

## 14. Coding For GHBC Admin; times mentioned [ ] (Don G)

Includes 134 Survey Monkey and 60 paper surveys

# R C SURVEY SUMMARY - GHBC ADMIN

### LIKED BEST

1. Justin - accessible, responsive, open, hard working, caring (39)
2. **Administration/Staff - accessible, responsive, open, hard working, caring, available, friendly (84)**
3. Good communications, keep us informed (9)
4. Response to Covid, excellent, kept us safe (6)
5. Omar is great, trusted (2)
6. Front desk doing great job, knowledgeable (6)
7. Town Halls (2)
8. Annual report - what happened to it (8)
9. Ability to track dining dollars (1)
10. Jamie good source of information (1)
11. Finance and budget information (2)
12. Excellent in helping newcomers move in (1)
13. West Wind on paper (13)

### MAKE EVEN BETTER

1. More transparency on decisions impacting residents, provide more data, avoid information voids on staff changes (7)
2. More resident input on decisions impacting them, listen to residents (7)
3. Provide clear organization and flow charts, don't know how to contact relevant staff (4)
4. Restart executive lunches with residents, more management talk with residents, attend more resident committee meetings (4)
5. Improve new resident on boarding, improve information to new residents (5)
6. Too many high paid staff/chiefs at GHBC and need more staff
7. **Improve communications with residents, better listening to residents, checklist for new equipment, use simple English, less corporate jargon, more timely, more accurate, need system to track management plans & actions (13)**
8. Satisfied with administration and staff, good work (8)
9. More group meetings (9)
10. Too many chiefs at GHBC, staff overburdened (7)
11. Find more administrators like Justin, pay him more, keep him (3)
12. Need more staff, notary, GHBC IT staff (5)
13. Too many involved in decisions, need quicker decisions (3)
14. Future Residents want more technology (1)
15. Want bigger & better storage area
16. More consistent management (2)
17. People can slip in past desk (1)
18. More timely billing for trips etc, (1)