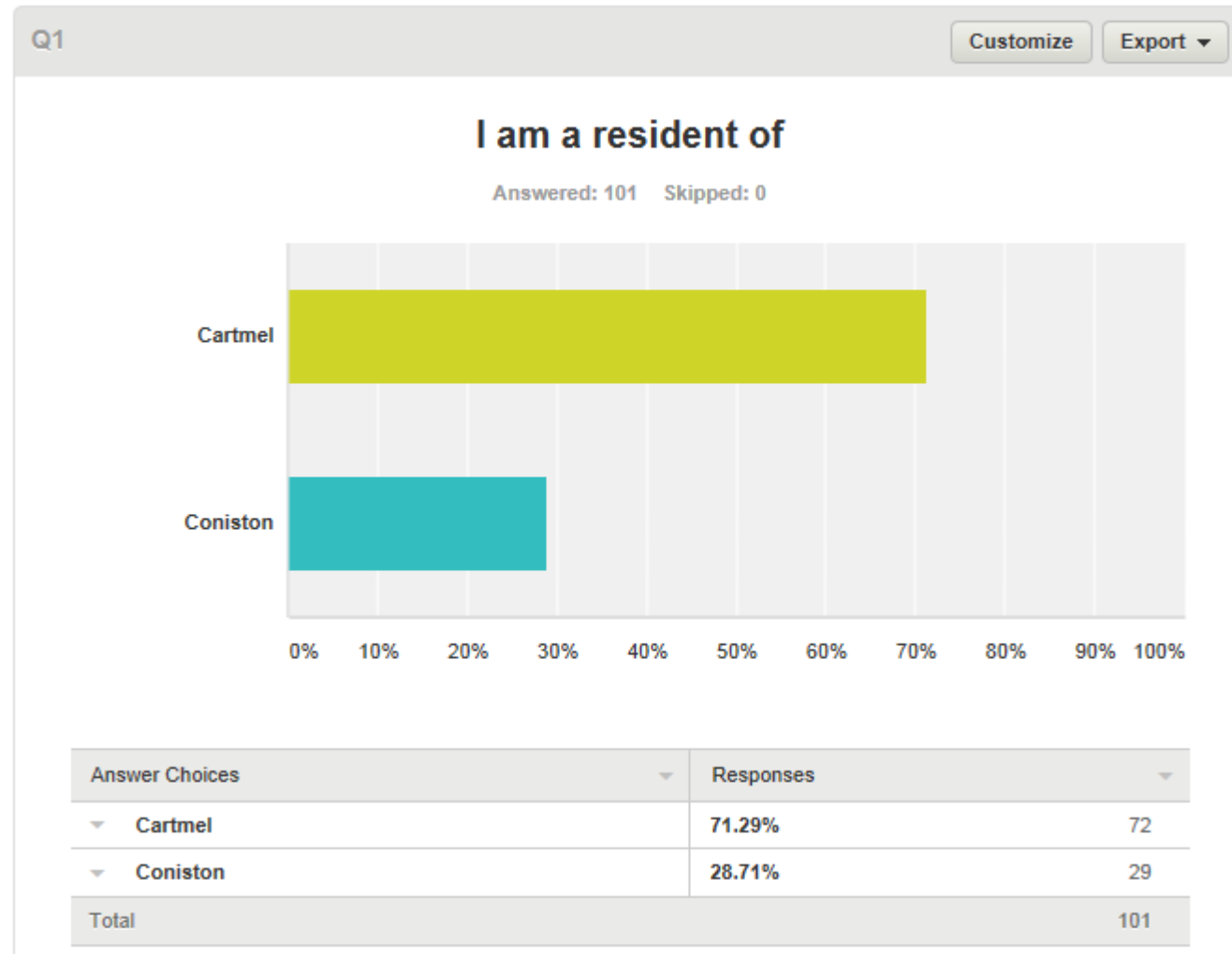


Coniston and Cartmel  
2015

Resident Satisfaction  
Survey Results  
April 2015

## Coniston/Cartmel Survey General Observations

- Strong response rates
  - Coniston: 90%
  - Cartmel: 87%
- “1 to 5” scale
  - Range: strongly disagree (1) to strongly agree (5)
  - Each question had a few non-respondents
- Written comments, by section



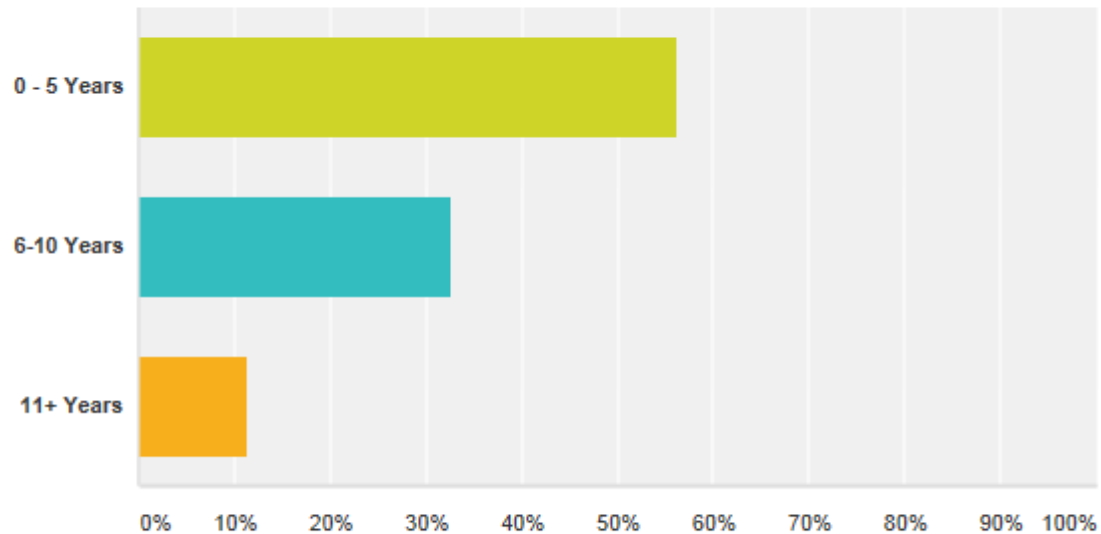
Q2

Customize

Export ▾

## I have been a resident for:

Answered: 98 Skipped: 3



Answer Choices ▾	Responses ▾	
▼ 0 - 5 Years	56.12%	55
▼ 6-10 Years	32.65%	32
▼ 11+ Years	11.22%	11
Total		98

# Results Section 1 – Administration

- Q1: Administrative staff are approachable and responsive to resident concerns
  - Average rating: 4.1 (Coniston 4.4; Cartmel 4.0)
- Q2: Administrative reports provide useful opportunity to remain informed about operational matters
  - Average rating: 4.3 (Coniston 4.2; Cartmel 4.3)
- Q3: Administrative reports provide useful opportunity to remain informed on future plans and projects
  - Average rating: 4.1 (Coniston 4.2; Cartmel 4. 1)
- Q4: Administrative staff seek resident input to incorporate in major decisions and future planning
  - Average rating: 3.6 (Coniston 3.9; Cartmel 3.5)

## Results Section 1 – Administration

- Q5: Monthly billing statements are clear and accurate
  - Average rating: 4.2 (Coniston 4.3; Cartmel 4.2)
- Q6: Administration provides information on Coniston and Cartmel's operating and capital budgets that is clear and accurate
  - Average rating: 3.8 (Coniston 4.0; Cartmel 3.7)
- Q7: Administration provides adequate information to keep me informed of Kendal~Crosslands' financial situation.
  - Average rating: 4.0 (Coniston 4.4; Cartmel 3.9)

# Themes from Written Comments Section 1, Administration

- Several positive comments
- Concerns about resident input
  - Participation of C/C residents in KCC planning, governance committees
  - Resident input on budgeting, fees
  - Input solicited, action taken?
- Concerns about monthly billing
  - Slow to reflect payments, changes
  - Inaccuracies, particularly dining charges
- Concerns about budget information clarity & completeness
  - See resident input
  - More detail wanted

## Results Section 2 – Structural Maintenance

- Q1: Maintenance staff respond quickly and adequately to emergencies
  - Average rating: 4.7 (Coniston 4.8; Cartmel 4.6)
- Q2: Structural maintenance staff are courteous and responsive to my requests
  - Average rating: 4.6 (Coniston 4.8; Cartmel 4.5)
- Q3: Residences are maintained in a satisfactory condition
  - Average rating: 4.3 (Coniston 4.6; Cartmel 4. 2)



## Results Section 2 – Grounds

- Q4: Grounds maintenance staff are courteous and responsive to my requests
  - Average rating: 4.3 (Coniston 4.5; Cartmel 4.3)
- Q5: Routine lawn/turf care is delivered satisfactorily
  - Average rating: 4.0 (Coniston 4.2; Cartmel 3.9)
- Q6: Snow removal/winter maintenance is satisfactory
  - Average rating: 4.3 (Coniston 4.1 ; Cartmel 4.4)
- Q7: Common areas are maintained in attractive condition
  - Average rating: 4.3 (Coniston 4.2; Cartmel 4.3)

## Themes from Written Comments Section 2, Maintenance

- Numerous positive comments about maintenance work and staff
- A few comments about non-emergency maintenance slow response timing
- Structural Comments
  - Two comments about lack of emergency generation
  - A few comments about inefficient heat pumps, and/or insulation
- Winter maintenance/Snow Removal
  - Mostly positive comments
  - A few concerns about salt/chemicals
- Grounds
  - Comments regarding back/side yards vs. front yards
  - Comments regarding road edges

## Results Section 3 – Housekeeping

- Q1: Housekeeping staff are courteous and responsive to my requests
  - Average rating: 4.7 (Coniston 5.0; Cartmel 4.6)
- Q2: Housekeeping services, including heavy duty services, are provided in accordance with the description in the resident manual
  - Average rating: 4.2 (Coniston 4.8; Cartmel 4.0)
- Q3: The current weekly services provided are satisfactory
  - Average rating: 4.4 (Coniston 5.0; Cartmel 4. 2)

## Themes from Written Comments Section 3, Housekeeping

- Many positive comments about service and people delivering it.
- A few comments on negative effects of vacuuming oriental carpets
- Many specific comments on particular housekeeping activities
  - One theme: flexibility in list of services
  - A few comments on resident direction of services
- A few residents question the need for weekly housekeeping
  - Cost saving measure?

## Results Section 4 – Community Life

- Q1: I am satisfied with my decision to move to Coniston or Cartmel
  - Average rating: 4.7 (Coniston 4.9; Cartmel 4.6)
- Q2: I would recommend Coniston or Cartmel to a relative or friend
  - Average rating: 4.7 (Coniston 4.9; Cartmel 4.6)
- Q3: The Residents' Association's social activities add value to my quality of life at Coniston or Cartmel
  - Average rating: 4.6 (Coniston 4.7; Cartmel 4.5)
- Q4: The Residents' Association's regular meetings are a useful way to gain information and voice concerns
  - Average rating: 4.3 (Coniston 4.4; Cartmel 4.3)

## Results Section 4 – Community Life

- Q5: I feel informed about and welcome at Crosslands events or facilities
  - Average rating: 4.3 (Coniston 4.6; Cartmel 4.2)
- Q6: I feel informed about and welcome at Kendal events or facilities
  - Average rating: 4.2 (Coniston 4.5; Cartmel 4.1)

## Themes from Written Comments Section 4, Community Life

- Very small number of comments
- Not clear themes
  - Generally positive
  - Welcome at K and XL does not seem to be an issue
  - Desire for more information unclear

## Results Section 5 – Access to Services at KCC

- Importance of access to the following program offerings at KCC:

- Q1: Dining Services

- Average rating: 3.9 (Coniston 4.0; Cartmel 3.9)

- Q2: Fitness/Wellness Services

- Average rating: 4.4 (Coniston 4.4; Cartmel 4.3)

- Q3: Nursing/Health Services

- Average rating: 4.2 (Coniston 4.3; Cartmel 4.2)

- Q4: Resident Activities Facilities and Groups

- Average rating: 4.1 (Coniston 4.4; Cartmel 3.9)

- More respondents declined to rate these questions



## Themes from Written Comments Section 5, Access to KCC Programs

- Many positive comments
- Variety of responses
  - Few common themes
  - Some describe successful current use of services, but many speculate on future needs
  - Some critiques of dining offerings
  - Comparisons of woodshops, other facilities

## Final Comments - Summary of Themes

- Wrap-up section/final comments
  - Many positive summaries
  - Recaps of earlier comments
  - Maintenance themes:
    - HVAC, emergency power
  - Desire for KCC Homecare/Lifecare options

# Next Steps

- Action Plans by departments
- Administration
  - Seek to increase C/C resident communication on budget, other issues
  - Resolve billing accuracy, turnaround
- Maintenance
  - Look at road salt use?
  - Seek long term solutions to road edges (stone?)

# Next Steps

- Action Plans by departments
- Housekeeping
  - Work with department on clarifying resident manual description, flexibility issues
  - Explore service modifications with residents
  - Provide better quality improvement communications
- Other issues
  - Resolve future of health care program for C/C