

# Assessment elevator renovation

## Complex: Belvederebos 2-121, Zoetermeer

Dear high-rise residents,

At the General Members' Meeting last January, the members agreed to have the lifts in high and low-rise buildings renovated as described in the quotation from the supplier Orona. The order has been awarded and the lifts in the high-rise section have now been renovated. The total costs of the renovation of both lifts in high-rise and low-rise buildings amount to around € 380,000, including temporary facilities. The board is aware of the high number of complaints after the renovation in the high-rise section and has already had contact with the supplier on several occasions, for which reason both parties have agreed to postpone delivery until next year. To prevent the scenario from repeating itself in the low-rise section next year, we want to use this survey form to provide insight into the experience of users and to share and discuss this with the supplier. Your opinion is therefore important and we therefore ask you to fill in this form. The form can also be found on [www.vvebelvederebos.nl](http://www.vvebelvederebos.nl). You can return the completed form through the letterbox of number 6 or number 69 or email it to [info@vvebelvederebos.nl](mailto:info@vvebelvederebos.nl).

Name and house number: .....

Communication	very bad	bad	poor	good	very good
How was the customer friendliness of Orona employees during the renovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How was the communication about the availability of the lifts during the renovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renovation	very bad	bad	poor	good	very good
How do you rate the replacement of the interior lining of the elevator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How do you rate the new stainless steel door posts with built-in push button	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How do you rate the signaling above the lift doors on the ground floor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operation	very bad	bad	poor	good	very good
How do you experience the operation of the new elevator doors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How do you experience the operation of the new control panel in the elevator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How do you experience the reliability of the renovated elevator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall rating elevator renovation	very bad	bad	poor	good	very good
How do you overall rate the renovation of the elevators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Malfunctions	increased	stayed the same	decreased		
Being out of use of the elevator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Response time for troubleshooting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Assessment of emergency facilities	Yes	No			
Were the emergency facilities such as chair lift and threshold aid sufficient?	<input type="radio"/>	<input type="radio"/>			

Remarks: