

## 2020 Survey Results

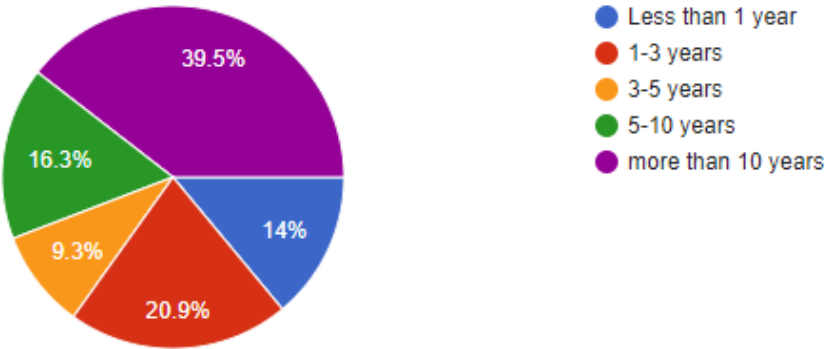
### Summary by year

High numbers are good

		2018	2019	2020
All	Building matters			
	Letterboxes		4.9	4.9
	Carpark		3.9	4.3
	Gardens		4.1	4.3
	Common Areas		4.5	4.7
	Lifts		4.6	4.7
	Building Mgmt(Paul)		4.6	4.8
	Rubbish		4.4	4.6
	Internet		4.2	4.3
Owners				
	Happy with Botanica decision?		4.6	4.7
	Owners Corp Mgmt		3.6	4.0
	OC Fees		2.9	2.9
	Need for facade work			4.6
	Impact of facade work			4.1
	Need for sprinkler work			4.7
Renters				
	Happy with Botanica decision?		3.7	4.9
	Need for facade work			4.0
	Impact of facade work			4.4
	Need for sprinkler work			5.0
All	Metro Tunnel work			
	Impact	2.8	2.4	3.0
	Timely info		3.5	3.9
	Accurate info		3.4	4.0
	Satisfaction with last 1800 call		3.0	4.3
	Concern with overall project	2.4	3.0	3.6
	Need for overall project	3.7	3.8	4.2
	Concern with Anzac Station	2.8	3.4	3.8
	Need for Anzac station	3.4	3.8	3.9
	How well run - Anzac Station	2.9	3.5	3.7

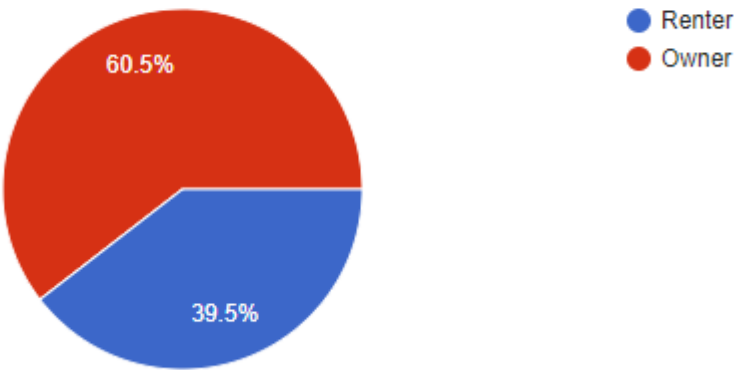
How long have you lived there?

43 responses



Owner / Renter

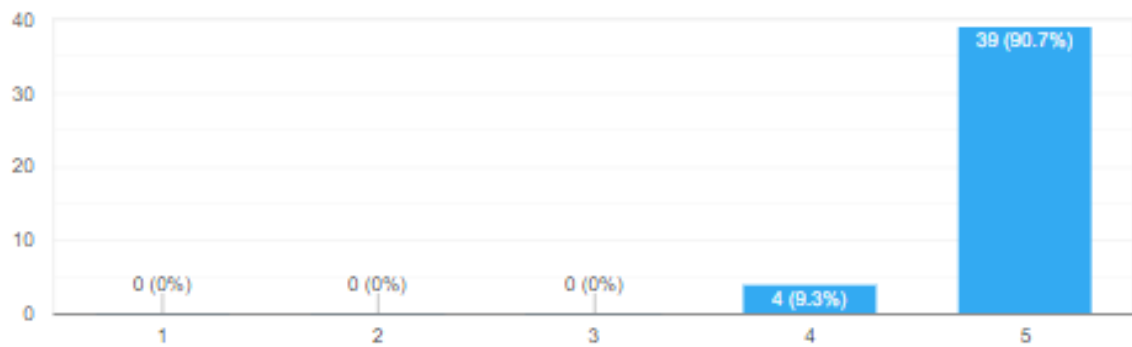
43 responses



Level	Number of respondents
1	6
2	8
3	5
4	7
5	3
6	6
7	6
Other	2
TOTAL	43

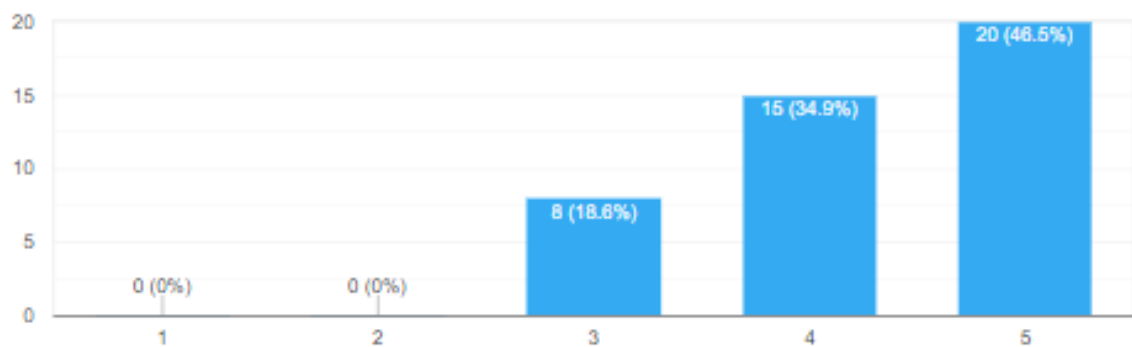
## Letterboxes

43 responses



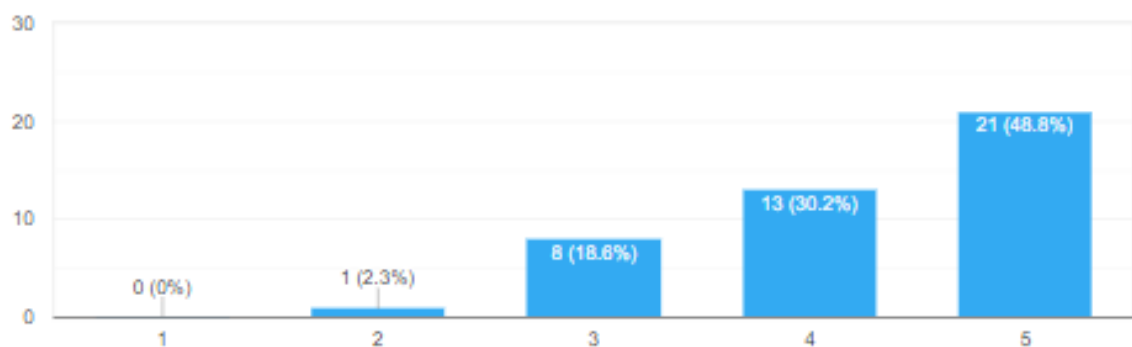
## Carpark

43 responses



## Gardens

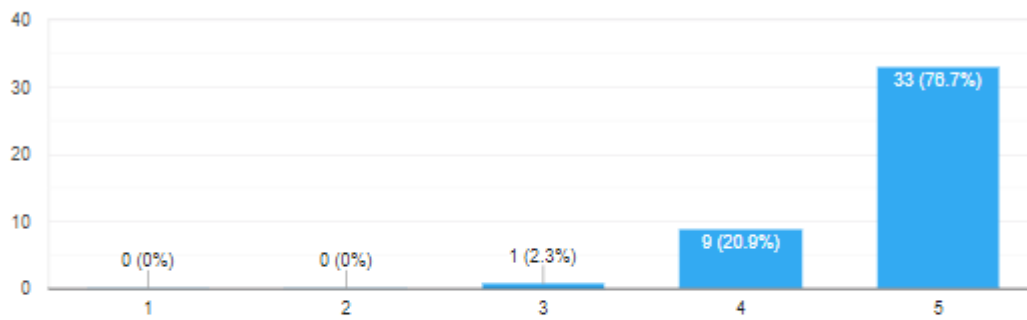
43 responses



V Unsatisfied    1    2    3    4    5    V Satisfied

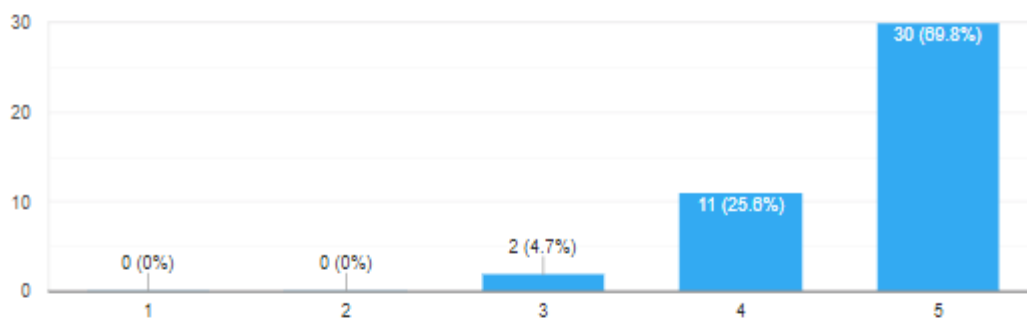
### Common areas (lobby and hallways)

43 responses



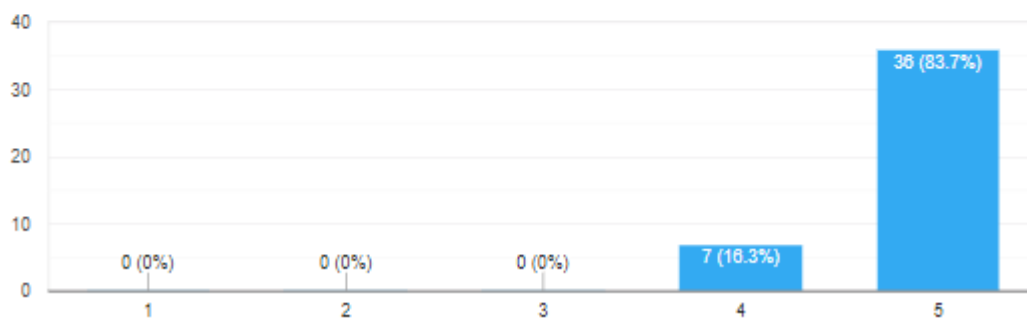
### Lifts

43 responses



### Building Management (Paul)

43 responses

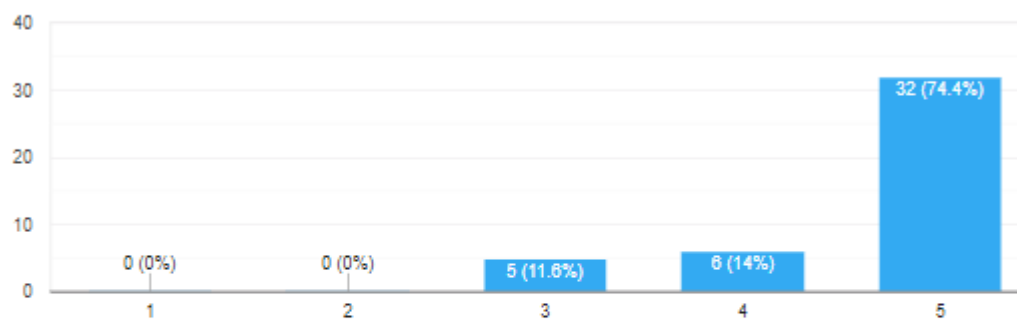


1 2 3 4 5

V Unsatisfied ☐ ☐ ☐ ☐ ☐ V Satisfied

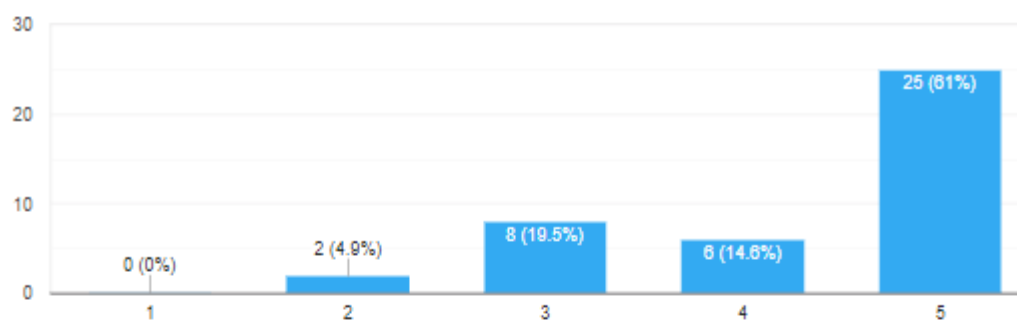
### Rubbish bins/ chutes / recycling

43 responses



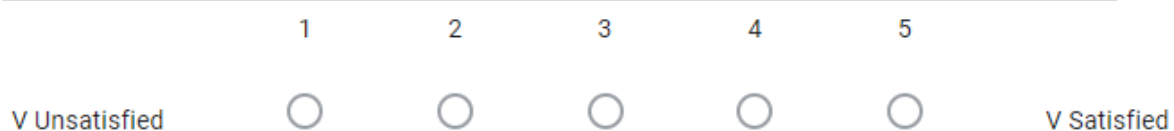
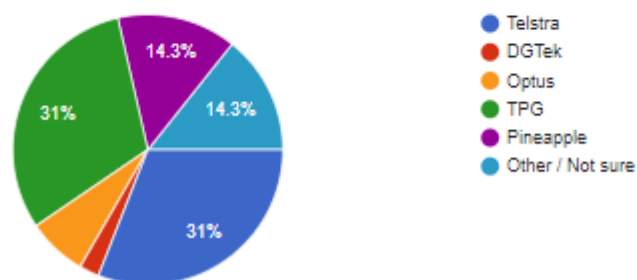
### Internet provision

41 responses



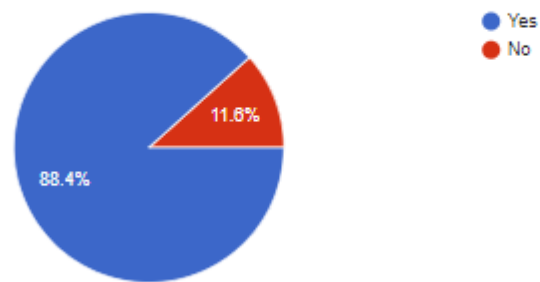
### Who do you use for internet provision?

42 responses



Do you know the location of your nearest fire extinguisher?

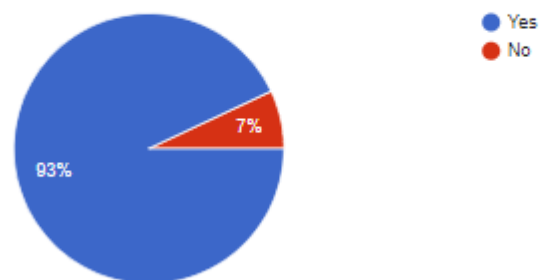
43 responses



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Do you know the Building evacuation route?

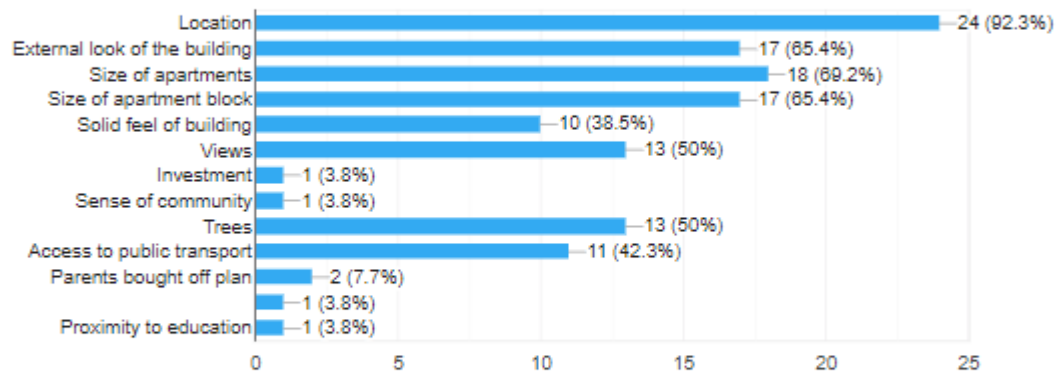
43 responses



## Owners

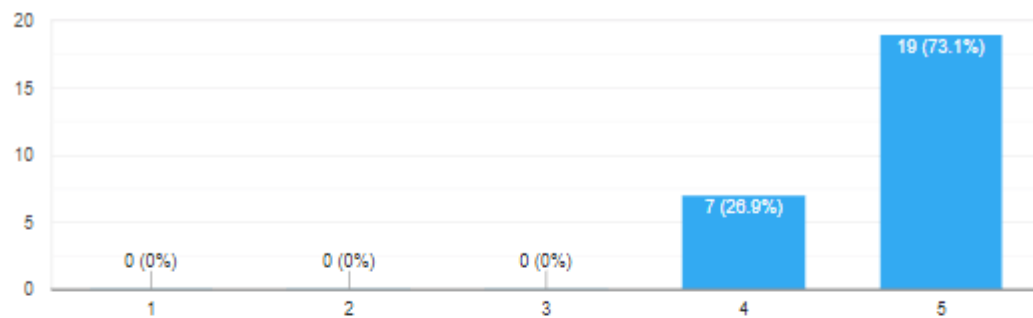
### What initially attracted you to buy at The Botanica?

26 responses



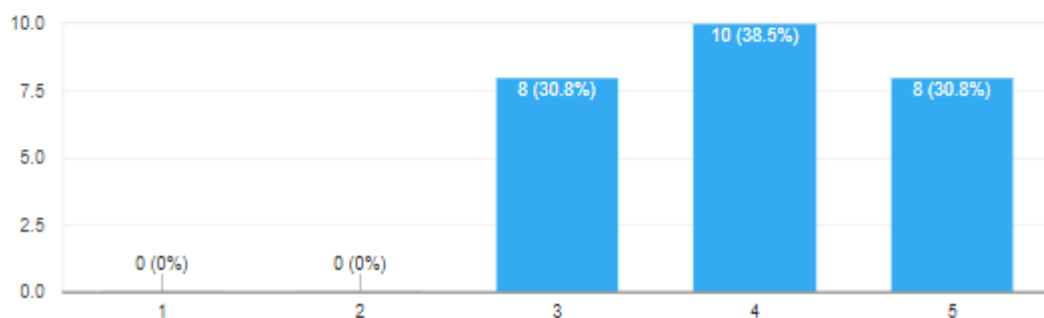
### Are you happy with your decision to buy here?

26 responses



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

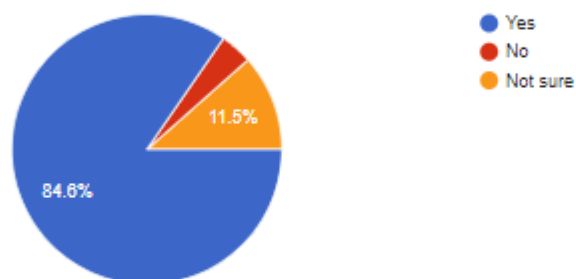
26 responses



## Residents guide for the building - owners

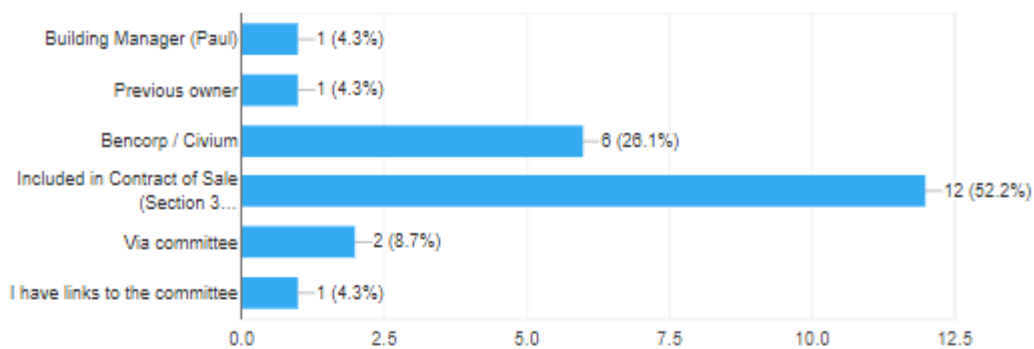
Have you ever seen this guide?

26 responses



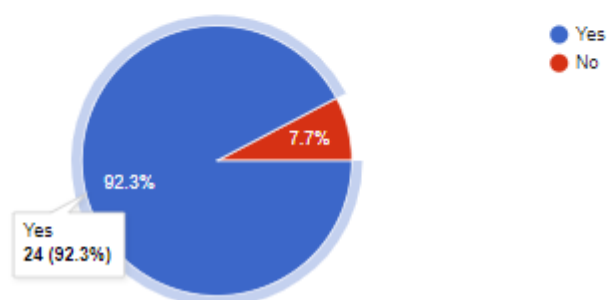
Who gave you your copy?

23 responses



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

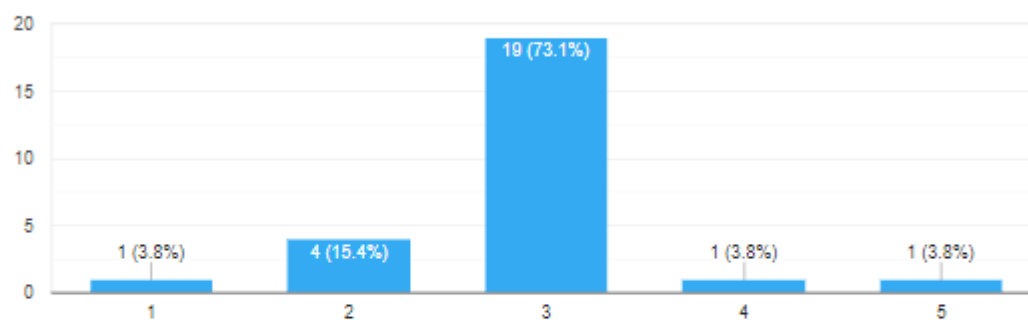
26 responses





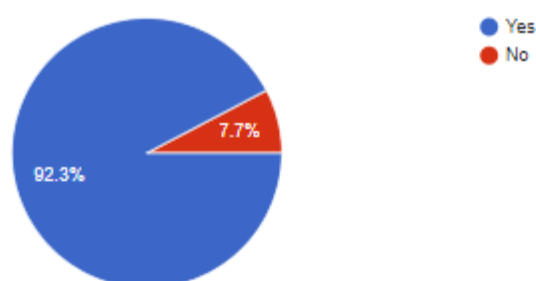
How do you feel about the Owners Corp annual fees ?

26 responses



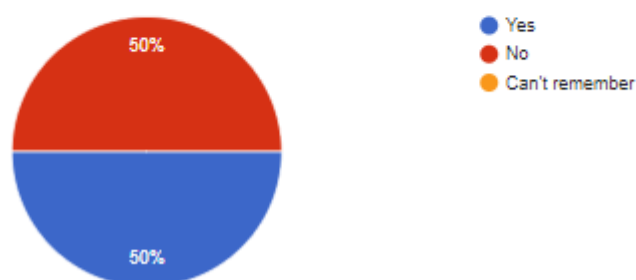
Do you know about The Botanica Blog ([www.thebotanica.blog](http://www.thebotanica.blog))?

26 responses



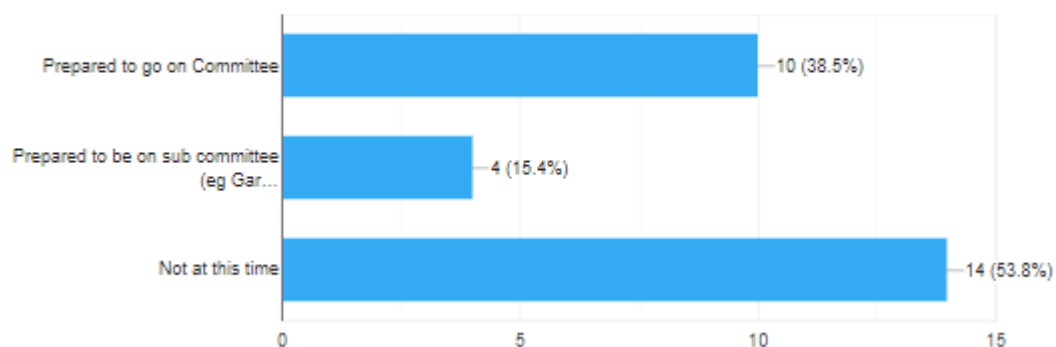
Did you go to the AGM last year?

26 responses



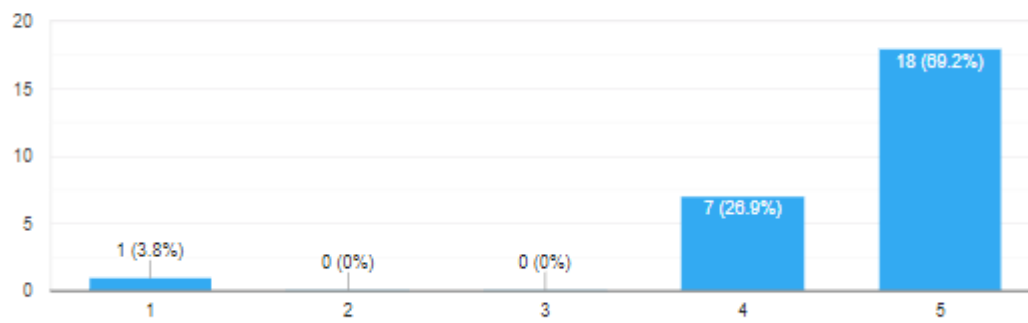
Are you prepared to be on the Owners Committee or help in some way?

26 responses



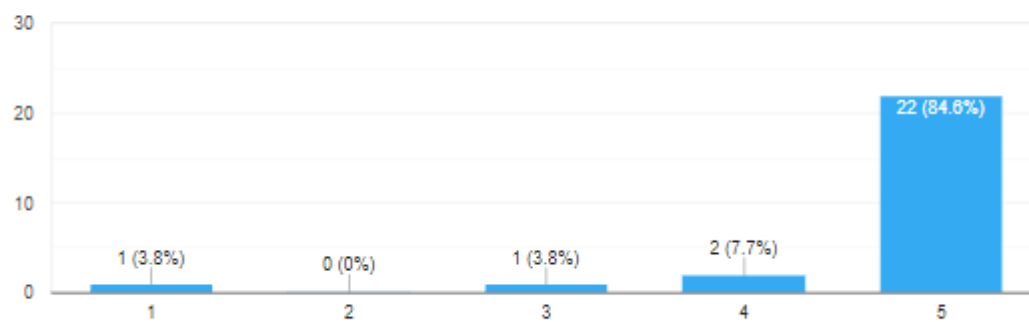
### Need for façade work project

26 responses



### Need for Sprinkler project

26 responses

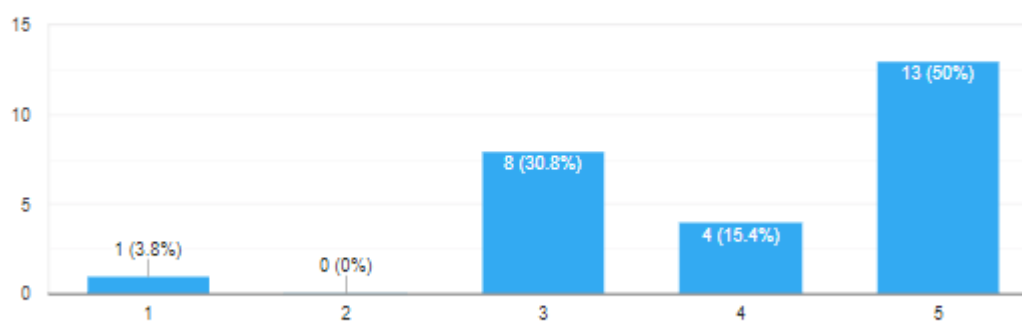


1 2 3 4 5

Completely unnecessary ☐ ☐ ☐ ☐ ☐ Essential

### Impact of façade work project on you/your family

26 responses



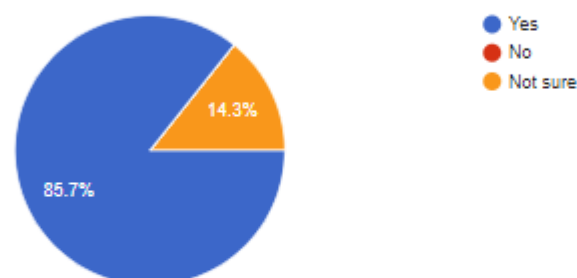
1 2 3 4 5

Massive ☐ ☐ ☐ ☐ ☐ Minor

## Residents guide for the building - Renters

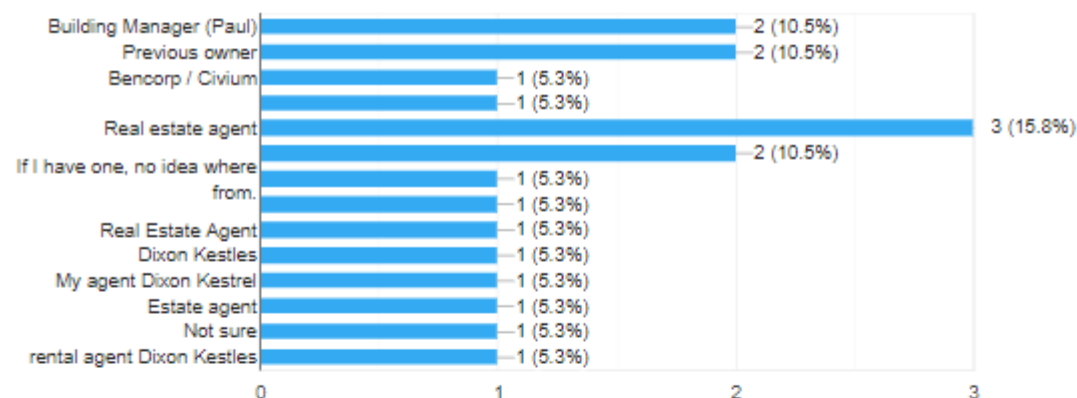
Have you ever seen this guide?

21 responses



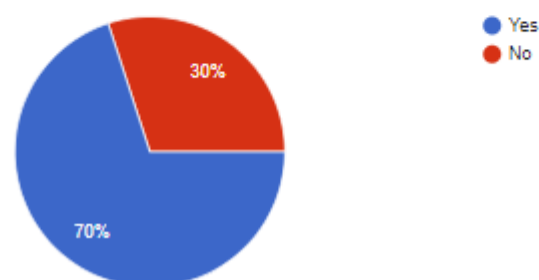
Who gave you your copy?

19 responses



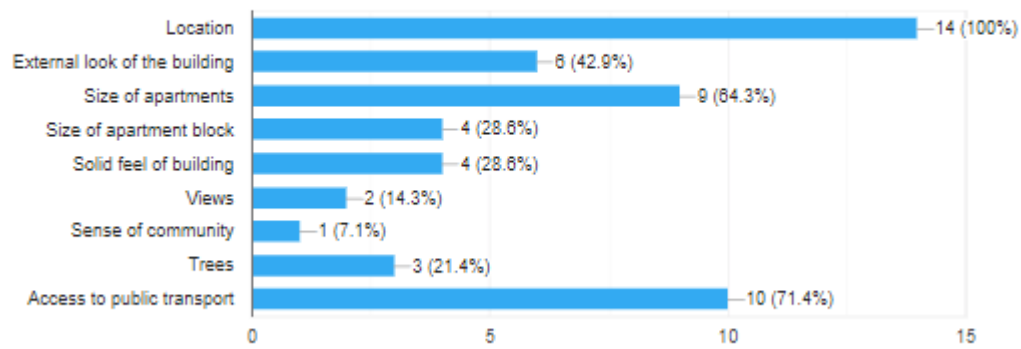
Do you know about The Botanica Blog ([www.thebotanica.blog](http://www.thebotanica.blog))?

20 responses



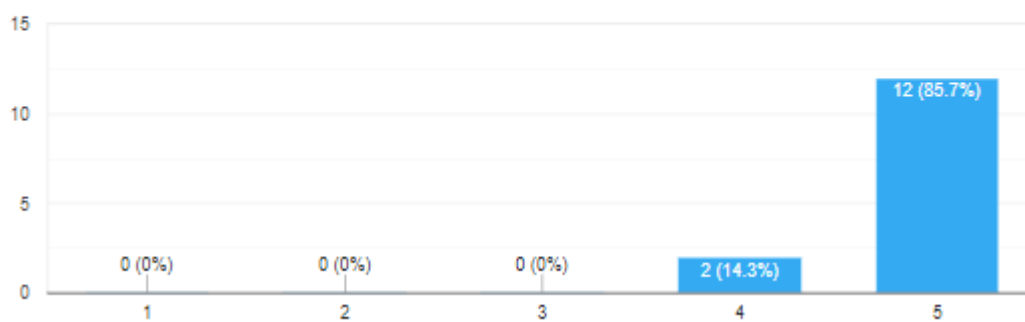
### What initially attracted you to rent at The Botanica?

14 responses



### Are you happy with your decision to rent here?

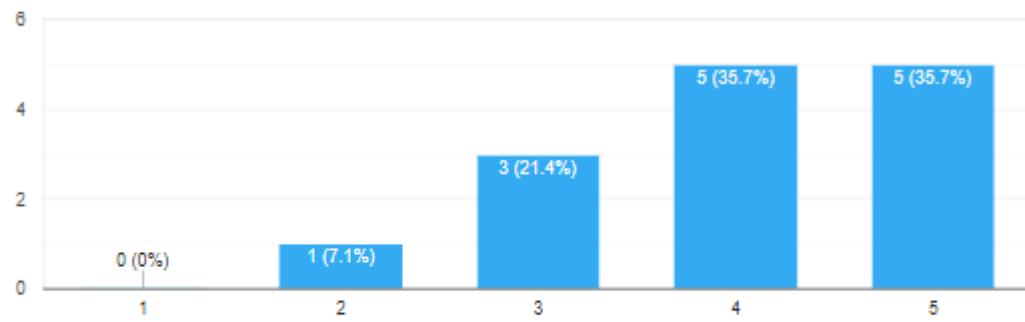
14 responses



## The Botanica Projects - Renters

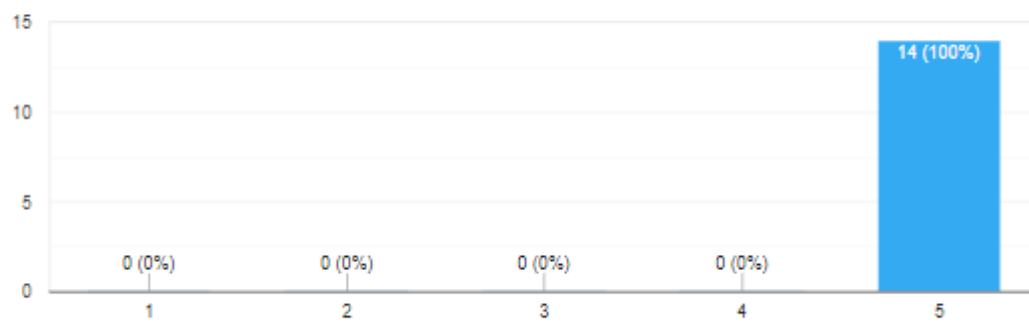
### Need for façade work project

14 responses



### Need for Sprinkler project

14 responses

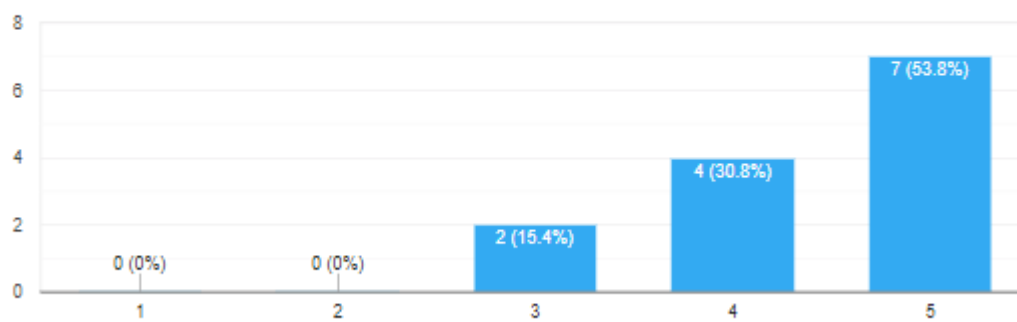


1      2      3      4      5

Completely unnecessary   ☐   ☐   ☐   ☐   ☐   Essential

### Impact of façade work project on you/your family

13 responses



1      2      3      4      5

Massive   ☐   ☐   ☐   ☐   ☐   Minor

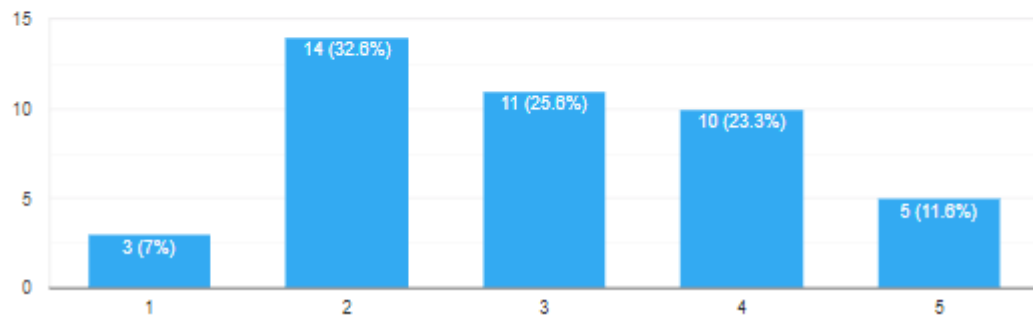
## Metro Tunnel Feedback

### Issues for residents @ The Botanica

#### Construction

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

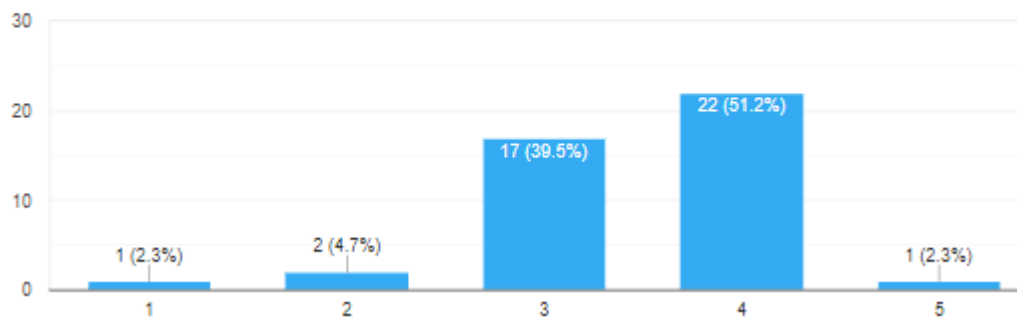
43 responses



Massive ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Minor

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

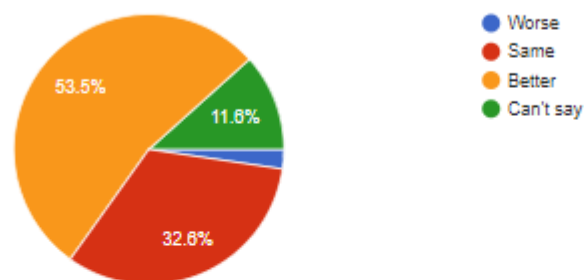
43 responses



Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Terrific

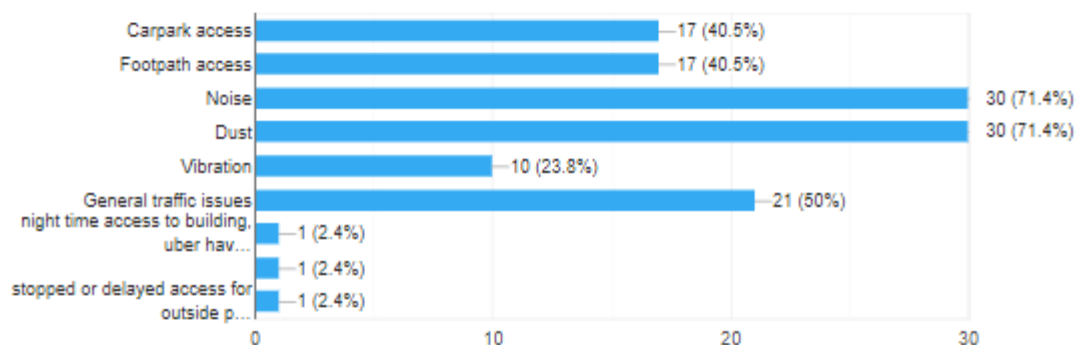
## Is the traffic management getting better or worse

43 responses



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

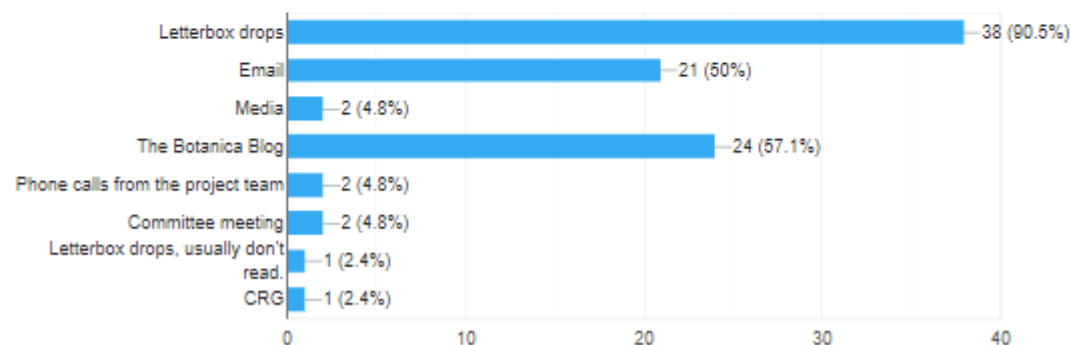
42 responses



## Communication from the project team

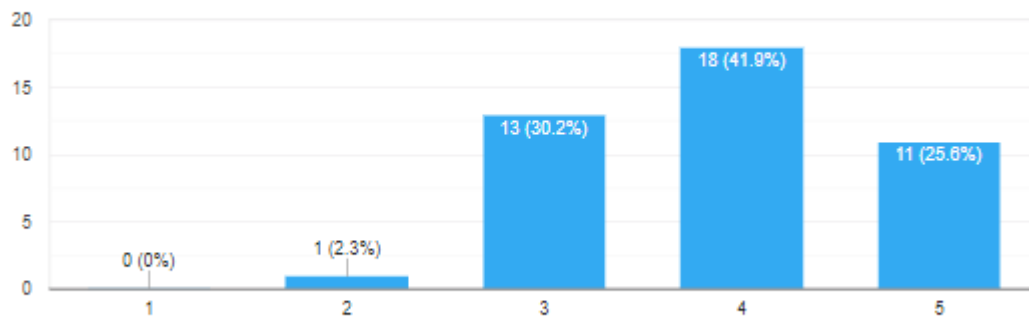
### How do you get information about day to day impacts of the project?

42 responses



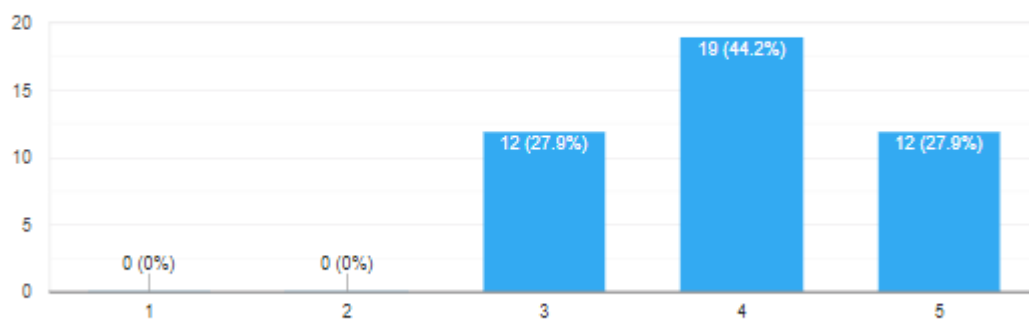
How timely is the information you receive?

43 responses



How accurate is the information you receive?

43 responses



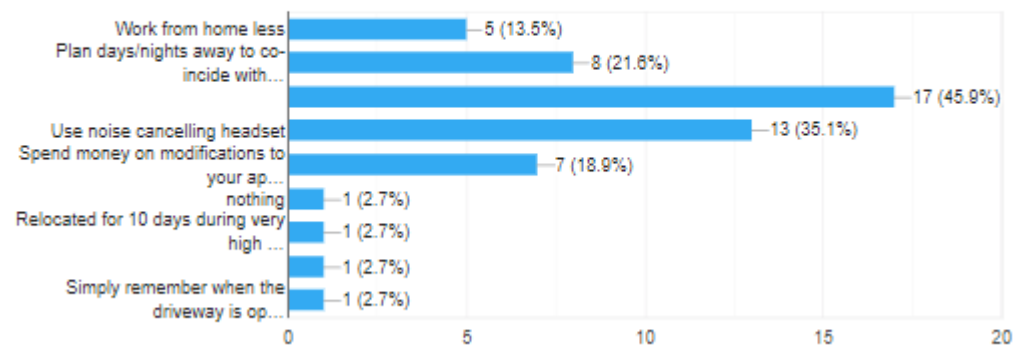
Terrible      1      2      3      4      5      Fabulous

☐      ☐      ☐      ☐      ☐



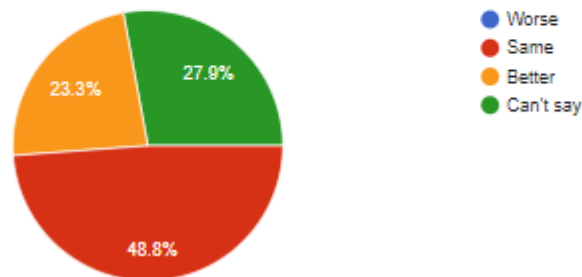
### What do you do / have you done to minimise the project impact on your day to day living?

37 responses



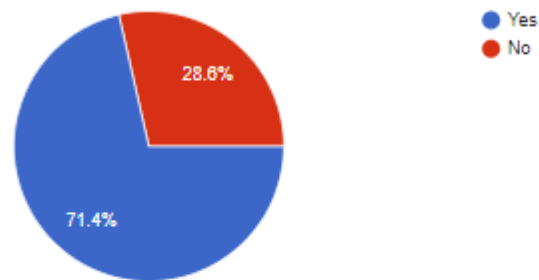
### How does the timeliness and quality of the communications in recent weeks compare to a year ago?

43 responses



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

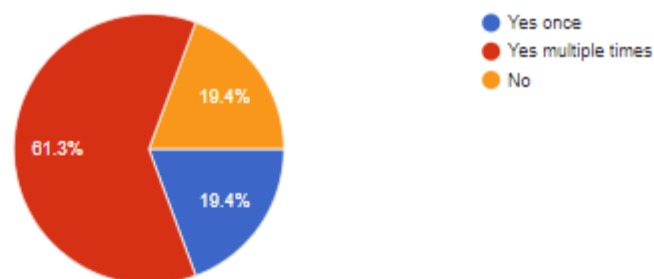
42 responses



#### 1800 Complaints feedback

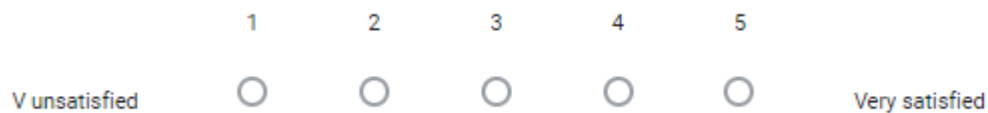
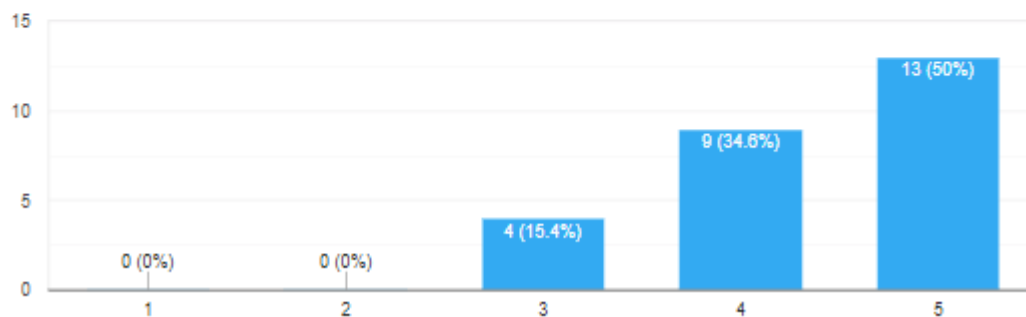
Have you called the 1800 complaints number?

31 responses



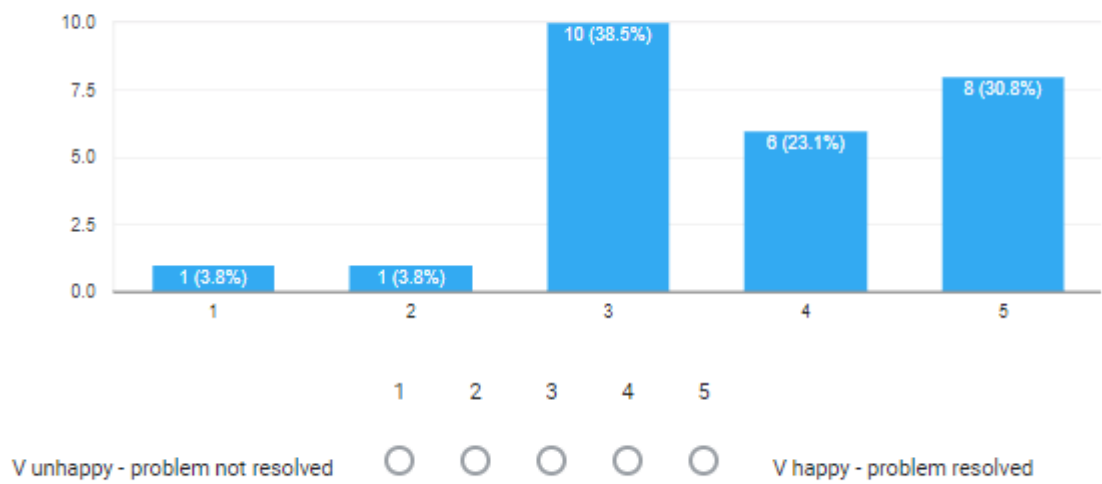
How satisfied were you with the person handling your issue? If more than 1 call, think of your LAST call

26 responses



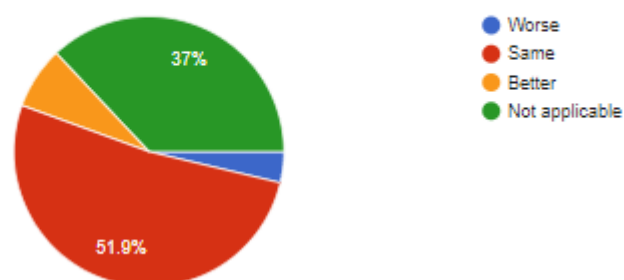
Was your problem solved? How satisfied were you? If more than 1 call, think of your LAST call

26 responses



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

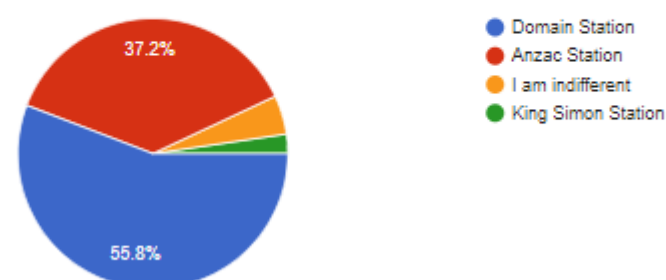
27 responses



### When it is all finished - Steady State

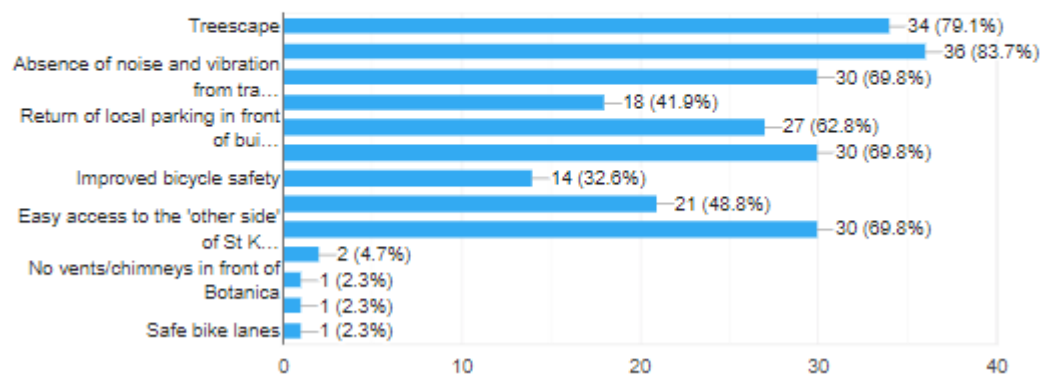
What is your preferred station name?

43 responses



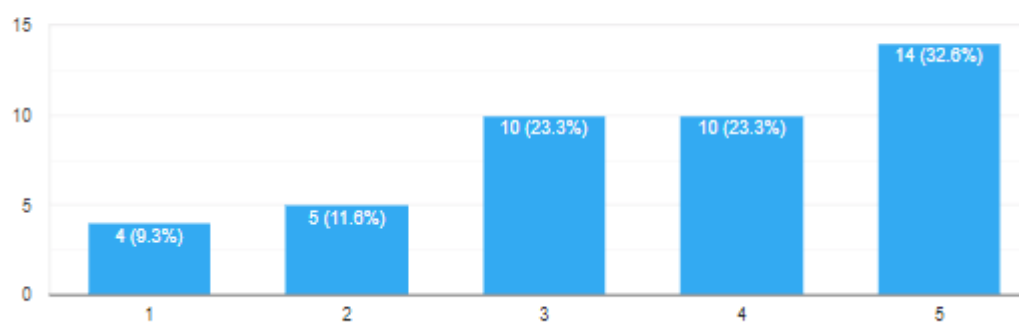
What local amenities are most important to you when we return to 'steady state' Check all that apply

43 responses



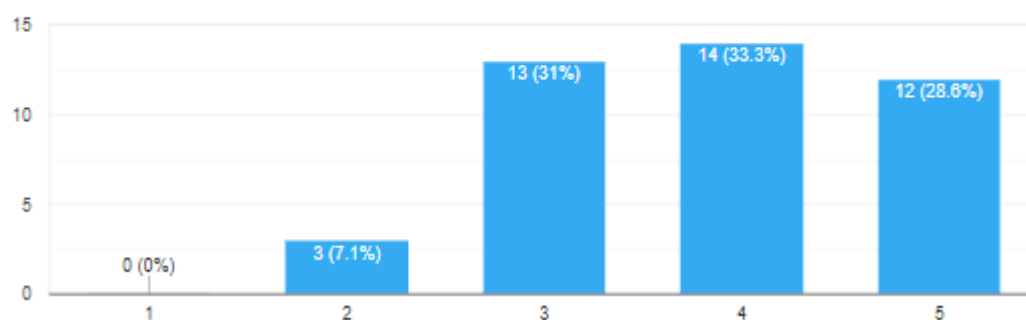
### Degree of concern about OVERALL Melbourne Metro Rail project

43 responses



### Degree of concern about Anzac Station

42 responses



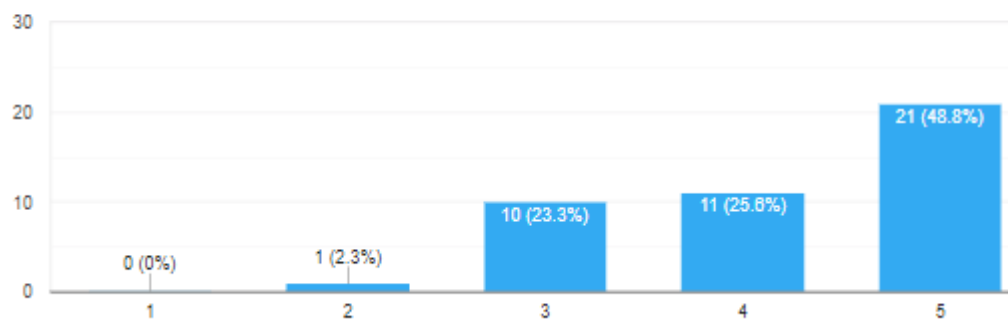
1 2 3 4 5

Very concerned

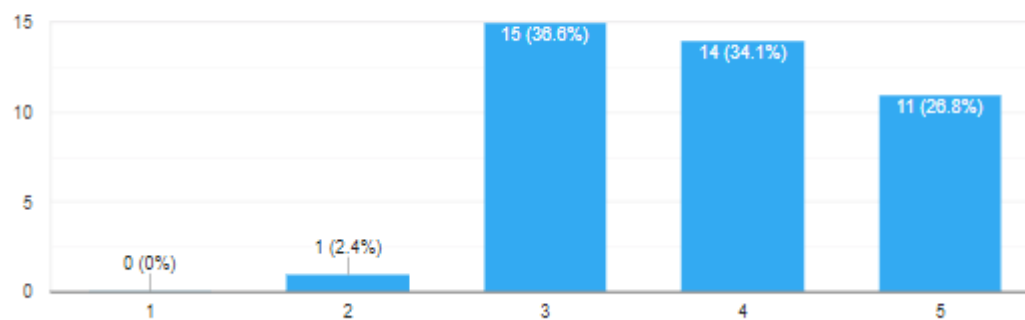


Not at all concerned

43 responses



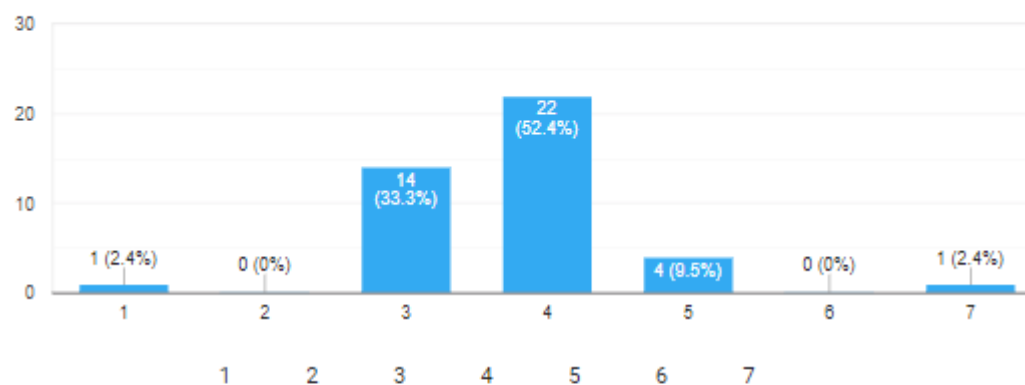
41 responses



1 2 3 4 5

Completely unnecessary ○ ○ ○ ○ ○ Essential

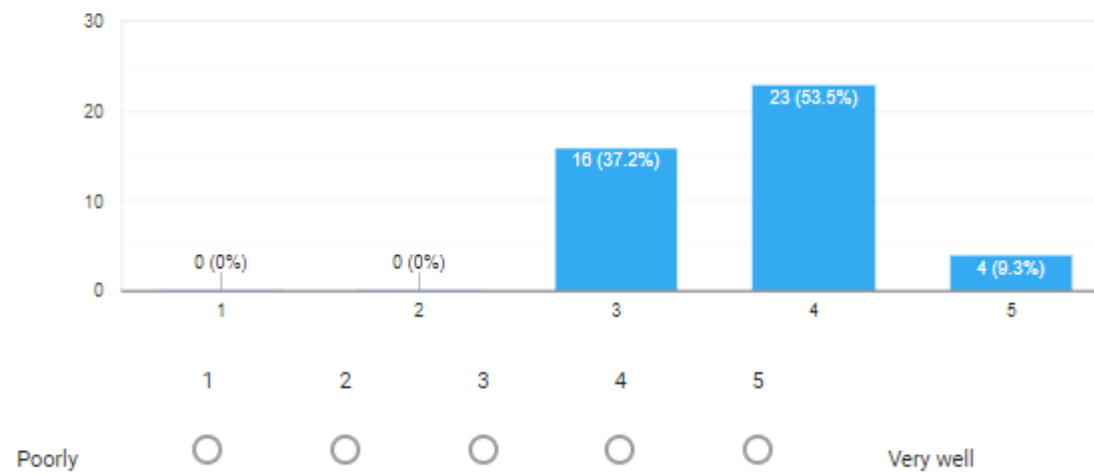
42 responses



Significantly down ○ ○ ○ ○ ○ ○ ○ Significantly up

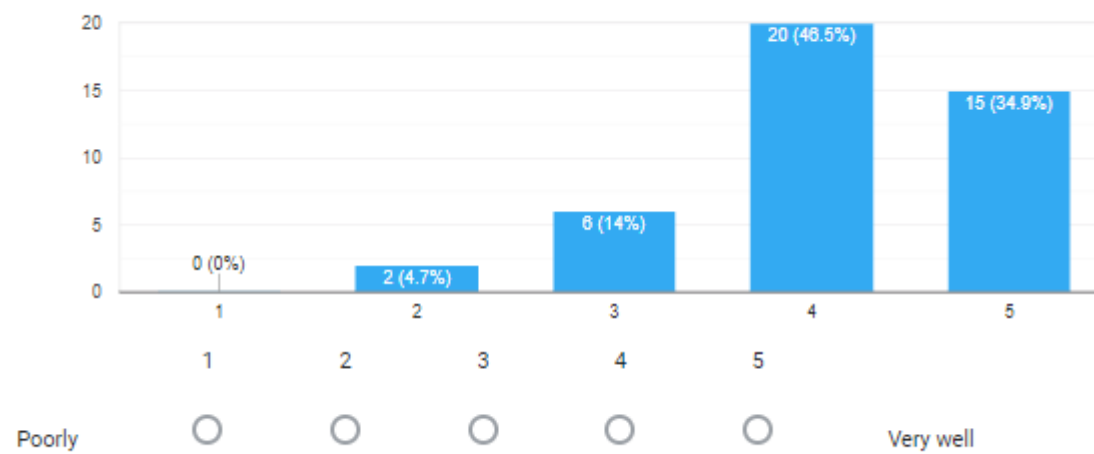
How well has the project been run to date?

43 responses



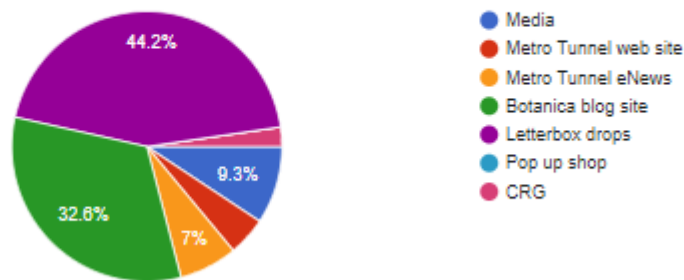
How well have the local impacts been communicated to you to date

43 responses



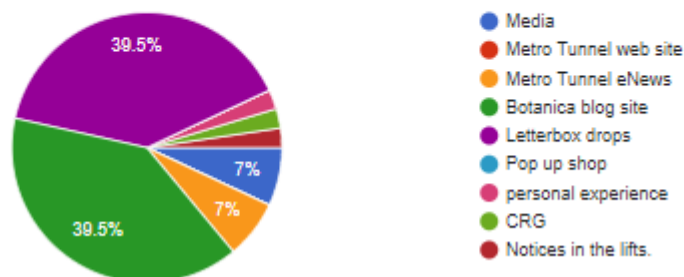
### Where do you get most of the information on the OVERALL project

43 responses



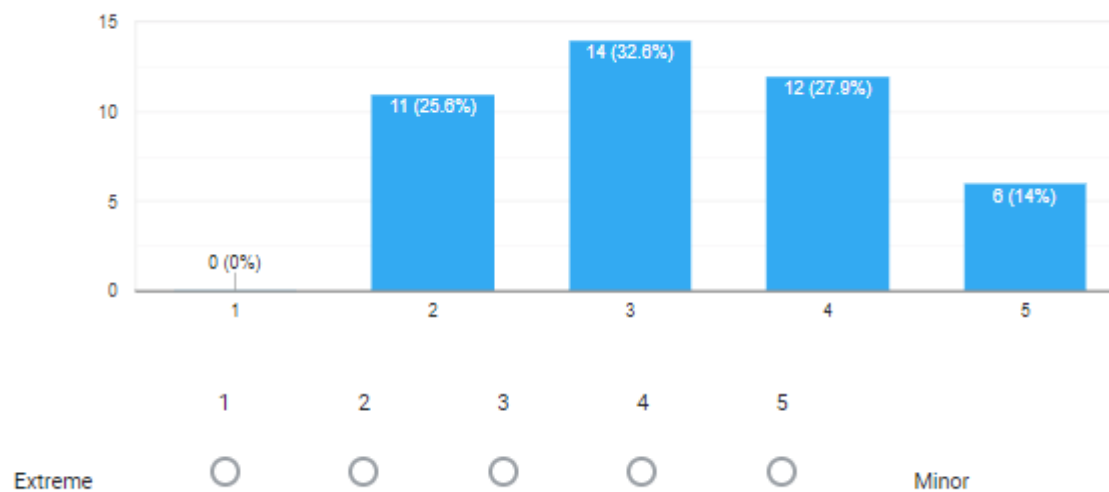
### Where do you get most of the information on the LOCAL impacts

43 responses



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

43 responses





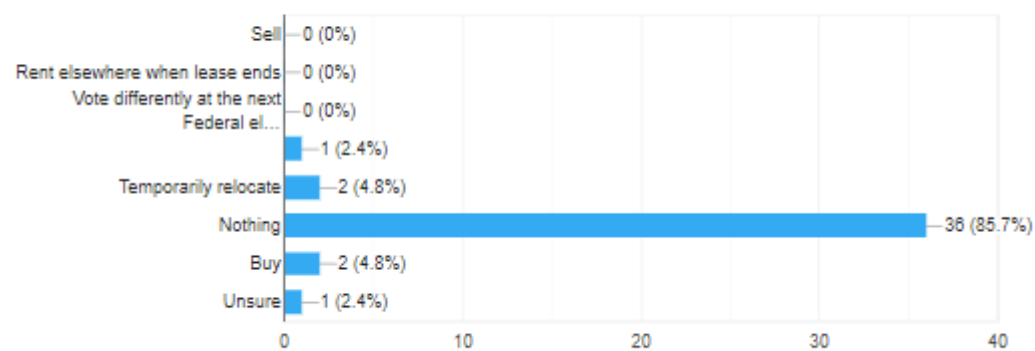
If you could change any 3 things what would be on that list?

16 responses

- Faster build! Get our trees back!
- I wish the project were shorter, however this is a pipe dream!
- Change the Anzac Station name to DOMAIN Station
- kill the tram squeal permanently
- put art silo style art on acoustic shed - Forrest scenes
- access to street parking
- not losing our original tram stop
- beautifying the front of our building
- Impact on the local area
- better management of the traffic lanes in St Kilda Road
- ability of traders to get compensation
- It should be Domain Station, and it should be closes to Grammar
- Less dust and noise more appealing outlook
- Faster replies to queries
- Removal of chimney/vents from in front of the Botanica,
- restoration of all trees along St Kilda Road.
- Restoration of parking in front of the Botanica
- Access to St Kilda car park.
- Dust.
- Lack of trees
- Underpaid essential workers, overpaid sportspeople, social media.
- Bike and pedestrian safety.
- Ability to have deliveries, move furniture in/out, locations for tradesperson parking
- Guest parking
- storage cages for all apartments
- allow wind breaks for balconies
- Nothing

## What actions will you take because of Anzac Station construction

42 responses



Anything else you would like to add?

- Continued concern over unapproved, imposing construction on balconies at the back of the building which is extremely ugly, is a fire hazard and potentially decreases the worth of my property. Having to financially contribute to a fire sprinkler levy while this fire hazard remains.
- Be well, Take care.
- The eventual revamp of Botanica's lower car park - new roller door - painted/rendered walls - removal of temporary art work - cleaned more often.
- We want to congratulate the Botanica committee for the fantastic management of the Metro project along with the day to day management of the building
- Thank you to Jan and Gary for the extraordinary care and effort
- I still enjoy living here.
- I am concerned that bike lanes will be on the building side of the road, there should be a central lane for bikes.
- It is essential, the sooner the better!
- Will be leaving the Botanica shortly as we have purchased a property, however have greatly enjoyed our time here.