

# **Belong Morris Feinmann Apartments**

## Customer Satisfaction Results

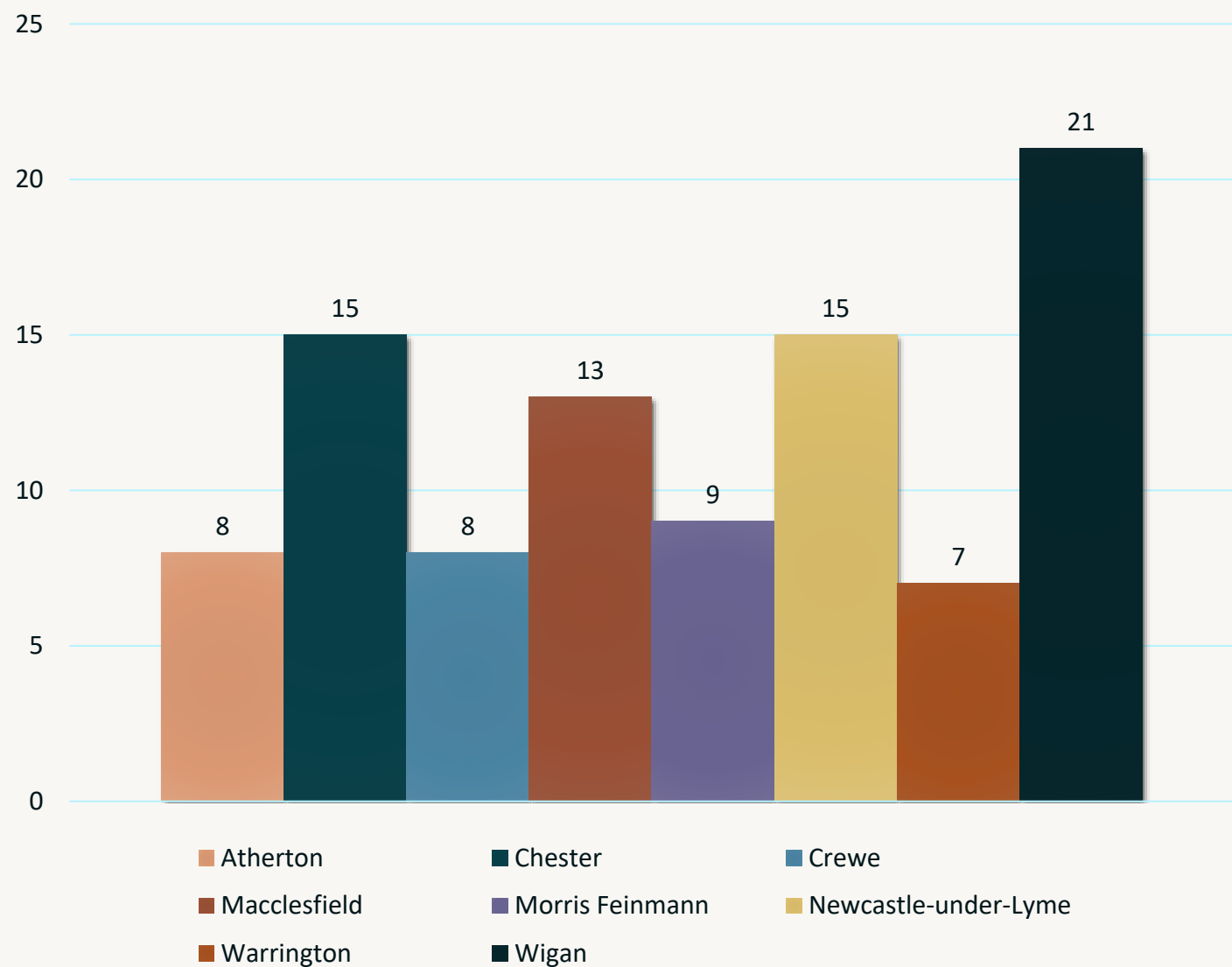
---

**2023**



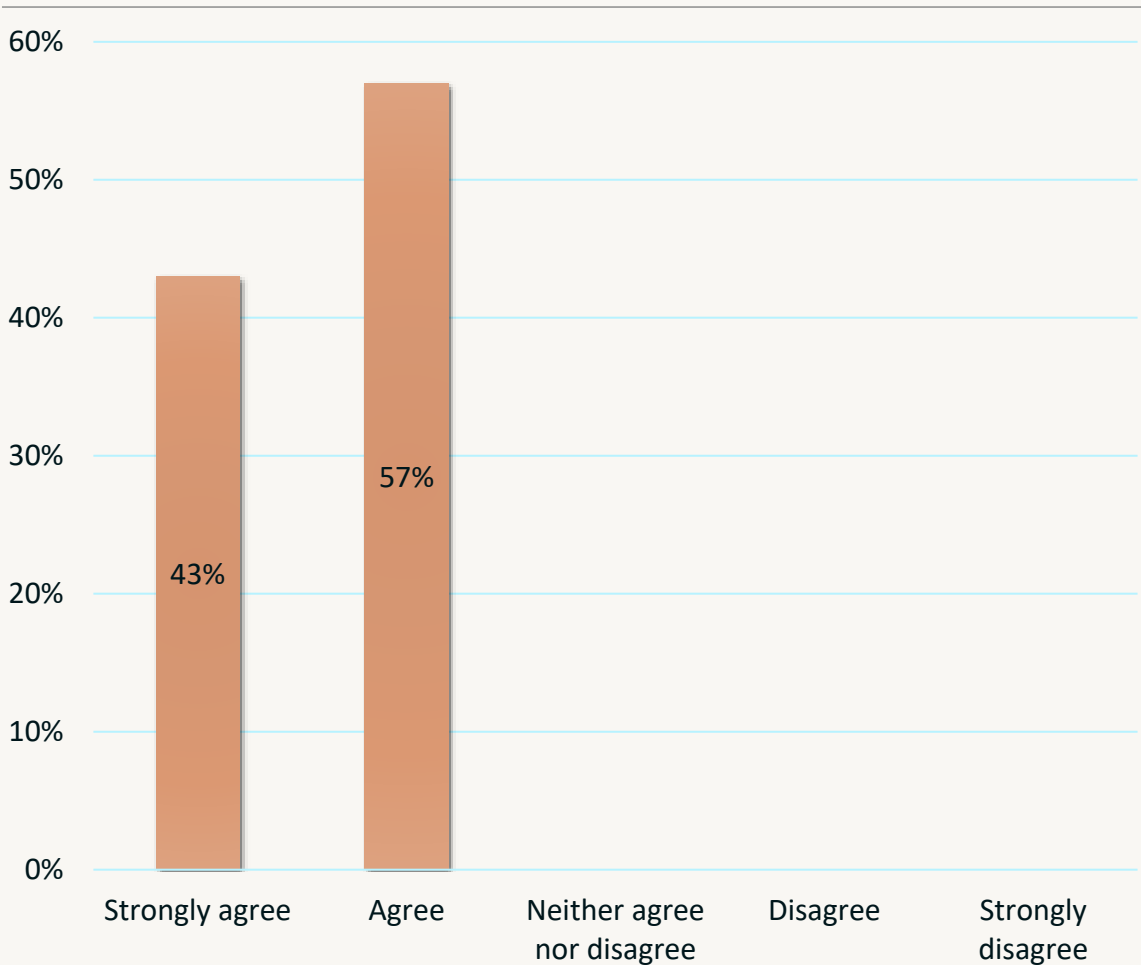
The number of surveys completed and returned by apartment customers, by location, is shown below. In Didsbury, this accounts for 75% of our apartment customers.

---



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

**43% strongly agreed rising to 100% if 'agree' responses are included.**

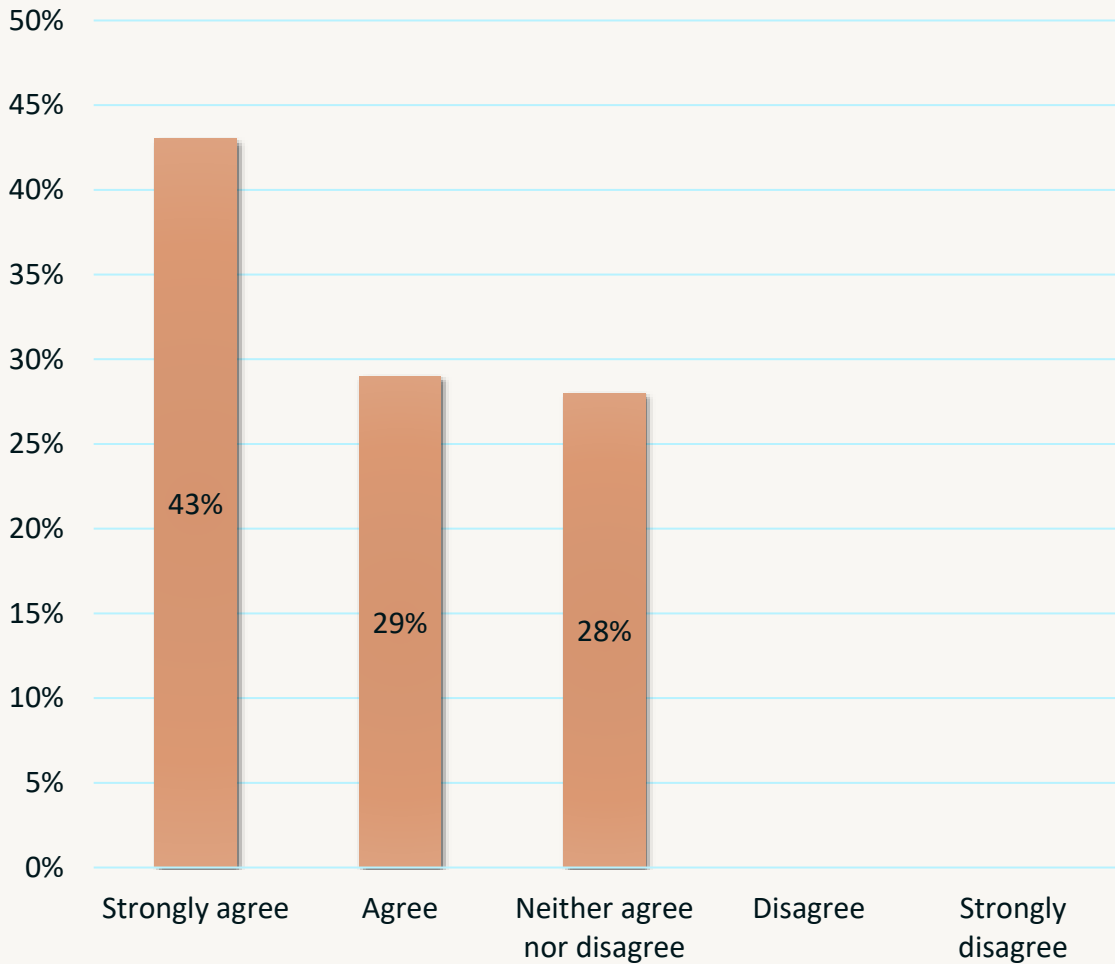


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
The best people.

## I feel secure living in a Belong apartment.

43% strongly agree rising to 72% if 'agree' responses are included.



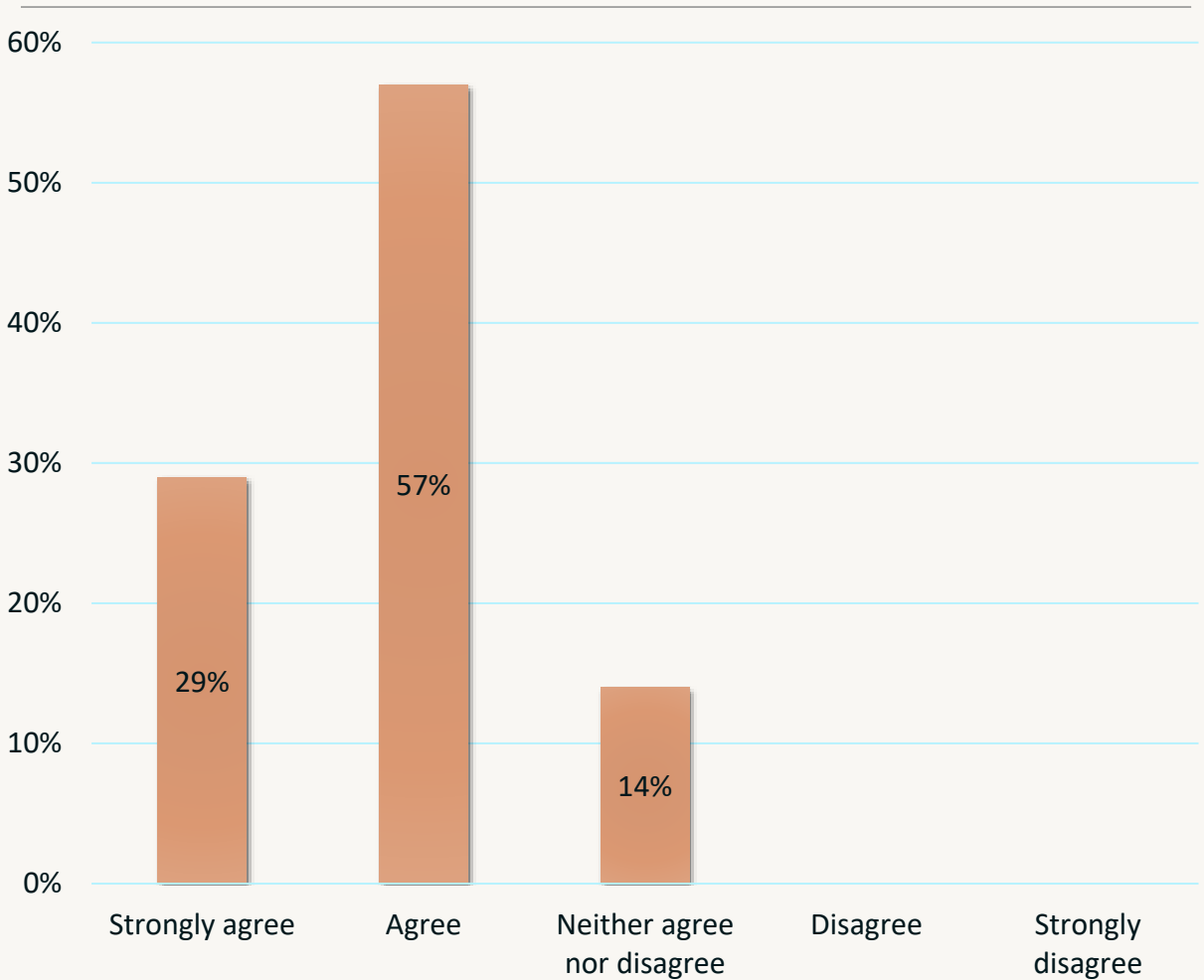
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

Too many faults in my security system.

## I enjoy using The Bistro.

29% strongly agree rising to 86% if 'agree' responses are included.



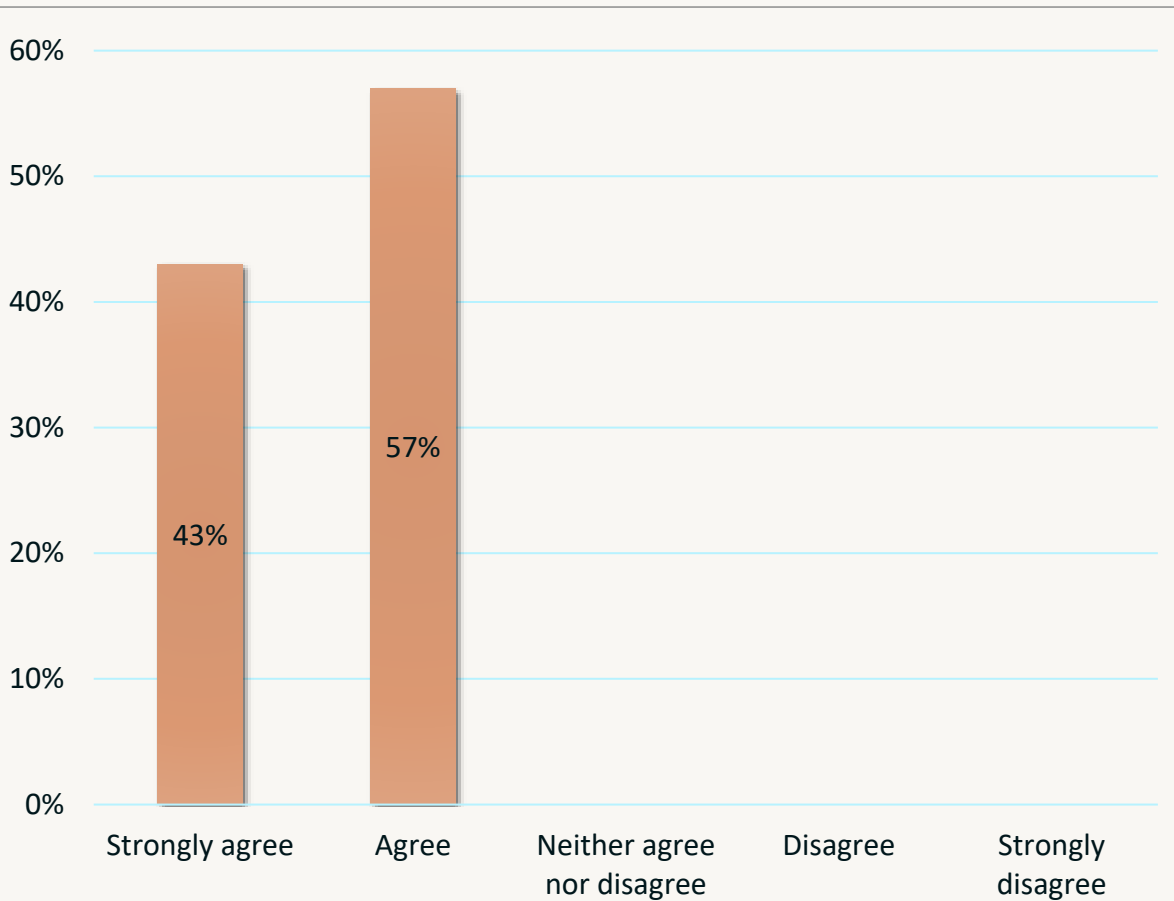
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

Mix with people, that is what we all need to do.

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

**43% strongly agree rising to 100% if 'agree' responses are included.**



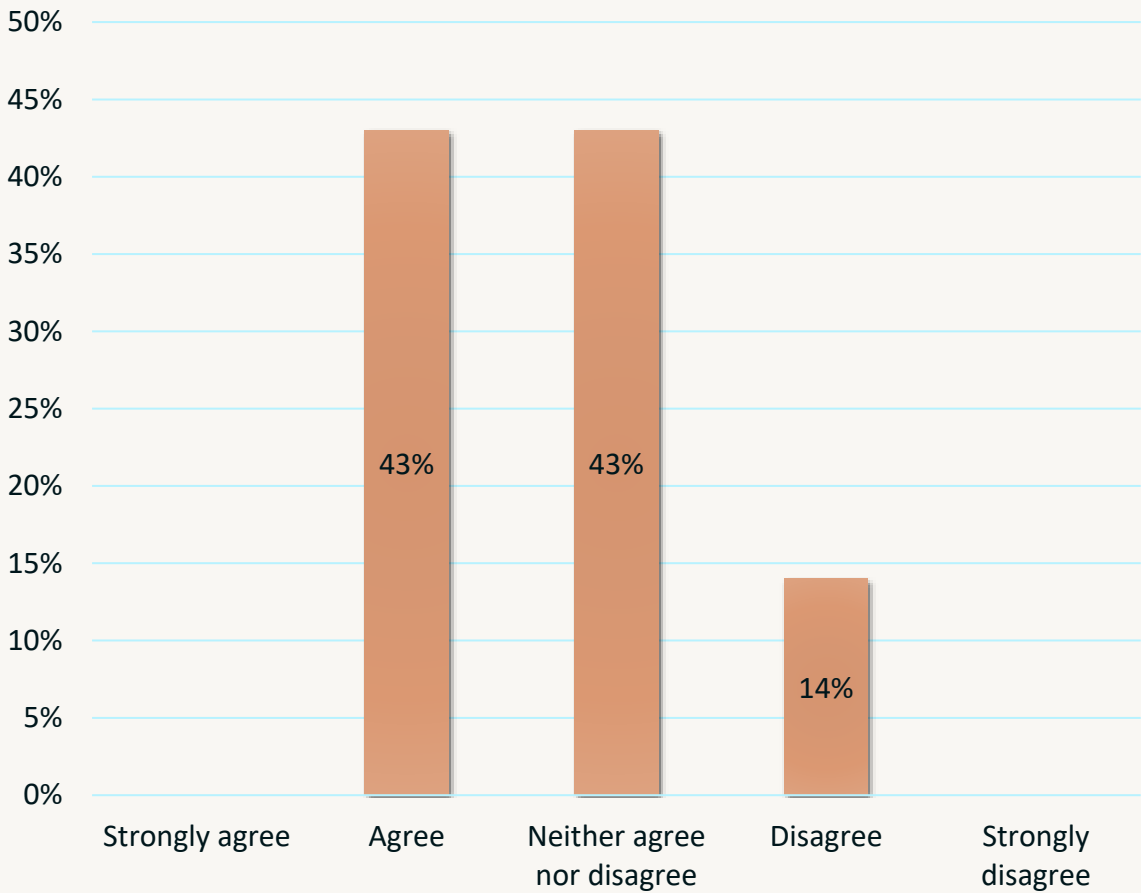
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

**Comments**

Tried others and seen what results you did.

## I like to use the Belong gym.

43 % agree



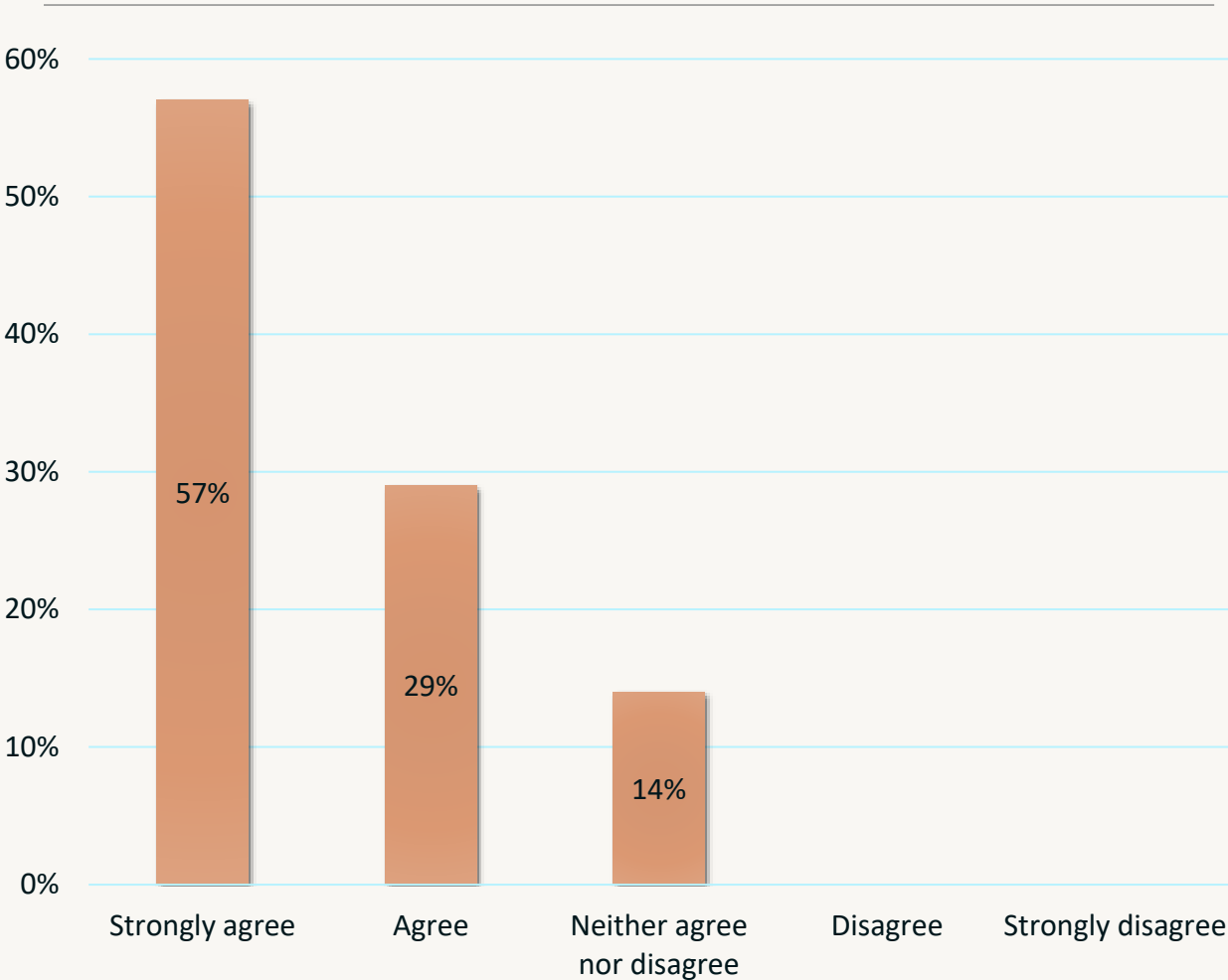
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

I can't use the gym due to broken bones.

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

**57% strongly agree rising to 86% if 'agree' responses are included.**



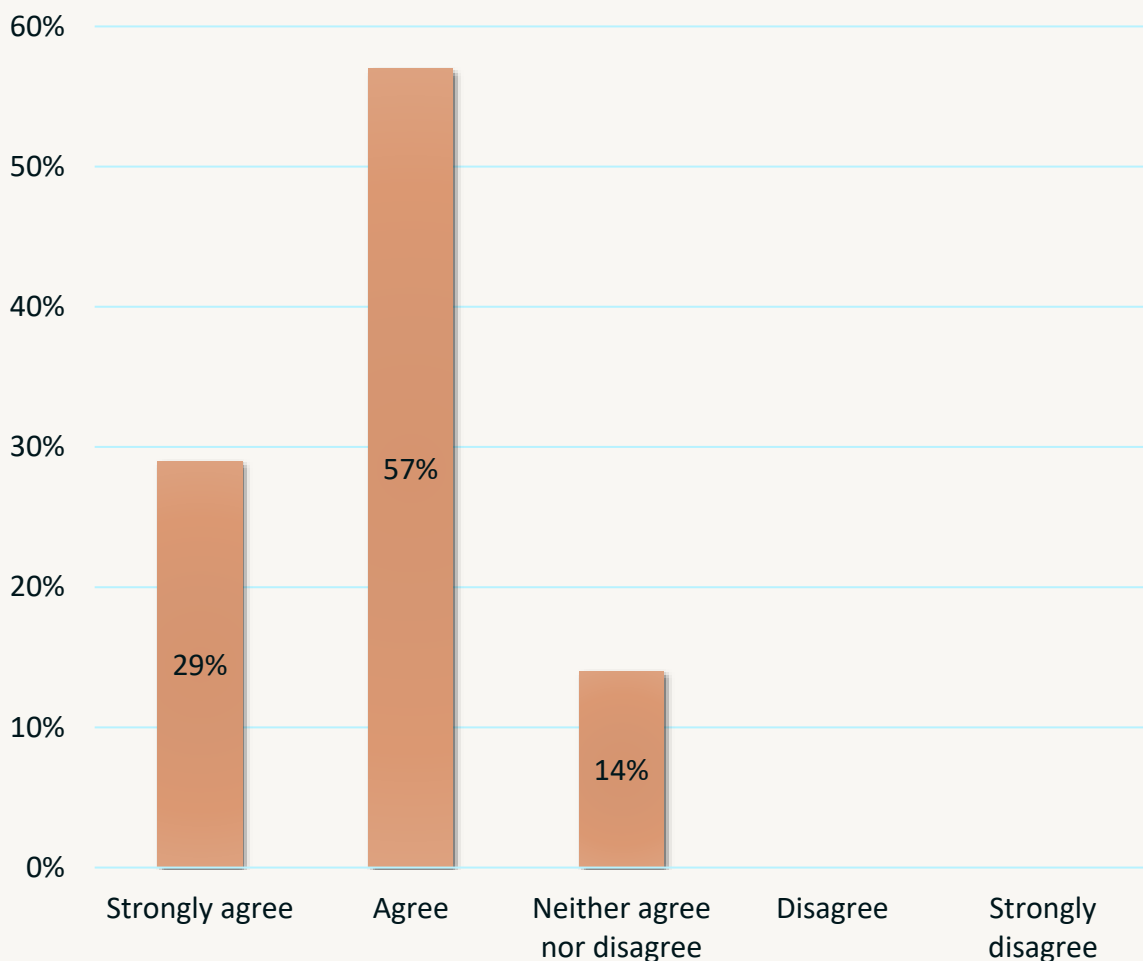
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.



### My spiritual needs are supported in Belong.

29% strongly agree rising to 86% if 'agree' response are included.

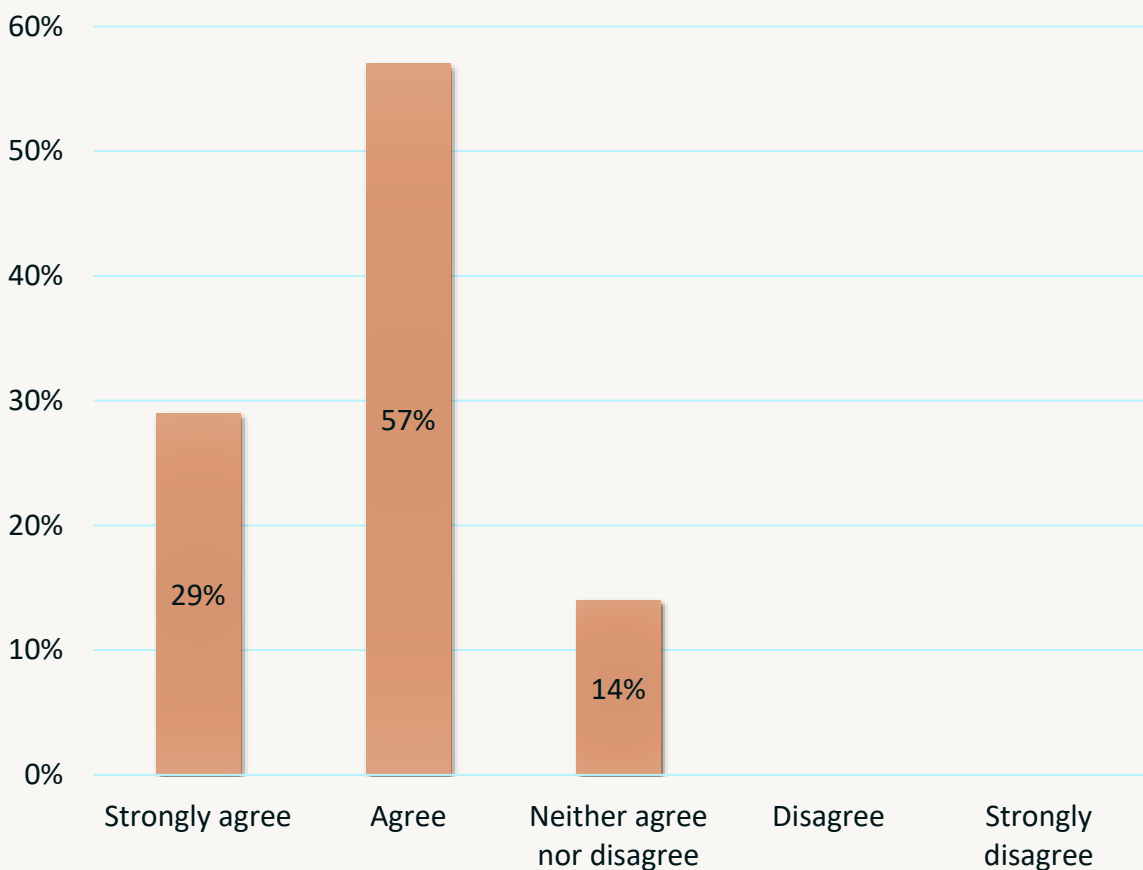


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

**29% strongly agree rising to 86% if 'agree' responses are included.**



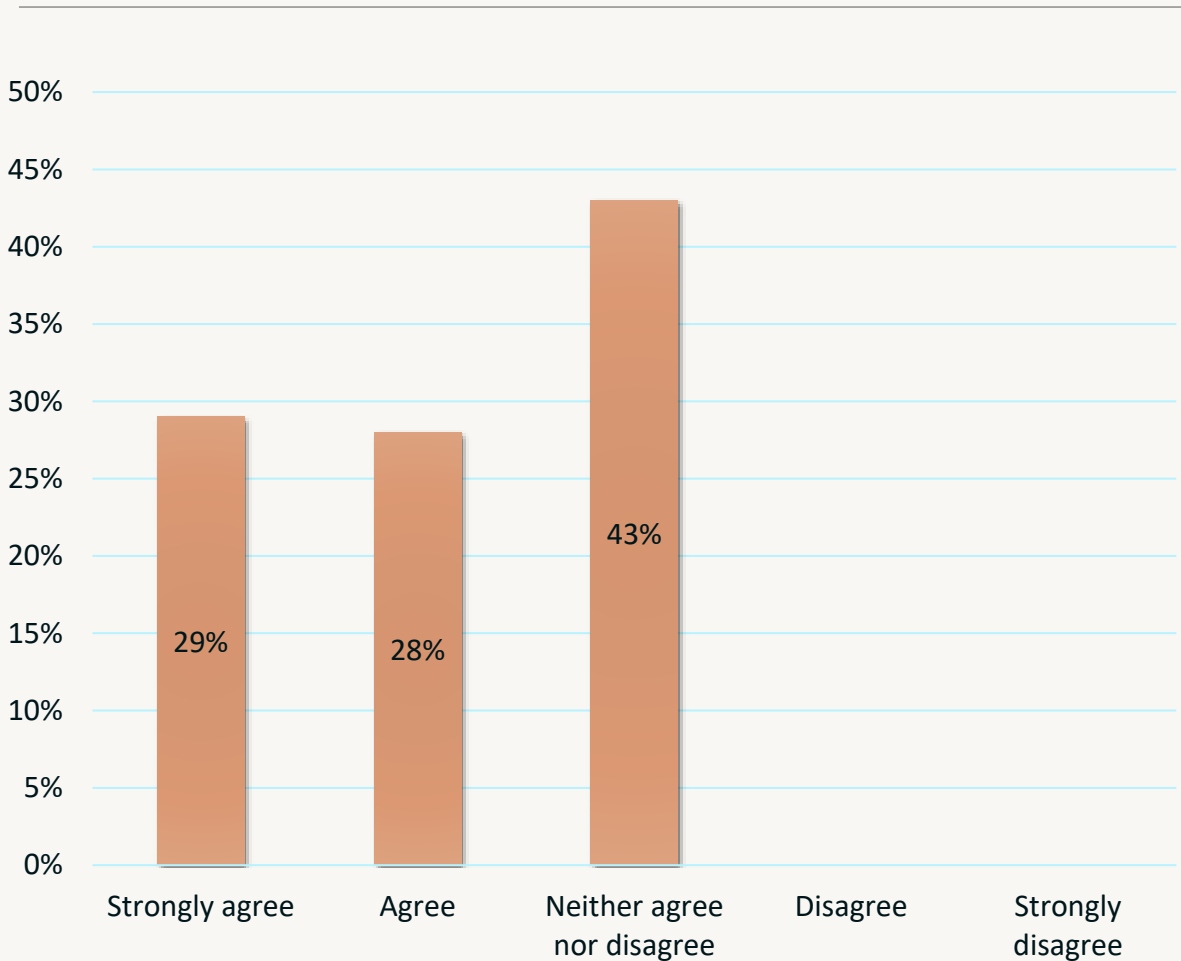
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

**Comments**

No comments were received.

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

29% strongly agree rising to 57% if 'agree' responses are included.

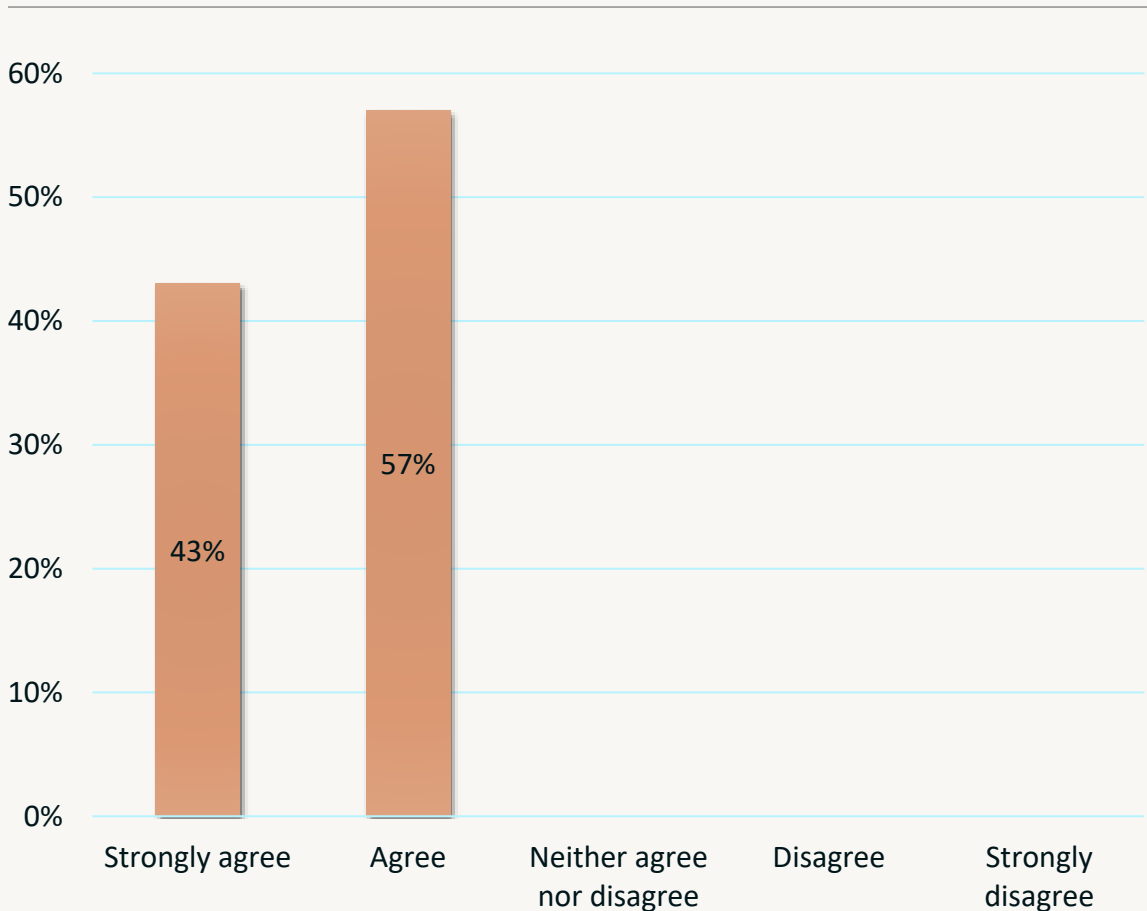


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Wonderful people the helpers are fab what more can I say.
Many complaints are noted but not acted upon.

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

**43% strongly agree rising to 100% if 'agree' responses are included.**



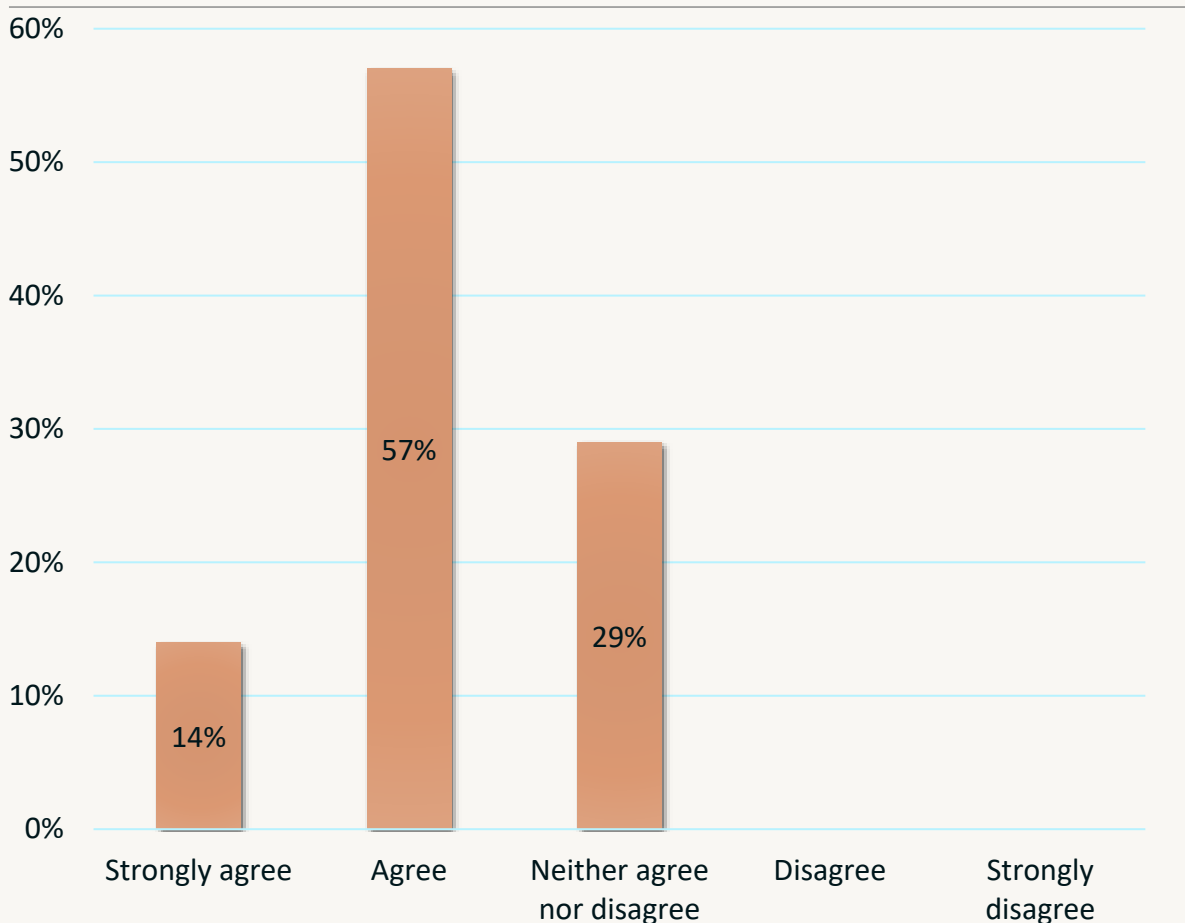
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

**Comments**

No comments were received.

The gardens and grounds in my village are well maintained.

14% strongly agree rising to 71% if 'agree' responses are included.

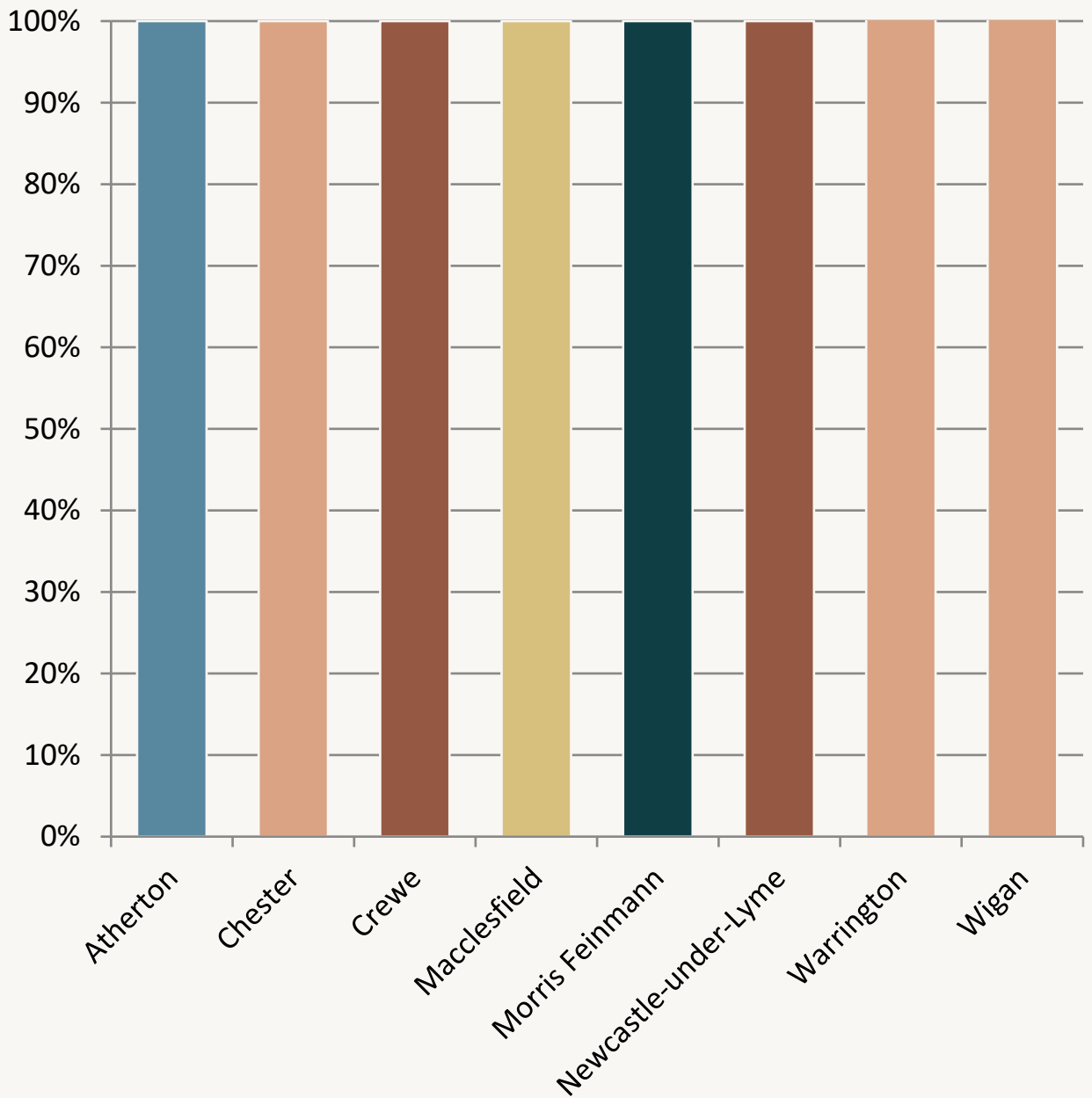


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

### Comments

During hot weather, the plants are allowed to die because they are not watered.

**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):

<b>Feedback category</b>	<b>Feedback received</b>
Food and drink / service	Cook well, make fruit juice drink available. You deliver my post/letters.
Staff / Service	Most things done well, and I really can't say anyone is better than others. Fab workers.
Staff / Care	Treatment of tenants and residents all done with care and sympathy. All staff are very caring and friendly.

## **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):

<b>Feedback category</b>	<b>Feedback received</b>
Building maintenance	Save on electricity in corridors during the daytime. Water the gardens regularly, especially during very dry weather.
Building maintenance	Sort out problems as soon as possible.

## **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):

<b>Feedback category</b>	<b>Feedback received</b>
Service	I think you all are doing a fine job. Keep up the good work.

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

<b>Feedback area</b>	<b>Comments</b>	<b>Actions or response</b>
Feel secure in apartment	Faults in the security system	The security system is in good working order and any aspect in relation to our building maintenance is promptly logged by the Front of House team.
Gardens maintained	Plants were not watered during heatwaves	Unfortunately, we had an extended period of the year without a caretaker, which impacted on tasks such as the watering of plants. We have now recruited further support to the caretaking team to enable us to cover the role effectively.
What could we do better?	Save on electricity as apartment corridor lighting is always on	We have requested our Property team install a motion sensor to activate lighting. Beyond this, Belong is strengthening its sustainability strategy to ensure a greener approach to our buildings going forward.
Dealing with complaints	Complaints are not always acted upon	We were disappointed to read this feedback as we aim to respond to and resolve complaints promptly. We do appreciate that it can be frustrating when property issues take time to address and our property team is continuously reviewing suppliers and processes to make improvements.



## **Manager's comments:**

---

We were delighted to receive a 75% response rate on this year's survey and would like to thank all our apartment tenants who took the time to respond.

We were also delighted to receive the largely very positive feedback on your experience of living in a Belong apartment, including the positive comments on the environment, facilities and input of Belong colleagues.

We are addressing the points identified where we could improve and we will continue to work hard to ensure the experience of living in Belong Morris Feinmann is a positive and happy one.

**Carolyn Ball**

General Manager

## What do we do with your feedback?

---

- Produce these annual reports with action plans by the manager for public information
- Managers use feedback to inform their business 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.

