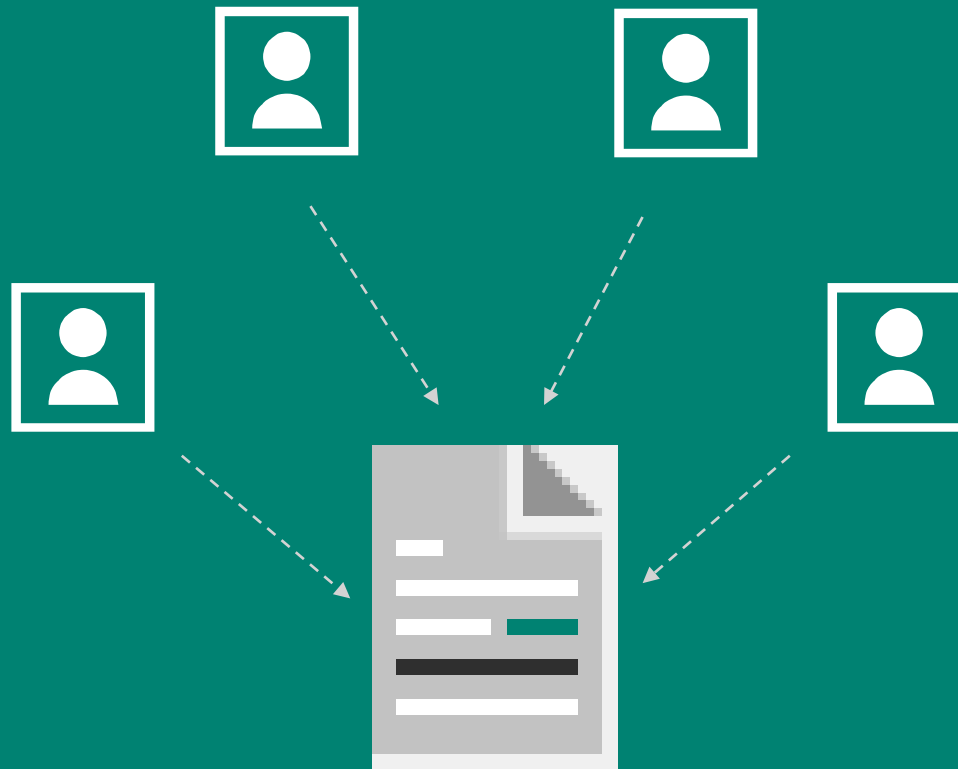


# Wills Creek Owner's Satisfaction Survey Results





# Introduction



In December 2020, Wills Creek Strata Council conducted an on-line survey to assess the owner's satisfaction regarding the level of service from the current council, the various committees and service providers. The survey that was conducted was non-scientific in scope. The report that follows was not meant to be voluminous or laden with statistical data but more of a summary of the owner's responses to get a sense of how they viewed the Wills Creek complex, how it is managed, and their perception of the work undertaken by the various committees made up from volunteers committed to the betterment of the community as a whole. The respondents were chosen from a list of owners from the 108 units that make up the complex. The data was analyzed and this report summarizes the findings along with the salient points from the anecdotal information provided.



## Background



As noted in the introduction from the on-line survey, the survey was launched as a result of our (Wills Creek Strata Council) commitment to monitor the quality of the services provided as part of our ongoing improvement process and make any necessary changes as a result of the feedback. The intent of the survey was to make it completely anonymous and use the information collected to improve our community and provide a baseline for future surveys. At the end of the survey, our commitment was to ensure the results would be made available for owners to review.



## Survey Method



The survey was created on-line using open source survey software and sent out to each homeowner via a link posted on the Wills Creek Community web site as well as the Remax Dwell Property Management website. Each respondent was only permitted to fill out the survey once.

There were a total of 89 respondents who viewed the survey. Of those respondents, 62 respondents started the survey but only completed by 37 individuals for a total respondent completion rate of 59.68%.



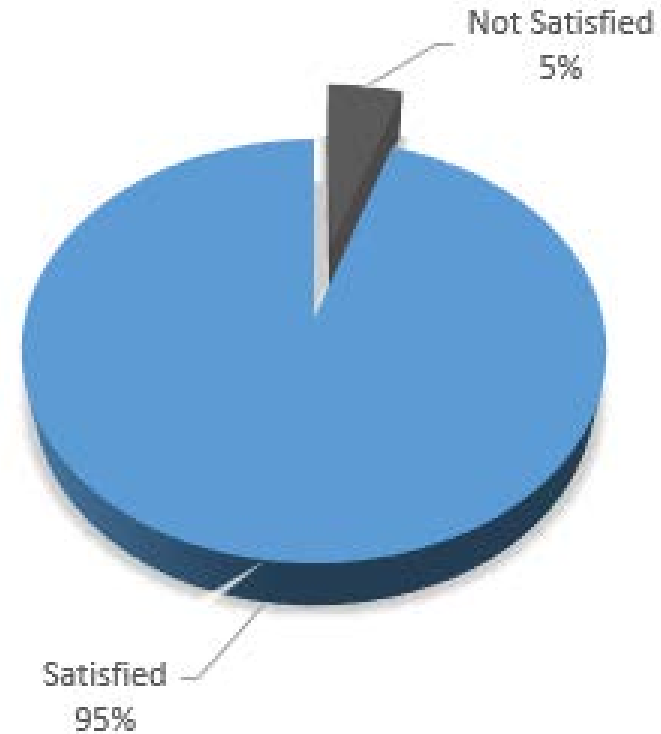
## Survey Results



Below are the highlights of the survey along with some of the comments included in the responses. For sake of brevity, not all comments are included in this report but the ones highlighted will provide an good overview of the sentiments expressed by you the owners.

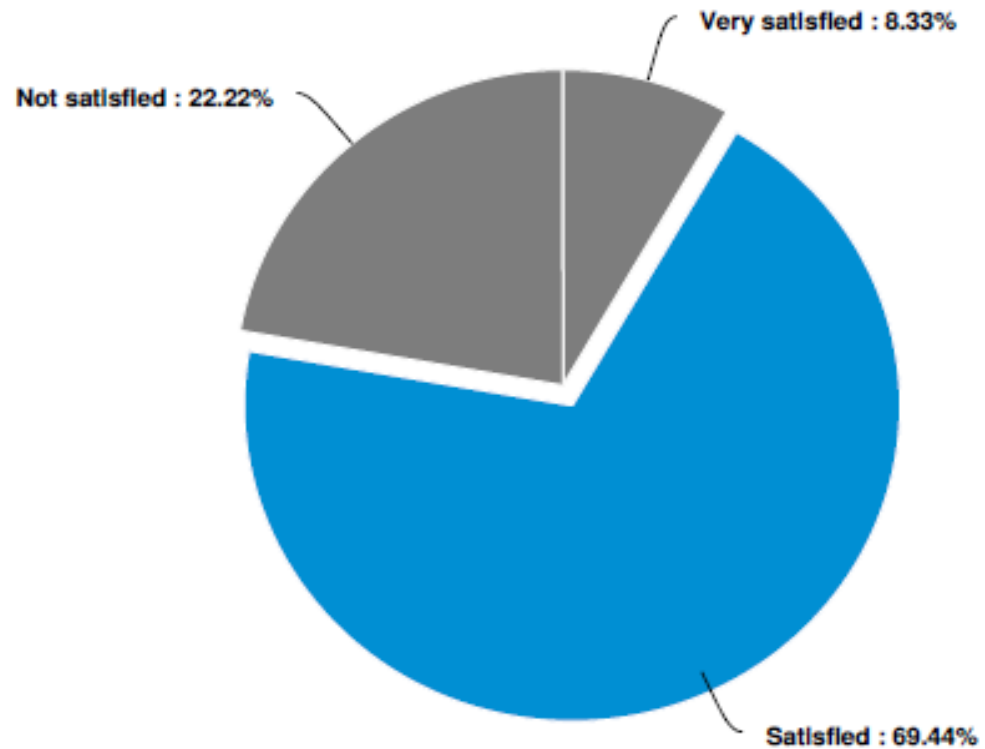
## Please rate the following aspects of your Strata Council's work.

- Understanding your needs
- Meet identified timelines
- Communicating clearly and effectively
- Keeping you informed of progress
- As members of various committees, our ability to work with you on issues
- Providing value for budget spending
- Access to information when you want it
- Responding promptly to problems
- Meeting overall Strata objectives
- Annual and Special General meetings conducted professionally and efficiently
- Efficiently undertake the maintenance function for the Strata
- Efficiently undertake the administrative functions for the Strata



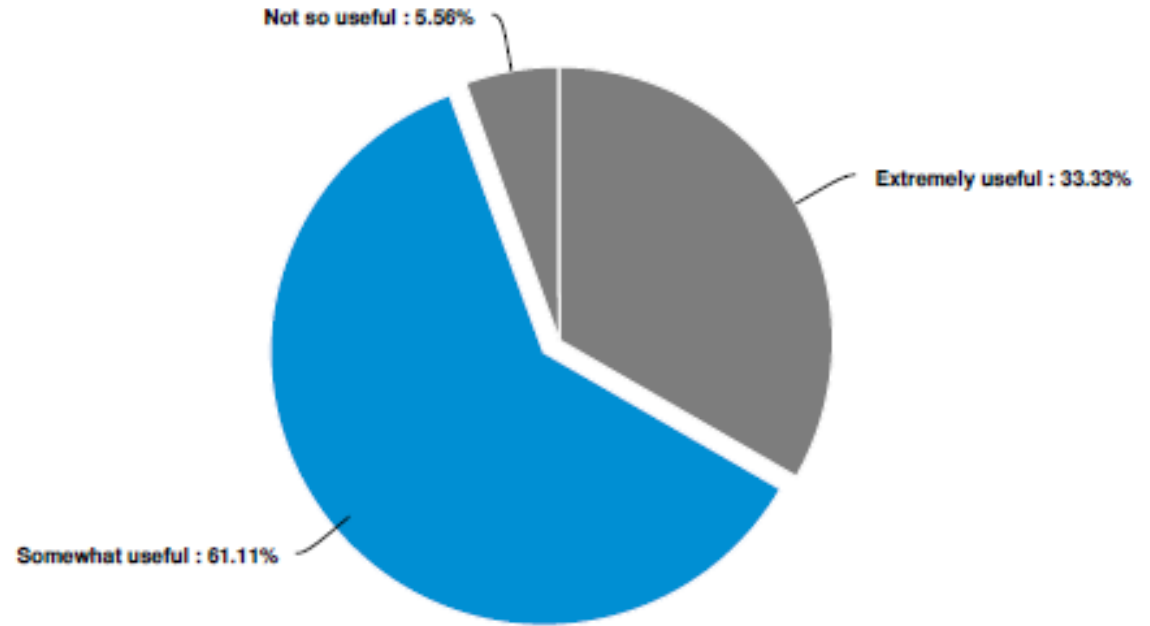
**When asked to rate the above noted aspects of the Strata Council's work. An overwhelming majority felt the council was doing a good job and were either satisfied or very satisfied with the level of service.**

Overall, how would you rate the communication from your property manager?



Overall, the majority of the respondents were satisfied with the overall performance of the Strata Property Manager but felt communication with owners could be more timely.

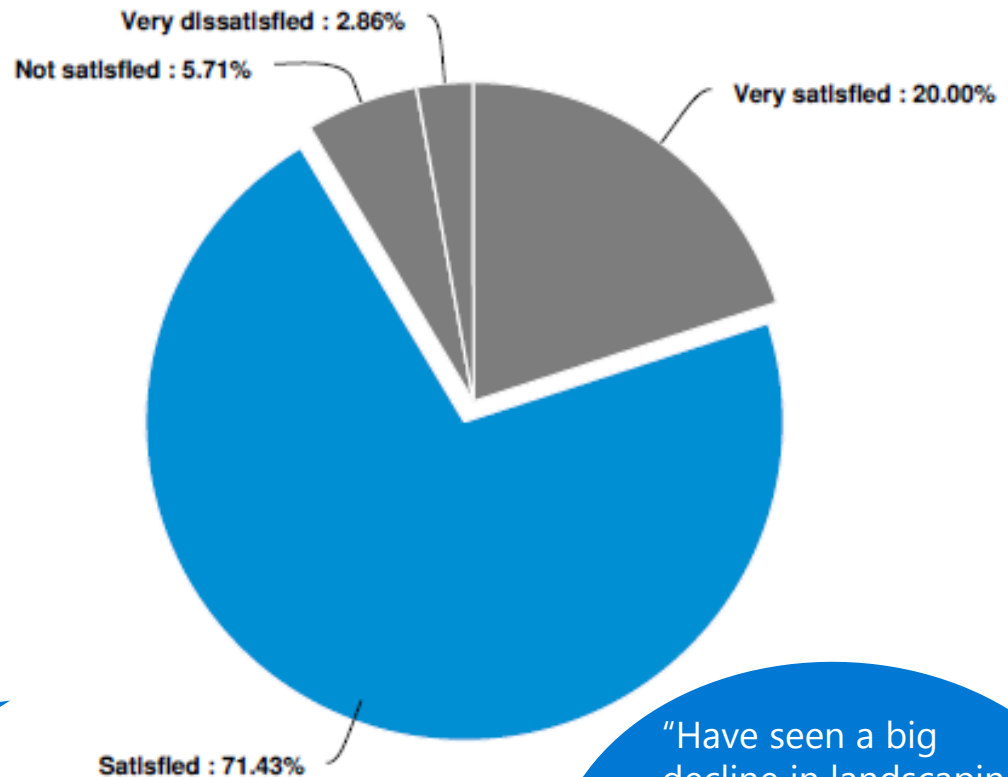
Do you find the Dwell Property Management website useful to access all your documents and records on line and therefore increasing your knowledge of the management of the Strata?



Overall, the majority of the respondents found the Dwell Property Management website either somewhat or extremely useful.



# How would you rate the quality of service by the landscaping company (Vista)?

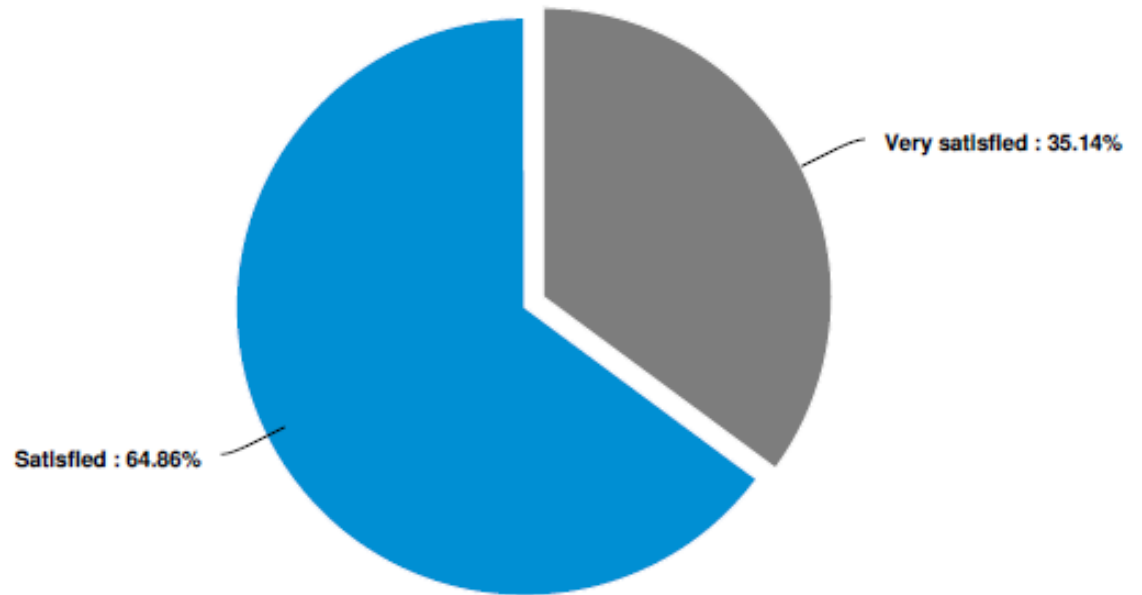


"Vista has not been as good as in the past. We had a great team looking after the property, but this past year not as good at keeping all the units Maintained..."

"Have seen a big decline in landscaping care over the years. Companies should improve, not become substandard..."

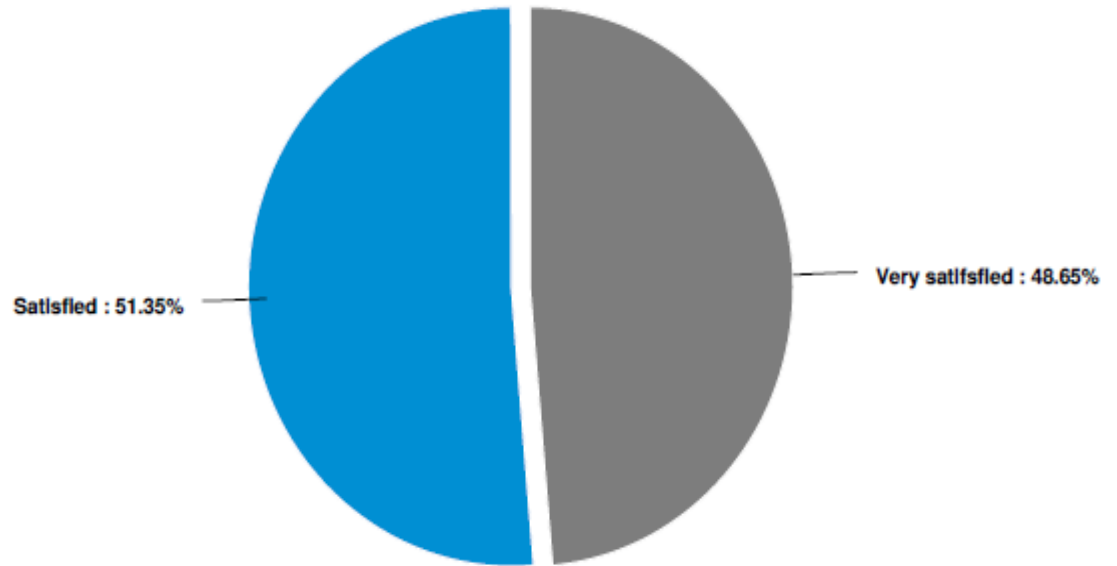
Overall, the majority of the respondents were either satisfied or very satisfied with the level of service provided by Vista. Some respondents felt that Vista could be more proactive in some areas.

How would you rate the overall quality of the cleanliness of the Amenities building (Prose Cleaning)?



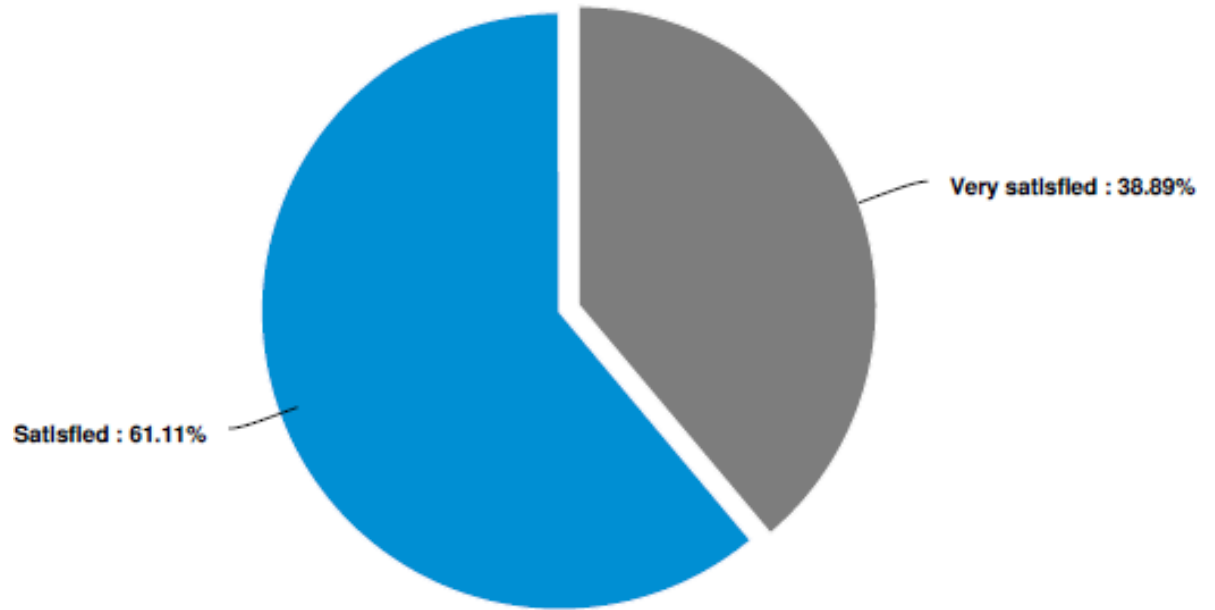
Overall, the majority of the respondents were either satisfied or very satisfied with the level of service provided by Prose Cleaning.

How would you rate the overall quality of maintenance for the complex?



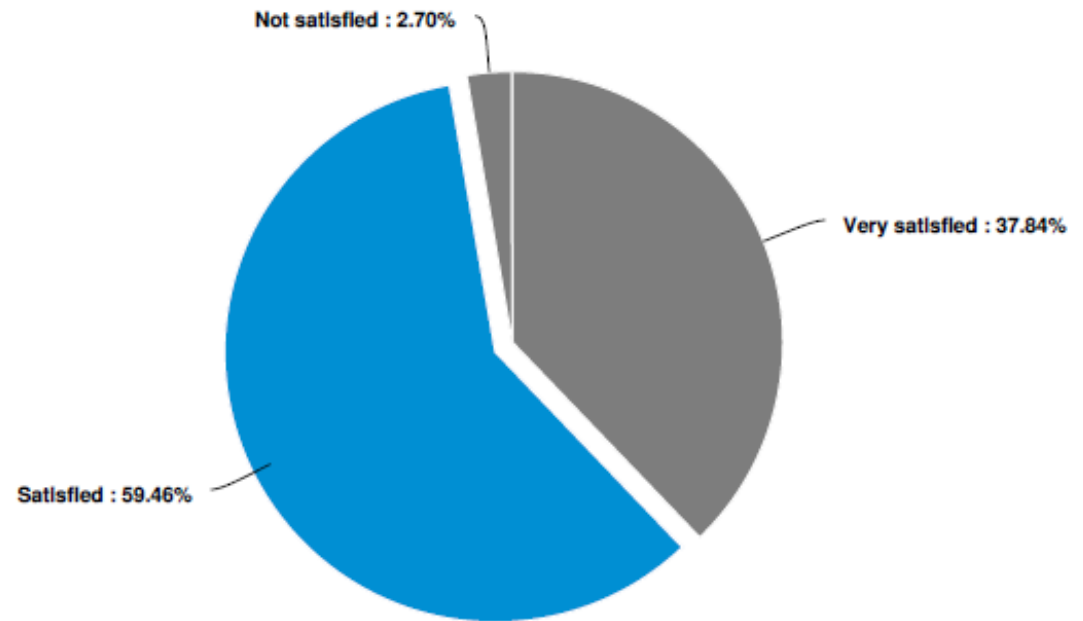
Overall, the majority of the respondents were either satisfied or very satisfied with the level of maintenance provided throughout the complex.

How would you rate the overall quality of social activities in complex?



Overall, the majority of the respondents were either satisfied or very satisfied with the level of social activities provided in the complex.

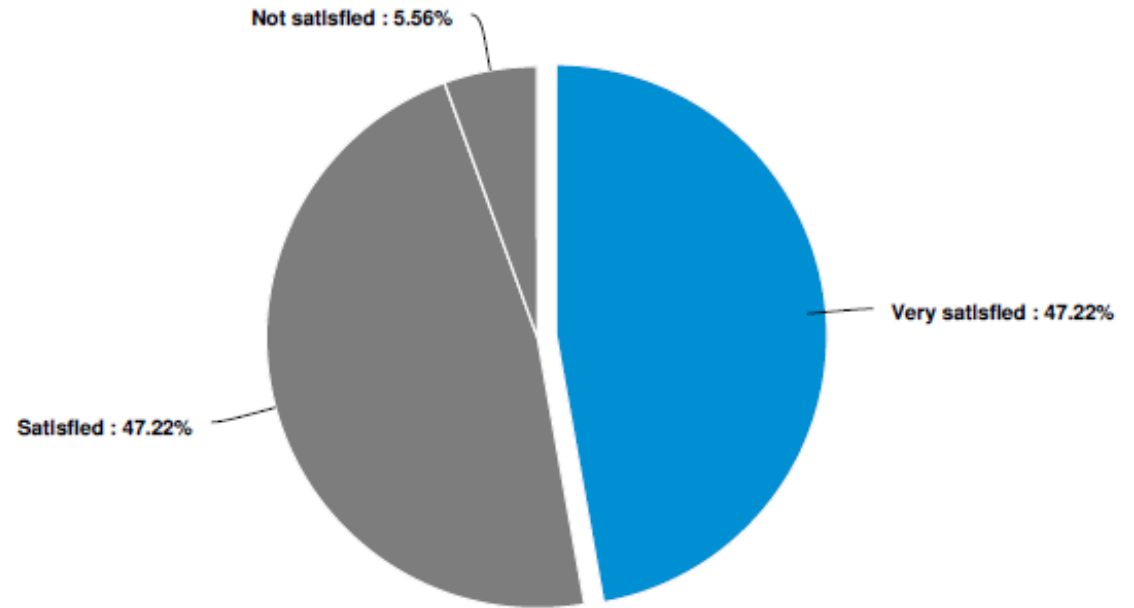
How would you rate the overall quality of the amenities (Pool, hot tub, fitness center, gym, etc)?



"We are grateful for a lot of amenities in our complex, as well as the camaraderie we share with families around here."

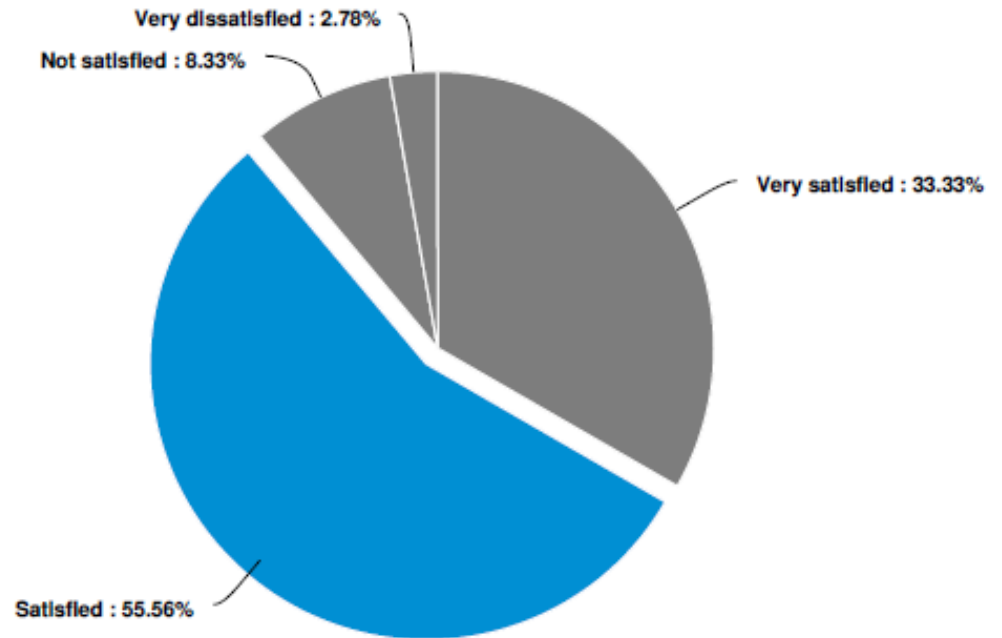
Overall, the majority of the respondents were either satisfied or very satisfied with the overall quality of the amenities. Some people did express their interest in having the hot tub open year round.

How would you rate your level of safety and security in Wills Creek?



Although the majority of owners felt safe in Wills Creek, there was a small percentage (5.56%) that were not satisfied with the level of safety and security in the complex. Unfortunately there was no anecdotal information included which would provide rationale as to why they felt that way.

## How would you rate the overall quality of the landscaping in Wills Creek?

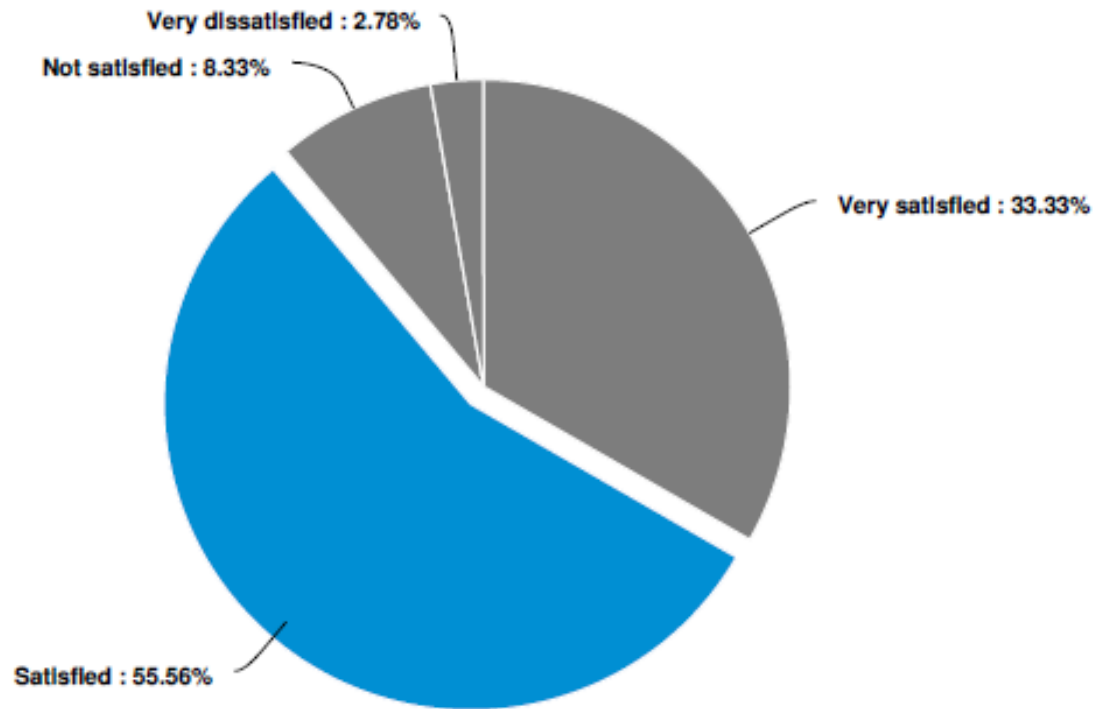


"...sometimes decisions (concerning landscaping) are not consistent/ objective."

"Perhaps we could have more emphasis on watering common areas in the summer.."

The majority of the respondents (88.8%) were either satisfied or very satisfied with the level of landscaping within the complex while 11% were not satisfied. A lot of the comments respecting Vista appear to be related to this questions, see above.

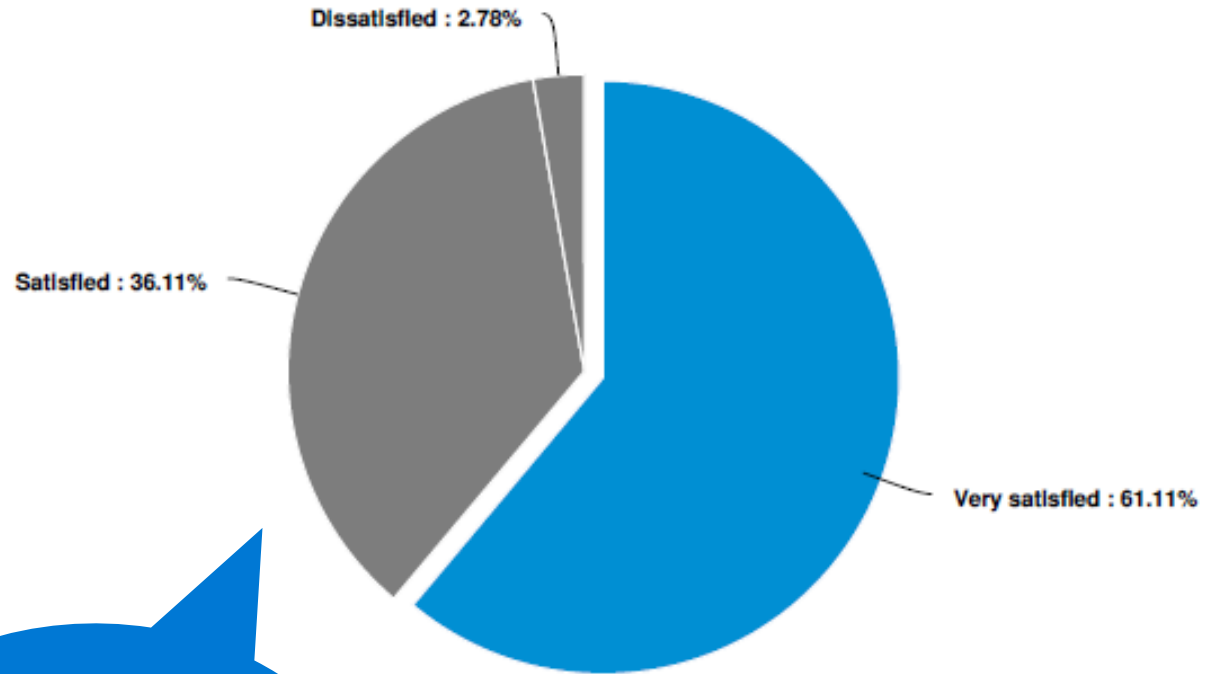
Do you find the Wills Creek Community website provides you with access to useful information about your community?



The majority of respondents found the Wills Creek community website to be useful for finding information about the community. Of the respondents who took the survey, 94.5 % subscribe to the site.



# Overall, how would you rate the current Council's performance ?



"excellent, sociable, professional and progressive Strata Council"

"... all volunteers and have dedicated your time to helping maintain and improve our community... Our property values will benefit from all these efforts"

Overall, the majority of the respondents were very happy with their current council. Owners were generally pleased with council and all their ongoing efforts to ensure that Wills Creek remains a very desirable place to live in South Surrey. Some felt there could be better communication and there should be a woman on council.



## Conclusion



Strata Council would like to thank all the owners who took the time to participate in the survey. We recognize that some of the responses reflect owners personal experiences and as such not all are positive. Our ultimate goal is to ensure that all owners feel they are getting value for their strata fees and are happy with the level of services provided. Your ratings and opinions are important and will provide a baseline for future contracts and efforts undertaken by Strata Council, as well as the various committees working on your behalf to make our community one of the best places to live in South Surrey.

**WILLS CREEK | CREATING COMMUNITY, EXPERIENCE THE DIFFERENCE.**