

## EVERGREEN BROADACRES CUSTOMER SATISFACTION SURVEY

Please rate your experience from 1 January 2022 to 30 June 2022

Please return to [laurain@iafrica.com](mailto:laurain@iafrica.com) or deliver to unit 77 by 18 July 2022.

Unit number: \_\_\_\_\_ Please note that this number will not be divulged to anyone else and will only be to used check completion. Please submit only 1 completed survey per unit.

1=very poor; 10 = excellent		1	2	3	4	5	6	7	8	9	10	No experience
	<b>Security</b>											
1	I am greeted by friendly security at the gate											
2	I feel safe and secure in the village											
	<b>Catering</b>											
4	I am happy with the quality of the catering in the Village											
5	I am happy with the current cost of the meals											
6	I am happy with the frequency of catering services											
	<b>Village maintenance</b>											
7	The gardens and common areas are well maintained											
8	The exteriors of the buildings including houses are kept in good condition											
	<b>Management</b>											
9	Village management is responsive to my requests and need											
10	I feel that village management genuinely cares and engages me regularly											
11	I feel that head office management is responsive to my needs and is willing to listen to my views											
	<b>Healthcare</b>											
12	I am happy with the healthcare services offered											
	I am satisfied with the billing processes of											

	Evergreen Health											
	<b>Finance</b>											
<b>13</b>	Levies and operating costs are transparent allowing forward planning based on predictable costs											
<b>14</b>	Levies and operating costs are aligned to level of service experienced											
	<b>Sense of community</b>											
<b>15</b>	I feel part of the community of the Village											

**Any general comments you may have**
