

17 May 2019

Memo 14/2019

Dear Residents

RESIDENT SURVEY FEEDBACK-MARCH 2019

We continually strive to improve our service offering at Evergreen Muizenberg and to enhance the living experience of our residents. During March we conducted a survey to gauge the approval levels of our resident.

Questionnaires were sent to all residents covering security, catering, maintenance and management. In each of these categories residents were asked to rate specific statements on a scale of 1 to 10.

Findings and recommendations

1. Security

- I am greeted by friendly security staff at the gate (8.6)
- The presence and visibility of security staff within the village (8.2)
- I feel safe and secure within the village surrounded by adequate security measures (8.8)

This translates into an average satisfaction level with our security in the village of 85% which we believe is good and accept that there is room for improvement.

We intend to address the following issue

- Continuous training of security officers to ensure standards, protocols and procedures are followed

2. Catering

- The quality of catering in the Bistro (7.3)
- The service and attitude of the catering staff (8.2)
- The suitability of the catering offered in the village (7.4)

Based on these results, the average satisfaction level with catering is 76%

We intend to address the following issues

- Continuous training of staff, although service and attitude scored well
- Inconsistent food standards, our caterers are now sending their group training chef to look at standards and offering
- Increase in staff complement, you should have already seen evidence of this

3. Maintenance

- The gardens and common areas are well maintained (8.3)
- The Lifestyle Centre's facilities are maintained to a good standard (8.7)

Based on these results the average satisfaction level with maintenance is 85%. Numerous responses related to maintenance turnaround times. We have addressed this by appointing an Assistant Maintenance Manager, Romeo Human who will be based at Muizenberg. Romeo is

well qualified to deal with all maintenance related issues and will supervise and control maintenance standards to ensure that all jobs completed are of a high standard. The logging of maintenance jobs will in future be done by all duty managers to ensure that all reported issues are logged and that jobs are scheduled within 24-48 hours of reporting.

Markus Elmau of Whitecliffs Landscaping has been requested to attend to all garden related issues.

4. Management

- Village management are responsive to my request and needs (8.5)
- I feel that village management genuinely cares and engages me regularly (8.5)

This translates into a satisfaction level of 85% on village management which we accept is good, but there's always room for improvement. The appointing of duty managers and an assistance village manager will assist in spreading the workload to provide our residents with a better service which will translate to the 'world-class' service levels we are striving for.

A comment regarding Health Care

"When the Care Centre is contacted, some care has been shown-otherwise we are left to our own devices and the services of our carer and family"

Feedback from Elize Porter reports:

- Unique Health are there for support care and emergency care. There is a vulnerable list, eg. After an operation nurses will visit the vulnerable residents on a daily basis and intervene when necessary
- Unique Health conducts annual health assessments on all village residents on an annual basis, which establishes contact and identifies vulnerable residents
- Continuous courtesy visits by the nurses, are active and a daily function of the nurses
- If any other intervention is needed, the resident needs to communicate to the nurses
- Clinic services are available weekdays from 09h00 to 11h00, and after hours for emergencies
- The Evergreen Care Centre is registered and licensed with the Department of Health as well as the Department of Social Development.

We believe that the results are representative of our broader community and endeavour to address the issues raised and to constantly improve. We will continue to conduct more surveys in the future and wish to thank all our residents who participated and for their frank and honest input.

Yours sincerely
Melanie Carstens
Village Manager