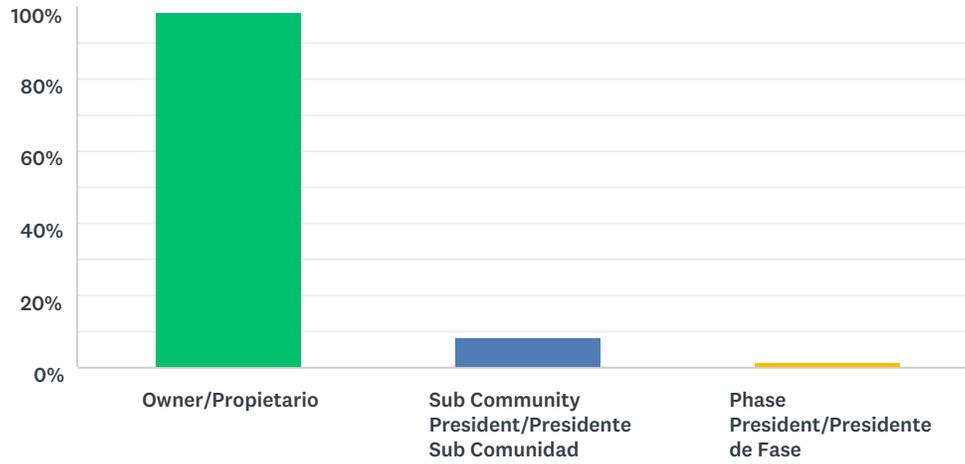


Q1 Please identify all roles that apply to you. Por favor identifique el papel con el que se define.

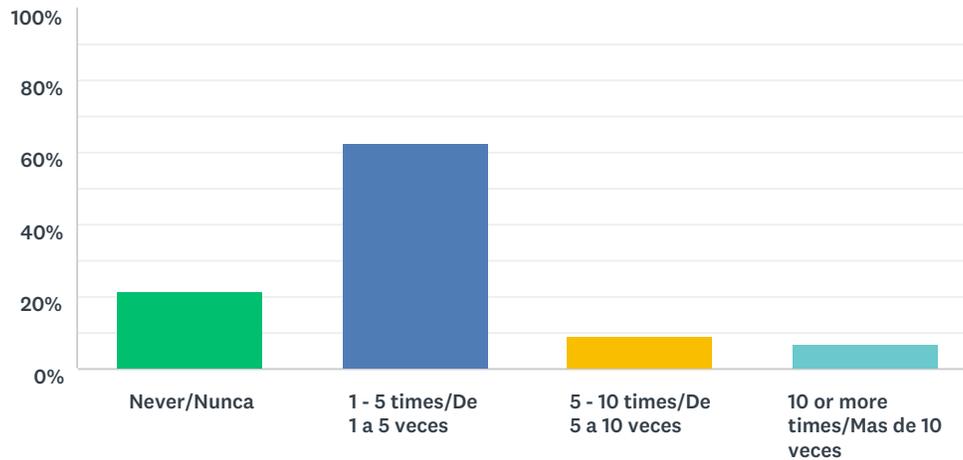
Answered: 483 Skipped: 5



ANSWER CHOICES	RESPONSES	
Owner/Propietario	98.55%	476
Sub Community President/Presidente Sub Comunidad	8.70%	42
Phase President/Presidente de Fase	1.45%	7
Total Respondents: 483		

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: 483 Skipped: 5



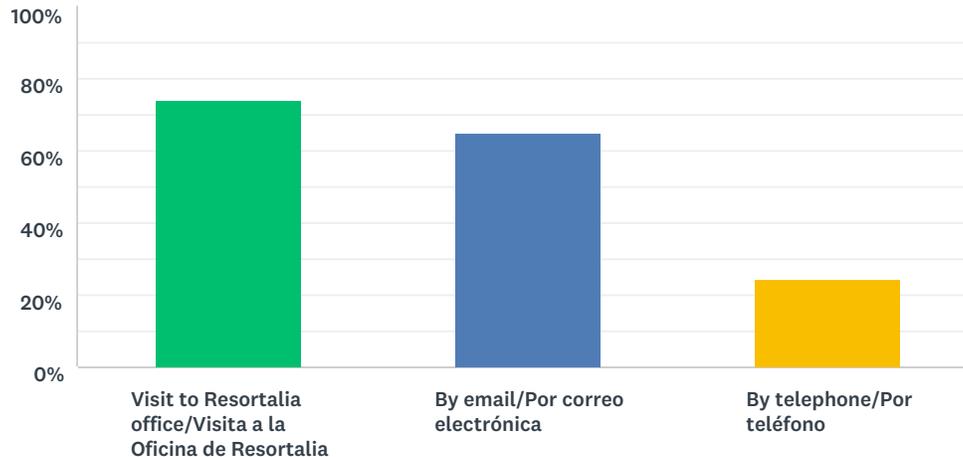
ANSWER CHOICES	RESPONSES	
Never/Nunca	21.53%	104
1 - 5 times/De 1 a 5 veces	62.32%	301
5 - 10 times/De 5 a 10 veces	8.90%	43
10 or more times/Mas de 10 veces	7.25%	35
TOTAL		483

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	Always very friendly and helpful	11/1/2018 5:18 PM
2	Lo tenemos alquilado y los inquilinos no nos han dicho nada de lo normal.	10/17/2018 8:17 PM
3	I have contacted various departments of Resortalia, including the main desk for general enquiries / problems, the Accounts Department and the Legal Department.	10/16/2018 8:35 AM
4	To ask if lack of water was widespread, or if it was just my apartment.	10/13/2018 1:10 PM
5	I have had occasion to contact Resortalia a couple of times and have had good response	10/12/2018 9:45 AM
6	Resortalia are an excellent first access point for owners requiring help and advice on both legal and Resort issues . The service they provide is :- helpful , immediate and very accurate . Their staff are very well trained , very polite and eager to help with any problem .	10/11/2018 8:29 PM
7	Great service and a pleasure to deal with	10/11/2018 1:10 PM
8	.	10/11/2018 12:51 PM
9	I stood down as SCP in March this year	10/11/2018 7:37 AM
10	I have found the service good and responsive.	10/11/2018 7:28 AM
11	Leak on balcony	10/10/2018 8:10 PM
12	to seek an email address for security	10/10/2018 8:09 PM
13	waste of time	10/10/2018 6:07 PM
14	very good service from Resortalia people and also very kindly and professional	10/10/2018 5:24 PM

15	it seems that you are doing a very good job	10/10/2018 4:35 PM
16	All communications replied to immediately and 99% solved issue.	10/10/2018 4:28 PM
17	So far so good	10/10/2018 3:58 PM
18	Resortalia respond and take necessary action in a timely manner.	10/10/2018 3:43 PM
19	Re. Tree pruning	10/10/2018 2:50 PM
20	When I was elected block president despite me not wishing to stand. It was done by a ballot.	10/10/2018 2:22 PM
21	Always very efficient in trying to resolve issues	10/10/2018 1:49 PM
22	I undertake work for the hr web page, and for manning the community centre. I have always received excellent service from Resortalia. Without their assistance we would have major issues with the resort website due to several outages.	10/10/2018 12:44 PM
23	this has been a busy year as personally I have had an insurance claim plus business for the building	10/10/2018 12:33 PM
24	Resortalia have always been efficient, pleasant and good at everything we ask.	10/10/2018 12:08 PM
25	have not responded to my emails	10/10/2018 11:53 AM
26	On all occasions we were dealt with in a very pleasant and efficient manner and any problems were resolved satisfactorily.	10/10/2018 11:30 AM
27	there is no option for property managers/key-holders	10/10/2018 11:29 AM
28	Very helpful and deal with problems quickly .	10/10/2018 11:28 AM
29	Just to get permission to put up fencing and gate for our dog	10/10/2018 11:06 AM
30	Not able to visit because of illness	10/10/2018 10:51 AM
31	Always get a response in a timely manner.	10/10/2018 10:03 AM
32	Always polite and helpful	10/10/2018 9:51 AM
33	Always an excellent, courteous and extremely professional service	10/10/2018 9:46 AM
34	Unsure if it is the cleaners duty to check the air condition area, I have had two bad floods to date so, am always nervous when there is heavy rain.	10/10/2018 9:23 AM
35	Committee member so possibly more contact	10/10/2018 9:21 AM
36	Building issues	10/10/2018 9:19 AM
37	A light was broken in our garage and this was quickly fixed. We also have neighbors in ajedrea2 who cause mess in the garage. Resortalia are working to try and resolve this.	10/10/2018 9:11 AM
38	Very efficient	10/10/2018 9:09 AM
39	Mostly on sub- community business	10/10/2018 9:06 AM

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: 381 Skipped: 107

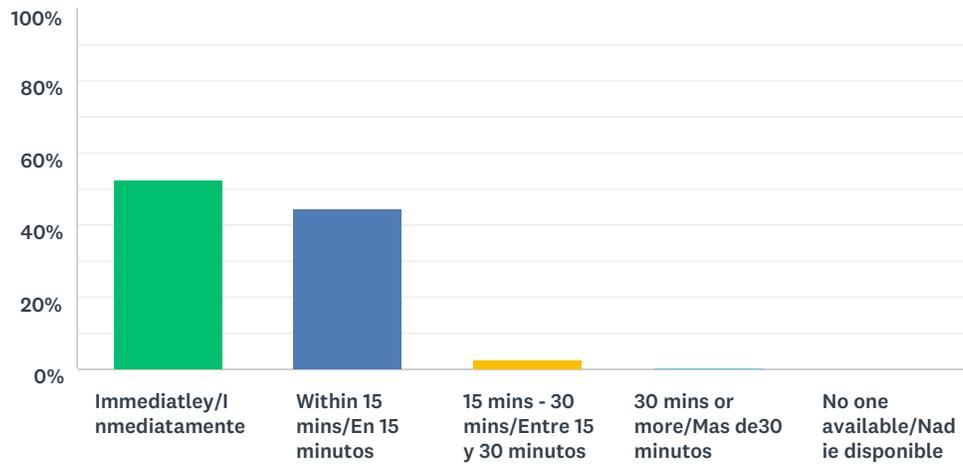


ANSWER CHOICES	RESPONSES
Visit to Resortalia office/Visita a la Oficina de Resortalia	74.02% 282
By email/Por correo electrónica	64.83% 247
By telephone/Por teléfono	24.67% 94
Total Respondents: 381	

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	Asking for assistance.	10/11/2018 7:21 AM
2	Also used the WhatsApp facility which worked well.	10/10/2018 10:32 PM
3	By WhatsApp	10/10/2018 7:39 PM
4	Whatsapp	10/10/2018 6:52 PM
5	I would like to know how can they justify their incredible salaries while maintaining such poor records of debt recovery and how many days off do they have a years... all that whilst working on another Polaris World resort.	10/10/2018 6:10 PM
6	Good response	10/10/2018 3:59 PM
7	Seems leaving information at reception is not always the best way as it can get lost.	10/10/2018 3:08 PM
8	Whatsapp	10/10/2018 12:37 PM
9	Find them very un helpful	10/10/2018 12:09 PM
10	WhatsApp	10/10/2018 10:54 AM
11	Not at all	10/10/2018 10:09 AM
12	Each time service was slow and/or not useful	10/10/2018 9:38 AM
13	Can't use telephone due am deaf since birth	10/10/2018 9:32 AM
14	WhattsApp	10/10/2018 9:19 AM

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: 282 Skipped: 206

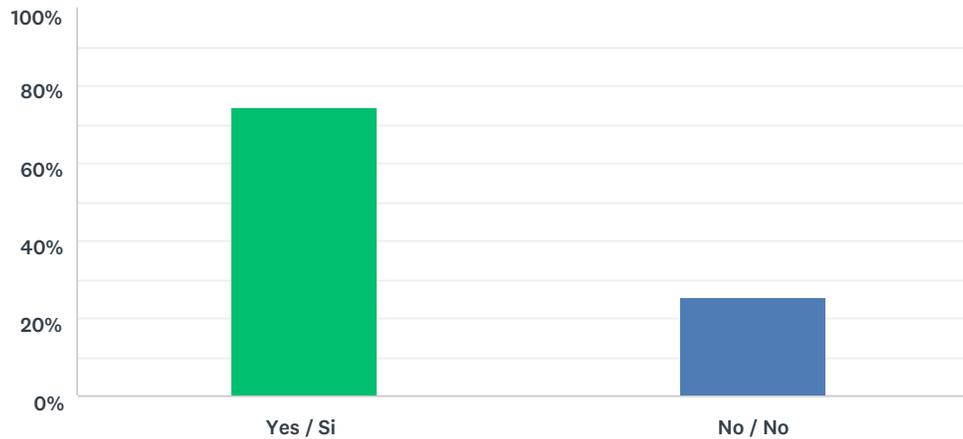


ANSWER CHOICES	RESPONSES	
Immediately/Inmediatamente	52.48%	148
Within 15 mins/En 15 minutos	44.33%	125
15 mins - 30 mins/Entre 15 y 30 minutos	2.48%	7
30 mins or more/Mas de 30 minutos	0.71%	2
No one available/Nadie disponible	0.00%	0
TOTAL		282

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	There was another couple in front of us, so the wait was not long.	10/10/2018 8:57 PM
2	very good	10/10/2018 5:25 PM
3	Sometimes immediately, sometimes we have to wait in line for 5-15 minutes	10/10/2018 2:42 PM
4	If staff are on the phone they acknowledge your arrival and always apologise for any delay of just a few minutes.	10/10/2018 11:30 AM
5	Sometimes immediately	10/10/2018 11:15 AM
6	Always very prompt attention	10/10/2018 9:47 AM
7	Fantastic services & very helpful due am deaf since birth	10/10/2018 9:33 AM
8	They respond immediately if you appear in their office. Their e-mail response that we received was very poor/non-existent	10/10/2018 9:06 AM

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

Answered: 378 Skipped: 110



ANSWER CHOICES	RESPONSES	
Yes / Si	74.60%	282
No / No	25.40%	96
TOTAL		378

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	They do not appear to be very helpful or knowledgeable.	10/12/2018 6:26 AM
2	I was unaware there was a general enquiries team. I always sent my correspondence to Pepa, Lola, Paco or the debt representative.	10/11/2018 7:40 AM
3	I am not sure who the Resortalia General Enquiries Team is.	10/10/2018 8:58 PM
4	When asked to explain how they take over 200K a year for their services, even the accountants cannot come up with an answer other than that it what was agreed. They have been ripping us off for 10 years ! A "team of a couple of secretaries/ receptionists and a solicitor - I wonder what he does really apart from showing up at General assemblies - and an accountant who must be laughing all the way to the bank...	10/10/2018 6:14 PM
5	Friendly staff	10/10/2018 4:00 PM
6	I don't know what this is	10/10/2018 12:44 PM
7	I do not know if the person i talked to is a part of this team.	10/10/2018 10:40 AM
8	Allways helpful.	10/10/2018 10:25 AM
9	Don't know!	10/10/2018 9:48 AM
10	I am not sure. I dealt with the person at the desk	10/10/2018 9:46 AM
11	Not aware of this team	10/10/2018 9:39 AM
12	Pop Resortalia office to face & face communications also use with e- mail due am deaf since birth	10/10/2018 9:35 AM
13	Member of staff at desk.	10/10/2018 9:25 AM
14	They are always pleasant & helpful	10/10/2018 9:24 AM
15	Actually I don't know but I can't get past this page ofvthe survey without answering either yes or no.	10/10/2018 9:18 AM

16

Very helpful

10/10/2018 9:11 AM

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: 273 Skipped: 215



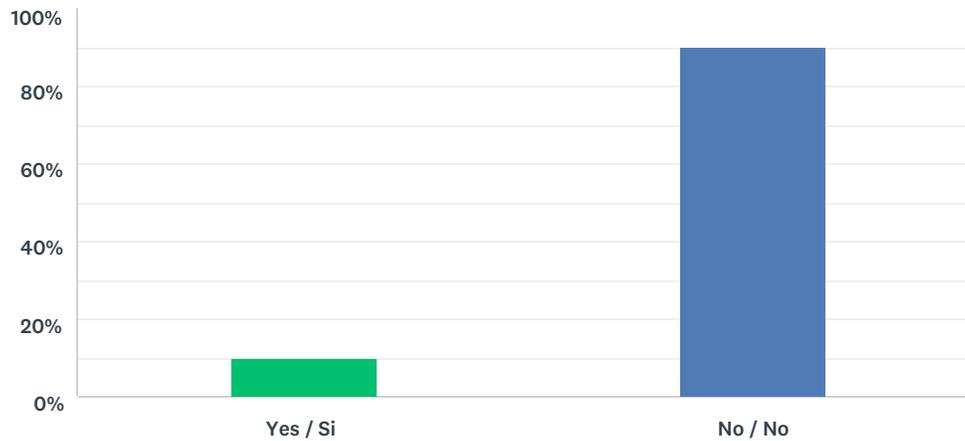
	POOR / POBRE	SATISFACTORY / Satisfactorio	GOOD / BUENO	VERY GOOD / MUY BUENO	TOTAL
Ability to communicate effectively / Capacidad de Comunicar eficientemente	2.93% 8	18.68% 51	38.10% 104	40.29% 110	273
Ability to resolve/answer your query/Capacidad de resolver/responder a su consulta	10.26% 28	17.95% 49	38.46% 105	33.33% 91	273
Time taken to respond to emails (other than the automated acknowledgement reply)/Tiempo de respuesta a sus correos electrónicos (aparte del respondedor automático)	11.72% 32	23.44% 64	39.93% 109	24.91% 68	273
Waiting time to be seen in the office/Tiempo de espera a ser atendido en la oficina.	4.03% 11	19.78% 54	41.39% 113	34.80% 95	273
Friendliness of staff / Amabilidad del Personal	2.56% 7	9.89% 27	34.80% 95	52.75% 144	273
How proactive were they / Cómo de proactivos fueron	9.89% 27	20.51% 56	34.80% 95	34.80% 95	273

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	Marta and Lola give excellent service.	10/15/2018 9:46 PM
2	There ought to be a 'not applicable' choice - my query was on the telephone, so the e-mail and office questions are irrelevant, and my answers to them therefore misleading.	10/13/2018 1:13 PM
3	asked them to translate a letter from the GAS, but could not do so or explain what it meant. did not seem to be interested or helpful.	10/12/2018 6:28 AM

4	Perfect team. The only minus was communication during the painting work of our Building. Not to the owners nor to the Building president. We did not know when painting work was finished. Keyholder kept us informed and closed the appt.	10/11/2018 9:06 PM
5	It is a pity there wasn't an excellent box to tick. I have been an owner since the beginning and have always found them great to deal with, professional friendly and funny	10/11/2018 1:13 PM
6	I was not in attendance. Had someone acting on my behalf	10/11/2018 7:23 AM
7	Responding to emails has been mixed - sometimes ok but also no response	10/11/2018 6:49 AM
8	I have answered poor because this survey is poorly constructed. I cannot answer those 3 as they are not relevant to my contact but there is no option for that	10/10/2018 8:13 PM
9	Resortalia has proved absolutely USELESS at chasing debtors. 10 years on and the deficit continues growing year after year and our fees go up while they take our money shamelessly !	10/10/2018 6:16 PM
10	We are still waiting for the stairs and public area in the hallway to be repainted following the flooding in the winter floods of 2016/beginning of 2017.	10/10/2018 5:40 PM
11	Absolutely no complaints and I often present difficult issues to resolve	10/10/2018 4:31 PM
12	Often I get emails without explanation about the topic, ie will you authorise 52euros for the garage door?? And I am not in Spain and no idea what is wrong or needs doing. Otherwise good communication	10/10/2018 3:45 PM
13	I sent an email and the reply came back that it was being sent on to a colleague who would answer it...I'm still awaiting a reply...months later !..I sorted the problem myself	10/10/2018 1:01 PM
14	Always answer NO, but no alternative help ridiculous	10/10/2018 12:10 PM
15	Questions 4 & 5 should be n/a as we have only e-mailed.	10/10/2018 11:14 AM
16	Slow to respond to email queries	10/10/2018 10:55 AM
17	Never any problems. A great team.	10/10/2018 10:05 AM
18	A query I had in early September has not been dealt with yet.	10/10/2018 9:48 AM
19	First class service	10/10/2018 9:48 AM
20	We had a problem with garage door remote. Given guidance on where to purchase, given approximate cost and directions on map. Very helpful and friendly.	10/10/2018 9:27 AM
21	Staff are great	10/10/2018 9:26 AM
22	Generally contact Pepa direct. It would be useful to know what roles each member of the general staff deal with & I would go direct.	10/10/2018 9:23 AM
23	Do not understand the last question as it is hard to be pro-active if you are waiting for things to go wrong.	10/10/2018 9:08 AM

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

Answered: 370 Skipped: 118



ANSWER CHOICES	RESPONSES	
Yes / Si	9.73%	36
No / No	90.27%	334
TOTAL		370

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

Answered: 32 Skipped: 456



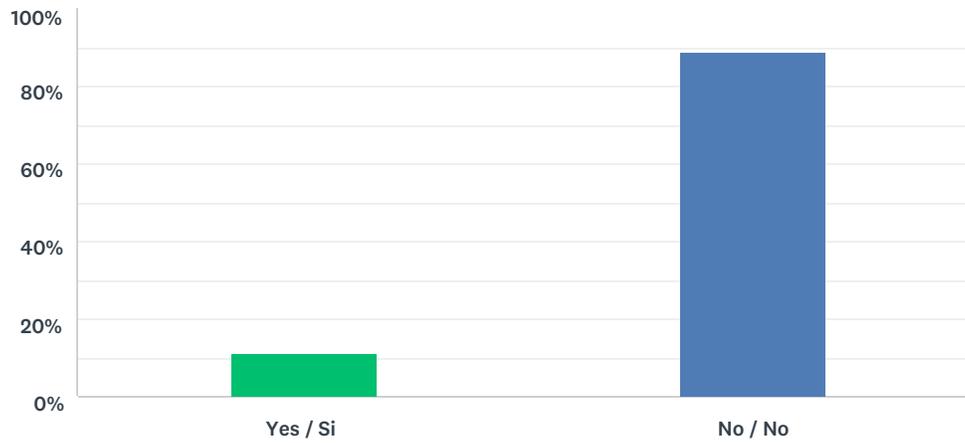
	POOR / POBRE	SATISFACTORY / SATISFACTORIO	GOOD / BUENO	VERY GOOD / MUY BUENO	TOTAL
Ability to communicate effectively / Capacidad de Comunicar eficientemente	6.25% 2	28.13% 9	37.50% 12	28.13% 9	32
Ability to resolve/answer your query/Capacidad de resolver/responder a su consulta	12.50% 4	25.00% 8	40.63% 13	21.88% 7	32
Time taken to respond to emails (other than the automated acknowledgement reply)/Tiempo de respuesta a sus correos electrónicos (aparte del respondedor automático)	21.88% 7	25.00% 8	37.50% 12	15.63% 5	32
Waiting time to be seen in the office/Tiempo de espera a ser atendido en la oficina.	9.38% 3	34.38% 11	31.25% 10	25.00% 8	32
Friendliness of staff / Amabilidad del Personal	3.13% 1	21.88% 7	34.38% 11	40.63% 13	32
How proactive were they / Como de proactivos fueron	15.63% 5	25.00% 8	34.38% 11	25.00% 8	32

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	I have been writing to the Legal Team over a period of months in relation to some very serious issues on the Resort and I have received bland and evasive answers and zero positive support to the extent that I would describe them as 'stonewalling' me. This resulted in the need for me to escalate my issues to the head of Resortalia and request an Hoja de Reclamación and whilst the conversation was amicable the outcome was disappointing and the issues remain unresolved. I have not visited the Legal Team in their office but the questionnaire does not give a Not Applicable option.	10/16/2018 8:46 AM
2	see previous page	10/13/2018 1:13 PM

3	There should be a not applicable button on this question as some people might not have needed to visit the office.	10/11/2018 7:42 AM
4	Questions raised the the legal team remained unanswered despite numerou chasers	10/10/2018 11:33 AM
5	Truly appalling !!	10/10/2018 9:57 AM
6	Excellent service	10/10/2018 9:49 AM
7	Waiting time for Legal team - not based in the office at HR	10/10/2018 9:25 AM

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

Answered: 365 Skipped: 123



ANSWER CHOICES	RESPONSES	
Yes / Si	10.96%	40
No / No	89.04%	325
TOTAL		365

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

Answered: 41 Skipped: 447

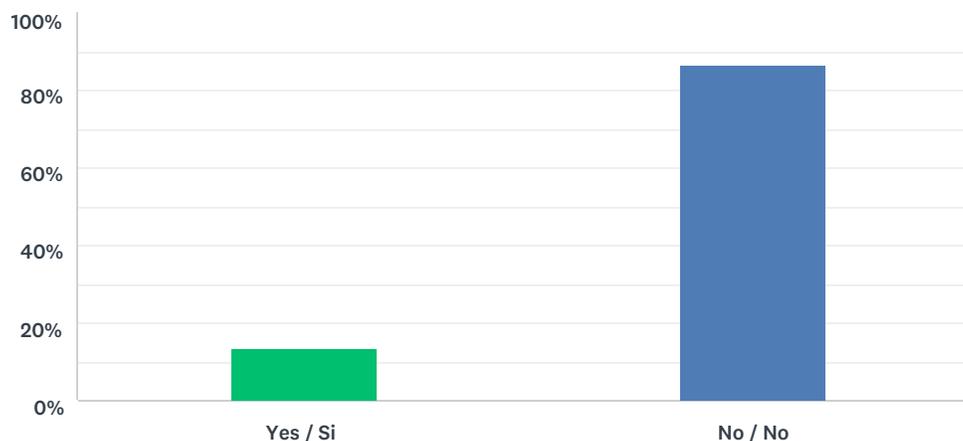


	POOR / POBRE	SATISFACTORY / SATISFACTORIO	GOOD / BUENO	VERY GOOD / MUY BUENO	TOTAL
Ability to communicate effectively / Capacidad de Comunicar eficientemente	4.88% 2	12.20% 5	39.02% 16	43.90% 18	41
Ability to resolve/answer your query/Capacidad de resolver/responder a su consulta	12.20% 5	7.32% 3	39.02% 16	41.46% 17	41
Time taken to respond to emails (other than the automated acknowledgement reply)/Tiempo de respuesta a sus correos electrónicos (aparte del respondedor automático)	7.32% 3	9.76% 4	43.90% 18	39.02% 16	41
Waiting time to be seen in the office/Tiempo de espera a ser atendido en la oficina.	4.88% 2	19.51% 8	36.59% 15	39.02% 16	41
Friendliness of staff / Amabilidad del Personal	0.00% 0	19.51% 8	24.39% 10	56.10% 23	41
How proactive were they / Como de proactivos fueron	12.20% 5	12.20% 5	31.71% 13	43.90% 18	41

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	The team are doing a great job of recovering as much money as they can.	10/15/2018 9:48 PM
2	Same comment as last question. My business was only conducted by e-mail.	10/11/2018 7:43 AM
3	Was incorrectly advised of debt 3 times. Don't seem to bother you look before sending put emails	10/10/2018 12:14 PM
4	Very impressed with their proactive approach to reducing debts.	10/10/2018 11:00 AM
5	Chasing for a debt that was not even mine and had several phone and e mail contact to advise and gor agreement that the debt was the previous owner.	10/10/2018 9:21 AM

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

Answered: 365 Skipped: 123



ANSWER CHOICES	RESPONSES	
Yes / Si	13.70%	50
No / No	86.30%	315
TOTAL		365

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

Answered: 50 Skipped: 438



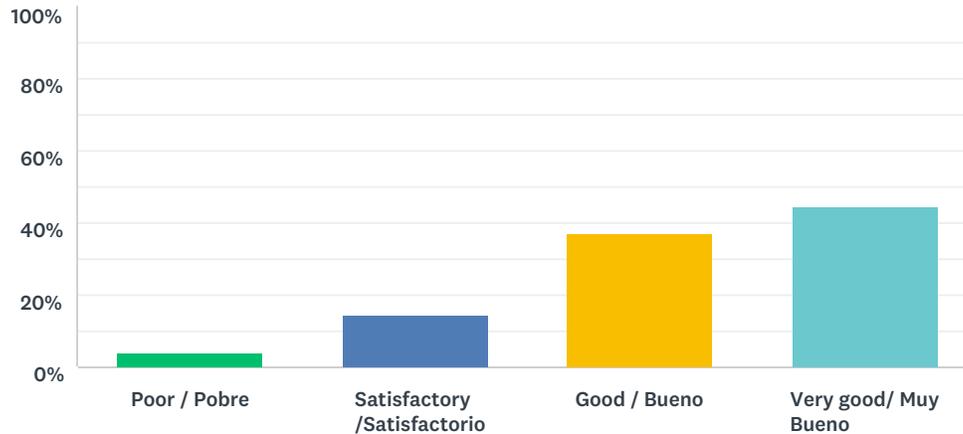
	POOR / POBRE	SATISFACTORY / SATISFACTORIO	GOOD / BUENO	VERY GOOD / MUY BUENO	TOTAL
Ability to communicate effectively / Capacidad de Comunicar eficientemente	2.00% 1	18.00% 9	34.00% 17	46.00% 23	50
Ability to resolve/answer your query/Capacidad de resolver/responder a su consulta	4.00% 2	14.00% 7	32.00% 16	50.00% 25	50
Time taken to respond to emails (other than the automated acknowledgement reply)/Tiempo de respuesta a sus correos electrónicos (aparte del respondedor automático)	6.00% 3	12.00% 6	40.00% 20	42.00% 21	50
Waiting time to be seen in the office/Tiempo de espera a ser atendido en la oficina.	2.00% 1	16.00% 8	40.00% 20	42.00% 21	50
Friendliness of staff / Amabilidad del Personal	2.00% 1	10.00% 5	30.00% 15	58.00% 29	50
How proactive were they / Como de proactivos fueron	4.00% 2	16.00% 8	32.00% 16	48.00% 24	50

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	I did not receive a reminder about my missing quarterly payment so I thought it had been paid. I know its my responsibility but I think maybe I should have had a reminder.	10/21/2018 11:36 AM
2	I have not visited the Finance Team in their office but the questionnaire does not give a Not Applicable option.	10/16/2018 8:47 AM
3	I've been grateful for Paco's support to me as SCP.	10/15/2018 9:49 PM
4	Paco and his team does an excellent job.	10/11/2018 7:44 AM
5	Show me where the money we pay them goes ! TRANSPARENCY it's called ! Something that we seriously lack of in HR !	10/10/2018 6:17 PM

6	Seem to lose emails	10/10/2018 10:32 AM
7	Except they have their arms tied , and "cannot " reveal Debtors details !!	10/10/2018 9:58 AM
8	Didn't visit the office, but no option to say this in response.	10/10/2018 9:12 AM

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: 363 Skipped: 125



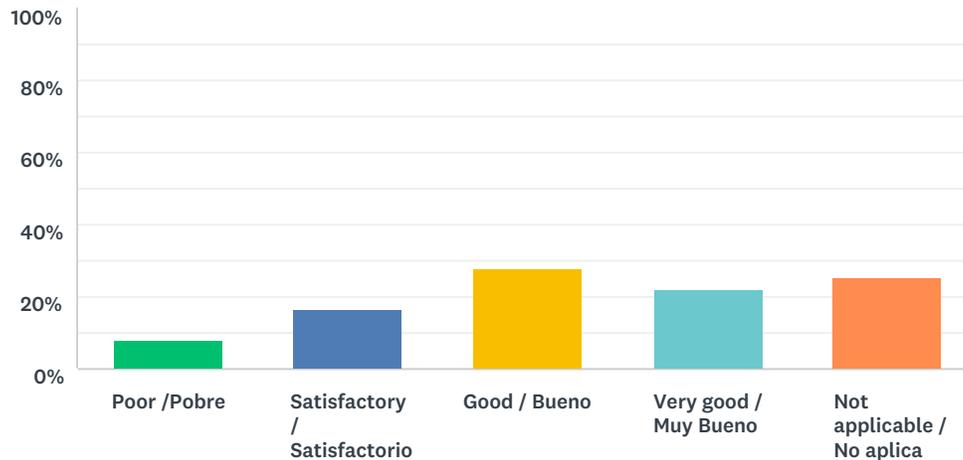
ANSWER CHOICES	RESPONSES	
Poor / Pobre	4.13%	15
Satisfactory /Satisfactorio	14.33%	52
Good / Bueno	36.91%	134
Very good/ Muy Bueno	44.63%	162
TOTAL		363

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	Weekly Newsletter is very informative but too long.	11/1/2018 5:18 PM
2	I think that Weekly Newsletters that repeat a lot of the same information are becoming counter productive as people switch off from reading the same thing over and over again. I think the frequency should be changed to monthly and that they should contain new items and not a repeat of the gardeners cutting the hedges or mowing the grass.	10/16/2018 8:58 AM
3	I've felt that more information regarding the water ingress issues to Phase 1 could have been forthcoming, but it is a complex matter.	10/15/2018 9:50 PM
4	Newsletter is really interesting	10/12/2018 5:21 PM
5	Perfect service with the newsletters!	10/11/2018 9:07 PM
6	Same info sent out ,week after week pictures of broken pipes , men cutting Grass , men trimming hedges etc why do we need to see these week after week why not send out important info every 2 weeks	10/11/2018 4:05 PM
7	Receive emails for all updates	10/11/2018 7:25 AM
8	The weekly newsletter could focus more on what's happening at Hacienda Riquelme / future events including golf events and also events & festivals in the surrounding areas	10/11/2018 6:52 AM
9	The weekly report is very helpful, especially as it has photos as well as text.	10/10/2018 9:02 PM

10	Apart from posting the same "newsletter" weekly, what exactly are they doing? Not going after debtors who still rent their apartment in the summer despite not having paid for years... Not worried about us paying for our pool maintenance while half of Sucina visit the resort every weekend and enjoy our pools !	10/10/2018 6:26 PM
11	But could be much better. the painting project has been good	10/10/2018 3:50 PM
12	Would be a big improvement if issues were given an identifier with which you could enquire online to see progress/completion.	10/10/2018 3:25 PM
13	Could be improved as often after the event	10/10/2018 3:11 PM
14	De algunos temas importantes no se informa casi nunca, o de forma velada. Del día a día sí, pero de temas relevantes poco.	10/10/2018 11:42 AM
15	Weekly reports are too much. From week to week, the same news appears. It lacks impact.	10/10/2018 11:34 AM
16	Excellent weekly reports - full of news and useful information.	10/10/2018 11:32 AM
17	We do not need to see pictures of a hedge being cut, the lawns being moved etc	10/10/2018 10:00 AM
18	Always excellent and informative communication	10/10/2018 9:50 AM
19	Just about. Doesn't feel as though people are willing to put their selves out.	10/10/2018 9:40 AM
20	As a committee member I get a good service. I receive comments from some owners that they have been in touch with Resortalia, the problem hasn't been resolved & they haven't had a response. Maybe queries could be diarised & update info given for longer queries	10/10/2018 9:31 AM
21	To my mind they supply the ideal amount of info to make me feel informed without overdoing it and blogging up my inbox	10/10/2018 9:22 AM
22	Weekly newsletter appreciated as are "emergency" emails such as water issues etc. Other updates on progress are from the committee rather than Resortalia. Difficult to differentiate between the two sources for this survey.	10/10/2018 9:19 AM
23	Excellent up to date communication	10/10/2018 9:15 AM
24	The weekly emails tell you virtually nothing.	10/10/2018 9:07 AM

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

Answered: 363 Skipped: 125



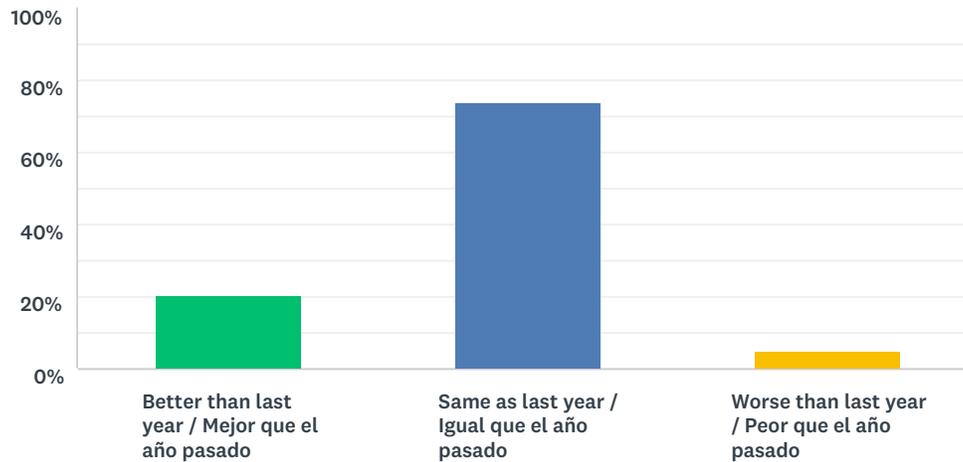
ANSWER CHOICES	RESPONSES	
Poor /Pobre	7.99%	29
Satisfactory / Satisfactorio	16.53%	60
Good / Bueno	27.82%	101
Very good / Muy Bueno	22.04%	80
Not applicable / No aplica	25.62%	93
TOTAL		363

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	As mentioned in the section relating to the Legal Department, I have been 'stonewalled' for months and have still not received a satisfactory response to serious issues that I have raised. I do not think that Resortalia as the Administrator should allow the Committee to issue propaganda emails without it being kept in check. Homeowners are being misled and these propaganda emails are encouraging the incitement of hate. Many homeowners do not want to become involved in what is going on on the Resort and I strongly feel that Resortalia has a duty of care to all homeowners to make sure that the truth is published. Knowingly allowing things to go on on the Resort that contravene the Statutes is I believe a dereliction of duty.	10/16/2018 8:58 AM
2	My hedge/garden never gets trimmed no matter how many times i ask. Atlantico 2, bajo c	10/11/2018 7:20 AM
3	We have little experience because we have not had to report complaints as such.	10/10/2018 9:02 PM
4	I would like to know exactly what they do because apart from the summer the resort is pretty quiet and the contracts are signed for 5 years at a time so please enlighten me as to their workload and how they can explain such high salaries in Spain !	10/10/2018 6:26 PM
5	For my complaints but others have said they got poor response, but I've no idea how they approached their complaints	10/10/2018 3:50 PM
6	Improved with more forceful outcomes	10/10/2018 3:11 PM
7	We have had no complaints	10/10/2018 11:02 AM
8	Seems to be a direct link to Mapre and Resortalia. With Resortalia making decisions	10/10/2018 10:46 AM

9	As mentioned, 2 emails have not been responded to. Resortalia are very poor at managing queries or complaints, considering what we pay in community fees. For example, I asked for our path lights to be repaired, probably a simple bulb change...never heard anymore.	10/10/2018 10:03 AM
10	Sub community issues can take some time to get answers or be resolved. Some of these may be outside Resortalia's control, but proactive updates explaining this would be appreciated, for example waiting for insurance claims for building lifts.	10/10/2018 9:19 AM

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: 363 Skipped: 125



ANSWER CHOICES	RESPONSES	
Better than last year / Mejor que el año pasado	20.66%	75
Same as last year / Igual que el año pasado	74.10%	269
Worse than last year / Peor que el año pasado	5.23%	19
TOTAL		363

#	OTHER COMMENTS/OTROS COMENTARIOS	DATE
1	Since Resortalia was awarded a three year contract by the Reosrt President, I think that the service has got worse. In addition, where is the investment in their services that we were promised would happen? Not even the main entrance to the Resort, the first thing that owners and visitors see when they arrive and where they occupy office space has been painted and is a disgrace.	10/16/2018 8:58 AM
2	Only been here a year	10/16/2018 6:48 AM
3	I cannot comment we purchased our property this year	10/13/2018 8:14 AM
4	This means perfect as always	10/11/2018 9:07 PM
5	They do maintain high standards !!!!!	10/11/2018 8:32 PM
6	N/A only purchased this year	10/11/2018 7:01 PM
7	One years Expeience	10/11/2018 5:39 PM
8	We only purchased this year	10/11/2018 9:39 AM
9	I was SCP for two years. I believe the general standard of service provided by Resortalia was better in year one - before they were given the longer term contract. Having said that, I believe Resortalia does a good job on our behalf and I am glad we kept them on.	10/11/2018 7:48 AM
10	Dont know	10/11/2018 7:20 AM
11	We have not had meaningful dealings with them, so this is difficult to judge.	10/10/2018 9:02 PM
12	Same old, they keep on ripping us blind but seriously how many people do we need to "manage" our resort when we have a team of presidents? I keep asking but I never get any answers ! I wonder why... Corruption? Spain? From the early days of M. Daniels, they have been bleeding us dry. Value for money, say what?	10/10/2018 6:26 PM

13	We've only known them for 18 months	10/10/2018 5:02 PM
14	year on year comparisons are very subjective and difficult. This question should not be included in my opinion	10/10/2018 12:23 PM
15	Although last year they always answered your email and now they don't do it anymore, so not sure whether they have received your email or not... Would be good if they just let you know they received your email.	10/10/2018 12:20 PM
16	Same as last year because, in my opinion, they were very good last year!	10/10/2018 12:11 PM
17	Excellent	10/10/2018 11:32 AM
18	New owners this year,	10/10/2018 11:15 AM
19	Can't voice on last years	10/10/2018 10:46 AM
20	The standard of service is consistently good.	10/10/2018 10:09 AM
21	I don't find any improvement in response time or in the follow up to a query and they never commit to answer a question, in my opinion.	10/10/2018 10:03 AM
22	Unable to source decent deals on HR expenses..	10/10/2018 10:00 AM
23	Staff lovely. I spoke with the general office people. I tripped and fell over a raised line of bricks on the pavement and injured my knee. A cone was immediately put there until the pavement was mended. Performance always excellent.	10/10/2018 9:56 AM
24	Pepa has an extensive knowledge of how everything works at the resort. General staff are always polite & friendly	10/10/2018 9:31 AM
25	Unable to comment have only been a owner since May	10/10/2018 9:27 AM
26	Putting the same as last year doesn't sound as good as 'better than last year' but I neither expect t or want more performance if that means being bombarded with emails. So in this case 'same as last year' is the highest accolade I can give them.	10/10/2018 9:22 AM
27	We are very lucky to have Resortalia	10/10/2018 9:15 AM
28	Emails have been slower to be replied to and generally not as helpful as they could be about specific matters.	10/10/2018 9:07 AM
29	Unable to comment as a new owner	10/10/2018 9:05 AM