3/18/16 Research Results

Do you have onsite laundry facilities?  Any problems?

Yes, we do.  No problems, but they are not utilized very often.

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Commercial Equipment provides and maintains our machines for onsite laundry. The charge is $1.00 per wash and $1.00 per dry.

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Yes, we have a laundry facility onsite.  The machines are maintained by Coinmach.  We pay a stipend to one of the tenants to open and close the facility each day.

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 YES, we have a small on-site laundry, which was left OPEN 24/7.    We USED to have multiple problems, but several years ago (mostly from non-residents using and trashing the facility), but once we started hiring a responsible resident on a stipend basis, to open / close the facility, those problems mostly disappeared.    We open from 7:30 – 7:30, 5 days / week (closed on Mondays and Tuesday to give our stipend guy a “weekend”.

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 Yes, on 2 of our sites.  No problems, we open them at 8:30 and close them at 4:30.

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Yes we do and so far no problems.

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We have a laundry and the only problem is sometimes leaving light on and door unlocked.

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Yes and so far so good not a problem but it is a Senior Property.

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Yes, we have one laundry and we issue keys to those who need them. Never a problem.

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Yes, we contract out for laundry services.  Problems are to be reported directly to the laundry service company and sometimes this does not happen as soon as an issue occurs.  Response time for problems reported is pretty good.

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Yes.  They have to get a key from us.  We have had kids go in and turn water on and leave Running, flooding the place and trying to break in.

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Yes.  Complaints that washers don’t work after putting coins into them; hard to know if it’s true.  Also, elderly have a problem with water-efficiency washers; they don’t think it provides enough and open them to pour buckets of water into them.  Gotta love them!

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We have laundry facilities in our elderly developments. There are several complaints on a regular basis, these are some of the complaints:  Residents leaving their laundry in the machines, malfunction due to overloading, resident’s allowing guest to do their laundry causing residents to wait long hours to do theirs, angry residents hitting and kicking the machines.

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We have washer/dryer connections in each unit

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We have two laundry rooms that stay open 24/7. The only problem we have had is with people leaving the door standing wide open and leaving the windows up. We put a sign on the door saying that if that continues, we will be locking the room every evening. So far, it has stopped. For a while, we also had teenagers hanging out in the room, but they really didn't bother anything.

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Only one that is located in three story building.  Not many problems.  We only have two washers and two driers.  It is not available to the public.  We use that to attract applicants to that site.  You wash for 50 cents and dry for 25.  Pays for electricity, upkeep and on good years we make a little profit.

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We do not have on-site laundry facilities at our HUD sites. We do have facilities at our Rural Development sites. Those work well for tenants and we generally have little trouble. There is of course more upkeep for maintenance and utility cost. It does provide a service that the tenants need and heavily rely on.

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We have a contract through Coinmach. Since we are a small property, only have two washer/dryers. I have threatened to close laundry room due to vandalism and outsiders using it. The board approved the laundry room as a convenience for the residents--not to be a money maker. We've had problems with residents taking other residents' laundry out of the dryer before dry. Ours is open 24/7.

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We have two onsite laundry facilities and we own the washers and dryers.  We don’t have any issues with them that maintenance can’t take care of and it’s very infrequently that we have issues.

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Yes, and problem a few years ago with a tenants teenage grandchildren vandalized the furniture and clothing racks. (tenant no longer a tenant)

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our properties either have laundry rooms or washing machine hookups in their units.

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Yes we have laundry facilities at two locations.  NEVER a problem.  But…we have washer dryer connections in each Public Housing apartment.

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A few, especially when we found they were using it for a game room. We now lock at 4:00 p.m. and unlock at 8:00 a.m.

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We do have a facility on one property. No real issues. It is kept locked and only residents have a key. At this point our revenue is slightly more than equipment upkeep. We do own all of the equipment, it is not leased.

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Yes, at five of our six properties.

Problems:  Overall we have encountered these problems through the years and they do not happen frequently.  Residents have taken care of our facilities.

Some of the problems are: Machines not working correctly (washing or drying);

Machines not turning on after money has been inserted. After the installation of cameras inside the laundry mats, vandalism stopped.

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Good morning, we do have laundry facilities and we have just the normal maintenance problems that go along with that. No major problems.

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Yes.  It is owned and operated by an outside contractor.  Any issues are quickly resolved by the contractor.  We provide the water and electricity/gas.

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Yes, at 2 of our sites. Any problems? No, other than having to learn how to repair them as repairs are needed. Martin Ray Laundry Systems has been good about sending service bulletins to us upon request.

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I have onsite laundry facilities and we have them all closed at the time because of people hanging out in them at night etc.

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Yes, it is a constant headache but most of our tenants do not have a car so I like to have it here to help them out.

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Yes. Vandalism , not cleaning up after themselves and finding a company to repair broken machines. They are currently closed.

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Yes we have 2 laundries. We have our own machine and have very little problems—other than the occasional “I lost my money” complaint, usually from the same people.  We developed a form that helped cut down on it.  Used to contract and income was very little; now income has greatly increased.

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We have two laundry facilities.

a.  Tenants try to use different coins and jam the mechanisms.

b.  Tenants leave trash all over.

c.  Overload washers.

d.  Tenants wash their clothes full of oil.

e.  Tenant will take things that are not secured.

f.  Unwanted guests try to use the laundry mats.

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Yes -we have 6 laundry rooms with 2 sets of washers/dryers in each.  And one set on each site is an extra large capacity to be used for comforters & other large items.  We do not have that many issues.  Just once in awhile as normal usage would cause.  We keep our laundry rooms locked & each Resident has a key that unlocks all the laundry rooms.  We purchased the equipment & as they break down we repair in-house or use outside  contractor;& if they cannot be repaired we purchase new ones.  We have tried the rental/leasing route but cannot get a vendor to service that few machines on a lease.

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Yes.  Stay away from Coinmach/CSC Services.  My opinion they are horrible to work with.  Previous ED sent a letter timely to cancel contract in 2012 but they would not honor it, even though they received it, because it was not sent Certified Mail and only regular mail.  As far as operations, we have no problems.

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I do have a laundry at one site and it is not a great problem.  I actually leave it open 24 hours per day.

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Post Housing has a laundry facility in office/community area.  Only problem is non-residents washing greasy work clothes.

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**When I arrived to Beaumont, this agency had several automatically renewing contracts with a company named CoinMach.  Their service was terrible and we hardly, if ever, received any proceeds from the use of those machines.**

**Over the years we have canceled virtually all of their contracts and we have decided to purchase our own washers and dryers and maintain them through a service agreement.**

**None of the machines accept cash.  We had the coin boxes converted to only operate with the use of a prepaid credit card.  Residents go to the Manager's office to get their free card and they may "recharge" their credit on the recharging machine located inside the Manager's Office.**

**This has greatly cut down on damages to the machines that we would experience when vandals would trying to get the coins out of the older coin operated boxes.**

**The best part of the deal is that we now get to keep all the money raised from residents using the machines and those funds go into an account that is used to pay for the service contract, and replacement of the machines as needed.**

**It really a much better deal!**