

2010 Survey Results

In November of 2010, the Community Association (CA) distributed the Annual Resident Satisfaction Survey to determine resident satisfaction relative to the various programs, products, facilities and services of the CA. We encouraged all to complete the survey on line and offered hard copies at the CA Monitor's Station for those not wishing to complete the electronic version. The survey was a multi-paged instrument divided into several sections that corresponded with the various departments of the CA. This year we continued to keep the demographics section as used in previous years which provides us with some interesting data.

The CA received 2911 completed surveys. The results of the survey are distributed to CA management, staff and the Board of Directors. This information will help the Board and management identify areas where the CA is performing well and areas where the CA might look to make improvements. In fact, the survey results will provide a foundation or benchmark in developing an action plan to improve the CA's services and resident satisfaction in 2011.

I am pleased to report the results of the survey, as they were quite positive. Overall, 76.2% of those responding were satisfied with the services and facilities of the Community Association, with 25.6% being "Outstanding" and 50.6% being "Above Average". The remaining 23.8% rated the overall operations of the Community Association as "average" (19.8%), "below average" (2.6%), "poor" (0.3%) or "N/A" (.6%). The results of the survey may be viewed by going to the web portal, www.sctxca.org, clicking on the site index on the left panel, and clicking on Resident Satisfaction Survey.

In closing, I want to thank those residents who took the time to complete and return the annual survey and want to assure all residents that the survey results and comments have been reviewed and considered and that the information will be used to help the CA improve its' services. Take Care, Jim

Happy New Year

As I am drafting this article we are entering the Holiday Season and on behalf of our Board of Directors, Staff and Contractors, I want to wish each and every one of you the best for the New Year. We are all very blessed to be part of this wonderful community and take pride and honor in saying "Sun City Texas". We may stumble from time to time, but overall you can be assured everyone who works for the Community, compensated or not, does so with only the best of intentions and continually strive to make Sun City Texas the best Active Adult Community in America. I want to also thank all of our volunteers for everything they have done over the years and for their continued support and dedication. Our community would not be as successful and well run without their assistance

and we all owe them a huge THANK YOU! Happy New Year to all and lets have a great 2011. Jim