REMOVAL, MOST RESPONSES FELL IN THE SOMEWHAT DISSATISFIED, NEITHER DISSATISFIED OR SATISFIED, OR SOMEWHAT SATISFIED RESPONSE CATEGORIES.

This table summary combines the three categories of dissatisfaction and satisfaction into one category to show the general valence of satisfaction.

Proportion of responses that were Dissatisfied, Neutral, Satisfied, or No Basis to Judge

Property feature	Dissatisfied	Neutral	Satisfied	No Basis to Judge
Overall appearance	47%	6%	47%	0%
Maintenance	25%	3%	69%	3%
Landscaping	29%	19%	52%	0%
Trash Removal	9%	15%	76%	0%
Owners Lounge	42%	13%	29%	16%
Fitness area	32%	19%	32%	16%
Pool lounge area	34%	6%	53%	6%
Poolside bathrooms	50%	3%	38%	9%
Hot tub/sauna	50%	3%	31%	16%
Garage	28%	9%	63%	0%
Walkways	28%	16%	56%	0%
Stair wells	25%	13%	59%	3%
Elevator	50%	6%	44%	0%

This table summary shows the proportion of responses for each category to show the intensity of dissatisfaction or satisfaction.

Proportion of responses for eight response categories

Property Feature	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat Satisfied	Satisfied	Extremely Satisfied	No basis to judge
Overall appearance	0%	13%	34%	6%	13%	28%	6%	0%
Maintenance	0%	6%	19%	3%	34%	25%	9%	3%
Landscaping	0%	3%	26%	19%	26%	16%	10%	0%
Trash Removal	3%	0%	6%	15%	6%	48%	21%	0%
Owners Lounge	10%	6%	26%	13%	16%	13%	0%	16%
Fitness area	6%	13%	13%	19%	6%	25%	0%	16%
Pool lounge area	9%	13%	13%	6%	22%	25%	6%	6%
Poolside bathrooms	19%	9%	22%	3%	16%	19%	3%	9%
Hot tub/sauna	13%	16%	22%	3%	16%	16%	0%	16%
Garage	0%	3%	25%	9%	19%	22%	22%	0%
Walkways	3%	9%	16%	16%	13%	28%	16%	0%
Stair wells	3%	6%	16%	13%	25%	22%	13%	3%
Elevator	16%	13%	22%	6%	22%	19%	3%	0%

Satisfaction with overall appearance

Overall Appearance (n=32)	Dissatisfied			Neutral	Satisfied			
	15			2	15			0
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	0	4	11	2	4	9	2	0

Owners' comments that explain their rating

Response category	Survey #	Quote
Quite dissatisfied	1	Too much delayed maintenance everywhere
	18	Walls by elevators dirty in need of paint. Old beach chairs. No shade by pool.
	26	Looks tired, dingy, and dated
Somewhat Dissatisfied	25	Some things have improved but we feel there is room for improvement.
	27	Poor entrance. Building always looks dirty
Somewhat satisfied	8	Getting better
	19	Somewhat satisfied with appearance now. Past 3 years dissatisfied.
Satisfied	9	Walls could be washed. Enforce window code – window covers.
	21	Has been better of late
Extremely satisfied	4	Appearance best in 20 years

Satisfaction with maintenance

Maintenance (n=32)	Dissatisfied			Neutral	Satisfied			
	8			1	22			1
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	0	2	6	1	11	8	3	1

Owners' comments that explain their rating

Response category	Survey #	Quote
Quite dissatisfied	1	Always behind – too little too late
Somewhat Dissatisfied	10	Need more maintenance people to get caught up
	25	Gary and Charles seem to be working, but also seem to be overwhelmed with daily duties and crisis management taking over much of their time.
	32	Ex. Trash pile-up

Neither dissatisfied nor satisfied	9	Staff is ok. Needs better supervision.
Somewhat satisfied	6	Wonky pipes leaking in garage area, elevators
	8	I'm glad Lee doesn't work there anymore
	19	Now. Past dissatisfied.
Satisfied	12	Maintenance personnel always pleasant and helpful
	22	Our maintenance guys are doing as well as they can
	27	Facility generally clean – need help peak season
Extremely satisfied	4	Best since Roy

Satisfaction with landscaping

Landscaping (n=31)	Dissatisfied			Neutral	Satisfied			
	9			6	16			0
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	0	1	8	6	8	5	3	0

No response selected (#17)

Owners' comments that explain their rating

Response category	Survey #	Quote
Quite dissatisfied	27	Need professional design
Somewhat Dissatisfied	1	Need an easier/cheaper plan for less maintenance dollars
	11	No beachside curb appeal
Neither dissatisfied nor satisfied	26	Nothing attractive, plain
	32	Needs to cut grass more often
Somewhat satisfied	9	Need some flowers. Grass area needs fertilizing
	10	Needs more flowering plants. Grass in front should be thicker.
	19	Now. Past dissatisfied.
	20	Grass needs fertilizing; empty spaces in front beds should be replanted.
	28	More frequent lawn care
Satisfied	4	Needs some tweaking
	18	Can use more flowers and better grass. Big pots for pool area.

Satisfaction with trash removal

Trash Removal (n=33)	Dissatisfied			Neutral	Satisfied			
	3			5	25			0
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	1	0	2	5	2	16	7	0

Two responses selected (#1)

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	1	Summer – poor; trash chute doors dirty and not maintained
Somewhat Dissatisfied	20	Contractors should not use dumpsters. More frequent pickups would be nice in summer.
	32	When chute is full trash piles at chute area
Somewhat satisfied	27	Schedule ok. Large truck damages entry
Satisfied	1	Winter—fine; trash chute doors dirty and not maintained
	12	Except when homeowners leave large boxes for maintenance to take care of
Extremely Satisfied	9	New doors on trash chutes look good – hard to use.

Satisfaction with owners lounge

Owners Lounge (n=31)	Dissatisfied			Neutral	Satisfied			
	13			4	9			5
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	3	2	8	4	5	4	0	5

No rating selected (1)

Owners' comments that explain their rating

Response category	Survey #	Quote
Quite dissatisfied	27	Looks like 1950 – needs new, professional, furniture
Somewhat Dissatisfied	4	Needs refreshing
	16	Seems a bit dingy
	18	Old and not used for much
	22	Old dated, dirty
	25	Have not gone there in sometime. Looks worn, outdated with peoples cast off items, but seemed to be clean.
	26	Outdated, not functional, tired

Neither dissatisfied nor satisfied	11	Kitchen needs upgrade. Furniture needs replacement.
Somewhat satisfied	10	Needs updating including appliances
	12	Needs update
	19	Now. Past dissatisfied.
Satisfied	9	Thanks to Dick and Marlene for painting - looks great. Need kitchen updated.
	28	Need update
No rating selected	1	Low priority. Dated – replace with lightweight collapsible furniture

Satisfaction with fitness area

Fitness Area (n=31)	Dissatisfied			Neutral	Satisfied			
	10			6	10			5
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	2	4	4	6	2	8	0	5

No rating selected (1)

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	7	Equipment not in good condition
	22	Moldy
Quite dissatisfied	17	Needs updating
	27	Too small – close it!
Somewhat Dissatisfied	16	Too small
	26	Smelly, small, old equipment
Somewhat satisfied	6	Door often left open, lets A/C escape
	19	Now. Past dissatisfied.
Satisfied	9	Thanks to O'Mara for equipment
No rating selected	1	Very low priority

Satisfaction with pool lounge area

	Dissatisfied	Neutral	Satisfied	
	11	2	17	2

Pool Lounge Area (n=32)	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	3	4	4	2	7	8	2	2

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	10	It's the show place. Always dirty, green, not pleasant.
	18	Needs new chairs, shade, and sauna, hot tub, & pool working
	26	Lounge areas always look dirty; not attractive space
Quite dissatisfied	1	High priority – needs improvements – furniture, shade, tables, etc.
	25	Lounge chairs need a good clean then to be maintained to keep them that way. Broken items need to be removed..
	27	Needs new furniture
Somewhat satisfied	8	Paying too much for maintenance and still having mold problems
	16	Not heated
	19	Now. Past dissatisfied.
Satisfied	9	Deck needs to be cleaned by sauna and stained. Lounge chairs need to be kept clean.

Satisfaction with poolside bathrooms

Poolside Bathrooms N=32	Dissatisfied		Neutral	Satisfied				
	16		1	12			3	
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	6	3	7	1	5	6	1	3

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	1	High priority – yuk, yuk, nasty – both
	18	Man's bathroom worse thing ever! Needs to be at least repaired.
	21	Mens restroom terrible!!!
Quite dissatisfied	27	Needs total renovation
Somewhat Dissatisfied	10	Need attention
	16	Not real clean
	17	Not always clean
	25	We try to avoid use of these, no privacy, over used and usually need to more tidy.

Somewhat satisfied	12	Men's bathroom needs update
	19	Now. Past dissatisfied.
	28	Men's to be repaired
	32	Need to be checked multiple times daily. Non-slip mats
Satisfied	9	Ok

Satisfaction with hot tub/sauna

Hot tub/Sauna (n=32)	Dissatisfied			Neutral	Satisfied			
	16			1	10			5
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	4	5	7	1	5	5	0	5

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	1	Hot tub is nasty and needs resurfacing. So will pool soon.
	6	Hot tub has disgusting scum on border
	25	Hot tub has only been functional on very rare times that we are there.
	26	Hot tub is often not working; smelly; and not supervised well – kids not accompanied by adults
Quite dissatisfied	10	Not always working and dirty area
	18	Usually not working, old doors, old and broken equipment
	22	Often doesn't work
	27	Old hot tub needs redo! Sauna useless!
	32	Stays cloudy. Looks dirty
Somewhat Dissatisfied	17	Not clean nor is monitored by management
Somewhat satisfied	16	Off much of the time
	19	Now. Past dissatisfied.
Satisfied	9	Do not use that often. Nice to have.
	12	Very high usage. Expect down time for repairs

Satisfaction with garage

Garage (n=32)	Dissatisfied	Neutral	Satisfied	
	9	3	20	0

	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	0	1	8	3	6	7	7	0

Owners' comments that explain their rating

Response category	Survey #	Quote
Quite dissatisfied	25	Some vehicles seem to stay there not ever moving as if stored by some. Still very poor drainage of rainwater
Somewhat Dissatisfied	1	Lights in winter come on too late. Maintenance doors etc – yuk
	16	Leaks a lot
	27	Still wet, needs regular powerwashing
Neither dissatisfied nor satisfied	2	Need to be kept clean daily
	17	Not always clean
Somewhat satisfied	6	Leaking pipes, mix/match of lighting
	19	Now. Past dissatisfied.
	22	Except someone always parks in wash station - who owns the red corvette – why do they get special treatment?
	26	Much improved but still lots of water issues
Satisfied	8	Better since painted
	9	New lighting and paint job and power washing floor looks good.
	28	Clean handrails by elevators
Extremely satisfied	4	Great work done last 3 years

Satisfaction with walkways

Walkways (n=32)	Dissatisfied			Neutral	Satisfied			
	9			5	18			0
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	1	3	5	5	4	9	5	0

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	11	Could be cleaned more often

Quite Dissatisfied	1	Doors to units and door surrounds – yukky – floors need repaint, etc.
	17	Not clean. Staff has scattered paint
	26	They never look clean even though I see maintenance men washing them – do we need a different color of paint?
Somewhat Dissatisfied	2	Need to be kept clean daily
	27	Unit door poor/rails need paint; need annual painting
	32	Need to be washed/cleaned more often
Somewhat satisfied	25	Have improved but always could be a little better
Satisfied	9	Ok. keep them clean
Extremely satisfied	4	Great work done last 3 years

Satisfaction with stair wells

Stair wells (n=32)	Dissatisfied			Neutral	Satisfied			
	8			4	19			1
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	1	2	5	4	8	7	4	1

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	11	Stairwell not painted; stairwell rails not painted. Could be cleaned more often.
Quite Dissatisfied	1	Dirty
Somewhat Dissatisfied	2	Need to be kept clean daily
	10	Should be kept clean
	26	Often dark and dirty
	27	Unit door poor/rails need paint; need annual painting
Somewhat satisfied	12	Needs to be painted
Satisfied	9	New windows and lighting are good jobs done. Finish painting/repairing railings
Extremely satisfied	4	Great work done last 3 years

Satisfaction with elevator

Elevator (n=32)	Dissatisfied	Neutral	Satisfied	
	16	2	14	0

	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	5	4	7	2	7	6	1	0

Illustrative excerpts of responses from owners comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	1	Need to solve operational issues
	2	Dangerous
	6	Elevators often out of service, operation flaky
	26	Have had many herky-jerky rides in the elevator that makes them scary and unpredictable. Would like to have confidence in them.
Quite dissatisfied	4	Newest elevators not dependable
	14	Out of order more than working
	23	Mechanical only. Cleanliness is ok.
Somewhat Dissatisfied	16	Down much of the time
	17	Often out of service
	20	Appearance is good, but downtime is too frequent.
	22	West tower keeps breaking down
	25	Always unusable a portion of our stay. Sometimes one is out.
Neither dissatisfied nor satisfied	1	Better upkeep of elevator is a must!
Somewhat satisfied	9	Need to be cleaned more often including outside doors and walls
	12	Glad to see last year updated
	27	Old – spend money on mechanicals – keep clean/smell better.
	32	When it works
Satisfied	10	Entry ways to elevators should be kept clean
	11	Could be cleaned more often. Panels wiped down.

Satisfaction with the property management company (Gulfview Properties)

A majority of respondents reported dissatisfaction with all areas except the capability of staff used for repairs and maintenance. Here are the items listed in descending order of dissatisfaction: Overall satisfaction (73%); ability to keep costs down (71%); promptness of response (63%); keeping you informed about the status of repairs and maintenance (61%); courtesy of response and ability to answer your questions or address problems (58%); the time it takes to complete repairs and maintenance (56%); and quality of upkeep of communal areas (55%).

When looking at the different levels of dissatisfaction and satisfaction along with comments, here is what emerged:

- For overall satisfaction, 57% of responses were in the extremely dissatisfied or quite dissatisfied categories while 20% of responses were in the satisfied or extremely satisfied categories with a few comments about the need for improvement.
- For quality of upkeep of communal areas, 42% of responses were in the extremely dissatisfied or quite dissatisfied categories while 35% of responses were in the satisfied or extremely satisfied categories.
- For capability of staff used for repairs and maintenance, 26% of responses were in the extremely dissatisfied or quite dissatisfied categories while 47% of responses were in the satisfied or extremely satisfied categories with a few comments about the capability and reliability of Charles and Gary but the need for more oversight.
- For the time it takes to complete repairs and maintenance, responses were spread across all categories with 38% of responses in the extremely dissatisfied or quite dissatisfied categories and 21% of responses in the satisfied or extremely satisfied categories. Comments were about the need for more help and supervision and the need to allow time for parts to be obtained.
- For the keeping you informed about the status of repairs and maintenance, 52% of responses were in the extremely dissatisfied or quite dissatisfied categories while 23% of responses were in the satisfied or extremely satisfied categories with most comments about “non-existent” communication.
- For the ability to keep costs down, there was consensus about dissatisfaction in this area. Comments were about the lack of preventive maintenance driving up costs, unnecessary and excessive spending, and the “extraordinary increase in 2016.”
- For promptness of response, 54% of responses were in the extremely dissatisfied or quite dissatisfied categories while 25% of responses were in the satisfied or extremely satisfied categories with divergent comments ranging from “no response” to getting a response that is “always timely.”
- For courtesy of response, 51% of responses were in the extremely dissatisfied or quite dissatisfied categories while 24% of responses were in the satisfied or extremely satisfied categories with comments about general satisfaction with maintenance staff but dissatisfaction with office staff.
- For ability to answer your questions or address problems, 51% of responses were in the extremely dissatisfied or quite dissatisfied categories while 26% of responses were in the satisfied or extremely satisfied categories with divergent comments ranging from “no response” to “always eager to help! Always friendly!”

BOTTOM LINE -- LOPSIDED BOOKEND RESPONSES REVEAL VERY DIFFERENT EXPERIENCES. A MAJORITY (Around 50%) OF RESPONDENTS SELECTED EXTREME DISSATISFACTION OR QUITE DISSATISFACTION WITH ALL BUT ONE QUESTION. A MINORITY OF RESPONDENTS (Around 25%) REPORTED SATISFACTION AND EXTREME SATISFACTION WITH ALL BUT ONE QUESTION. THERE WAS CONSENSUS AMONG ALL RESPONDENTS ABOUT DISSATISFACTION IN THE PROPERTY MANAGEMENT COMPANY’S ABILITY TO KEEP COSTS DOWN.

This table summary combines the three categories of dissatisfaction and satisfaction into one category to show the general valence of satisfaction.

Proportion of responses that were Dissatisfied, Neutral, Satisfied, or No Basis to Judge

Rating	Dissatisfied	Neutral	Satisfied	No Basis to Judge
Overall satisfaction	73%	0%	27%	0%
Quality of upkeep of communal areas	55%	0%	45%	0%
The capability of staff used for repairs and maintenance	40%	3%	53%	3%
The time it takes to complete repairs and maintenance	56%	13%	25%	6%
Keeping you informed about the status of repairs and maintenance	61%	10%	23%	6%
The ability to keep costs down	71%	3%	10%	16%
Promptness of response	63%	0%	31%	6%
Courtesy of response	58%	3%	33%	6%
Ability to answer your questions or address problems	58%	6%	32%	3%

Rating	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat Satisfied	Satisfied	Extremely Satisfied	No basis to judge
Overall satisfaction	17%	40%	17%	0%	7%	10%	10%	0%
Quality of upkeep of communal areas	3%	39%	13%	0%	10%	29%	6%	0%
The capability of staff used for repairs and maintenance	3%	23%	13%	3%	7%	27%	20%	3%
The time it takes to complete repairs and maintenance	13%	25%	19%	13%	3%	13%	9%	6%
Keeping you informed about the status of repairs and maintenance	29%	23%	10%	10%	0%	10%	13%	6%
The ability to keep costs down	45%	16%	10%	3%	0%	3%	6%	16%
Promptness of response	41%	13%	9%	0%	6%	9%	16%	6%
Courtesy of response	33%	18%	6%	3%	9%	6%	18%	6%
Ability to answer your questions or address problems	35%	16%	6%	6%	6%	13%	13%	3%

Overall satisfaction

Overall Satisfaction (n=30)	Dissatisfied			Neutral	Satisfied			
	22			0	8			0
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	5	12	5	0	2	3	3	0

No rating provided (#13, #16)

Owners' comments that explain their rating

Response category	Survey #	Quote
Quite dissatisfied	6	We could do better
	7	Not respond until day or 2 after
	9	Poor
	18	Lots of things need to be repaired and nothing happens
Somewhat Dissatisfied	22	It is on the way to improvement with new board

Satisfaction with quality of upkeep of communal areas

Quality of upkeep of communal areas (n=31)	Dissatisfied			Neutral	Satisfied			
	17			0	14			0
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	1	12	4	0	3	9	2	0

No rating provided (#16)

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	1	Too much ineffective, wasted effort
Somewhat Dissatisfied	22	But again is starting to improve
Somewhat satisfied	6	Gary does a decent job

Satisfaction with the capability of staff used for repairs and maintenance

Capability of staff used for repairs and maintenance (n=30)	Dissatisfied			Neutral	Satisfied			
	12			1	16			1
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	1	7	4	1	2	8	6	1

No rating selected (#1, #16)

Owners' comments that explain their rating

Response category	Survey #	Quote
Quite dissatisfied	32	The guys are nice enough—spend more time in door of office than working.
Somewhat Dissatisfied	10	Need more guidance and qualifications to do the type of repair
Somewhat satisfied	6	Question troubleshooting ability for pool heater and other equipment
	26	Maintenance men seem capable but supervision/oversight seems lacking. Need focused strategy.
Satisfied	9	Our maintenance staff can do repairs. They need supervision from management company.
	27	Have not used them for repairs – they appear capable of MOST facility repair.
Extremely satisfied	4	Charles and Gary are best and most dependable since Roy
	22	They are reliable and do a good job.
No rating selected	1	Hard to judge consistently because of lack of supervision, but they do well with certain things. Supervision and priority setting needed. \$ is wasted

Satisfaction with the time it takes to complete repairs and maintenance

The time it takes to complete repairs and maintenance (n=32)	Dissatisfied			Neutral	Satisfied			
	18			4	8			2
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	4	8	6	4	1	4	3	2

Two ratings selected (#1)

No rating selected (#16)

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	1	Extremely dissatisfied with office staff
	9	The contractors G.F. hires do not stay on the job. Again no supervision.
Quite dissatisfied	1	Quite dissatisfied with maintenance staff. Need to figure out how to get a project started and finished without so much dead time in between.
	6	Deck situation not a priority-led to pool closure

	10	Need more people for so many repairs
Satisfied	12	Depends on parts availability for repairs
No basis to judge	27	Have not used them in my condo. They do what is asked for facility.

Satisfaction with keeping you informed about the status of repairs and maintenance

Keeping you informed about the status of repairs & maintenance (n=31)	Dissatisfied			Neutral	Satisfied			
	19			3	7			2
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	9	7	3	3	0	3	4	2

No rating selected (#16)

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	1	None usually. Need a system – none exists
	6	Communication from GV has been almost non-existent
	9	The only thing we received was one board member at fault
	10	Never informs us of anything and if they do (rarely) it's late or after thought.
	32	Never unless one "pitches a fit"
Quite dissatisfied	17	Limited inadequate communications
	26	It's embarrassing to find out about repairs, pool closures, and/or elevator problems from my renters and not the management company.
Extremely satisfied	22	Much, much better with new board

Satisfaction with the ability to keep costs down

The ability to keep costs down (n=31)	Dissatisfied			Neutral	Satisfied			
	22			1	3			5
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	14	5	3	1	0	1	2	5

No rating selected (#16)

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	1	Lack of preventative maintenance costs more
	6	GV charges seem excessive
	9	Spending for unneeded security and lawyers at meetings
	11	Based on "extraordinary" increase in 2016
	32	Things are not maintained

Satisfaction with promptness of response

Promptness of response (n=32)	Dissatisfied			Neutral	Satisfied			2
	20			0	10			
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	13	4	3	0	2	3	5	2

Two responses selected (#2) and No rating selected (#16)

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	9	No response
	17	Cannot reach Diane
	32	Rarely receive a response
Quite dissatisfied	3	Quite dissatisfied with management
	6	Did not provide updates regarding pool closures, elevator closures
	10	Never on site to respond
Satisfied	12	GulfView goes out of way for all homeowners
Extremely satisfied	3	Extremely satisfied with maintenance. Maintenance very helpful.
	27	Always timely
No basis to judge	22	Have not tried since October. But LOVE the more frequent board meetings and more informed agendas!

Satisfaction with courtesy of response

Courtesy of response (n=33)	Dissatisfied			Neutral	Satisfied			2
	19			1	11			
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	11	6	2	1	3	2	6	2

Two responses selected (#2) and No rating selected (#16)

Owners' comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied	9	No response
	17	The office is not always staffed – notes on door – on property
	32	Rude, curt, arrogant
Quite dissatisfied	1	Quite dissatisfied with office staff.
	3	Quite dissatisfied with management
	6	Had issues with non-responsiveness—office staff not customer-focused
	10	Not there
Somewhat satisfied	1	Somewhat satisfied with maintenance staff. Room for improvement but not “bad” for maintenance staff.
Extremely satisfied	3	Extremely satisfied with maintenance
	27	Always polite, helpful
No basis to judge	22	Haven’t done any since Oct

Satisfaction with the ability to answer your questions or address problems

Ability to answer your questions or address problems (n=31)	Dissatisfied			Neutral	Satisfied			
	18			2	10			1
	Extremely Dissatisfied	Quite Dissatisfied	Somewhat Dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Satisfied	Extremely Satisfied	No basis to judge
	11	5	2	2	2	4	4	1

No rating selected (#16)

Owners’ comments that explain their rating

Response category	Survey #	Quote
Extremely Dissatisfied		No response
Quite dissatisfied	1	A mixed bag of bad. Too many responses of “I don’t know”
	6	Not very responsive to owners
	10	Not there and not always answer owners phone calls
Extremely Satisfied	27	Always eager to help! Always friendly.
No basis to judge	22	Haven’t done any since Oct

Frequency of contacts with GulfView in the past 6 months

A majority of respondents (63%) reported contacting Gulfview fewer than 3 times in the last six months.

	None	Once	2-3 times	4-5 times	6 or more times

How many times, if at all, have you contacted Gulfview properties for any reason in the last 6 months? (n=30)	3 (10%)	6 (20%)	10 (33%)	6 (20%)	5 (17%)
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No rating selected (#16, #24)

Owners' comments written in this section of the survey

Response category	Survey #	Quote
None	3	Prior to 6 months, no response or delayed response. We don't bother calling the management company any more. We deal direct with maintenance and they are helpful, courteous, and capable.
2-3 times	8	Office hours need to be expanded and the office personal need to be more informed on what's going on. They just hand a key to unit to anyone.
	22	Before October

Satisfaction with GulfView's response

Owners reported varied responsiveness from Gulfview with over a quarter saying they got a response either immediately or within a reasonable amount of time. A majority of respondents said that they either got a response longer than they expected or no response.

Was your query or problem resolved to your satisfaction? (n=30)	Yes, immediately (on the first call/contact)	Yes, within a reasonable time	Yes, but it took longer than I had expected	No	Not applicable, I did not contact them
	5 (17%)	3 (10%)	9 (30%)	11 (37%)	2 (7%)

Two responses provided (#1, #10) and No response selected (#3, #24)

Owners' comments that explain their response

Response category	Survey #	Quote
Yes, within a reasonable time frame	25	Not really Gulfview taking care, but one of their employees. We had an emergency situation with loss of power to our unit. We were trying to contact maintenance, but have no information to do so. Fortunately, we were able to reach Julie Hile who was on the property. She was able to get a message to maintenance and Charles took care of the situation quickly. We did not use 'proper channels' with GulfView due to the lack of a response in the past in particular weekends and holiday periods.
Yes, but it took longer than I expected	1	A blend – not good systems (or any system) in place. Very hit or miss. Wastes much time and effort. Often rude office people on and off-site; Bad attitudes – even hateful and nasty.
	6	For the last two problems, they responded but it took longer than expected. Previous issues went unresolved by GV
	23	Leak in shower main shut off took months. Prompt response to upstairs leak, but no guidance on how to repair our property.
No	1	A blend – not good systems (or any system) in place. Very hit or miss. Wastes much time and effort. Often rude office people on and off-site; Bad attitudes – even hateful and nasty.

	2	Painting on the rails not corrected
	17	Have had to contact private contractor for repair. Paint job of deck dreadful – paint spots on balcony.
	22	Have not contacted them since new board elected

Additional Comments about GulfView Properties

Many of the comments made expand on comments made by owners’ explanations of their ratings. Themes that emerged are:

- Disparity of customer services by owners (e.g., those who use them as a rental agency versus those who do not).
- General satisfaction with the work that Charles and Gary to but also a desire for them to receive more direction so that more preventive maintenance is done instead of crisis management
- Many expressed a desire for a consistent on-site presence of management above and beyond office and maintenance staff. They want on-site staff to be friendly and knowledgeable.
- Lack or reachability, response, and respect from Gulfview management
- Improvements have been made in general upkeep, but improvements need to be made to the pool, hot tub, and pool deck.
- No communication from Gulfview to owners about issues that arise
- Acknowledgement of successful audits but also mention of poor accounting practices and the desire for books to be housed on-site
- Mentions that Gulfview may not have all the capabilities needed to manage an association

Verbatim responses from owners offering additional comments about Gulfview Properties:

Survey #	Quote
1	In general GV doesn’t have a clue how to manage an association or this type of property. They should stick to rentals and get out of AV association management.
2	Need to have someone on property that can answer questions. Give out parking passes to owners guest on property
3	They need to stop ignoring owners who do not rent through Gulf View. We are not talking about in-condo maintenance but rather simple questions about the COA, parking and other common area questions – we get no response.
4	Being an owner for over 20 years, Gulfview is the best management company we have had. This is compared to previous one’s we’ve had. It’s easy to criticize and think best solution is to fire them and assume the replacement will be better. It is an “open secret” that one of our current board members has had a vendetta against Gulfview and has openly called for their firing. So – So Sad.
5	Not much direct contact so no comment
6	I have been extremely dissatisfied with my dealings with GV. However, it is difficult to know whether the issues resulted from mismanagement by the previous board or from GV alone. Terri has been generally unhelpful as on-site staff. She seemed to prioritize check-ins instead of owner needs. Charlie is non responsive. Completely disgusted with handling of deck situation this summer. Recommend hiring outside pool service. Generally we have been pleased with Gary and Charles.

7	Our problem was reported. We got no response. This was a problem of the association and should have been handled by the property management insurance policy. Our second problem has added another expense which is a problem caused from the roof. Very disappointed at the lack of concern in helping quickly resolve this.
8	I do not use them anymore for our rental unit.
9	I haven't anything good to say about them. If they want an office at aquavista it has to be staffed every day from morning (8am) to night (6pm)? They should be supervising maintenance personnel.
10	If they were on site – had good customer service – they do not respond to anyone that does not rent from them – they don't remember until “you remind them” of situation.
11	They have improved significantly over last 3 years. Several years of good to excellent audits. Customer service at certain levels can be improved on.
13	I have never had a negative response from Gulfview on any issue in or around my condo. They have been efficient and complete. I have used them as a rental agent for 1 year. After using another management company for 10 years, Gulfview has done a great job. I will continue using them.
15	I have had no issue with them and see no reason to not honor the contract we have with them.
17	I have had numerous problems with company. It is impossible to get Diane on phone and if you talk to husband he is rude and has nothing but excuses rather than solutions.
18	They have very poor communications skills. No one at their office knows or wants to know or wants to deal with Aquavista owners. Any company that uses any part of Aquavista as their office should pay a percentage of their commission to HOA. Management company should not use our own employees. Checks to employees should be signed by HOA treasurer and not management. The entire contract with GulfView needs to be examined and re-done (with someone else I hope).
20	Contact with Debbie, Charles, and Gary has always resolved any issues.
21	None
22	The personnel in the office are extremely, extremely rude. They are not very accommodating nor are they in the office when the sign says they are supposed to be. If I used them for my rental manager I would fire them.
23	We do not feel Gulfview should have a rental office...unpaid on the property.
24	They should be on site. We lose walk up with no one in the office!
25	<p>We have been quite dissatisfied with GulfView Properties. We feel there is a lack of presence of Management at Aqua Vista which might help to avoid some issues. We had been told by Dianne Allen in mid-2010, she would be relocating to Aqua Vista to oversee the complex, but instead the staffing of the office is haphazard at best. Someone with authority needs to be on site and take time to walk the complex. There seems little or no training of Aqua Vista office personnel is given. Once in asking a question of the person in the AV office they said, 'am I supposed to do that too?' We told her we were not her supervisor, but just going by what the previous person had done. She should talk to Dianne regarding her duties.</p> <p>Quality of upkeep has improved in the elevators, walkways and stairwells, but the pool, hot tub, pool dek and many other areas could be much improved. There IS overloading of the pool as well as overloading of units some of which ARE managed by GulfView. We do not see their on-site rental person taking any initiative to prevent these things, so we can only assume they have not been instructed to.</p> <p>We feel maintenance employees, Charles and Gary do a good job and they have always been cordial, helpful, and informative to us. We do however feel that they are given less direction from (a checklist was implemented last year?) management, guidance or help from those in charge at GulfView. A checklist was implemented last year, but should have been in place with the first week or less. A checklist is a tool which needs management oversight to be effective. Based on other units we have owned there could be many improvements with regards to preventive maintenance and procedures to help reduce the number of items that seem to fall in to</p>

	<p>crisis management. You can not anticipate every possibility, but some situations are avoidable if items are monitored and/or serviced on a regular basis. Additionally, when outside providers have been brought in by GulfView the results are predominantly poor, too long too accomplish or not completed at all. GulfView never informs owners about status and seems to only move when items are in crisis.</p> <p>The pool area last year was a perfect example of their inaction, then trying to blame others. We have been lead down that road too many times. The ability to keep costs down is non-existent once you factor in what it cost to do it right after paying for it to be done cheaply/poorly or halfway the first time. Why are we paying people in full when the job is not completed satisfactorily? From what we have seen of the concrete project the outcome was good, but probably because Mr. Armbruster provided oversight.</p> <p>Projects need to be planned well, investigating the company as well as if newer materials might give us a better outcome or longevity, then constant oversight during the entire project should give owners a better outcome.</p> <p>We have rarely if ever been able to get a response from GulfView, but we have dealt with sarcastic remarks by Mr. Allen. We have heard or received emails with so many excuses only to arrive at our unit to find a problem was never taken care of and hear more excuses! Most of our experiences are from four years we were on their rental program. We have attempted to deal with GulfView as little as possible since leaving their rental program.</p> <p>We feel the complaints we have regarding GulfView Properties, INC, during our time on their rental program very much mirror our concerns with their management at Aqua Vista</p> <ol style="list-style-type: none"> 1) Unprofessional, non-caring attitude 2) Poor with cleanliness, care and maintenance of our unit and the property within it 3) Poor or non-existent communication skills since many times no response was ever given 4) No presence by anyone with any authority at the complex to deal with problems or check if repairs had been completed or completed properly 5) Poor accounting practices <p>When we are in PCB we like to go by a small condo property on Thomas Drive where we used to rent in the early 1980s before purchasing Aqua Vista. It is about 10 years older than AV, but looks as good as when we first stayed there. Lounge chairs are very clean (with no suntan oil/dirt built up), their pool and all common areas are always spotless. We spoke to the lady in the rental office during our last visit. It was very evident she took a lot of pride in her work. She was very vigilant about the evaluating those she rented to and took time to walk around the complex being observant. So we believe the right management companies doe still exist. Those that work to hire and train their office people to care as well as perform their duties. Attitudes, professionalism, work ethic flow from the top down in organizations and leading by example is highly effective. We have not seen it from Gulf View in our dealings. We believe Charles & Gary because of being on property most days and talking to owners do try very hard, ,but they do so not because of Gulf View, but in spite of them.</p> <p>We have concluded that GulfView is either not capable or unwilling to perform management of Aqua Vista</p>
26	<p>They seem to want to do a good job (intentions) but something falls apart when it comes to execution. I don't know what the main issue is but for me behaviors speak louder than words...and their behaviors aren't providing excellent outcomes for us.</p>

27	<p>Members of this Board are biased toward GulfView. Working with GulfView, pervious Boards' achieved stellar audits, had not financial crisis and managed to balanced budgets. GulfView's maintenance and custodial people are always courteous and helpful, and they make a point to know the Owners and their long-term guest. At the last Owner's meeting, everyone praised Charles and Gary for their helpfulness!</p> <p>GulfView is not perfect, but neither will be any other company! We have employed several companies and fired them all. We have tried self-management and suffered fraudulent management practices. I hope you are not compiling this survey expressly to justify why GulfView should be fired. This Board has taken over the most vital services of a management company and appears unwilling to cooperate with this management company partner in any way!</p>
29-31	Would like to see Aquavista's books kept onsite.
32	The maintenance guys are nice enough but they are very reluctant in answering questions. Every person from Charlie and Dianne down including Debbie is arrogant and rude. If they respond at all their answers and attitudes are curt and dismissive. Obviously our previous board empowered them to this point. Our slate needs to be cleared of them and start over!

Single most important thing a property management company should do

Five major themes emerged which included:

- Care for ALL owners and guests. Timely, respectful, courteous responses to needs, questions, and//or issues as they arise.
- Proactive maintenance and improvement of the property which includes keeping it clean, making repairs efficiently, and taking action in a cost-effective manner.
- Partnership (like a "marriage") with the board that is collaborative and responsive which results in effective stewardship of the property.
- Professional management on site to address problems as they arise with a desire for staff on-site during business hours.
- Oversight of maintenance staff that offers feedback and insights for quality improvement.

Verbatim responses from owners in response to the question asking them to say what the single most important thing a property management company should do.

Survey #	Quote
1	Care about 1) the quality they deliver, 2) their customers, 3) potential customers who instead they treat with disdain, disrespect, and utter contempt as if we the association members are in their way. They only seem to care we give them all our money. They are almost everything they should not be and almost nothing of what they should be. They care only about taking our money, not earning it (except the maintenance staff).
2	When work is being done by HOA they should check behind the workers to clean up and make sure the work is done correctly.
3	To understand that all the owners pay their fees, not just those that rent through their agency. We all deserve a timely, respectful, and courteous response from them. They should treat all rental guests courteously and helpfully. They should offer basic information to new owners—provide information about the do's and don'ts.
4	Since the contract is fixed and well defined, being responsive to owners and guests needs and requests are 1 st responsibility.
5	Proactive in maintaining property to an appropriate level as set out by the board
6	Interface well with owners to address their needs/questions. Owners should not have to contact board members to have issues resolved.

7	Be courteous to return calls and not get a person in the office to say the will get back to me.
9	I assume they have a written contract that spells out their dutys, state laws and aquavista bylaws must be followed. Every day seeing over the operations of the condo.
11	Keep property clean and maintained at a reasonable cost
13	Being attentive to property owners needs
14	That management company is responsive to owners and board in timely manner
15	Upkeep of the common areas of the property
16	Maintenance and availability to fix things
17	Be responsive to board and owners
18	Should always look out for number one (Owners) and Aquavista condos.
19	Manage property equal and fair for all owners
20	Be knowledgeable of current government and building requirements and able to communicate this effectively with board of directors.
21	Cleanliness
22	Maintain the building and be respectful to the owners.
23	Maintain over all appearance of property – (Algea on buildings)
25	A professional manager on site to address problems as they occur.
26	Proactively maintain the physical property and protect it from preventable damage from people. Stewardship of all resources. Responsive, customer-oriented, and friendly treatment of all owners and guests.
27	I like this analysis as written by other Owners: “The relationship between the Management Company and the Board (The Onwer Association’s representative) is anomalous to a marriage! They share responsibilities and oversight of each other’s conduct and actions. Both parties must work on their relationship to ensure honesty, respect and trustworthiness in daily business, and neither party should do anything untoward to the other nor work to micro-manage the work of the other. In the end, Associations such as Aquavista’s employ a professional Management company for their expertise in condominium law, accounting, and general management expertise. A licensed CAM brings all these elements together! Boards are not equipped to run the business of a condominium Association of our size without the assistance and oversight of a licensed CAM. There is more to a Management company than a few maintenance/custodial employees, and generally a volunteer service Association Board will not have the financial skills or the administrative capability to properly handle billing, accounting, and audit functions required to ensure legal and efficient Association operations! The Management Company’s task is to manage the property. They provide competent, qualified personnel in every function. The Board is comprised of a few Owners who are entrusted by all Owners to ensure the best decisions; actions and results are brought forth to best serve the interest of all Association stakeholders and enhance the value proposition of each Owner”!
28	Appearance and maintenance of property. Be efficient with repairs and maintain schedule for property improvements on timely basis and cost effective.
29-31	Be onsite during business hours to oversee the property.
32	Be available and willing to work with our BOD to improve our beautiful property.

Additional Comments about Aquavista facilities

Five themes emerged which included:

- Aquavista is a gem – an aging property on a beautiful beach whose location and size are fabulous!
- While improvements have been made, Aquavista needs updating – improved cleanliness, improved curb appeal, and improved amenities (pool, hot tub, sauna, and owners lounge). Build on previous improvements and establish priorities (especially fixing roof, mansards, and the elevators)
- Need an effective board whose members all contribute their expertise and perspective
- Need a property management company that does its job well which includes having proper maintenance staff with supervision and the right set of skills for maintaining an aging building
- Address needs of renters to get parking passes on-site and needs of owners by having a process for screening renters. Balance needs of owners and renters to find the right mix – but focus on attracting the right kind of people to our community (owners, guests, renters, property management, etc.) – people who will fall in love with it and take good care of it.

Verbatim responses from owners offering additional comments about Aquavistas facilities:

Survey #	Quote
3	This is the only beach COA (management company in our experience) that does not issue parking passes in-person to arriving rental guests who do not rent through management renting agency. All rental guests should be able to get a parking pass from the management company the first business day after their arrival.
4	Tremendous progress has been made over past 3 years, we need continuous prioritized improvements. Hopefully, each board member will contribute their ideas and expertise, and not be intimidated to disagree with any over-aggressive board member.
5	Needs updating as looking “tired” Patio doors need work (replace?). Not sure if all units have similar issue. Beautiful location and property, therefore worth updating
6	Aquavista has great facilities overall, but the elevators concern me. There have been so many problems in the past year, and they do not seem to work perfectly still. Hot tub/pool need greater ongoing attention.
7	Lot of problems. Have renters screened.
8	I’ve seen improvement – our unit we have to rent to pay the bills. You can drive down FB road and find brand new units – must keep property up.
9	We have a great condominium. The smaller size and location make it most desirable for renting or living. We have a board of directors who will work for the owners and keep them informed, and make sure Gulfview does its job.
11	Sauna should be closed. General cleanliness can always be improved upon.
13	There is always room for improvement. But I do think the facilities are being taken care of. With the building being as old as it is, things will continue to need fixing and repairing.
15	One must recognize that this is an aging property and needs, perhaps, more upkeep than a newer property and often unexpected repairs may occur (such as the leaks last year). I’m glad we have increased the quarterly assessments to cover these expenses.
17	Need proper maintenance staff that has clear instructions and follow up. The doors to office on ocean side are a disgrace and need attention. Good luck!!
18	We are a small low density complex in an awesome location. I don’t see why our place cannot be a gem. Needs updating. Other places have small area by the pool with TV and comfortable chairs for games and other activities. Something like that would be more inviting. Shade with beach umbrellas would make it cozy.
20	I don’t have any expectation that this 30 year old property will look like a new property. I would like it to be maintained in the best possible condition.

21	None
24	Love the property. We need a good management company!
25	See previous comments
26	We have an amazing property that has so much unrealized potential. Would love it if the beauty reflected in nature would make its way into the relationships of owners, property managers, and guests.
27	Our property is beautiful, and with a 15% increase, we should be able to get to work immediately on a list of prioritized improvements that will return Aquavista to her glory days and add value to Owner's investment! I vote to spend the increase in dues NOW to improve our facilities!
28	Appearance is shabby. Needs good cleaning and curb appeal. Umbrellas around pool areas. Landscaping maintained better – planted pots around pool area. Mowing more often. It is well lite. Needs better signage.
29-31	Sauna, pool bathrooms, owners lounge need to be updated.
32	We have a 'GEM' of a property but she has been neglected and her growth restricted by our past BOD and current management company. We are so thankful for our new BOD!

Preferences for receiving and responding to future surveys

Multiple methods will need to be used for future surveys to accommodate owners varied preferences.

How would you like to receive and respond to future surveys from the board? (n=30)

I would like to receive a printed copy of the survey mailed to my home with an envelope for mailing it back	13 (43%)
I would like to receive an electronic copy of the survey emailed to me that I can print out, fill out, and mail back to the board	1 (3%)
I would like to receive an electronic copy of the survey emailed to me that I can complete on my computer, save, and then email back to a board member	7 (23%)
I would like to receive an email that has a link to a survey that I can fill out and submit completely online	9 (30%)

No response provided (#10, #12)

Two responses provided by #23

Comment for online survey – need to cut cost on mailing

Some owners may not have computers so it might have to be a combined approach. I feel strongly we should be able to accomplish a survey by the Board or their designees without paying a service such as survey monkey.

Comments directed to Ms. Prue

Survey #4 – Ms. Prue. I hope you will give feedback unfiltered. Thanx.