

### Tribe Councils share feedback about their Covid-19 strata management experience



#### 1. Service

**19%** of our clients said service improved during the pandemic, **70%** said it hadn't changed, and **9%** said it had declined



#### 2. Communication

**28%** of our clients said communication from Tribe had improved during the pandemic, **68%** said it hadn't changed, and **2%** said it declined



#### 3. Response Time

**29%** of our clients said our response time improved during the pandemic, **62%** said it hadn't changed, and **6%** said it declined



# 75%

of our clients said that our online communication platform - bazinga! has been an important communication tool during the pandemic

### Virtual Meetings

To meet physical distancing requirements, Council meetings have been taking place virtually

# 58%



# 60%

of clients said their experience had been good or excellent, **20%** hadn't experienced one, **17%** were neutral, and **2%** said their experience was poor

of clients said they would consider virtual meetings after the pandemic, while **12%** weren't sure, and **25%** said it was unlikely



# 80%

of our clients agreed that their Strata Council's needs had been met during the period, while **12%** were neutral, and **5%** disagreed

# 83%

of our clients said they were satisfied with the current service levels from Tribe, while **8%** were neutral, and **7%** were dissatisfied

# 7.8/10

our clients likelihood to recommend

## Tribe♥

to a friend

### Here's what YOU said!

"Over the last two months of uncertainty, our manager has continued to be a great communicator and responds in a timely and professional manner to all emails."

"Our virtual council meetings have been efficient and effective and I hope to continue them in the future."

"Your service has been excellent during this weird time. Our manager deserves full credit for adapting to the new working environment."

"Your service remains excellent. This due in large part because we have an excellent community manager."

"Tribe's performance was very good before the COVID crisis, so no change during the last 2 months is a compliment!"

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