



A Note from your Rescom



COMMUNIQUE 20-2024

Residents Satisfaction Survey (2024) – RESCOM

The RESCOM team would like to hear from you about the areas you feel could be improved in our village. **Please complete the attached Satisfaction Survey document.**

SurveyPlanet <https://s.surveyplanet.com/hicif5ba>

The document covers the major areas where we can influence Village Management to improve performance to the residents' satisfaction. Your feedback will be confidential. However, you are at liberty to identify yourself if you have comments that require direct and personal feedback.

The survey will be primarily online (please read the introduction), but we will also cover residents who are not able to handle online 'stuff' by providing a hard copy of the survey delivered to them. The survey process has a problem with older software, so a printable version of the survey is included in the message.

To make the Survey simple to complete, there are 5 ratings applicable, ranging from 5, which is excellent, to 1, which is very dissatisfied. N/A is included for situations where you may not have had the opportunity to use the service or if it is of no value to you. There are sections where you can make comments as required.

The process will be as follows:

1. Send the survey documentation to residents or hand deliver as required.
2. Completion of survey documentation.
3. Collection of survey documentation, automatically on completion of the online survey, or by arranged collection or through placing it in the RESCOM chairman's box in the reception area. This is expected to be completed within one week of the distribution of the documents. **If you have any problems, please contact Graeme Smith, Unit 86, or graemesmith@icon.co.za.**

4. The results will be analysed and prepared for presentation to the residents at a ResCom/Residents meeting (to be scheduled). Discussion can take place around areas of concern/improvement, and a plan will be produced to implement any changes required to improve service levels.

This may require more in-depth individual discussions to clarify issues and develop potential solutions.

Thank You for your co-operation.

Best

David Presbury
Chairman