



*A Note
from your Rescom*



BROADACRES VILLAGE RESIDENTS COMMITTEE

CUSTOMER SATISFACTION SURVEY REMINDER

15 July 2022

Dear Residents,

Thank you to all of you who have already submitted your completed questionnaire.

Just a reminder that the deadline for return of the completed questionnaire is 18 July 2022.

If you would like the completed survey to be collected or a hardcopy delivered to you, please let me know. Please also advise if you would like me to send you a Word version of the questionnaire.

Best,

*Laurraine Lotter
Chair*

EVERGREEN BROADACRES CUSTOMER SATISFACTION SURVEY

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

Please return to 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
	Security											
1	I am greeted by friendly security at the gate											
2	I feel safe and secure in the village											
	Catering											
3	I am happy with the quality of the catering in the Village											
4	I am happy with the current cost of the meals											
5	I am happy with the frequency of catering services											
	Village maintenance											
6	The gardens and common areas are well maintained											
7	The exteriors of the buildings including houses are kept in good condition											
	Management											
8	Village management is responsive to my requests and need											
9	I feel that village management genuinely cares and engages me regularly											
10	I feel that head office management is responsive to my needs and is willing to listen to my views											
	Healthcare											
11	I am happy with the healthcare services offered											
	I am satisfied with the billing processes of Evergreen Health											
	Finance											
12	Levies and operating costs are transparent allowing forward planning based on predictable costs											
13	Levies and operating costs are aligned to level of service experienced											
	Sense of community											
14	I feel part of the community of the Village											

Any general comments you may have
