

Dear Cathy Condo,

In October there was a resident survey in the Forum, which I filled out and returned dutifully to the front office. I noted some specific problems I am having around my unit (which I had emailed the office about before), but no one has contacted me and the problem still exists.

What more can I do?

Perpetually Waiting for Service

Dear PWS,

First, thank you so much for taking the time and making the effort to fill out the survey! The responses have provided great information for our various volunteer committees and front office and maintenance staff to serve residents in specific ways. The management of our UHOA is working their way through the responses, prioritizing and distributing work orders where called for. However, there were a number of responses describing problems but the survey participant did not provide a unit address, phone number, or building number! Go to <http://www.parkfairfax.info/content/uploads/2012/01/2011-Community-Survey-Responses.pdf> and search the comments (starting on page 10) for your suggestion or maintenance need. If you find it there and you realize you did not identify a location, please call the front office (703 998 6315) and ask for Michelle Byers, service coordinator, and initiate a work order. Ask her to give you the work order number so you can follow up if necessary (this may take a day or two). If you find your comment in the survey results and you did identify a location, call the front office and ask Sarah Clarke, assistant general manager, to find out about the progress on your request.

Hope this helps,

Cathy Condo