Co-op Coalition Survey: Front Desk

Thanks to the 12 members who provided information about their front desk function. Thanks for a very helpful set of responses! Following are the original questions and a table of the responses.

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In a message dated: Mon, Dec 17, 2018 5:10 pm, CooperativesDC.org wrote:

Dear Coalition Representatives,

Below is a survey the Rutland Court Cooperative developed and asked to have sent to other Coalition members. ***Even if your co-op does not have a front desk***, please reply because there are questions many other co-ops without front desks will be interested in learning how you deal with a growing problem: package storage. We will send out a summary of the results to all members after the new year.

Please respond by December 31. And as always, thanks for helping one another out!

DC Cooperative Housing Coalition
www.CoopsDC.org

Serving the District's cooperative housing community since 1984
        You are getting this blind-copied to protect your privacy.

Hello and Happy Holidays,

I am a resident of Rutland Court, a member of this coalition, and our building is assessing how we staff our front desk. We'd like to gather feedback about what other DC Co-ops provide. If you could please take a few minutes to complete our survey, we would appreciate it. Please feel free to reach out to me, Kaithlyn (kkayer@gmail.com), if you have any questions or concerns. Thank you for your time and consideration.

1. How many units and occupants do you have in your co-op?
2. Do you have front desk staff?
If yes, please answer questions 3-7. If no, please skip to question 8.
3. What hours are your front desk staffed? (ex. 9-5, 24 hours)
4. What duties do your front desk staff perform?
5. Are the front desk staff expected to perform any security functions?
6. Do you use contractors to staff your front desk or are they employed by the Co-op?
7. Do the front desk staff have responsibility for packages? If so, please explain?
8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker)
9. If you use a locker service or system, would you recommend it?
10. Do you have any other information that you feel would be helpful to our assessment?

Thank you again for your participation.

Kaithlyn

<50 units	1. How many units and occupants do you have in your co-op? *21 units, 34 occupants* 2. Do you have front desk staff *NO* If yes, please answer questions 3-7. If no, please skip to question 8. 3. What hours are your front desk staffed? (ex. 9-5, 24 hours) 4. What duties do your front desk staff perform? 5. Are the front desk staff expected to perform any security functions?

	6. Do you use contractors to staff your front desk or are they employed by the Co-op?
	7. Do the front desk staff have responsibility for packages? If so, please explain?
	8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker) *Packages are simply placed on a table in the lobby by the delivering agent or the residents taking such initiative.*
	9. If you use a locker service or system, would you recommend it? *N/A*
<50 units	1. How many units and occupants do you have in your co-op? *We have 27 units, mostly occupied by one or two people.*
	2. Do you have front desk staff? *No*
	If yes, please answer questions 3-7. If no, please skip to question 8.
	3. What hours are your front desk staffed? (ex. 9-5, 24 hours)
	4. What duties do your front desk staff perform?
	5. Are the front desk staff expected to perform any security functions?
	6. Do you use contractors to staff your front desk or are they employed by the Co-op?
	7. Do the front desk staff have responsibility for packages? If so, please explain?
	8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker) *We gave our "secret code" for the entry box to the UPS delivery person, the FEDex delivery person, and the mail carrier. Only the regular UPS and FEdEx delivery people have the secret code so sometimes our packages are left outside, which is a concern. The post office has a lock box in which the secret code (written on a piece of paper) is kept so when the regular carrier cannot be here, the substitute can still deliver mail.*
	9. If you use a locker service or system, would you recommend it?
	10. Do you have any other information that you feel would be helpful to our assessment? *No. We wish there was some simple solution for buildings like ours without a front desk or attendant. We haven't had that many package thefts but we have had a few.*
<50 units	1. We have 28 owner units, one unit for the resident custodian, and a total 45 occupants.
	2. Yes, we have front desk staff.
	3. We have limited desk hours. Monday through Thursday hours are 7:00 am - 9:00 pm; Friday hours are 7:00 am -11:00 pm; Saturday hours are 9:00 am - 11:00 pm; Sunday hours are 9:00 am - 9:00 pm.
	4. Major desk duties include admitting visitors, workers, service people, etc.; accepting delivered packages; sorting the mail; answering the telephone.
	5. Yes,
	6. Desk personnel are employed by the co-op.
	7. Yes, the desk staff person receives packages from UPS, Fed Ex, et al.
	8. Packages are stored in a locked closet behind the desk. A notice is left for the resident. .
	9. See # 8. This system has worked very well.
	10. Very small packages can sometimes be left in the locked mail boxes for each apartment.
<50 units	We have 28 units and about 35 residents. We do not have a front desk. USPS, FedEx, and UPS have a code (or key) to enter our building and leave packages in our lobby for residents to claim. Our theft problem is insignificant because we are careful about not letting strangers in the building.
<50 units	1. How many units and occupants do you have in your co-op? *35 units. Up to 2 occupants per unit.*
	2. Do you have front desk staff? *No.*

	If yes, please answer questions 3-7. If no, please skip to question 8. 3. What hours are your front desk staffed? (ex. 9-5, 24 hours) 4. What duties do your front desk staff perform? 5. Are the front desk staff expected to perform any security functions? 6. Do you use contractors to staff your front desk or are they employed by the Co-op? 7. Do the front desk staff have responsibility for packages? If so, please explain? 8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker) *Minimal involvement, but we did recently install a security camera in the mail area this summer, but we haven't had to look at footage from it thus far. The mailman and our usual/regular UPS and FedEx guys have access to the front door via code/programmed RadioKey. These people also know to buzz a resident from the front door who is often home to be let in, if they forget their key. Once in a while they forget it or someone is substituting on a route without proper instructions, and we don't get the deliveries that day. LaserShip and some other delivery services repeatedly leave packages on the front porch (Amazon Prime, especially with weekend deliveries, and Hello Fresh both seem especially prone to use services that don't use the regular delivery guys). If it's an unusual FedEx or UPS delivery (something incomplete on address, ground instead of express, etc.), they typically leave the package at nearby locations (within 4-5 blocks) of FedEx Office or the UPS Store and leave a note on the door.* 9. If you use a locker service or system, would you recommend it? *N/A, though residents should be reminded that they can set up delivery options with FedEx about what they prefer (keep at nearby FedEx Office store, call ahead, etc.)* 10. Do you have any other information that you feel would be helpful to our assessment? *Occasionally, we've had a package go missing, but the overwhelming majority of packages make it to our mail area without any problem.*
<50 units	1. How many units and occupants do you have in your co-op? *Technically 44 unit, but effectively 30. Don't know the total number of occupants, but would estimate about 50.* 2. Do you have front desk staff? *Yes* If yes, please answer questions 3-7. If no, please skip to question 8. 3. What hours are your front desk staffed? (ex. 9-5, 24 hours) *8AM to 6PM* 4. What duties do your front desk staff perform? *Open door, receive mail, deliver packages to building occupant, make sure people don't park in the front drive.* 5. Are the front desk staff expected to perform any security functions? *Yes* 6. Do you use contractors to staff your front desk or are they employed by the Co-op? *Front desk staff are employees of our management company* 7. Do the front desk staff have responsibility for packages? If so, please explain? *Yes* 8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker) *Packages are held in the lobby; and then in the afternoon delivered to the various units.* 9. If you use a locker service or system, would you recommend it? *Don't use a locker system*
50 – 99 units	1. How many units and occupants do you have in your co-op? *60 units/97 residents* 2. Do you have front desk staff? *Yes* If yes, please answer questions 3-7. If no, please skip to question 8. 3. What hours are your front desk staffed? (ex. 9-5, 24 hours) *24 hours* 4. What duties do your front desk staff perform? *All concierge services, takes maintenance requests, receives/sorts mail & packages, greets/announces visitors, maintains key system, assists with all resident requests.* 5. Are the front desk staff expected to perform any security functions? *They monitor the security cameras that cover all entry doors, provide entry when a*

	doorman or garage attendant is not available and screens visitors to make sure they have permission to enter. 6. Do you use contractors to staff your front desk or are they employed by the Co-op? *Our staff are employees of the Co-op.* 7. Do the front desk staff have responsibility for packages? If so, please explain? *Yes, they receive and log all packages and hand to residents.* 8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker) *We use Building Link and have been very pleased with its functions and abilities.* 9. If you use a locker service or system, would you recommend it? *We do not have a locker service or system.* 10. Do you have any other information that you feel would be helpful to our assessment? *Our front desk staff provides a variety of services to the members, their guests and contractors. Having an energetic, professional, polite staff that works as a team is vital to your success.*
50 - 99 units	1. How many units and occupants do you have in your co-op? *52 Units, 79 Residents* 2. Do you have front desk staff? *No* If yes, please answer questions 3-7. If no, please skip to question 8. 3. What hours are your front desk staffed? (ex. 9-5, 24 hours) 4. What duties do your front desk staff perform? 5. Are the front desk staff expected to perform any security functions? 6. Do you use contractors to staff your front desk or are they employed by the Co-op? 7. Do the front desk staff have responsibility for packages? If so, please explain? 8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker) *Packages are left on a counter by the mailboxes. Residents put them in a locked package room and leave a slip in residents' mail slots.* 9. If you use a locker service or system, would you recommend it? *NA* 10. Do you have any other information that you feel would be helpful to our assessment? *NA*
50 – 99 units	1. How many units and occupants do you have in your co-op? - *81* 2. Do you have front desk staff? - *No* If yes, please answer questions 3-7. If no, please skip to question 8. 3. What hours are your front desk staffed? (ex. 9-5, 24 hours) 4. What duties do your front desk staff perform? 5. Are the front desk staff expected to perform any security functions? 6. Do you use contractors to staff your front desk or are they employed by the Co-op? 7. Do the front desk staff have responsibility for packages? If so, please explain? 8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker) - *Sometimes, our engineer will call the person. They might allow him to put the package in their unit or it might go in a closet right next to the mailboxes. We have not had serious problems in this area.* 9. If you use a locker service or system, would you recommend it? - *Do not use such a system.* 10. Do you have any other information that you feel would be helpful to our assessment? - *No, sorry.*
100+ units	1. How many units and occupants do you have in your co-op? – *447 approximately 600 residents* 2. Do you have front desk staff? – *Entrance gatehouse serves this purpose* If yes, please answer questions 3-7. If no, please skip to question 8. 3. What hours are your front desk staffed? (ex. 9-5, 24 hours) *24/7* 4. What duties do your front desk staff perform? *Accept and announce guests; direct guests and contractors to parking; accept UPS/FedEx packages (and USPS mail too large for mail boxes) using BuildingLink app*

	that announces deliveries to residents; monitor security cameras; control access into building entrances point-of-contact for medical and fire emergencies; do administrative tasks as assigned by management including tracking and billing guest-parking passes; distributing internal mail; coordinating unit access for engineering staff. They are an amazing group of dedicated and welcoming people. We are fortunate to have such a fine group of employees. 5. Are the front desk staff expected to perform any security functions? *Observe security cameras and report any suspicious activity or safety problems to appropriate person.* 6. Do you use contractors to staff your front desk or are they employed by the Co-op? *Our employees only. Security guards are contracted.* 7. Do the front desk staff have responsibility for packages? If so, please explain? *All packages are received by Gatehouse staff and entered and tracked using BuildingLink. Packages are kept in the Gatehouse in various locations dependent on type of package (envelope, small box vs. large box). Residents are notified via BuildingLink if they have a package. Residents pick up packages at the Gatehouse and must sign for item. Staff has developed a very nice, simple process for keeping track of everything.* 8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker) – *See above.* 9. If you use a locker service or system, would you recommend it? - *Do not use such a system.* 10. Do you have any other information that you feel would be helpful to our assessment? - *Success for ANY system is dependent on staff responsible for it. Poorly trained, poorly supervised, poorly supported, and poorly paid staff will not result in good service..*
100+ units	1. How many units and occupants do you have in your co-op? *518 units, 978 occupants* 2. Do you have front desk staff? *Yes* If yes, please answer questions 3-7. If no, please skip to question 8. 3. What hours are your front desk staffed? (ex. 9-5, 24 hours) *24 hours* 4. What duties do your front desk staff perform? *Calls, packages, checking in of guests/vendors, messages for office staff, notifications to members/tenants, monitor security cameras.* 5. Are the front desk staff expected to perform any security functions? *No, handled separately by security from 11 PM to 7 AM* 6. Do you use contractors to staff your front desk or are they employed by the Co-op? *Employed by Union via Cooperative* 7. Do the front desk staff have responsibility for packages? If so, please explain? *Yes, they check in all packages via BL and stock shelves. Members are notified via BL, calls and hard notices if required.* 8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker) *Checked in via BL however, we have ordered Amazon Lockers.* 9. If you use a locker service or system, would you recommend it?
100+ units	1. How many units and occupants do you have in your co-op? *We have about 528 units and over 700 residents (not sure how many!).* 2. Do you have front desk staff? *Yes.* 3. What hours are your front desk staffed? (ex. 9-5, 24 hours) *We have 4 desks: one for each building. Each one is open from 8am - 8pm.* 4. What duties do your front desk staff perform*? Package collection, general q & a, greeting guests and making sure that people don't just randomly come in and start roaming.* 5. Are the front desk staff expected to perform any security functions? *Not really. They are more like the eyes for the security people.* 6. Do you use contractors to staff your front desk or are they employed by the Co-op? *Employees.* 7. Do the front desk staff have responsibility for packages? If so, please explain? *Yes. They sign for them and log them into BuildingLInk, which is*

	our intraweb system. 8. How does your Co-op manage resident packages and deliveries? (ex. No involvement, Amazon Locker) *We have small rooms near the front desk where MOs must come to sign out their packages.* 9. If you use a locker service or system, would you recommend it? *N/A* 10. Do you have any other information that you feel would be helpful to our assessment? *No.*