

Malibu East 2001 survey totals

The survey allowed 5 possible answers:

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- No Comment ¹

The percentages below are a total of the Very Satisfied and Satisfied.

DOORMEN

Courtesy	100%
Helpfulness	99%
Opening door	98%
Enforcement of rules	83%

MAINTENANCE

Cleanliness of Building	95%
Exterior of building	94%
Lighting	91%

GARAGE

Courtesy	90%
Promptness	86%
Fairness in assigning spaces	86%
Claims	59%

RECEIVING ROOM

Courtesy	100%
Service	100%

MANAGEMENT OFFICE

Hours	93%
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Secretary

Courtesy	100%
Helpfulness	99%

Manager

Courtesy	95%
Friendliness	90%
Problem solving	80%
Availability	96%
Enforcing rules	89%

BOARD OF DIRECTORS

MECA Cost of Living Reasonable?	79%
Physical condition of building	87%
Attention to problems	85%
Information to residents	91%
Getting value for what you pay?	86%

WINDJAMMER ROOM

Rental fee	96%
Cleanliness	94%
Availability	99%

SWIMMING POOLS

Cleanliness	92%
Temperature	92%
Safety/guards	87%
Hours	80%

FOURTH FLOOR DECK

Amenities	90%
Cleanliness	90%

Appearance	85%
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TENNIS COURT**

Availability	93%
Playability	86%

GUEST PARKING

Cost	66%
Staff courtesy	95%
Cleanliness	94%

CABLE TV

Monthly charges	93%
Channel choices	91%
Channel 95	71%

COMMUNITY ROOM

Availability	95%
Cooperation of users	98%

DOG RUN

Cleanliness	84%
Security	82%
Cooperation of users	94%

HEALTH CLUB

Choice of equipment	79%
Cleanliness	91%
Availability	85%
Security	96%

TEEN ROOM**

Equipment	65%
Cleanliness	88%

HANDBALL COURT**

Condition of court walls	64%
Cleanliness	100%
Lighting	76%
Temperature	86%

SAUNAS**

Condition	71%
Cleanliness	79%

CHILDREN'S ROOM**

Condition	91%
Cleanliness	100%
Equipment and toys	91%

LAUNDRY ROOM

Cleanliness	86%
Hours	97%
Number of washers	89%
Number of dryers	75%
Condition of equipment	60%

NOTE: Survey was taken prior to the recent laundry room remodeling.

BIKE ROOM**

Cleanliness	85%
Availability of spaces	88%

ELEVATOR MUSIC

Volume	77%
Selection of music	74%

MAIL SERVICE

Satisfied with service?	68%
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NOTE: Survey was taken while we had many temporary postal clerks.

** Denotes categories with 50 or fewer responses

¹'No Comment' totals by item were deducted from 165 for the base used to calculate each percentage

Data provided by the Survey Committee