



Overview

The following notes and crosstabs represent the 683 survey responses the STPCVTA received from July 7th to July 24th. (There were actually 713 responses, but 30 of those did not complete all of the survey, invalidating proper analysis. Of those respondents, 152 are non-members; we were able to compare topline trends among members vs. non-members and newer vs. long-term tenants.

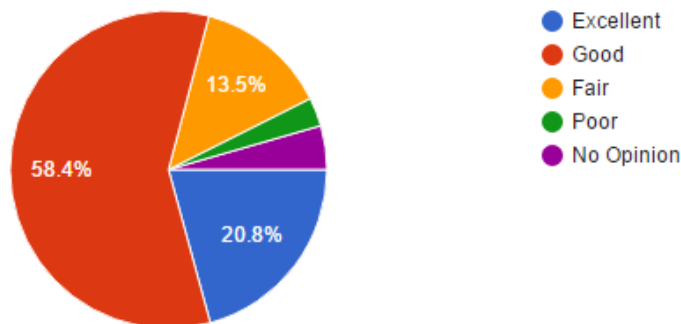
The major findings of the survey are:

- Despite individual concerns, tenants overall have a good opinion of Blackstone and recent changes to property management.
- Tenants gave high grades to management regarding apartment maintenance and communication with tenants.

Crosstabs

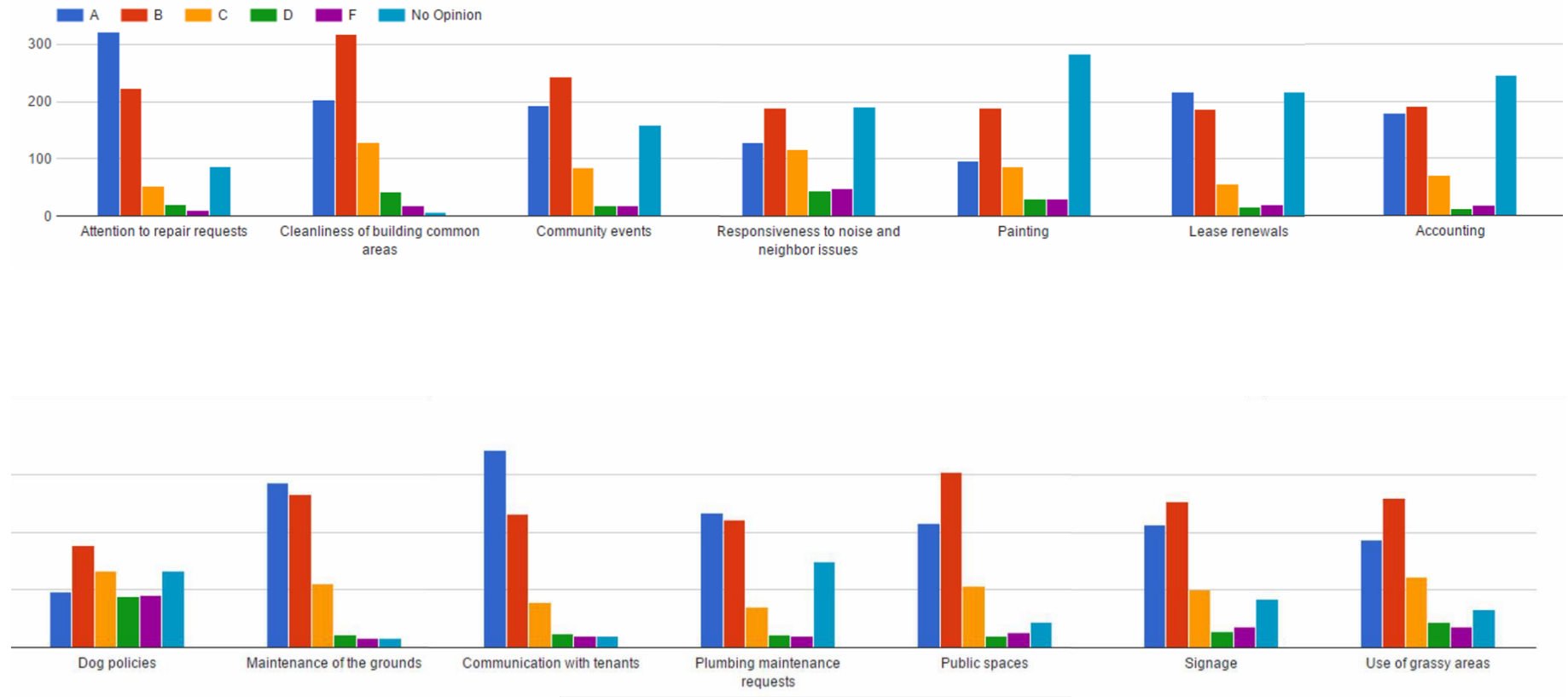
The following crosstabs analyze responses for each survey question.

		After 6 months, I would describe STPCV's new management in 2016 as:										
TA Member	Move in year	Counts	Excellent		Good		Fair		Poor		No Opinion	
Yes	Before 2011	511	108	21%	302	59%	72	14%	8	2%	21	4%
	2011 or after	20	5	25%	12	60%	0	0%	3	15%	0	0%
No	Before 2011	133	25	19%	74	56%	19	14%	7	5%	8	6%
	2011 or after	19	2	11%	13	68%	2	11%	1	5%	1	5%





Management Report Card Graphs





			MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Attention to repair requests]											
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion	
Yes	Before 2011	511	241	47%	152	30%	40	8%	14	3%	5	1%	59	12%
	2011 or after	20	6	30%	4	20%	3	15%	1	5%	0	0%	6	30%
No	Before 2011	133	52	39%	50	38%	7	5%	3	2%	6	5%	15	11%
	2011 or after	19	8	42%	3	16%	2	11%	3	16%	0	0%	3	16%

			MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Cleanliness of building common areas]											
TA Member	Move in year	Counts	A		B		C		D		F		No Opini	
Yes	Before 2011	511	137	27%	229	45%	98	19%	35	7%	10	2%	2	0%
	2011 or after	20	8	40%	8	40%	3	15%	0	0%	0	0%	1	5%
No	Before 2011	133	40	30%	60	45%	16	12%	8	6%	7	5%	2	2%
	2011 or after	19	9	47%	7	37%	2	11%	0	0%	0	0%	1	5%

			MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Community events]											
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion	
Yes	Before 2011	511	133	26%	171	33%	65	13%	16	3%	13	3%	113	22%
	2011 or after	20	5	25%	8	40%	3	15%	0	0%	0	0%	4	20%
No	Before 2011	133	39	29%	48	36%	16	12%	2	2%	5	4%	23	17%
	2011 or after	19	10	53%	5	26%	0	0%	0	0%	0	0%	4	21%



		MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Responsiveness to noise and neighbor issues]												
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion	
Yes	Before 2011	511	82	16%	137	27%	85	17%	34	7%	30	6%	143	28%
	2011 or after	20	4	20%	4	20%	2	10%	1	5%	2	10%	7	35%
No	Before 2011	133	30	23%	33	25%	27	20%	5	4%	12	9%	26	20%
	2011 or after	19	6	32%	4	21%	0	0%	1	5%	1	5%	7	37%

		MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Painting]												
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion	
Yes	Before 2011	511	66	13%	132	26%	54	11%	22	4%	20	4%	217	42%
	2011 or after	20	4	20%	3	15%	0	0%	3	15%	3	15%	7	35%
No	Before 2011	133	16	12%	43	32%	26	20%	4	3%	6	5%	38	29%
	2011 or after	19	7	37%	5	26%	0	0%	1	5%	0	0%	6	32%

		MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Lease renewals]												
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion	
Yes	Before 2011	511	157	31%	136	27%	40	8%	7	1%	12	2%	159	31%
	2011 or after	20	2	10%	4	20%	2	10%	4	20%	2	10%	6	30%
No	Before 2011	133	45	34%	33	25%	10	8%	5	4%	4	3%	36	27%
	2011 or after	19	6	32%	2	11%	3	16%	0	0%	0	0%	8	42%



		MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Accounting]													
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion		
Yes	Before 2011	511	135	26%	131	26%	51	10%	7	1%	13	3%	174	34%	
	2011 or after	20	4	20%	3	15%	4	20%	1	5%	0	0%	8	40%	
No	Before 2011	133	27	20%	40	30%	14	11%	5	4%	5	4%	42	32%	
	2011 or after	19	8	42%	5	26%	0	0%	0	0%	0	0%	6	32%	

		MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Dog policies]													
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion		
Yes	Before 2011	511	61	12%	116	23%	94	18%	70	14%	67	13%	103	20%	
	2011 or after	20	3	15%	6	30%	3	15%	2	10%	1	5%	5	25%	
No	Before 2011	133	22	17%	40	30%	26	20%	13	10%	17	13%	15	11%	
	2011 or after	19	6	32%	5	26%	1	5%	1	5%	0	0%	6	32%	

		MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Maintenance of the grounds]													
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion		
Yes	Before 2011	511	201	39%	191	37%	77	15%	20	4%	11	2%	11	2%	
	2011 or after	20	9	45%	6	30%	4	20%	0	0%	0	0%	1	5%	
No	Before 2011	133	53	40%	48	36%	21	16%	3	2%	6	5%	2	2%	
	2011 or after	19	12	63%	4	21%	2	11%	0	0%	0	0%	1	5%	



			MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Communication with tenants]											
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion	
Yes	Before 2011	511	245	48%	163	32%	61	12%	16	3%	13	3%	13	3%
	2011 or after	20	8	40%	8	40%	0	0%	1	5%	2	10%	1	5%
No	Before 2011	133	61	46%	43	32%	14	11%	7	5%	5	4%	3	2%
	2011 or after	19	14	74%	4	21%	1	5%	0	0%	0	0%	0	0%

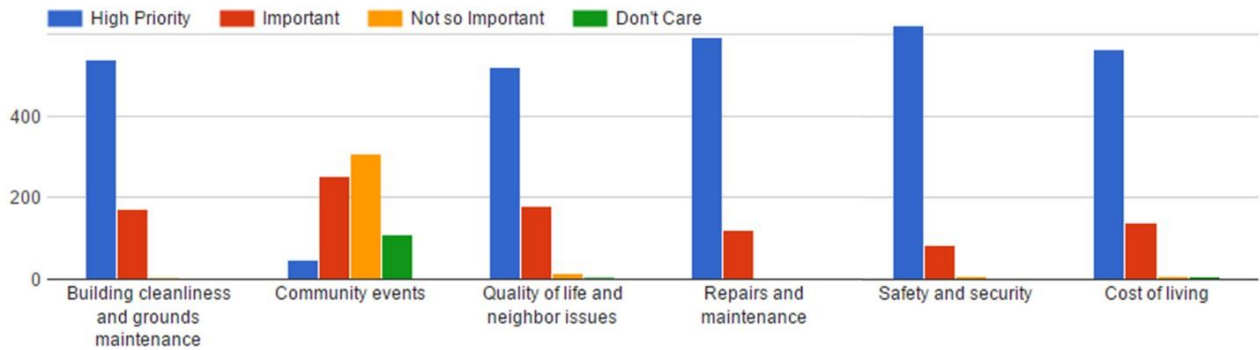
			MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Plumbing maintenance requests]											
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion	
Yes	Before 2011	511	171	33%	152	30%	55	11%	17	3%	15	3%	101	20%
	2011 or after	20	7	35%	4	20%	0	0%	0	0%	2	10%	7	35%
No	Before 2011	133	41	31%	47	35%	13	10%	4	3%	4	3%	24	18%
	2011 or after	19	5	26%	6	32%	0	0%	0	0%	0	0%	8	42%

			MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Public spaces]											
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion	
Yes	Before 2011	511	155	30%	214	42%	84	16%	15	3%	19	4%	24	5%
	2011 or after	20	3	15%	11	55%	2	10%	0	0%	1	5%	3	15%
No	Before 2011	133	41	31%	56	42%	16	12%	4	3%	6	5%	10	8%
	2011 or after	19	8	42%	6	32%	2	11%	1	5%	0	0%	2	11%



			MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Signage]											
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion	
Yes	Before 2011	511	149	29%	181	35%	77	15%	22	4%	22	4%	60	12%
	2011 or after	20	5	25%	9	45%	2	10%	1	5%	1	5%	2	10%
No	Before 2011	133	43	32%	47	35%	18	14%	3	2%	10	8%	12	9%
	2011 or after	19	9	47%	6	32%	0	0%	0	0%	0	0%	4	21%

			MANAGEMENT REPORT CARD: How do you grade management's performance on the following issues? [Use of grassy areas]											
TA Member	Move in year	Counts	A		B		C		D		F		No Opinion	
Yes	Before 2011	511	128	25%	190	37%	86	17%	32	6%	25	5%	50	10%
	2011 or after	20	3	15%	8	40%	3	15%	1	5%	0	0%	5	25%
No	Before 2011	133	38	29%	40	30%	30	23%	10	8%	10	8%	5	4%
	2011 or after	19	10	53%	6	32%	0	0%	1	5%	0	0%	2	11%



		Please rate the importance of the following issues: [Building cleanliness and grounds maintenance]								
TA Member	Move in year	Counts	High Priority		Important		Not So Important		Don't Care	
			Count	%	Count	%	Count	%	Count	%
Yes	Before 2011	511	395	77%	116	23%	0	0%	0	0%
	2011 or after	20	13	65%	6	30%	1	5%	0	0%
No	Before 2011	133	99	74%	31	23%	2	2%	1	1%
	2011 or after	19	11	58%	7	37%	1	5%	0	0%

		Please rate the importance of the following issues: [Community events]								
TA Member	Move in year	Counts	High Priority		Important		Not So Important		Don't Care	
			Count	%	Count	%	Count	%	Count	%
Yes	Before 2011	511	31	6%	169	33%	238	47%	73	14%
	2011 or after	20	3	15%	8	40%	6	30%	3	15%
No	Before 2011	133	9	7%	56	42%	43	32%	25	19%
	2011 or after	19	2	11%	8	42%	7	37%	2	11%



			Please rate the importance of the following issues: [Quality of life and neighbor issues]							
TA Member	Move in year	Counts	High		Not So		Don't			
			Priority	Important	Important	Care				
Yes	Before 2011	511	368	72%	132	26%	8	2%	3	1%
	2011 or after	20	12	60%	8	40%	0	0%	0	0%
No	Before 2011	133	103	77%	24	18%	5	4%	1	1%
	2011 or after	19	11	58%	8	42%	0	0%	0	0%

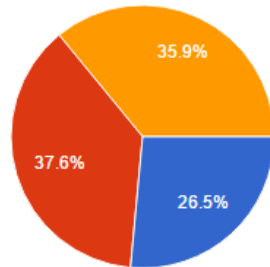
			Please rate the importance of the following issues: [Repairs and maintenance]							
TA Member	Move in year	Counts	High		Not So		Don't			
			Priority	Important	Important	Care				
Yes	Before 2011	511	435	85%	76	15%	0	0%	0	0%
	2011 or after	20	11	55%	8	40%	1	5%	0	0%
No	Before 2011	133	107	80%	25	19%	0	0%	1	1%
	2011 or after	19	15	79%	4	21%	0	0%	0	0%

			Please rate the importance of the following issues: [Safety and security]							
TA Member	Move in year	Counts	High		Not So		Don't			
			Priority	Important	Important	Care				
Yes	Before 2011	511	446	87%	61	12%	4	1%	0	0%
	2011 or after	20	14	70%	4	20%	2	10%	0	0%
No	Before 2011	133	120	90%	10	8%	2	2%	1	1%
	2011 or after	19	12	63%	7	37%	0	0%	0	0%



Please rate the importance of the following issues: [Cost of living]										
TA Member	Move in year	Counts	High		Not So		Don't			
			Priority	Important	Important	Care				
Yes	Before 2011	511	403	79%	102	20%	4	1%	2	0%
	2011 or after	20	15	75%	3	15%	2	10%	1	5%
No	Before 2011	133	109	82%	21	16%	2	2%	1	1%
	2011 or after	19	12	63%	5	26%	0	0%	1	5%

I have a preferential rent								
TA Member	Move in year	Counts	Yes		No		I don't	
			Yes	No	Yes	No	know /	
Yes	Before 2011	511	138	27%	195	38%	178	35%
	2011 or after	20	6	30%	6	30%	8	40%
No	Before 2011	133	33	25%	49	37%	51	38%
	2011 or after	19	6	32%	6	32%	7	37%



- Yes
- No
- I don't know / Management never explained preferential rents



Management is undertaking a master plan for the retail spaces in the community. What would you like to see (check all that apply).												
TA Member	Move in year	Counts	More Grocery stores	Facilities for kids	Bookstore	Stationery/card shop	Other					
Yes	Before 2011	511	349	68%	41	8%	187	37%	264	52%	136	27%
	2011 or after	20	13	65%	2	10%	9	45%	8	40%	5	25%
No	Before 2011	133	85	64%	12	9%	37	28%	39	29%	33	25%
	2011 or after	19	15	79%	2	11%	3	16%	3	16%	4	21%

