



# **Mutual Heights**

## **2019 Community Survey**

## Introduction

In June 2019 a second survey was initiated with an email to 276 people, in the same way as the 2018 survey last year (273 people were invited on that occasion). These people are (or were) all involved in Mutual Heights and the Mutual Building in some way (for example as owners, tenants, agents, or family), but past short-stay visitors were excluded.

The survey was made available using Google Forms and printed copies were posted under all doors in the building. All but one of the responses were received from Google Forms.

## Actions arising

The results presented here are now under consideration by the managing agents and the trustees. The management team will develop a response to the results of the survey.

Do not hesitate to contact us if you have any further comments at any stage:

Trustees: [info@mutualheights.info](mailto:info@mutualheights.info)  
Portfolio manager: [andrew@propertyexponents.co.za](mailto:andrew@propertyexponents.co.za)  
Building manager: [mutualheights@propertyexponents.co.za](mailto:mutualheights@propertyexponents.co.za)

Further input is always welcome.



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[info@mutualheights.info](mailto:info@mutualheights.info) | Community web site <http://www.mutualheights.info>

Check out "Mutual Building" on Wikipedia [http://en.wikipedia.org/wiki/Mutual\\_Building](http://en.wikipedia.org/wiki/Mutual_Building)

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## Analysis of responses by email address

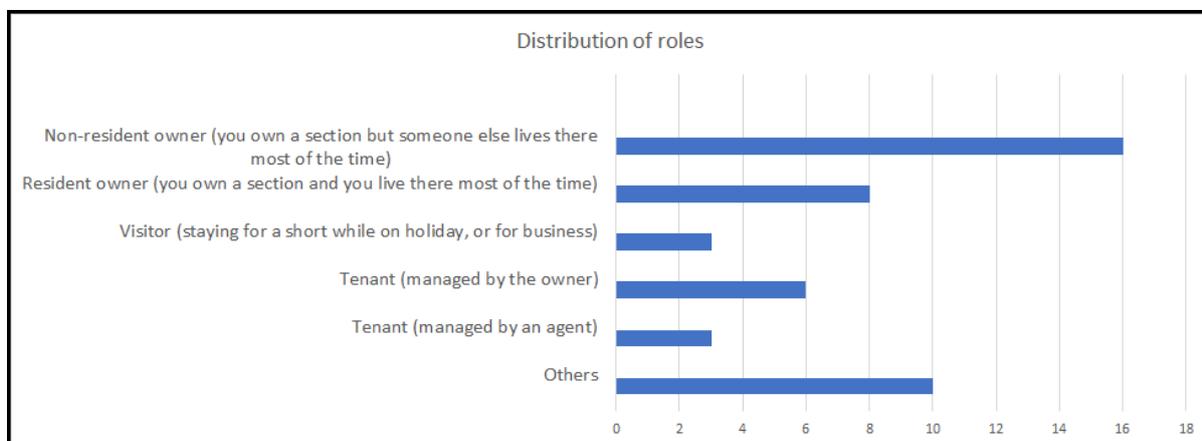
Respondents were asked to provide an email address as a simple way to validate who they were. Some of the respondents were 'known', in that their email addresses were already on file so that they were already on the invitation list; some were new (presumably coming via the web site or from the paper notice). The analysis of email addresses that responded and those that did not respond is as follows:

Emails	Count
Total emails distributed	276
Known email addresses replied	41
Known email addresses not replied	233
New unknown email addresses	14

This resulted in an adequate sample of 55 responses, although only 69% as many as last year.

## Analysis of responses by role of respondent

The number of responses in each 'role' was as follows:



*This is a simplification of the various roles that were actually returned*

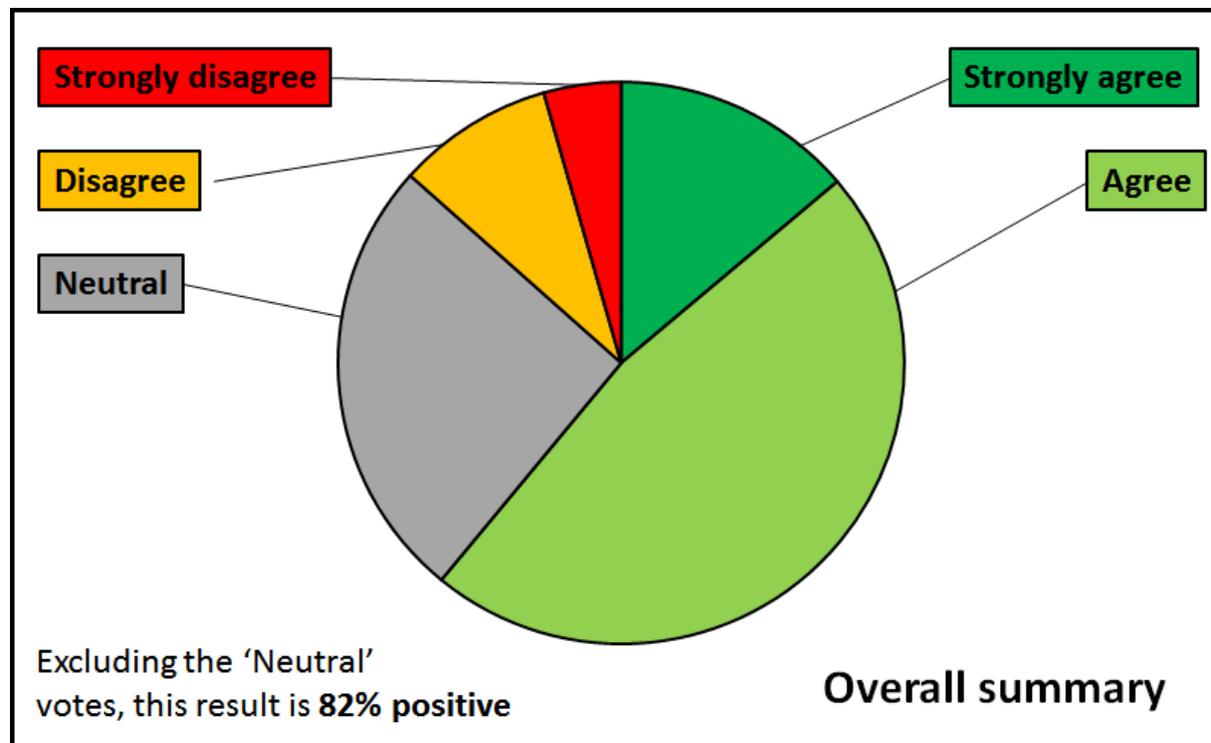
### Notes:

- There are more responding owners who are non-resident.
- On this occasion short-stay visitors actually present in the building were invited to respond – three did so.

## Overall satisfaction

The majority of the 'questions' in the survey were actually *statements*, with which respondents were invited to agree or disagree on a five-point scale, including 'Neutral' and also 'Not applicable'.

The analysis of the five points on the scale provides the following result:



This result is slightly *down* on last year: if we exclude the 'Neutral' votes in order to gauge the balance between satisfaction and dissatisfaction, the result is 82% positive; last year the result was 87% positive.

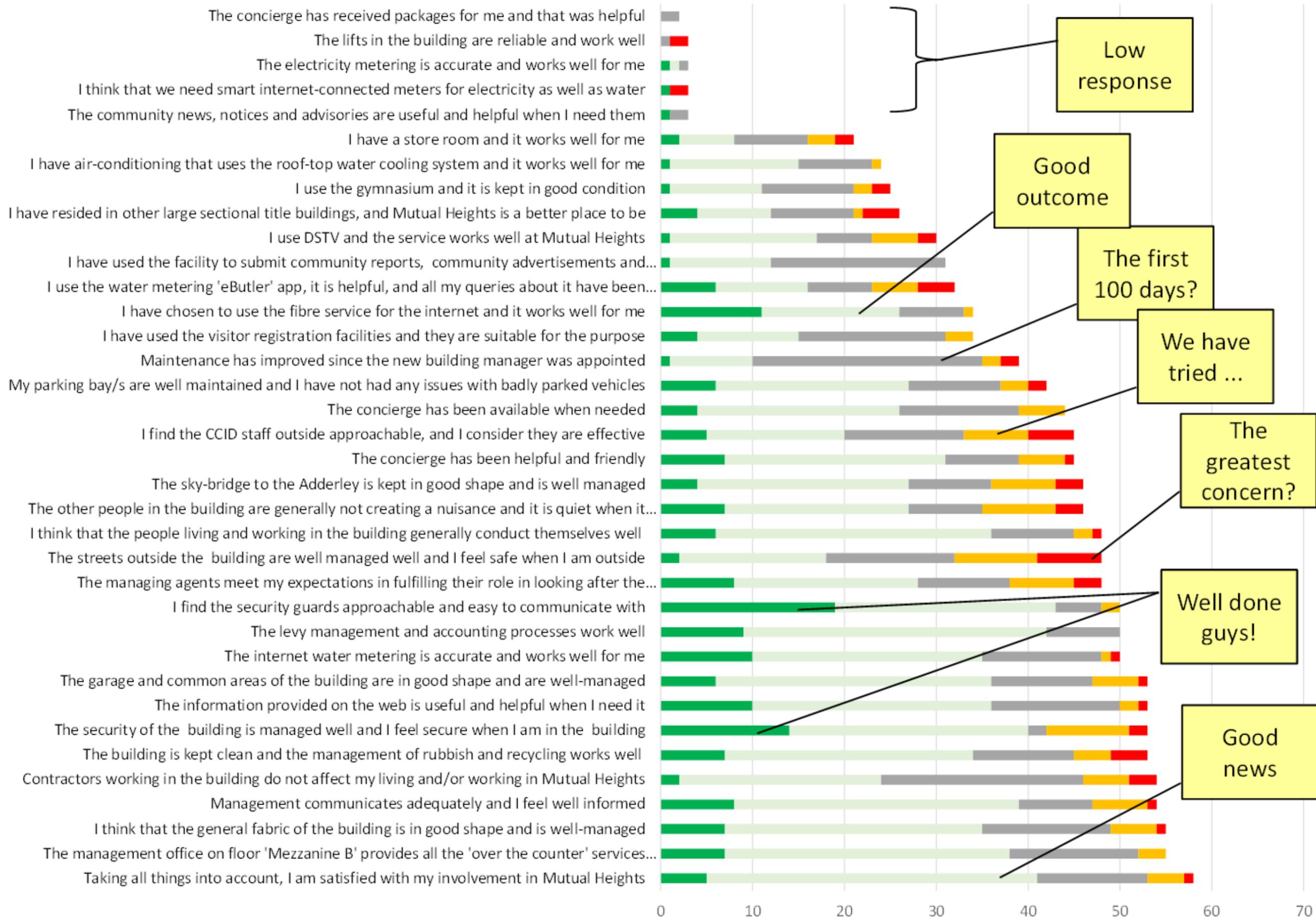
The total of the counts underlying the figure above indicates that there were 1751 individual expressions of an opinion.

## Analysis by item – all roles

The chart that follows plots the number of votes (using the five agree-disagree options: red, orange, grey, pale green and darker green) within each of the areas of enquiry. It is also sorted vertically so that the most applicable items are at the bottom and the least at the top.

All roles are accommodated in these results. The annotated numbers relate to the comments on the page that follows.

## 2019 Mutual Heights Community Survey - Summary by item and rating



A number of comments arise from the above chart (see the annotations superimposed on the chart):

1. There was a surprisingly low response to some questions, especially about the quality and reliability of the lifts, the need for better electricity metering, and the news and notices posted on the web site.
2. The fibre data services seem to be working very well.
3. The new building management arrangements drew mostly neutral results. Perhaps this is a result of the first '100 days' being a settling down period.
4. There is concern about security outside the building and the effectiveness of the CCID patrols; we have worked with the CCID but with varying outcomes.
5. The security staff have earned a very positive result, perhaps the best out of the whole survey.
6. The overall satisfaction of those living and working in the building is good.

Hence, we find that overall the results are positive but to understand the problems it is important to look at *the specific written comments that were made*.

## **Additional written comments**

There were a variety of very useful additional comments that help us to get behind the numbers and see what people are actually thinking. They are summarised on the pages that follow - comments are quoted "verbatim".

## Comments about the building management

😊	😞
<ul style="list-style-type: none"> <li>• They are courteous</li> <li>• The new management software far very good.</li> <li>• I think it is run professionally and competently</li> <li>• Doing a good job</li> <li>• I appreciate their help when I have a question.</li> <li>• All our interactions have been positive</li> <li>• My husband and I have been owners since inception and are very happy indeed with Property Exponents and the Body Corporate Chairman</li> </ul>	<ul style="list-style-type: none"> <li>• Promises regarding repair work made and forgotten. Poor communication from the office after committing to do so. New building manager not good at communication, it seems</li> <li>• Lack of response to repeated emails and no follow through to send information promised in subsequent telephone conversations reflect a poor approach to management.</li> <li>• Previous problem took ages to sort. Tennant and managing agent were in contact with management. One of reasons for tenant leaving was 'poor management'</li> <li>• not active enough in finding and resolving issues without owner/tenant input. rely solely on owner / tenant input. eg: swing door on second floor entering into atrium has door closure unit loose for over 4 months at least. minor non-reported maintenance is needed.</li> <li>• it is not clear what we can expect from them / i expect some pro-action since charles k departed seems less commitment and lower capability</li> <li>• It is sometimes very difficult to reach out to management people.</li> <li>• Often slow in following up on emails and requests</li> <li>• Not taking sufficient action after filing numerous complaints.</li> <li>• A very low standard of management is on offer</li> <li>• I have just stepped out of my bathroom to see a person hanging on a rope outside my window....It would have been good to have been informed....</li> <li>• The bridge is still leaking.</li> </ul>
<p><b>Interesting ideas</b></p> <ul style="list-style-type: none"> <li>• Need some sort of penalty system for noisy tenants</li> <li>• Please can clear information regarding the service of the geysers be distributed. I find it very unclear to what needs to be done exactly.</li> <li>• I would like to know who can assist when I have a crisis with a burst pipe etc. I am not living in the apartment permanently. I do not know how I can claim for the damaged floors caused by the burst pipe/leak that occurred some time ago.</li> </ul>	

## Comments about utility metering

😊	😞
<ul style="list-style-type: none"> <li>• Things work well for me the way they are now</li> </ul>	<ul style="list-style-type: none"> <li>• My queries about the inconsistently high cost of intallation of the water meters have not been answered. I do not support the installation of digital electricity meters. I think they are excessive, unnecessary and expensive. I have not been provided with the information I requested on the status of this process.</li> <li>• Poor servicing by management</li> <li>• I don't even know this was introduced or how it works. It was not properly communicated. Still do not know - who should i ask?</li> <li>• Too much fascination with utilities and no focus on management of the building</li> <li>• Electricity in the central area - we do not need the lights on all day and night</li> </ul>
<p><b>Interesting ideas</b></p>	

## Comments about the concierge services

😊	😞
<ul style="list-style-type: none"> <li>• Very friendly and helpful also welcoming.</li> <li>• Jose is very helpful and his presence is appreciated</li> <li>• During my visits I have had no problems with concierge services</li> </ul>	<ul style="list-style-type: none"> <li>• Could be more visible</li> <li>• never met or seen the concierge</li> <li>• there is a lot of 'visiting' going on in the foyer</li> <li>• Not the friendliest guy -never greets. Always on his phone or computer. Barely looks up when once walks past</li> <li>• Often ignores me. Even when greeted.</li> <li>• Is not consistently available and is on the phone or speaking with friends. Hasn't provided any noticeable benefit to living in MH.</li> <li>• Hopeless understanding of what is required.</li> <li>• It seems that he has no authority, and lacks management skills</li> <li>• Jose was snappy when last I asked him (and Colin), to sort out the leak, or water issue from the pipe leading in our storeroom. I've asked for a drip tray as a possible short-term solution, but this still hasn't been supplied.</li> </ul>
<p><b>Interesting ideas</b></p> <ul style="list-style-type: none"> <li>• I was under the impression that you are not allowed to ask the concierge to accompanying visitors and contractors when necessary and leave a key at the desk?</li> </ul>	

## Comments about the web site

😊	😞
	<ul style="list-style-type: none"> <li>• Group emails need to be sent out by management when there is information that owners need to know. Having to go to the website to search for things is not the best way of 'communicating'. A website is useful, but should not be the default method of communication that owners are expected to use. Management needs to communicate actively.</li> <li>• Updated look</li> <li>• I have problems accessing the web. When clicking on "reply" - I can not access the web address.</li> <li>• The front desk and its role were managed properly. It seems that the issues do not reach the website.</li> <li>• UX and interface was streamlined and updated.</li> </ul>
<p><b>Interesting ideas</b></p> <ul style="list-style-type: none"> <li>• Had some services as well for a non resident like flat cleaning / laundry / plumber etc</li> <li>• an auto message went out whenever something was added</li> <li>• If translated into French for us</li> <li>• If there is a French version or translation</li> <li>• This is more with regards to my answer for the third-to-last question. If we could somehow implement a recurring visitor option - so we don't have to register our domestic each week. I know Prof Bytheway offered a temporary solution to register our domestic as the account holder, but this is also not preferred - just worried I get "bounced" from my own building :)</li> <li>• It was more modern, black and white seems dulls and not appealing to the eye. Colour would work well and some design changes to the layout and the menus.</li> <li>• It could be made to look a bit more fun and inviting. Design upgrade</li> </ul>	

## Comments about contractors working in the building

😊	😞
<ul style="list-style-type: none"> <li>• I haven't seen dirt or dust traipsed in or out due to construction work, recently. So the management of this seems to be working well.</li> </ul>	<ul style="list-style-type: none"> <li>• There is sometimes a lot of noise in the building</li> <li>• seems to be very little supervision / oversight</li> <li>• Too little communication with regards to the contractors work which sometimes affecting our day-to-day life</li> <li>• my apartment is on the 8th floor I had a lot of complaints and cancelations because of the building and contractors working on the 8th floor</li> <li>• Contractors walking in without knocking, inquiring where they can plug their drill in, or looking for toilets.</li> <li>• Work items are often left overnight and it becomes a walking hazard.</li> <li>• There are periods of building work in adjoining units that cause some problems with noise and/or dust. Window cleaners have cracked a window.</li> <li>• Very poor communication from the management agent</li> <li>• The wander around, are very noisy, work out of the prescribed hours, use the lifts, damage the walls, carpets etc</li> </ul>
<p><b>Interesting ideas</b></p>	

## Comments about the maintenance of the building

😊	😞
	<ul style="list-style-type: none"> <li>• The skybridge needs attention as it always gets slippery when it rains, because water gets in on several locations, and the 1st floor tile on building side is clearly not stable.</li> <li>• The sky bridge door need some work as heavy to use - not sure if upgraded</li> <li>• Hopefully this gets better. Reason for longtanding tenants leaving</li> <li>• better contractors needed for workd done , replacement decking was installed skew for our unit 210.replacement parquet flooring on 2nd floor was poorly done mismatched /uneven and not all areas sanded down</li> <li>• Simple repairs remain incomplete.</li> <li>• Cleaners leave their cleaning items next to the bridge. When it rains water sips through the bridge and it becomes very slippery and stands there for a while needless to say a danger to all.</li> <li>• Needs painting, detailed focus on small damages &amp; general long-term deep cleaning (floor polishing, brass, glass, etc.).</li> <li>• The building is managed badly. Very badly.</li> <li>• The windows are cleaned.....and some of the new cleaners seem to have greater attention to detail - but it is early days. The new building manager is nowhere to be seen, doesn't answer e mails, or return calls</li> <li>• Regarding the last question here, I think it's too short a period to determine if Dayyaan appointment has had an impact. The bridge is also still very much leaking and the glass is dull.</li> <li>• Doors inside the building are sometimes difficult to close. There is still problems with rust around the windows.</li> </ul>
<p><b>Interesting ideas</b></p>	

## Comments about behaviour and nuisance

	
<ul style="list-style-type: none"><li>• No problem</li></ul>	<ul style="list-style-type: none"><li>• Sometimes people smoke inside the building - there was a stage when the guys on the inside balconies smoked out there. Can this be addressed.</li><li>• Unit 318 - AirBnB - smoke on the balcony which is internal to the building and on occasions get rowdy late at night with no regard to residence</li><li>• Other than my neighbour walking like an elephant no</li><li>• Noise as mentioned from 115, where continual sounds emanation from this apartment between 10pm to 3am e dry night is unacceptable. Sounds? The man groaning &amp; the er...lady making climatic moans &amp; wails. Clear enough?</li><li>• The owner above our apartment makes noise with heels walking as if on a cat walk sometimes during the late night(23:00). This happens during either weekends or weekdays.</li><li>• Short stay guests have been a nuisance and caused small damages.</li><li>• The building is not managed well. A conversation is required There is a lot of marijuana usages and the smell is almost constant</li><li>• Door slamming at all hours of the day and night, noisy lift at Parliament Street entrance - which seems to be in use throughout the day and night.</li><li>• sometimes noisy. Smoking inside the building is a problem as the smoke enters into my flat from flats and people around.</li></ul>
<b>Interesting ideas</b>	

**Do you have anything else that you want to say?**

	
<ul style="list-style-type: none"> <li>• No. However, thank you for the time put into creating, sending out and following up the replies to you servey</li> <li>• Good with recycling, Please keep up and improve further.</li> <li>• Thank you for those in place.</li> </ul>	<ul style="list-style-type: none"> <li>• Today, 6 June, here we go again, from 9am contractors unloading/loading from lift, loud voices, power tool sounds, running up &amp; down stairs, even after requesting quiet plus they are supposed to use the UG floor, this after mentioning this to Bdg Mgr who I quote, I'll sort it out! It's now 11,50am!!!!</li> <li>• We also have a problem with the people of eastern bazaar as they carry out maintenance during weekdays after 17:00 or late at night. We have reported this to the secure guards. Would like this to be looked into as well please.</li> <li>• I lack confidence in the abilities of the decision makers</li> <li>• The recycling area is often a mess. People are messy and lazy in separating</li> <li>• When we moved in we were told explicitly by Collin that there are no store room facilities contrary to the agent that sold the apartment. Needless to say am very surprised that indeed there is a storage facility and what the criteria for using it is unclear or privy to the few. We had to sell a couch very hastily as it was standing in the foyer cause it didn't fit into out apartment as there was no store room facility.</li> <li>• The building is not managed well.</li> <li>• The parking garage is filthy - and more so after Dayaan arranged that the air-conditioning be turned up several notches. The recycling area and the bins are filthy and smelly</li> <li>• I don't believe ALL the lights need to be on within the common areas at most times. Is there a way we can better regulate the usage of electricity in common areas?</li> </ul>
<p><b>Interesting ideas</b></p>	