

# **Belong Atherton Apartments**

## Customer Satisfaction Results

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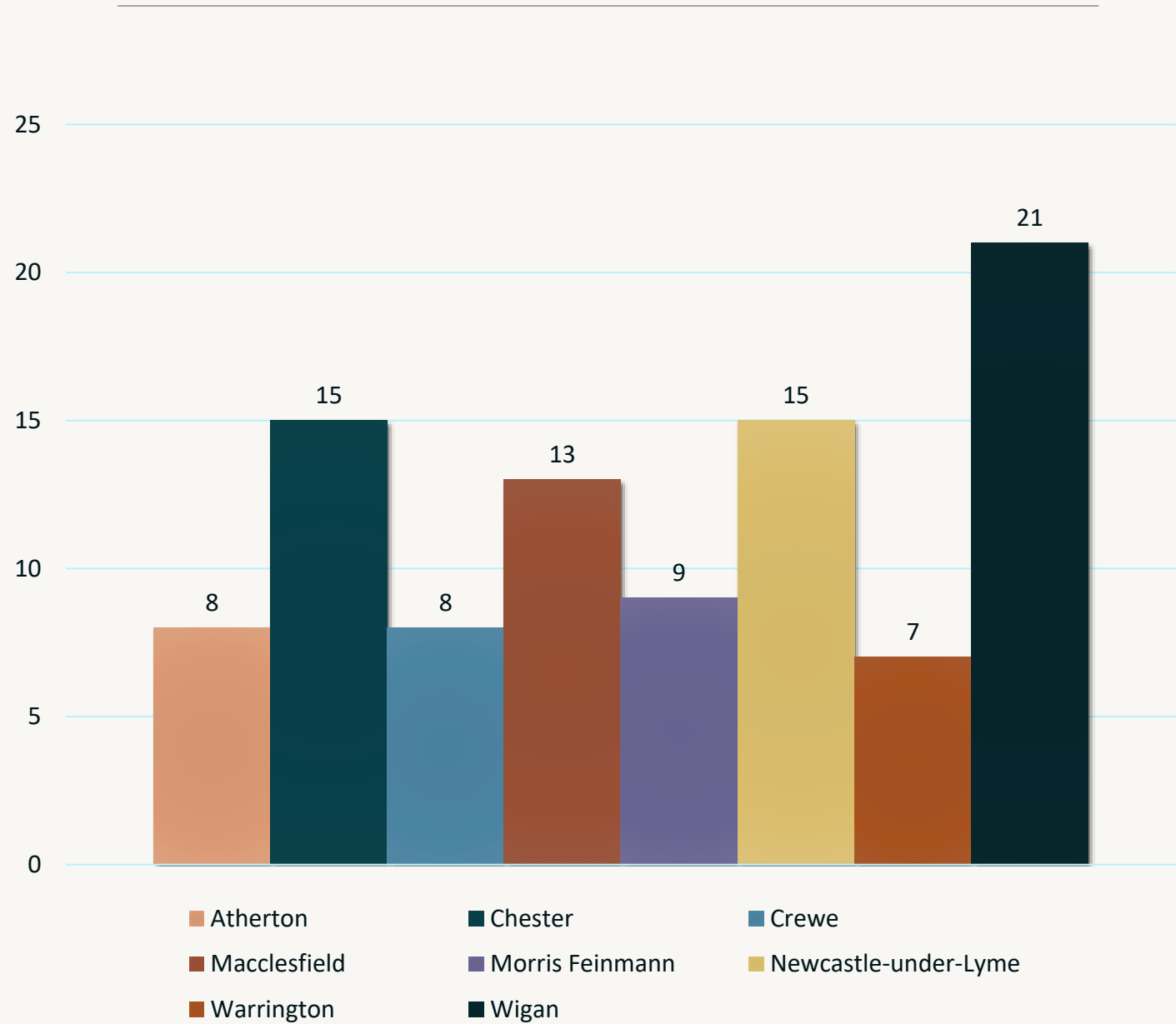
**2023**



**BELONG**

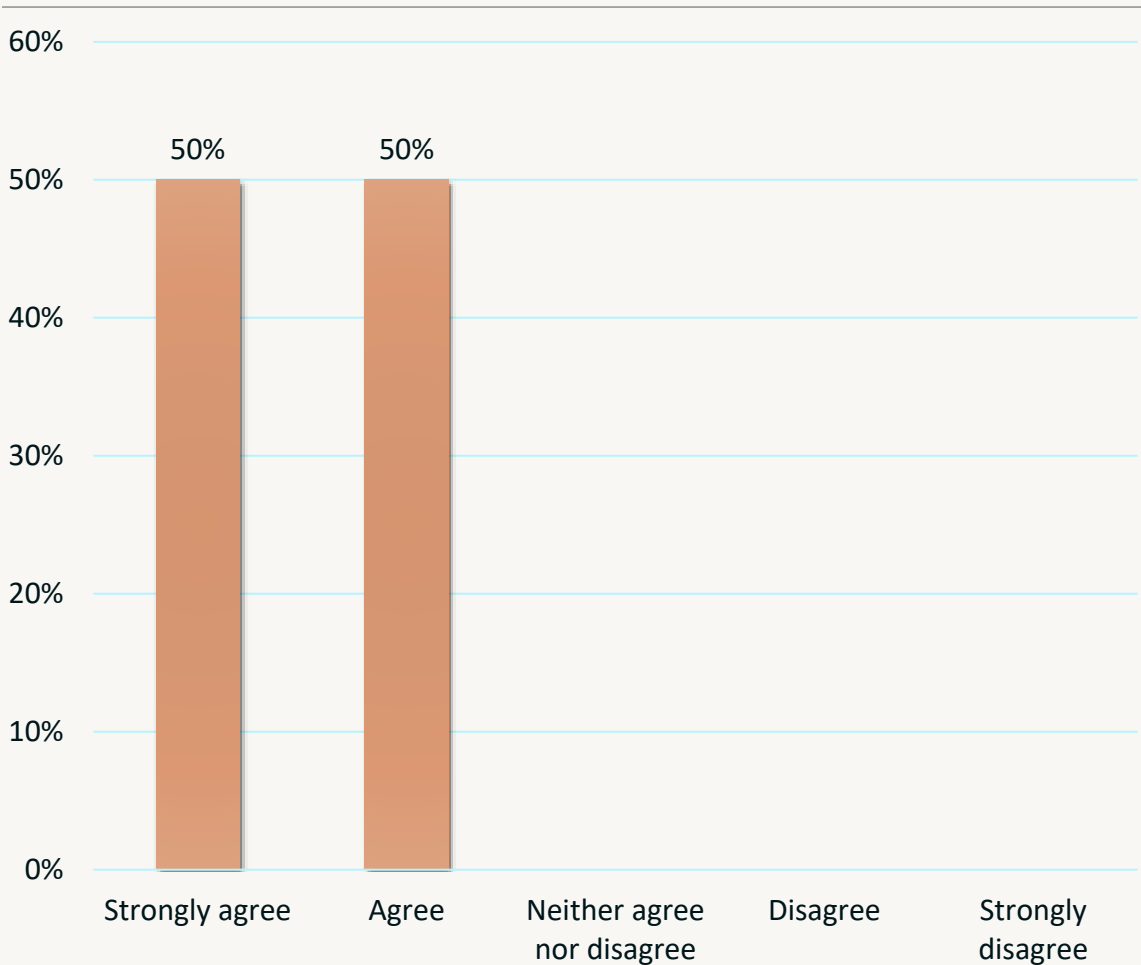
ATHERTON

The number of surveys completed and returned by apartment customers, by location were:



**My experience of the Belong team is that they are respectful, caring and compassionate.**

**50% strongly agreed, rising to 100% if 'agree' responses are included.**

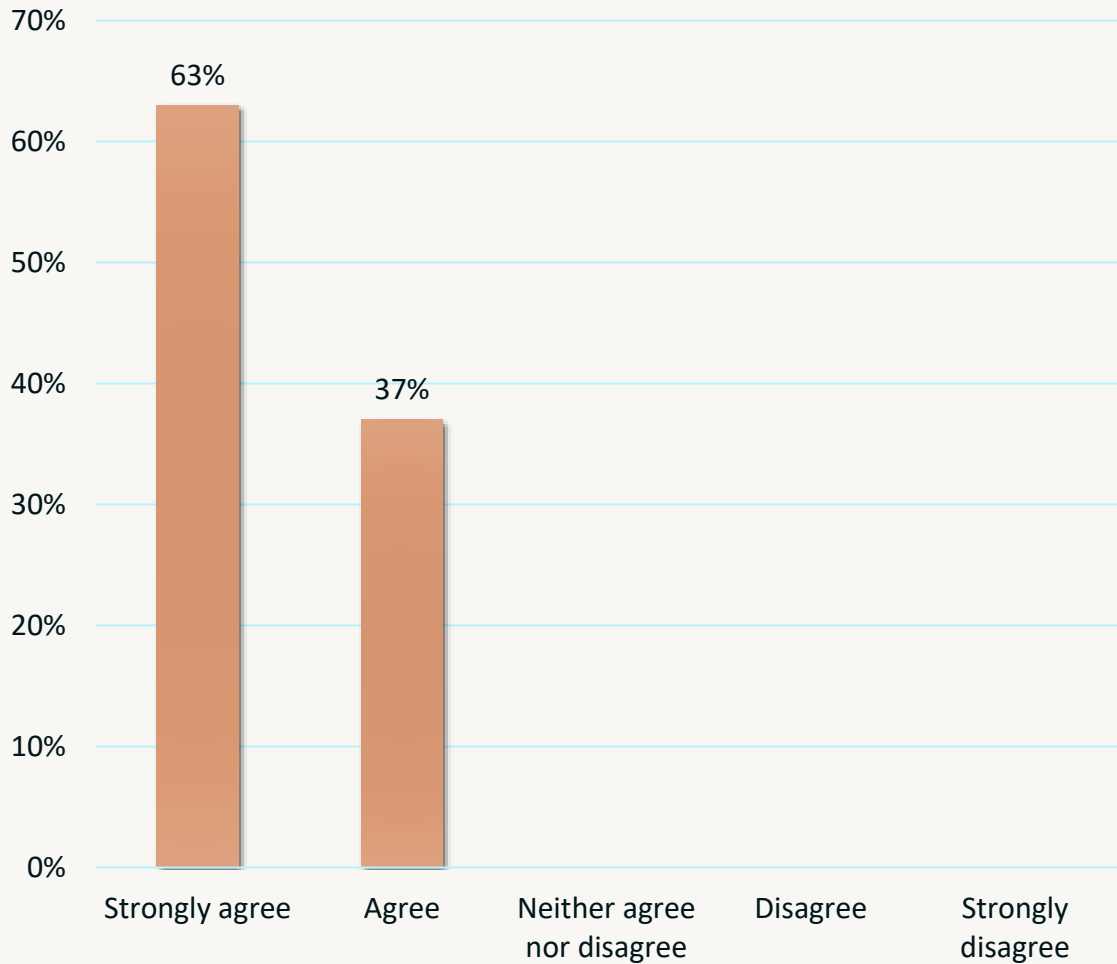


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Very good. Good workers.

## I feel secure living in a Belong apartment.

63% strongly agree, rising to 100% if 'agree' responses are included.



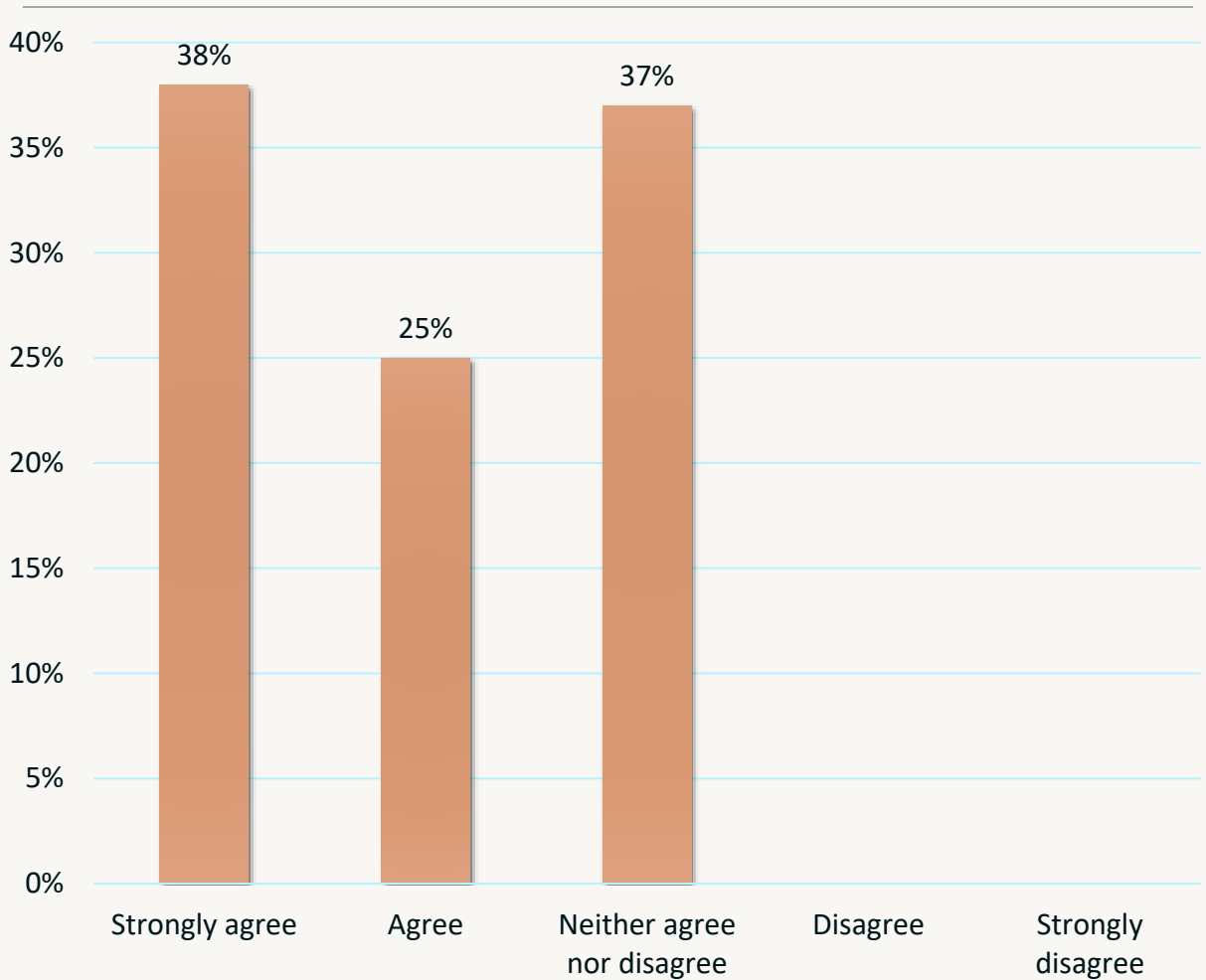
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

I will be happy when the gates are repaired.

## I enjoy using The Bistro.

38% strongly agree rising to 63% if 'agree' responses are included.



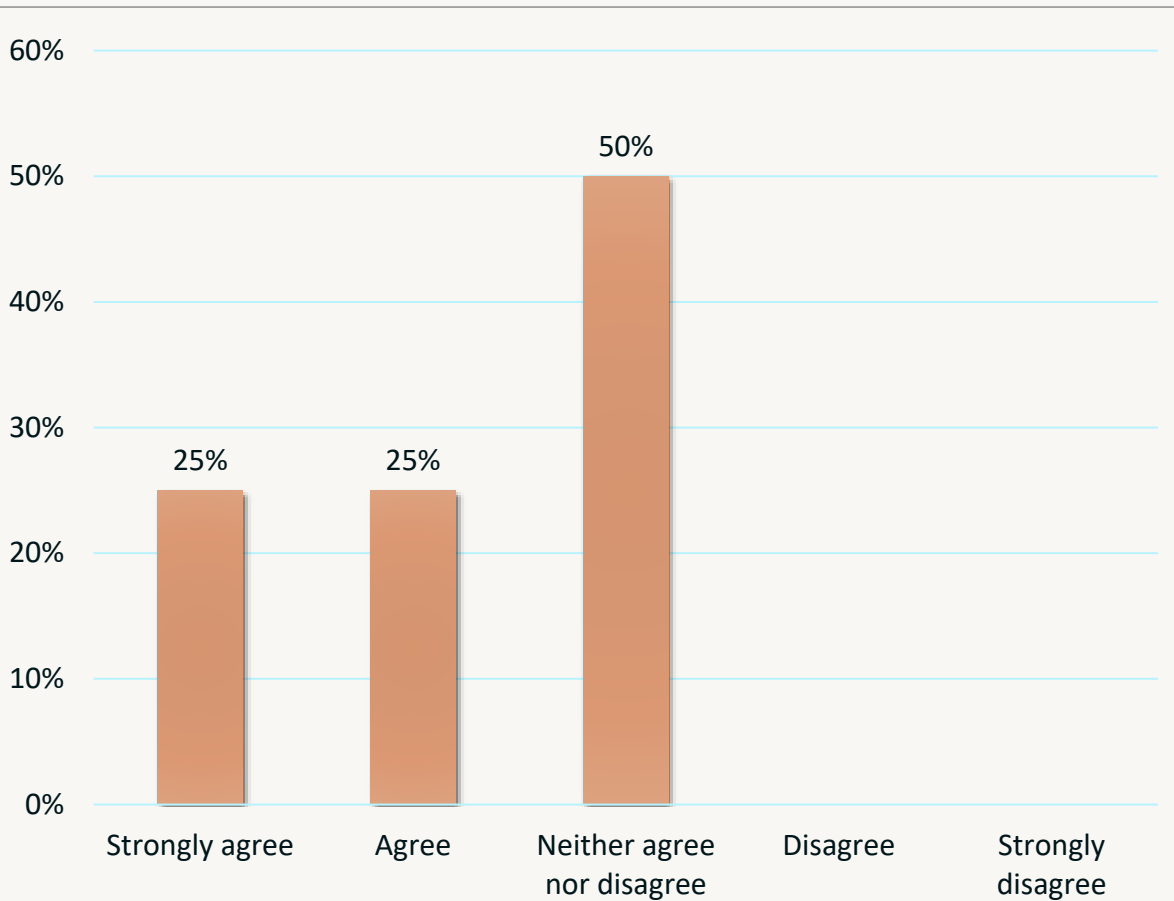
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

The meals are excellent, and the staff are very helpful.

**I am happy with the range and number of activities available in the village.**

**25% strongly agree rising to 50% if 'agree' responses are included.**



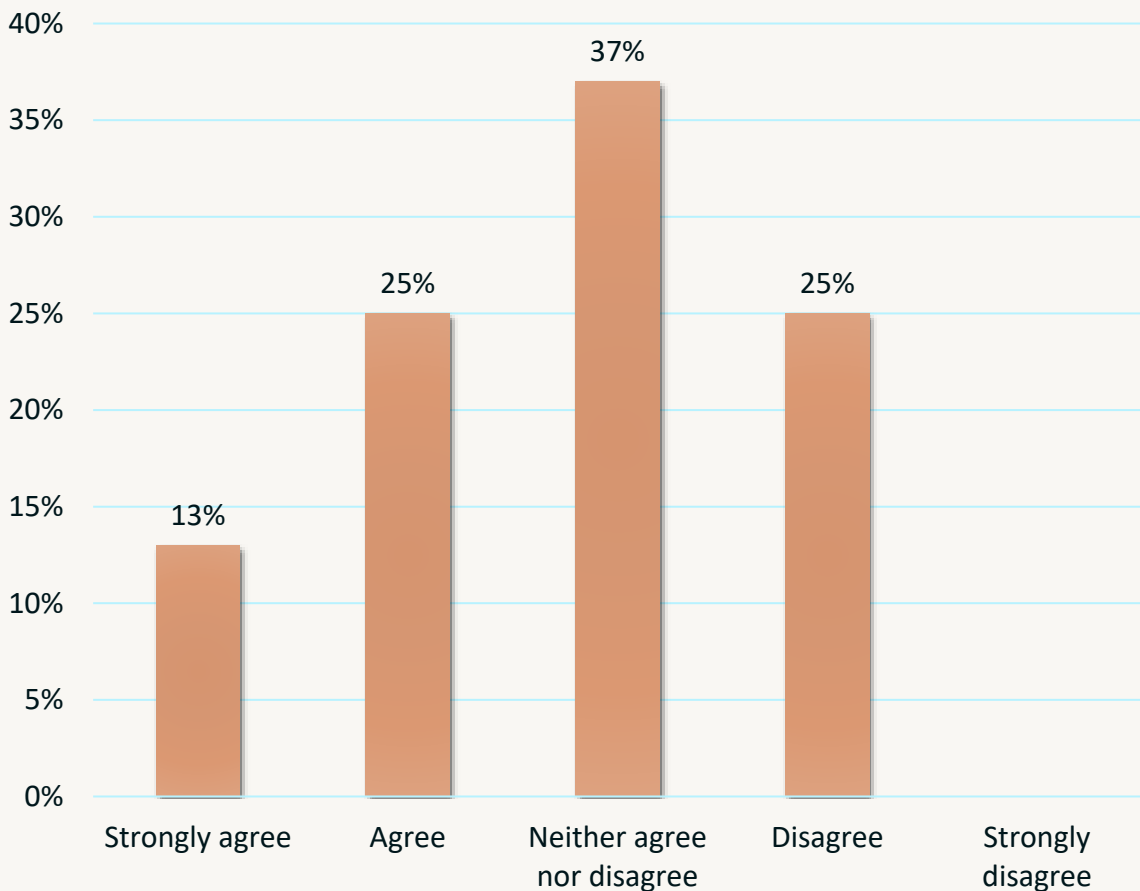
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

#### Comments

I would like evening activities at least twice a week especially Monday and Saturday.

## I like to use the Belong gym.

13% strongly agree rising to 38% if 'agree' responses are included.



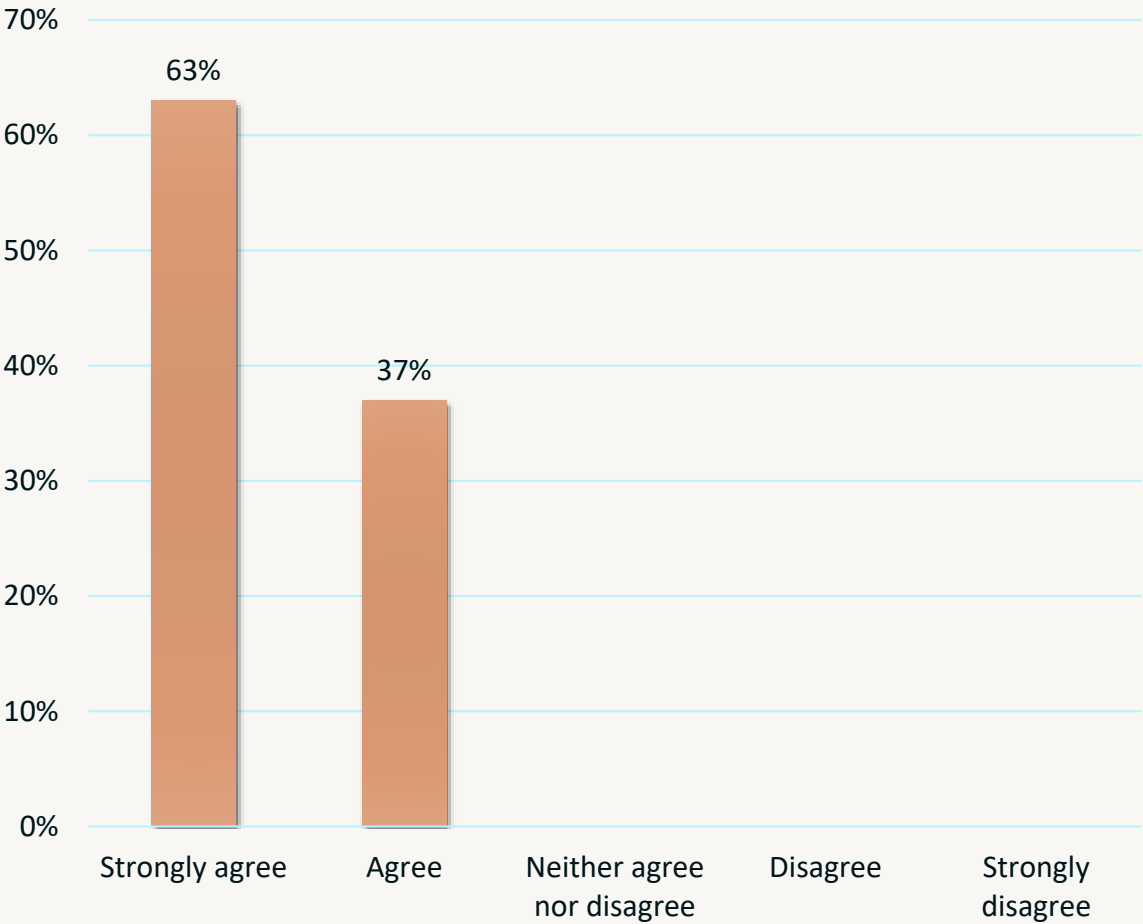
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

I used the gym in the past, twice a week at a cost of £10 a month, now it is £10 per session which is exorbitant.

**I am able to access outdoor space, fresh air, gardens and / or balconies as I would like.**

**63% strongly agree rising to 100% if 'agree' responses are included.**



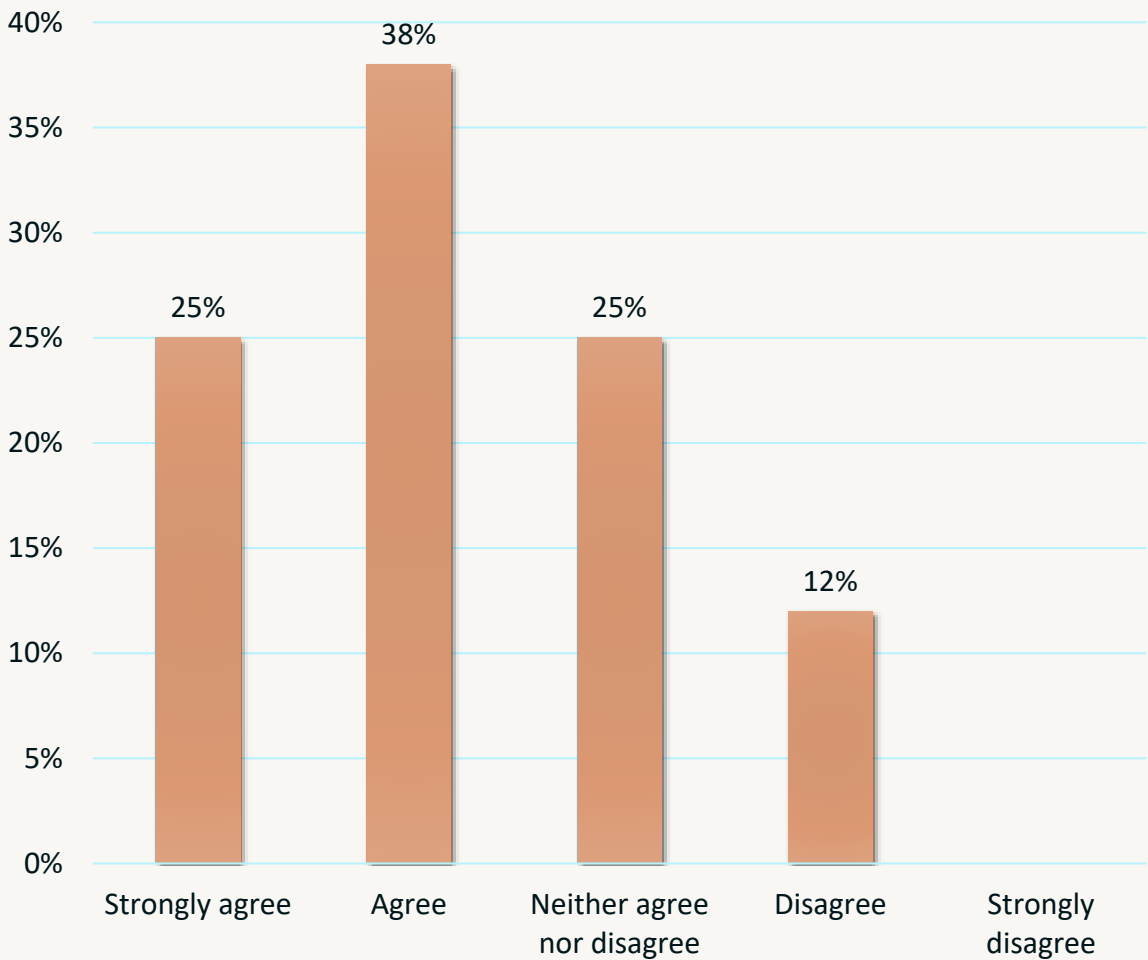
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I have access to the back garden. Note, the gardeners have dug up all the primroses; they don't seem to know perennials come up every year and can be split up to increase them. They treat them like weeds. The lawns should be treated to kill the dandelions, buttercups, daisies and moss.



## My spiritual needs are supported in Belong.

25% strongly agree rising to 63% if 'agree' responses are included.



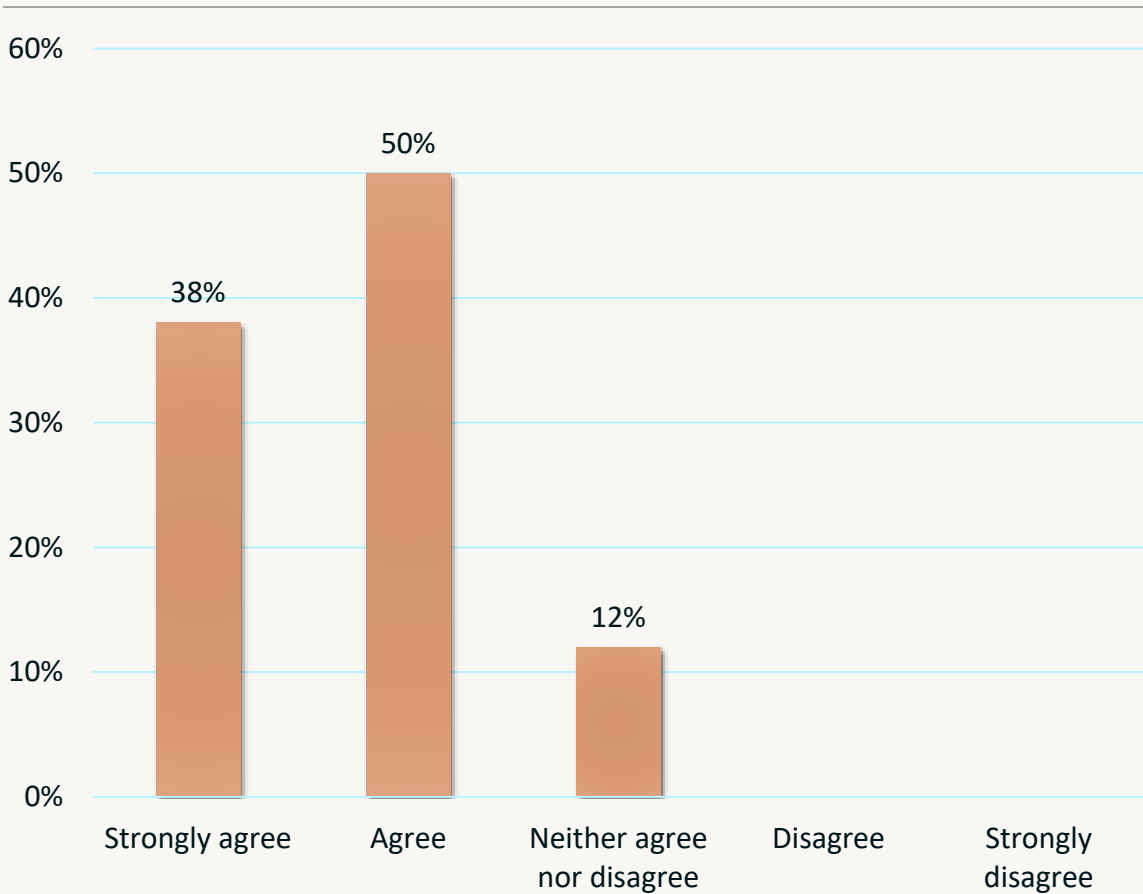
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

No comments were received.

**I feel that Belong communicates well with me about what is happening in the village.**

**38% strongly agree rising to 88% if 'agree' responses are included.**



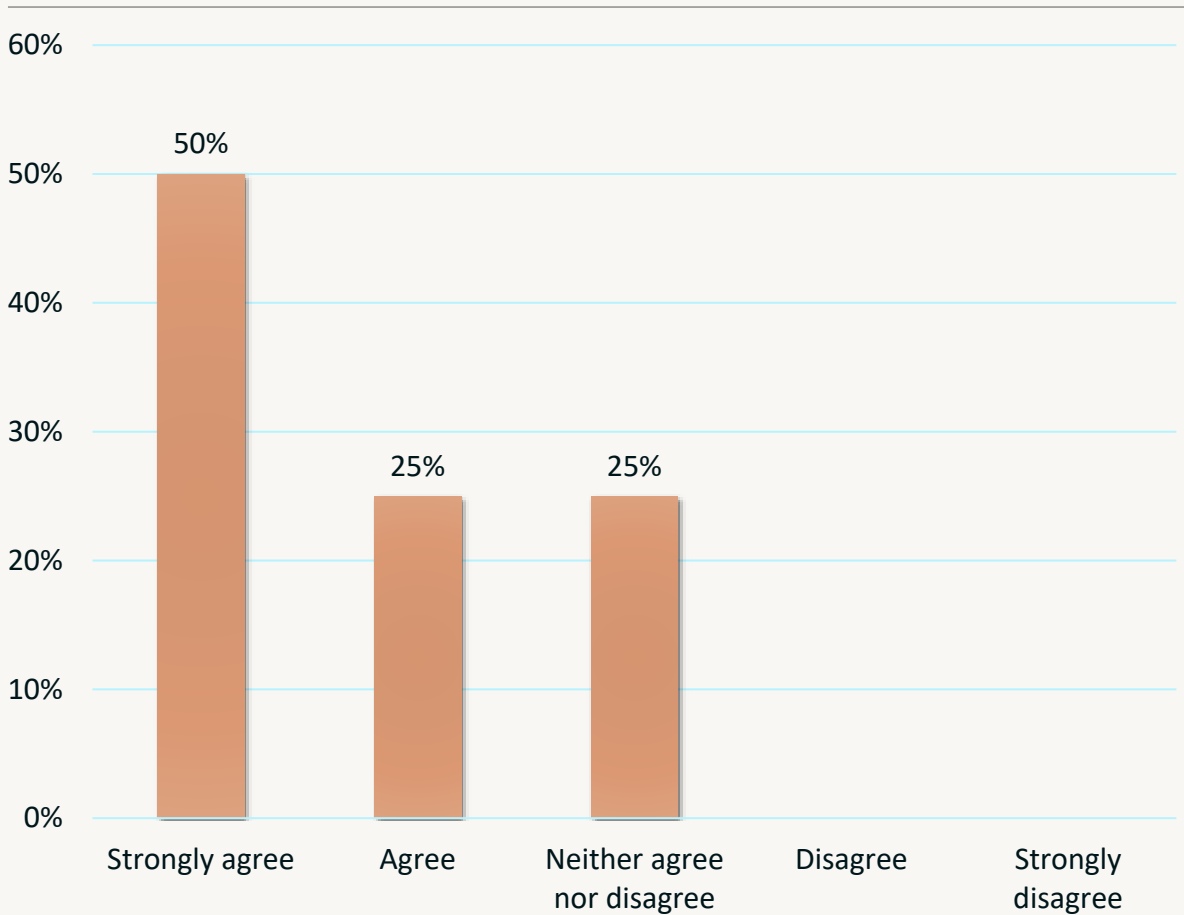
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

**Comments**

No comments were received.

The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

50% strongly agree rising to 75% if 'agree' responses are included.

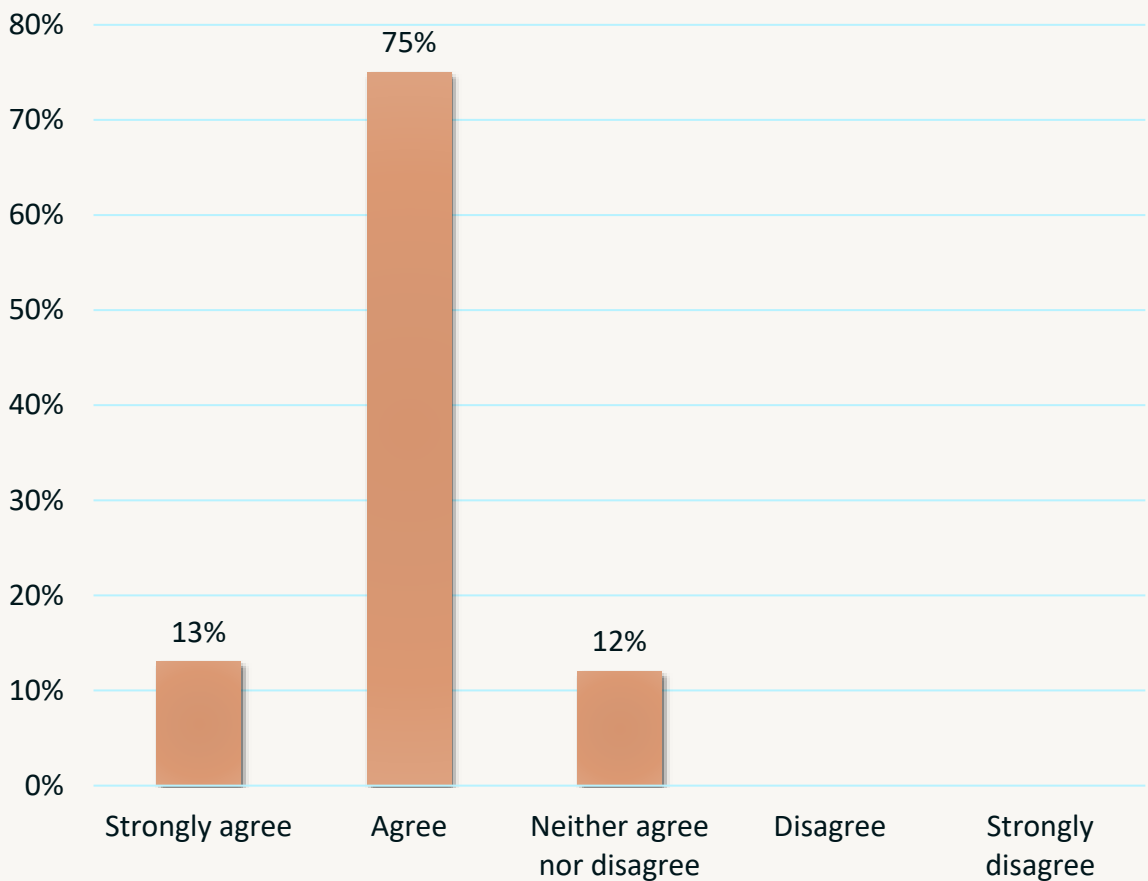


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I have an electric scooter outside my apartment which is not causing an obstruction we have been waiting over a year for bays for us; several people have scooters.

**The indoor environment and building are well maintained.**

**13% strongly agree rising to 88% if 'agree' responses are included.**

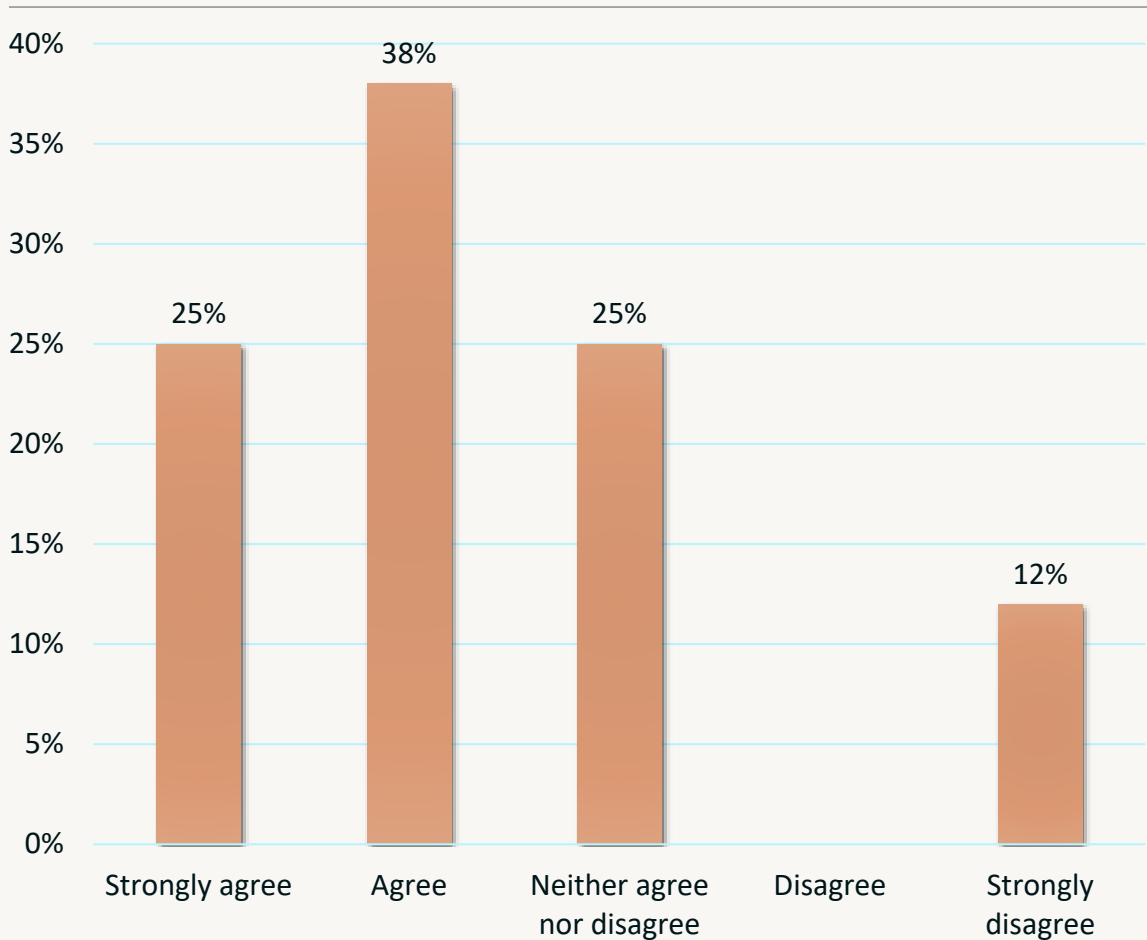


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Could do with pointing windows as very hard to undo windows and open doors.
We have been having problems with the fire doors in corridors recently. Have we got CCTV in the corridors? If we haven't, we should have as this would increase security.

**The gardens and grounds in my village are well maintained.**

**25% strongly agree rising to 63% if 'agree' responses are included.**

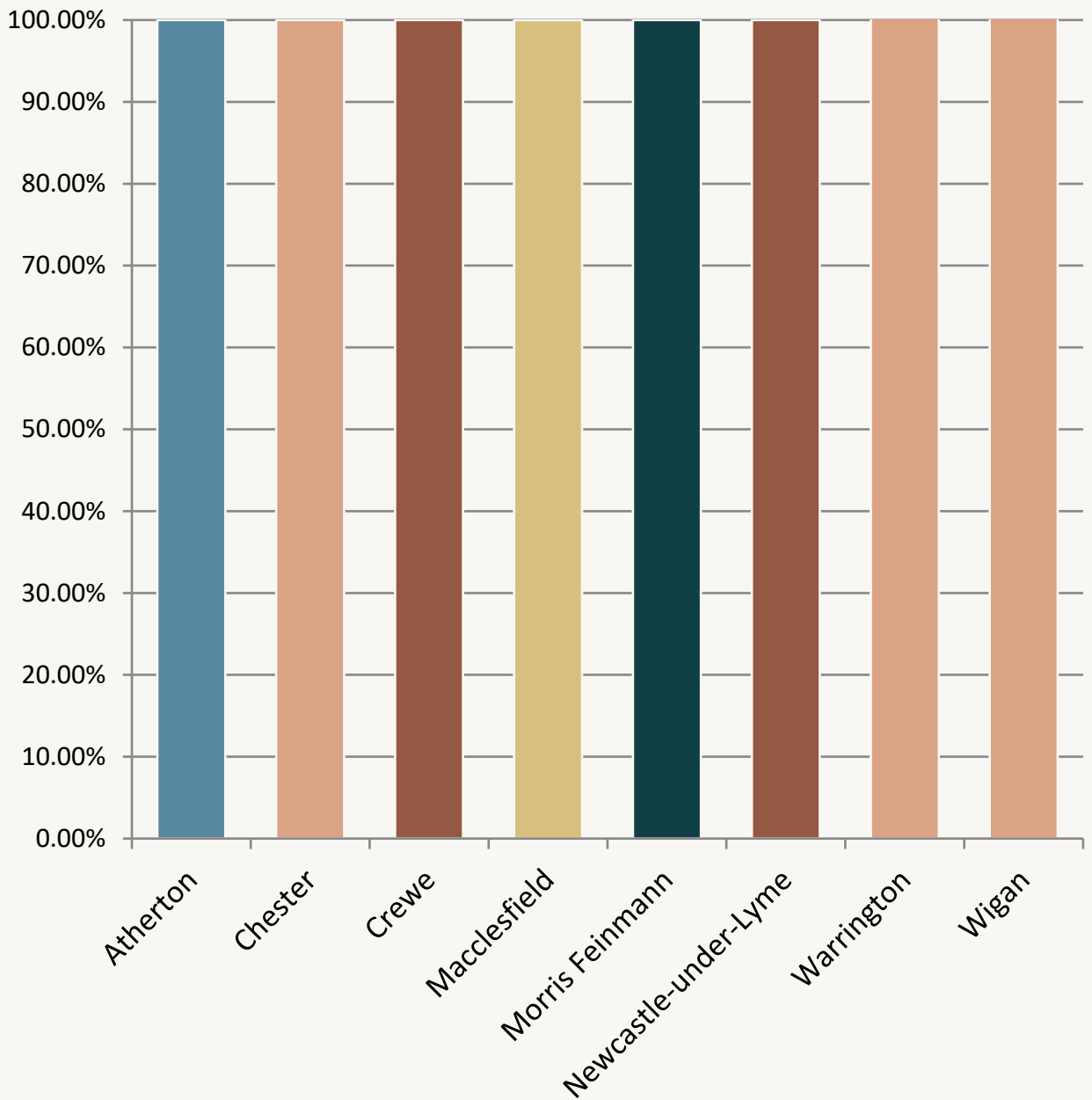


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

#### **Comments**

The outside resembles an abandoned building. It's a disgrace and now this garden looks like dead earth.

**100% percent of Belong apartment customers, across all locations, would recommend Belong to family and friends.**



## We asked apartment customers what they feel we do well.

The below comments are representative examples of the comments received (full data is available on request):

Feedback category	Feedback received
Communication	Good communication.
Staff	Look after us well. Nothing is too much trouble for them.

## We asked apartment customers what they felt we could do better.

The below comments are representative examples of the comments received (full data is available on request):

Feedback category	Feedback received
Parking	Disabled car parking spaces are frequently used by people not disabled or displaying a blue badge. This needs to be monitored and signs displayed to emphasise the markings already on the ground.
Complaints	Allow us more say regarding complaints. I keep complaining about overflowing gutters. The gutters are flushed but I believe the downspout is blocked.

## We asked apartment customers if there was anything else they would like to tell us.

The below comments are representative examples of the comments received (full data is available on request):

Feedback category	Feedback received
Maintenance	At the end of the back garden next to the shed rubbish is being dumped; it's an eyesore.
Environment	Love living here at Belong. It's just like a big family.

## Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed	Planned action
Bistro	Limited menu.	I have met with BCM to review specials available and adapted the menu we will keep this under review.	Meet with tenants within the next quarter to receive feedback.
Activities	Activities not available on weekends and evenings.	Tenants meeting held and actions confirmed for What's on planners moving forward.	Review weekend provision with current staffing budget.
Gym	Gym pricing.	We have provided group activities at lower pricing structure to improve access.	No further actions.
Outdoor Area	A small percentage questioned the quality of garden contractors.	General feedback has improved since contractors have changed. Feedback has been provided to the property team to review.	No further actions.



## Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed	Planned action
Spiritual	Access to services.	Literature provided on local services. Village to host at least one service per month.	We are working to expand number and range of services in the village.
Responsive communication	Storage for motorised scooters.	Small storage available; we are unable to provide additional space.	No further actions.
Building maintenance	Fire doors are too heavy. Windows difficult to open. Request for CCTV.	Fire door has been seen by a contractor and closure amended to improve this matter.	Windows to be reviewed on next health and safety audit.  CCTV is in place outside the building and apartment core areas. Signs are being installed to advise of this.
Gardens and Grounds	Building and gardens require attention.	Order placed for shrubs and plants to improve areas.	Property refurb schedule to be reviewed to incorporate outdoor maintenance.

## Manager's comments:

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The customer satisfaction survey is just one way we seek feedback from customers as a measure of their satisfaction with the quality of our services and the standard of accommodation available. This feedback is shared with all members of the team and positive comments received will help to reinforce good practice, while any concerns raised will assist the team at Belong to identify actions that are needed to improve our services. We'd like to thank everyone who has taken the time to participate in this year's survey and for your continued support in enabling us to further develop and improve our services.

## What do we do with your feedback?

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- Produce these annual reports with action plans by the manager for public information
- Managers use feedback to inform their service development plans
- Share the reports and audits with the teams
- Dementia skills assessments and observations used to inform individuals PDRs
- Update policies, procedures and standards where required
- Increase audits as needed
- Share with regulators, commissioners and banks
- Use it to better understand and improve our services

### **Getting better all of the time**

Making a conscious effort to find out what life is like for people who live in our villages helps us to see what needs to be improved.

Thank you for taking the time to take part in this year's survey.

