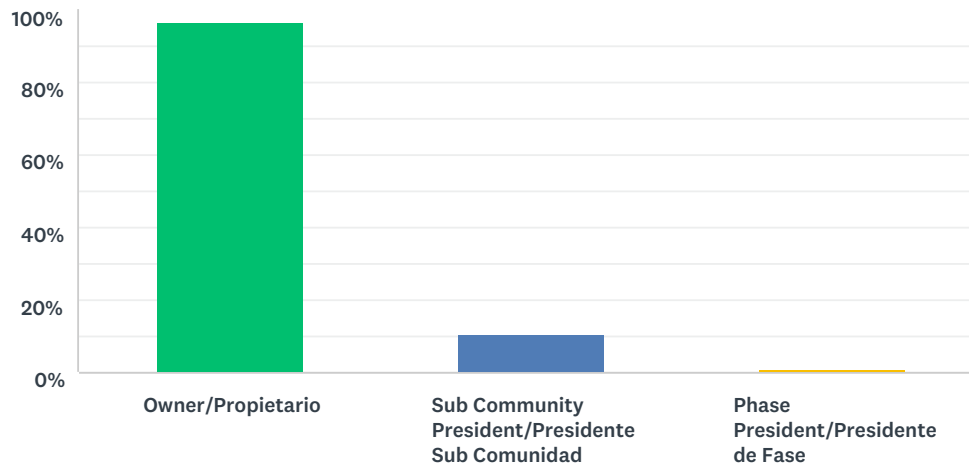


Q1 Please identify all roles that apply to you. Por favor identifique el papel con el que se define.

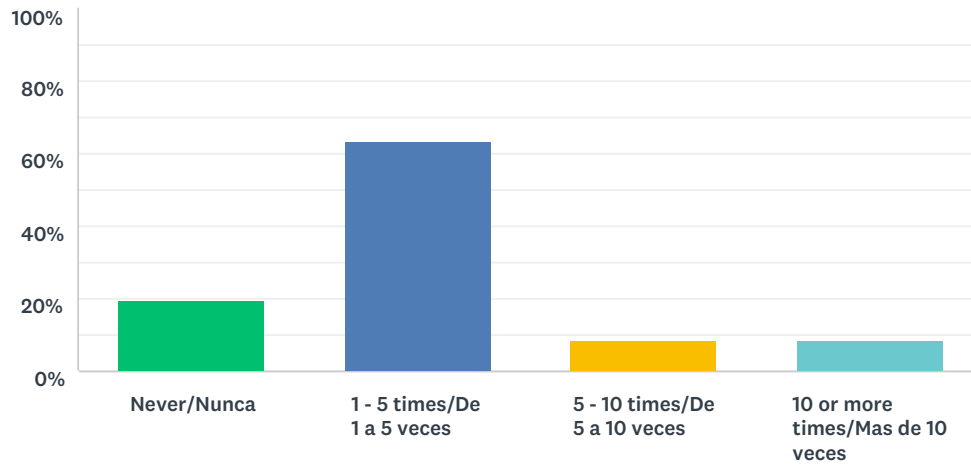
Answered: 328 Skipped: 0



ANSWER CHOICES	RESPONSES	
Owner/Propietario	96.34%	316
Sub Community President/Presidente Sub Comunidad	10.67%	35
Phase President/Presidente de Fase	0.91%	3
Total Respondents: 328		

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

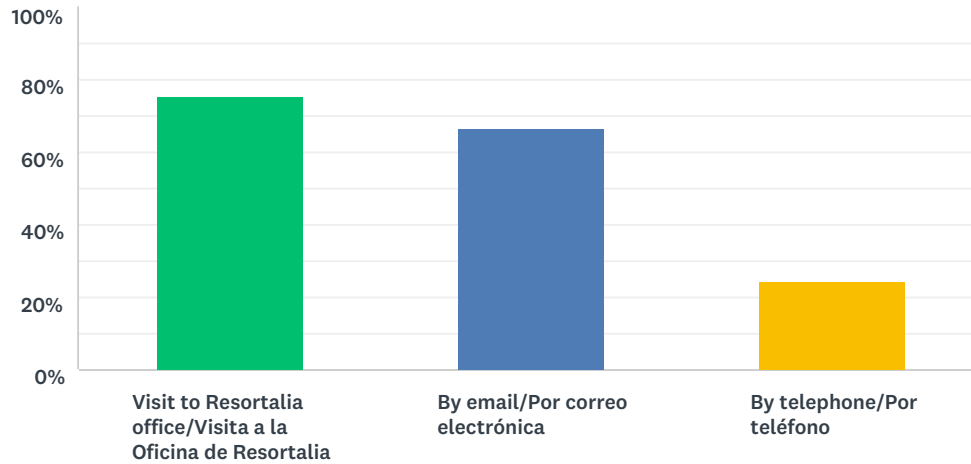
Answered: 328 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never/Nunca	19.51%	64
1 - 5 times/De 1 a 5 veces	63.41%	208
5 - 10 times/De 5 a 10 veces	8.54%	28
10 or more times/Mas de 10 veces	8.54%	28
TOTAL		328

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

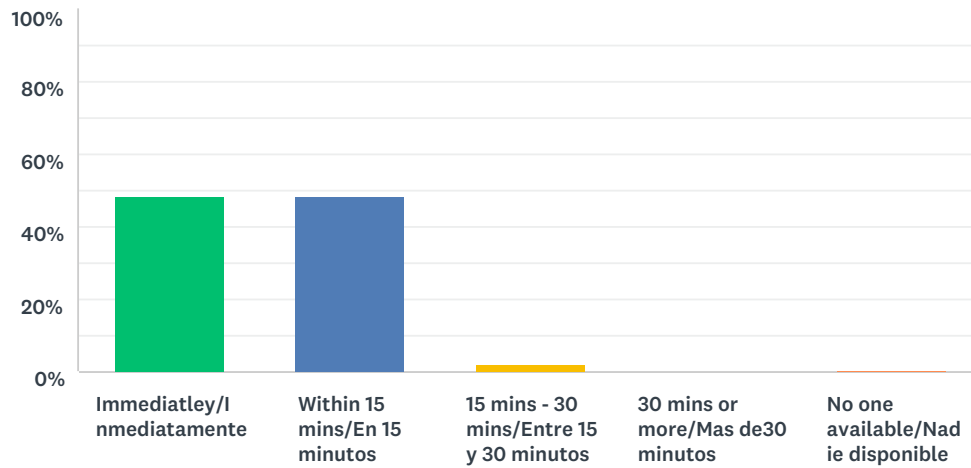
Answered: 263 Skipped: 65



ANSWER CHOICES	RESPONSES	
Visit to Resortalia office/Visita a la Oficina de Resortalia	75.67%	199
By email/Por correo electrónica	66.54%	175
By telephone/Por teléfono	24.71%	65
Total Respondents: 263		

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 consulta, de media, ¿cuánto tiempo ha pasado hasta que ha sido atendido por personal de Resortalia?

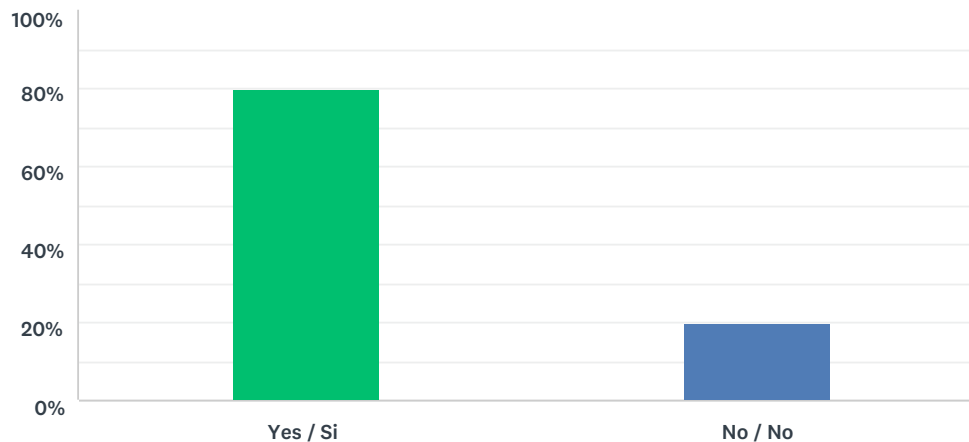
Answered: 197 Skipped: 131



ANSWER CHOICES	RESPONSES	COUNT
Immediately/Inmediatamente	48.73%	96
Within 15 mins/En 15 minutos	48.73%	96
15 mins - 30 mins/Entre 15 y 30 minutos	2.03%	4
30 mins or more/Mas de 30 minutos	0.00%	0
No one available/Nadie disponible	0.51%	1
TOTAL		197

Q5 Have you dealt with the Resortalia General Enquiries team? ¿Ha tratado con el equipo de Consultas generales de Resortalia - Atención al Cliente?

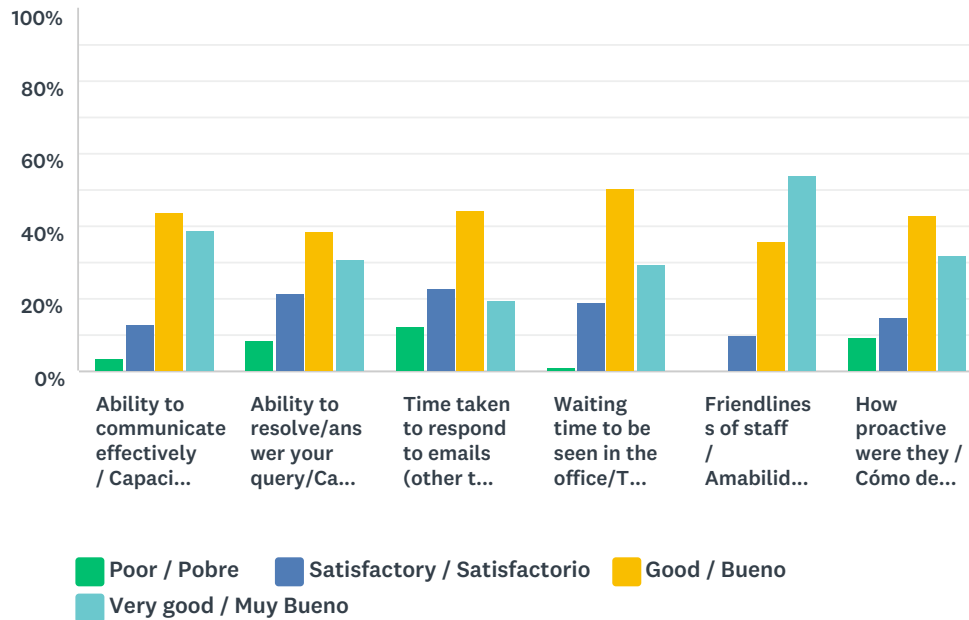
Answered: 261 Skipped: 67



ANSWER CHOICES	RESPONSES	
Yes / Si	80.08%	209
No / No	19.92%	52
TOTAL		261

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

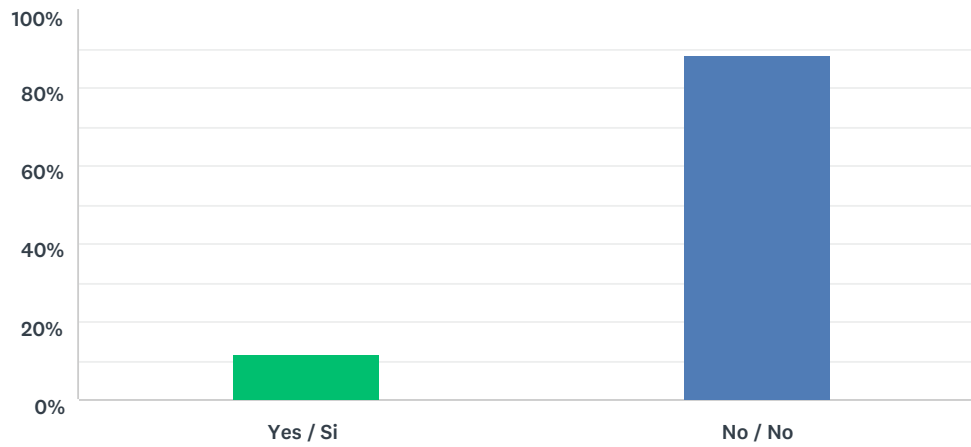
Answered: 199 Skipped: 129



	POOR / POBRE	SATISFACTORY / Satisfactorio	GOOD / BUENO	VERY GOOD / MUY BUENO	TOTAL
Ability to communicate effectively / Capacidad de Comunicar eficientemente	3.52% 7	13.07% 26	44.22% 88	39.20% 78	199
Ability to resolve/answer your query / Capacidad de resolver/responder a su consulta	8.54% 17	21.61% 43	38.69% 77	31.16% 62	199
Time taken to respond to emails (other than the automated acknowledgement reply) / Tiempo de respuesta a sus correos electrónicos (aparte del respondedor automático)	12.56% 25	23.12% 46	44.72% 89	19.60% 39	199
Waiting time to be seen in the office / Tiempo de espera a ser atendido en la oficina.	1.01% 2	19.10% 38	50.25% 100	29.65% 59	199
Friendliness of staff / Amabilidad del Personal	0.00% 0	10.05% 20	36.18% 72	53.77% 107	199
How proactive were they / Cómo de proactivos fueron	9.55% 19	15.08% 30	43.22% 86	32.16% 64	199

Q7 Have you dealt with the Resortalia Legal team? ¿Ha tratado con el Departamento Legal de Resortalia?

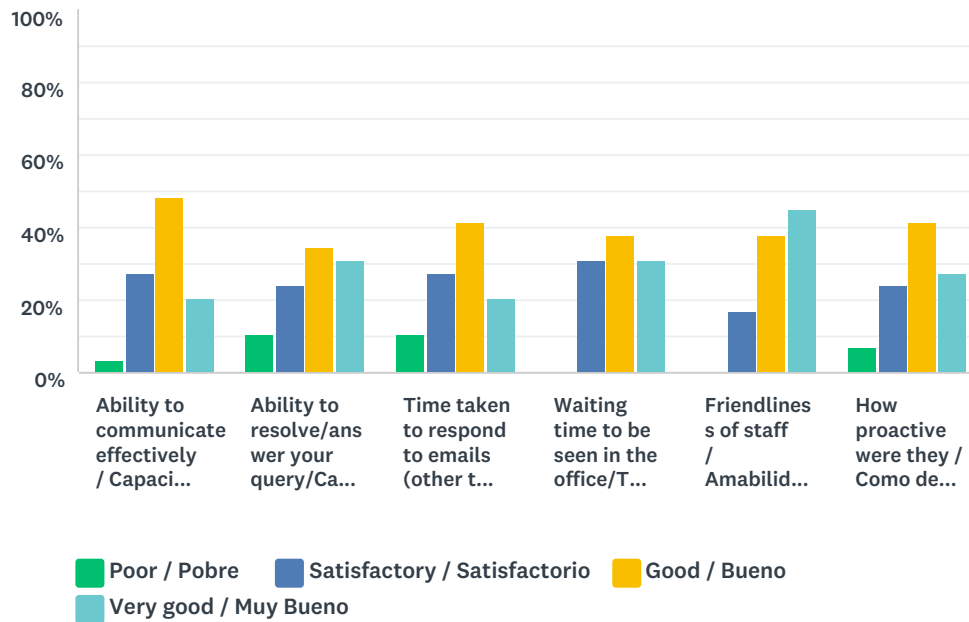
Answered: 251 Skipped: 77



ANSWER CHOICES	RESPONSES	
Yes / Si	11.55%	29
No / No	88.45%	222
TOTAL		251

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

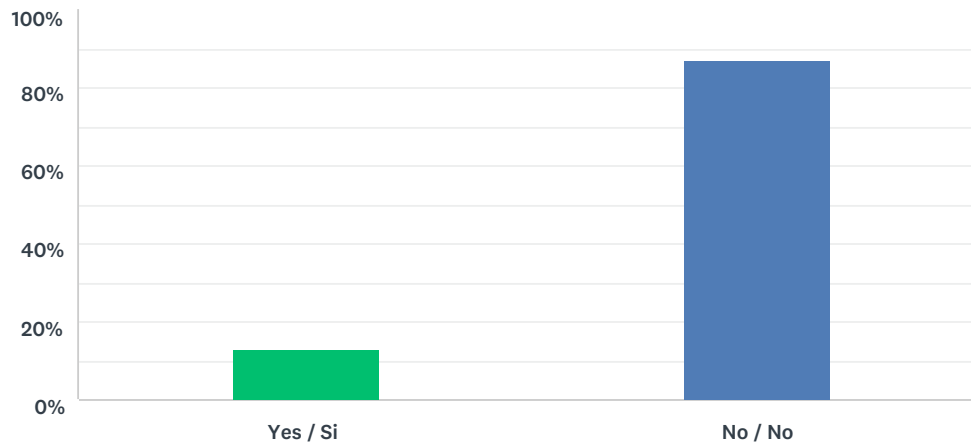
Answered: 29 Skipped: 299



	POOR / POBRE	SATISFACTORY / SATISFACTORIO	GOOD / BUENO	VERY GOOD / MUY BUENO	TOTAL
Ability to communicate effectively / Capacidad de Comunicar eficientemente	3.45% 1	27.59% 8	48.28% 14	20.69% 6	29
Ability to resolve/answer your query / Capacidad de resolver/responder a su consulta	10.34% 3	24.14% 7	34.48% 10	31.03% 9	29
Time taken to respond to emails (other than the automated acknowledgement reply) / Tiempo de respuesta a sus correos electrónicos (aparte del respondedor automático)	10.34% 3	27.59% 8	41.38% 12	20.69% 6	29
Waiting time to be seen in the office / Tiempo de espera a ser atendido en la oficina.	0.00% 0	31.03% 9	37.93% 11	31.03% 9	29
Friendliness of staff / Amabilidad del Personal	0.00% 0	17.24% 5	37.93% 11	44.83% 13	29
How proactive were they / Como de proactivos fueron	6.90% 2	24.14% 7	41.38% 12	27.59% 8	29

Q9 Have you dealt with the Resortalia Debt collection team? ¿Ha tratado con el Departamento de Recobro de Deuda de Resortalia ?

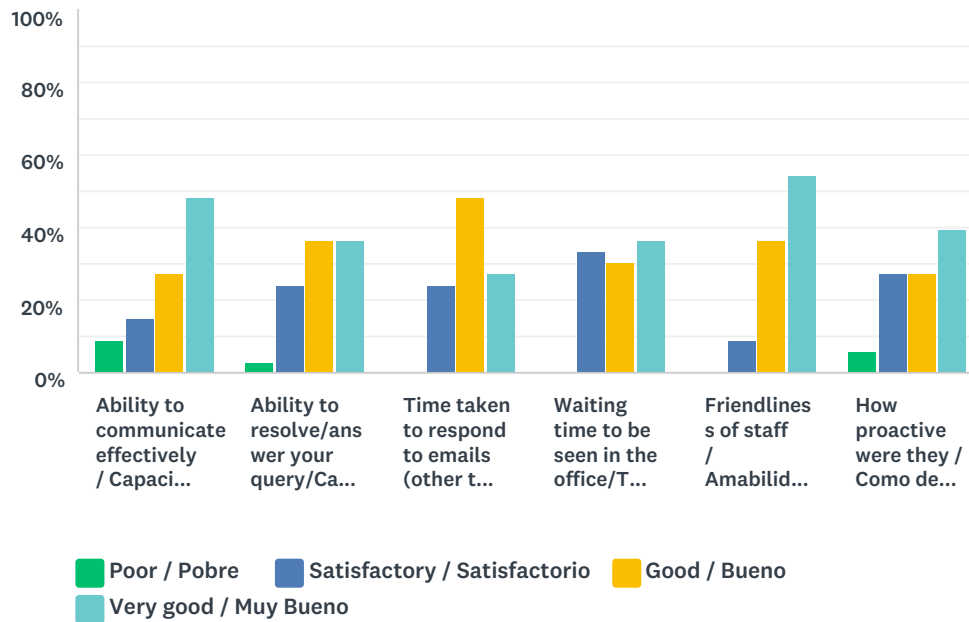
Answered: 249 Skipped: 79



ANSWER CHOICES	RESPONSES	
Yes / Si	13.25%	33
No / No	86.75%	216
TOTAL		249

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

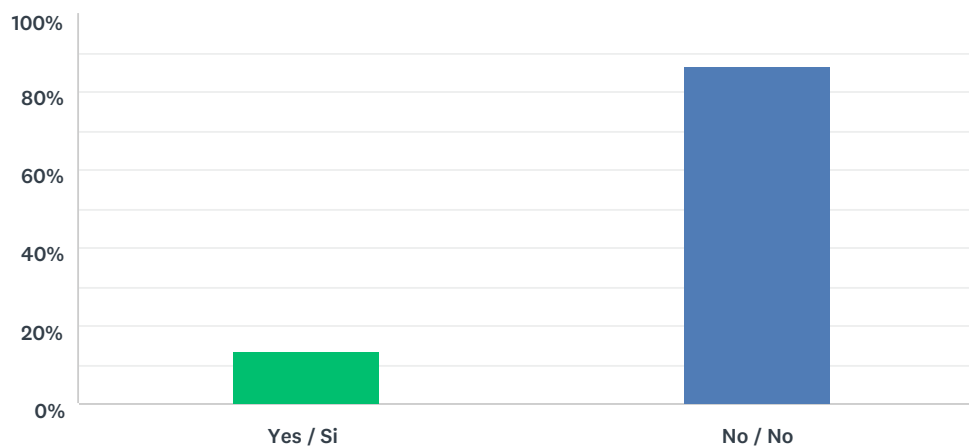
Answered: 33 Skipped: 295



	POOR / POBRE	SATISFACTORY / SATISFACTORIO	GOOD / BUENO	VERY GOOD / MUY BUENO	TOTAL
Ability to communicate effectively / Capacidad de Comunicar eficientemente	9.09% 3	15.15% 5	27.27% 9	48.48% 16	33
Ability to resolve/answer your query/Capacidad de resolver/responder a su consulta	3.03% 1	24.24% 8	36.36% 12	36.36% 12	33
Time taken to respond to emails (other than the automated acknowledgement reply)/Tiempo de respuesta a sus correos electrónicos (aparte del respondedor automático)	0.00% 0	24.24% 8	48.48% 16	27.27% 9	33
Waiting time to be seen in the office/Tiempo de espera a ser atendido en la oficina.	0.00% 0	33.33% 11	30.30% 10	36.36% 12	33
Friendliness of staff / Amabilidad del Personal	0.00% 0	9.09% 3	36.36% 12	54.55% 18	33
How proactive were they / Como de proactivos fueron	6.06% 2	27.27% 9	27.27% 9	39.39% 13	33

Q11 Have you dealt with the Resortalia Finance team? ¿Ha tratado con el Departamento de Contabilidad de Resortalia?

Answered: 248 Skipped: 80



ANSWER CHOICES	RESPONSES	
Yes / Si	13.31%	33
No / No	86.69%	215
TOTAL		248

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

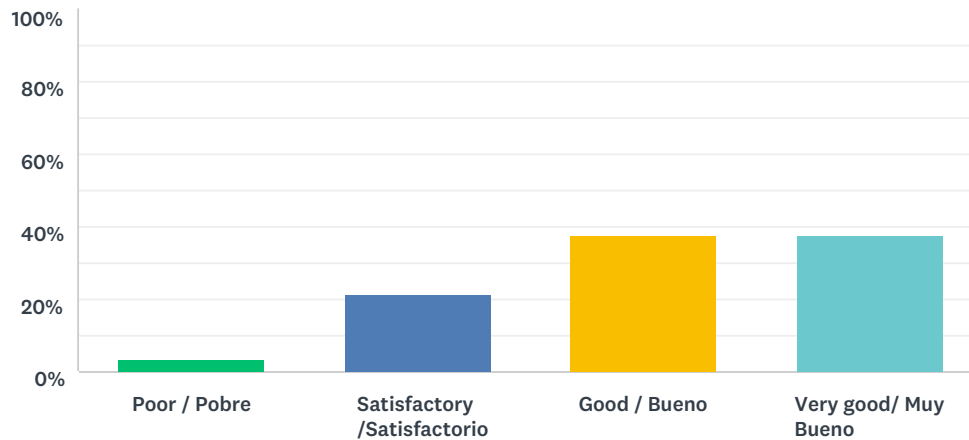
Answered: 33 Skipped: 295



	POOR / POBRE	SATISFACTORY / SATISFACTORIO	GOOD / BUENO	VERY GOOD / MUY BUENO	TOTAL
Ability to communicate effectively / Capacidad de Comunicar eficientemente	3.03% 1	9.09% 3	39.39% 13	48.48% 16	33
Ability to resolve/answer your query/Capacidad de resolver/responder a su consulta	3.03% 1	9.09% 3	30.30% 10	57.58% 19	33
Time taken to respond to emails (other than the automated acknowledgement reply)/Tiempo de respuesta a sus correos electrónicos (aparte del respondedor automático)	6.06% 2	9.09% 3	39.39% 13	45.45% 15	33
Waiting time to be seen in the office/Tiempo de espera a ser atendido en la oficina.	0.00% 0	12.12% 4	36.36% 12	51.52% 17	33
Friendliness of staff / Amabilidad del Personal	0.00% 0	9.09% 3	21.21% 7	69.70% 23	33
How proactive were they / Como de proactivos fueron	3.03% 1	9.09% 3	30.30% 10	57.58% 19	33

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

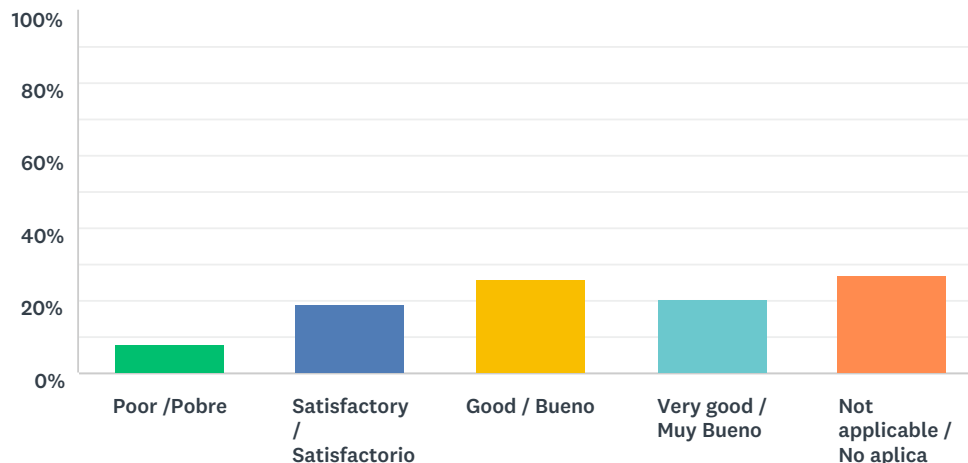
Answered: 244 Skipped: 84



ANSWER CHOICES	RESPONSES	
Poor / Pobre	3.28%	8
Satisfactory / Satisfactorio	21.72%	53
Good / Bueno	37.30%	91
Very good / Muy Bueno	37.70%	92
TOTAL		244

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

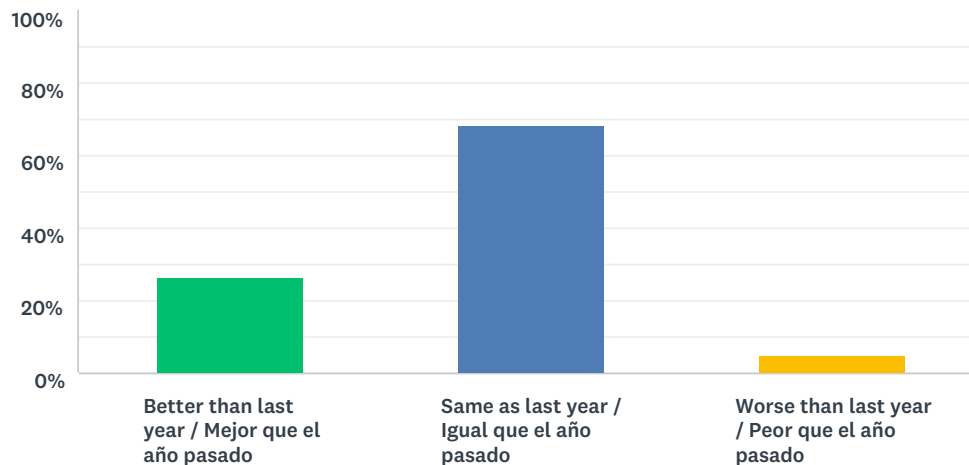
Answered: 244 Skipped: 84



ANSWER CHOICES	RESPONSES	
Poor /Pobre	7.79%	19
Satisfactory / Satisfactorio	18.85%	46
Good / Bueno	25.82%	63
Very good / Muy Bueno	20.49%	50
Not applicable / No aplica	27.05%	66
TOTAL		244

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: 244 Skipped: 84



ANSWER CHOICES	RESPONSES	
Better than last year / Mejor que el año pasado	26.64%	65
Same as last year / Igual que el año pasado	68.44%	167
Worse than last year / Peor que el año pasado	4.92%	12
TOTAL		244