

Landscaping Survey Results

The purpose of the survey was to get input from the shareholders before the new contract is due to be clarified at the end of March, and to give some great compliments or suggestions to our JV Family.

From the comments collected on this survey it became obvious that most of the shareholders do not know what is in their contract. Each question was a piece of the written contract that is in place today that you the shareholders are paying for.

Below you will see the results of the survey by percentage. 47 surveys were received, Out of 47/ 30 were completed. I will pass on the complimentary things Shareholders had to say however negative comments having nothing to do with the purpose of this survey will not be published since they bare no impact.

Landscaping Services, how did we do?

Very Satisfied - 44%

Satisfied - 28%

Not Satisfied - 5%

Not Certain or Did Not Comment – 23%

Considering your overall experience with our Landscaping Company, how likely are you to refer them to another Retirement park?

Very Likely - 70%

Not Likely - 17%

Not Certain - 3%

No Comment – 10%

What did we do really well?

- Kept our property clean and took away bins of weeds.
- Take our own landscape debris to the dumpster.
- Pretty much everything.
- Very satisfied with all work they are scheduled to do.
- They do an excellent job at a good price.
- They do a much better job than any prior landscapers the park has had for a long time.
- Hired this good crew.
- 56% Did Not Comment.

What do we need to do better?

- Trees touching mobiles need to be trimmed.
- Don't blow debris on to patios and leave it there etc.
- Love when the kids come to sell candy bars.
- Follow the rules, if you have a request for maintenance or landscape related fill out request form or talk directly to the person in charge of maintenance.
- Nothing, overall the landscapers are doing a good job.
- Respect their hard work.
- Full time residents probably know more for improvements.
- Don't know?!!
- 70% Did Not Comment.