

Circular 13 - 2019

15 May 2019

Dear Residents

RESEARCH SURVEY FEEDBACK – APRIL 2019

We continually strive to improve our service offering at Evergreen Broadacres 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 (96%);
- The presence and visibility of security staff within the village (90%); and
- I feel safe and secure within the village surrounded by adequate security measures (92%).

This translates into an average satisfaction level with our security in the village of 93% which we believe is good, we accept that there is always room for improvement.

We intend to address the following issues:

- The appearance, friendliness and efficiency of our security guards, introduction of female guards.
- Training
- To ensure more visibility, introduce patrols within the village during the day time, as patrols are only done at night.
- Acquire a second scanner for security

2. CATERING

- The quality of catering in the Bistro (56%);
- The service and attitude of the catering staff (76%); and
- The suitability of the catering offered in the village (62%).

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 and ensure a larger take-up of the catering facilities specifically the daily lunches, breakfast and the a la carte menu.
- We investigate different options and menus for the social evenings.
- We will 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 (84%);
- The Lifestyle Centre's facilities are maintained to a good standard (87%).

This equates to an average satisfaction level of 86% regarding the maintenance of gardens and common areas and the facilities in the Lifestyle Centre. While some respondents were not happy with specific areas in the Lifestyle Centre, many of these issues have been attended to and others are being attended to and considered.

- We are addressing the issue of the noise in the gym.
- Air-conditioning in the salon, arts and craft room and boardroom has been improved and installed.
- Lighting in the Lifestyle Centre has also been addressed and is ongoing by creating a warmer feel.
- Improvement to the sound equipment for the gym is being investigated.
- Emergency lighting in the Lifestyle Centre is being attended to.

4. MANAGEMENT

- Village management are responsive to my requests and needs (78%); and
- I feel that village management genuinely cares and engages me regularly (76%).

This translates into an average satisfaction level of 77% on village management. From the comments received it is clear that the respondents felt that village management is not always responsive.

- We are addressing this urgently, we are currently appointing more front line staff to assist and improve the service quality within the village;
- We are currently in the process of employing duty managers 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 embarked on a programme of closer engagement with all residents.

We believe that the results are representative of our broader village community. We endeavour to address the issues raised and to constantly improve. We will continue to conduct more surveys in the future.

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

Yours sincerely



Roy Martin
Village Manager