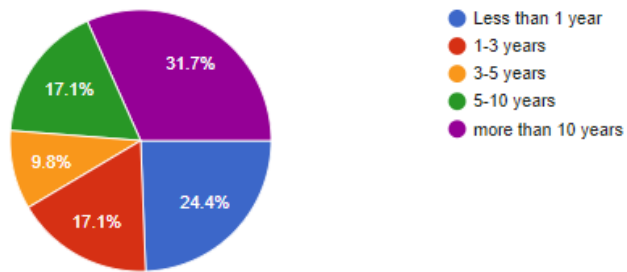


2019 Survey Results

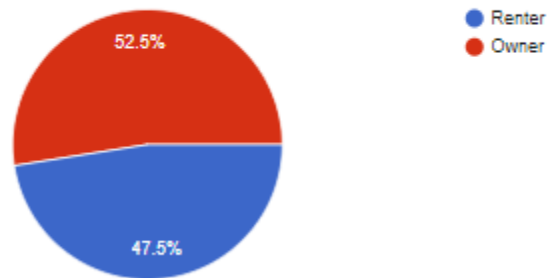
How long have you lived there?

41 responses



Owner / Renter

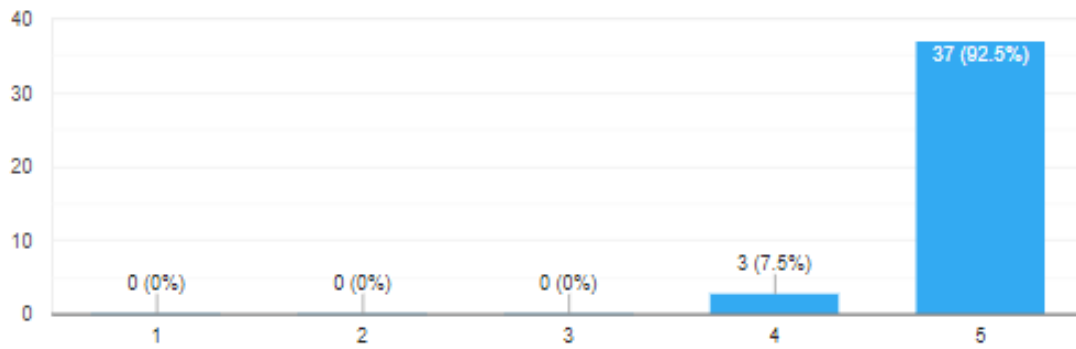
40 responses



Floor	# Respondents
1	4
2	5
3	7
4	8
5	1
6	10
7	6
TOTAL	41

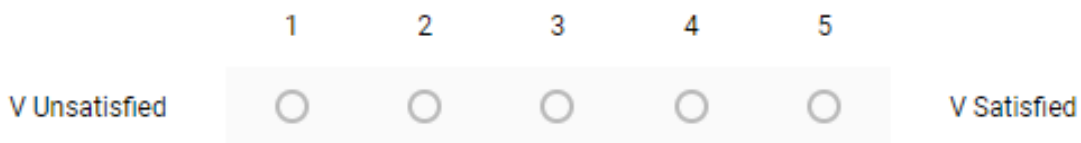
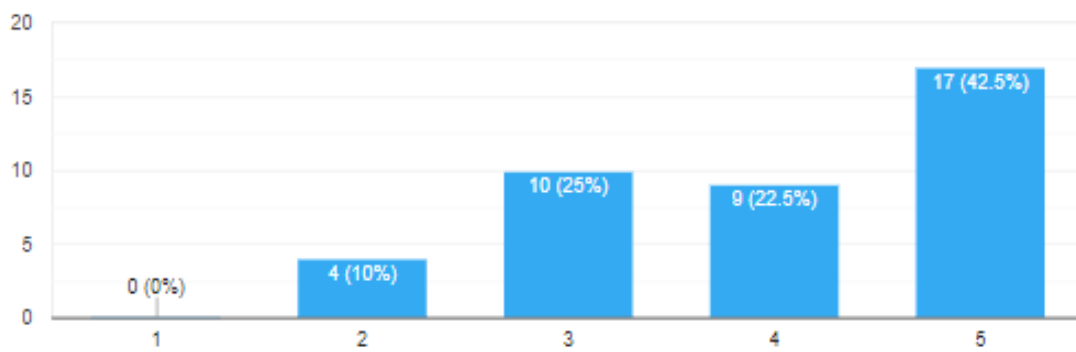
Letterboxes

40 responses



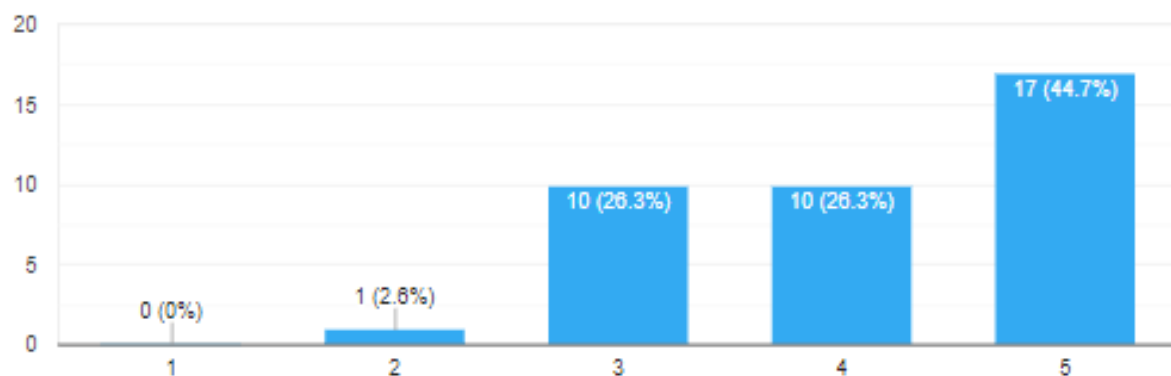
Carpark

40 responses



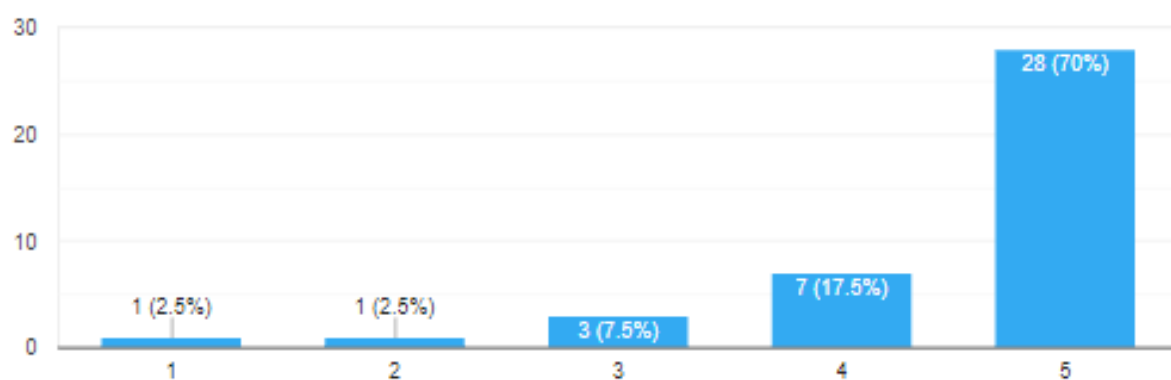
Gardens

38 responses



Common areas (lobby and hallways)

40 responses



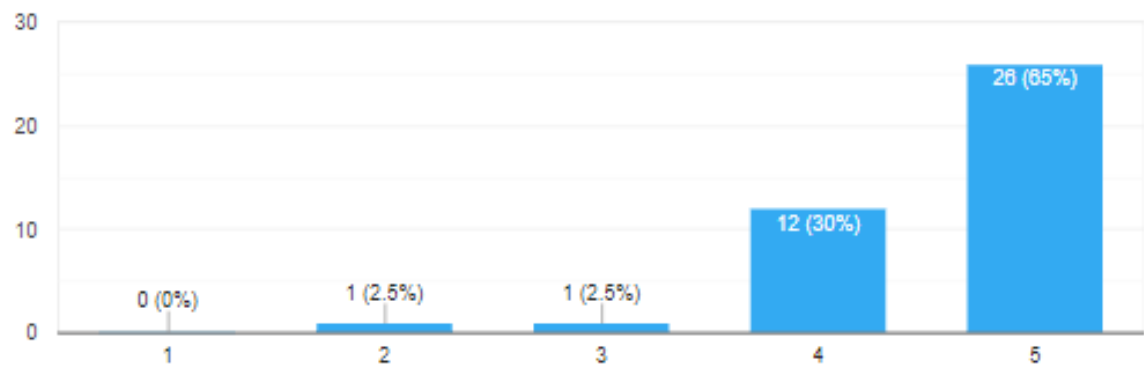
V Unsatisfied



V Satisfied

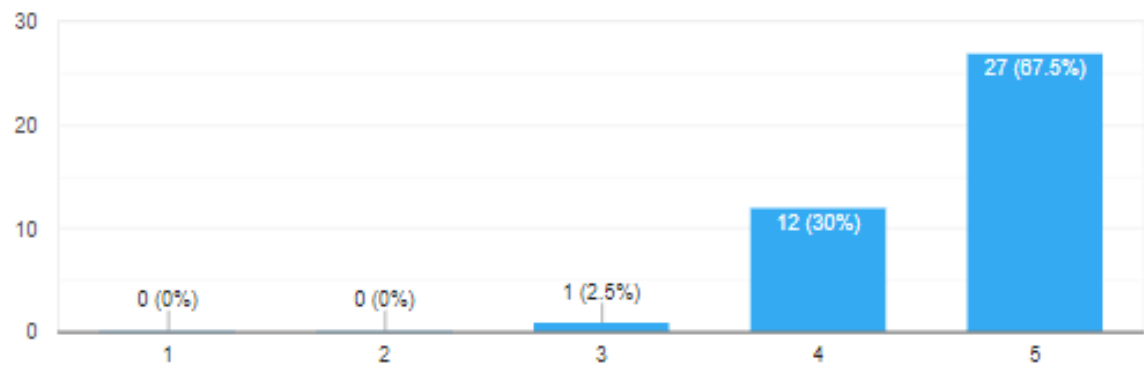
Lifts

40 responses



Building Management (Paul)

40 responses



1

2

3

4

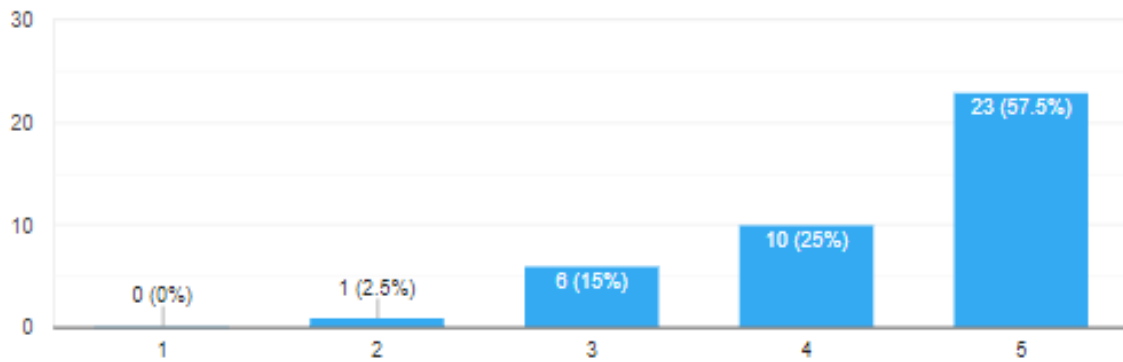
5

V UnsatisfiedV Satisfied

Rubbish bins/ chutes / recycling

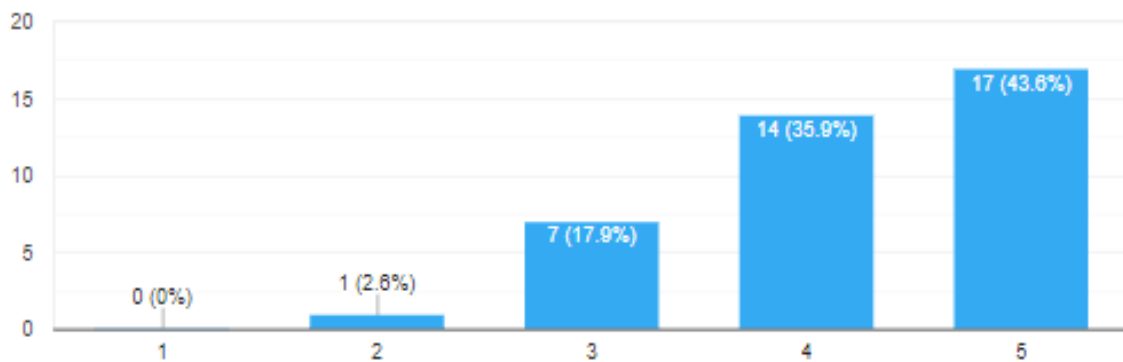


40 responses



Internet provision

39 responses



1 2 3 4 5

V Unsatisfied

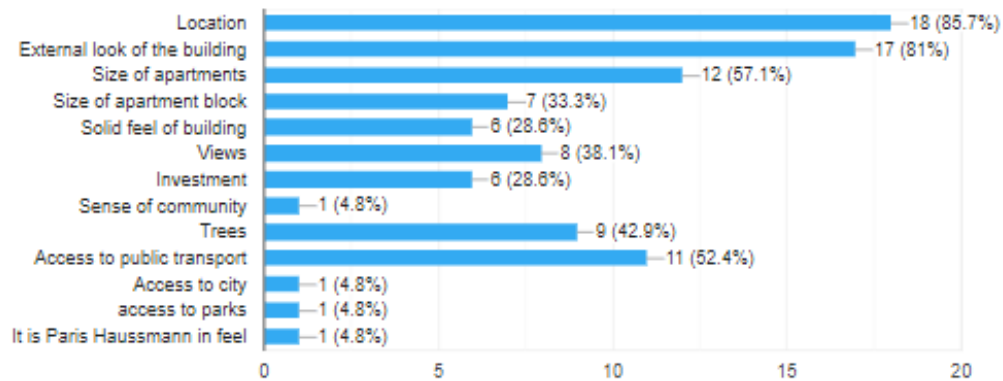


V Satisfied

Owners

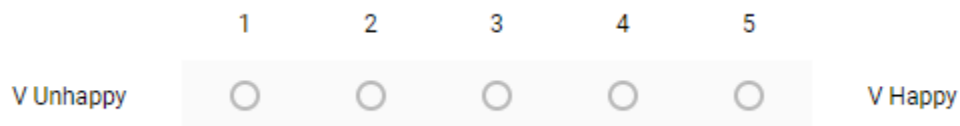
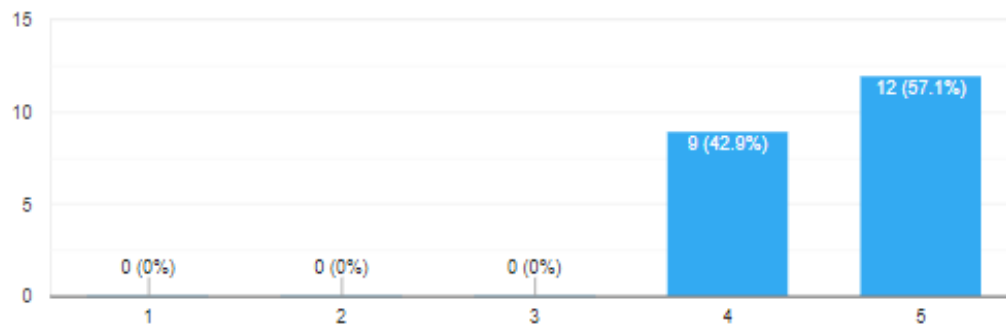
What initially attracted you to buy at The Botanica?

21 responses



Are you happy with your decision to buy here?

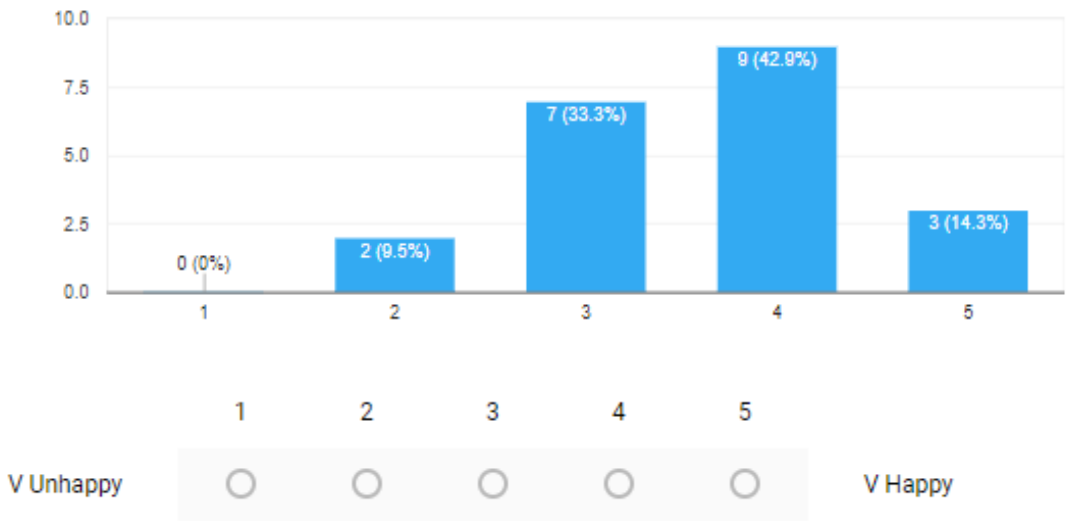
21 responses



BenCorp are the Managing agent for The Botanica. How happy are you with their service?



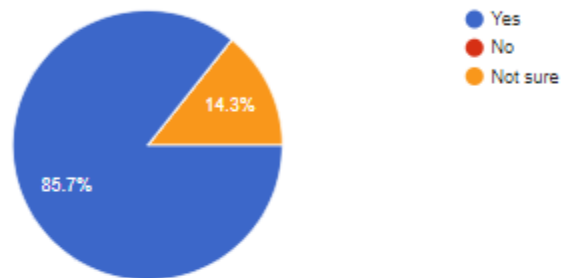
21 responses



Residents guide for the building

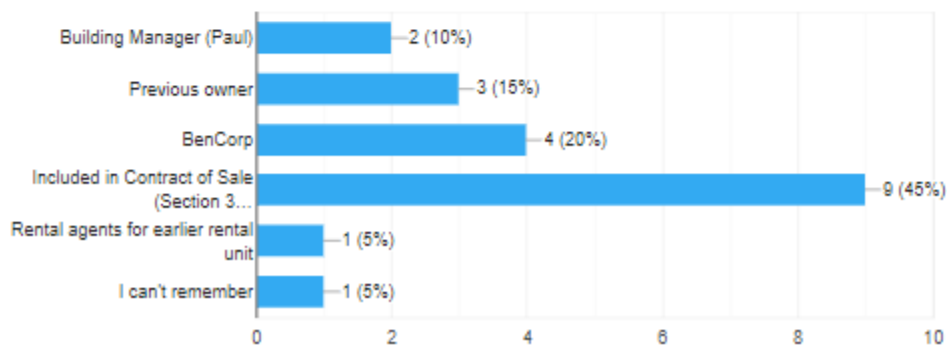
Have you ever seen this guide?

21 responses



Who gave you your copy?

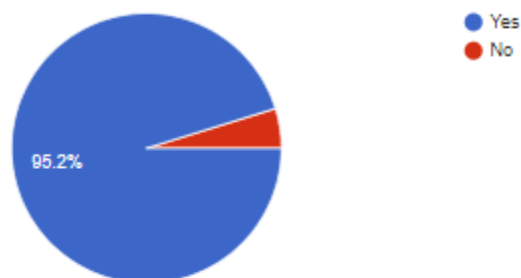
20 responses



Are you aware that you need to seek approval for most changes to your apartment (Like flooring, renovations etc)

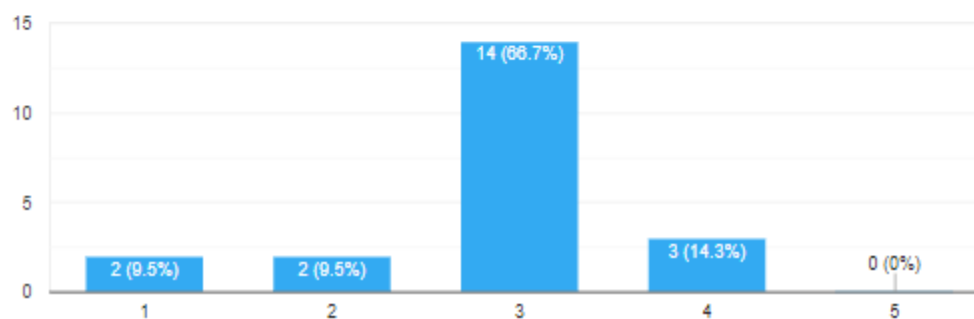


21 responses



How do you feel about the Owners Corp annual fees ?

21 responses

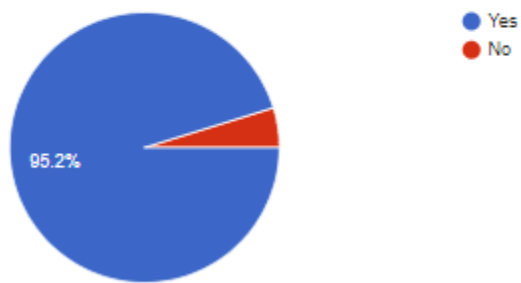


Way too expensive 1 2 3 4 5 Seems too low

☐ ☐ ☐ ☐ ☐

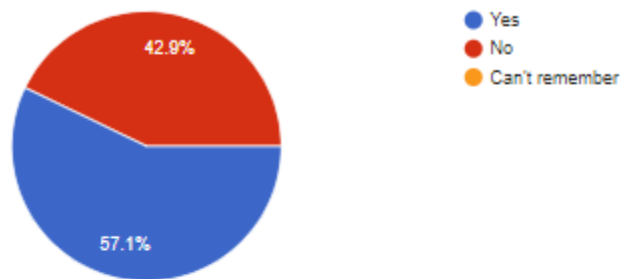
Do you know about The Botanica Blog (www.thebotanica.blog)?

21 responses



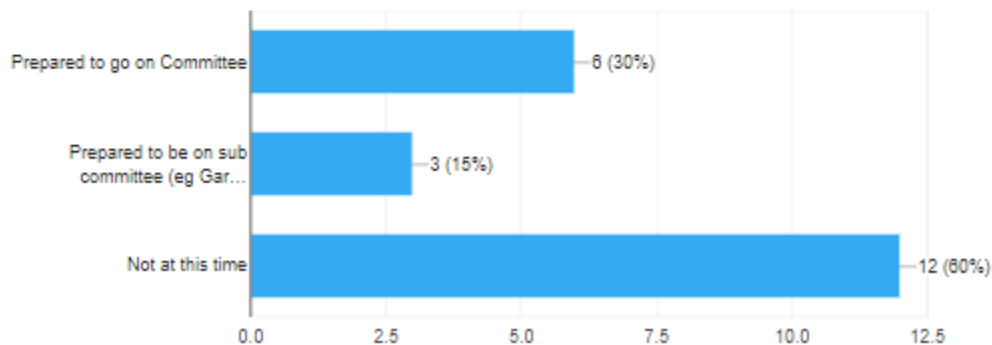
Did you go to the AGM in 2018

21 responses



Are you prepared to be on the Owners Committee or help in some way?

20 responses

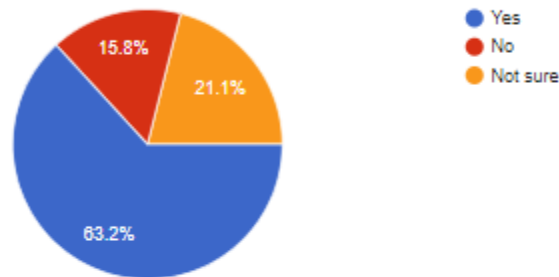


Renters

Residents guide for the building

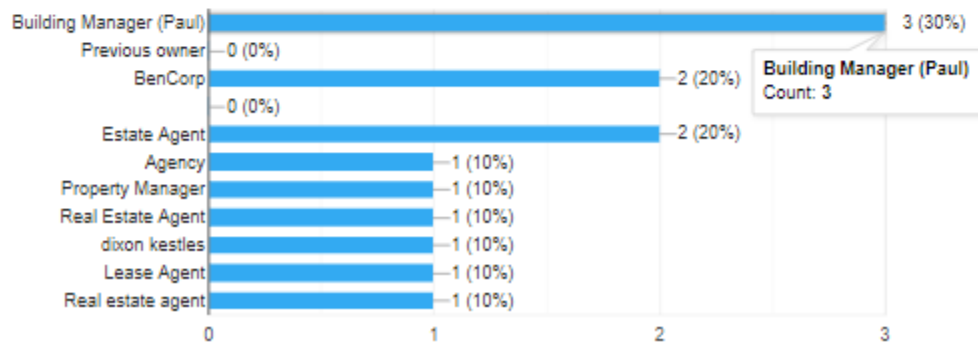
Have you ever seen this guide?

19 responses



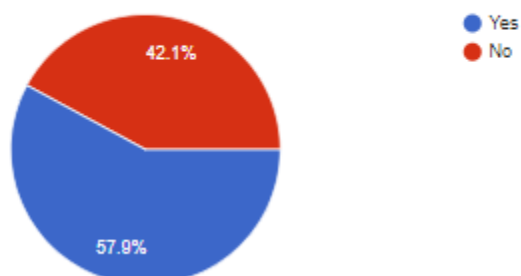
Who gave you your copy?

10 responses



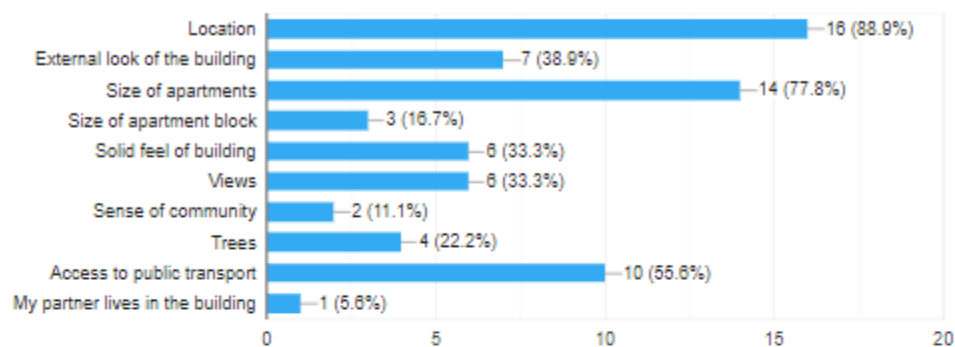
Do you know about The Botanica Blog (www.thebotanica.blog)?

19 responses



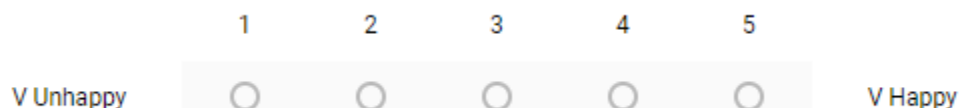
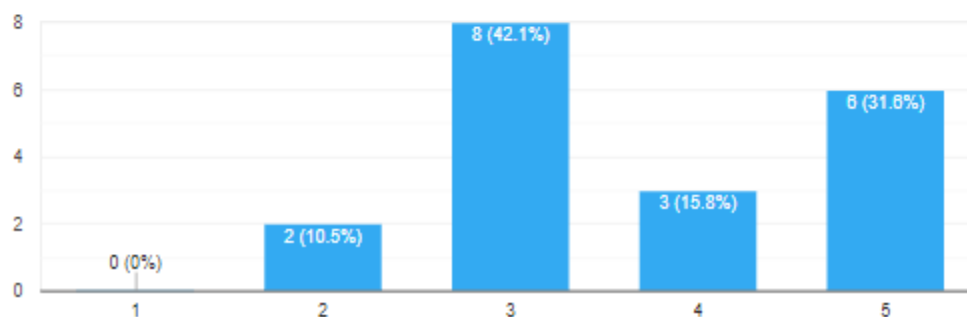
What initially attracted you to rent at The Botanica?

18 responses



Are you happy with your decision to rent here?

19 responses



Metro Rail Project and Anzac Station

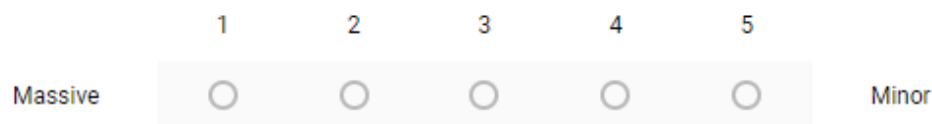
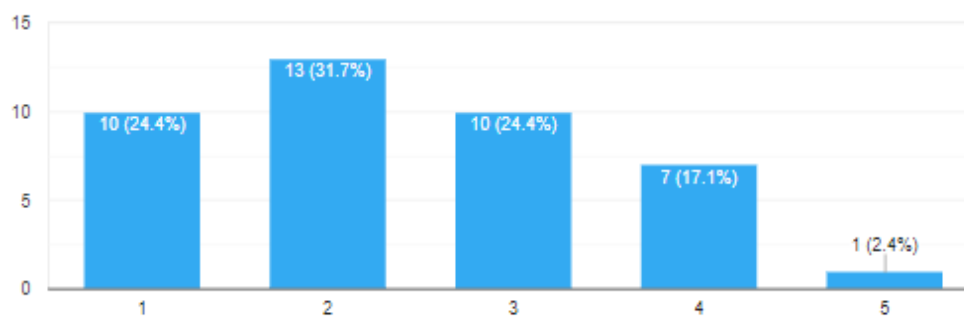
General project info

Issues for residents @ The Botanica

What has been the level of impact on you / your family from the construction?

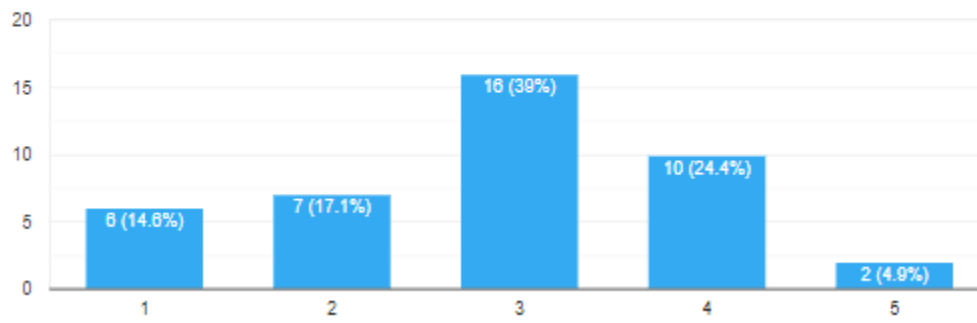


41 responses



How would you describe the traffic management (people and cars)?

41 responses

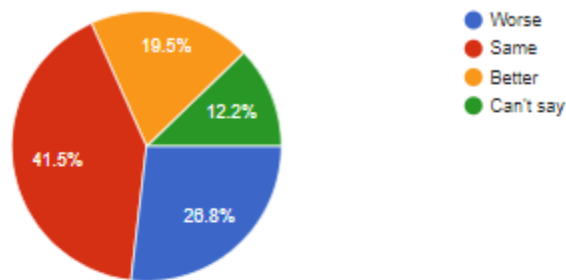


How would you describe the traffic management (people and cars)?

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Terrific

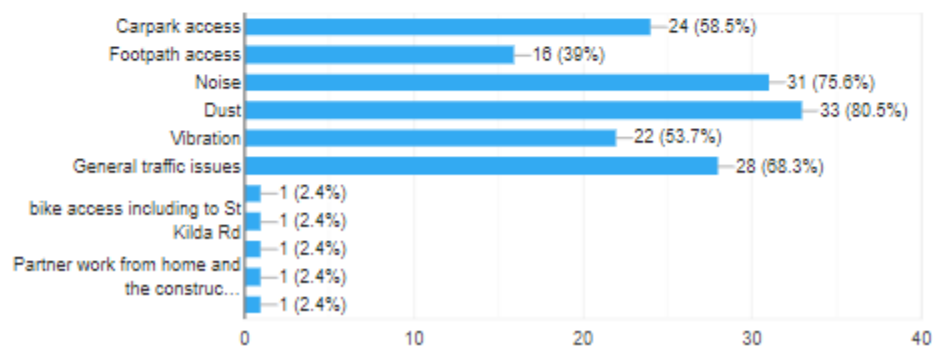
Is the traffic management getting better or worse

41 responses



What were the main impacts of the construction on you / your family?

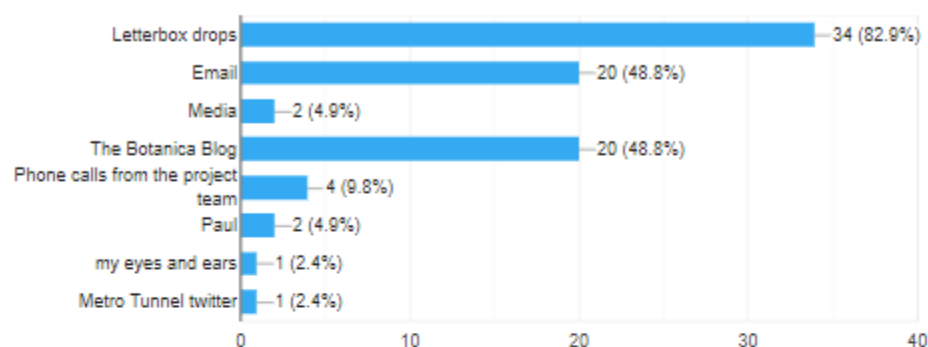
41 responses



How do you get information about day to day impacts of the project?

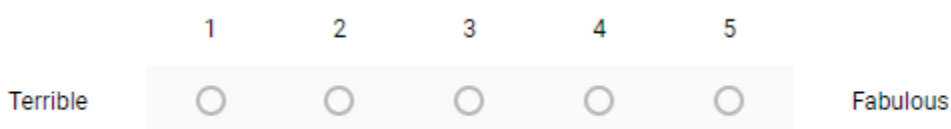
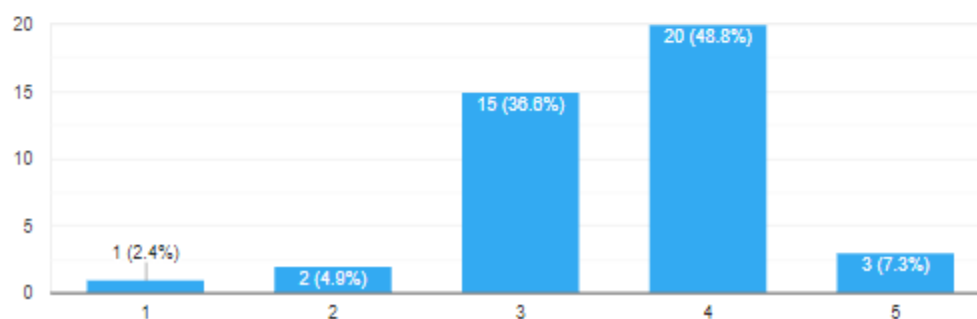


41 responses



How timely is the information you receive?

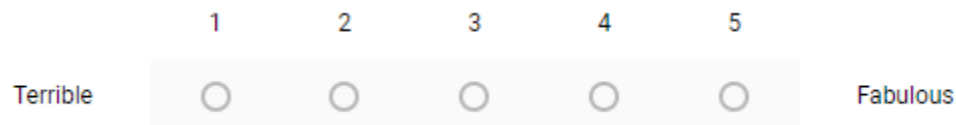
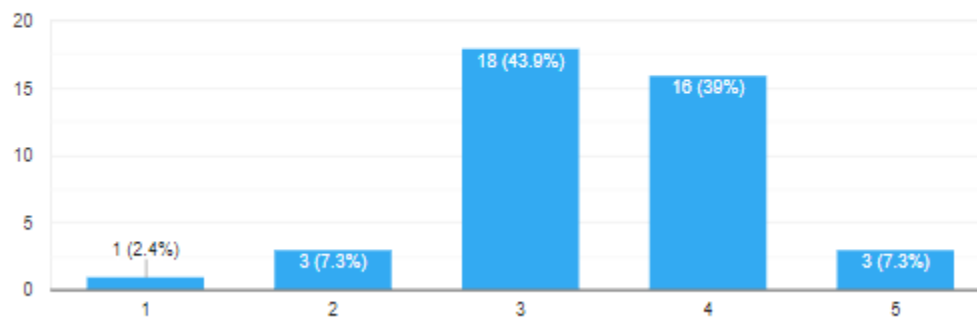
41 responses



How accurate is the information you receive?

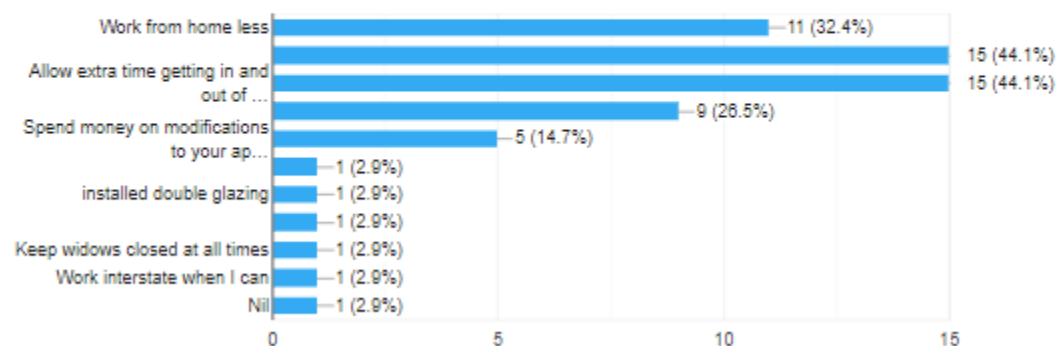


41 responses



What do you do / have you done to minimise the project impact on your day to day living?

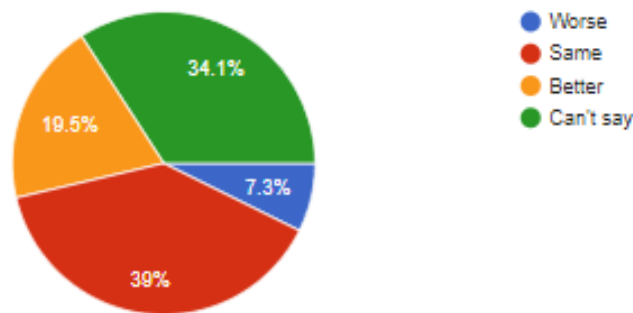
34 responses



- ☐ Work from home less
- ☐ Plan days/nights away to co-incide with high noise times
- ☐ Allow extra time getting in and out of driveway
- ☐ Use noise cancelling headset
- ☐ Spend money on modifications to your apartment

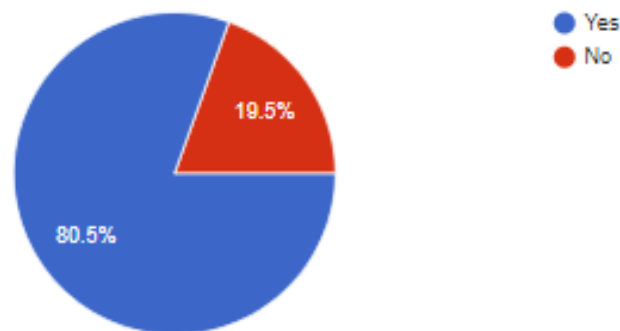
How does the timeliness and quality of the communications in recent weeks compare to a year ago?

41 responses



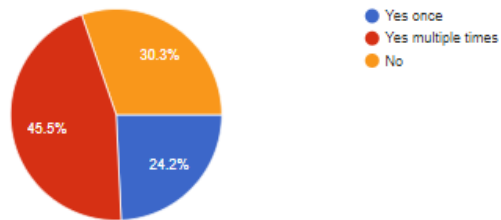
Did you know that Metro Tunnel have a 1800 phone number for complaints?

41 responses



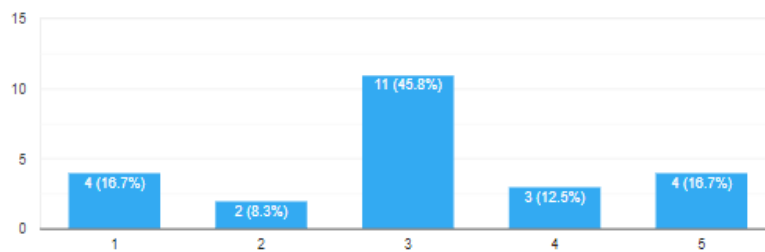
Have you called the 1800 complaints number?

33 responses



How satisfied were you with the person handling your issue? If more than 1 call, think of your LAST call

24 responses



1 2 3 4 5

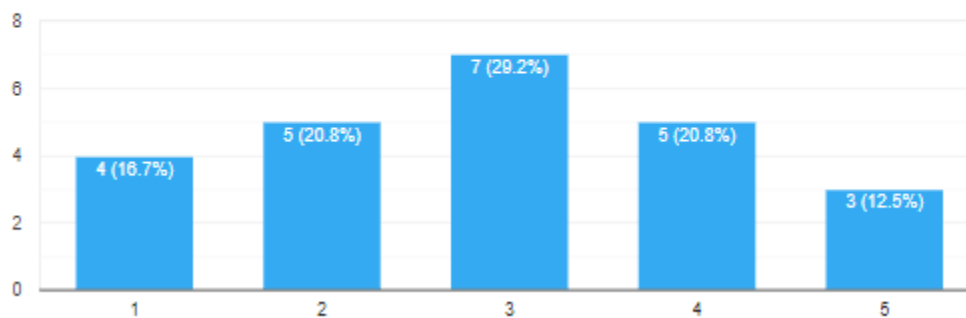
V unsatisfied



Very satisfied

Was your problem solved? How satisfied were you? If more than 1 call, think of your LAST call

24 responses



1 2 3 4 5

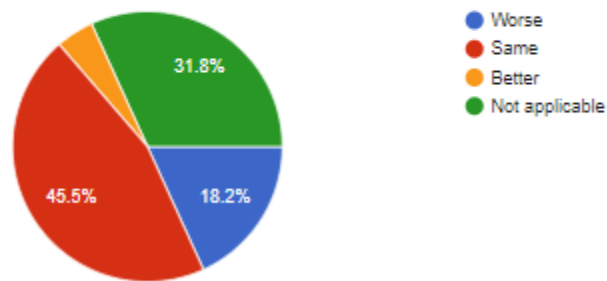
V unhappy - problem not resolved



V happy - problem resolved

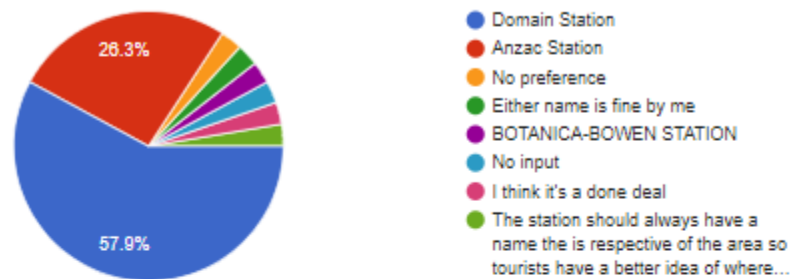
If more than 1 call, is the service getting better or worse

22 responses



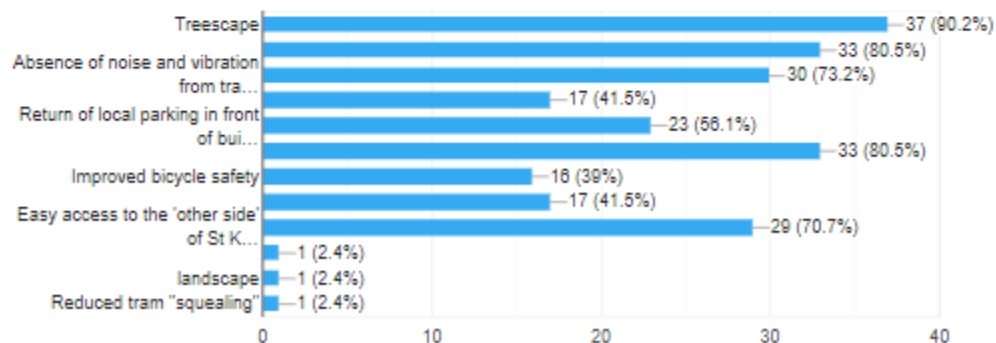
What is your preferred station name?

38 responses



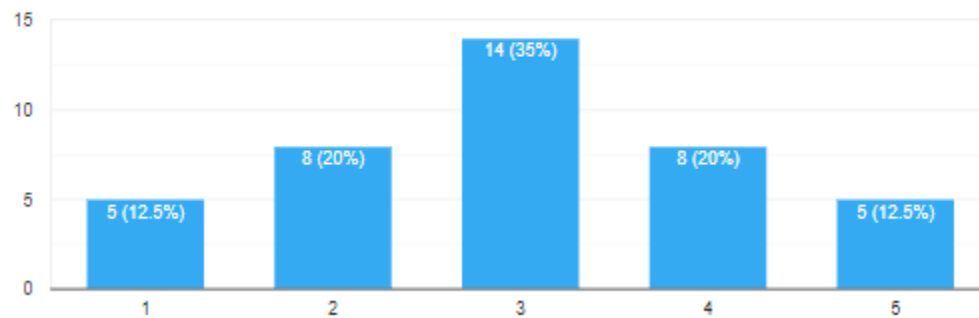
What local amenities are most important to you when we return to 'steady state' Check all that apply

41 responses



Degree of concern about OVERALL Melbourne Metro Rail project

40 responses



1 2 3 4 5

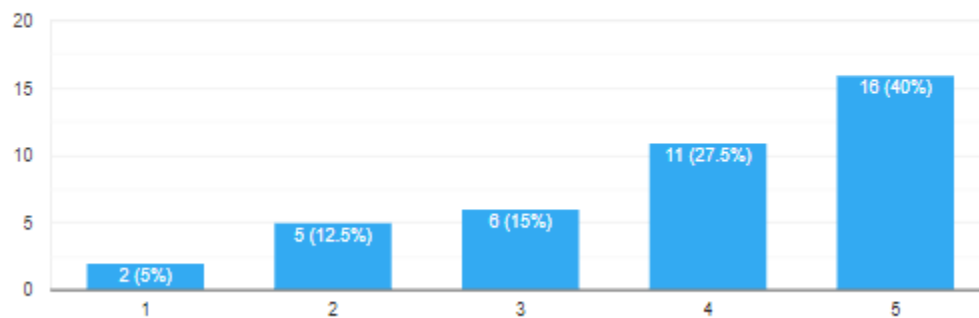
Very concerned



Not at all concerned

Need for the OVERALL Melbourne Metro Rail project

40 responses



1 2 3 4 5

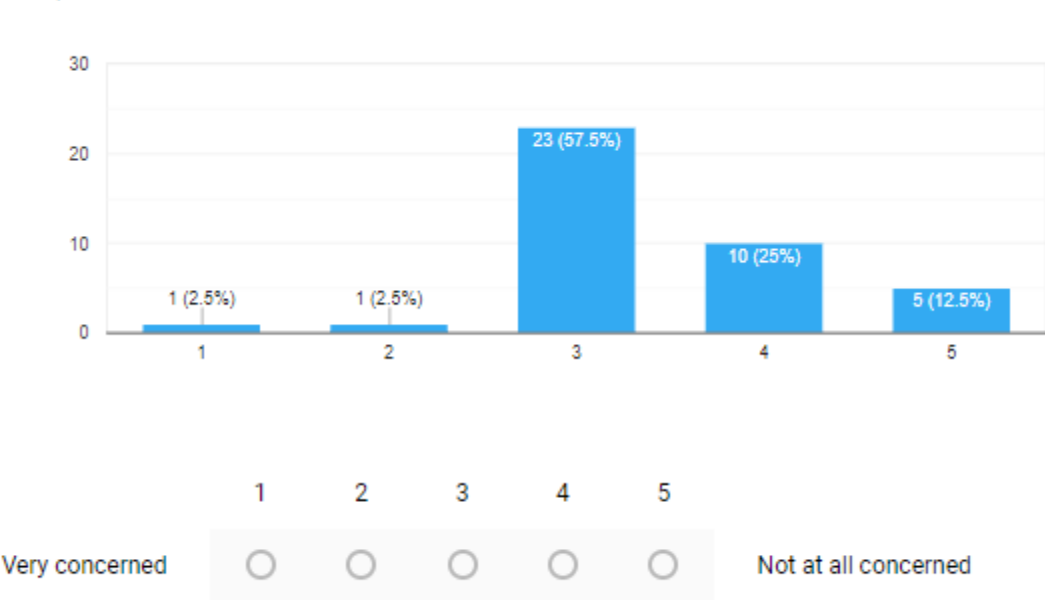
Completely unnecessary



Essential

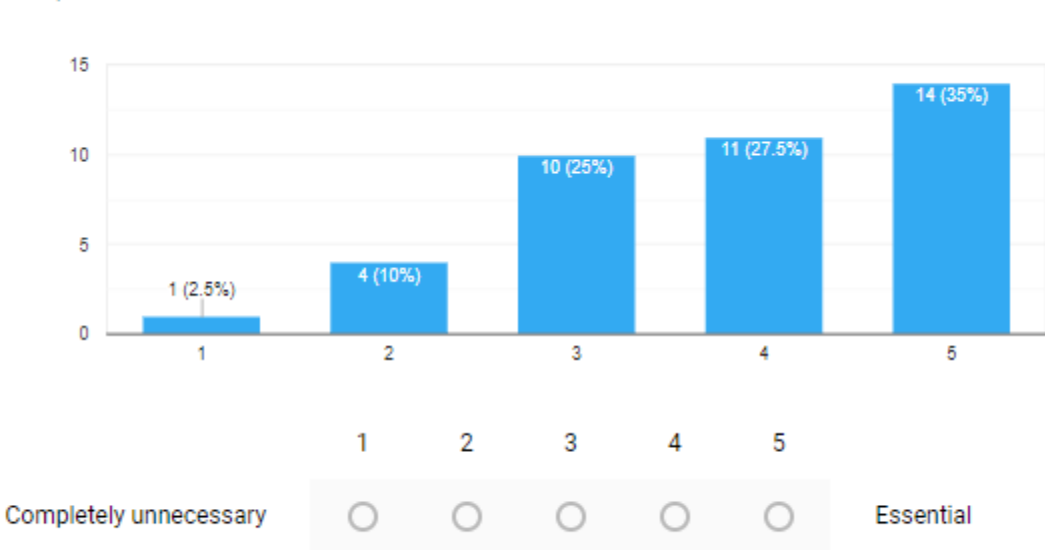
Degree of concern about Anzac Station

40 responses



Need for Anzac Station

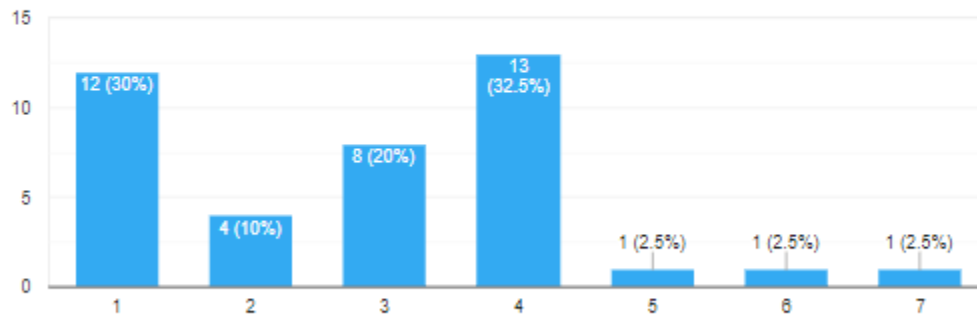
40 responses



Do you think that property values are currently being impacted in the area?



40 responses



1 2 3 4 5 6 7

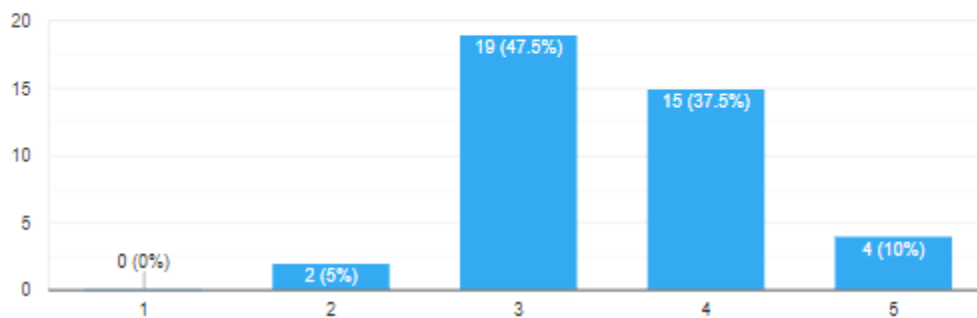
Significantly down



Significantly up

How well has the project been run to date?

40 responses



1 2 3 4 5

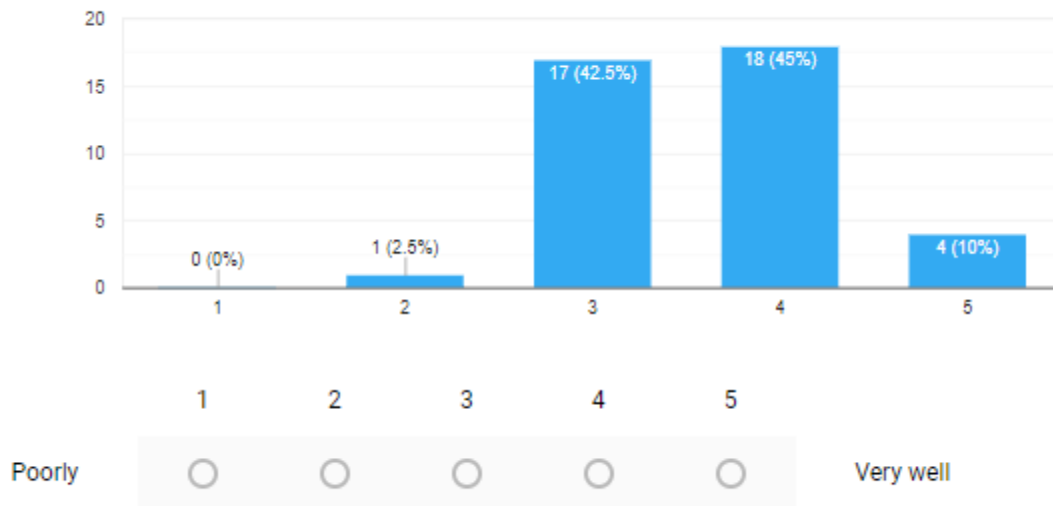
Poorly



Very well

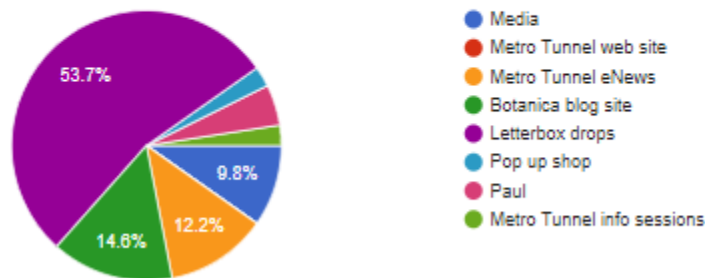
How well have the local impacts been communicated to you to date

40 responses



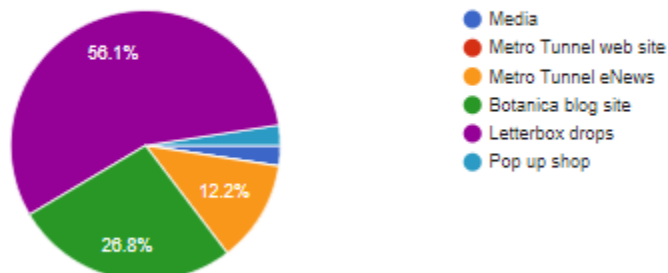
Where do you get most of the information on the OVERALL project

41 responses



Where do you get most of the information on the LOCAL impacts

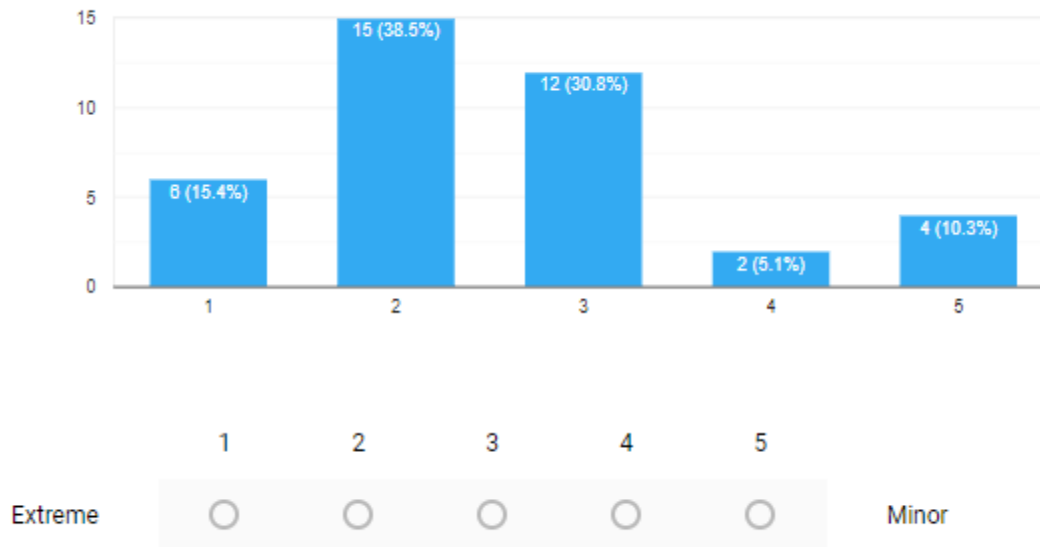
41 responses



What has been the impact of the overall project on you to date?



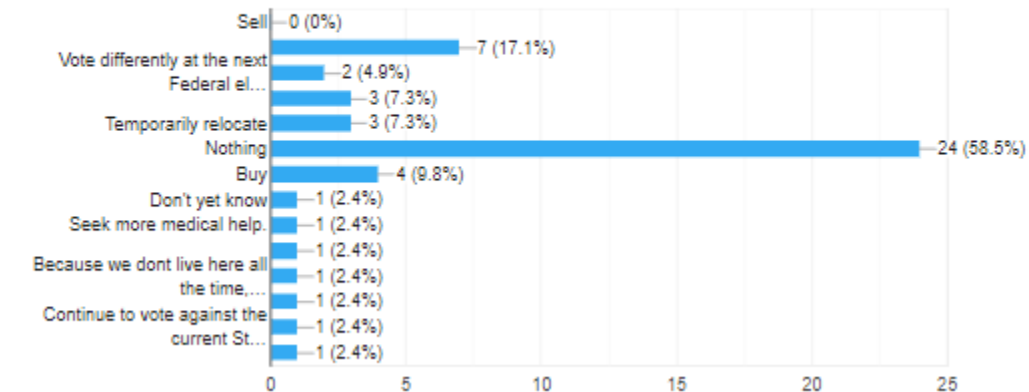
39 responses



What actions will you take because of Anzac Station construction



41 responses



- ☐ Sell
- ☐ Rent elsewhere when lease ends
- ☐ Vote differently at the next Federal election
- ☐ Vote differently at the next State election
- ☐ Temporarily relocate
- ☐ Nothing
- ☐ Buy

If you could change any 3 things what would be on that list?

22 responses

Noise, dust, access to car park

Proactive noise info Agreement to wash building Reduce dust

Not to be so close More support re impact of dust on health

Stop tram squeal

Less dust

Not giving way to pedestrians and easily getting onto St Kilda rd, could be more night lights and more parking around the area.

Position of station, noise, dust

Other side of st Kilda Rd, not near Botanica Should be Domain Station 20 years ago would have been better

None

Driveway access, provided MYKI card/money to use public transport, parking availability for visitors

- get it completed quicker, incorporate full size supermarket, confirm and possibly move cooling tower

Add more dust suppression to the works in the St Kilda Rd and Herring Oval sites.

1. Start work later than 7am on weekends 2. Cleaning service for balconies 3. Put up scaffolding way too early

vibration, footpath access outside the building, trees

window & balcony cleaning!!!, better landscape design, more mature tree plantation, street art, use of lighting. (VISITOR PARKING!)

Hours of operation, especially Saturdays

Relocate the whole system away from St Kilda Rd to under Park land. Return the beautiful trees that have been removed. Return St Kilda Rd to its former beauty and scrap the whole useless underground rail project that was never thought through properly before it was started. it will never do what the so called experts think it will achieve. All it will achieve is ti lessen the quality of life of those people residing at 400 St Kilda Rd.

would have been good to have moved all vehicular traffic into a tunnel below and have a proper Boulevard ala Champs-Elysees instead of this band aid solution

1. To be properly compensated by Melbourne Metro for the disruption/removal to the standard of living/lifestyle we bought into, which has been completely ripped away from us in such a dictatorial manor, with no, or very little regards/concern to the residents welfare, and no say in how the works/project was to be achieved. 2. Removal of the proposed Auschwitz chimneys/air ducts from in front of the Botanica building as no doubt (because of the move of the station box closer to the Botanica building from the Original), they will also now be closer to the buildings from the design sketches we saw some time ago. 3. Get the trees, roadways and tramways back to normal as quickly as possible.

To start a little later on Saturdays compared to weekdays to allow a sleep in with minimal noise.

access from lower car park back to Bowen Crescent as soon as possible, re plant mature trees out the front of the building once the project is complete, losing the green treelined streets is quite depressing.

Is there a person on the project that you think should be especially recognised for helping residents?

16 responses

Blythe	8
Sammy	1
Lovely Irish man	1
Man who drove me to Pilates	1
Robert	1

Anything else you would like to add?

15 responses

Would b nice if we did something about the noise from residents closing doors. Putting a sealing tape would help and make residents aware to respect others when closing doors at all hours of the day and night. Also the rubbish shoot is so loud when people dump rubbish. Make people aware that it affects the neighbours close to it so dump rubbish at reasonable hours before 9pm not midnight or 3am in the morning. Apart from that Paul is doing a wonderful job.

*Now the letterboxes are inside the outside of the entrance needs enhancement - Planters? *Some other buildings on St Kilda Rd have a defibrillator accessible. Awareness of the need for this lifesaving devise is increasing and installation would be worthwhile and at a low cost. Sometimes I think the noise from the tunnel works will give me a heart attack (just kidding)

I am retired like many residents here and the impact is major. No fresh air now for over a year. In the past year I spent 5 months in total house sitting for my general health. The entire project is an assault on all the senses and is relentless

Commendations for the work Jan and Gary have put in on our behalf

Our garden looks terrible, hedge out of control, camellias are going to be strangled by hedge. People's balconies are becoming storage areas, most people who purchased here love the French look, pot plants, seating area to look at the view etc. If balcony is dark, your view will become less outside as very dark paint appears to merge, also balcony floor being dark does also make your apartment darker, very depressing Seating area in lobby terrible Maybe the leaf sculpture could go in the former letter box area, it is a lovely leaf and basically says Botanical.

Several residents at the back of the building have completely covered in their balconies with home-made constructions (walls, shade cloth, lattice etc. from balcony floor to roof). These break several rules, look cheap, are inconsistent with each other and upset the overall aesthetic. I can't imagine they have been given permission for this but it has occurred and they have been up for many months (6-12months??). I would appreciate if this was investigated please. I would like this comment to remain confidential please as I don't want to create a poor relationship with others in the building as I value the positive community feel we have. I'm concerned that re-sale will be affected as it is degrading the overall aesthetic and making the back of the building look second rate and a free for all. Thank you for your time.

metro tunnel work is a hassle but in the long term will be a huge asset

It would be great if some of the politicians and decision makers on the Metro Tunnel understood the tremendous impact of the build on the people living and working in close proximity to the works and that this was acknowledged. Not being able to have clean air in a home is a huge impact. Not everyone can afford to stay away.

DUST.Can't leave window open. Outside window and balcony very dusty! - Solution for visitor parking.

We are being very negatively affected by cigarette smoke coming through the a/c vents particularly on the 5th floor section of the duplex we are renting. The interconnections between the apartments in this area need to be assessed please.

Generally the OC committee of Botanica has done a very commendable job of hard work to try to keep the situation as liveable as possible for all the residents. I believe without this, we would have been much worse off.

I just cannot understand why, if it was needed, the whole project could not have been done far deeper than it actually is and everyone would be much happier. The lame excuses for not doing deep tunnel are stupid. have a look at what the rest of the world does, but we know better than them because I am Dan Andrews and they are not.

Good evening Gary

PLEASE PLEASE PLEASE - When the lower car park is re-opened to traffic on st kilda road please make sure the driveway has a very wide splay so that the turn in and turn out do not have to be completed at a very slow pace. This will dramatically increase safety on exit and entrance to the driveway.