

CLOVERWOOD RESIDENT SURVEY RESULTS

“Cloverwood is an extraordinary place to live and we both feel that we are very, very fortunate to live here. Thank you, one and all!”

Providing a welcoming, accommodating and inspiring environment has always been a top priority for Cloverwood, as well as seeking new opportunities for service offerings and overall community improvements. The best measure for evaluating these objectives is to engage the neighbors who live here by asking for their valuable insights so that Cloverwood may continue to achieve the highest of standards.

A comprehensive survey was recently conducted to obtain feedback from Cloverwood residents on how well the community is meeting their needs and expectations. The survey was administered by Reward Gateway, an employee and customer engagement company. Over 60% of Cloverwood residents participated in the survey, assuring that the results are representative and reliable.

We are very pleased to share Cloverwood’s survey results and comments with you. We believe they reflect those areas of service which are most important to our residents!



OUR VALUES

Friendship • Teamwork • Compassion • Excellence • Integrity • Customer Focus

Compared to our peer group locally, Cloverwood scored the highest in each of the following categories:

- . DINING: QUALITY OF FOOD
- . FRONT DESK/CONCIERGE



Cloverwood resident ratings averaged above 90% in performance and consistency of staff behavior in the following areas:

- INTERACTS WITH RESIDENTS IN A RESPECTFUL AND COURTEOUS MANNER
- COMMUNICATES CLEARLY, PROVIDING INFORMATION IN AN UNDERSTANDABLE WAY
- CREATES EYE CONTACT, SMILES, GREETES BY NAME
- TAKES TIME TO LISTEN TO AND UNDERSTAND RESIDENT NEEDS AND PREFERENCES
- AMENITIES
- COMMUNICATIONS: FEEDBACK OPPORTUNITIES AND TIMELINESS
- RESIDENT PROGRAMS
- FRONT DESK/CONCIERGE
- SAFETY
- TRANSPORTATION



The survey write-in comments of residents capture a more personal perspective on the level of customer service provided by Cloverwood.

“I am very happy with Cloverwood. I only wish I had moved in sooner. I feel like I live at a resort!”

“Staff, friendliness, food, and dining services are excellent! And the programs are very good, too.”

“We love living at Cloverwood!”

“I feel grateful to be a part of the Cloverwood community.”

“We have been very satisfied with the operations and friendly staff here.”

“My experience has been wonderful!”

“I am so happy here and I am so glad that I have chosen Cloverwood.”

“Cloverwood is an extraordinary place to live and we both feel that we are very, very fortunate to live here. Thank you, one and all!”

