



2018 LT-ACT MEMBERSHIP DISCOUNT LIST

FALL/WINTER 2017-2018 MAINTENANCE SURVEY RESULTS

➤ Bed Bugs, Mice and other Vermin Issues Top the Survey

Summary:

During the fall of 2017, the Lenox Terrace Association of Concerned Tenants (LT-ACT) distributed a complex-wide survey focusing on maintenance issues and management's responsiveness to the problems. We also took a snapshot of the length of tenancies of those who filled out the survey.

Major Findings:

The majority of respondents have lived in the complex for more than 10 years (51+ percent), with a nearly a quarter having lived in the complex for less than 5 years (24%). Of those respondents, fully two-thirds have experienced maintenance problems with a small minority, less than one-fifth say they have had no problems.

The overwhelming maintenance issue facing tenants at Lenox Terrace and for which the resolution has been poor, is all varieties of vermin. Fully seventy-nine percent of respondents have had problems with mice, roaches and water bugs, bed bugs and rats. Some tenants have multiple issues – mice, roaches and bed bugs, and more than half have been dissatisfied with how management addressed the issue with a near split saying that their vermin issues WERE NOT corrected.

Have You Had Vermin Problems?

Mice	22%
Rats	3%
Roaches/Water Bugs	44%
Bed Bugs	10%

Regarding adequacy of building staffing, a majority (51 percent), say that buildings are not adequately staffed while slightly less than a quarter (24 percent) say that staffing is adequate in the buildings.

When it comes to management's responsiveness to tenants needs, the results are split – 48 percent rate management's responsiveness as "good" or "very good", while 43 percent rate this issue as "fair" or "poor." Three percent say that service is "excellent."

Management Office Rating

Poor	13%
Fair	30%
Good	32%
Very Good	16%
Excellent	3%

Another large area for tenants complaints are plumbing issues with forty-four percent of respondents, primarily leaky faucets, faucets need replacement and muddy water. 11 percent of tenants who complained about plumbing issues say they had to contact management at least three times before the issue became resolved.

Plumbing

Leaky Faucet	18%
Faucet Replacement	11%
Hot/Cold Water	9%
Muddy Water	6%

Appliances are another issue where a third of respondents had complaints – they ranged from broken appliances to the need for appliance replacement.

On average, between 10 and 20 percent of tenants claim they have had to contact management more than once to have their issues resolved.

Regarding laundry room equipment and maintenance, more tenants expressed dissatisfaction with this issue. Forty-five percent of respondents gave it a “poor” or “fair” rating, while 38 percent gave a rating of “good” to “very good.”

Poor	12%
Fair	33%
Good	27%
Very Good	11%
Excellent	3%

Regarding grounds maintenance, a near majority of tenants who responded gave it a good to very good rating (49 percent) while slightly more than a third (36 percent) rated complex maintenance as fair to poor.

Complex Maintenance Rating

Poor	10%
Fair	26%
Good	32%
Very Good	17%
Excellent	2%

Here are some of the typical comments that tenants wrote in:

- Main Office:** Calls to voicemail not returned; service appointments cancelled without notice
- Grounds:** Dog feces not picked up; debris and trash around and inside the complex
- Stairwells:** Need more frequent cleaning
- Compactor Rooms:** Need more frequent cleaning

For a copy of the complete survey, contact us at www.ltact.org.

The Executive Committee, LT-ACT
Delsenia Glover, President