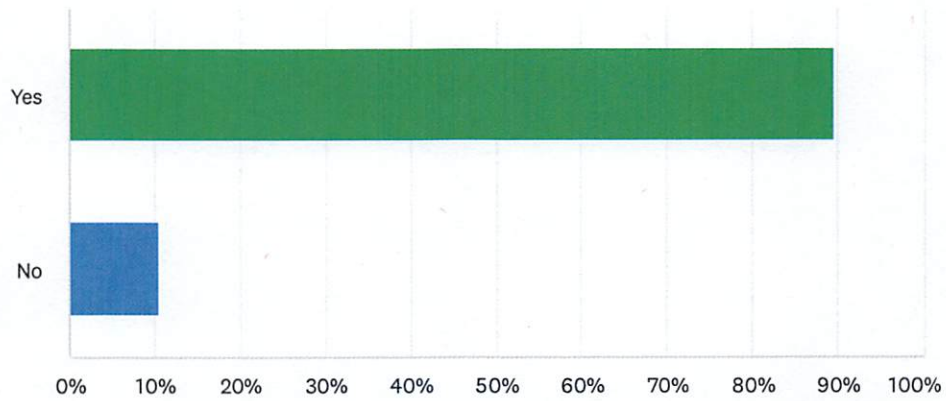


Q1 Were you present during the time of the inspection?

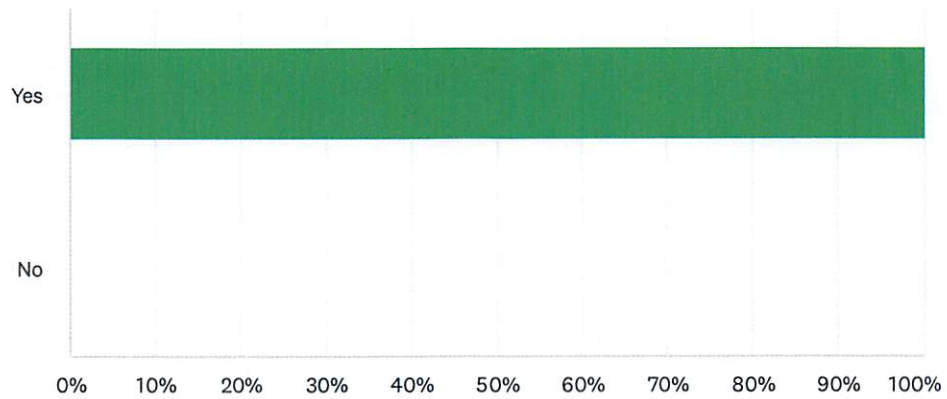
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	89.47%	51
No	10.53%	6
TOTAL		57

Q2 Did you receive a call informing you the inspector was on their way?

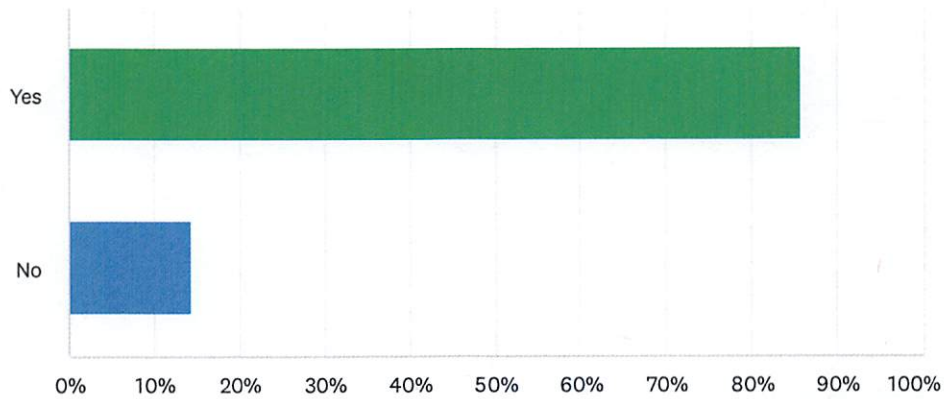
Answered: 1 Skipped: 56



ANSWER CHOICES	RESPONSES	
Yes	100.00%	1
No	0.00%	0
TOTAL		1

Q3 Did the inspector arrive within the scheduled time frame?

Answered: 56 Skipped: 1

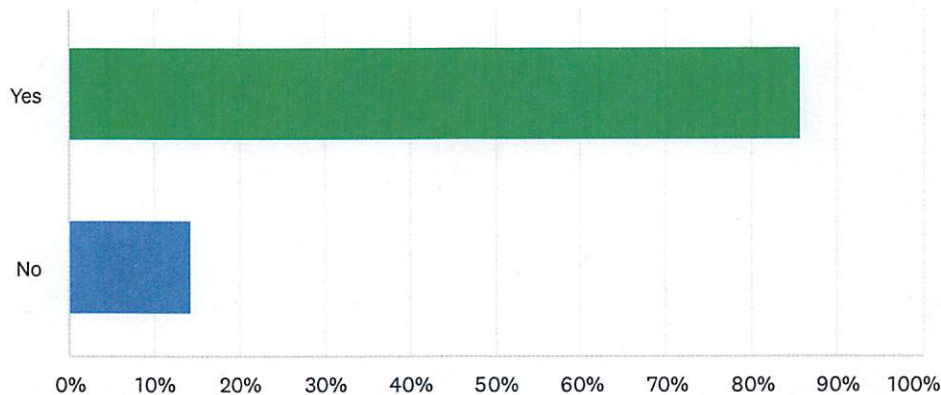


ANSWER CHOICES	RESPONSES	
Yes	85.71%	48
No	14.29%	8
TOTAL		56

#	COMMENTS	DATE
1	He was on time.	8/24/2024 9:38 PM
2	If I arrive early	8/2/2024 4:06 PM
3	None	5/14/2024 8:00 AM
4	He came on time and said I have a nice and clean place.	2/17/2024 5:51 PM
5	Inspector never showed up	2/13/2024 12:28 PM
6	This comments for #7: Length of time inspection took to complete I can't say exactly how long Length of time inspection took to complete because: 1. First Inspector () was in our Apt 4M . 2. Then Inspector () went to check with () -Superintendent from LLC -Management condition on Building !	8/31/2023 12:26 PM
7	recieved phone call about 2 that inspector will arrive soon. Never Arrived. Never called again!	8/30/2023 10:02 PM
8	On TIME	8/24/2023 8:33 AM
9	I cannot say he did as I was not informed upon his arrival	8/23/2023 2:24 PM
10	The inspector arrived within the scheduled time slot.	8/10/2023 12:30 AM
11	very punctual () called beforehand and showed up at the time he scheduled.	7/27/2023 6:50 PM
12	I waited home all day- from 8:00 AM to 5:00 PM but the inspector never arrived.	7/19/2023 5:17 PM
13	PROFESSIONAL	6/26/2023 3:05 PM
14	The Super arrived at 10:00 am and waited until the inspector arrival at 1:00 PM.	5/22/2023 2:45 PM
15	Yes, he came right on time 🍌	3/8/2023 3:00 PM
16	Yes he was on time 🍌	2/14/2023 5:31 PM

Q4 Did the inspector provide excellent customer service during the inspection?

Answered: 56 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	85.71%	48
No	14.29%	8
TOTAL		56

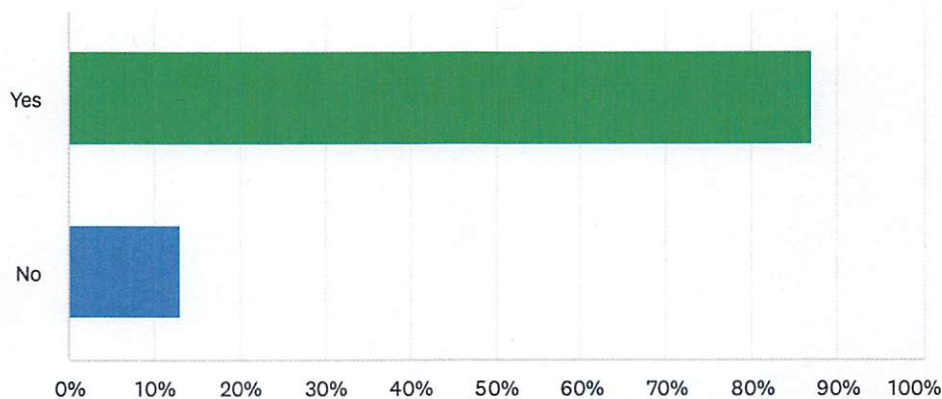
#	COMMENTS	DATE
1	VERY PROFESSIONAL	9/10/2024 3:55 PM
2	He was very professional.	8/24/2024 9:38 PM
3	very respectful and kind	8/2/2024 4:06 PM
4	Very Professional and explained the entire process with the greatest details	6/2/2024 7:16 PM
5	He was very nice and got to the point of the inspection	5/16/2024 5:11 PM
6	The inspector was very professional.	5/14/2024 8:00 AM
7	Very knowledgeable and know what he's doing !! Very good customer service!!	4/16/2024 12:28 PM
8	He was very professional and inspect the whole place and ask me questions. He really cares for his job. I have no complaints. 🙌✅	2/17/2024 5:51 PM
9	Inspector did not show up during stated hours	2/13/2024 12:28 PM
10	great experience	11/8/2023 11:53 AM
11	He was very professional, displaying his ID at the door. He was also courteous.	10/11/2023 10:56 PM
12	Actions speak louder than words!	10/10/2023 1:49 PM
13	Inspector [redacted] is such a talented and strong Inspector! This is not a compliment . This is really True! We really saw [redacted] hard work, creativity, and energy he put into it. With all respect and gratitude to Inspector [redacted] from [redacted] and [redacted] Annual Inspection - [redacted] 4M Series: [redacted] log #: [redacted] On 8/22/2023 .	8/31/2023 12:26 PM
14	waited there from 1030 till 230. No show!	8/30/2023 10:02 PM

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15	Very polite young man.	8/24/2023 8:33 AM
16	I was never informed that the inspector was present	8/23/2023 2:24 PM
17	The was perfect. He listened to all my concerns and addressed everything I asked.	8/10/2023 12:30 AM
18	Very respectful, very punctual and answered any questions i had, extremely professional.	7/27/2023 6:50 PM
19	He never came	7/19/2023 5:17 PM
20	DID A GREAT JOB, AND WAS VERY KIND.	6/26/2023 3:05 PM
21	The inspector and the Tenant did not allow the Super to enter the apartment to witness the inspection. I thought that was weird and unethical.	5/22/2023 2:45 PM
22	Inspector is not familiar with New York City Applicable Code and Regulations. Housing Maintenance Code (HMC) nor Housing Quality Standards (HQS) do not require changes to existing floor plan layout for compliance.	4/11/2023 1:07 PM
23	He done a great job 🍷	3/8/2023 3:00 PM
24	Excellent	3/1/2023 12:42 AM
25	He was very professional 🙌👍	2/14/2023 5:31 PM
26	Went above and beyond	2/9/2023 8:34 AM

Q5 Was the inspector courteous?

Answered: 54 Skipped: 3

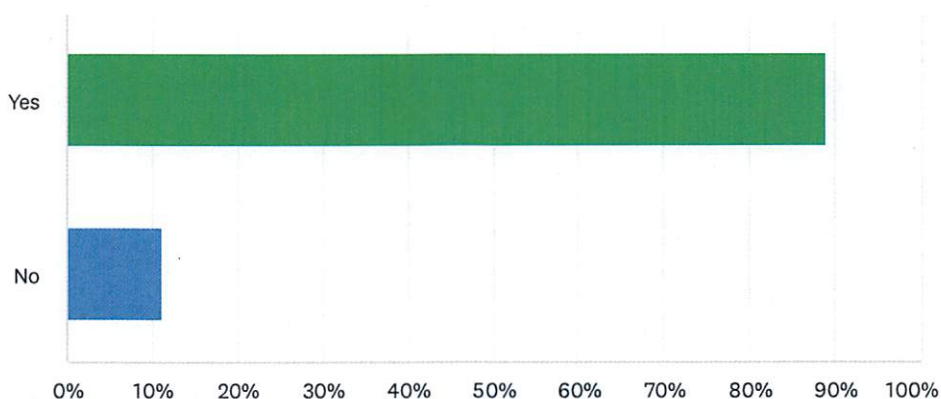


ANSWER CHOICES	RESPONSES
Yes	87.04% 47
No	12.96% 7
TOTAL	54

#	COMMENTS	DATE
1	very courteous and helpful	6/2/2024 7:16 PM
2	Very courteous!	5/16/2024 5:11 PM
3	None	5/14/2024 8:00 AM
4	Very respectful ✓	2/17/2024 5:51 PM
5	Inspector never showed up	2/13/2024 12:28 PM
6	Very gentleman	8/24/2023 8:33 AM
7	The inspector was not courteous as I was never informed that he was present to conduct the inspection	8/23/2023 2:24 PM
8	The inspector was very courteous and professional.	8/10/2023 12:30 AM
9	very respectful and courteous.	7/27/2023 6:50 PM
10	He didn't come	7/19/2023 5:17 PM
11	VERY WELL SO!	6/26/2023 3:05 PM
12	The Inspector was not courteous at all. He collaborated with the Tenant and asked the Super to remain outside the apartment during inspection. The inspector entered with the Tenant and locked the entry door from the inside. The Super tried to reason and have them open the door, but no avail; the inspector response was "stay out for now" while the inspection took place. I am not sure if the policy was followed correctly. The CVR letter stated to have owner or owner Rep present. This inspection raises a flag.	5/22/2023 2:45 PM
13	Very respectful 👍	3/8/2023 3:00 PM
14	Very respectful 👍	2/14/2023 5:31 PM

Q6 Was the inspector's appearance professional?

Answered: 54 Skipped: 3

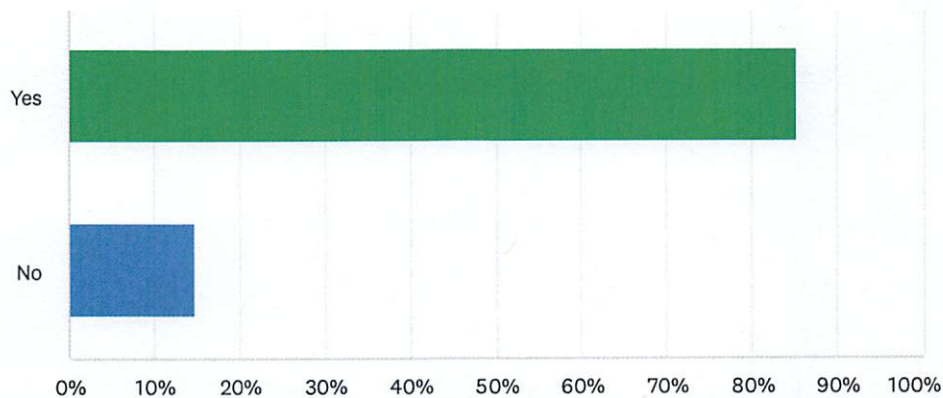


ANSWER CHOICES	RESPONSES	
Yes	88.89%	48
No	11.11%	6
TOTAL		54

#	COMMENTS	DATE
1	He was identified.	8/24/2024 9:38 PM
2	None	5/14/2024 8:00 AM
3	He was dressed nicely. 🙌	2/17/2024 5:51 PM
4	Inspector never showed up	2/13/2024 12:28 PM
5	Letting us wait and not call to notify	8/30/2023 10:02 PM
6	Very professional.	8/24/2023 8:33 AM
7	I was not contacted so I cannot say he was professional	8/23/2023 2:24 PM
8	The inspectors appearance was very professional.	8/10/2023 12:30 AM
9	professional.	7/27/2023 6:50 PM
10	He didn't come	7/19/2023 5:17 PM
11	YES, VERY. HE HAD ON CVR SHIRT	6/26/2023 3:05 PM
12	Not an issue.	5/22/2023 2:45 PM
13	He was dressed nice 🙌	3/8/2023 3:00 PM
14	Yes, he was nice and clean. 🙌	2/14/2023 5:31 PM

Q7 Was the inspector willing to address all of your concerns?

Answered: 54 Skipped: 3



ANSWER CHOICES		RESPONSES
Yes		85.19% 46
No		14.81% 8
TOTAL		54

#	COMMENTS	DATE
1	He appeared to be.	8/20/2024 5:44 PM
2	I had no concerns.	5/14/2024 8:00 AM
3	He ask me was anything wrong, I said no. 🙌	2/17/2024 5:51 PM
4	Inspector never showed up	2/13/2024 12:28 PM
5	The first question he asked was whether or not I had any unaddressed concerns. I responded in the negative.	10/11/2023 10:56 PM
6	n/a	8/30/2023 10:02 PM
7	Our apartment is always ready for inspection, so no concerns to address.	8/24/2023 8:33 AM
8	He failed the inspection without informing me that he was here neither did the tenant inform me there was an inspection	8/23/2023 2:24 PM
9	The inspector addressed all of my concerns.	8/10/2023 12:30 AM
10	he answered all of my questions.	7/27/2023 6:50 PM
11	He didn't come	7/19/2023 5:17 PM
12	YES, AND EXPLAINED EVERYTHING CLEARLY	6/26/2023 3:05 PM
13	The inspector did not address the Super concerns. After the inspector came out of the apartment, the Super explained to him that the tenant is being evicted for not paying her portion of the rent and she now owes more than \$ in back rent, and the case is in court as a result of the tenant trying to create reasons for not paying rent. In fact, the Tenant is not allowing exterminator to enter the apartment to exterminate claiming children have. The inspector stated if he new all of that information, the outcome of the inspection would have been different. He also stated that he is a new hire. From the pictures, I believe the	5/22/2023 2:45 PM

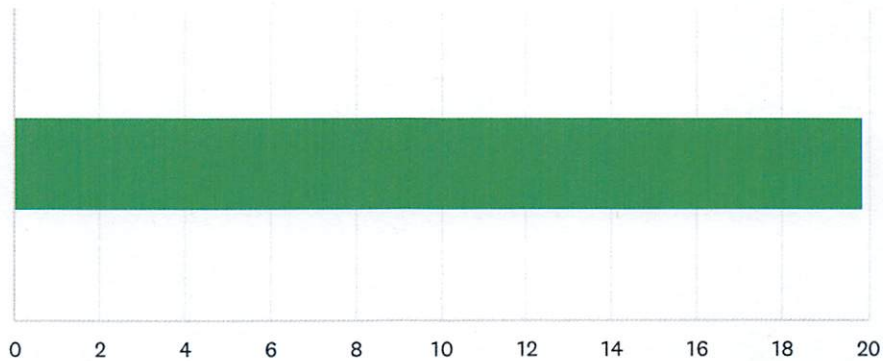
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issues did not justify a fail for the apartment. Issues presented were very minor and none were safety related.

14	He listen very well 👍	3/8/2023 3:00 PM
15	I feel it's a real inconvenience for landlords when it comes to the inspection of the mechanicals. I need to take time off work each time this has to be done as I don't have another person available. Maybe consider an affidavit or a questionnaire to the tenant regarding this portion of the inspection. I would rather not have the tenant in the basement. I'm just hoping another option can be considered especially since this tenant is not the only one living there. The fact that the window is so wide and no weekend appointment plus requiring access to the basement is really inconvenient. Please bring my feedback forward to the appropriate person. I waited 3 hours for 2 mins of a mechanical check and picture.	3/6/2023 10:12 PM
16	Yes, he knows his job well. 🙌	2/14/2023 5:31 PM

Q8 Length of time inspection took to complete

Answered: 48 Skipped: 9



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	20	953	48
Total Respondents: 48			

#		DATE
1	31	9/10/2024 3:55 PM
2	20	8/24/2024 9:38 PM
3	54	8/20/2024 5:44 PM
4	15	8/16/2024 2:54 AM
5	15	8/2/2024 4:06 PM
6	16	7/19/2024 9:09 AM
7	16	6/24/2024 9:51 PM
8	20	6/11/2024 1:03 PM
9	29	6/2/2024 7:16 PM
10	32	6/2/2024 10:30 AM
11	100	5/21/2024 12:14 PM
12	60	5/17/2024 10:48 AM
13	10	5/16/2024 5:11 PM
14	20	5/14/2024 8:00 AM
15	39	4/16/2024 12:28 PM
16	10	3/27/2024 2:05 PM
17	10	3/12/2024 4:49 PM
18	15	2/19/2024 12:05 AM
19	25	2/17/2024 5:51 PM
20	14	2/14/2024 4:10 PM

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21	0	2/13/2024 12:28 PM
22	10	11/8/2023 11:53 AM
23	20	10/27/2023 10:50 AM
24	23	10/11/2023 10:56 PM
25	15	10/3/2023 7:22 AM
26	5	9/16/2023 9:55 PM
27	10	9/12/2023 8:55 AM
28	31	8/31/2023 12:26 PM
29	15	8/24/2023 8:33 AM
30	0	8/23/2023 2:24 PM
31	21	8/21/2023 10:43 AM
32	20	8/10/2023 12:30 AM
33	15	7/27/2023 6:50 PM
34	0	7/19/2023 5:17 PM
35	15	7/12/2023 3:06 AM
36	20	6/26/2023 3:05 PM
37	30	5/22/2023 2:45 PM
38	15	4/18/2023 12:19 PM
39	5	4/12/2023 10:06 PM
40	5	3/26/2023 7:04 PM
41	15	3/10/2023 2:37 AM
42	29	3/8/2023 3:00 PM
43	2	3/6/2023 10:12 PM
44	26	3/1/2023 12:42 AM
45	40	2/14/2023 5:31 PM
46	15	2/9/2023 8:34 AM
47	0	2/6/2023 11:21 PM
48	0	1/18/2023 5:07 PM

Q9 Date of Inspection

Answered: 54 Skipped: 3

ANSWER CHOICES

RESPONSES

Date		100.00%	54
#	DATE	DATE	
1	10/04/2024	10/6/2024 5:45 PM	
2	09/09/2024	9/10/2024 3:55 PM	
3	08/21/2024	8/24/2024 9:38 PM	
4	08/08/2024	8/20/2024 5:44 PM	
5	08/08/2024	8/16/2024 2:54 AM	
6	07/24/2024	8/2/2024 4:06 PM	
7	07/17/2024	7/19/2024 9:09 AM	
8	07/02/2024	7/15/2024 12:47 PM	
9	06/14/2024	6/24/2024 9:51 PM	
10	06/10/2024	6/11/2024 1:03 PM	
11	03/15/2024	6/2/2024 7:16 PM	
12	05/31/2024	6/2/2024 10:30 AM	
13	05/09/2024	5/21/2024 12:14 PM	
14	05/08/2024	5/17/2024 10:48 AM	
15	05/03/2024	5/16/2024 5:11 PM	
16	05/01/2024	5/14/2024 8:00 AM	
17	04/09/2024	4/17/2024 10:42 PM	
18	04/15/2024	4/16/2024 12:28 PM	
19	03/07/2024	3/27/2024 2:05 PM	
20	03/01/2024	3/12/2024 4:49 PM	
21	11/07/2023	2/19/2024 12:05 AM	
22	02/06/2024	2/17/2024 5:51 PM	
23	02/08/2024	2/14/2024 4:10 PM	
24	01/18/2024	2/13/2024 12:28 PM	
25	11/07/2023	11/8/2023 11:53 AM	
26	10/13/2023	10/27/2023 10:50 AM	
27	10/03/2023	10/11/2023 10:56 PM	
28	10/02/2023	10/3/2023 7:22 AM	
29	09/07/2023	9/16/2023 9:55 PM	
30	09/11/2023	9/12/2023 8:55 AM	

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31	08/22/2023	8/31/2023 12:26 PM
32	08/30/2023	8/30/2023 10:02 PM
33	08/14/2023	8/24/2023 8:33 AM
34	08/14/2023	8/23/2023 2:24 PM
35	08/04/2023	8/21/2023 10:43 AM
36	07/12/2023	8/10/2023 12:30 AM
37	07/18/2023	7/27/2023 6:50 PM
38	07/19/2023	7/19/2023 5:17 PM
39	06/02/2023	7/12/2023 3:06 AM
40	06/23/2023	6/26/2023 3:05 PM
41	05/19/2023	5/22/2023 2:45 PM
42	05/10/2023	5/10/2023 11:05 AM
43	03/13/2023	4/18/2023 12:19 PM
44	03/31/2023	4/12/2023 10:06 PM
45	03/23/2023	4/11/2023 1:07 PM
46	03/06/2023	3/26/2023 7:04 PM
47	03/08/2023	3/10/2023 2:37 AM
48	02/08/2023	3/8/2023 3:00 PM
49	02/23/2023	3/6/2023 10:12 PM
50	02/27/2023	3/1/2023 12:42 AM
51	02/08/2023	2/14/2023 5:31 PM
52	02/08/2023	2/9/2023 8:34 AM
53	02/03/2023	2/6/2023 11:21 PM
54	01/18/2023	1/18/2023 5:07 PM

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Q16 We would appreciate your testimonial to help share the value of HQS inspections with others.

Answered: 29 Skipped: 28

#	RESPONSES	DATE
1	The inspector was very professional and very courteous	8/24/2024 9:38 PM
2	The entire process from beginning date of notification of inspection to the conclusion of the inspection was well done without any unnecessary actions, pleasant and on target.	8/20/2024 5:44 PM
3	Everything was very good, I liked it	8/2/2024 4:06 PM
4	You need to come for yourself don't ever send another to your job.	7/15/2024 12:47 PM
5	Very professional and thorough inspector. Explained entire process.	6/2/2024 7:16 PM
6	The inspector was professional in his inspection. He was courteous.	5/14/2024 8:00 AM
7	My inspector was very knowledgeable and very friendly!	4/16/2024 12:28 PM
8	He was very respectful and asked if I had any questions or any concerns about his inspection of my apartment. (A+) for him	4/9/2024 3:43 PM
9	No	3/27/2024 2:05 PM
10	HQS was very professional and courteous. They asked & answered all my questions. The person who came to my house was prompt and thorough. His inspection of my apartment was prompt. I have no complaints.	3/12/2024 4:49 PM
11	It's real nice to have CVR inspections, CVR does a great job and they care about us. Once they find something wrong it gets fixed. <input checked="" type="checkbox"/>	2/17/2024 5:51 PM
12	yes	11/8/2023 11:53 AM
13	The inspector arrived in a professional and courteous manner. The inspection took from 10 to 20 minutes. I appreciate the pass rating.	10/27/2023 10:50 AM
14	Of course!	10/11/2023 10:56 PM
15	I received notification in writing on 9/13/23 stating that emergency repairs have been completed. I received a threatening letter today stating Payments will be abated. Your system is terrible and poorly run.	10/10/2023 1:49 PM
16	Yes. Please	8/31/2023 12:26 PM
17	My pleasure.	8/24/2023 8:33 AM
18	I felt that I was treated very unfairly by the inspector and CVR as the property owner. The inspection was failed and the tenant never informed me of the ant infestation during any prior inspections of the apartment or in writing or via phone call that I had an issue. Last time I was aware of the issue was on 4/26/2021. Support will be provided to this effect.	8/23/2023 2:24 PM
19	We always had the pleasure of having professional, courteous, respectful and punctual inspectors come into our home. Always willing to answer our questions and hear our concerns.	7/27/2023 6:50 PM
20	To make certain your apt. is properly well taken care of by both tenant and landlord, and in decent living conditions.	7/12/2023 3:06 AM
21	WHEN SENDING EMAIL TO <input type="text"/> HE REPLIES RIGHT AWAY	6/26/2023 3:05 PM
22	Note. The Super is my brother and his words are most trusted.	5/22/2023 2:45 PM
23	It went good.	4/18/2023 12:19 PM
24	The young man who inspected my apartment was very professional and polite. He asked me	4/12/2023 10:06 PM

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questions pertaining to the condition of my apartment. He also answered whatever question I had.

25	Inspector instead of checking that units meets HQS only addressed Tenant complaints. Unit has adequate heat as defined by "Heat Season". For any additional request inspector may purchase on its own separate heating unit to keep temperatures at 80 degrees as requested by Tenant but not required by law.	4/11/2023 1:07 PM
26	Keep up the great work 🍷	3/8/2023 3:00 PM
27	Keep up the great work 🍷	2/14/2023 5:31 PM
28	Inspector tried his best to complete the inspection efficiently but the support from CVR Customer Service is lacking because he was not provided access instructions beforehand and there is little accountability there	2/9/2023 8:34 AM
29	Inspector did not show up, and nobody notified me that inspection would be cancelled.	1/18/2023 5:07 PM