

BROADACRES EVERGREEN RESIDENT SATISFACTION SURVEY 2024

Rating: 1- Very dissatisfied, 5- very satisfied

N/A – Service not used or no opinion

Security And Safety	N/A	1	2	3	4	5
I am greeted by friendly Security Guards at the gate						
I feel safe and secure in the village						
There needs to be more control over traffic speeds						

Comments

Catering	N/A	1	2	3	4	5
All the meals are good value						
The menu options for all meals accommodate my taste						
Meals are always served hot						
Themed events, including Sunday lunch are well organised						
I would support the Bistro if it was open at weekends						
The Water Hole provides me with a suitable social outlet						

Comments

Village Maintenance	N/A	1	2	3	4	5
The gardens and common areas are well maintained						
The exterior of the buildings are kept in good condition						
The fencing and the gates at individual houses are well maintained (work in progress)						
The new water reticulation system will be of great value to Evergreen when water quality is resolved						

Comments

Communication	N/A	1	2	3	4	5
Communications between residents and ResCom are good						
Communication with Evergreen Management is good						
Residents are given timely and informative information by Evergreen Management						

Comments

Health Care	N/A	1	2	3	4	5
The reception staff at Health Care are kind and helpful						
The nurses and the carers always do their best to meet my needs						
The nurses and carers are professional and attentive						
My health care needs are covered by Evergreen Health services						

Comments

Village Management	N/A	1	2	3	4	5
Village Management is responsive to my requests and needs						
Village Management cares and engages with me regularly						
Head office management is willing to listen to my views						
Head Office management is responsive to my needs						
The monthly levies statement is clear and correct						
The Voltano statement is clear and correct						
Evergreen projects are clearly explained and well executed						

Comments

Sense of Community	N/A	1	2	3	4	5
There is a strong sense of community in the village						
I seldom feel lonely						
There are sufficient recreational activities for my participation						

Comments

General Facilities	N/A	1	2	3	4	5
The gym facilities and pool are adequate for my needs						
The recreational facilities are adequate for my needs						
The Reception staff are always helpful and friendly						

Comments

Additional Comments