

Performance Quality Feedback Pool 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.

General Capability and Skills

1. Do you think the pool company is proactive in identifying and dealing with issues?
2. Do you think the pool company has the capability and skills to identify and deal with pool issues?
3. Do you think there are too many volunteers doing too many things that the pool company should do in a professional way?
4. Do you think the pool company is on top of their industry and providing a state of the art service to the community?

Work Quality and Customer Interaction

1. Do you feel safe swimming in the pool?
2. Is the water ever cloudy or green?
3. Is the bottom clean and not slimy?
4. Is the pool furniture arranged nicely?
5. Is the pool furniture clean?
6. Is pool maintenance equipment put away within 1 hour of when pool is open and closed?
7. Is the staff polite?
8. Have you felt threatened or intimidated by the staff?
9. Are you afraid of the staff because of previous encounters?

Comments