

Along with the overall satisfaction factor, the following Independent Living survey factors achieved Highest Honors for South Franklin Circle.

Administration:

- Responsible management of South Franklin Circle's funds
- Accessibility of the Administration/Vice President
- Effective management of community changes/growth
- Fairness and consistency of administration of policies
- Flexibility of policies
- Opportunity for Charter Member input

Daily Living:

- Competence of staff
- Friendliness/courtesy of staff
- Courtesy of staff to visitors
- Training and supervision of staff
- Availability of services outside of normal business hours (maintenance, security)
- Timeliness of communications
- Responsiveness to inquiries/complaints
- Quality of fitness/wellness center and programming

Physical Environment:

- Safety and security of apartments, houses, buildings and grounds
- Comfort of apartments/houses
- Appeal of common areas
- Cleanliness of common areas

Dining Services:

- Quality of food
- Visual appeal of meals
- Service in Radius and The Bistro
- Training of waitstaff
- Accommodation of special requests

HOLLERAN
2010
Highest Honors