



THE PEAKS @ EAGLE RIDGE - 17 November 2014

Survey Report for The PEAKS

On behalf of the Condo Board we would like to thank you for participating in the survey.

We had a total of 93 responses. We have 408 units. This is a truly amazing effort by our owners and renters. Some great suggestion and ideas have been brought forward. The valuable feedback has been very much appreciated.

We have reported on what was received most commonly in the open comments section.

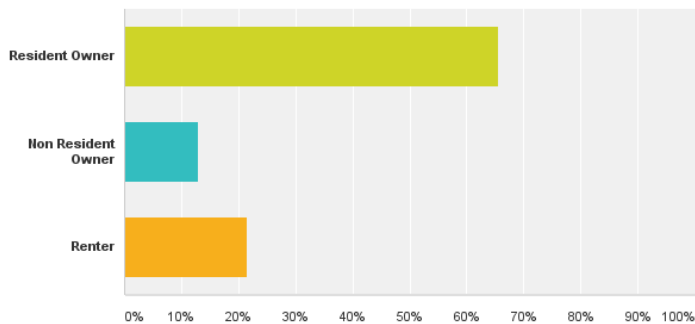
There are some questions that have no responses – that is because we have received some very innovative ideas as a board we will be looking into these suggestions to address some of our challenges.

Italics are comments made by the residents at The Peaks

[The questionnaire is on our website. We have compiled a report that relates to the questionnaire](#)

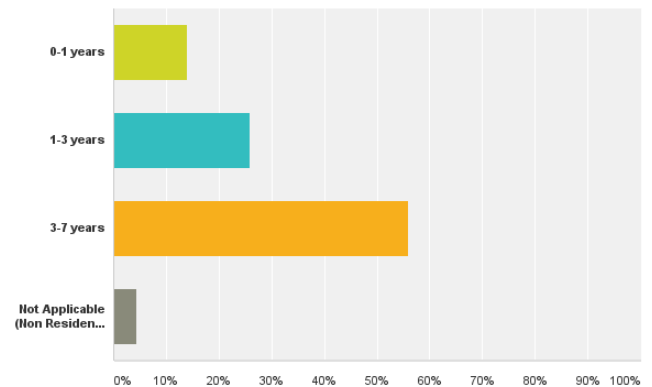
Q1 Are you an Condo owner or renter at The Peaks?

Answered: 93 Skipped: 0



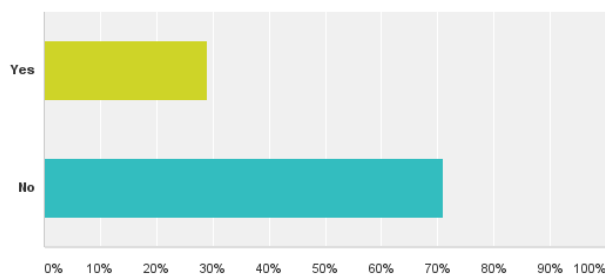
Q2 How long have you been living/resident at The Peaks?

Answered: 93 Skipped: 0



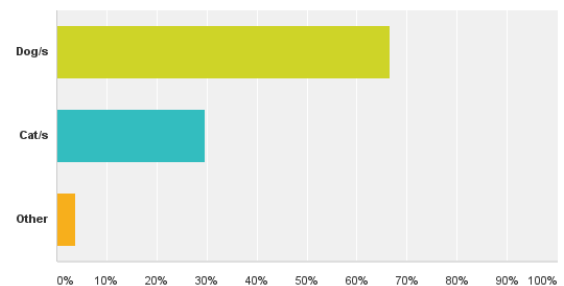
Q3 Are you a pet owner?

Answered: 93 Skipped: 0



Q4 For pet owners - do you have Dogs / Cats / Other ?

Answered: 27 Skipped: 66



5. What do you like Most about The PEAKS? (All responses included here)

Infrastructure & Setting

- *nice location environment (frequently mentioned)*

Staff & Maintenance

- *extremely clean buildings and grounds (frequently mentioned)*



- *It is relatively quiet because of the concrete construction...I love this.*
- *Ease of condo living,*
- *Security, lock doors and go if I need to (frequently mentioned)*
- *Comfort Quiet Sound Proof (frequently mentioned)*
- *sound proof walls, and the feel of the buildings*
- *quietness of the hallways*
- *Quality building*
- *Concrete walls make it almost soundproof*
- *Underground parking (frequently mentioned)*
- *Nice neighborhood*
- *The condos are beautiful and there is a general good feel about living in the development though that is changing with the percentage of renters growing every year*
- *Wash bay(frequently mentioned)*
- *Secured parking*
- *Good people, well managed place.*
- *Friendly staff which is always around*
- *Response*
- *Constant communication put out by Amanda keeps everyone posted on what to look up to/out for. Good job on maintaining communication with residents.*
- *Organized management*
- *Building superintendent*
- *the parkade leaks are fixed*
- *The upkeep and maintenance of the building(frequently mentioned)*
- *Clean, welcoming atmosphere. Well kept*
- *Always looks very presentable*
- *Quality maintenance (frequently mentioned)*

General

- *A conscientious Board and Property management*
- *They are a high end Condo that allows owners to have pets.*
- *pet friendly*
- *Safety (turn the key and walk away with no worries - good security and safety)*

6. What do you like Least about The PEAKS? (All responses included here)

- *Condo fee [was frequently mentioned]*
- *Management company (specially the staff's approach)*
- *Management and the board*
 - a. *Expenses (Christmas and other events)*
 - b. *Late notice of entrance for non-emergency things*
 - c. *Poor follow-up on complaints*
 - d. *Introduction of new rules*
 - e. *Poor communication and transparency with owners*
- *Maintenance*
 - a. *Lack of recycling unit (cardboards)*
 - b. *Parkade cleaning (the schedule and expenses needs to be clarified)*
- *Careless residents (pet owners, garbage room, substance abuse)*
- *Large transient population*
- *Hallways and entrance maintenance*

7. How would you rate our on-site Property Manager?

There were many appreciative comments about our onsite Property Manager & her team. The Mayfield Management Group (MMG) oversees this onsite work.

8. How would you rate our Property Management Company Mayfield Management Group (MMG)

- Positive
 1. Professionalism

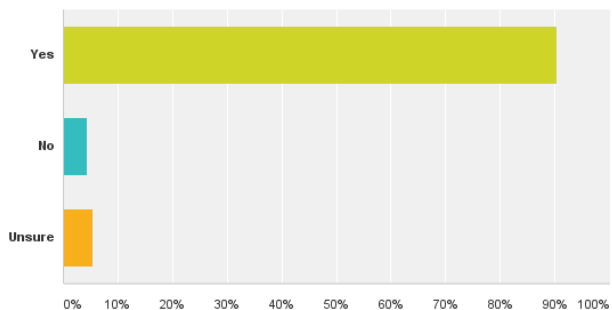


This section is in the hands of MMG

- Positive
 1. Very nice staff who does a great job
 - Negative
 1. High number of staff
 2. Fair (not excellent)
 3. Concerns with maintenance person's job
 - Comments
 1. Needs clarity with maintenance person's job [quite a few comments]
 2. Need to get the stairwells cleaned more often
 3. Having contractors for cleaning job
 4. Make working hours of staff clear
 5. More frequent carpet steam cleaning
 - Hallways painting needs maintenance
- 2. Efficient in dealing with residents' concern (issue between resident and on-site manager)
 - Negative
 1. Poor management [quite a few comments] e.g. Master Key
 2. Preference to have a local company
 3. Poor communication (in response to queries)
 4. Wrong attitude
 - Neutral (mainly because on-site manager deals with most of the issues)
 1. No direct interaction with management company [frequent comment]

Q9 Do you feel our Cleaning & Maintenance team are doing a great job keeping our buildings clean and well maintained?

Answered: 93 Skipped: 0



Thanks to our onsite staff for doing a great job!



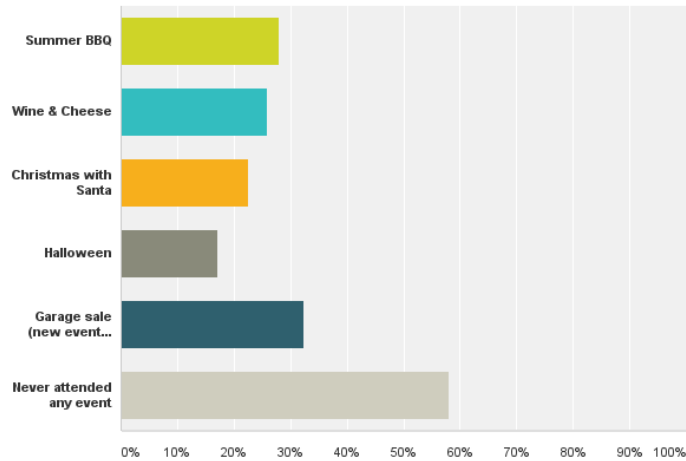
10. Would you like to see a Moving in or Moving out fee to offset the cost of damages done at the moves?

- *Huge damages (holes in walls) should be billed to the mover*
- *Damage deposit prior to move*
- *No moving without constant supervision*
- *Keep moving out fees (People moving out mostly paying least attention)*
- *Landlords to pay for the cost*
- *Having a pre- and post-inspection*



Q11 The PEAKS Board puts on special resident events; which do you like? Please tick all that apply

Answered: 93 Skipped: 0



12. Are you satisfied with the sense of 'Community' that we have at The PEAKS?

There was a general feeling of a community spirit at The Peaks. Comments were overall positive.

13. The peaks pay a lot of additional money to dispose of large items How can we reduce the number of large items in garbage rooms

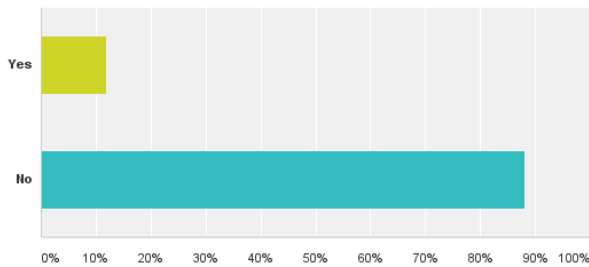
There were many innovative solutions suggested, that the board will be able to look into as to what is possible that can work / be cost effective solution. Thanks for the suggestions – here are some

- *Don't know*
- *Camera and fines*
- *Make small man door in large doors, lock one of the doors so the entrance is half the size*
- *Get a garbage compaction unit(s) placed outside*
- *Set up a (trial first) day once every quarter/6 months to move out bulky garbage*
- *Having free to take area, opportunity for garage sales*
- *Education*
- *Fob entry to garbage rooms*
- *Arranging for donations to Salvation Army or some other charity*
- *Volunteer residents with truck to pick up the big stuff (\$50 or \$100 fee)*



Q14 Would you like to Volunteer a little bit of your time at The PEAKS?(As a maintenance expert working with the Board, special events, etc?)

Answered: 93 Skipped: 0



Annual General Meeting

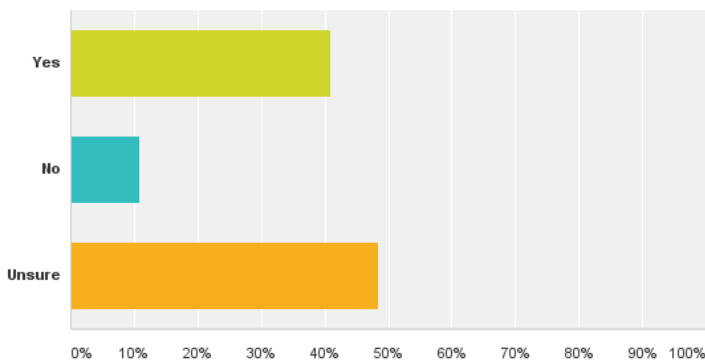
AGM
5 MARCH @ 6:00pm

New Board Members are elected.

Put your name forward to volunteer and make a difference

Q15 Are you satisfied with current PEAKS Board?

Answered: 93 Skipped: 0



This is a report of a survey.

Questions pertaining to **common areas can be asked:**
Send these to helenasmith@mimgtd.com

No Later than 31st January 2015
So that we can attempt to answer these at the next AGM

Positives

- *Our board is one of the most professional and well organized in this town*
- *A Good Board that has had a lot of initiative this year to get things accomplished, like the Pet Policy for example. Good communication to owners. THANK YOU!*
- *I do think that they did a great job of dealing with the underground parking problem*

Negatives

- *There is still a lack of communication and transparency with the board and the owners*
- *I would like them to look really hard at decisions which cause condo fees to rise*

16. General comments

Some requests that were made

- *Pool table*
- *It would also be nice to have a place to store bicycles.*
- *It would be nice to have a larger exercise room with more equipment.*
- *The company vehicles should be parked on street*

Thanks to all our residents – it is you who makes The Peaks the best place to live at!

