



Village Solutions

A U S T R A L I A

annual residents satisfaction questionnaire

Village Solutions Australia, who prides itself on supporting and working alongside the Retirement Living Sector provides this important management resources to village operators to effectively gauge not only resident satisfaction but also the efficiency of your management systems and processes.

Our well developed and tailor delivered **Annual Resident Satisfaction Questionnaire** has been designed specifically to support Retirement Village Managers and Operators and ensures results provided are in line with Management of the Lifemark accreditation standard 2.4.2.

With VSA's intimate knowledge of the Retirement sector we undertake independent **Annual Resident Satisfaction Questionnaires**, that are relevant, easy to complete, tailored to specific client requirements and results focused. The questionnaire results are presented in a manner that will provide important information for you to easily identify areas of strengths and weaknesses at the Village and how these can be either improved or built on.

Having Village Solutions Australia undertake the questionnaire as a third party promotes impartiality to your residents and provides you with a frank and unbiased report on the satisfaction of your residents over a range of issues.

The Questionnaire covers three key areas, including:

- The *Management* of the Village;
- The *Facilities* provided at the Village;
- The *Culture* of the residents and staff at the Village.

The Questionnaire also has a section for new residents who have just gone through the sales process. The results of this section will provide useful information to your sales team measuring the effectiveness of the processes that go into ensuring a new resident enters and settles into the Villagesatisfactorily.

Undertaking the survey at least once is recommended, however, the most effective way to track the progress of the residents over time is to conduct it annually, providing your Village with useful comparative data.

We have several packages available and with prices starting at only **\$25 per unit** (for 80 villa sites or more);

Village Solutions Australia will:

- Meet with client/village manager to discuss any site specific requirements
- Send a personalised questionnaire to each resident of your Village with a reply paid envelope to our office for analysis;
- Compile and provide a detailed report on the outcomes of each question for Management within an agreed timeframe with the client;
- Provide a summary report to all residents of the Village;
- Provide all completed Questionnaires back to the client for their record keeping.

With VSA having the intimate knowledge it does, backed by a dedicated and professional team we are well placed to assist you with our tools and encourage you to contact the team at Village Solutions Australia on

9355 3400 or via email on admin@villagesolutions.com.au to discuss your next **Annual Resident Satisfaction questionnaire** project.