

## BAY SQUARE CONDOMINIUMS

### Owners Survey Results

To assist the Bay Square Condominiums Owners Association in capital improvement planning, Criterium-Mooney Engineers has performed an evaluation of the building. The following is a tabulation of the comments we received from the questionnaire that was distributed to each tenant/owner.

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Number of Units: 110      Number of Responses: 48

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1. Is the heating/cooling in your unit comfortable?

Yes 36      No 7

- In the winter, the units have trouble keeping the heat level high enough, so I use additional electric space heaters.
- Thermostat seems to operate oddly at times, e.g. AC goes on when it is 60°F outside, and temp is set to 75° inside.
- Very loud turning on and off, so can't use overnight. Does not heat rooms evenly. Thermostats drift and have to be reset frequently. Small bedroom gets heated very poorly.
- The master bedroom heating/cooling is fine but the guest room or Emma's room is terrible.
- It is loud and either blows too hot or too cold.
- Supt. installed new unit 2 years ago – working fine.
- Definitely stuffy in winter and too noisy though much quieter than the heat/cooling unit in PH-6.

2. Is the temperature in the corridors in your area comfortable most of the time?

Yes 44      No 3

- A bit cold in the summer.
- During summer they were not.
- Sometimes too cold in summer.
- When it gets hot in the summer, corridor roasting – reverse in winter.
- I prefer to have it a little colder in winter and warmer in summer to save fuel. This is current procedure.
- Sometimes on too cool side when AC on.

3. Have you noticed any problems with water leaks or weathertightness in your unit?

Yes 23 No 25

- The large window in our living room lets in cold air. It does not have a proper seal.
- The water flow in the bathroom isn't great.
- Major drafts from the sliding glass door.
- Under kitchen sink. Sometimes debris reverses – flows in bathroom sink.
- In one of the bathroom ceilings there are humidity marks and ceiling's paint has cracked in some areas due to humidity.
- The water leaks from #507.
- Cold air leakage in bedroom windows in winter.
- Bedroom window has moisture between the panes (sliding portions) and needs to be replaced.
- Old damage to ceiling in bathroom.
- In the kitchen faucet.
- Windows on master bedroom (around frames).
- In the sink bottom I see some leaks.
- Before repointing – drafts from windows.
- Water has leaked into shower ceiling from unit above.
- In very heavy storm, leak under glass doors.
- Skylight in second bedroom has had minor leaks. I think it's completely repaired, but I guess could happen again.
- Trap door in closet covered with "mold." Recurrent leak in bedroom ceiling.

4. Have you noticed odors from other units?

Yes 14 No 32

- The unit across the hall often keeps its door open with odors coming from it.
- Any time people on floor cook, it comes into our unit.
- Food aromas from cooking.
- Cooking odors in corridors (not unpleasant!). No odors in our unit.
- Cooking odors, but only in corridors.
- The hall usually smells unpleasant.
- Every day the corridor smells awful. They cook very condimented and spicy and odor is always in the corridor. VERY UNPLEASANT!
- Sometimes I smell in corridors spices really strong.
- Kitchen odors – occasional.
- Restaurant's cooking travels in the elevator and we guess what's on the menu. This is not a complaint but a fact.
- Yes, sometimes; but not bothersome.

5. Have you noticed condensation in your unit?

Yes 6 No 41

- Everywhere in the unit.
- The windows fog up between the glass panes.
- Some on slider.
- Trap door in closet.
- On sliding doors.
- Turned on AC – moisture on sliding glass door.

6. Is the ventilation in your unit satisfactory?

Yes 39 No 9

- Air stasis even with AC on.
- Cooking smoke/odors take 1 day to days to get rid of – ventilation in kitchen not as satisfactory.
- The window of the bathroom along with the master bedroom should be opened.
- Bathroom ceiling fan works but is noisy.
- Gets a bit stuffy if all windows are closed.
- We need to open the door so air can ventilate through apartment.
- Often stuffy. Very dry (low humidity) in winter.
- Because of single exposure, circulation of air is not good.
- The ventilation in the bathroom is too loud.

7. Have you noticed any unusual cracking or distortion in your unit?

Yes 5 No 41

- Bathroom walls seem to crack easily.
- Some doors do not fit the doorframe. In one, we cannot even keep the door closed, as the alignment is off a lot.
- The guest room has some.
- Around the windows and sliding glass doors.
- Crack along ceiling in bedroom.

8. Do you experience consistent fluctuations in the hot water temperature in your unit?

Yes 4 No 44

- Somewhat, but not a problem.
- Sometimes cooler/warmer.

- Perfect in bathroom but must run kitchen faucet a while in order to get hot water.
- For a while was taking unusually long to get hot – now seems OK.

9. Do you have any comments or recommendations related to any of the interior common areas?

Yes 19 No 30

- Washer/dryer lights; washer/dryer performance.
- One of us thinks the paintings are fine, if boring. The other thinks they're dreary and ugly.
- The staircase in the annex needs repair.
- Good.
- Shampoo the carpet in corridors; the appearance degrades the overall appearance of the building.
- The design looks passé modern – please update it to either be modern or go classical style.
- I think the interior common areas are very well done, especially the lobby!
- All fine.
- The hall carpet in front of the east elevator needs cleaning; there is a spot there (4<sup>th</sup> floor).
- Have noted some cracking and peeling areas in walls of lobby.
- One Saturday night we were doing the laundry and when we took out the clothes from the washing machine, it was full of cat hair. As we know in this building pets are not allowed.
- Laundry in the 5<sup>th</sup> floor is not so clean and neat; detergent dispensers have fungus. We've noticed they wash things from pets! That's not fair because we are allergic to cats and we chose to live in this building because there were no pets, supposedly.
- Very satisfied.
- No, looks good.
- Elevator (west) closes too quickly.
- East elevator breaks down too often; I know some people have been stuck in it.
- In the summer the lobby area is often quite cold. Is it necessary, or can we save more fuel?
- Picture on the wall by PH-6 would be nice
- Spin dryer for bathing suits in locker room.

10. Do you have any comments or recommendations related to any of the exterior common areas?

Yes \_\_\_\_\_ No \_\_\_\_\_

- The balcony rails are peeling again.

- I believe snow jacks should be installed in the area where they are missing on Bay Street side.
- The roof and planter liner for the terrace for units 104 and 105 will probably have to be replaced soon.
- I suggest getting some quotations to get the pool covered with a sliding roof for winter time.
- Perfect.
- Good.
- Cover the hot tub for winter use.
- My recommendation would be to paint the balconies dark green instead of white when it's time for repainting.
- Maybe there could be a sitting bench outside for visitors.
- The signboard (stories and other tenants) should be renewed – looks very old.
- The paint is peeling from the balcony and looks terrible.
- All fine – excellent.
- The westernmost of the three flowering trees on the south side of the pool appears to be failing – will the others follow?
- The carpet in the corridor is very old and dirty; it has many spots. They should change it.
- Very satisfied.
- No, looks good.
- Balconies peeling; signage, awnings and landscaping in the front of the build could use sprucing up.
- Would love an exterior awning on balcony. Balconies unused due to sun back of building.
- Covered area for continued use of pool or Jacuzzi in winter. Lovely to swim outdoors in good weather, but those who need to continue their swim routine, especially in winter, are unable to do so.

11. Any other concerns?

Yes \_\_\_\_\_ No \_\_\_\_\_

- I am very happy with the facilities and especially the way they are kept up.
- When a nearby unit (next door or above, we are unsure) turns on their water, there is a very loud noise in our unit.
- Sink in master bath doesn't drain well; toilet in extra bath doesn't flush fully.
- The garbage truck usually comes too early in the morning and makes a lot of noise. As our unit is exactly over the garbage room, this is annoying.
- I would like to congratulate Joe for his continuous help, work and effort to make our life at Bay Square a pleasant one and also to Ivonne, Rogerio, Laureann, Fred and Fatima.
- No concerns, the building seems to be well maintained.
- Can we add another new treadmill to the gym?

- I want the heating and cooling to be fixed ASAP.
- We are very satisfied with the operation and maintenance of the building. Joe is fabulous. We might consider training an assistant to learn the subtleties of his job. The front staff are all superb. We could use another treadmill. The small one is dysfunctional and the other is used frequently. The parties are great! It builds a community culture.
- I love the building and my apartment!
- Joe got someone to replace our slider glass which was the only concern – but I am a little worried because the slider does not completely close – will it leak?
- Keep doing what you/re doing; building is great!
- Balcony railing paint in our unit is all peeling off.
- More ventilation in the hall to remove other apartment's cooking odors.
- Door to elevator needs painting.
- Tracks in glass sliders gradually accumulate debris that is hard to clean; how long will they take to fail?
- Thank you! I think this is very nice asking us for an overall survey on our day to day place and living. I hope they consider improving common areas (laundry, carpet) to maintain the building nice and neat, and we can be happier, on getting what we are paying.
- No, all the staff is very nice and with professionalism; happy to live here.
- Continual draft from the sliding doors during the cold weather.
- Overall, I am proud to live in such a well maintained building.
- Washing machines and dryers (old) cause apt. to emit odors like bad eggs.
- I know my roof is scheduled to be replaced – it's currently torn up.
- Balcony wall crumbling.
- Awnings for balconies. Otherwise, strong sun makes them virtually unusable for flowers or people to sit outside.