

Survey Q16 The property management company (Spectrum) is effective in issue responsiveness and resolution.

65 Responses

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| Too soon to make judgment |
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| I would have checked 4 if it was a choice... It was slow to get feedback and responses when we first switched. |
| Seems better now with Amanda handling communications. Not sure who our "rep" is after changing assignments. |
| Maybe Amanda's emails could CC the rep's name and email so it would be easier to find the contact if we need it. |
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| Have not had a lot of interaction with Management Company |
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| Haven't reported or call them so cannot provide any feedback. I can say it wasn't easy to start the ACH initial process as it took several phone calls and emails. |
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| They seem to be struggling in some areas like financial reports & consistency of support. |
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| Have not had t o deal with them |
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| Not worked with Spectrum to have an opinion. It appears that they are doing a good job of managing the greenbelts. |
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| We have not yet had the opportunity to see how the new management company is performing. |
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| Again, haven't actually had to deal with Spectrum. |
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| From what I've seen the company is doing okay. I appreciate the emails with information and updates. |
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| Past dealings have been positive |
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| I think Spectrum is doing a much better job than previous HOA. I appreciate information emails from Amanda Pfeifer and she has always been responsive when I have called. I appreciate that. |
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| ummm not sure about that..... I personally think we could find a better management company. |

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| Response seems slow. |
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| They take forever to respond. Don't understand why it is so hard to find a good, ethical mgmt company |
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| Not very easy getting in touch with them, they don't respond to phone calls |
| to connect with Sprectrum about, but the couple I've had I have found Greg Coleman to be responsive. |
| I find that sending an e:mail to Greg, etc. is most effective way to handle issue...provides a record, responses have been timely...rather than calling. |
| However, understand/hear that some other owners have had problems which is a concern. |
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| They never answer their phone. |
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| Sometimes, not always. Common area tree overhanging our roof was never trimmed back last year or this. |
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| Spectrum is weak on the financials and straightening out the dues mess. |
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| When we first moved here I had a truck. A very expensive nice truck mind you and the notices on my windshield and responses to my emails were less than professional. |
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| They are non responsive the majority of the time I try to reach out. They seam clearly interested in our money but seam to care little about our neighborhood or our owners. |
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| Poor communications. Largely unresponsive to inquiries. Frequent accounting errors on account. |
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| Alley repaving. |
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| Amanda seems to be very responsive. |
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| They might respind, but, thungs still not done. |
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| I believe they are ok but don't really know. |
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| I still have a tree overhanging my property and damaging a fence owned by the HOA that has been |

outstanding for almost 18 months with no resolution.

This is a danger to my child and property as the tree is partially dead.

They make it hard to get tennis keys (either at a board meeting or at their office downtown)....

Definitely an improvement! Don't have a lot of interaction here to date.

I didn't really have any issues

Snow removal can be shored up, and on occasion trees and light poles which are knocked down or damaged take too long to remove or replace.

Our rep is not quick to return calls or address issues.

Don't return calls

For some water main break issues the response has been fast.

I have heard a lot of people complain that they don't call or email back in a timely fashion.

Don't know

I responded neutral because I have not needed their assistance in anyway.

I do like the emails and reminders about events and repairs

I haven't had to deal directly with Spectrum but I've heard a lot of complaint about their management inefficiency

I reported a lamp post not working, took over 6 weeks to get fixed. not sure why, but I know there were several at the same time. could have been done quicker.

Phone calls are not always returned in a timely fashion

The visitors with trucks - provided multiple times that truck was a visitor and never received a response at all any time.

Plus the people on our street with trucks (who park everyday) know when you're coming. Please check every day or not at all.

It's annoying to comply with the rules when no one else cares and moves their truck the one day a month you do check and find my visitors!

email and get no response at all.

Several lights were out on the greenbelt path parallel to Spruce and Trenton for a month or more - this is not just a convenience but a safety and security issue.

I've not had issues myself but have heard others say they are not responsive

I called them a few weeks back to ask a question. I never received a call back.

Several calls required to get a response and follow-through/follow-up is poor

We haven't required it.

I have phones them a few times looking for answers on HOA dues. Three phone calls, not one call back. This is the response I get when I'm trying to send money to the HOA.

We have had a good response and resolution on two of three issues we brought forward. We need to pursue the third when the weather breaks from Winter to Spring.

Seem to be doing fine, but I don't know much.

haven't had any issues to resolve

No opinion

No interaction with them

I have not had issues, so I am not aware.

Have had no dealings with them