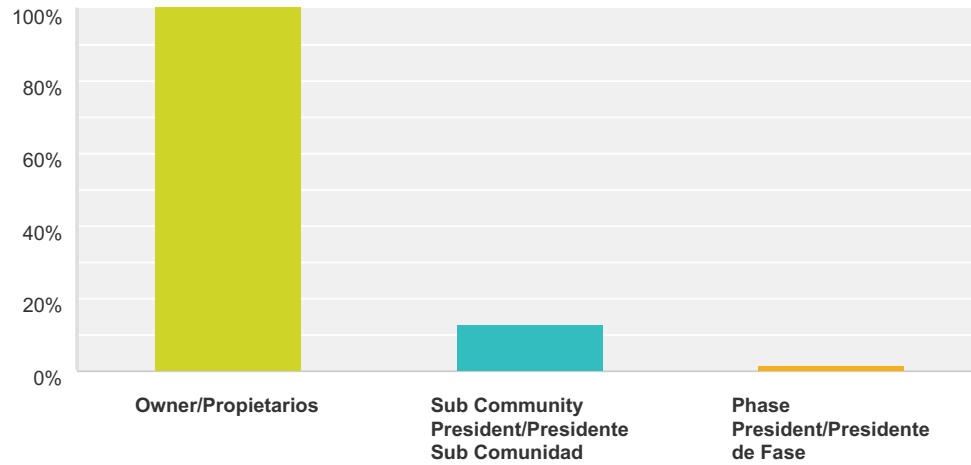


Q1 Please identify all roles that apply to you. Por favor identifique el papel con el que se define.

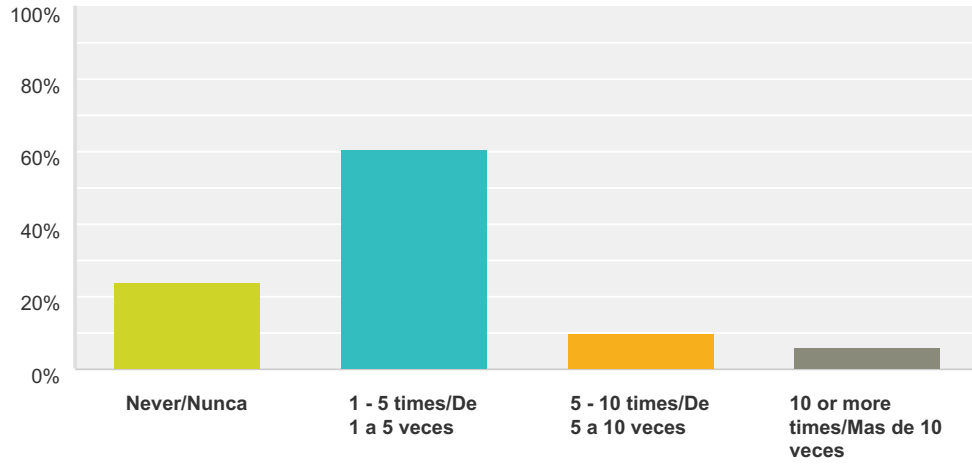
Answered: 368 Skipped: 0



Answer Choices	Responses
Owner/Propietarios	100.00% 368
Sub Community President/Presidente Sub Comunidad	12.77% 47
Phase President/Presidente de Fase	1.63% 6
Total Respondents: 368	

Q2 How often have you contacted Resortalia approximately in the last 12 months? Cuantas veces ha contactado con Resortalia en los ultimos 12 meses aproximadamente?

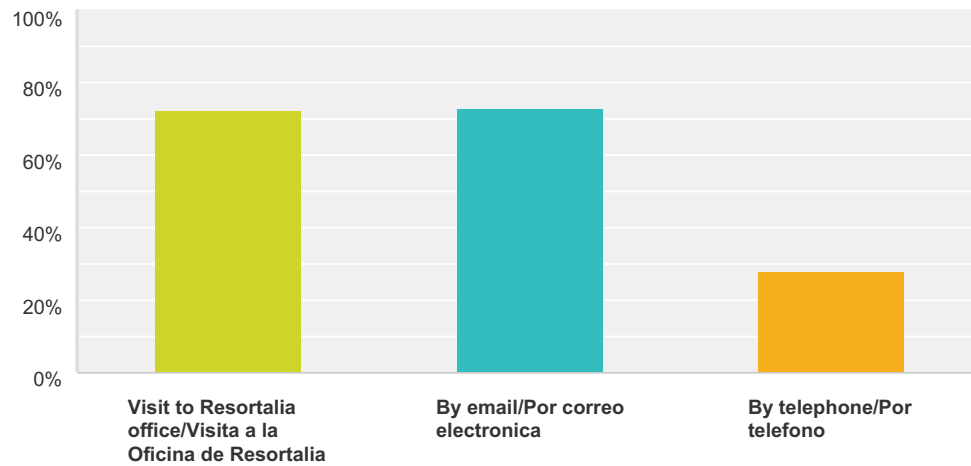
Answered: 368 Skipped: 0



Answer Choices	Responses
Never/Nunca	23.91% 88
1 - 5 times/De 1 a 5 veces	60.33% 222
5 - 10 times/De 5 a 10 veces	9.78% 36
10 or more times/Mas de 10 veces	5.98% 22
Total	368

Q3 Which method have you used to contact Resortalia by in the last 12 months? Please tick all that apply. Que metodo ha utilizado para contactar con Resortalia en los ultimos 12 meses? Por favor elija todas las opciones necesarias.

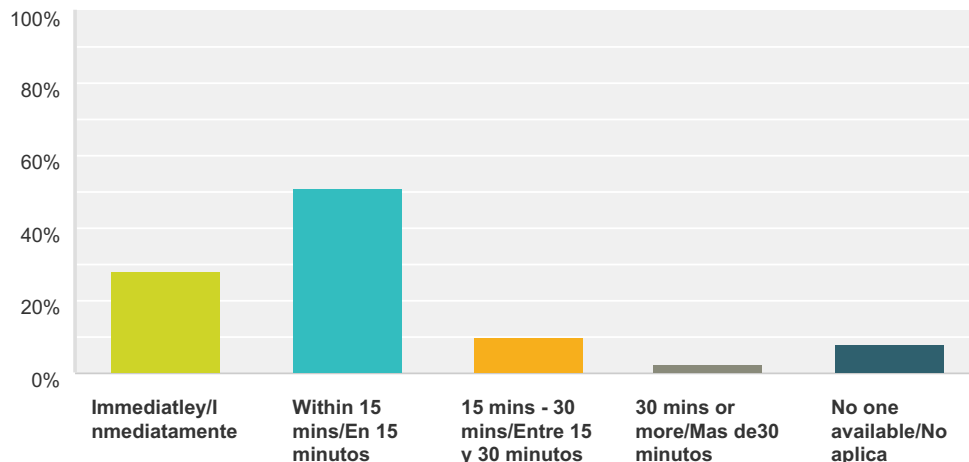
Answered: 280 Skipped: 88



Answer Choices	Responses
Visit to Resortalia office/Visita a la Oficina de Resortalia	72.50% 203
By email/Por correo electronica	73.21% 205
By telephone/Por telefono	27.86% 78
Total Respondents: 280	

Q4 When visiting the Resortalia office with a query, on average, how long is it before you are seen by Resortalia staff? Cuando ha visitado la Oficina de Resortalia con una queja, de media Cuanto tiempo ha pasado hasta que ha sido atendido por personal de Resortalia?

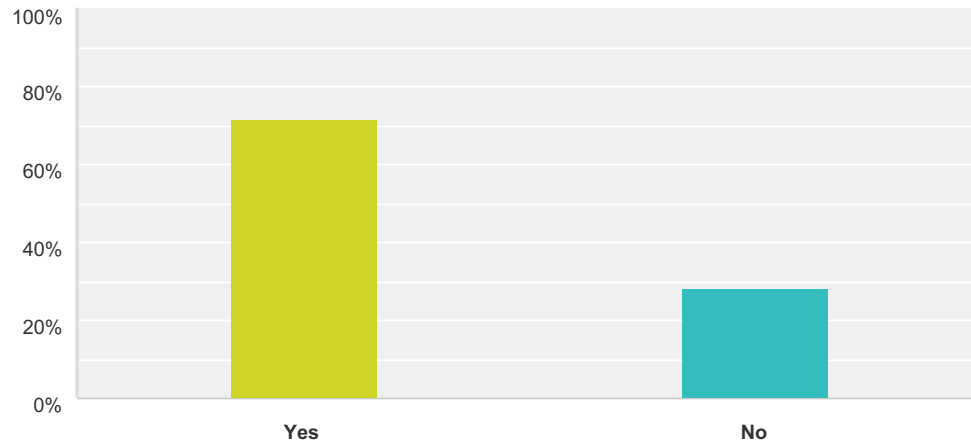
Answered: 280 Skipped: 88



Answer Choices	Responses	
Immediately/Inmediatamente	28.21%	79
Within 15 mins/En 15 minutos	51.07%	143
15 mins - 30 mins/Entre 15 y 30 minutos	10.00%	28
30 mins or more/Mas de 30 minutos	2.50%	7
No one available/No aplica	8.21%	23
Total		280

Q5 Have you dealt with the Resortalia General Enquiries team? ¿Ha tratado el equipo Resortalia Consultas generales ?

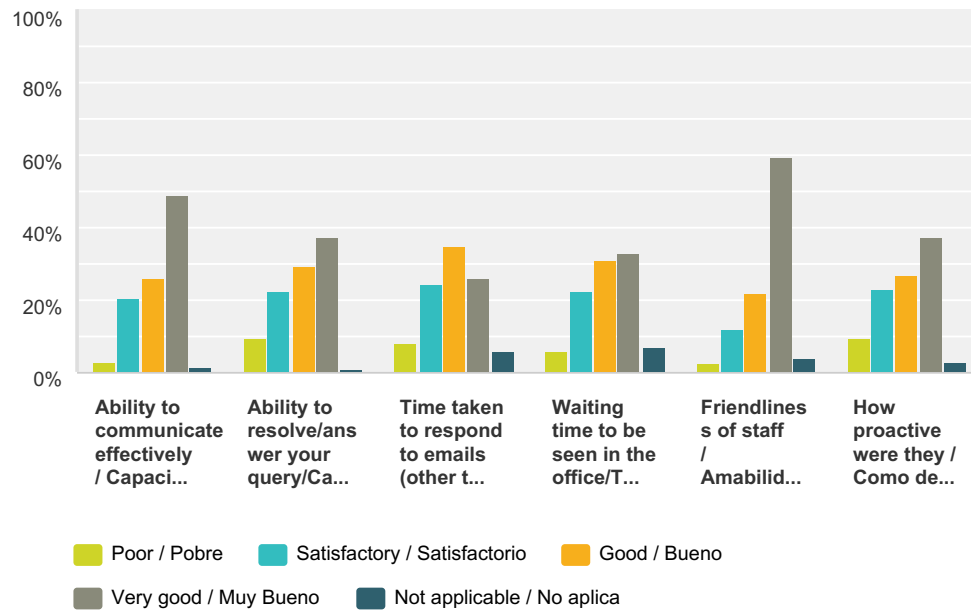
Answered: 278 Skipped: 90



Answer Choices	Responses	
Yes	71.58%	199
No	28.42%	79
Total		278

Q6 How would you rate the performance of the General Enquiries team? ¿Cómo valora la actuación del Departamento de Atención al Cliente –Consultas Generales?

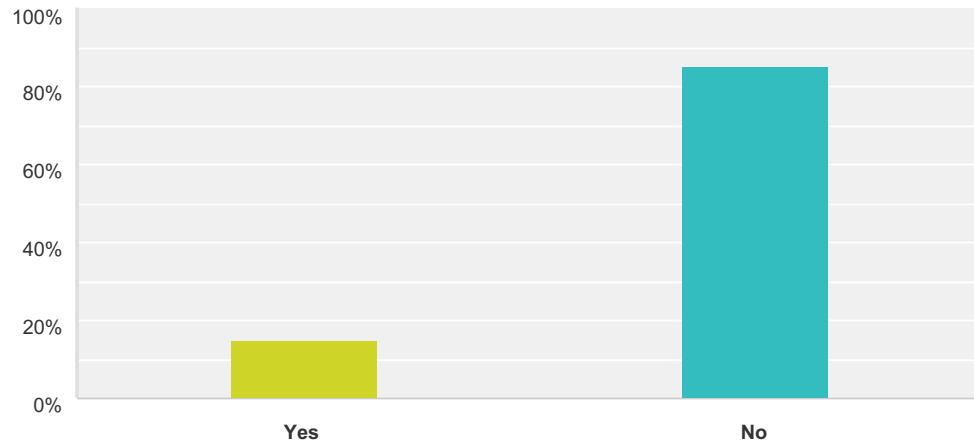
Answered: 194 Skipped: 174



	Poor / Pobre	Satisfactory / Satisfactorio	Good / Bueno	Very good / Muy Bueno	Not applicable / No aplica	Total
Ability to communicate effectively / Capacidad de Comunicar eficientemente	3.09% 6	20.62% 40	25.77% 50	48.97% 95	1.55% 3	194
Ability to resolve/answer your query/Capacidad de resolver/responder a su consulta	9.28% 18	22.68% 44	29.38% 57	37.63% 73	1.03% 2	194
Time taken to respond to emails (other than the automated acknowledgement reply)/Tiempo tomado en responder correos electronicas (aparte del respondedor automatico)	8.25% 16	24.74% 48	35.05% 68	25.77% 50	6.19% 12	194
Waiting time to be seen in the office/Tiempo de espera a ser atendido en la oficina.	6.19% 12	22.68% 44	30.93% 60	32.99% 64	7.22% 14	194
Friendliness of staff / Amabilidad del Personal	2.58% 5	11.86% 23	22.16% 43	59.28% 115	4.12% 8	194
How proactive were they / Como de proactivos fueron	9.28% 18	23.20% 45	26.80% 52	37.63% 73	3.09% 6	194

Q7 Have you dealt with the Resortalia Legal team? ¿Ha tratado el equipo Resortalia Legal?

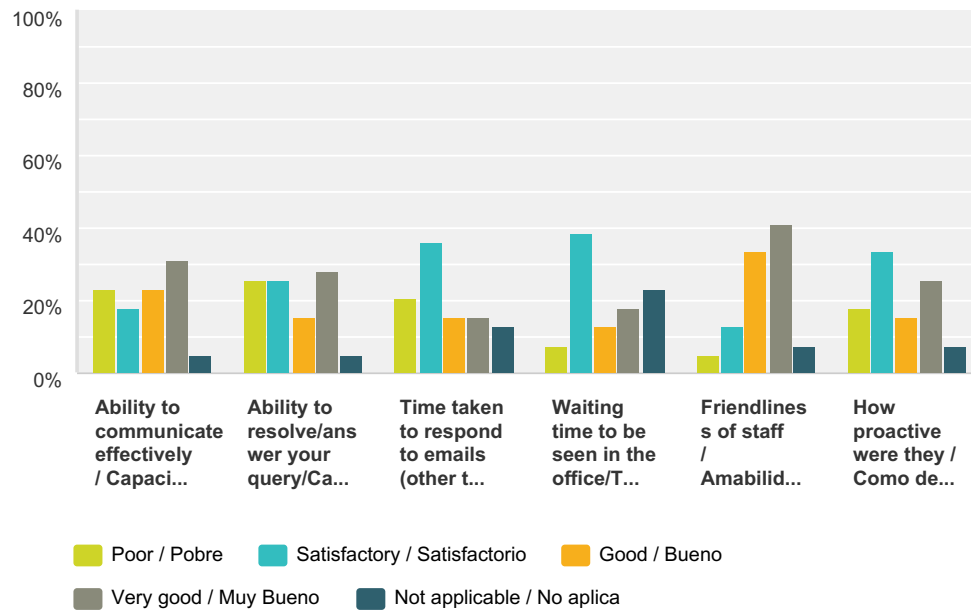
Answered: 273 Skipped: 95



Answer Choices	Responses	
Yes	14.65%	40
No	85.35%	233
Total		273

Q8 How would you rate the performance of the Legal team? ¿Cómo valora la actuación del Departamento Legal?

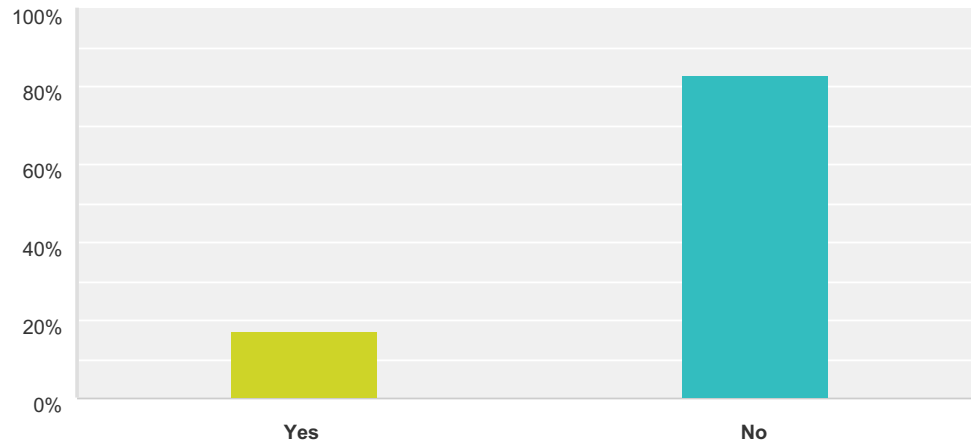
Answered: 39 Skipped: 329



	Poor / Pobre	Satisfactory / Satisfactorio	Good / Bueno	Very good / Muy Bueno	Not applicable / No aplica	Total
Ability to communicate effectively / Capacidad de Comunicar eficientemente	23.08% 9	17.95% 7	23.08% 9	30.77% 12	5.13% 2	39
Ability to resolve/answer your query/Capacidad de resolver/responder a su consulta	25.64% 10	25.64% 10	15.38% 6	28.21% 11	5.13% 2	39
Time taken to respond to emails (other than the automated acknowledgement reply)/Tiempo tomado en responder correos electronicas (aparte del respondedor automatico)	20.51% 8	35.90% 14	15.38% 6	15.38% 6	12.82% 5	39
Waiting time to be seen in the office/Tiempo de espera a ser atendido en la oficina.	7.69% 3	38.46% 15	12.82% 5	17.95% 7	23.08% 9	39
Friendliness of staff / Amabilidad del Personal	5.13% 2	12.82% 5	33.33% 13	41.03% 16	7.69% 3	39
How proactive were they / Como de proactivos fueron	17.95% 7	33.33% 13	15.38% 6	25.64% 10	7.69% 3	39

Q9 Have you dealt with the Resortalia Debt collection team? ¿Ha tratado el equipo de recolección de Deuda Resortalia ?

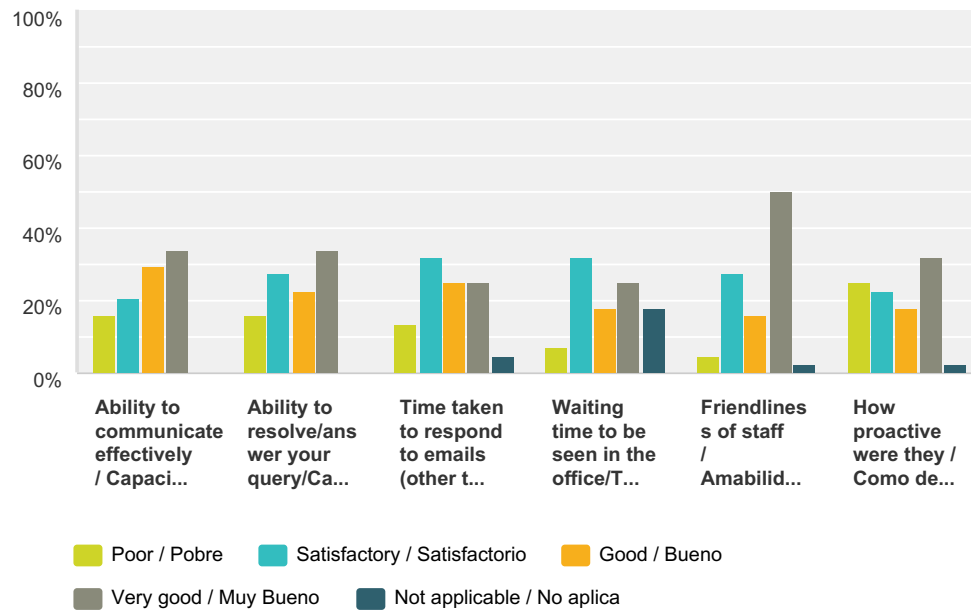
Answered: 272 Skipped: 96



Answer Choices	Responses
Yes	17.28% 47
No	82.72% 225
Total	272

Q10 How would you rate the performance of the Debt collection team? ¿Cómo valora la actuación del Departamento de Recobros?

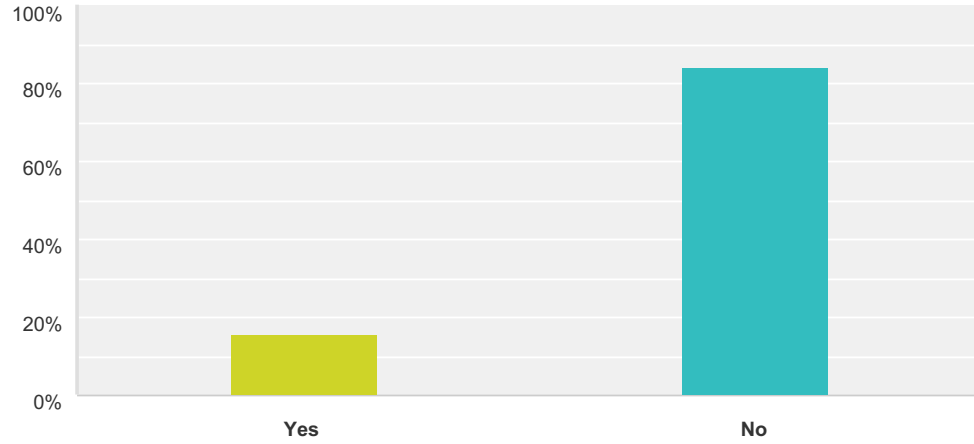
Answered: 44 Skipped: 324



	Poor / Pobre	Satisfactory / Satisfactorio	Good / Bueno	Very good / Muy Bueno	Not applicable / No aplica	Total
Ability to communicate effectively / Capacidad de Comunicar eficientemente	15.91% 7	20.45% 9	29.55% 13	34.09% 15	0.00% 0	44
Ability to resolve/answer your query/Capacidad de resolver/responder a su consulta	15.91% 7	27.27% 12	22.73% 10	34.09% 15	0.00% 0	44
Time taken to respond to emails (other than the automated acknowledgement reply)/Tiempo tomado en responder correos electronicas (aparte del respondedor automatico)	13.64% 6	31.82% 14	25.00% 11	25.00% 11	4.55% 2	44
Waiting time to be seen in the office/Tiempo de espera a ser atendido en la oficina.	6.82% 3	31.82% 14	18.18% 8	25.00% 11	18.18% 8	44
Friendliness of staff / Amabilidad del Personal	4.55% 2	27.27% 12	15.91% 7	50.00% 22	2.27% 1	44
How proactive were they / Como de proactivos fueron	25.00% 11	22.73% 10	18.18% 8	31.82% 14	2.27% 1	44

Q11 Have you dealt with the Resortalia Finance team? ¿Ha tratado el equipo Resortalia Finanzas ?

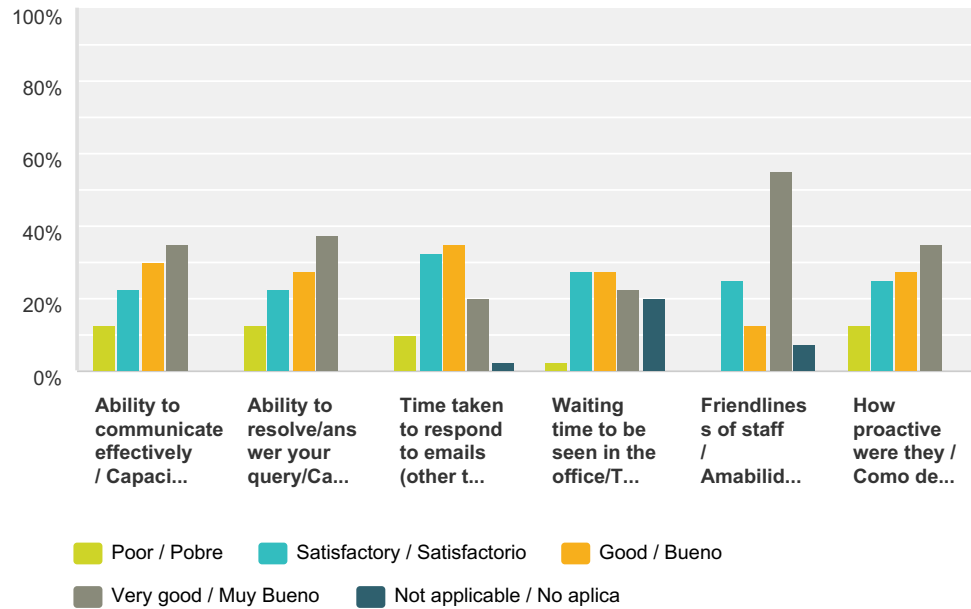
Answered: 269 Skipped: 99



Answer Choices	Responses
Yes	15.61% 42
No	84.39% 227
Total	269

Q12 How would you rate the performance of the Finance team? ¿Cómo valora la actuación del Departamento de Financiero?

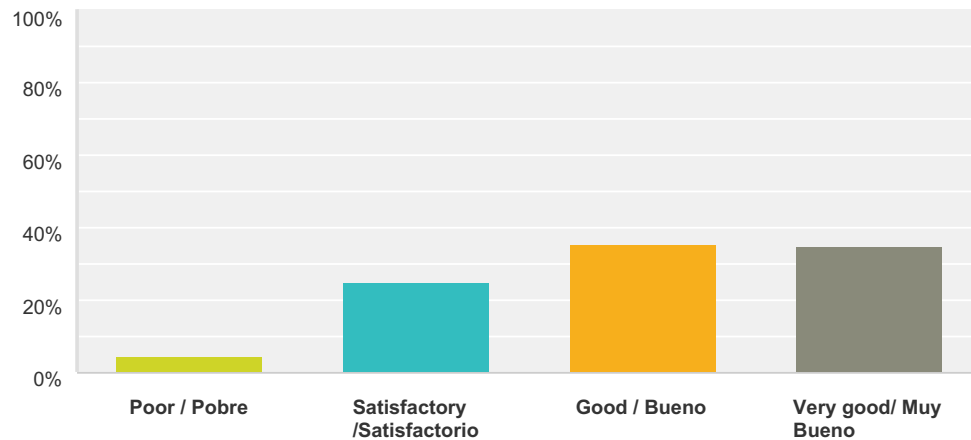
Answered: 40 Skipped: 328



	Poor / Pobre	Satisfactory / Satisfactorio	Good / Bueno	Very good / Muy Bueno	Not applicable / No aplica	Total
Ability to communicate effectively / Capacidad de Comunicar eficientemente	12.50% 5	22.50% 9	30.00% 12	35.00% 14	0.00% 0	40
Ability to resolve/answer your query/Capacidad de resolver/responder a su consulta	12.50% 5	22.50% 9	27.50% 11	37.50% 15	0.00% 0	40
Time taken to respond to emails (other than the automated acknowledgement reply)/Tiempo tomado en responder correos electronicas (aparte del respondedor automatico)	10.00% 4	32.50% 13	35.00% 14	20.00% 8	2.50% 1	40
Waiting time to be seen in the office/Tiempo de espera a ser atendido en la oficina.	2.50% 1	27.50% 11	27.50% 11	22.50% 9	20.00% 8	40
Friendliness of staff / Amabilidad del Personal	0.00% 0	25.00% 10	12.50% 5	55.00% 22	7.50% 3	40
How proactive were they / Como de proactivos fueron	12.50% 5	25.00% 10	27.50% 11	35.00% 14	0.00% 0	40

Q13 How well would you rate Resortalia's performance in keeping owners updated with news & progress? ¿Cómo valoraría la actuación de Resortalia de mantener a los propietarios informados con noticias y evoluciones?

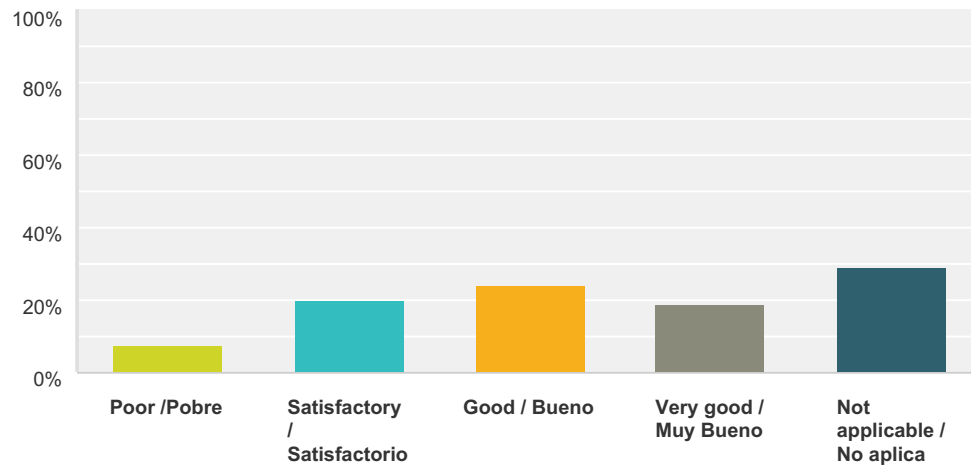
Answered: 346 Skipped: 22



Answer Choices	Responses	
Poor / Pobre	4.62%	16
Satisfactory / Satisfactorio	25.14%	87
Good / Bueno	35.26%	122
Very good/ Muy Bueno	34.97%	121
Total		346

**Q14 How would you rate Resortalia's performance in managing complaints?
¿Cómo valoraría la actuación de Resortalia en gestión de reclamaciones?**

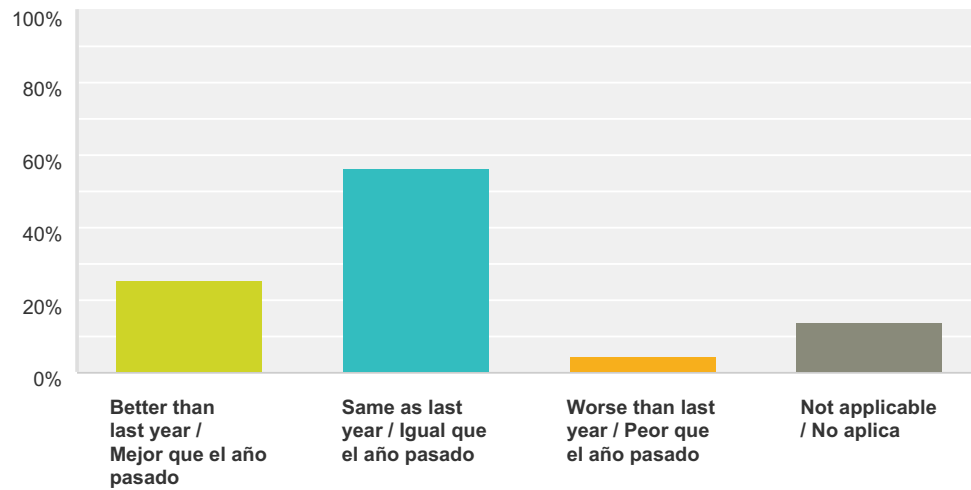
Answered: 346 Skipped: 22



Answer Choices	Responses	
Poor /Pobre	7.51%	26
Satisfactory / Satisfactorio	20.23%	70
Good / Bueno	23.99%	83
Very good / Muy Bueno	19.08%	66
Not applicable / No aplica	29.19%	101
Total		346

**Q15 How would you describe Resortalia's performance during the last 12 months?
¿Cómo describiría la actuación de Resortalia durante los últimos 12 meses?**

Answered: 346 Skipped: 22



Answer Choices	Responses
Better than last year / Mejor que el año pasado	25.43% 88
Same as last year / Igual que el año pasado	56.36% 195
Worse than last year / Peor que el año pasado	4.34% 15
Not applicable / No aplica	13.87% 48
Total	346