

## 2021 Survey Results

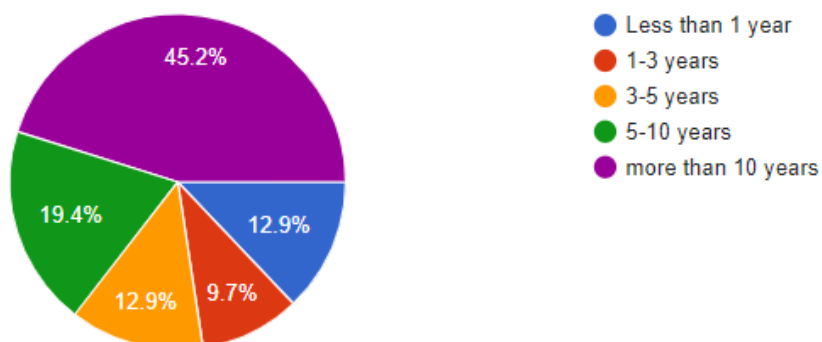
### Summary by year

High numbers are good

		2018	2019	2020	2021
All	Building matters				
	Letterboxes		4.9	4.9	4.9
	Carpark		3.9	4.3	3.9
	Gardens		4.1	4.3	4.4
	Lobby flowers				4.2
	Common Areas		4.5	4.7	4.8
	Lifts		4.6	4.7	4.7
	Building Mgmt(Paul)		4.6	4.8	4.9
	Rubbish		4.4	4.6	4.7
	Internet		4.2	4.3	4.6
Owners					
	Happy with Botanica decision?		4.6	4.7	4.7
	Owners Corp Mgmt		3.6	4.0	3.6
	OC Fees		2.9	2.9	3.1
	Need for façade work			4.6	
	Impact of façade work			4.1	
	Need for sprinkler work			4.7	4.9
Renters					
	Happy with Botanica decision?		3.7	4.9	4.4
	Need for facade work			4.0	
	Impact of façade work			4.4	
	Need for sprinkler work			5.0	4.7
All	Metro Tunnel work				
	Impact	2.8	2.4	3.0	3.0
	Timely info		3.5	3.9	3.8
	Accurate info		3.4	4.0	3.8
	Satisfaction with last 1800 call		3.0	4.3	3.6
	Concern with overall project	2.4	3.0	3.6	3.5
	Need for overall project	3.7	3.8	4.2	4.2
	Concern with Anzac Station	2.8	3.4	3.8	3.7
	Need for Anzac station	3.4	3.8	3.9	4.0
	How well run - Anzac Station	2.9	3.5	3.7	3.8
	Any cracking				4.4

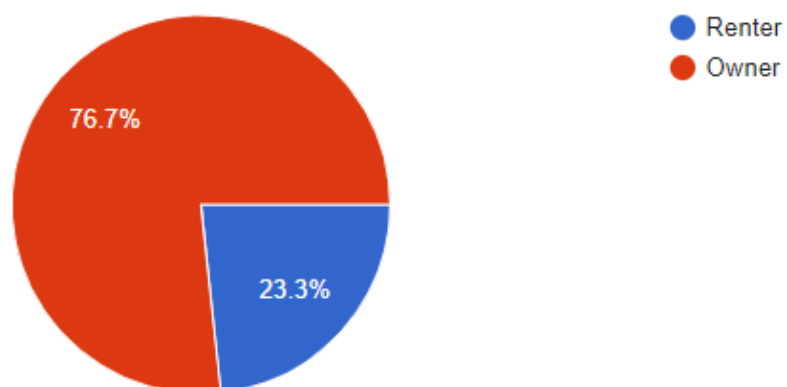
## How long have you lived there?

31 responses



## Owner / Renter

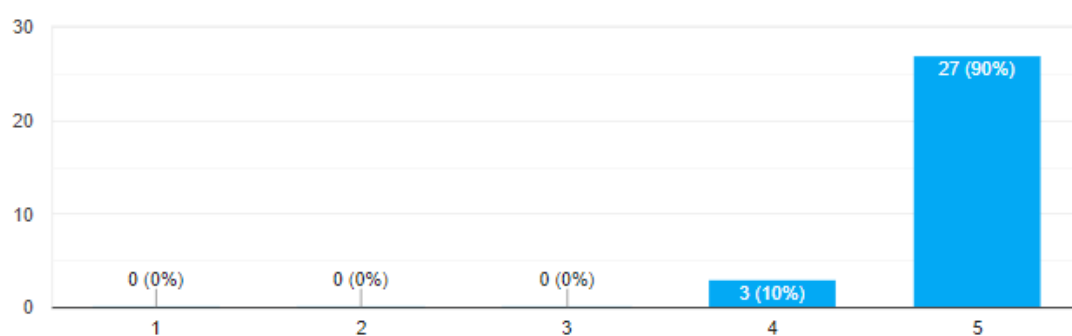
30 responses



Level	Number of respondents
1	2
2	5
3	8
4	3
5	1
6	6
7	6
Other	1
TOTAL	32

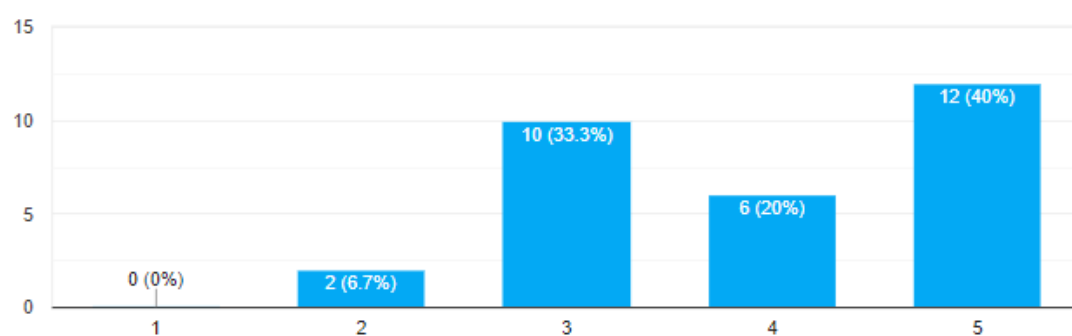
### Letterboxes

30 responses



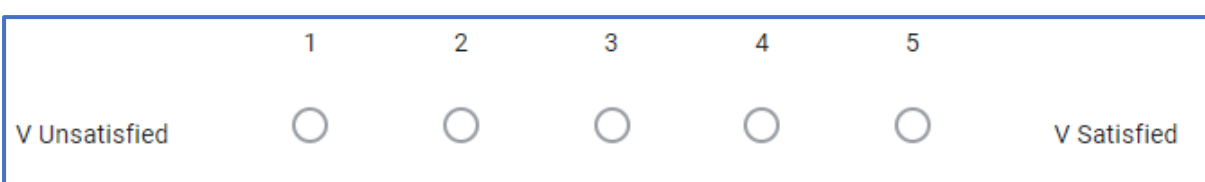
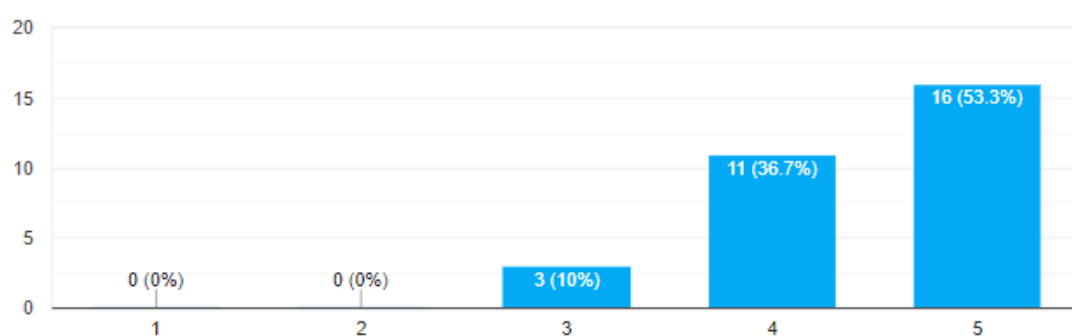
### Carpark

30 responses



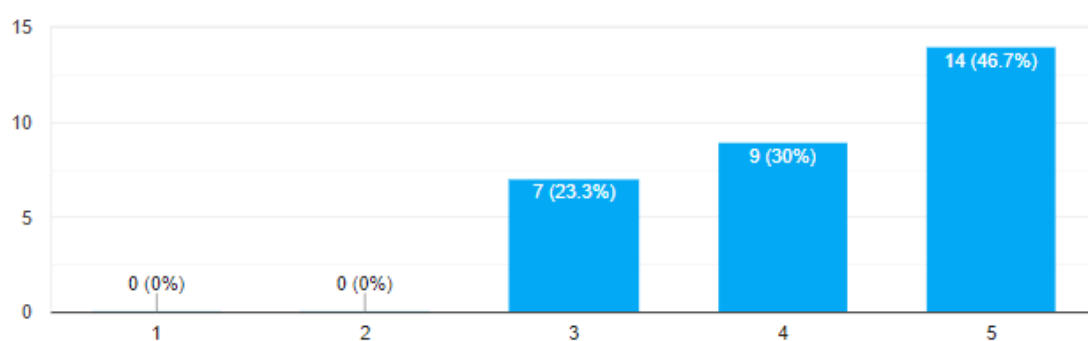
### Gardens

30 responses



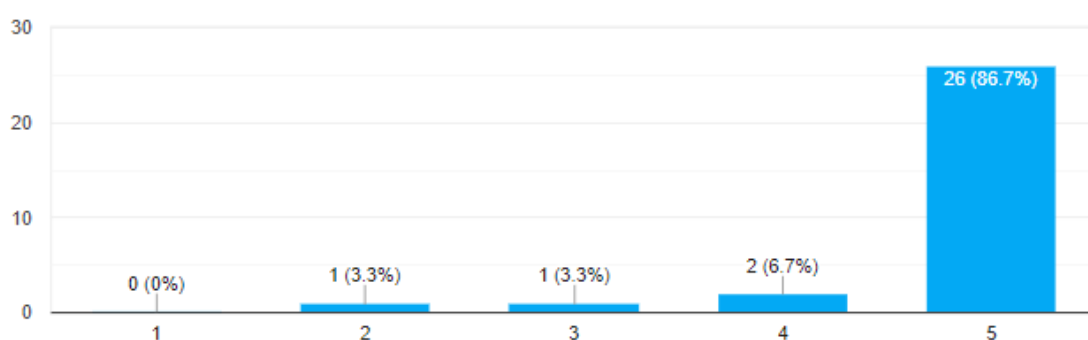
### Lobby flowers

30 responses



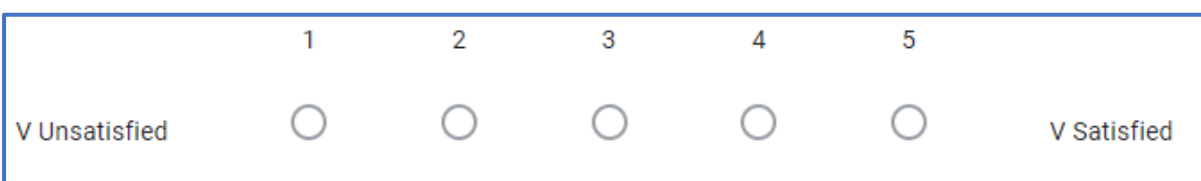
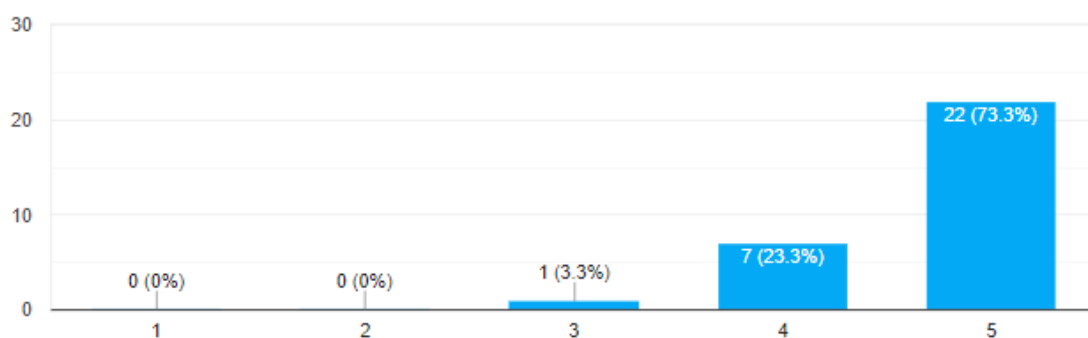
### Common areas (lobby and hallways)

30 responses



### Lifts

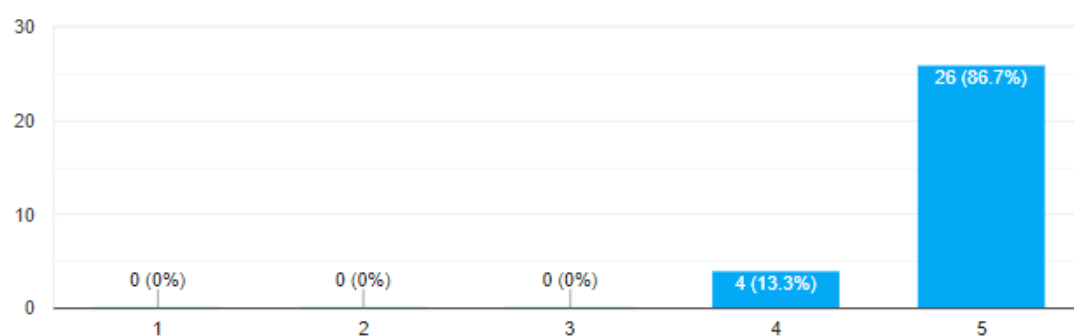
30 responses



### Building Management (Paul)

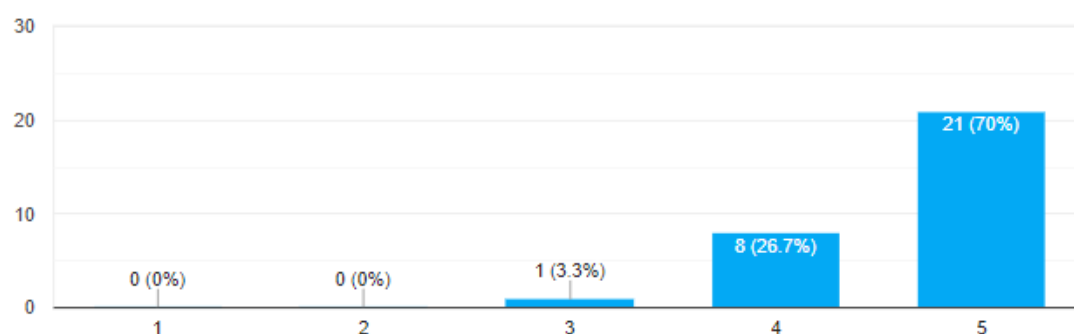


30 responses



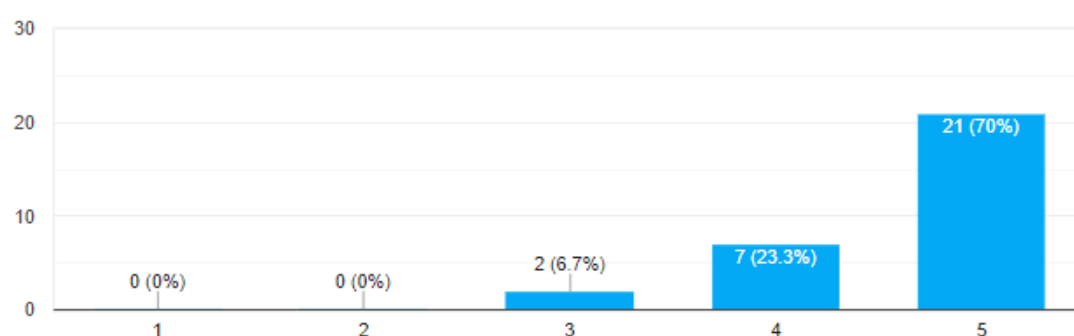
### Rubbish bins/ chutes / recycling

30 responses



### Internet provision

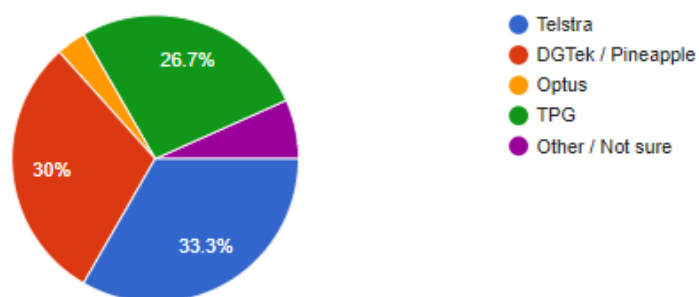
30 responses



	1	2	3	4	5	
V Unsatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	V Satisfied

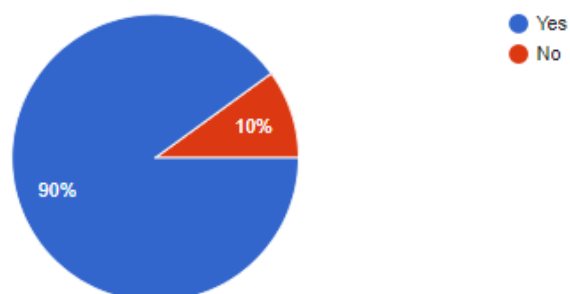
Who do you use for internet provision?

30 responses



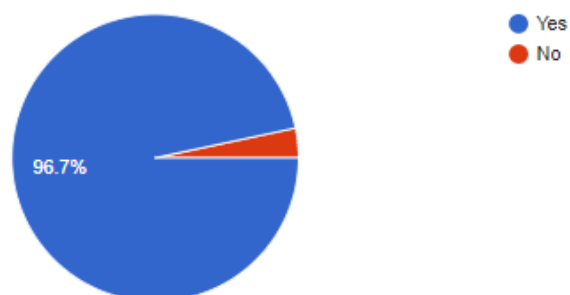
Do you know the location of your nearest fire extinguisher?

30 responses



Do you know the Building evacuation route?

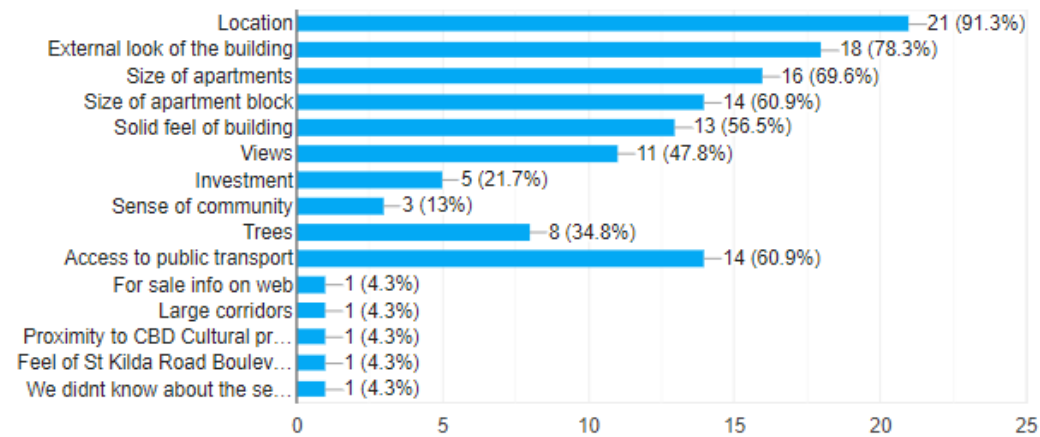
30 responses



## Owners

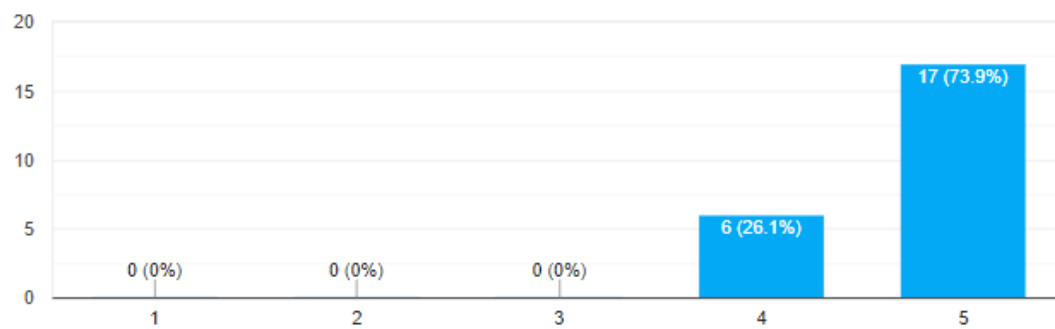
What initially attracted you to buy at The Botanica?

23 responses



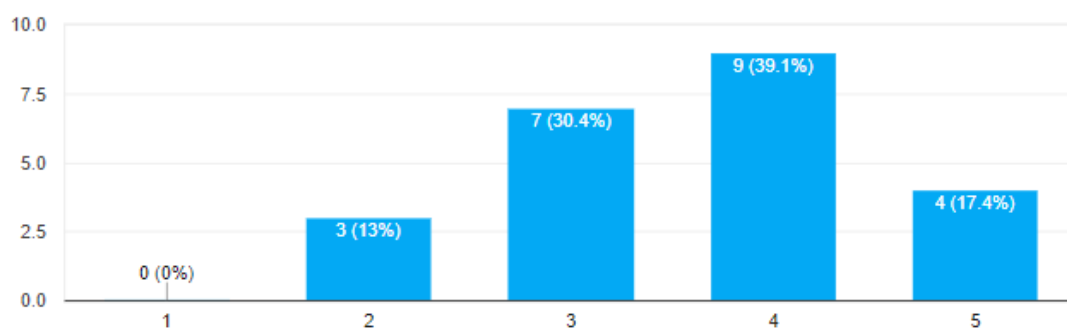
Are you happy with your decision to buy here?

23 responses



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

23 responses



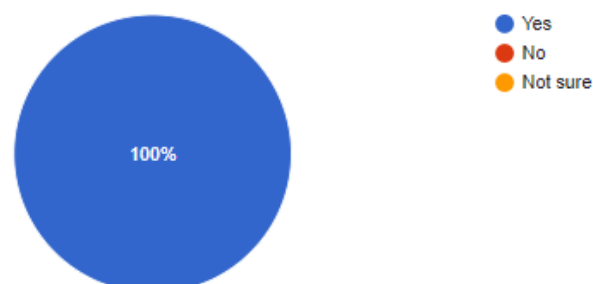
	1	2	3	4	5	
V Unhappy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	V Happy



## Residents guide for the building - owners

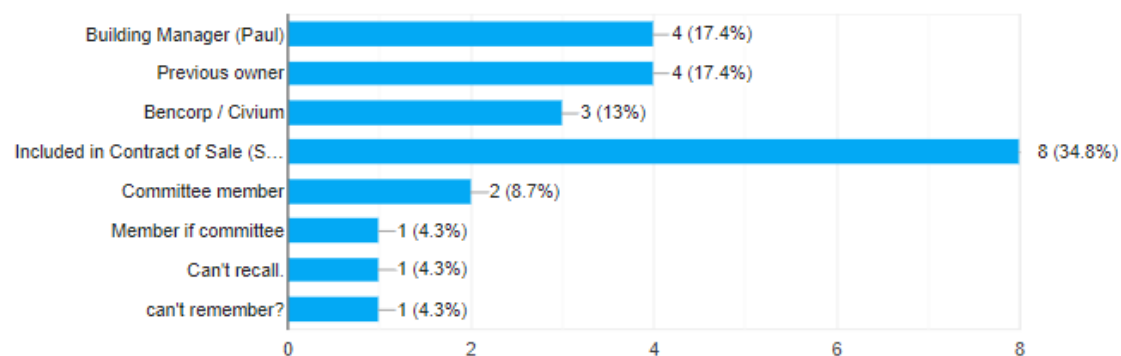
Have you ever seen this guide?

23 responses



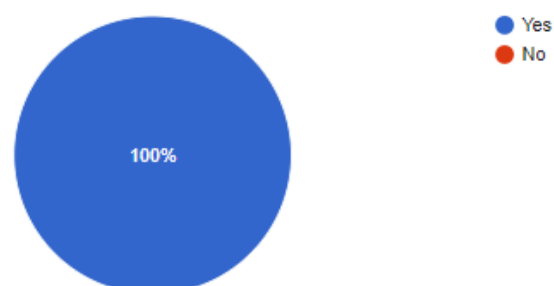
Who gave you your copy?

23 responses



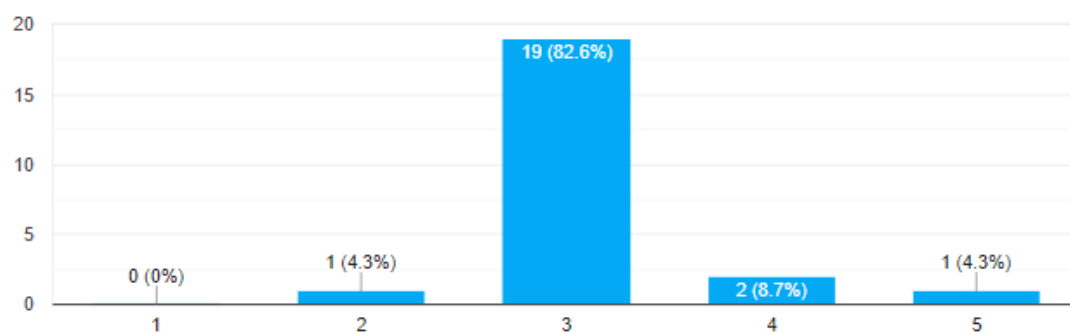
Are you aware that you need to seek approval for most changes to your apartment (Like flooring, renovations etc)

23 responses



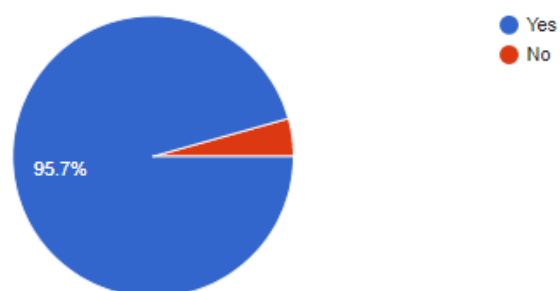
How do you feel about the Owners Corp annual fees ?

23 responses



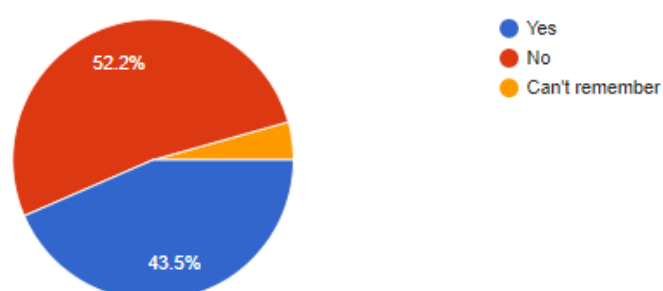
Do you know about The Botanica Blog ([www.thebotanica.blog](http://www.thebotanica.blog))?

23 responses



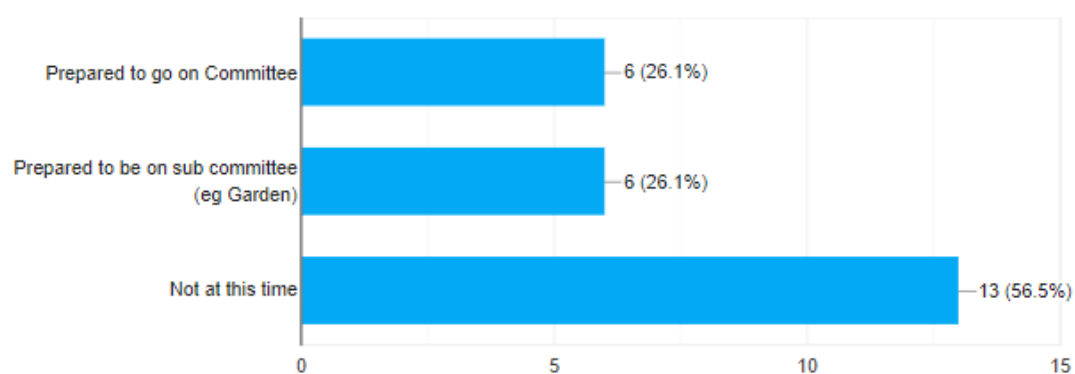
Did you go to the AGM last year?

23 responses



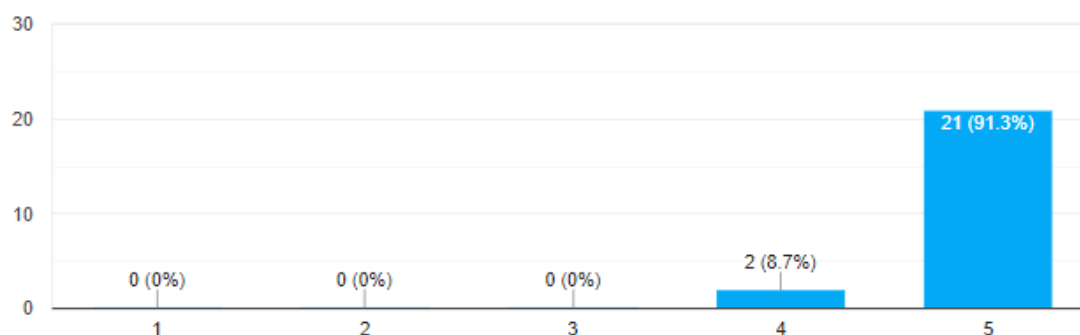
Are you prepared to be on the Owners Committee or help in some way?

23 responses



Need for fire sprinkler project

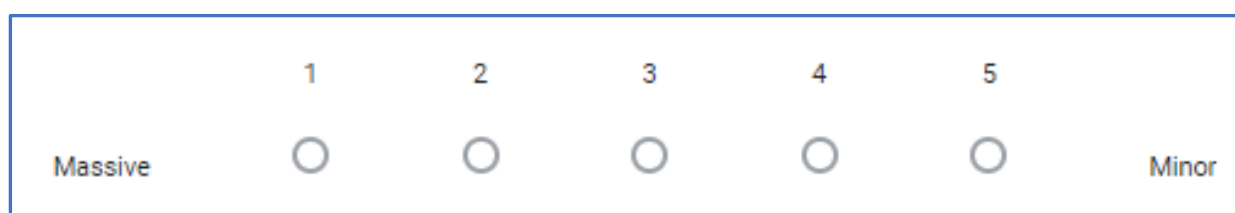
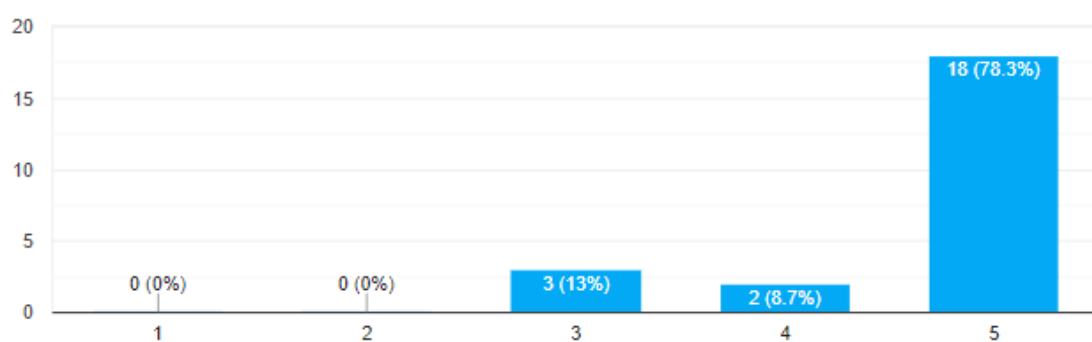
23 responses



	1	2	3	4	5	
Completely unnecessary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Essential

### Impact of fire sprinkler project on you/your family

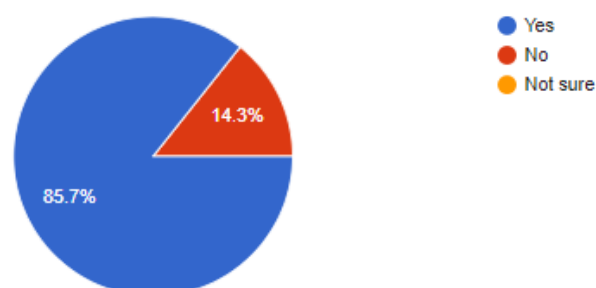
23 responses



## Residents guide for the building - Renters

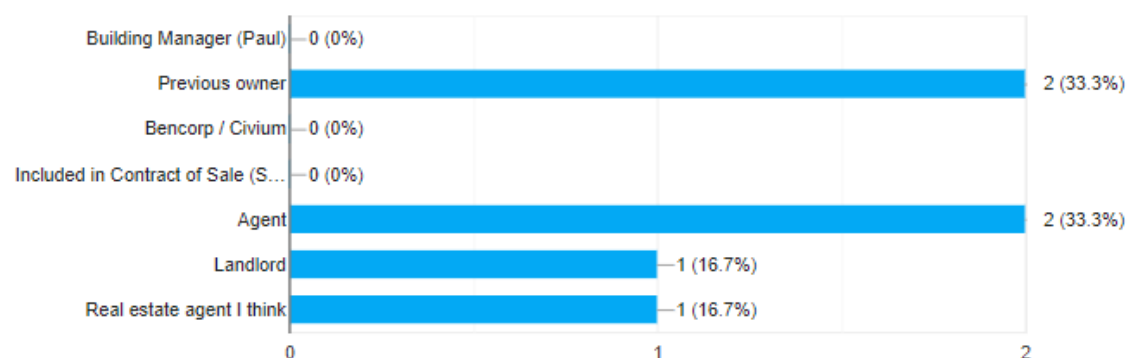
Have you ever seen this guide?

7 responses



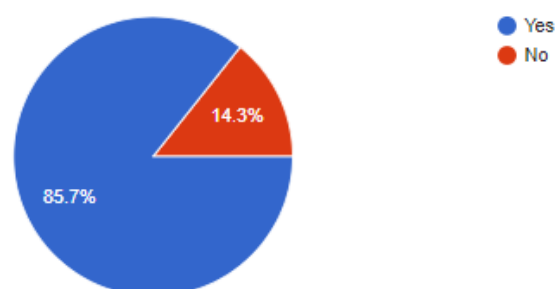
Who gave you your copy?

6 responses



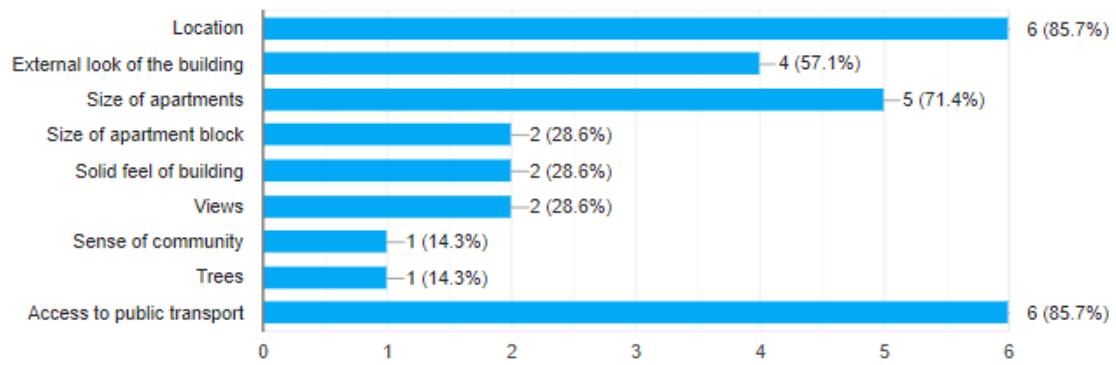
Do you know about The Botanica Blog ([www.thebotanica.blog](http://www.thebotanica.blog))?

7 responses



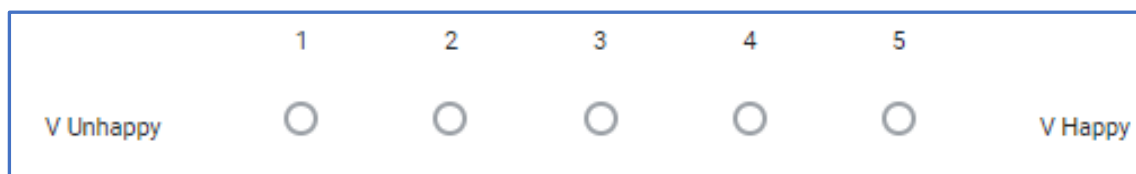
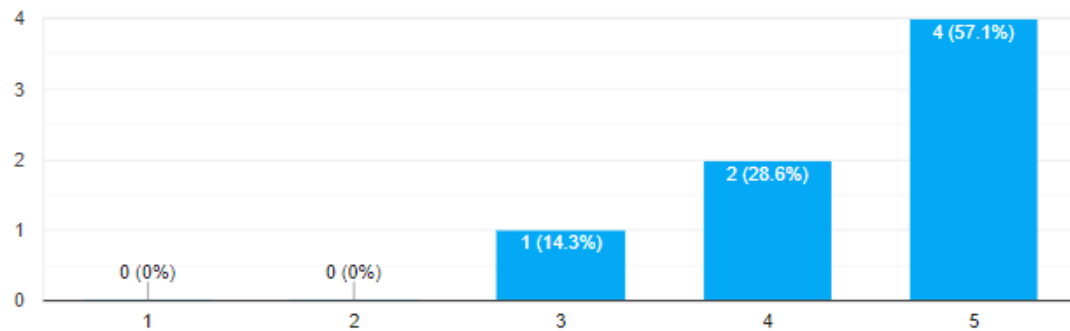
### What initially attracted you to rent at The Botanica?

7 responses



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

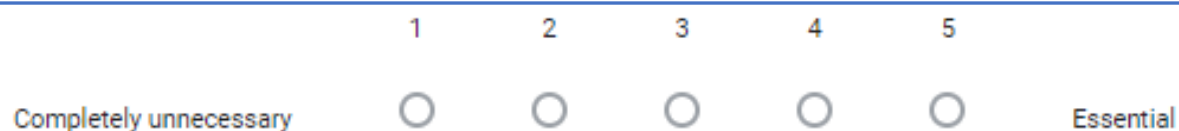
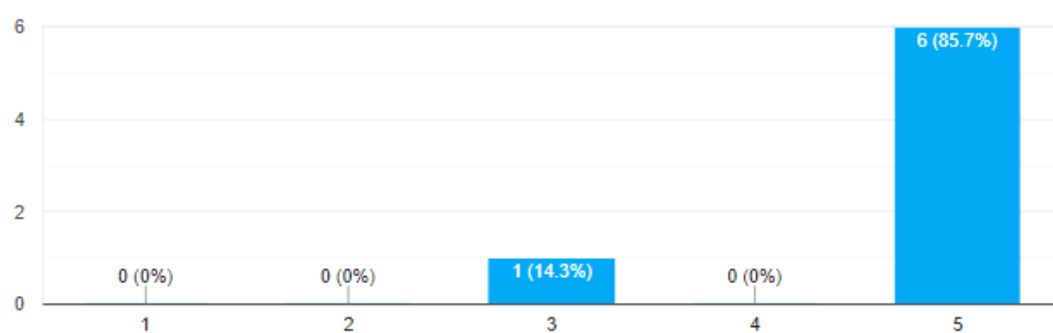
7 responses



## The Botanica Projects - Renters

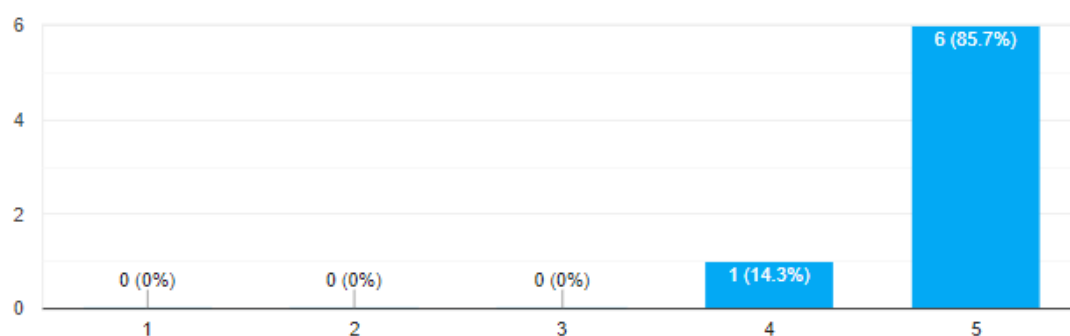
### Need for fire sprinkler work project

7 responses



### Impact of fire sprinkler work on you/your family

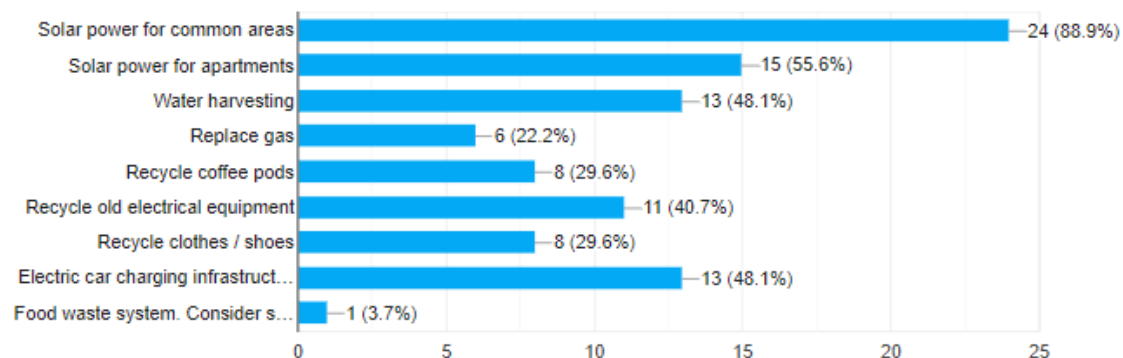
7 responses



## Sustainability

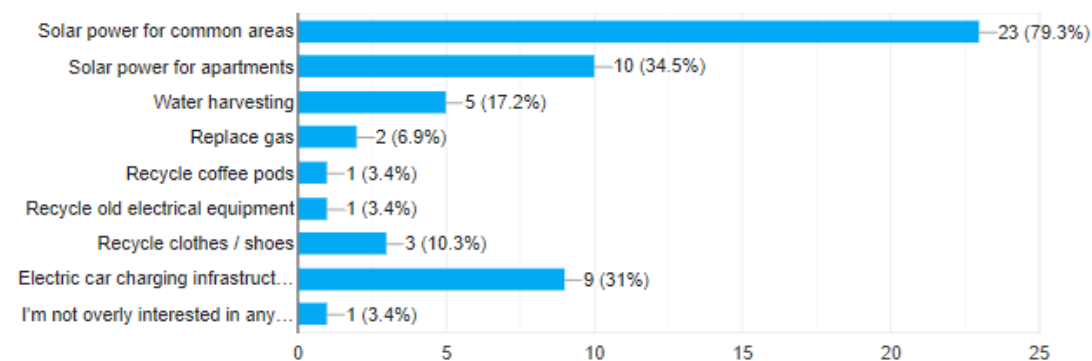
Increase sustainability - Tick ALL you think we should consider

27 responses



Increase sustainability - Tick the TWO you think we should consider first

29 responses





## **Building changes**

- Car parking area esp downstairs is terrible and possibly breaches O H & S code
- Consider more comfortable seating for groups in foyer
- Use the new Lift notice board to advise of apartment renovation dates and probable noise.
- Smell that resides in floor hallways needs addressing
- Most definitely need good seating in the lobby, it is an area you could sit and wait or chat with a friend!!
- Please add the 'time' back to the display in the lift
- The entrance needs to be remodelled and the steps removed, or at least a ramp installed. As I get older, lifting suitcases etc. up these stairs becomes more and more difficult. It does not meet disabled access requirements. Requiring anyone with a disability to walk down the car entrance and around through the basement is also not a suitable or safe option.
- car park particularly the upper where its open to the elements be swept 4 times a year, we would need to hire the equipment and ensure ALL cars are out of the garage.
- We like the building and think the management is generally good.
- Soundproofing can sometimes be poor. Not sure how this can be fixed.

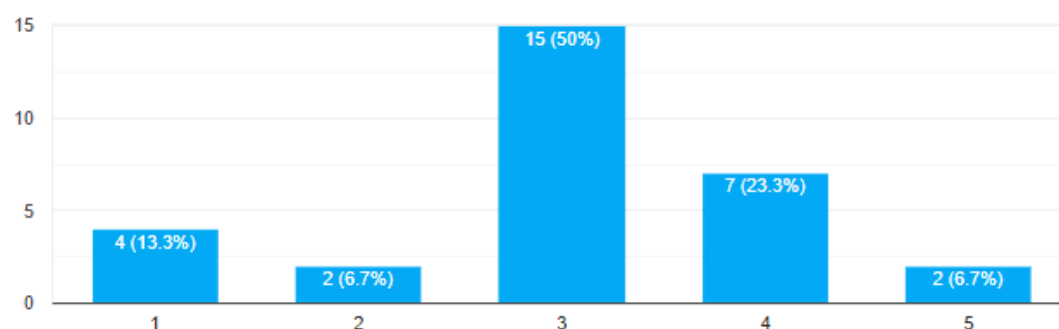
## Metro Tunnel Feedback

### Issues for residents @ The Botanica

#### Construction

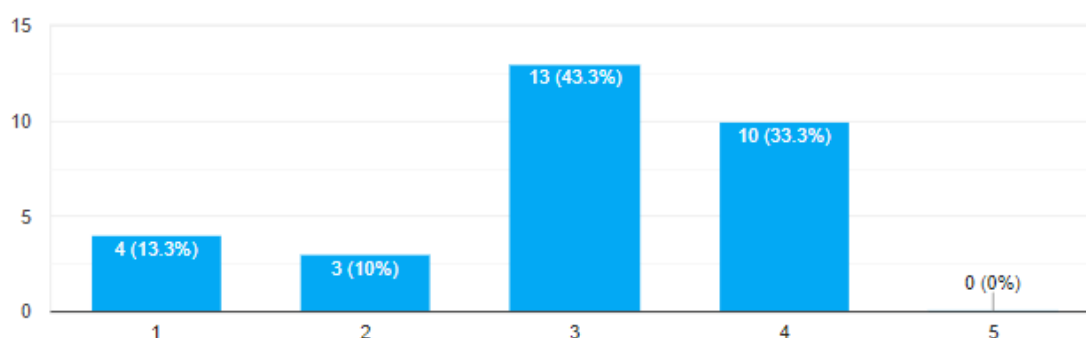
What has been the level of impact on you / your family from the construction in the last 12 months?

30 responses



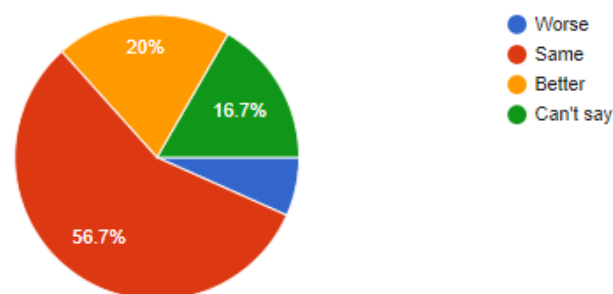
How would you describe the traffic management (people and cars) in the last 12 months?

30 responses



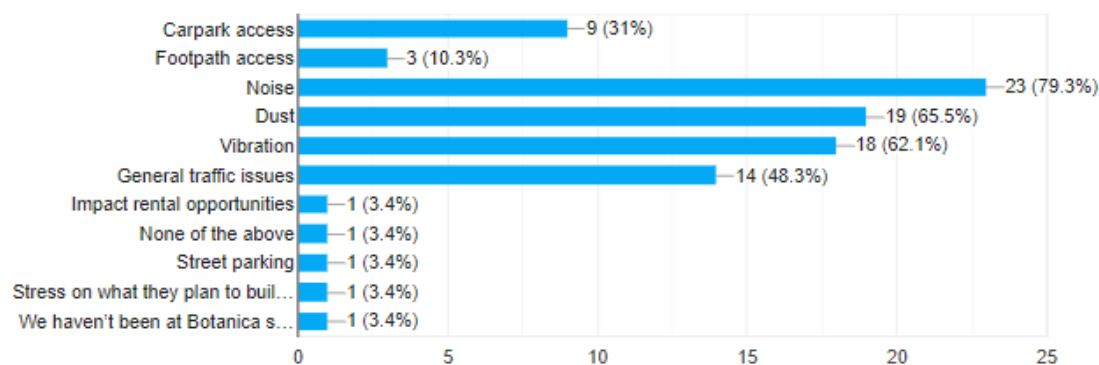
### Is the traffic management getting better or worse

30 responses



### What were the main impacts of the construction on you / your family in the last 12 months?

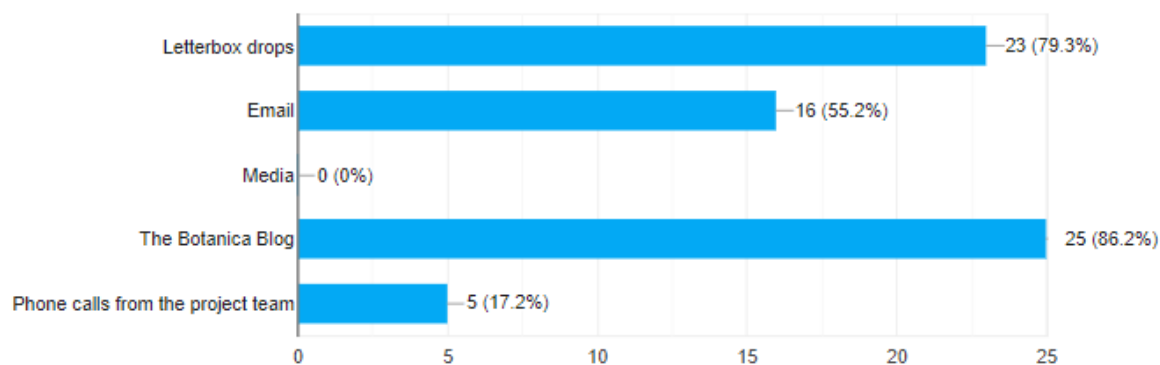
29 responses



### Communication from the project team

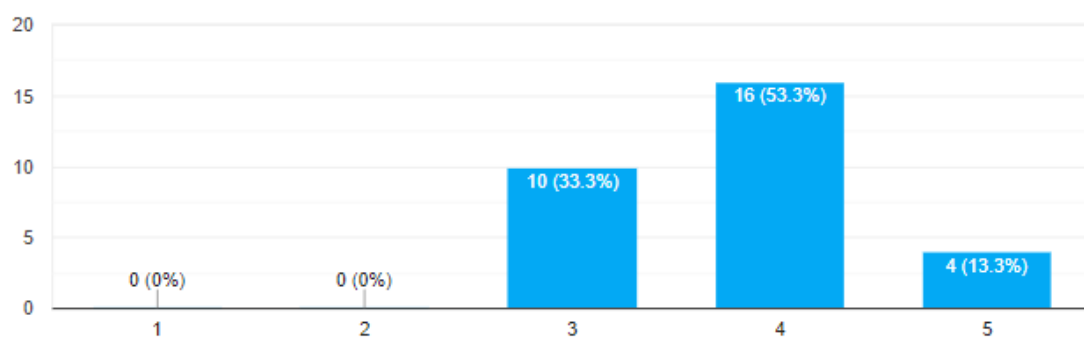
#### How do you get information about day to day impacts of the project?

29 responses



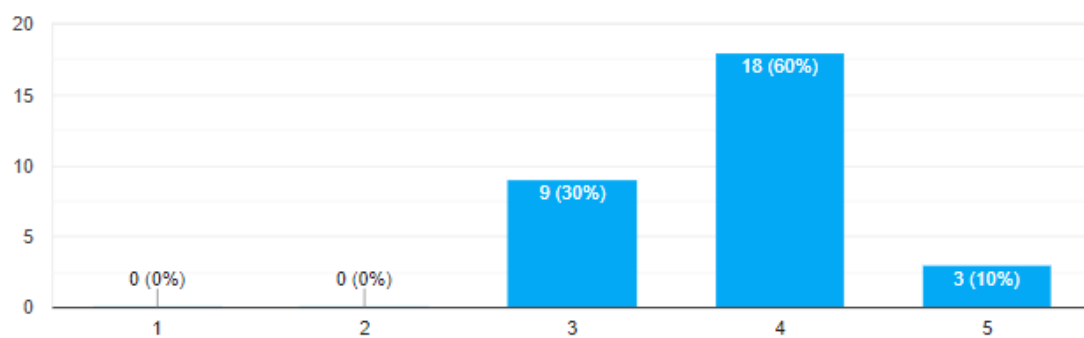
How timely is the information you receive?

30 responses



How accurate is the information you receive?

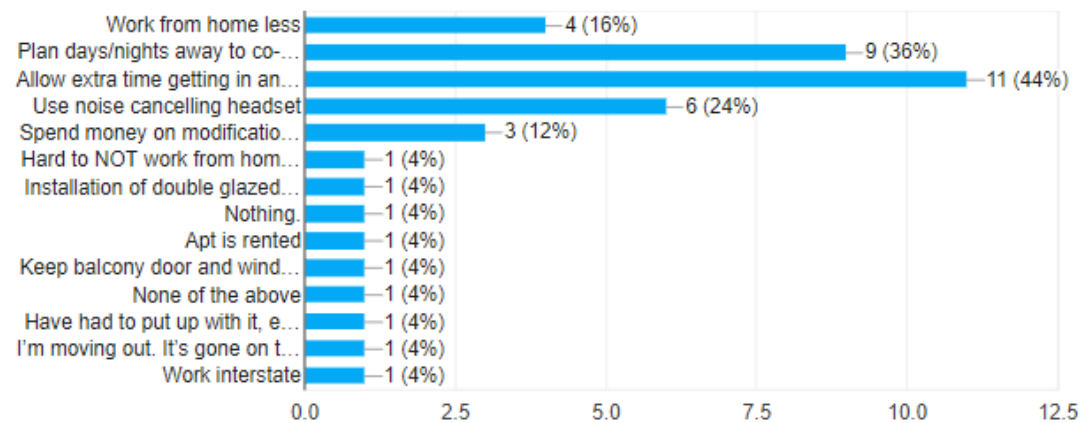
30 responses



	1	2	3	4	5	
Terrible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Fabulous

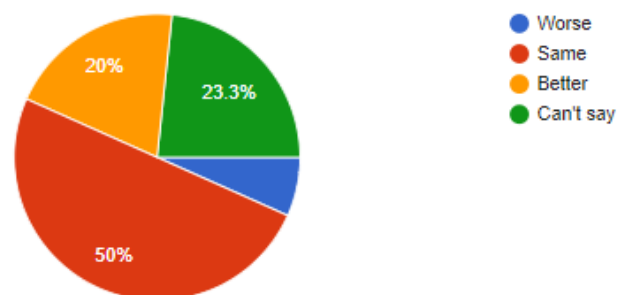
What do you do / have you done to minimise the project impact on your day to day living in the last 12 months?

25 responses



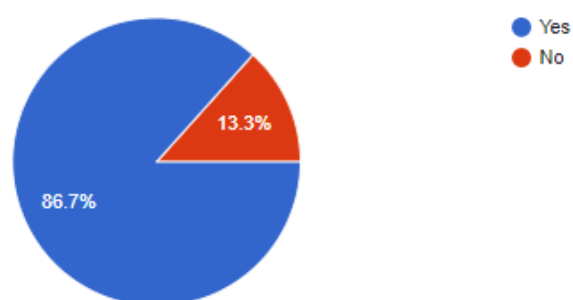
How does the timeliness and quality of the communications in recent weeks compare to a year ago?

30 responses



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

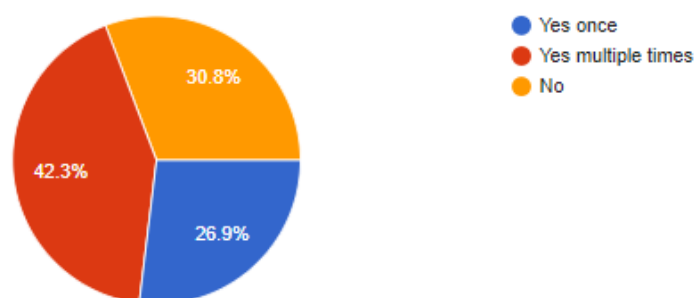
30 responses



#### 1800 Complaints feedback

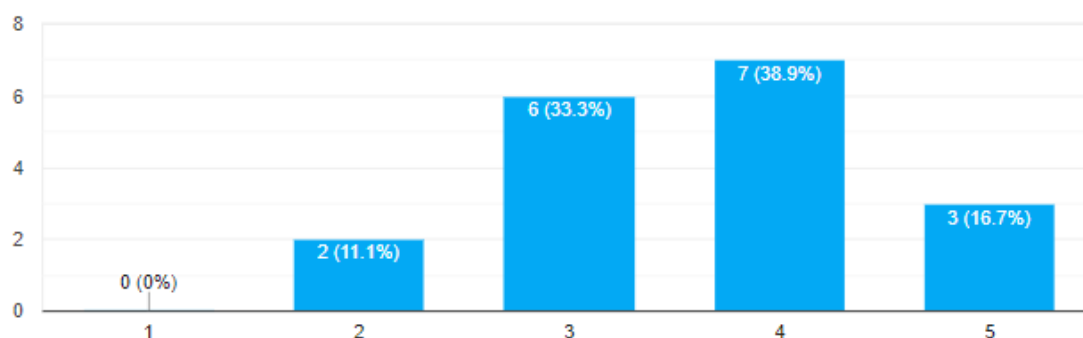
Have you called the 1800 complaints number in the last 12 months?

26 responses



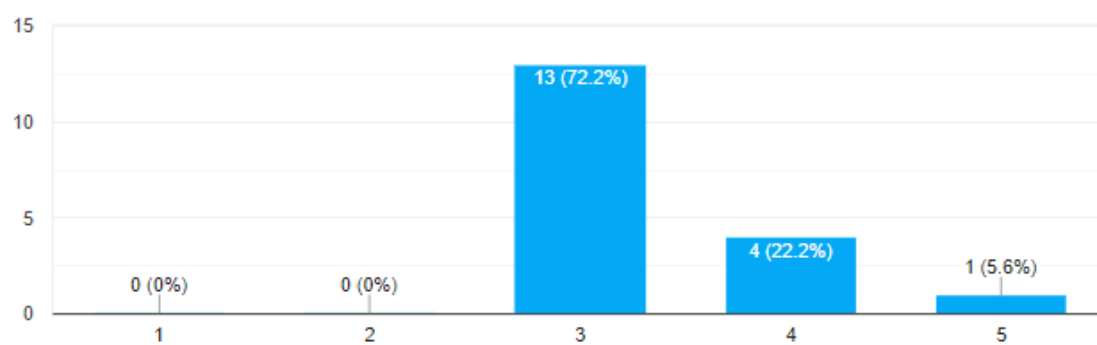
How satisfied were you with the person handling your issue? If more than 1 call, think of your LAST call

18 responses



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

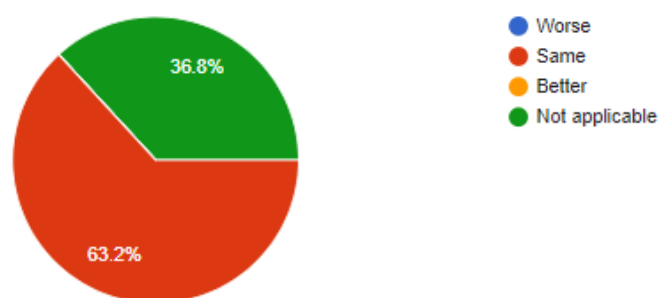
18 responses



	1	2	3	4	5	
V unhappy - problem not resolved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	V happy - problem resolved

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

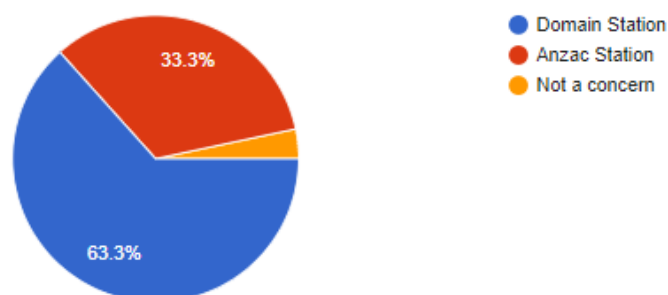
19 responses



When it is all finished - Steady State

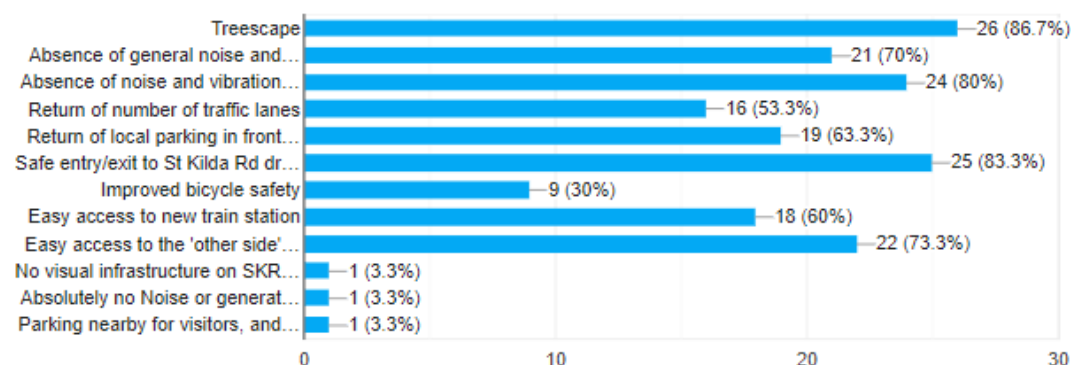
What is your preferred station name?

30 responses



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

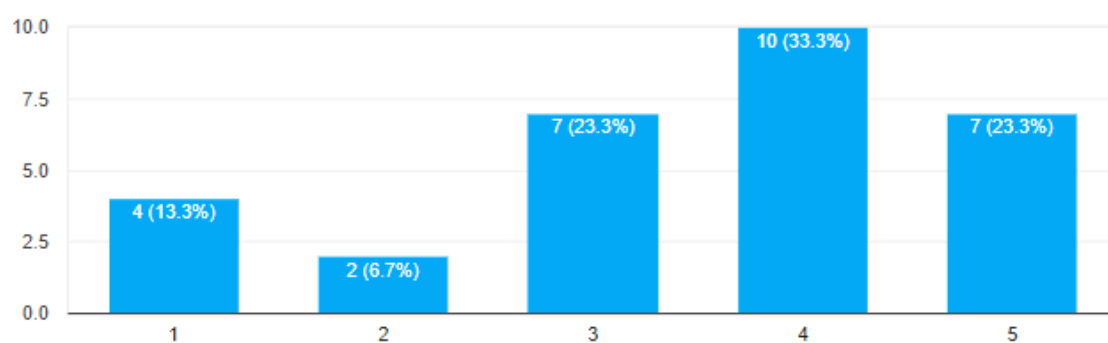
30 responses





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

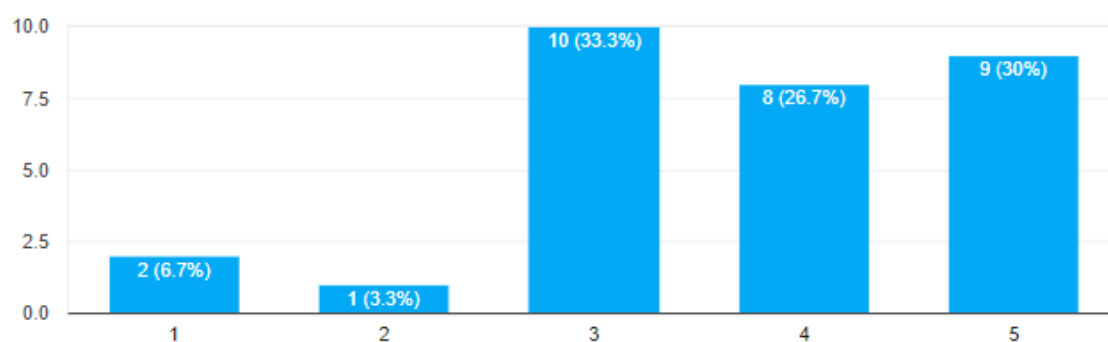
30 responses



### Degree of concern about Anzac Station



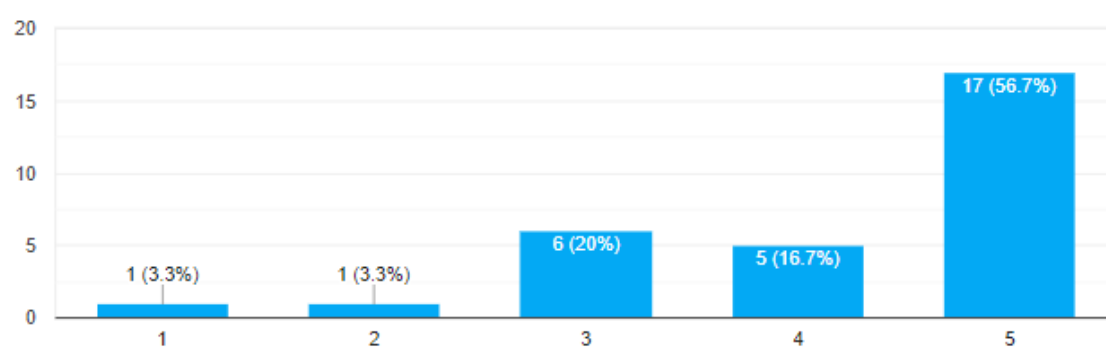
30 responses



	1	2	3	4	5	
Very concerned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all concerned

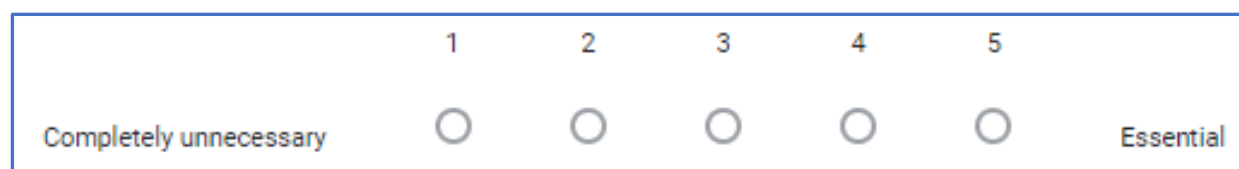
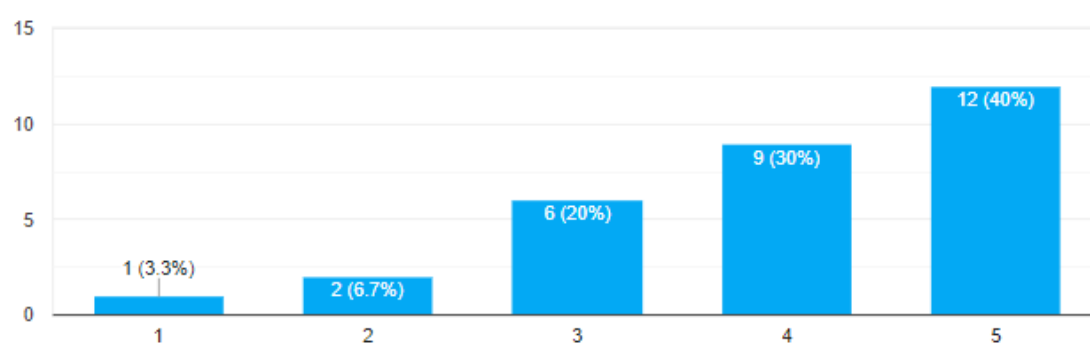
### Need for the OVERALL Melbourne Metro Rail project

30 responses



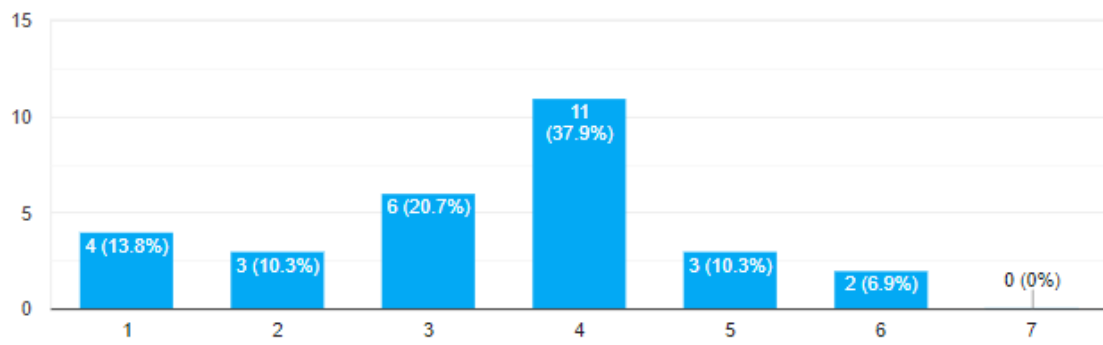
### Need for Anzac Station

30 responses



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

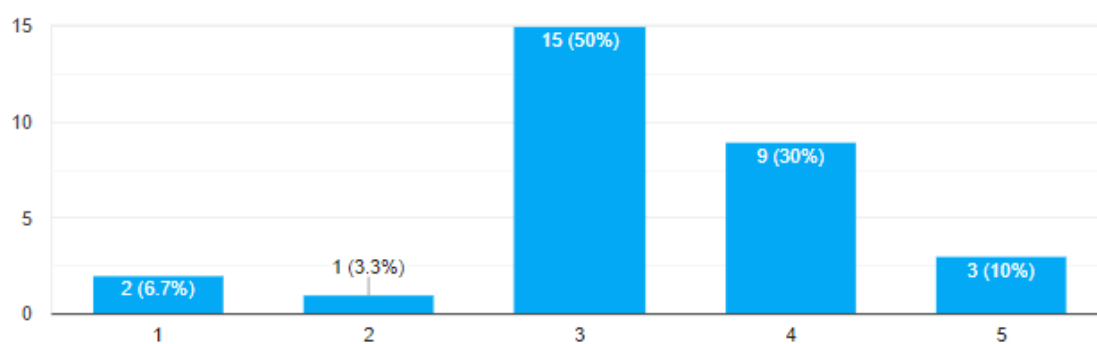
29 responses



	1	2	3	4	5	6	7	
Significantly down	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Significantly up

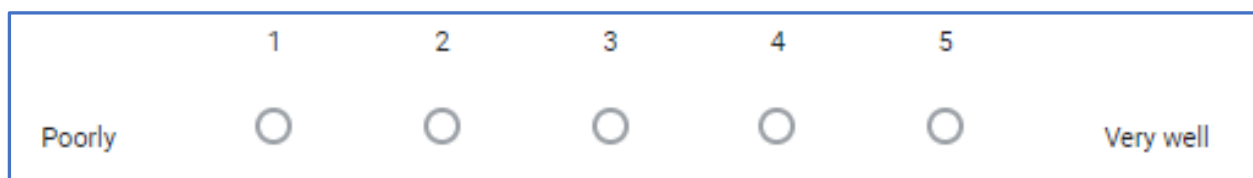
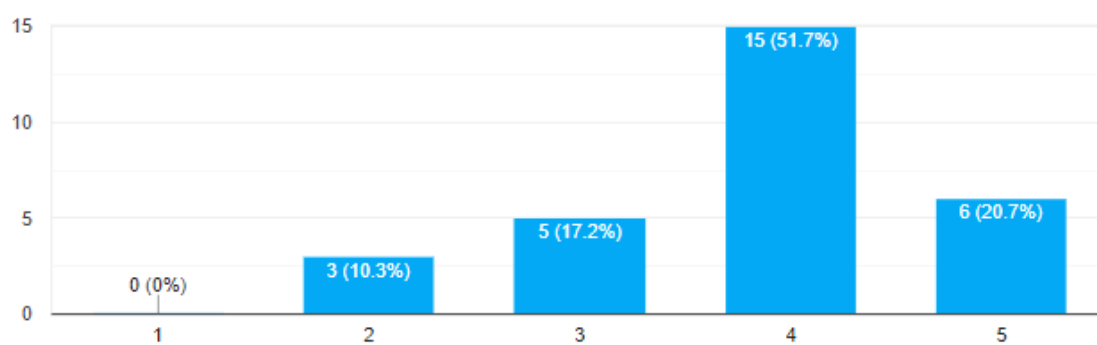
How well has the project been run in the last 12 months?

30 responses



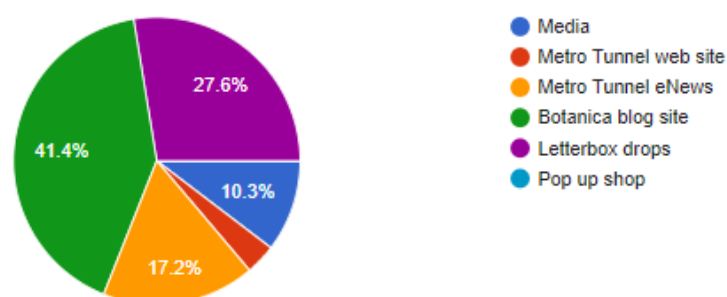
How well have the local impacts been communicated to you in the last 12 months

29 responses



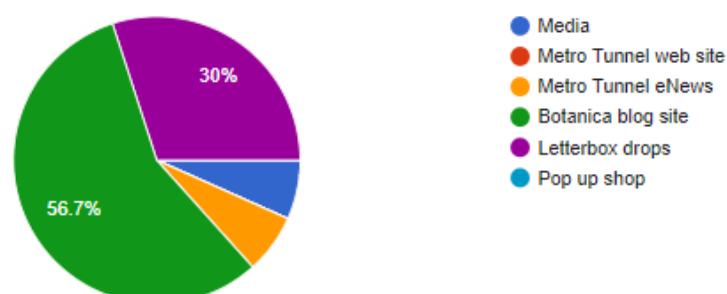
### Where do you get most of the information on the OVERALL project

29 responses



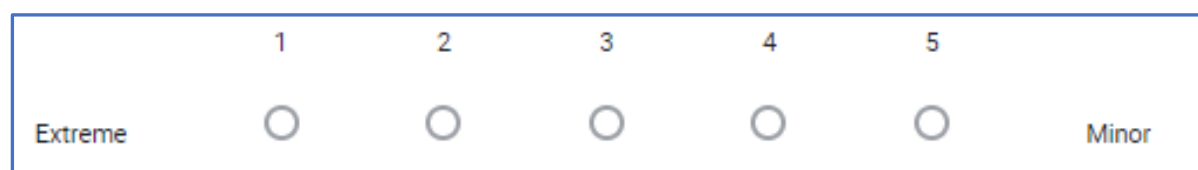
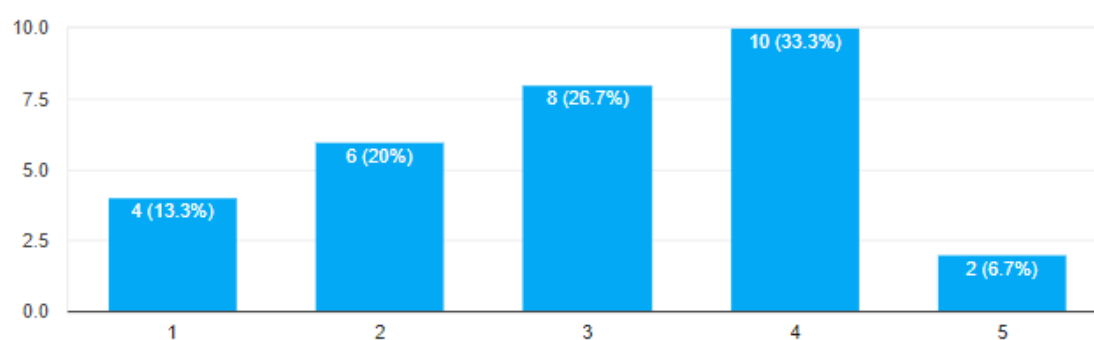
### Where do you get most of the information on the LOCAL impacts

30 responses



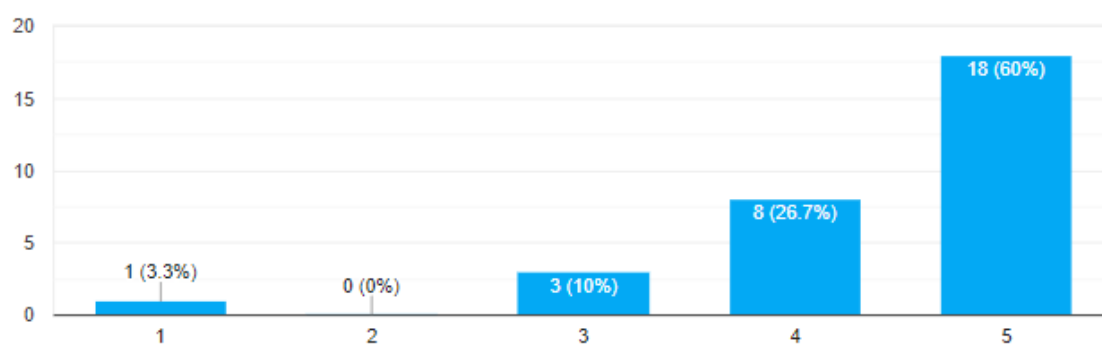
### What has been the impact of the overall project on you in the last 12 months?

30 responses



Have you noticed any new cracking to your apartment in the last 12 months?

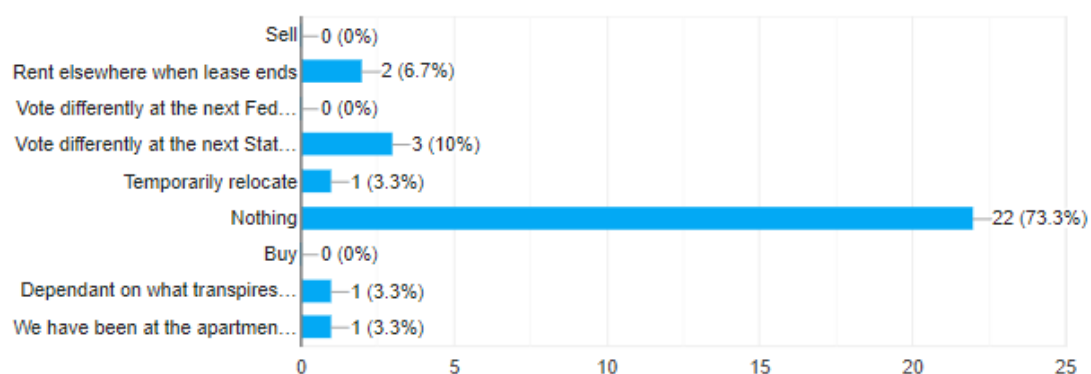
30 responses



	1	2	3	4	5	
Extreme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	None

What actions will you take because of Anzac Station construction

30 responses



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

11 responses

- Less vibration Less dust
- Start it 5 years earlier - haha! Get the temporary trees years earlier than they came. Apply penalties for breaches of EPR/EER whatever they're called. Such as noise and dust not being maintained as recommended by the Panel.
- Less dust, less vibration, better access to building
- Station design - timber facade will age quickly Exhaust vents outside our building
- Chiller plant position
- Parking being reinstated, increase in lanes for cars, the tram stop to have a Myki top up machine
- Cooler box location
- Above ground station
- No huge Aircon units outside our building! & an end date of when we expect to see St Kilda Road back to having trees and normal traffic flow???
- Ability to get needed work done in the apartments, local parking, and TREES
- Dust

Anything else you would like to add?

--

- Botanica gatherings - are nice. Eg the Christmas brunch. Another during the year would be good. We could use the Parklet if it wasn't so windy.
- If there was an opportunity to ask anyone in the body corporate if they would be prepared to sell a 1 bed apartment in the building I would be very interested. I have been very unhappy dealing with Dixon Kestles, I'm not sure why so many people allow them to manage properties in this building
- Paul did an amazing job during lockdown last year, to keep everything sanitized and clean as well as being a friendly face to see when we couldn't interact with other people.
- Again thank you to Gary and Jan
- Thanks to Gary & Jan for the great effort liaising with Metro project
- I'm leaving for a number of reasons but the tunnel impact is a big contributor. Retirement and lockdowns have just made the impact so much worse being home so much.
- I believe that the Committee in particular Jan and Gary should be recognized in some way for the stellar job they do.
- When will it end?????
- We are hoping that Botanica will be renewed in its external 'look' and colours when the construction is completed.
- Soundproofing between apartments poor.