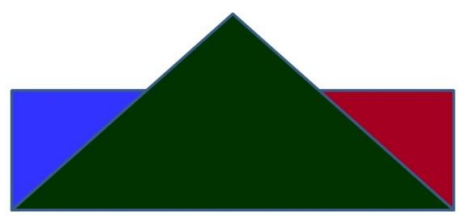


Owners Association BULLETIN

August 2023

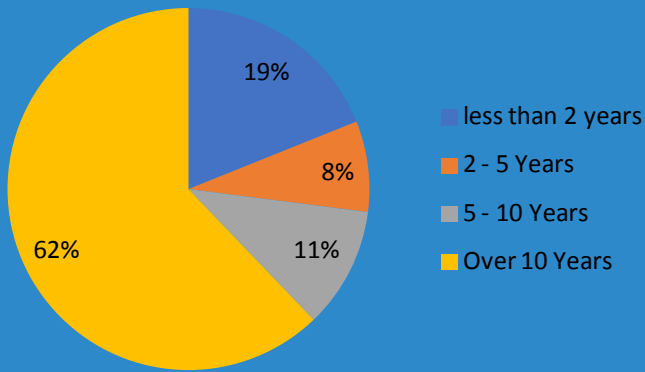


QUINTA do MONTINHO

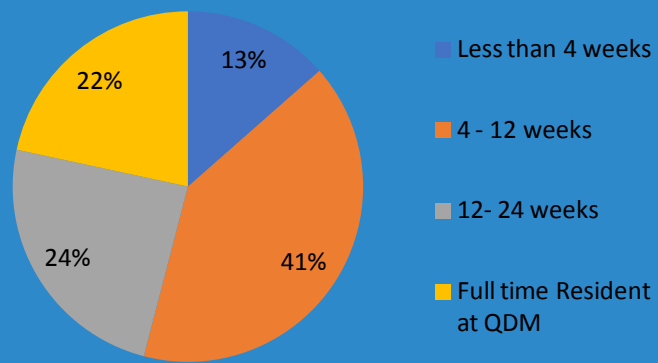
Survey Results 2023

This bulletin contains the Results from the recent Owners Survey
The response rate was excellent with over 59% of all owners replying to the request .
Experience shows that data can be interpreted many ways , but it is fair to state that whilst there are some issues and grievances , the overall position is satisfaction with the services received.
Your committee will ensure that all future decisions look to maintain, if not improve satisfaction rates in the coming year whilst continuing with our drive to improve the Value for Money that we get from our C&U Spend

How long have you owned a property at QDM?

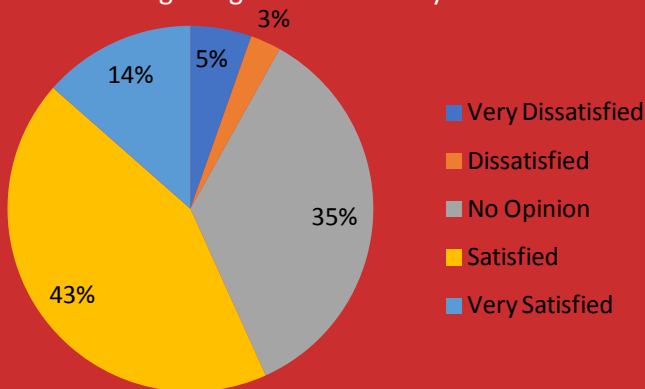


How Long do you spend each year at QDM?



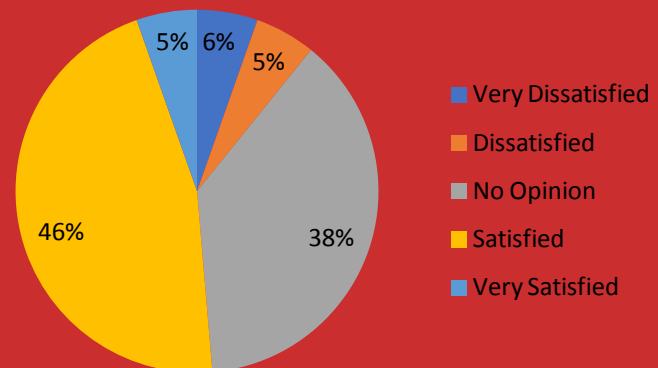
Communal Gardening - not Individual property gardening

How Satisfied are you with the Gardening and are you satisfied we are getting value for money?



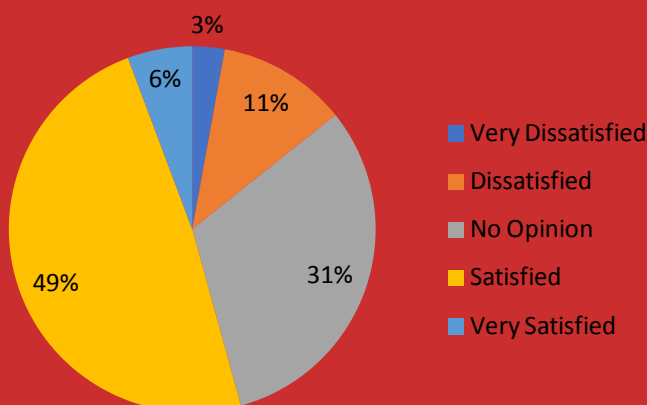
General Maintenance

How Satisfied are you with the General Maintenance and are you satisfied we are getting value for money



Pool Maintenance and Housekeeping

How Satisfied are you with the Pool and how satisfied we are getting value for money



Individual Property Irrigation

When QDM was designed and built 25 years ago, it was decided to offer an irrigation service to each property and the cost to be included in the annual C&U payments. Each property is currently paying between €300-400 each year for this service

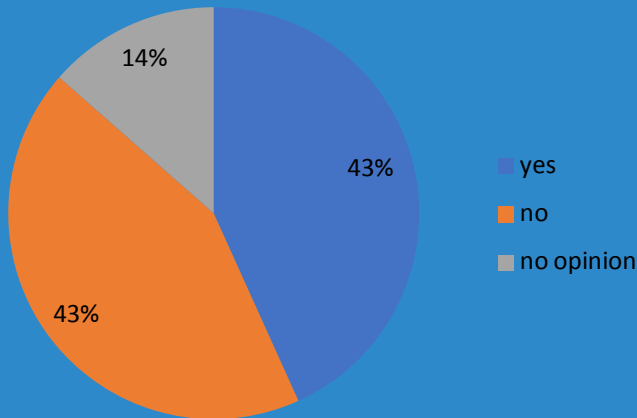
This system is now very old, in constant need of repair and will need major investment very soon.

We also recognise that the current method for charging for irrigating each property is unfair,,

We also need to be conscious that excessive use of water for gardens is being discouraged in Portugal as water supplies become strained.

With this in mind we are considering moving to a position where individual properties become responsible for their own gardens

In principle, would you support this proposal?

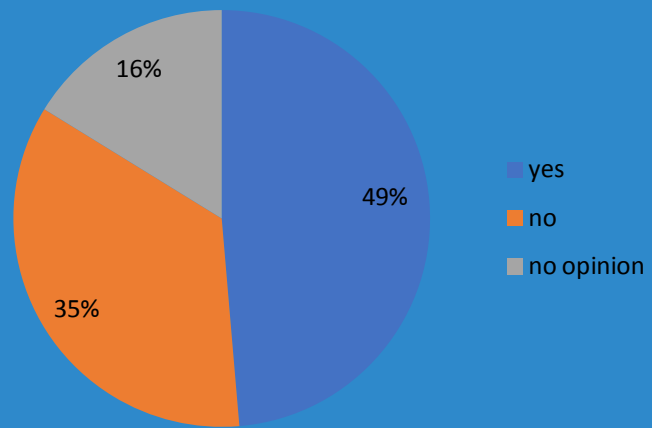


Resort Reception Services

2023 Costs €9600 This includes Post and Parcel Collection Visitor Reception and Key Holding and other ad-hoc services

We recognise that this service is not required by all owners , so we are considering removing the reception service from the C&U and initiating a new service for Post deliveries. It is expected that GSA will continue to offer these services but owners will need to negotiate directly

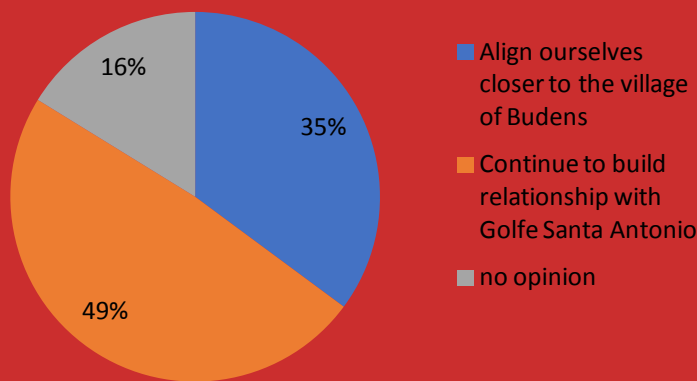
Would you support this ?



Future Direction for QDM

QDM was developed over 20 years ago as an offshoot of Parque de Floresta/Golfe Santo Antonio and all owners could enjoy all the benefits of a large golf and Leisure Resort. Since then there have been many changes and developments . As we move forward we have to decide whether we wish to continue in this direction or do we try to align ourselves closer to the Village of Budens

Do you have a preference



Summary

The results of the survey show that for the three core services we get from GSA the satisfaction rates are all over 50% vs the dissatisfaction rates which are all below 15%

With regard to the irrigation , the owners are equally divided with the same numbers preferring a communal service versus an individual service

The Reception service appears to be less desirable and we will enter into discussions with GSA to look at better options for next year

The Owners would clearly like to retain the links with Santo Antonio resort and we are hopeful that the future will become more certain and we can develop this relationship.

The data can be cut in different ways , for example the majority of respondents have been owners for over 10 years , whilst if we analyse the input from more recent owners, satisfaction levels are lower as are the results from those owners who spend more than 12 weeks here . It is also interesting to analyse the data from permanent residents

There were many comments and some of these deserve an individual reply.

Once again, many thanks to all who took time to respond, hopefully we can repeat the exercise most years and monitor any changes.

More information is available on request

Dave