

Claremont Hall Resident Survey January 2025

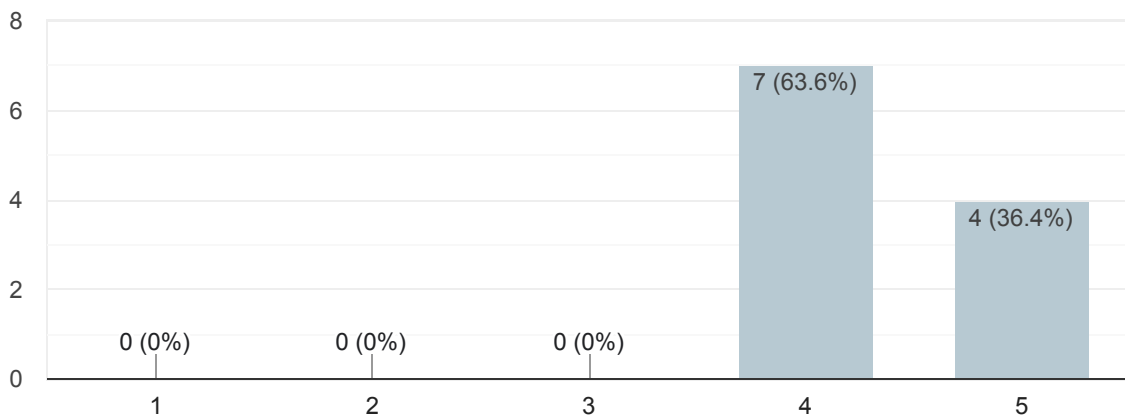
11 responses

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Overall, how satisfied are you with your unit?

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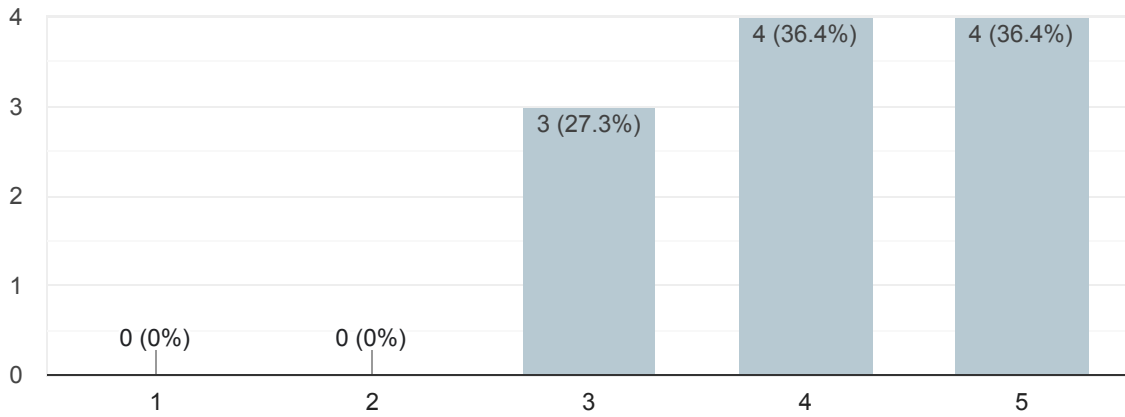
11 responses



Overall, how satisfied are you with the common areas?



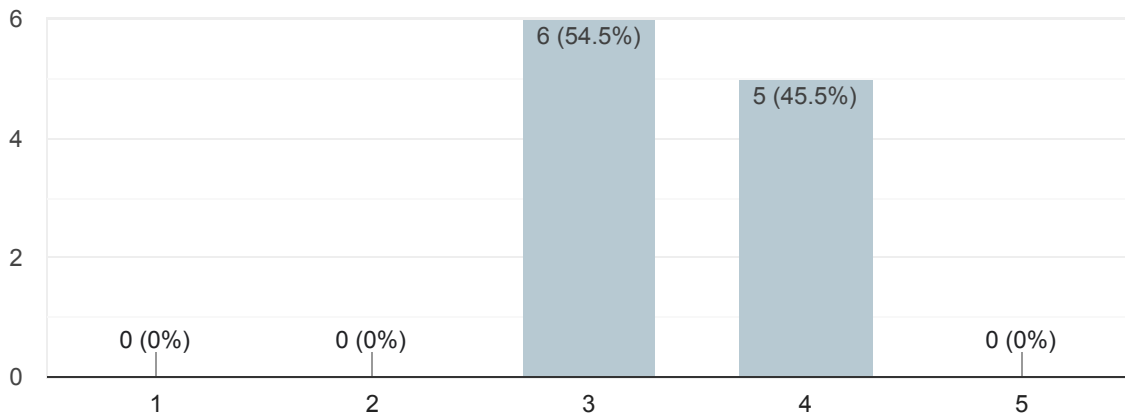
11 responses



Overall, how satisfied are you with the amenities and their availability?



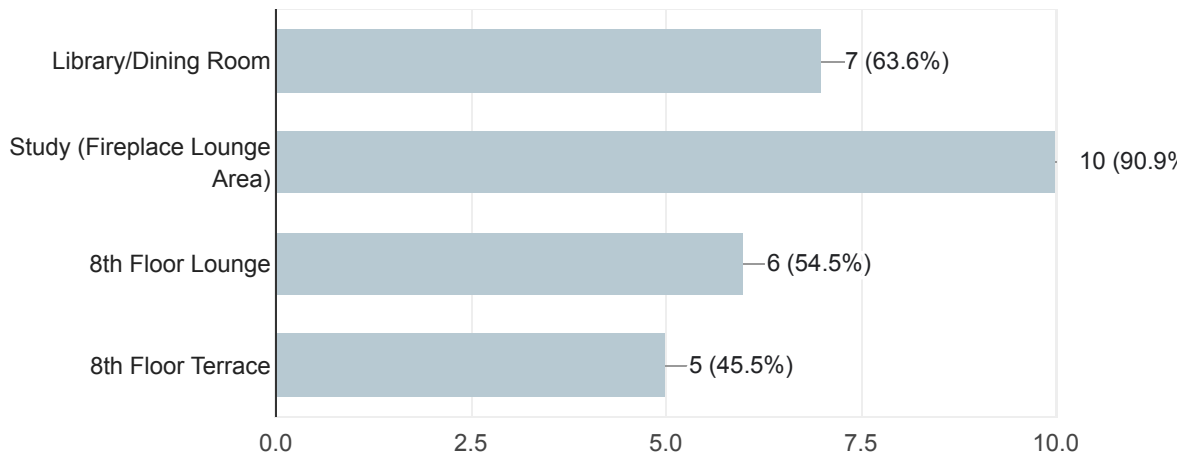
11 responses



Which common areas have you used? Select all that apply.



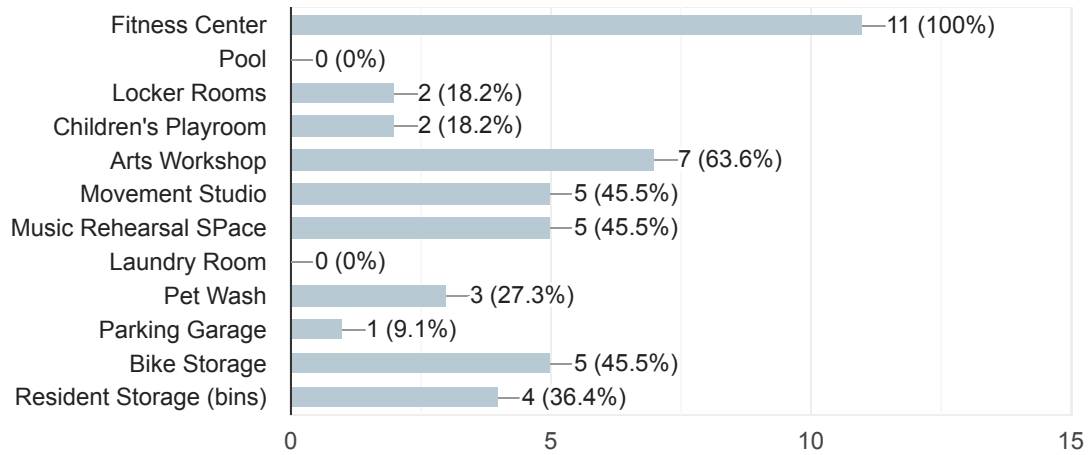
11 responses



Which Amenities have you used? Select all that apply.



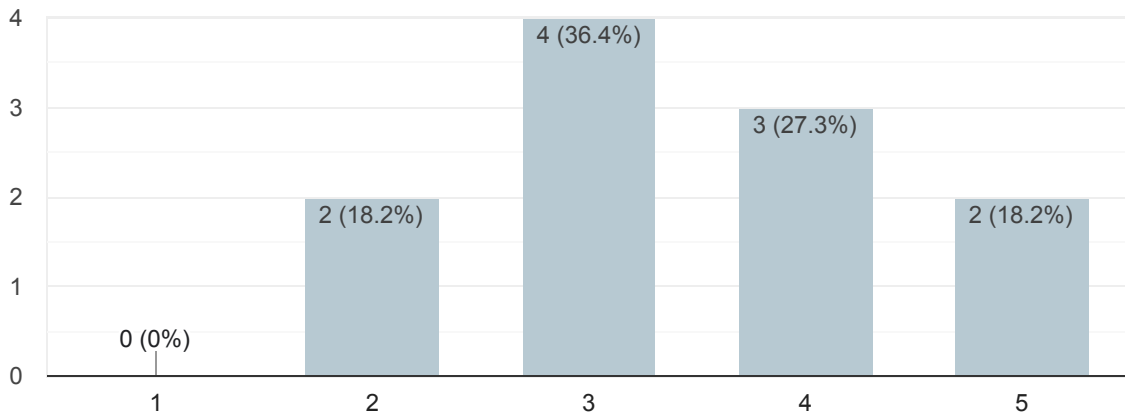
11 responses



How satisfied are you with communications by Urbn Playground and the quality of organized activities?



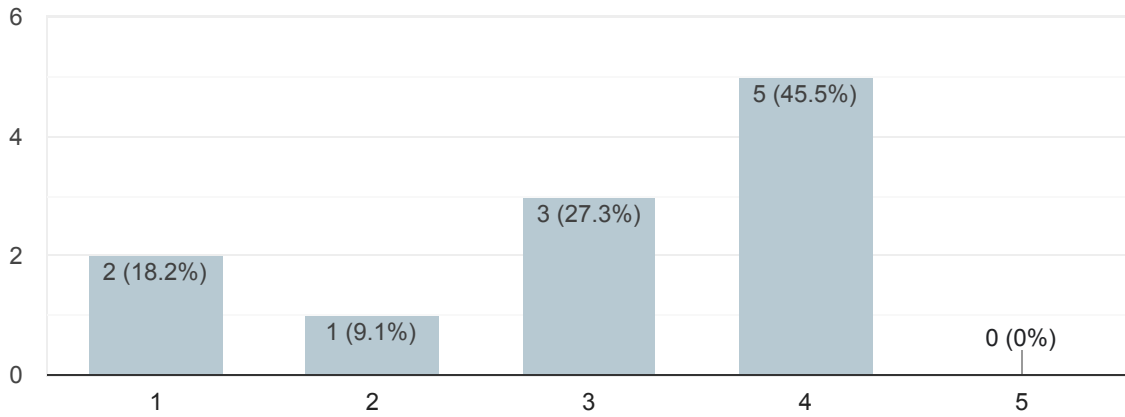
11 responses



The URBN App is easy to navigate.



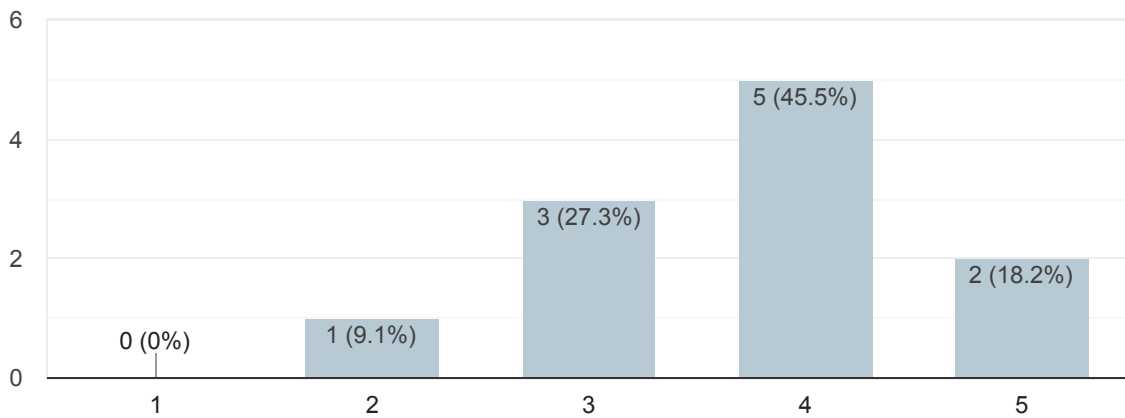
11 responses



I am satisfied with the times and days of the week that activities are offered.



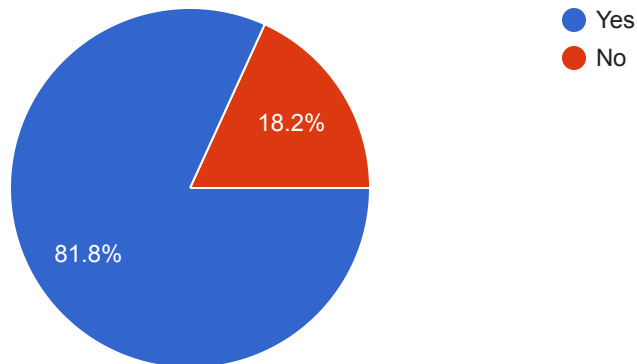
11 responses



I would like to see URBN Playground seeking feedback on past events.



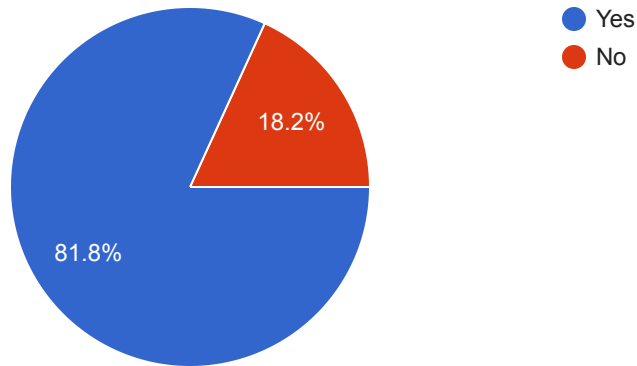
11 responses



I would like to see URBN Playground seeking feedback to gauge interest regarding future events and their scheduling.



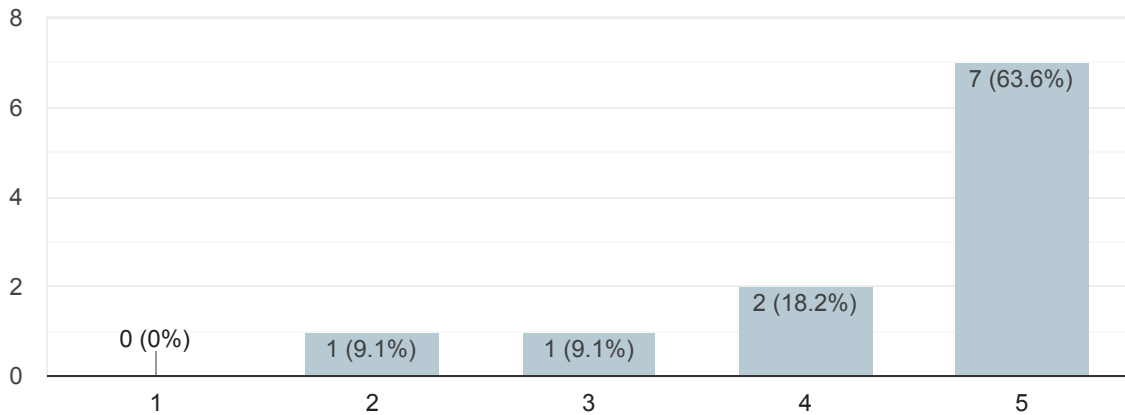
11 responses



I am satisfied with how lobby staff receives and greets residents and visitors at front door.



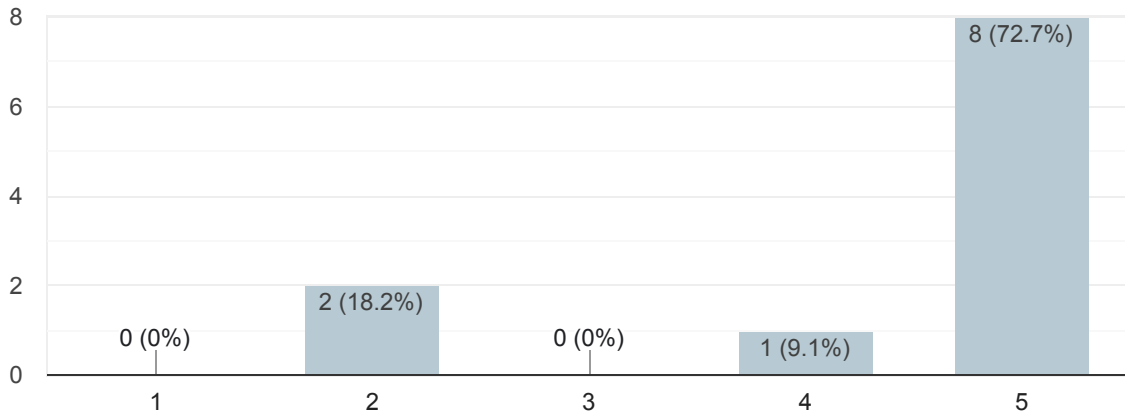
11 responses



I am satisfied with lobby staff's communication regarding the arrival and pickup of packages.



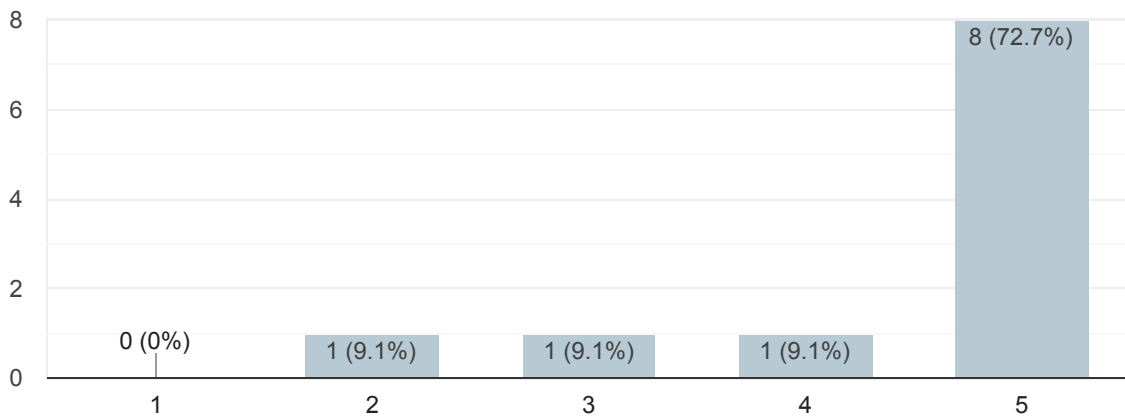
11 responses



I am satisfied with communication by lobby staff announcing visitors' arrivals.



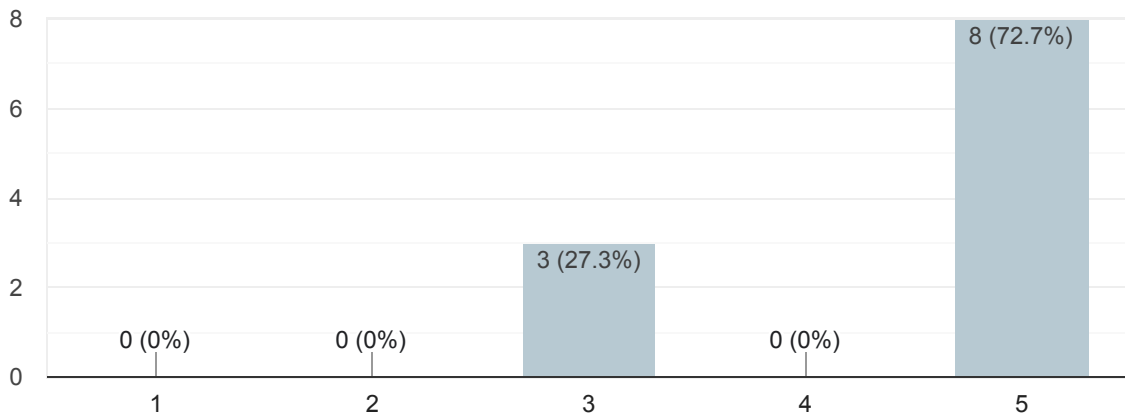
11 responses



Overall, how would you rate the services provided by the lobby staff?



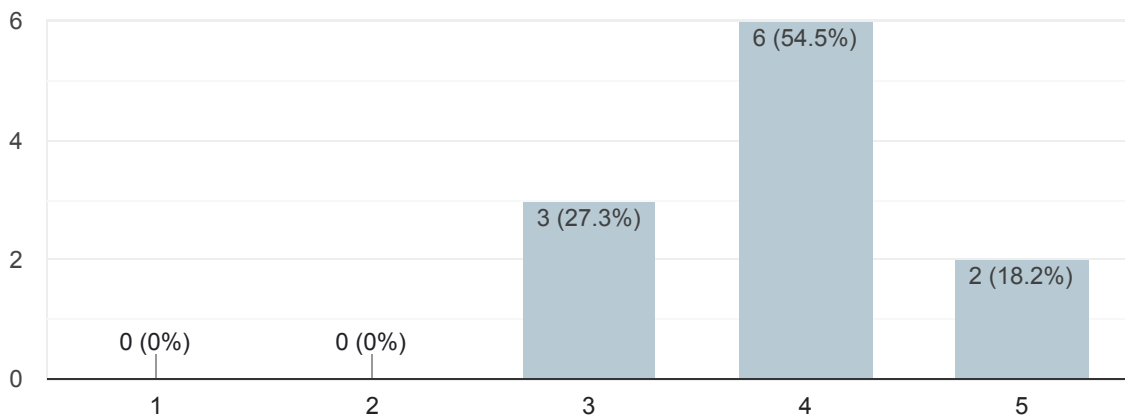
11 responses



The Claremont Hall App is easy to navigate.



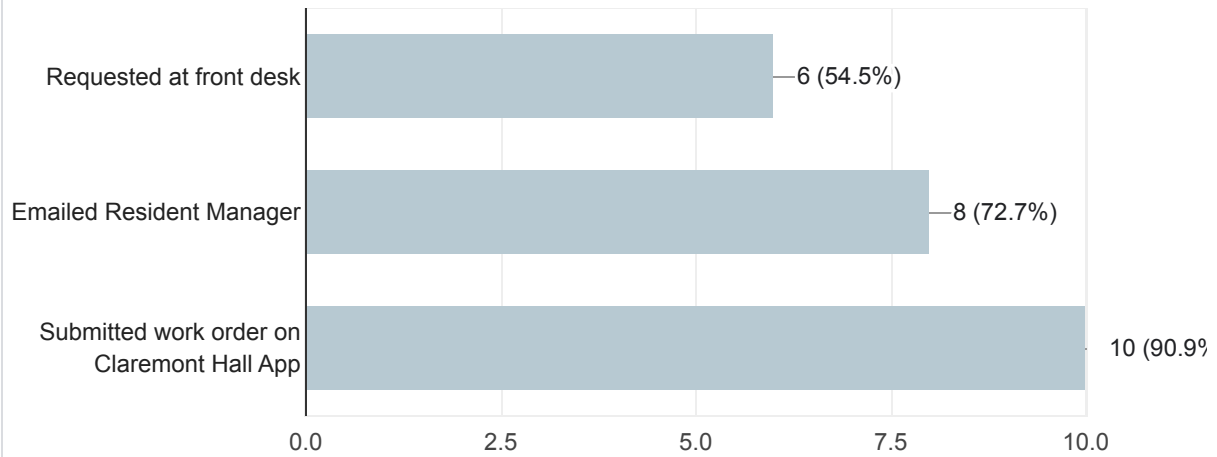
11 responses



How have you submitted maintenance/repair requests? Select all that apply.



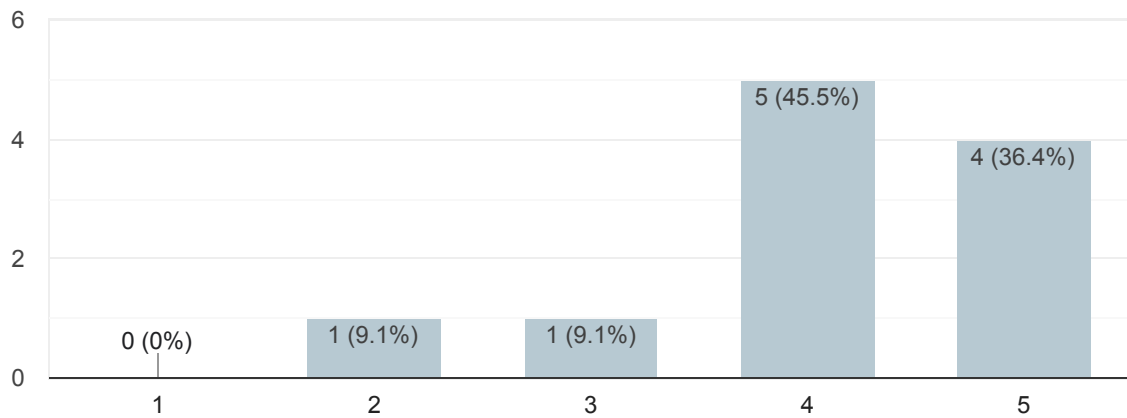
11 responses



I am satisfied with the response time to submitted repair requests.



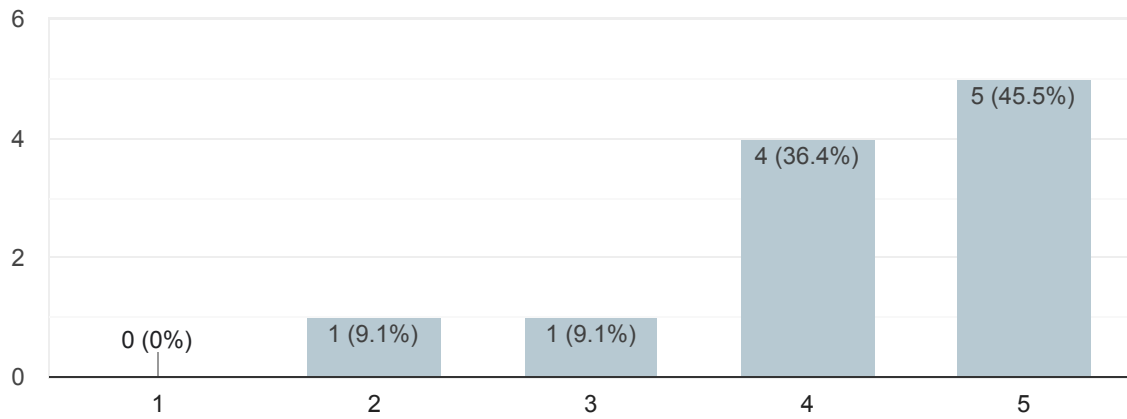
11 responses



I am satisfied with the quality of work in response to repair requests.



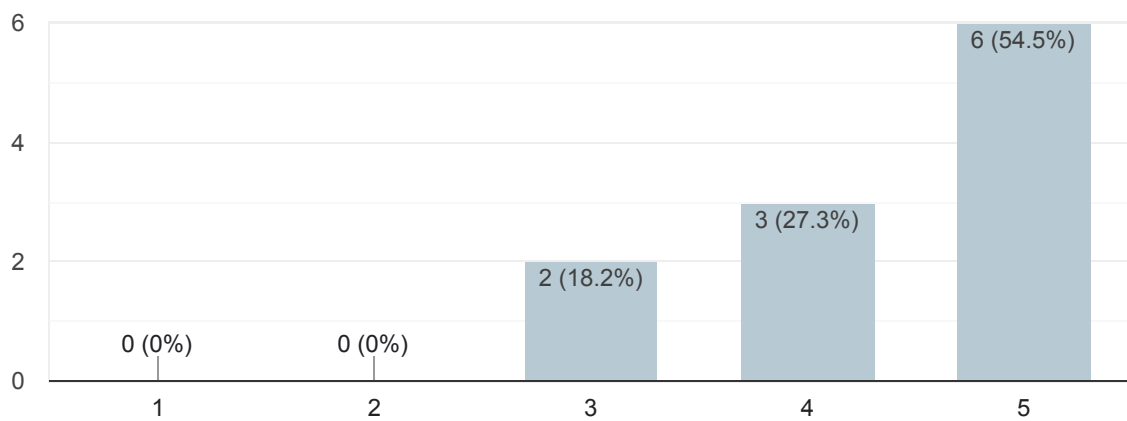
11 responses



I am satisfied with the maintenance of my own floor's hallway area and refuse room.



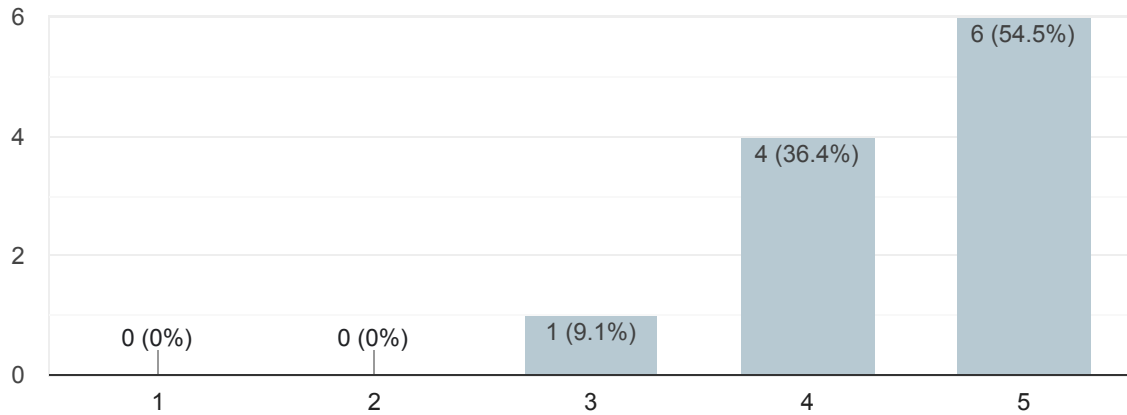
11 responses



Overall, how would you rate performance by maintenance staff working throughout the building?



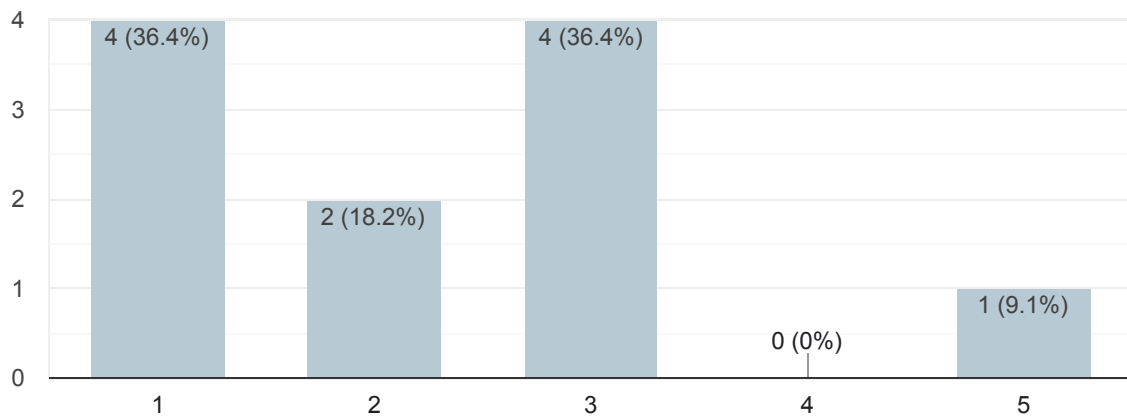
11 responses



Overall, how would you rate the responsiveness and effectiveness of the FSR Property Manager and/or Assistant Property Manager when addressing concerns?



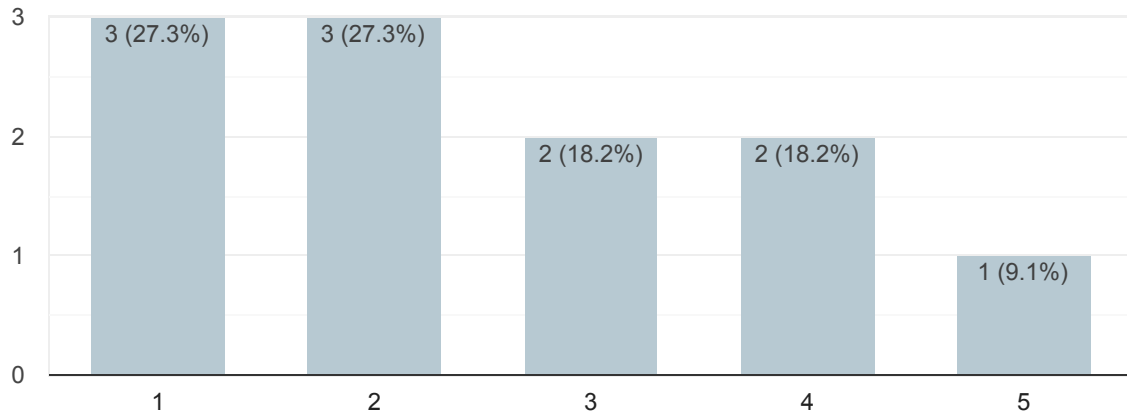
11 responses



I am satisfied with the level of transparency and the timeliness of communications from FSR management via the Claremont App.



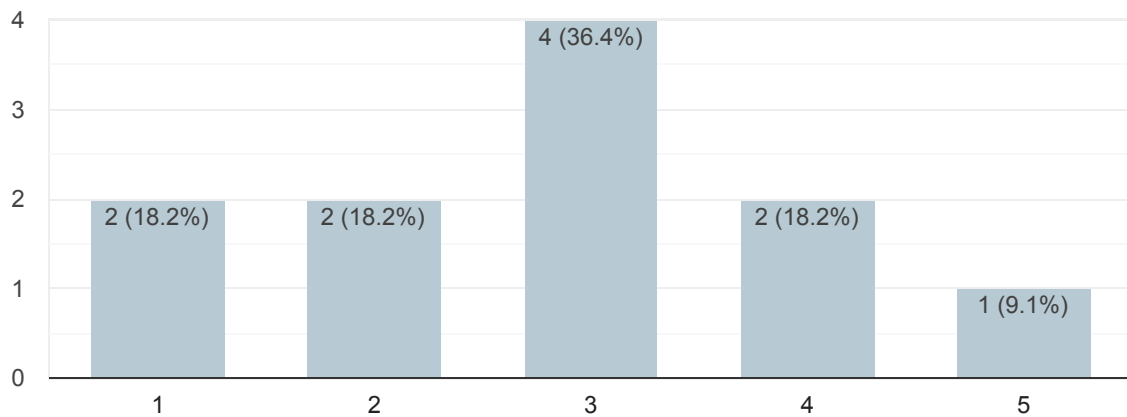
11 responses



I am satisfied with processes and policies being established by FSR and implemented by the Resident Manager.



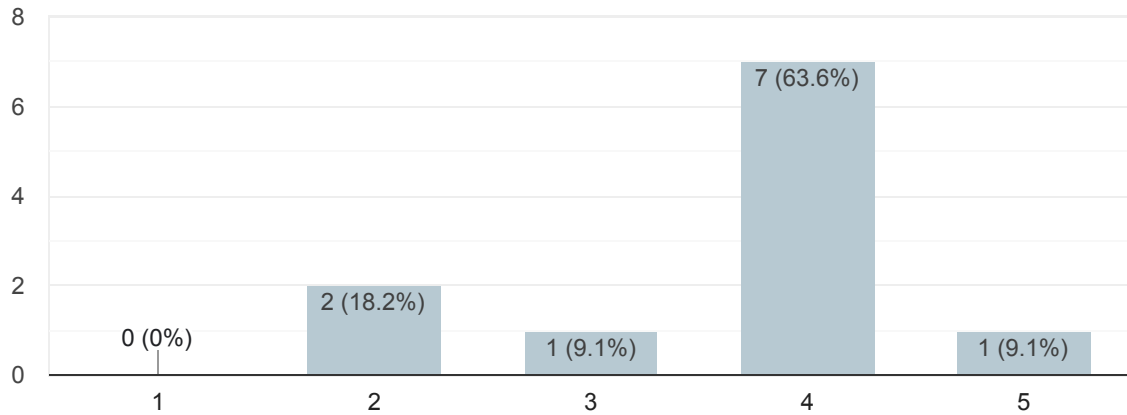
11 responses



I am satisfied with Resident Manager's knowledge and expertise to address operational demands of the building.



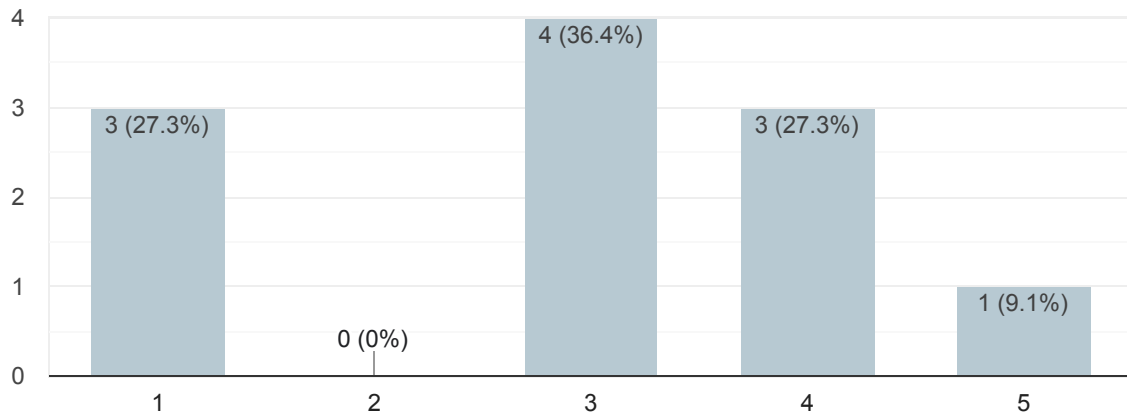
11 responses



I am satisfied with Resident Manager's level of organization for keeping track of dates, holidays, and anticipated deliveries.



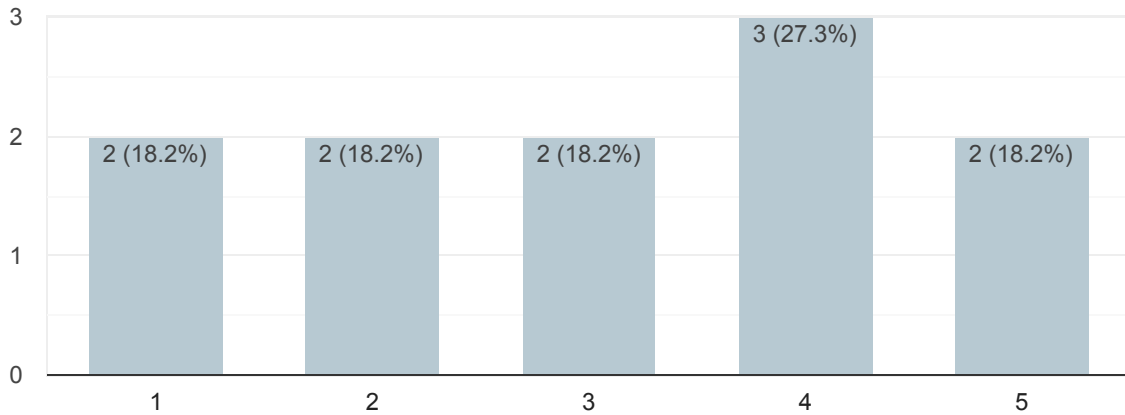
11 responses



I am satisfied with Resident Manager's leadership, specifically toward developing a healthy building culture of community.



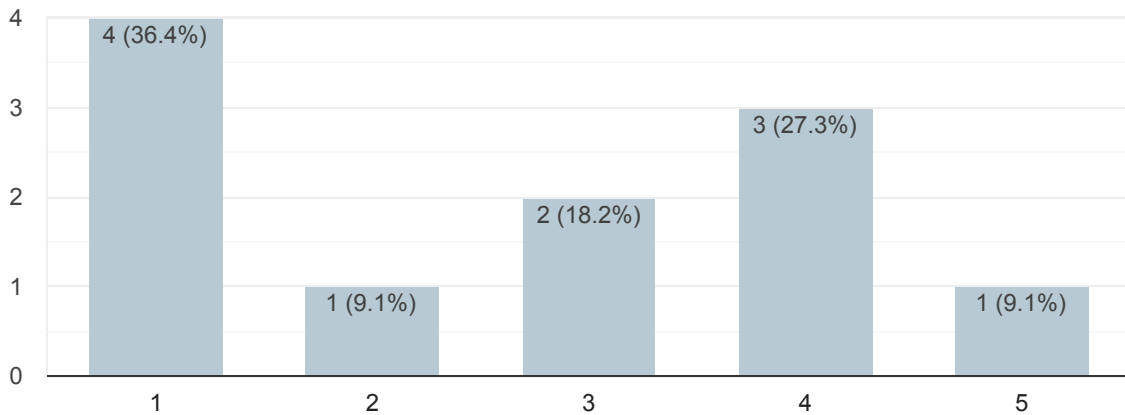
11 responses



Overall, how would you rate the services provided by the Claremont Hall management team, FSR and Resident Manager?



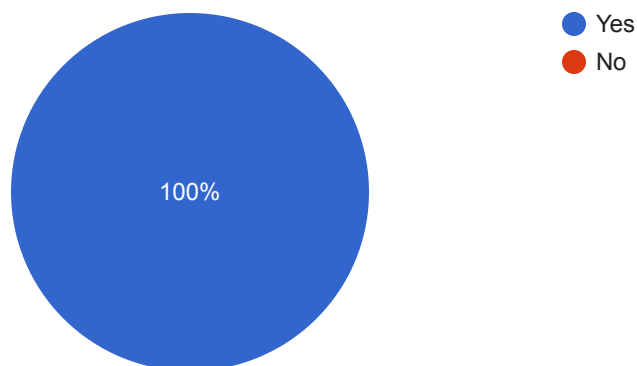
11 responses



Is Claremont Hall your primary residence?



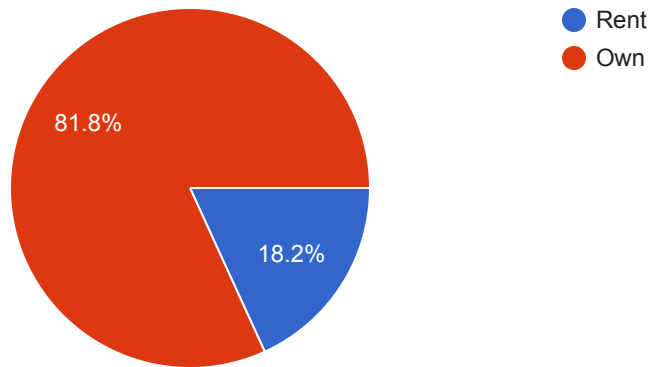
11 responses



Do you rent or own your unit?

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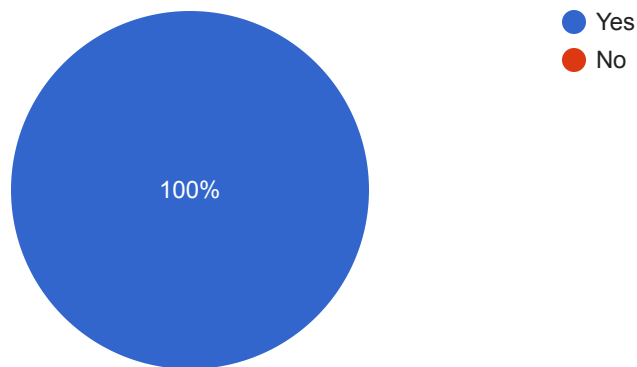
11 responses



Whether you rent or own, do you feel you are getting good value for what you pay?

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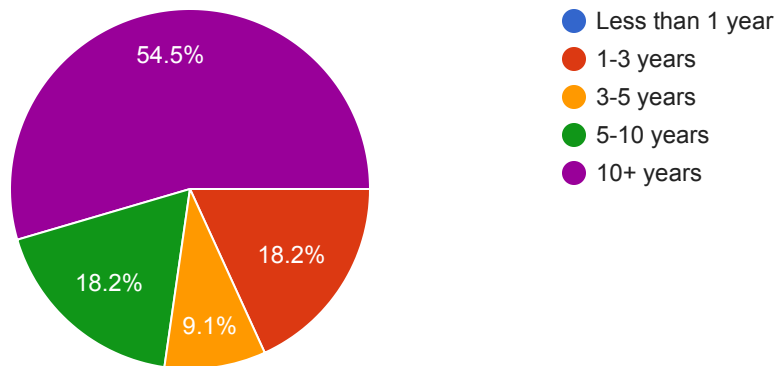
11 responses



How long do you intend to stay as a resident of Claremont Hall?

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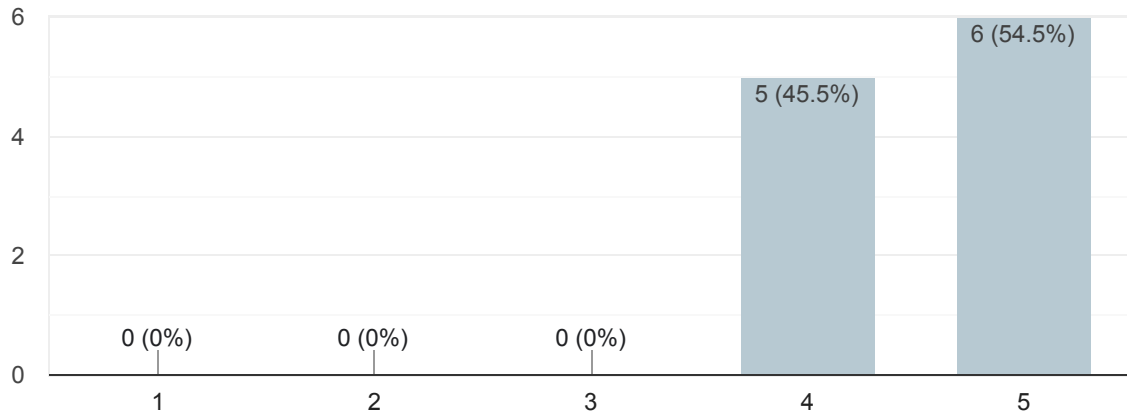
11 responses



How likely are you to recommend Claremont Hall to friends or colleagues as a possible home?



11 responses



What do you like best about this condo community?

11 responses

The lobby staff and maintenance staff is truly excellent, helpful, patient, and kind. Fellow residents/neighbors are lovely people who seem invested in creating a true sense of community.

Everyone is respectful.

No sense of community yet

The amenities and many of the people.

Front desk staff, package & delivery temporary storage, well furnished and ventilated common spaces/lobby

The people who comprise it and their desire to become friendly with one another.

How friendly neighbors and lobby staff are

The amenities and the residents

The people working here are great and the people living here are great too. There is a nice feel without being stuffy or stiff. And, the apartments are nice.

Friendly peolle

The people are nice and friendly



Is there any feedback you can provide us to help us make the condo community even better?

10 responses

I wish there was more frequent and clear communication from the management team/FSR/Resident Manager on community issues (eg such as the pool opening delays, updates on window cleaning, updates about staff changes including both arrivals and departures, updates on the status of common charges, etc).

Creation of Communication

Having more of a feeling of community, not feeling like we are living in a hotel where the management is trying to keep the guests in line.

The communications about events or updates often seem to need multiple rounds of amendments and corrections. Eg. when Halloween was like 3 or 4 updates just for when trick or treaters would be allowed.

Having calisthenic equipment (bands, trx, blocks) in the 2nd floor gym so we don't have to run back and forth in a workout to grab equipment.

More events such as a Christmas Party

Brandon needs to be more respectful and helpful

The web site lists us as a doorman building, but the experience entering the building is spotty. This entry experience is the first "welcoming" into our community. I am all for the automatic door so that the doorman doesn't need to be subjected to the cold (or heat in summer), but that should at least consistently be opened when someone approaches the door. And the front desk should be able to tell residents as they enter if their are packages waiting. Too often, one or two "concierges" are just standing behind the front desk, either staring at the monitors (?) or at their phones. As it is, the Resident Manager has developed a reputation among residents as being an obstacle rather than a facilitator in the day to day. Quite a few (not me) refer to him as "Hard Ass" Brandon. Ultimately, this is a HOME, not a hotel. Management has a role in creating that sense of "home" here.

Overall, I'm very happy to live here. It's a very nice building, with very nice staff in the lobby etc.

Obviously the pool is incredibly delayed, which is what brought down my score for the availability of the amenities. I otherwise am happy with the availability times for the gym and so on. The communication around the pool delay has been and remains almost non-existent, which is frustrating.

I find that the Resident Manager is very nice in person when a request is made, but he then immediately forgets that the request was made and will never follow up. "Email me," he'll say,



and I'll email, and then he will either not respond to it at all, or he will respond and we agree on a time to get the request done, and then when that time comes, he fails to materialize and has forgotten the request again. It's like he takes requests but does not write them down, or he does not value anyone's time. It's just whoever grabs his attention at any one moment. Nothing seems to actually be properly scheduled. I would love to make an appointment at an exact time, and have that appointment time be respected and honored. And I can't understand why this is not the case. If you make an appointment with me at a specific time, how can you then be busy with another appointment at that time? Yes, of course, sometimes an appointment can run long so there is overlap, but my experience has been that the appointment is ignored altogether, and no apology is given, and no rescheduling takes place. No communication at all. The whole thing just disappears until I make the request once again, and then the same thing happens, and eventually I just give up because I know he will not follow through.

There have also been times where I have tried to get him to commit to a specific time, and he will just say "morning" or "afternoon." This does not work for people who have jobs and other commitments. I imagine it is so difficult for him to commit to a time because he does not run things with an actual schedule at all. I imagine he feels he has to be available at all times to everyone, so he doesn't want to lock himself in to a time to do anything specific? I think it comes from a good place, and I believe he is working hard, but I think the result of this is that he is very busy all the time, but never with anything that was planned for anyone.

My score for repairs was brought down because of the above – I have found Shazir to be responsive and nice and helpful.

On a couple of occasions, through the Resident Manager, I have had success eventually getting someone to come take care of a couple of things. In those cases, it's often half of a job that gets done, and the other half "has to be taken care of later," because it requires another part or another specialist. Understandable to a degree, but because we had an appointment, why isn't that part and that expert brought in for the appointment? It must be because the appointment is not properly managed.

Then that second part of the job never happens because it once again is forgotten about. And the response will be "just remind me," but why should that be necessary? Note the appointment, and then follow through with it, at the agreed-upon time.

I want to be clear that I do not believe he is doing any of this to be purposefully unhelpful. I think he believes he is doing everything in the best way possible. I am just suggesting that it is not working.

The FSR team will sometimes fail to even answer my emails, and if a response does come, it tends to be unclear, even deliberately vague or evasive.

My thorough comments here may suggest I am constantly bothering FSR and the Resident Manager with requests and emails, but this is not the case. I don't think I have dealt with them more than the average person here. The vast majority of the time, everything is working smoothly without their intervention.

Finally, there are some things I hear about, and then they seem to just never happen, with no further communication about it. For example, there was talk of having to use key fobs in the



elevators, and then that just went away. I am happy for it to not be necessary, but I find it odd that no explanation is given for it. Another thing I heard about was the window cleaning crane on the roof. It was supposed to get tested months or even half a year ago, and then run every quarter. I have never heard an update about it since then. Overall, the lack of communication makes it seem like something is always being hidden. More transparency would be welcome!

N/A

1. More varied opportunities to meet people. 2. More information about the residents, 3. A community email system.

Is there any member(s) of the Claremont team you would like to give special kudos to for a job well done?

10 responses

Very difficult to choose. Over all, the staff is excellent and improves the experience of living at Claremont Hall. That said, special kudos to Shon, Shazir, and Marc.

All the front desk and handymen

Sean, and Kalil have consistently made the experience of living here better. Sean is incredibly professional and warm.

Sean, always smiling and genuinely asking about my day. He remembers small details about my life and asks me about them, making CH more home-like (as someone who lives alone).

Brandon tries hard and generally does a good job.

Shon has been awesome especially with the pups in the building!

Shon is always very pleasant and on top of things (opening door, packages); Khaleel is efficient and courteous always so hardworking; one of the newest members, Marc, has been quite good.

I think everyone at the Front Desk is doing a great job! Khaleel and Shazir have also been very helpful.

Shon

Kay was wonderful. I think Marv, Mark and Shazir are all friendly and make the time to remember who you are. I think the newer staff are not inculcated into the culture



Is there anything else you'd like to tell us?

9 responses

Overall, I love living at Claremont Hall and am grateful to be a part of this community.

I don't love the tapestry in the lobby,

There is an ongoing unresolved knocking noise in our HVAC

Many times when returning to the building, I will see that there are door-people inside behind the desk but they do not open the door or acknowledge that I and others are standing outside.

While it's ok to be too busy occasionally to get to the door or press the button, this is quite often. Chris and Anthony have been the most frequently ignoring the door.

The laundry room needs to open and a room of that size should not only have 2 washers and 2 dryers for a building this size.

More transparency about progress on addressing building issues, why decisions are made the way they are, etc. would be an improvement.

Overall just remembering that this community is a home and treating everyone with that spirit.

The building, especially in the winter, becomes extremely dry due to the heater. Perhaps consider upping the humidity level or installing humidifiers within each unit. I have one myself but it is smaller and inconvenient to refill twice a day.

This is the only coop and condo in which I have lived where the doormen do not offer to help if they see you carrying heavy packages or unloading your car in front. Only Carlos, when he was here, volunteered to assist. Since none of the doormen offer to help, it leads me to believe they may have been told that that is not part of their responsibilities. This would make no sense in a building which holds itself out as being "luxury". Additionally, hallway carpets need to be vacuumed more frequently.

I think if we are using an app, all communications including with Resident Manager should live there -- the process of emails back and forth over COIs could be streamlined.

I think it would be great to have a couple of nice vending machines and maybe even an ATM in the building! I know the latter may be unrealistic, but just an idea. For the vending machine, I'm thinking a mix of healthy snacks and not so healthy favorites, plus sodas like Coke & Coke Zero & Diet Coke, Ginger Ale & Diet Ginger Ale, Sprite, etc.

We wonder when the doors will be painted. It is a little thing that is annoying every day. We hope the pool finally opens on time



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