

Country Club Manor

Resident Survey

Conducted December, 2014

Compilation of **ALL** Comments (**good and bad**)

With Foreword by Margie Reeve





Dear Residents of Country Club Manor:

Thank you so much for taking the time to fill out the survey we distributed late last year. Your ratings and comments were very helpful to me and Lee. It was especially rewarding to hear all the nice things you said about our whole team and the work they do. In addition, many of you had suggestions for how we can improve life at CCM. Of course, we cannot do everything to make everyone happy but there is no reason why we can't try.

So here are a few suggestions you made that we have actually implemented or have scheduled since December:

- 1) We have started the new landscaping (to be continued)
- 2) The mail area now has two tables one for outgoing packages and one for incoming.
- 3) We have installed automatic door openers in the garage entries.
- 4) Laundry & trash rooms have been painted
- 5) Club room & restrooms have been painted
- 6) We have replaced approximately 50% of the emergency & garage lighting (remainder is scheduled)
- 7) Elevators updated with new lighting, paint and carpet
- 8) Carpet replaced in garage lobbies
- 9) Lobby carpets and furniture professionally cleaned (hallways scheduled)
- 10) Garages scheduled to be pressure washed and repainted
- 11) New laundry machines are in the future
- 12) Pool stairs & light are scheduled to be repaired
- 13) It has been our policy to let people know we are a no-smoking facility before move in.

We have now taken additional steps by including stricter terminology in our lease and application. The lease will be terminated if someone chooses to smoke on the property after move-in. Smokers are wonderful people too so we have grandfathered in our longtime residents. These people are very good about taking their smoke outside the buildings. Existing smokers who are unable to move outside to smoke will not be able to continue to reside at CCM.

As you can see from this list, we have not implemented everyone's suggestion and therefore, Country Club Manor is not perfect. But please remember . . . we aren't done yet!

Margie

Margie Reeve
Resident Manager
Country Club Manor

SURVEY REPORT, BY LEE BAKEWELL (*Reprinted from Country Club Manor's April 2015 Newsletter*):



Last December, many of you gave your time to fill out a survey form—kind of a “report card”— to give us an idea of how we were doing. Here are a few results, some quite surprising:

1. 61 residents returned filled out surveys
2. 7% said they were smokers.
3. 100% said they liked Chuck and the work he does.
4. 94.9% said their maintenance issues were handled promptly.
5. 98.3% said when they report a maintenance issue, the problem gets corrected in a workmanship-like manner:
6. 98.3% said the laundry machines were well maintained and the laundry rooms kept clean.

7. 99.0%, on average, said they liked the cleaning/on-call staff people and the quality of the work they did.

8. 98.8% thought the hallways, stairwells, pool, hot tub, exercise area, and Club Room were kept clean.

9. 60.0% welcomed going coinless by replacing the laundry machines with new ones equipped with card readers. The “somewhat agrees” equaled the “somewhat disagrees” at 9 persons each. But the “strongly agreed” (to updating the machines with new ones) went 2:1 in favor at 18 strongly agrees in favor to 9 strongly against.

10. The Summer BBQ and Jared Fuller’s Aerobics classes were the most liked activities at 100.0% each followed by the Annual Holiday Party at 98.1% and Saturday Morning Coffee and Donuts at 96.2%. 88.2% were in favor of adding Team Trivia to our list of activities. However, a few words of explanation are needed: Both the Annual Holiday Party and Coffee and Donuts had only one person say he or she “somewhat disagreed” with liking them (possibly because

they didn't usually attend). But many more people answered the question for the Annual Party than did for Coffee and Donuts 52 vs. 25 to be exact. Hence Coffee and Donuts got a somewhat smaller percentage simply because that activity doesn't fill the room like the Annual Holiday Party does. In short, we are only looking at the percentage of people who answered the questions.

11. 100.0% liked the On-Call concept and the fact the phones are answered 24/7 and the same percentage (100.0) agreed that building security was important and much appreciated.

12. Another close one—and somewhat controversial—was the popularity of the sconce hallway light fixtures. 65.4% liked them. But look at the raw data: 24 strongly agreed (with liking them), 10 somewhat agreed, 8 had no opinion, 9 somewhat disagreed and 9 strongly disagreed! So that gives a “pro” percentage of $34/(34+18)$ or 65.4%.

13. 96.2% (just 25 persons) liked having a pop machine in the pool area, although one person strongly disagreed for some reason.

14. 73.2% said if satellite TV were made available to everyone, they would consider subscribing to it.

15. 98.3% said they like Margie and the job she is doing as Resident Manager. Every person answered the question. 58 of them agreed with the statement, 2 had no opinion, and 1 person said he or she somewhat disagreed. Not on the survey was this month's New Neighbor who said her experience with Margie was a major reason she decided to move into CCM! Margie's husband, Chuck, had 61 people grade him on maintenance and he scored 100.0%. I can't tell you how proud I am, as owner, that Margie (and Chuck) chose CCM as their home and workplace. Good work Chuck and Margie!

Many of you made comments, too many by far to list here but we read—and were influenced—by them all! ~~Next month, we will include a sampling of the comments.~~

Thanks to the limitless size of the WEB, we will include all—i.e. 100.0%—of your comments below, good or bad!



Lee Bakewell
Owner, Country Club Manor Apartments for Seniors

Reason for Choosing CCM	
	Love the wildlife but didn't know about it before moving in. The number one reason was the apartment was available when needed.
Smoker Comments	
	I'm a former smoker and have friends who smoke [so that's why I said I agree somewhat instead of strongly]
	Wish it were truly smoke-free. I was a smoker but no longer.
	Should be allowed to smoke on balcony
	I never smoked in my apartment even when it was allowed. But I don't like the fact that I can't smoke on the balcony.
	I thought CCM was smoke-free when I moved in. Smoke causes health problems, increases fire risk, and smells.
	Going smoke-free is the best thing done since I came here.
	I would like to let smokers on their balcony during the winter months.
	My son still smokes but does not have a problem going outside. I know some people are still smoking on their decks; need to enforce.
	Secondhand smoke kills.
	I believe smokers have rights also. However, when I am sitting outside on my balcony, I don't want to smell someone's cigarette smoke.
	Never ever a smoker :)
	This is huge for me. I greatly appreciate it and would not live here if this was not a smoke free complex. Currently having trouble with my next door neighbor smoking in her apt. Also, I don't like the smoking outside the pool area. Their coming and going makes the pool room cold and when I'm exercising and swimming laps, I don't like having to breathe cig smoke in the pool area.
Newsletter	
	Enjoy photos when I can see them but I cannot read the text.
	Recipe per month
	The newsletter needs larger print. I would like to see residents who are no longer here. Don't know if this can be done.
	More news about residents
	A photo of every new resident, not just a select few, so you know who belongs in the building.
	Newsletter Print is too small.
	For the newsletter, I would like to see more reminders about security and non-smoking policy. Give REAL Life examples of how tenants have unknowingly caused security failure and possible consequences.
	The newsletter is very good.
	The newsletter is very well done. I look forward to getting it. I can't think of anything to add; it's great!

Maintenance	
	It's time to change the laundry machines. Would like better temperature control on dryer, ability to add 15 min at a time. Would like stop-and-soak on washer. I find the laundry equipment hard on fabric.
	Need new machines. Machines, I should say dryers, need to be cleaned better. Filters and around filters. Would appreciate clothes rack in first floor laundry room.
	Still have broken mirror track over. Also have poor shower flow.
	Chuck is great. His knowledge and ability is A-1.
	I wish they would replace smoke detectors 6 mos or yrly on a regular basis. Change air conditioner filters during the yearly inspections.
	Have had problems with one dryer a few times. Doesn't dry clothes but appears to turn on.
	I gave a "strongly disagree" for cleaning up any mess they made because a [previous] maintenance man cleaned his tools in my bathroom after patching the ceiling.
	Chuck seems to be the busiest person I know.
	They are getting old. Dryers are very hot on all settings.
	Chuck is very willing to help and does great work.
	Chuck does a good job and gets it done fast. Dryers on 1st floor of the 55 building don't dry as well.
	Chuck does excellent work and is very polite and friendly. Well-liked by all.
	Chuck is the best. Has had to re-do 3 of [REDACTED]'s repairs
	Maintenance workers should have cards to leave behind after being in units (when no one was home).
	Chuck is the very best. I can never tell when he's been in my apt. doing a repair, he leaves it so clean. I'm spoiled. I don't want anyone else responding to my repair requests!
	See enclosed letter. Maintenance used to be prompt but now over-taxed, under-staffed.
	Laundry machines <u>used</u> to be cleaned every day. This is very important, especially during the flu season!
Cleaning	
	Just very afraid of changes [to card readers]. I would get family to help with laundry.
	Will the old computer ever be hooked up so there are 2 computers available?
	Kitchen [She probably means laundry machines] sometimes needs attention behind machines and walls.
	Pool steps don't have bullnose or leading edge. Leg scrapes & cuts result.
	All is clean.

	Not familiar with people and areas yet.
	The cleaning is done on a regular basis and well done besides. This should not be changed.
	Would like to wash rugs here. Don't drive. Just small bathroom rugs.
	The Club Room and pool always look good! Tina provides a good service. When the electric went out, Karen Kelley was on the ball! She is always helpful and addresses issues.
	All on the cleaning staff do a great job.
	Not comfortable about a laundry card
	The hot tub is not always the best & with the toddlers in and out, they often track in small rocks around the pool steps that when you step on them, hurt when you are barefoot and getting into the pool. Keeping the laundry rooms clean is not an easy task. I think some of the dirty condition is due to the residents using the machines and not cleaning up after themselves!
	"No opinion" means no experience either way.
	Common areas, especially the pool and hot tub areas, should be cleaned daily before someone gets a staph infection. Why no handicapped doors from the garage to the elevators? These doors are HEAVY!
New Laundry Machines?	
	Only if larger tub and dryer drum
	Replace machines only if front loading.
	Already should be card readers at CURRENT price!
	You mean it would show how much time is left on each machine?
	I think we pay enough now for use of the machines.
	Not in favor of raising the price of laundry machines; \$1.50 is high enough.
	I am OK with paying. I would use the credit card machines if I could be guaranteed my credit card info was protected.
Activities	
	The annual Christmas party is very nice.
	I still work so I usually can't attend the activities.
	I feel the rent covers Pool aerobics as a selling point, for lion's share.
	Not here long enough yet.
	The Holiday Party was Lovely; well done.
	Undecided whether I would pay for pool aerobics. Depends on the fee vs. what we can afford. It's part of the amenities and one of the reasons we came here.
	Do not attend pool aerobics so no opinion on Jared
	I love the garage sales!
	I like the availability of activities even if I do not attend.
	I constantly work full time so haven't taken advantage of these activities but I will when I retire.

	We already pay for pool instructor with our rent!
Team Trivia	
	Team trivia sounds like fun.
	I still work
	I would love a class on the iPod/iPhone since I can't get away to take classes elsewhere.
	Team trivia might be nice; it's good to try new things.
	I am trying to stir this activity (Team Trivia) up. I would love to see it added and know there are others as well.
	Team trivia sounds like fun!!
Security & Sconces:	
	Just don't like that the sconces stick out.
	Too bright. If there is a light and and a person in the hall, you don't know who it is because the light is so bright. They look like something from medieval castles, old and ugly. My guests can't understand why a nice place like this has such ugly bizarre hall lights. These ugly lights are what people remember about where I live. Old, ugly hall lights.
	Sconce light fixtures could be brighter.
	Can't see lock as keyway is in shadow from light
	Could be brighter in the halls.
	Hallway lighting could be brighter
	The hall lighting needs a new upgrade.
	The hall sconce lights are outdated.
	The one thing people say to me is "What's with the old Roman sconce fixtures?" They make the hallways dingy and dark looking. Locks are hard to see!
	The sconce light fixtures are ugly and outdated.
	The hallway light fixtures are too old and need to be updated. They also stick out where you could hit your head on them.
	The hall light fixtures need updating. Lighting is poor.
	The sconces seem somewhat outdated
	I feel they are very outdated. They do not provide enough lite for older people with decreased vision. I am strongly not pleased with Comcast. They are priced too high!
	Building security should be updated periodically. Also, we need more signage (illuminated) community watch signs and "drug free" signs
	Handicap accessibility to the main doors (walkway) for walkers or a wheelchair. "We are not getting any younger! Using a walker to the main doors might be helpful to some.

	The sconces are fine. Hall carpet needs a cleaning or replacing and hallways could use a paint touch-up. Also--this is really picky--but is there any chance the big heart wreath can come down? I think it belongs to someone and is not CCM's. Also, the puzzle pictures are kind of junky. Not well framed. I'd rather see the walls patched and painted with no puzzle pictures. (Really picky I know!)
	We love the sconces; they are both effective AND pretty.
Rules too tough or soft	
	If the rule is to be non-smoking, then so be it . . .
	I think the rules are good
	Not too many rules
	I think the people who run to the office with every little infraction should be discouraged.
	I think our rules are reasonable as they are now.
	The rules are not comprehensive enough, especially about regulating smokers.
	We don't need more rules; just consideration of others.
	All seems fair and good to me.
	I am frustrated with my next door neighbor smoking in her apartment. The heavy smoke in my bedroom and bathroom and linen closet is making me feel ill. But I know this is a difficult rule to enforce and I have appreciated Margie's support when I've called. I will be providing documentation on the # of nights it's bad.
Margie	
	Love Margie!
	Always positive and pleasant. Very hard worker. Genuinely cares for residents.
	Didn't hire Margie so don't know the management objectives that have been set in place (Henry). Margie is always available, always pleasant no matter how busy she is. She's a wonderful manager and a nice person.
	She's a very hard worker
	A terrific gal!
	I think Margie and Chuck work hard and do a great job.
	Her hours in the office are less but usually she or someone else is in the office.
	Outstanding Job
	Always a smile to brighten my day
	Margie is a wonderful manager, always eager to help you.
	I think Margie is one of the best managers since I have lived here (14 years).
	Margie is doing a great job! I haven't had any problems that she won't handle right away, compared to the other manager.
	I think she works very hard and does a good job.
	Margie is a good person; she knows her job.

	Margie is very pleasant and open to suggestions. She listens.
	Margie is very friendly and helpful.
	Margie thinks of everyone and not just catering to special groups. I like all her ideas, decorating, and organizing skills. She is very well liked.
	Very professional. Whenever I had to call [REDACTED], I felt I had to say I was sorry to bother [REDACTED]. Not so with Margie. Margie is always glad to hear from me.
	Margie is very professional at her job.
	Margie is excellent and the best thing to happen to CCM. When I call, she is always pleasant and professional. She has the perfect personality for this position and is a very experienced professional manager.
	Do not like the changes in staff recently [implemented by Margie].
Lee & Mary	
	Mary always looked angry unless you had lived here 5+yrs, she didn't talk with you and had no time for you. Please ask Lee to back into his parking spot all the way. The front of his car sticks out beyond the poles and makes parking awkward.
	Lee is doing a good job
	I wish when changes are taking place, we the residents would be informed before it happens. Example, changing of the no-armed chairs in the Comm. Rm, only small tables, No TV trays for people to put drinks on in the sitting area.
	Stop increasing our rent every year. STOP!
	Management has vastly improved. I would say we have management now; very little before.
	Things seem to be going easier since the takeover.
	We felt that maintenance and property landscaping is not done well. It appeared to be less teamwork and less community spirit. The deck work was very poor quality. Our apartment had water damage. The painting is still not done. The deck floor is very uneven. The caulking was poorly done and the outside painting is still not done. The lawn care was poor. Landscaping not improved to handle the drainage. The paving of the parking lot was done poorly. The downspouts were not kept cleaned out which caused the basement to have water in it. She took money in but did not do improvements well. With regard to Lee, we feel maintenance is being addressed. But there is still need for preventative maintenance, i.e. the emergency hall lights failed during the last power failure. The building maintenance should have a preventative maintenance schedule so all areas are supervised.
	I thought [REDACTED] did a good job and I miss [REDACTED].

	Atmosphere with [REDACTED] was tense and cliquish. Since the changeover, it feels more relaxed here. More residents are joining in on pot lucks and activities-- friendlier gatherings.
	I moved in before Margie and Chuck but they are by far the best thing to happen to CCM since I got here in 3/06!
	Patio door and deck work wasn't done in a professional manner and isn't complete yet: Hole in the wall (bricks missing), caulking very poorly done, paint chipped off brackets, caulk on new deck boards, etc.
	See attached letter. I don't know if problems are caused specifically by Lee or not.
Any other Suggestions	
	When I lived in my house, there were people in the area who would sit in their cars and beep the horn to let someone know they were there to give them a ride and I couldn't do anything about it, even if I talked to the police. I couldn't believe it when I heard the same thing here. It's been as early as 8 am Sunday morning or 8-9 pm and some people just keep beeping! Some do it for someone to let them in the garage. Can't they get a 2nd garage door opener or share the one they have? There is this thing called a cell phone!! These people are rude, inconsiderate, and selfish, lazy people. I would rather hear the kids in the playground scream all day than these people who beep their horns. I expect that from children but not adults beeping horns. Can you make people aware of this issue?
	People stand in the hallways and talk for a long time. Too loud.
	Would like to see a beauty salon onsite. I don't have a telephone directory. Shouldn't the telephone company have left one?
	Thank you for the security.
	I would like to see a harder line taken on people putting trash in the recycle bins and get people to park straight in their parking stalls.
	We feel there are areas in need of upgrading i.e. like emergency hall lights. The fixture lighting. Landscaping drainage to prevent garage seepage, shrubs need replacing, parking and driveway need better drainage and surfacing. Downspouts need to be kept free of debris. Bathroom cabinets and kitchen cupboards in apartments need updating/replacing. People living more than 8 yrs in an apartment should have their units redecorated i.e. new paint, floor covering, etc. People do that in their own homes.
	I would like to see a caffeine free diet pop added to the pop machine. Refrigerators are not energy efficient. Mine runs a lot even when not being used and is kept full. Could you get a deal on bulk buying for those who would want one and pay for it themselves or can we replace them ourselves?
	Windows are very cold! Weather-stripping is completely worn out losing a lot of heat. Brighter garage lighting. Emergency lighting isn't working!

	Laundry rooms and garbage rooms could use a coat of paint.
For Publication:	
	We have lived here for 17 years. Everyone is like family. We hope to be here at least 17 more!
	Enjoy fellow residents, enjoy activities, enjoy bird watching and surprisingly, found I really like apartment living. (Moved here expecting to stay only one year.)
	CCM is a wonderful community of caring neighbors!
	We are very pleased to be living here. When we started our looking journey, we never expected to find anything so nice. We love it!
	I have been a resident of CCM for many years. Over the years, I have seen many changes, most of them good. Security has been greatly improved, we have more social activities, and the buildings are all kept in good repair.
	I have so many nice friends near me on my floor, in apt. And some all-around in the 55 building. Since I've been sick, they all seem so concerned and helpful and checking on me. There is no place I would ever feel so safe and happy. I love my life at Country Club Manor.
	There are a lot of nice friendly people here and that makes you feel more at home.
	The pool, hot tub, and sauna are great! We like that it is for 55 and older. The complex is clean and pleasant. We love the view, that it's on a bus line, and close proximity to the park. We like the heated underground parking and the fact the mail is delivered to the inside of the building so that you don't have go outside. We feel like the building is highly secure and safe.
	I feel like CCM is my home!!!
	This a nice place to live. We have nice comfortable apartments and lots of things to do here. The location in this part of St. Paul and suburbs is prime!
	It is quiet so I can sleep and get up on time for work and that is a real plus. People are always friendly here. It feels like a home instead of a bunch of strangers.
	I love it here; it is like living in paradise!
Comments or Complaints:	
	I know the security cameras are good. I worry sometimes when people drive into or out of the garage--they don't stop and wait for the garage door to close. Anyone could drive in behind them.
	My plan is to live at CCM for many years, as long as the rent doesn't go too high considering I have to deal with the beeping horns. "You know it's me Margie, because of the beeping horns."
	I love my home here. Best place I lived since not owning my own home. Great services and people.

	It would be nice to have a handicap switch on the door from the garage to the elevator for those in wheelchairs and those in scooters. The door is very heavy.
	Clean garage more often. More updates to buildings including rest rooms by Club Room. Central A/C with less humidity and air in central halls. Add washer and dryer plus laundry tub to laundry rooms. Sprinkler system. Update elevators.
	We need a table for outgoing packages.
	CCM is a very quiet apartment building. Rents are reasonably priced. It is a nice place to call home.
	I think the garages need to be cleaned up. It seems people bring in more and more stuff and it really looks junky.
	I have no complaints about living here. I have always been very satisfied.
	The shrubs in front of the 1955 need to be replaced. Looks neglected. Managers cannot be expected to also do yard work!
	We both like it here and want to live here until . . . Well, you know. Lol
	Why is the pool/patio door open? We all have keys to open it when we want out. In light of recent break-ins and all the security we have, having this door open all day until 9 PM seems an opening for non-residents to come in and do whatever they want.
	The garage floor didn't really come clean. The salt has crumbled the cement so it needs new cement and sealer on it. The padding on the posts is good though. It would save money in the long run to update toilets and use less water if possible. They are not energy efficient. Anything to make this place energy efficient is a plus.
	Cable-ready in bedrooms and microwaves should be in each apartment. Hallway carpeting needs to be cleaned or replaced--is outdated. Needs visits by exterminator.
	I would like to see the book shelves raised up. It is hard to see books on lower shelves. I can't get down on my knees.
	Needs to have upkeep done. Ceiling tiles in pool for example, are spotted so replace them. Finish up the patio xx that need to have work done. Repaint the hallways. Replace the sconces. I'd like to see a car wash bay for residents. Hot tub should not be for 18 & over. Kids are in all other whirlpools no matter what the age. Grandparents go down to the pool area with their grandkids or visitors and they are being watched. Some kids frow [?] up with whirlpools, etc. We need to lighten up on that rule. I'd like to see a committee made up of residents who meet once a month to see what we can do to xx place to improve or if there are complaints or even ideas of what can be done. Electrical outlet in garage stalls. Quite a few residents have small freezers which could go in the garage instead of a bedroom, etc. Working on cars is prohibited; however it is

	being done. Sign says "Luxury apartments" but they are outdated. Need paint, redo walk-in showers. Needs to be given an amazing makeover.
	Thank you for everything; I enjoy living at CCM!
	All common doors should be handicapped. Some are very heavy. Why is our garage not heated? It's like an ice box. Impossible to walk to the pool without a winter coat and boots! We pay for a HEATED GARAGE.
From the Suggestion box:	
	Change the way we rent the clubroom. Other places, you make a deposit before use and then get it back when done. Since this is a "Senior" complex, I think we should cater to accommodations for them. The mail area is a jumbled mess sometimes where I either didn't receive my package or the package I sent never left. Since Shipping is done by catalog or on line, lots of packages need to be returned. Could we have extra space for outgoing packages? Parking spaces in the garage need to be highlighted. Just a dab of paint on all four corners perhaps? Everything else is fine. Margie, Dan, Chuck, Tina, Kevin, and Kathy, everyone does a good job.