

# Performance Quality Feedback Management Company

Performance quality feedback results are to be reported at each open HOA meeting. Performance feedback can be submitted at any time by any resident. Submissions can be anonymous.

The HOA is separate from the management company it chooses to hire. As long as you live here you are part owner in the HOA and you have a say in how it is governed and how it operates. No one has any right to prevent you from participating.

The HOA, its committees, volunteers, and ad hoc participants are volunteers. The management company is hired to support day to day operations and the HOA elected officials.

Current and previous VGEM HOA Management Companies:

- First Service Residential 2004-2012 [www.fsresidential.com](http://www.fsresidential.com)
- Associa Mamco 2012-2013 [www.associaonline.com](http://www.associaonline.com)
- Dilucia 2013-present [www.dilucia.com](http://www.dilucia.com)

You are rating our current company - Dilucia

## **General HOA Management Capability and Skills**

1. Do you think the management company is proactive in identifying and dealing with maintenance issues?
2. Do you think the management company is ensuring that subcontractors perform a quality job for all homeowners equally?
3. Do you think the management company has the capability and skills to identify and deal with maintenance issues (Swimming Pools, Jacuzzi, TVs, sound systems, lake, technology, etc)?
4. Do you think the management company has the capability and skills to identify and deal with subcontractors (lawn, irrigation, pool, heating, technology, etc)?
5. Do you think there are too many volunteers doing too many things that the management company should do in a professional way?
6. Do you think there too many volunteers doing too many things that the subcontractors should do in a professional way?
7. Do you think the management company is on top of their industry and providing a state of the art service to the community?

## **Customer Interaction**

1. Is the staff polite?

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2. Does the staff listen to your concerns?
3. Does the staff respond in a timely manner?
4. Are the staff responses reasonable?
5. Are your issues resolved quickly and effortlessly?
6. Have you ever been asked to leave the office while trying to communicate an issue?
7. Are you ignored when you walk into the office and only get a response when you speak up?
8. Have you felt threatened or intimidated by the staff?
9. Are you afraid of the staff because of previous encounters?
10. Have you thought about selling your home because of staff interactions?
11. Does the staff fully address your concerns to your full satisfaction?
12. Does the staff claim they have fully addressed your concerns but it is not to your satisfaction?
13. Have you needed to consult a lawyer?
14. Have you gone into arbitration?
15. Have you placed your home up for sale because of bad interaction with the staff?
16. Have you sold your home because of bad interaction with the staff?

**Comments** attach sheets if needed

**Please return this survey to:**