



RETIREMENT VILLAGE MANAGERS SUMMIT

Your responses are of enormous assistance when compiling the agenda for next year's conference as well as the basis for a more comprehensive survey of the industry to be undertaken next year. If there is a topic that should be on next year's programme please email us on info@retirementvillagesummit.com

VILLAGE MODEL

Total No of units in village		Total No of staff:		Average Occupancy Rate: _____
Number of Units under each type of model:				
Sectional Title		Life Rights		Shareblock Scheme

DEMENTIA

	Yes	No
Do you have dementia patients/residents?		
Are they cared for in frail care?		
Are they cared for in care in place?		
Is your entire facility a dementia facility?		
How many patients/residents do you currently have?		

FRAIL CARE CENTRE

	Yes	No										
Do you have a frail care unit?												
Do you use one supplier for toilet paper, napkins, paper towels and nappies?												
Does your unit care for a combination of dementia, frail care, recuperation? Please circle which are relevant.												
How many beds do you have?												
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">Single</td> <td style="width: 10%;"></td> <td style="width: 10%;">Doubles</td> <td style="width: 10%;"></td> <td style="width: 10%;">Three</td> <td style="width: 10%;"></td> <td style="width: 10%;">Four</td> <td style="width: 10%;"></td> <td style="width: 10%;">More</td> <td style="width: 10%;"></td> </tr> </table>	Single		Doubles		Three		Four		More			
Single		Doubles		Three		Four		More				
How many incontinent patients do you have on average?												
How many nursing staff do you employ?												
How many carers do you employ?												
When was the last time your unit was refurbished?												
What was included in the refurbishment?												
Please circle the relevant material that best describes the flooring surface in the bedroom and social areas? Tiles/Parquet/wooden floorboards/carpeting												
Please circle the relevant material that best describes the flooring surface in external social areas? Tiles/cobble stones/wood/cobbles/bricks/grass/paving												

SALES & MARKETING

	Yes	No
Do you have an internal sales team?		
If no to the abovementioned question, do you use estate agents?		
What percentage of your marketing spend, and effort is used on digital/social media marketing?		

SERVICES OFFERED

	Yes	No	Outsourced
Dining Room			
Coffee Shop			
Eden Alternative			
Doctor			
Dentist			
Library			
Pool			
Physiotherapist			
Podiatrist			
Dental Hygienist			

FINANCE/MANAGEMENT

Which accounting system do you use e.g. SAGE, Pastel, SAP etc.	
What is your current monthly levy? (Please circle relevant option)	

Is your facility managed via Board of Trustees/Company Board/Home Owners Association?

Is your budget determined: by management/ managing agents/Board of Trustees/Home Owners Association/Other

As a manager do you have the authority to:

	YES	NO
Hire staff		
Reduce the workforce		
Hire suppliers		

CONNECTIVITY

	Yes	No
Do you have WIFI? If yes, does it extend to include residents, or administration and logistics only?		
Do you use a network?		

What integrated electronic solutions do you consider most important for interacting with residents, monitoring the quality of service of your staff, and traceability or auditability of interactions between residents and attending staff?

Which 3 areas do you wish you could change but are currently unable to do so?

What topics would you like to hear more about at the Summit in 2019?

Do you think Retirement Village's/Homes should be graded?

Do you think Retirement Village/Home Managers should belong to an Association?