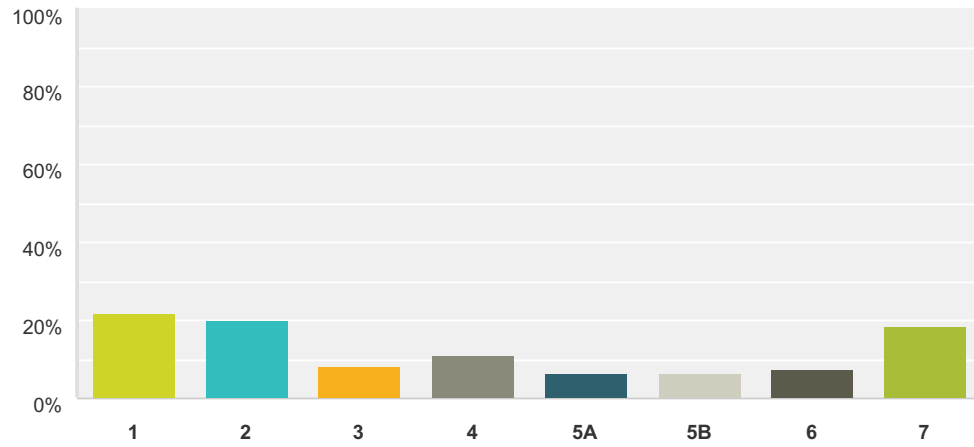


Q1 Please confirm which phase your apartment is within? Por favor confirme en qué se encuentra su apartamento?

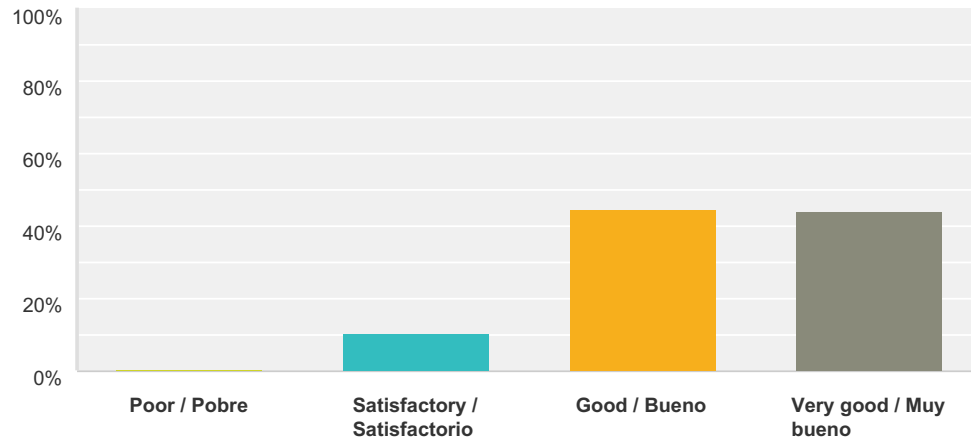
Answered: 340 Skipped: 0



| Answer Choices | Responses |
|----------------|------------|
| 1 | 21.76% 74 |
| 2 | 20.00% 68 |
| 3 | 8.24% 28 |
| 4 | 11.18% 38 |
| 5A | 6.47% 22 |
| 5B | 6.47% 22 |
| 6 | 7.35% 25 |
| 7 | 18.53% 63 |
| Total | 340 |

Q2 How would you rate the overall quality of swimming pools? ¿Como calificaría, en general, la calidad de las piscinas?

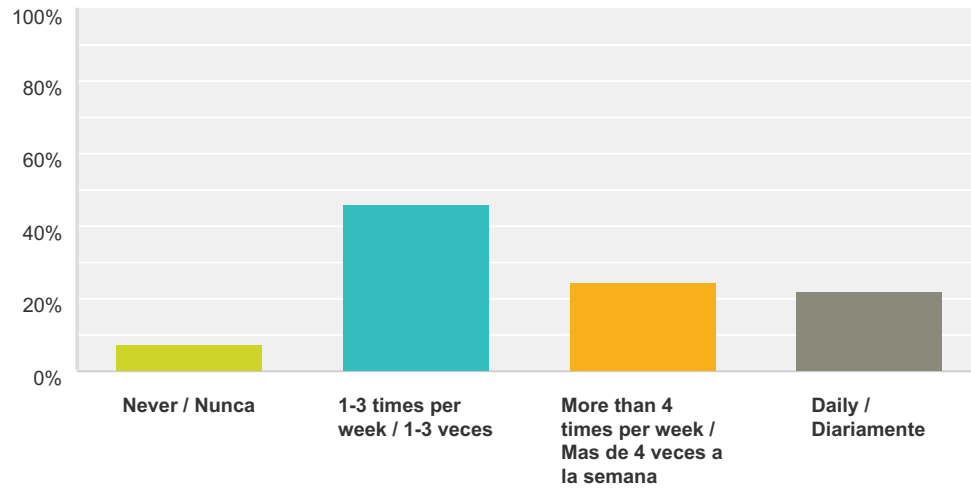
Answered: 340 Skipped: 0



| Answer Choices | Responses |
|------------------------------|------------|
| Poor / Pobre | 0.59% 2 |
| Satisfactory / Satisfactorio | 10.59% 36 |
| Good / Bueno | 44.71% 152 |
| Very good / Muy bueno | 44.12% 150 |
| Total | 340 |

**Q3 How frequently do you visit & use the pools? Please use the drop down box.
¿Con que frecuencia visita y usa las piscinas? Por favor seleccione la opción en el desplegable.**

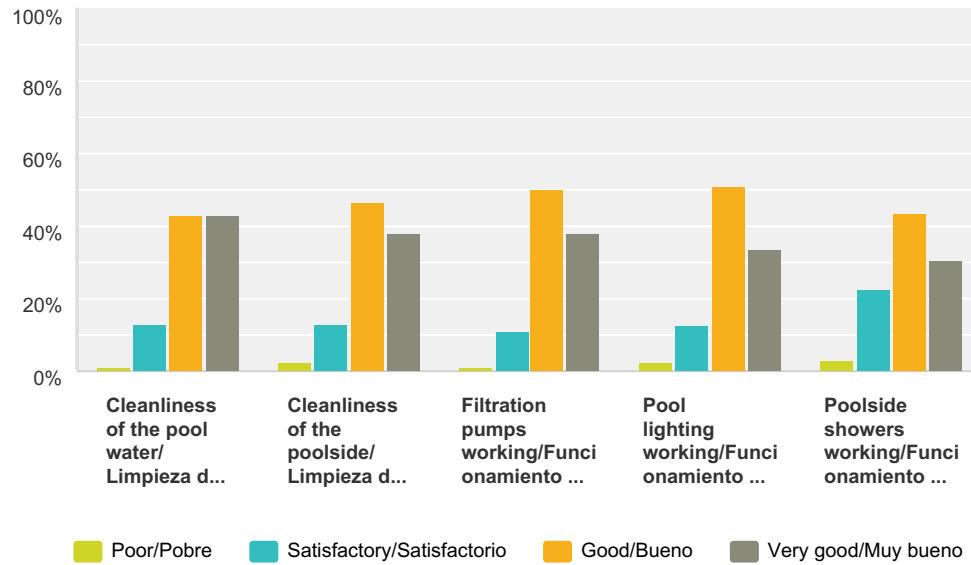
Answered: 340 Skipped: 0



| Answer Choices | Responses | |
|---|-----------|------------|
| Never / Nunca | 7.65% | 26 |
| 1-3 times per week / 1-3 veces | 46.18% | 157 |
| More than 4 times per week / Mas de 4 veces a la semana | 24.41% | 83 |
| Daily / Diariamente | 21.76% | 74 |
| Total | | 340 |

Q4 How would you rate the following Pool areas - ¿Cómo calificaría las siguientes instalaciones en las piscinas?

Answered: 340 Skipped: 0



| | Poor/Pobre | Satisfactory/Satisfactorio | Good/Bueno | Very good/Muy bueno | Total |
|--|-------------|----------------------------|---------------|---------------------|-------|
| Cleanliness of the pool water/ Limpieza del agua | 1.18% 4 | 12.94% 44 | 42.94% 146 | 42.94% 146 | 340 |
| Cleanliness of the poolside/ Limpieza de los alrededores de la piscina | 2.35% 8 | 12.94% 44 | 46.47% 158 | 38.24% 130 | 340 |
| Filtration pumps working/Funcionamiento de las bombas | 0.88% 3 | 11.18% 38 | 50.00% 170 | 37.94% 129 | 340 |
| Pool lighting working/Funcionamiento de las luces de la piscina | 2.65% 9 | 12.65% 43 | 51.18% 174 | 33.53% 114 | 340 |
| Poolside showers working/Funcionamiento de las Duchas | 3.24% 11 | 22.65% 77 | 43.53% 148 | 30.59% 104 | 340 |

Q5 How proactive do you believe the pool maintenance company are in replacing missing tiles on the pool steps? ¿ Cómo considera la pro actividad de la empres de mantenimiento de piscinas con la sustitución de los gresites en los escalones de las piscinas?

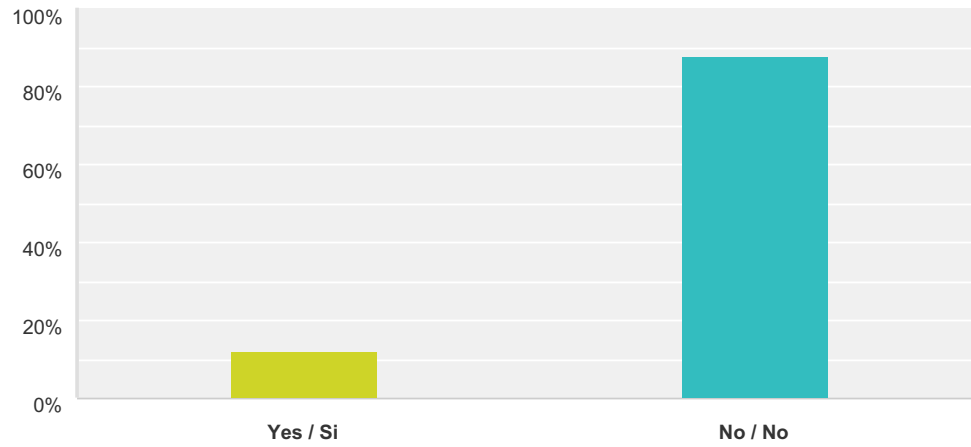
Answered: 340 Skipped: 0



| Answer Choices | Responses | |
|----------------------------|-----------|------------|
| Poor/Pobre | 16.18% | 55 |
| Satisfactory/Satisfactorio | 35.59% | 121 |
| Good/Bueno | 39.71% | 135 |
| Very good/Muy bueno | 8.53% | 29 |
| Total | | 340 |

**Q6 Have you ever had to report a problem with any of the areas shown in question 4?
¿Ha tenido que avisar algún problema relacionada con los asuntos mencionados en la pregunta 4?**

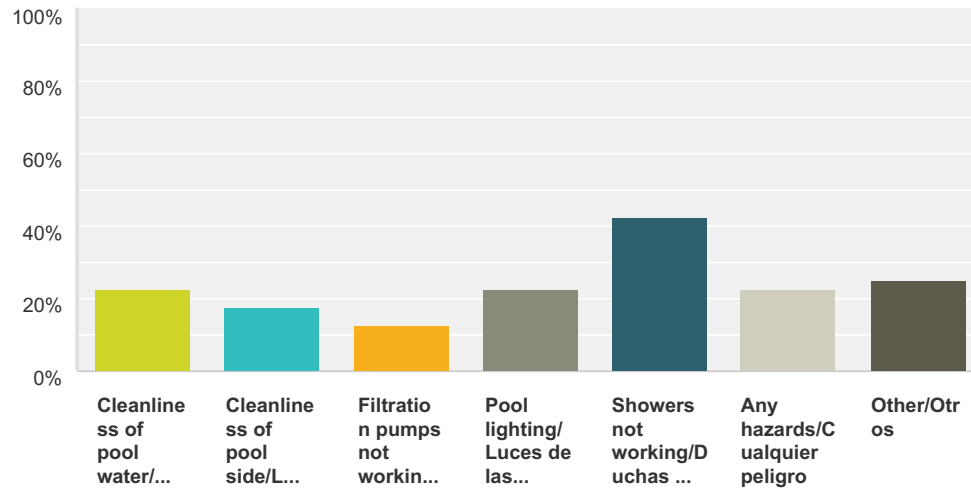
Answered: 340 Skipped: 0



| Answer Choices | Responses |
|----------------|------------|
| Yes / Si | 12.06% 41 |
| No / No | 87.94% 299 |
| Total | 340 |

Q7 Please identify all areas you have had to report. Por favor identifique las áreas que haya tenido que informar.

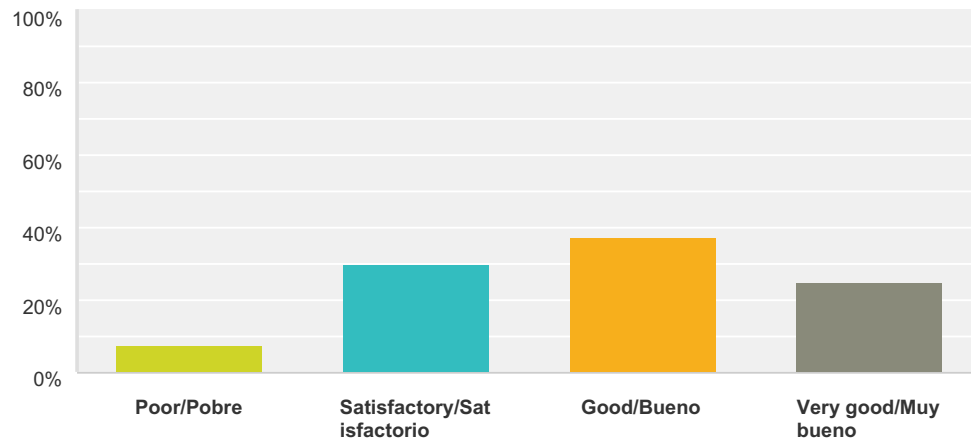
Answered: 40 Skipped: 300



| Answer Choices | Responses |
|---|-----------|
| Cleanliness of pool water/Limpieza del agua | 22.50% 9 |
| Cleanliness of pool side/Limpieza de los alrededores de las piscinas | 17.50% 7 |
| Filtration pumps not working/Funcionamiento de las bombas de depuración | 12.50% 5 |
| Pool lighting/Luces de las piscinas | 22.50% 9 |
| Showers not working/Duchas que no funcionen | 42.50% 17 |
| Any hazards/Cualquier peligro | 22.50% 9 |
| Other/Otros | 25.00% 10 |
| Total Respondents: 40 | |

Q8 Having reported a problem, please rate how well the problem was resolved. Una vez avisado el problema, ¿Podría calificar si se resolvió correctamente?

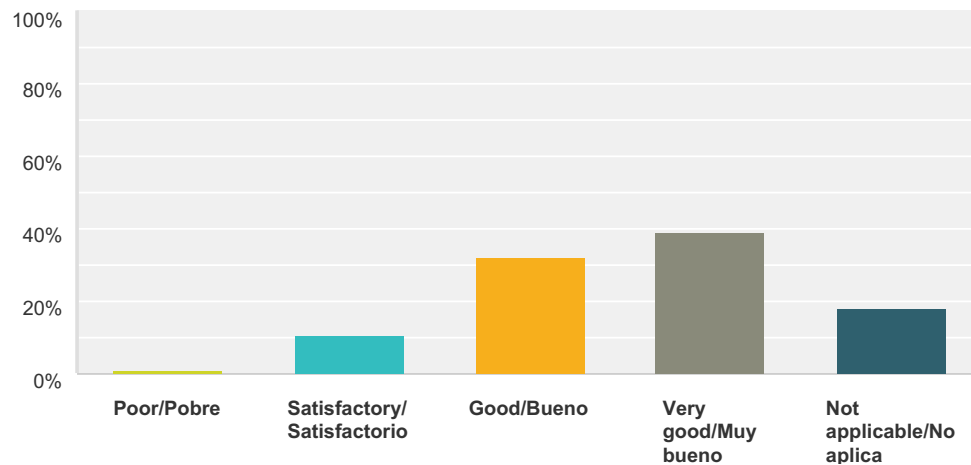
Answered: 40 Skipped: 300



| Answer Choices | Responses |
|----------------------------|-----------|
| Poor/Pobre | 7.50% 3 |
| Satisfactory/Satisfactorio | 30.00% 12 |
| Good/Bueno | 37.50% 15 |
| Very good/Muy bueno | 25.00% 10 |
| Total | 40 |

Q9 If you have seen the cleaning company cleaning the pool, how would you rate how safe they left the pool area? e.g. was the Life ring available, broken or missing tiles, pool hatch to pump room locked etc. Si ha visualizado a la empresa de limpieza limpiando la piscina, ¿Como calificaría que como dejan de segura la zona de las piscinas? P.e.estaba el flotador salvavidas, habia gresites rotos o que faltaban, habia candado en la escotilla de access al cuarto de bombas etc.

Answered: 332 Skipped: 8



| Answer Choices | Responses | |
|----------------------------|-----------|------------|
| Poor/Pobre | 0.90% | 3 |
| Satisfactory/Satisfactorio | 10.54% | 35 |
| Good/Bueno | 31.93% | 106 |
| Very good/Muy bueno | 38.86% | 129 |
| Not applicable/No aplica | 17.77% | 59 |
| Total | | 332 |