



A Note from your Rescom



BROADACRES VILLAGE RESIDENTS COMMITTEE

Results of Customer Satisfaction Survey

16 August 2022

Dear Residents,

Thank you very much for completing the Customer Satisfaction Survey.

The results are summarised in the attached. The results including the general comments have been shared and will be discussed further with management.

One of the prominent points that were raised is that residents would like more communication on village related matters.

As an addition to the circulars and what's app groups which could sometimes seem impersonal, Management has suggested having quarterly engagement sessions with residents. This will ensure more regular opportunities for residents to connect and engage Management and Rescom and get feedback on matters on a regular basis.

We hope to have the first engagement session in October 2022 and will advise date and time.

Best,

*Laurraine Lotter
Chairman*

REPORT ON EVERGREEN BROADACRES CUSTOMER SATISFACTION SURVEY

JULY 2022

BACKGROUND

Management conducted a customer satisfaction survey with residents in 2019. ResCom decided to conduct a survey based largely on the same questions that had been used in the 2019 survey this year to assist us in identifying the areas that residents would like to see more focus on. Additional questions on Health Care and Finance were added to the original questions. The questions were circulated to all residents that were in the Village at the time of the survey with a deadline of a week to return the completed surveys. The deadline was later extended a further three days.

ANALYSIS

The total number of answers received was divided by the potential answers, which were determined by subtracting empty houses units and units where people were away at the time of the survey or who were not able to complete the survey due to infirmity. On this basis a 58% of units submitted completed surveys by the extended deadline.

Opportunity was given in the questionnaire for respondents not to complete questions that they had no experience of e.g. Health Care. Results for each question were calculated on the basis of the number of responses received and expressed as a percentage of the total responses per question. Potential scores ranged from 1= very poor to 10=excellent.

The exact text of the general comments was captured as received and subsequently grouped under the topics of the questions for submission to Management.

Security

This element of the survey attracted the highest scores. General comments reflected a number of views that the previous friendly greeting of residents by security had reduced somewhat since the management change over after the death of Jabulani.

The feeling of safety and security in the Village has declined as a result of the burglary incidents.

Security	SCORE (%)									
	1	2	3	4	5	6	7	8	9	10
I am greeted by friendly security at the gate	1	2	2	1	0	1	1	13	17	61
I feel safe and secure in the village	2	1	2	0	0	2	5	25	15	46

Catering

The scores ranged across the spectrum of potential answers with a clear bias towards high scores, particularly in respect of cost. A majority satisfaction with the frequency of catering, was reflected in the scores although general comments included a number of requests to extend the Bistro opening hours to include the week ends. There were some comments on price and quality but scores in these areas predominantly reflected satisfaction.

Catering	SCORE (%)									
	1	2	3	4	5	6	7	8	9	10
I am happy with the quality of the catering in the Village	3	0	3	7	13	12	9	17	18	18
I am happy with the current cost of the meals	3	1	3	8	8	7	8	20	24	20
I am happy with the frequency of catering services	7	4	7	6	18	8	8	17	11	14

Village maintenance

Although there were a number of general complaints about the garden maintenance, the scores were generally at the higher end of the potential scores overall.

The maintenance of all the buildings attracted the highest level of dissatisfaction of all the issues surveyed. Comments included concerns that commitments made are not met.

Village maintenance	SCORE(%)									
	1	2	3	4	5	6	7	8	9	10
The gardens and common areas are well maintained	0	1	1	2	7	5	14	21	21	27
The exteriors of the buildings including houses are kept in good condition	31	13	10	7	8	8	8	7	4	4

Management

The general comments in this section are not borne out by the scores. There were a number of negative comments about Village management, particularly in relation to communication and responsiveness. Head office management scored lower than Village management in these areas.

Comments focused on accessibility and responsiveness of Village management

Management	SCORE (%)

	1	2	3	4	5	6	7	8	9	10
Village management is responsive to my requests and need	10	4	5	3	11	4	7	21	19	16
I feel that village management genuinely cares and engages me regularly	14	6	5	10	8	8	10	12	14	12
I feel that head office management is responsive to my needs and is willing to listen to my views	28	18	7	11	4	7	4	9	4	7

Health care

General comments on the level of health care offered were focused on costs and comparison with what was previously enjoyed. The EH billing remains problematic.

Finance

Scores ranged fairly evenly across all potential scores. Almost all negative general comments focused on the new budget proposals.

Sense of community

Only a few respondents provided negative feedback on the sense of community. Individual general comments attribute the prevailing high sense of community to the residents themselves.

Sense of community	SCORE (%)									
	1	2	3	4	5	6	7	8	9	10
I feel part of the community of the Village	1	1	0	1	0	4	6	19	16	51