**Pool Survey Results - 2020**

Have you been to HR in the last 12 months? ¿Has estado en Hacienda Riquelme en los últimos 12 meses?

343 responses

74.9% Yes

25.1% No

Q1. How often have you visited the resort during the last 12 months? How many times have you visited the complex in the last 12 months? Como no ha estado en Hacienda Riquelme en los últimos 12 meses, no es necesario que continúe con esta encuesta.

257 responses

Up to one week 12.5%

1-4 weeks 43.2%

5-8 weeks 17.5%

8 weeks or more 28.8%

Q1 Comments / comentarios

I would have been on site five further times if it were not for the pandemic

very clean

Would normally have spent longer but Covid has prevented further visits

6 visits from March to October

Before lockdown

Here permanently

Live here

Limited time in 2020 due to CV19

Over 4 weeks split over 4 separate visits

Two separate visits

Would have been a lot more if Covid-19 hadn’t happened

eigentlich haben wir 8 wochen geplant..COV hat es verboten...deshalb nur 3 wochen

Last visit February 2020

We haven't been back since March.

Left in feb when lockdown began.

Please note on Question 2 there is no answer which relates to us. I.e. never use so had to fill anything in to move forward with survey.

I am a permanent resident

we were here during lock down

Our visits were during Jan to March

Not visited since March 2020

Due to Covid only one week in January

Only once in the last year because of Covid

Three weeks in September, one week in October and two weeks of November.

March 3days August 5days

Unable to visit due to covid

I live here

Nov-19

We came for a two week break in July/ August

full time resident

2 weeks

Approx 12 weeks not since March

Permanent resident

Jan & March 2020

2 weeks in July

I came for 3 weeks in March, but got caught in lockdown, so ended up staying until mid-July

Permanent resident

We were last at HR in December. We were there until 23 Dec...it was too cold to swim...sadly!

We have been over 3 times totalling 8 weeks

Enjoying the Sunshine

We had 2 visits in April and then June cancelled due to the Covid pandemic but managed to get flights in late July and stayed 6 weeks

Jan & March 2020

Tres semanas en verano y algunos fines de semana.

Only visited for 2 weeks in September

Residents

One two-week visit in Feb-March

2weeks February 2020

Covid 19 meant only one visit of 3 weeks

My last visit was in January 2020

Q2. How frequently do you visit & use the pools? Please use the drop down box. How often do you visit and use the pools? Con que frecuencia visita y usa las piscinas? Por favor seleccione la opción en el desplegable.

257 responses

1-3 times 51.4%

More than 4 times 23.3%

Daily 25.3%

Q2 Comments / comentarios

eso depende del clima y la temporada, en el verano todos los dias

In warm weather we use the pool daily

Poll service is good and professional.

Daily when on site

seldom use the pools

I NEVER use the pools but you do not offer that option

Normal usage but not in the winter and so not this year

During summer months.

leider war dieses mal der pool gespeert.

Use pool daily in summer months when a Lego visit

Not used in 10 years as only in HR for the winters normally.

Haven’t used the pools during the past year.

Not been in any of the pools. Only visited on a walk

as the majority of the time it was lock down and i only visit the pool occasionally not 1-3 times a week even when there are no restrictions. use may be once a week

Casi no las he usado

But not this year

this year not been using the pool, was here in Jan and now in Oct/Nov.

In high season

We would use the pool daily each visit

If my local pool is open as I am disabled. However, Resortalia take no notice of this.

We sit around the pool and I swim in it most days late afternoon / early evening time.

We try to go to the pool every day

Didn't use pools at all this year

Not used this year because of Covid19

Our apartment is right next to the pool so we take our sun beds down each day

2 times a year

It was too cold to use when I was there last

Generally daily from May through to October, but not at all during the winter months

I had to answer the above but we don't use the pools

1-3 times a week depends on weather

During summer months only

Whilst the water is warm enough for swimming

too cold in Jan /March so did not use pools but survey required tick in box

Only a couple of times during the period here. Should have the option of N/A or less - when none of the answers fit but had to pick one which was not relevant to my circumstances.

(need an option for less than 1 time per week) not used this year

I never use the pool, but had to choose an answer in order to continue the survey

When warm enough we swim every day. Was too cold in December so answers are not really relevant. We have been unable to visit HR it's year. We had four lots of flights cancelled...then I was ill.

Very occasionally

Average 4 times each week, possibly more. Weather dependent

We love swimming

Most of the time pool, (1.1), was very quiet for this time of year but there did seem to be more Spanish, (possibly renters??), using the pool in late afternoon. Their behaviour was at times very unruly and they did not follow the pool rules.

Enjoy swimming

The pools make the resort. Only complaint I have is that the light in the steps on our pool have been broken for a long time.

Using the pool daily in the summertime, but last summer we was not at HR.

too cold in Jan /March so did not use pools but survey required tick in box

We were not able to use the pool due to Covid lockdown.

En verano, aunque somos mÃ¡s de playa, la visitamos casi todas las tardes.

We didn’t visit the pool during our last visit

Rarely

It depends the season Warm or hot

During the summer months April to October

Q3. How would you rate the overall quality of swimming pools? How would you rate the quality of the pools in general? ¿Cómo calificaría, en general, la calidad de las piscinas?

Responses 257

Poor 1.9% - 5

Satisfactory 12.8% - 33

Good 40.1% - 103

Very good 45.1% - 116

Q3 Comments / comentarios

There have been times when cleaning or filtering could be better.

The pools themselves are very good, however the new surface on our pool 5b is very poor.

Solar heating in the winter would be a boon

Untidy edges pool 6,2 which I understand is being addressed.

Pool 1.1 is very uncomfortable to walk around due to loose clippings, although I understand this will be fixed next year

Very unfriendly environment

Actual pool good. Work on new surround is dangerous crumbling and a disgrace

Trip hazards floor in poor repair 6.1

My only disappointment is that there are not sunbeds at the pools for use. I realise there would be a cost to this and it may be difficult to get all owners to agree to contribute.

There has been occasions when there has been a lot of floating small debris; insects and the like that take a long time for the skimmers to remove.

Would be very good but havent seen our pool refurb yet

nicht zugÃnglich

Outside the pool is very good, I would question however how the quality of cleaning to remove debris from the water

Needed repairs which are now being done I understand, lots of black patches on tiles near filter vents. Edge of new surface crumbling and sharp.lights not always operational.

The pools should be heated whit sun energi

Not always as clean as expected

Not used, but from a distance they look very well maintained.

Answer based on the look of the pool during my las visit in March, 2020.

They look good.

Good condition since the recent refurbishment

good condition when I have visited

The new "pavement" around the pools is excellent, the maintenance around the pool is as well excellent... the pool itself however, allthough it's cleaned every day, so not really clean. A lot of dead insects at the bottom of the pool... but really a lot...

just awaiting the new flooring as ours is getting a tad rough

Always dirty at edges.

Cleaned every day

On times I thought it could have been cleaner thats 2019

When they are open.

The pool is very clean and the surrounding areas are well kept. The only issue we have is the stone crazy pavement area around the pool is very damaged and sharp. This could cause an accident if you kick the sharp edges of the paving.

The pools are always excellent

Visual inspection only during the year

Our pool is cleaned daily but the paved area is not good and is dangerous. The lights on the stairs also need fixing

Even better with the new surfaces

Crazy paving getting worn out and sharp edges when I was there last

Pools are well maintained

The new surface is very sharp to walk on bare feet to many loose stone chippings

look fine from a distance

Concerning the one we visited on Atlantico 10

cigarette end at base of trees on plastic grass

The pool areas were very clean and tidy, probably due to the lack of visitors to the resort during the time we were there!

We love it

The pools are lovely but we would love them to be heated because they are just too cold to use at this time of the year, bearable in the summer.

As always the pool was maintained to a high standard

all the pools are very attractive

look fine from a distance

La playa de la piscina 5.1 ha mejorado respecto a como la dejaron despuÃs de cambiar el pavimento, sobre todo el borde; ha sido una buena idea volver al original.

We didnt go in the pool so can only say that from our balcony, our pool looked fine

Q4. Cleanliness of the pool water / Cleaning water ¿Cómo calificaría las siguientes zonas en las piscinas?

Poor 1.9% - 5

Satisfactory 12.1% - 31

Good 30.7% - 79

Very good 51% - 131

Cleanliness of the side walls of the pools / Cleaning of the side walls of the pools Limpieza de las parades laterales de las piscinas

Poor 1.9% - 5

Satisfactory – 17.5% - 45

Good 34.6% - 89

Very good 42.4% - 109

Filtration pumps working / Funcionamiento de la depuradora

Poor 1.2% - 3

Satisfactory 16.3% - 42

Good 33.5% - 86

Very good 45.5% - 117

Pool lighting working /Funcionamiento de las luces de la piscina

Poor 6.6% - 17

Satisfactory 20.7% - 53

Good 40.2% -103

Very good 32.4% - 83

Poolside showers working / Funcionamiento de las luces de la piscina

Poor 5.8% - 15

Satisfactory 31.9% - 82

Good 37.8% - 97

Very good 24.5% - 63

Q4 Comments / comentarios

a veces las duchas gotean

Think they have been off at pool 3.2 due to Covid

Sometimes 'scum' can be seen forming in the corners of the pools and the showers are often left dripping. I wonder if this is because they can be tough to turn off fully.

In pool 1.2 one shower works poorly

Thank you to the maintenance team for the good upkeep of the pools and surrounding areas.

Dirty and blocked grids, showers often not working.

many pool lights not working. Would be better to have automatic turn off on showers.

only by observation

I NEVER use the pools, so survey needs shouldn't force me to answer these questions

One shower not working and rails into pool need cleaning

My answers are based on the end of the pool season when high winds had caused a lot of tree debris to be in the pool.

too much floating insect debris.

war 2 wochen geschlossen

The pool side showers are not to the high standard of the pools themselves. The shower heads are often blocked also.

I think the showers should be push button as children sometimes leave them running wasting water

I have had to put good as no option for not using as stated above.

No comment as I didn’t use the shower.

Not having used pools, some above answers are false

The new "pavement" around the pools is excellent, the maintenance around the pool is as well excellent... the pool itself however, although it's cleaned every day, so not really clean. A lot of dead insects at the bottom of the pool... but really a lot...

Lights should be in all year round. I purposely bought an apartment with a pool view. Would like to see it lit for more than 2 hours and all year round

Not able to comment

Need more access and egress bars for disabled.

Timer re lights was wrong, on during day, off in evenings??

Visual only due to Covid restrictions

Sometimes not working at all

Great improvement since the pool was refurbished

Lighting doesn’t always seem to be on at night, occasionally the shower tap is faulty

unable to properly gauge since not used pools in winter

As mentioned the pools are lovely and are maintained very well and as we love swimming the only thing that is disappointing is that they are not heated.

Not all bathers use the shower facility

all the pools are well maintained but wish they were heated but probably too expensive to heat all of them but if just a few were, , probably

Lights in steps often broken

unable to properly gauge since not used pools in winter

I've put satisfactory where I do not know the answer due to not going to the pool. I have answered poor for the shower as I was made aware that our pool showers were not working during our visit

Can’t comment on the performance of a filtration pump as no access or design criteria to work to?

Our pool has since been repaired

Q5. Have you ever had to report a problem with any of the areas shown in question 4? ¿Ha tenido que avisar algnuna ocasión de algún problema relacionado con las distintas zonas de las piscinas mencionadas en la pregunta 4?

Yes 5.8% - 15

No 94.2% - 242

Q5 Comments / comentarios

The new pool surface is breaking up and uneven and I suspect it will deteriorate sooner than it is designed to

Pool filters not operational

To reduce the overall cost of pool maintenance, has any consideration been given to pool volunteers, especially during the Winter months to carry out the fairly trivial activity of pouring in the disinfectant and netting any detritus from the surface. Usually takes the Atlantir guy approx. 10 minutes per pool. Answer from Resortalia, NO, as we would be contravening elf and safety and whatever decree is in place to protect Spanish Companies from milking residents on these types of urbanisations.

On the whole I think our pools are great.

I have completed this survey as to me the pools always look wonderful but as we only normally visit in the winter, for the whole of the winter, it is too cold to use them then. The pool company always appear to be efficient and work hard to me.

Very disappointed with the whole pool fiasco re Covid. All pools should have been open. We sure as hell won’t get a discount on our fees for them not all being open

Had to report faulty shower several years ago. Repaired next day

Daily

Broken lights on the entrance steps and poor fencing

The pool pump stopped working after a Gota fria dis-colouring and stagnating the water. Pool was left for 3 months (Jan - March) before being repaired.

We don't use the pools, but our pool 2.2, always looks immaculate.

Areas of the new surface lifting cracking

not happy about so many people not staying on HR allowed to use the pools. (where is page 5, to allow general comments)

A snake in pool 6:1 once

never had to report a problem about the pools

The only downside is the outsiders using the pool. Who I don't mind except when there seems to be a lot of the village kids about who don’t obey the rules and thus make being in the vicinity not very enjoyable

never

Reported lights in steps around pool. 1.2. This was a few years ago.

Q6. Please identify all areas you have had to report / Por favor identifique las áreas de las cuales haya tenido que repotar una incidencia.

15 responses

Cleanliness of water 13.3% - 2

Cleanliness of the side walls 13.3% - 2

Filtration 13.3% - 2

Pool lighting 33.3% - 5

Showers 6.7% - 1

Hazards 20% - 3

Q6 Comments / comentarios

Lots of lights not working

N/A this year

The closure of pool despite disabled needs.

A snake in the pool

Q7

Having reported a problem, please rate how well the problem was resolved. Once the incident is reported, could you indicate your opinion on the resolution of it? Una vez reportado el incidente, ¿podria indicar cuál es su opinión sobre la resolución del mismo?

Poor 20% - 3

Satisfactory 26.7% - 4

Good 33.3% - 5

Very good 20% - 3

Q7 comments

Ignored complaint

Someone took it out

I checked a few times that year and they were still broken

Satisfactory eventually. Belive the repair to the pump was delayed due to the parts not being available and the pump house having to dry out

Excellent service

Q8. How proactive do you believe the pool maintenance company are in replacing missing tiles on the pool steps? ¿ Cómo de proactivos considera que es la empressa de mantenimiento de piscinas en relació a la sustitución de los gresites en los escalones de las piscinas?

Poor 13.3% - 2

Satisfactory 46.7% - 7

Good 33.3% - 5

Very good 6.7% - 1

Q8 Comments / comentarios

Lots of loos tiles often lies by the side of the pool

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 visto en alguna ocasion a la empresa de mantenimiento de piscinas limpiando estas, ¿cómo calificaría la seguridad en la zona mientras realizan el servicio? P.e.estaba el flotador salvavidas, habia gresites rotos o que faltaban, estaba el candado de la puerta de acceso a la depuradora cerrado etc.

Poor 0

Satisfactory 46.7% - 7

Good 20% - 3

Very good 33.3% - 5

Q9 Comments / comentarios

Net missing never replaced

The pools are very extremely well maintained.