**Security Survey Results**

**Have you been to Hacienda Riquelme in the last 12 months?**

Responses 468

Yes - 332

No – 136

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**1 When were you last at Hacienda Riquelme?**

Responses 332

Within the last 3 months?/ – 130

Within the last 6 months?/– 101

Within the last 12 months?/ – 101

**Q1 Comments**

February 2020

There in Jan and Aug

July

Live here

January 2020

February 2020 for 5 days

We only managed to get to HR in February sadly not since then.

We are permanent residents

Last on site in January 2020

Our dates were from 13/1/20 to 8/2/20

February / March pre lockdown

Back to Norway 22. of November

Very good security as usual.

Last new year

I went at the beginning of March for 3 weeks, but ended up staying (due to lockdown and flight cancellations) until mid-July.

We were there all December

Only stayed for 8 days in October.

New year celebrations

We moved here in June 2020

July 2020

Visited a few times to check our apartment

In July

March 2020 for AGM (cancelled)

Returned to HR in July after recovering from COVID-19

I live on HR permanently

Brilliant, reliable.

October 2020

Early August for 5 days

Always wonderful on the resort

1 week only

February-March 2020

July, August and September

Permanent resident

March to April

Summer for three weeks only

September to October

November

September

Last visit Jan & March 2020

February and August

Been there on February & September 2020 due to COVID-19 government announcement restrictions travelling aboard

October

July 20 - October 20

Permanent resident at HRGR

Estuve el fin de semana del 19-20 de septiembre.

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**Q2 How would you judge the overall performance of the security company?**

Responses 332

Very good - 229

Good - 79

Satisfactory – 21

Poor- 3

**Q2 Comments**

Too many local children allowed to enter our resort during summer holidays and this wasn’t managed well

We are lucky to give such a dedicated team.

I personally think they are excellent

They were visible and very professional on entry at gate

Perfect

Very helpful & polite & friendly

They are always polite and helpful.

We noticed that Security weren't driving around the resort as much as they had done previously.

No issues whilst I was there

We have always found them helpful, courteous and they always have the safety of our community and owners/long term renters at the heart of what they do. It has been a very difficult year but they have done everything to keep us safe and we have nothing but praise for all of the staff based here.

The Vigilante team have always polite & helpful & always look happy in their job.

On hearing of Abad’s efforts to prevent access to the Gate building, I was disappointed that Vigilant had not done more to discourage that, but perhaps that is unfair as it might be outside their jurisdiction...

Very efficient, welcoming and efficient. Good presence around the resort

We don’t have much to do with security but they have always been very polite friendly and helpful if we have had contact. Always a smile and a wave when we see them. Lovely to have them on resort

They are courteous and give us the correct paperwork on arrival to register our car.

Always visible round the resort

Always friendly and quick to respond.

All of the security staff I have met have been polite and helpful, and certainly 'went the extra mile' during lockdown to make sure that we were safe and understood the rules.

Security do an excellent job, they are always friendly and polite

Very professional.

each time i have been there i have been impressed with the security

Pleasant/ friendly

Friendly, helpful

There were problems with youths entering the resort and causing problems around the pools and play areas all day and into the early hours. We witnessed youths entering the resort and the security team did not stop, challenge or speak to them regarding entry. This should not be allowed.

Very helpful

As a new owner I found them to be friendly courteous and efficient

Spending the afternoon going round the pools to evacuate for a spray that was a complete waste of time.

Very helpful and pleasant

Always polite, helpful and knowledgeable

Excellent security. They ensure vehicles and people have a reason to be on HR. Having been to other resorts to play golf the same cannot be said elsewhere. I feel very secure here.

Professional, friendly, and very helpful

The security team helped me with an awkward situation and were superb.

They didn’t seem to be completing all checks regarding the local teenagers gaining access and abusing facilities on HRGR. They should do all they can to prevent this abuse.

Once we called for a big BBQ with high and dangerous flames from tenders of neighbouring people. Security came only 15 minutes later, when flames were gone already. When a situation is dangerous, it would be nice if they could come earlier.

Very professional and thorough at what they do

No interaction with security

Clean prompt and Swift as Always

Lovely welcome on arrival, always get a wave as you come in go out, good to see personnel in car and on foot around the complex - very reassuring

Very efficient

during the summer there was to many young teenage children roaming the pools with no adults around, not causing trouble but being annoying. Security had to keep visiting, this should have been addressed with the parents.

Could be much better

Very professional and much better than what we have experienced when visiting other resorts

Excellent. Always approachable and professional.

Fantastic security team much appreciated

problem in outdoor access for swimming pools

We have fantastic security, the only comment I could pass is that I think it would be ideal, given how international our community is, if all security staff were fluent in English.

Always found them to be very helpful and responsive.

Like the way a security person patrols darkened areas at night

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**Q3 How would you rate their performance in dealing with people entering and leaving the resort?**

Responses 332

Very good - 219

Good - 80

Satisfactory - 21

Poor - 12

**Q3 Comments**

As above too many non-residents allowed access and causing disruptions

They adhere to the rules and have kept us very safe this year, during the lockdown.

Very good, professional, and courteous

During our stay in August there appeared to be a large numbers of renters who did nothing comply with the pool rules, particularly young people. I observed a number of people driving to the pools near us and wondered where they actually staying on the Resort.

Very efficient.

More often than not, the team manage to present a smile to all arrivals.

Excellent service

Never had any issues vans/trucks always checked (the ones that I have seen) and always efficient

like the fact they inspect vans coming in & going out

We have no reason to say that they do not perform in accordance with their duties.

Always in attendance

Very helpful and polite.

Who give instructions to the security?

Why should they call Guardia civil When people from France or Belgium enter HR by car for the moment?

Only remark is about the youth behaving improperly in groups. Not living on the resort. But in the end it has been solved in a short period. It was the first time we experienced such an incident at HRGR

At the time there was no checking of temperatures

Don't really see much on way in or out Should have Not applicable?

I think a lot of people were coming in and using our pool 1.3 this summer and being very loud and antisocial and breaking the rules.

There were way too many people/youths/kids around the pools in the summer that were clearly not residents.

Friends have said how they were treated with a welcome

Kind,

See Q2

Very helpful

Clearly our resort is still seen as a free for all Aquapark where half of SUCINA gets invited at our expense to enjoy our pools so long as you know someone who is staying here. Should be more restrictions in place to avoid such abuse and the consequences this brings. It is no coincidence that board members choose to flee during the summer months precisely to avoid the riff raff...says it all.

Antes el propietario era quien daba los datos a seguridad de nombre y matrícula del vehículo de las personas que venían al Resort de visita. Ahora con que la persona que viene al Resort de una dirección es suficiente para que pueda entrar. Consideramos que sería más adecuado volver al sistema anterior y evitar así visitas no deseadas.

Great service

excellent professional service

See above

See above.

Much better than other resorts

Feel that Spanish get preferential treatment

Easy and laid back

They were overtly officious on statements on COVID, they asked for information they had no right to ask and generally unpleasant.

Always gave a wave!

extremely professional and courteous

their failure to control non-resident visitors to pools and other facilities is not good enough

Very happy satisfied with their service

Let too many people in especially locals and tradesmen without proper checks

Polite, courteous

Tighter security to check all people including delivery/contractors to check entering and leaving the HRGR well done security team

Although I know there was trouble with children for the village coming in and disturbing others.

Security’s are excellent and are a huge asset to our resort. They are thorough, professional and efficient.

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**Q4 If you have reported an incident to security in the last year, how would you rate their response?**

Responses 331

Very good - 76

Good - 23

Satisfactory - 7

Poor – 4

Not applicable - 221

**Q4 Comments**

Phone answered promptly & problem attended to.

Had no reason to call security

We reported someone in our building that was smoking cannabis constantly outside in their garden. This made it impossible for us to sit out on our balcony. We don't know if security spoke to them or not as we didn't get any follow up.

Hav not had any incident

Polite but firm staff.

There was a water leak at the ceiling of the hall of our building and once we left our key inside our apartment on the door. They came immediately to help us both time.

We didn't want to bother them but any time we did they were excellent, courteous and couldn't help enough.

We are really happy with the security and have been from 2007

Delt with it as soon as

lights did not work in our block hall; day after the were working again

Having noisy neighbours ruins a holiday and if you report it, you get the feeling that you're being a pain in the neck... Also, some guards take a more proactive role in patrolling on foot (Marco) while the rest just cruise around endlessly in their air-conditioned car unless they get a call it seems.

Arranged for the main apartment door handle to be repaired after it came off in my hand at New Year’s Eve 2019. It was repaired first thing in the morning

quick to help and respond to problems very promptly

Wasp issues by pool. Dealt with very promptly. Excellent!

as referenced, we needed their help, and they were superb

Issues dealt with swiftly and efficiently.

see question 2

Never reporter!

Super team!

The responded to a complaint about a barbecue in a professional and pleasant manner

Great security

there seems to be an uneven response from different guards. Not sure if this is a training or communication issue?

Helped me with a personal issue very well

Pool behaviour they attended and spoke to the people but 2 days later same people same behaviour

Due to very quiet while am stay there due to COVID-19 situation, no incident report to security this year.

I couldn’t get into my main building front door the lock was jammed, it did take them a while to find the corresponding building key.

Issue with a car collision and came to the rescue when a car battery was flat. Very supportive and helpful!

I have reported nothing