

Circular 10

03 May 2019

Dear Resident

RESEARCH SURVEY FEEDBACK – APRIL 2019

We continually strive to improve our service offering at Evergreen Bergvliet and to enhance the living experience of our residents. We recently conducted a simple survey to gauge the approval levels of our residents.

Questionnaires were sent to all residents covering Security, Catering, Maintenance and Management. In each of these categories residents were asked to rate specific statements on a scale of 1 to 10.

FINDINGS AND RECOMMENDATIONS

In this section residents were asked to rate a number of statements, with the average scores in brackets:

1. SECURITY

- I am greeted by friendly security staff at the gates (8.1);
- The presence and visibility of security staff within the village (8.1); and
- I feel safe and secure within the village surrounded by adequate security measures (8.2).

This translates into an average satisfaction level with our security in the village of 81% which we believe is good, we accept that there is room for improvement,

We intend to address the following issues:

- The appearance, friendliness and efficiency of our security guards, especially the female guards.
- Training
- The installation of security cameras in critical areas.
- The installation of a generator on site and additional inverters e.g. security lights on M3 are not compromised during load shedding or power failures

2. CATERING

- The quality of catering in the Bistro (6.2);
- The service and attitude of the catering staff (7.1); and
- The suitability of the catering offered in the village (6.3).

Based on these results, the average satisfaction level with the catering is 65%.

- We would like to appeal to a larger cross section of our residents to encourage a larger take-up of the catering facilities.
- We have already introduced the appointment of Western Province Caterers to provide a “coffee shop” facility in the Bistro from Monday to Friday between 09h00 and 17h00 serving light meals and daily specials as well as hot and cold beverages and a selection of cakes/scones.
- We shall continue to monitor this important area of our residents’ experience in the village very closely.

3. MAINTENANCE

- The gardens and common areas are well maintained (6.8);
- The Lifestyle Centre's (Clubhouse) facilities are maintained to a good standard (7.7).

This equates to an average satisfaction level of 73% regarding the maintenance of gardens and common areas and the facilities in the Club House. While some respondents were not happy with the appearance of the gardens, the majority of our residents are happy with the facilities in the Clubhouse.

- We have addressed this issue by forming a gardening sub-committee to advise on these matters. We agree that some areas of our gardens do not look as good as they might and have already introduced a garden rejuvenation programme.

4. MANAGEMENT

- Village management are responsive to my requests and needs (7.8); and
- I feel that village management genuinely cares and engages me regularly (7.7).


This translates into an average satisfaction level of 77% on village management. From the comments received it is clear that the respondents felt that our village manager did not have adequate administrative support.

- We have addressed this urgently, appointing a well-qualified assistant village manager, Shawn Ferreira;
- We will shortly be appointing a duty manager who will be on duty in the evenings and over weekends. This should greatly enhance and strengthen our village management; and
- The village manager will also embark on a programme of closer engagement with residents and will be contacting all residents to arrange visits.

We believe that the results are representative of our broader village community. We shall endeavour to address the issues raised and constantly to improve our performance. More surveys are planned in the future and we encourage all residents to participate.

We wish to thank those residents who participated in this survey for their support and for their frank and honest input.

Yours sincerely



CHRISTINE DEMPERS
Village Manager