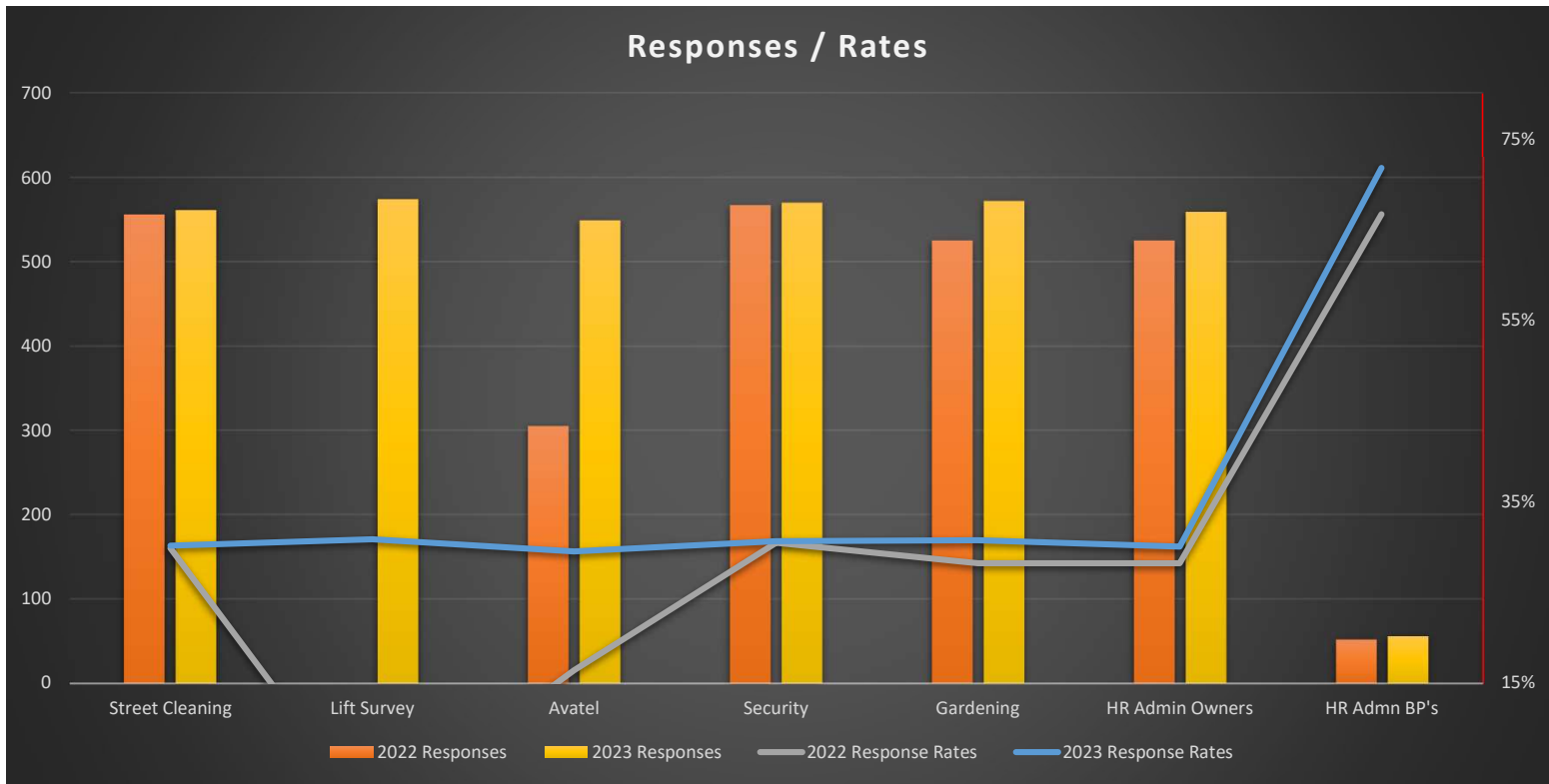


Hacienda Riquelme 2023 Survey Results



Signature

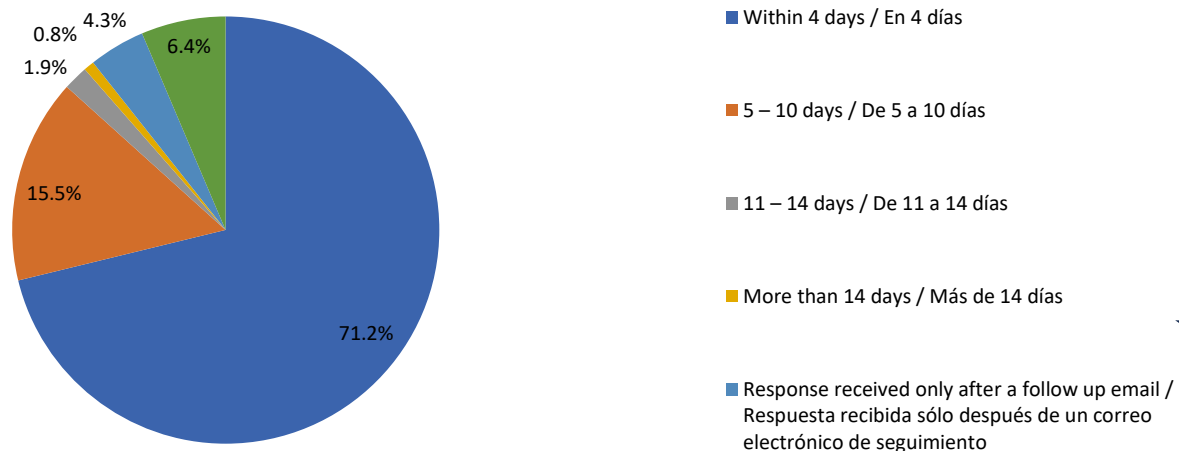
Date



Higher response rate for 2023 vs 2022 but HR Admin BP Survey down from 72% to 67% which equates to 4 respondents

HR Admin - Owners

How many working days after making contact did you receive a formal reply (not an automatic acknowledgment)? / ¿Cuántos días laborables después de ponerse en contacto recibió una respuesta formal (no un acuse de recibo automático)?



Almost a $\frac{3}{4}$ response rate to formal replies being issued to Owners within 4 days!

HR Admin - Owners

| Have you had reason to lodge a complaint with HRGR Admin during 2023? / ¿Ha tenido motivos para presentar una queja ante la HRGR Admin durante 2023? | | | |
|--|----------|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Yes / Sí | 14.5% | 81 |
| 2 | No / No | 85.5% | 478 |
| | | answered | 559 |
| | | skipped | 0 |

| How would you rate HRGR Admin's response to your complaint? / ¿Cómo calificaría la respuesta de HRGR Admin a su reclamación? | | | |
|--|-----------------------|------------------|----------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Very good / Muy buena | 15.7% | 13 |
| 2 | Adequate / Adecuada | 38.6% | 32 |
| 3 | Not good / Mala | 45.8% | 38 |
| | | answered | 83 |
| | | skipped | 476 |

Response rate of complaints lodged in 2023 in line with 2022 at 13.9% -
 Board to review comments and identify, where possible, areas of
 improvements

HR Admin - Owners

2023

Overall, how would you describe HRGR Admin's administration of the General Community of Hacienda Riquelme in 2023? / En general, ¿cómo calificaría la administración de la Comunidad General de Hacienda Riquelme por parte de HRGR Admin en 2023?



2022

Overall, on a scale of 1 – 5 where 1 is very poor and 5 is excellent how would you describe HRGR Admin's administration of the General Community of Hacienda Riquelme in 2022? En general, en una escala de 1 - 5 donde 1 es muy deficiente y 5 es excelente ¿cómo describiría la administración de HRGR Admin de la Comunidad General de Hacienda Riquelme en 2022?

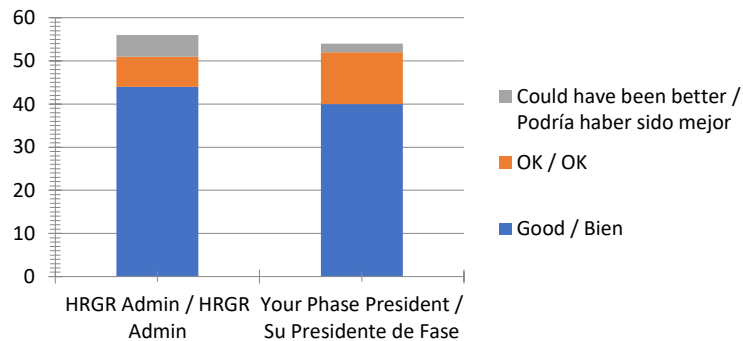
| Answer Choice | Response Percent | Response Total |
|---------------|------------------|----------------|
| 1 1 | 6.3% | 33 |
| 2 2 | 8.5% | 44 |
| 3 3 | 16.7% | 87 |
| 4 4 | 35.0% | 182 |
| 5 5 | 33.5% | 174 |

Good decreasing from 69% in 2022 to 52% in 2023. OK increased in 2023 from 17% in 2022 and Poor decreased marginally from 15% Board to review

HR Sub Community BP's

2023

Overall, how would you rate the standard of support you received in 2023 from: / En general, ¿cómo calificaría el nivel de apoyo que recibió en 2023 de:



2022

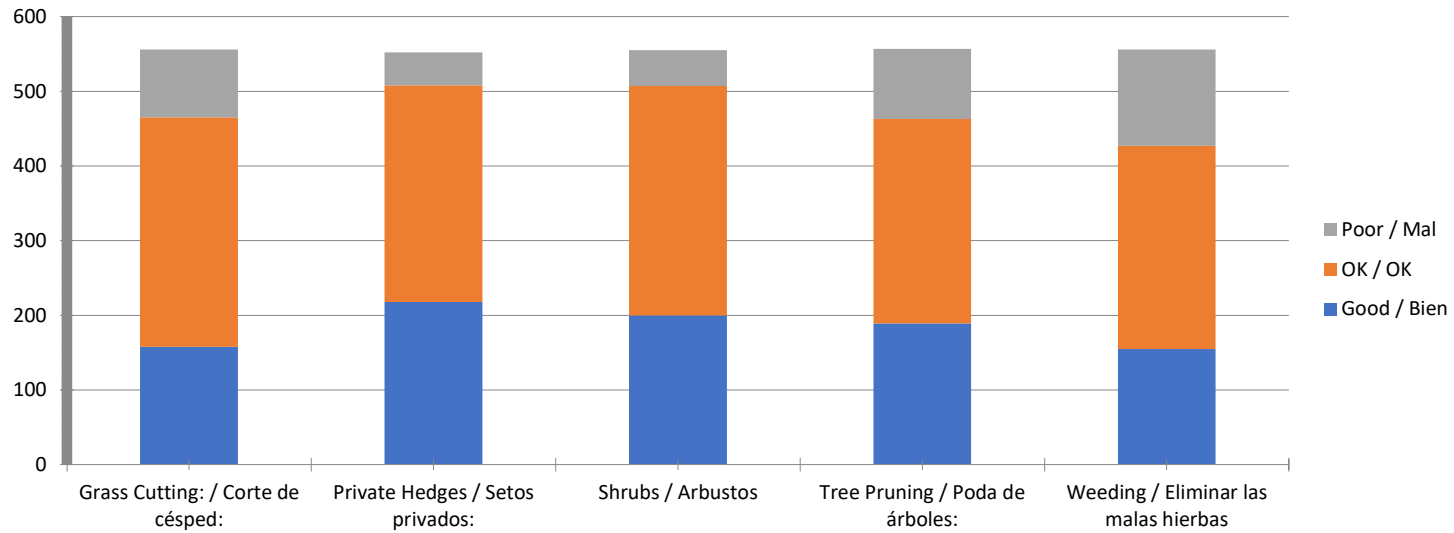
Overall, on a scale of 1 – 5 where 1 is very poor and 5 is excellent, how would you rate the standard of support you receive in 2022 from: En general, en una escala de 1 a 5, donde 1 es muy deficiente y 5 es excelente, ¿cómo calificaría el nivel de apoyo que recibe en 2022 de?

| Answer Choice | 1 | 2 | 3 | 4 | 5 | Response Total |
|--|---|---|---|----|----|----------------|
| 1 HRGR Admin | 0 | 1 | 5 | 14 | 32 | 52 |
| 2 Your Phase President / Su Presidente de Fase | 0 | 4 | 5 | 7 | 32 | 48 |

PP's to review with BP's as scores decreased slightly vs 2022 in general as a % of respondents. Comments to be analysed for area of improvement

Gardening

Standard / Nivel de servicio:

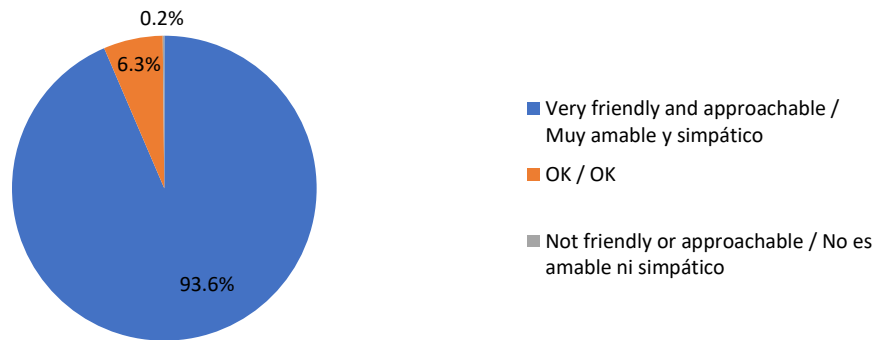


KPI's are reviewed By the Gardening Review team (includes RM and rm) with STV. All comments received will be reviewed

Security

2023

In general, how friendly and approachable do you find the Vigilant Security staff? En general, ¿cómo de amable y simpático le parece el personal de Vigilant Seguridad?



2022

On a scale of 1 – 5 where 1 is very poor and 5 is excellent, how friendly and approachable do you find the Seguridad Vigilant staff? En una escala de 1 a 5, en la que 1 es muy malo y 5 es excelente, ¿en qué medida le parece amable y accesible el personal de Seguridad Vigilant?

| Answer Choice | Response Percent | Response Total |
|---------------|------------------|----------------|
| 1 1 | 0.2% | 1 |
| 2 2 | 0.5% | 3 |
| 3 3 | 1.3% | 7 |
| 4 4 | 12.9% | 71 |
| 5 5 | 85.1% | 469 |

The scores in friendliness and approachability of the Security team have increased vs 2022. Well done and thank you to the Team

Security

2023

Overall, how would you rate the quality of the service provided on Hacienda Riquelme by Vigilant security? / En general, ¿cómo calificaría la calidad del servicio prestado en Hacienda Riquelme por Vigilant seguridad?

| Answer Choice | Response Percent | Response Total |
|-------------------------|------------------|----------------|
| 1 Excellent / Excelente | 72.8% | 407 |
| 2 Good / Bien | 22.0% | 123 |
| 3 OK / OK | 4.3% | 24 |
| 4 Poor / Mal | 0.7% | 4 |
| 5 Very Poor / Muy Mal | 0.2% | 1 |

2022

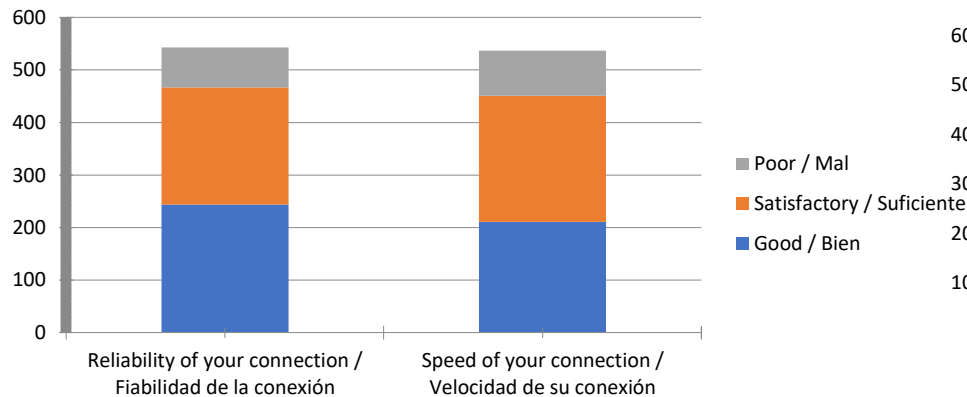
Overall, how would you rate the quality of the service provided on Hacienda Riquelme by Seguridad Vigilant? En general, ¿cómo calificaría la calidad del servicio prestado en Hacienda Riquelme por Seguridad Vigilant?

| Answer Choice | Response Percent | Response Total |
|---------------|------------------|----------------|
| 1 1 | 0.0% | 0 |
| 2 2 | 1.1% | 6 |
| 3 3 | 2.3% | 13 |
| 4 4 | 15.5% | 86 |
| 5 5 | 81.0% | 449 |

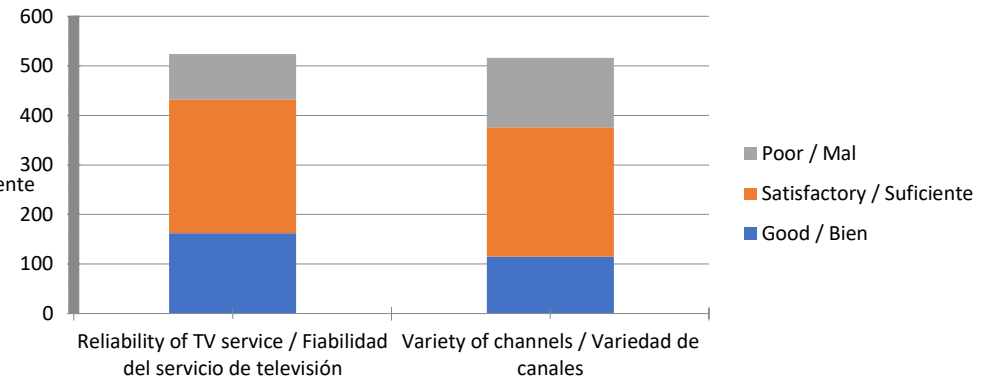
2023 compared to 2022 – note scoring change for 2022 was 1 is very poor and 5 is excellent.

Avatel

2) Regarding the broadband service, how would you describe each of the following: / En cuanto al servicio de banda ancha (internet), ¿cómo calificaría cada uno de los siguientes puntos?

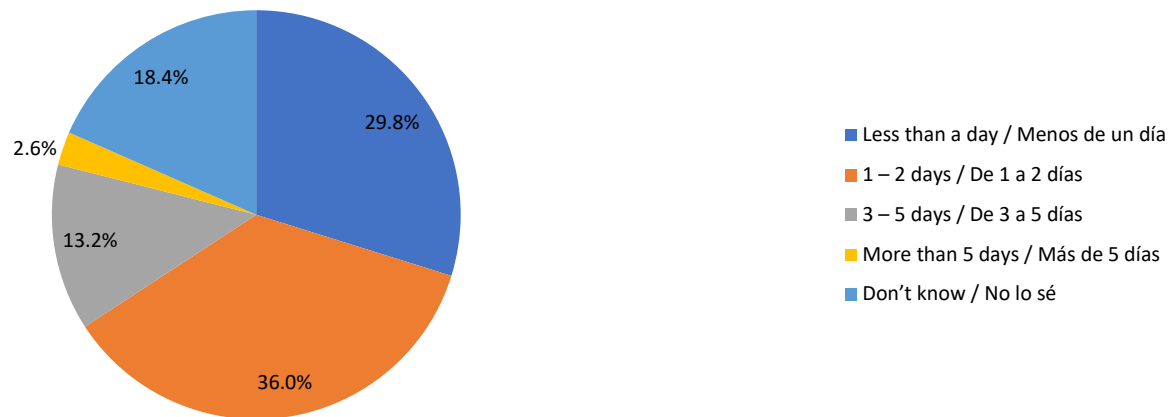


Regarding the TV service, how would you describe each of the following: / En cuanto al servicio de televisión, ¿cómo calificaría cada uno de los siguientes puntos?



Lift Survey

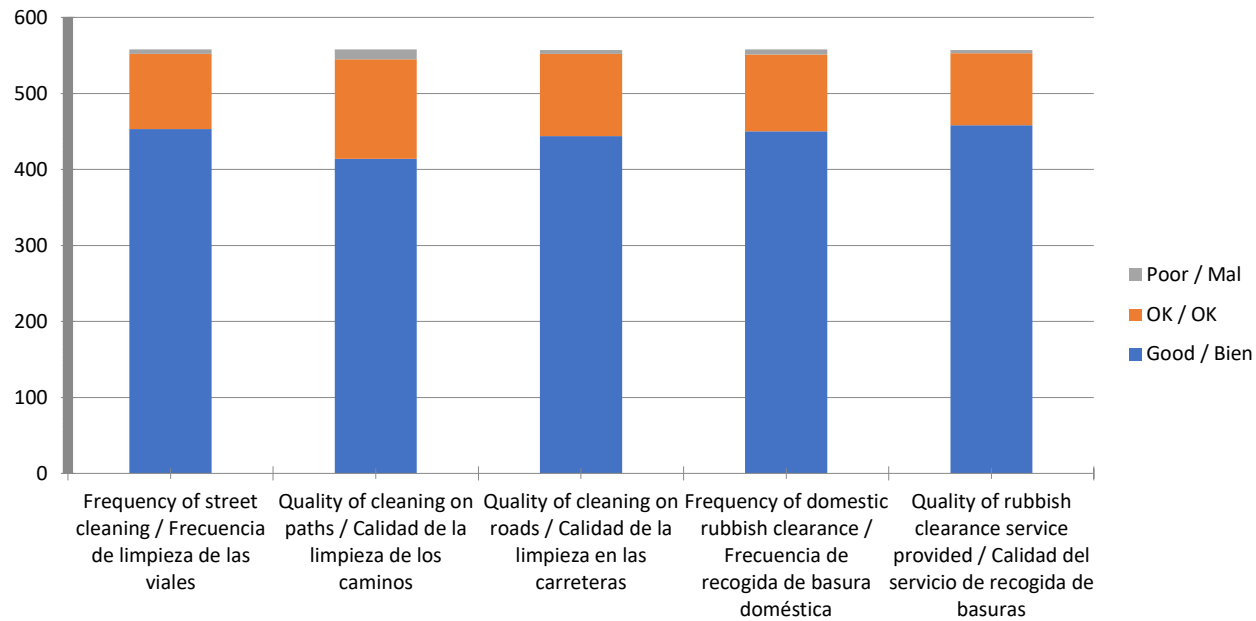
How long was the lift unserviceable? / ¿Cuánto tiempo estuvo sin funcionar el ascensor?



Scores based on Owners input with only 8 Owner being trapped in lifts. Response time from Security, where appropriate, was quick, but poor response time when using the Call button to Kone

Street Cleaning and Rubbish Clearance

How would you rate: / ¿Cómo lo calificarías?



In the main, positive comments received to the frequency and standard of service received

Summary

- Overall response rates are higher than 2022, however, 4 BP's less than 2022 completed the surveys in 2023.
- Of all the respondents, 68% of Owners had contacted Admin for some reason during 2023 with majority through email. The response time to queries are very favourable with $\frac{3}{4}$'s of queries responded to within 4 days
- HRGR Admin's administration of the General Community of Hacienda Riquelme in 2023 has declined slightly in 2023 – The Board will review
- BP's have scored support received from HR Admin and PP's slightly varied vs 2022 with PP support declining from 81% good in 2022 to 74% in 2023, balance shifted to good. PP's to discuss with PP's
- The security team are again scoring as friendly, approachable and effective in the quality they provide
- The scoring in TV channels and internet connection and reliability are generally acceptable

Thank you to all Owners for taking to the time to complete the Surveys. Your contributions are important and valued.

The Board will be reviewing all the comments and feedback received and these will be used in line with the reviews undertaken with the Suppliers