

DO NOT COPY  
THIS DOCUMENT.

## Laguna Woods Village Management Satisfaction Survey

It is the mission of Professional Community Management (“PCM”), managing agent for Laguna Woods Village, to maintain cordial, courteous, and businesslike relations with the residents of the Laguna Woods Village Community.

The purpose of this survey is to obtain your candid feedback regarding your work interactions with the PCM team and to gain an understanding of your perception of the Service Levels provided by your Board of Directors. Your answers to these survey questions will provide valuable feedback about how PCM has measured up to your expectations and it will also identify areas for improvement.

**Instructions:** Answer questions on **both sides** of this survey and return it in the enclosed postage-paid envelope. Answers on copies made of this survey will not be included. To maintain your anonymity, Please **DO NOT write your name or manor address on this survey. Use Black or Blue ink. Mail in deadline, Saturday, August 2nd.**

1. In which Mutual do you hold a Membership (check all that apply)?  
 Third Mutual (condominium)       United Mutual (stock cooperative)  
 Mutual Fifty (Rossmoor towers)    Not sure

**Check ONLY one box for each of the following questions.**

2. How long have you lived in Laguna Woods Village?  
 0 to 5 years       6 to 12 years       13 to 20 years       More than 20 years
3. What is your primary source for Laguna Woods Village information?  
 The Globe       www.lagunawoodsvillage.com       Neighbors  
 Community Groups       Channel 6
4. How would you prefer to get important community information?  
 E-mail updates       www.lagunawoodsvillage.com       The Globe  
 A separate community newsletter       Channel 6
5. On average, would you say that you contact PCM staff:  
 Daily       Weekly       Once or twice a month  
 A few times a year       Never
6. When were you born?  
 1918 or earlier       1919-1928       1929-1938       1939-1948  
 1949-1953       1954 or later

7. The **frequency and type of service** provided to the residents of Laguna Woods Village is determined by the Boards of Directors. The amount of dues that you pay each month is directly related to these board-established levels of service. The following questions are designed to identify your level of satisfaction with the present frequency and type of service. If you mark NO to Satisfied or YES to Increase Service, please use the comments section under Question 14 to provide additional information.

|    |                                  | Satisfied?                                               | Increase service?                                        | Willing to pay extra for the increase?                   | N/A                      |
|----|----------------------------------|----------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------|--------------------------|
| a. | Asphalt Maintenance              | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| b. | Bus Routes                       | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| c. | Cable TV/Broadband (technology)  | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| d. | Exterior Painting                | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| e. | Gate Entry Appearance            | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| f. | Gutter Cleaning                  | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| g. | Janitorial Service               | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| h. | Lawn Care                        | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| i. | Lodging During Fumigation        | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| j. | Modernization of Buildings       | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| k. | Plumbing Restoration (major)     | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| l. | Roof Replacement                 | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| m. | Security Motor Patrol            | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| n. | Shrub/Flower Bed Care            | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| o. | Shrub/Tree Selection and Variety | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| p. | Sidewalk Repair                  | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| q. | Slope Maintenance                | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |
| r. | Tree Trimming                    | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> |

8. In the table below, please rate the performance of PCM employees. **Consider** responsiveness, courtesy, professionalism, friendliness, knowledge, and general quality of work. **Do not consider** board policy, cost of service, or frequency of service in your assessment.

|    |                                                       | Excellent                | Good                     | Fair                     | Poor                     | N/A                      |
|----|-------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. | Alteration Permits & Building Inspectors              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. | Applications for Co-occupancy and Lease Permits Staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. | Billing and Manor Payment Collectors                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. | Building Maintenance Staff                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. | Bus Transportation Staff                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. | Cable TV (Broadband Services) Staff                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. | Gate Pass & Photo ID Card Staff                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. | General Manager's Office Staff                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. | Janitorial Service Staff                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. | Landscape Maintenance Staff                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. | Membership Applications & Transfers Staff             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. | Property Services Call Center Staff                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n. | Recreation Facilities Staff                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| o. | Security Staff                                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| p. | Social Services Personnel                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. When you last had contact with a PCM employee, how would you rate the employee's response to you?

- Outstanding     Helpful     Disinterested     Rude

10. How do you rate PCM's responsiveness to your billing questions?

- Excellent     Good     Fair     Poor     N/A (not applicable)

11. How do you rate the courtesy and professionalism of PCM employees?

- Excellent     Good     Fair     Poor     N/A

12. How do you rate the service that PCM employees deliver?

- Excellent     Good     Fair     Poor     N/A

13. What is your overall satisfaction with PCM?

- Excellent     Good     Fair     Poor     N/A

14. Let us know what PCM can do to improve its service to you:

---



---



---

**If you have questions regarding this survey, contact GHS Consulting at 949-697-4278 and ask to speak to Dr. Watson. Thank you for your participation.**