

Ref no.
BA/N/25/02/077
BAP/N/25/02/098
BA8/N/25/02/067

25/3/2025

To: All Residents of Bel-Air
致：貝沙灣各住戶



Annual Resident Satisfaction Survey Result (Review of 2024) 住客服務滿意調查(2024 年度)結果

The Survey for 2024 was completed with a response rate of 19.63% with Overall Management Performance rating stands at 96.11%. We would like to take this opportunity to express our heartfelt thanks to residents who responded and provided us valuable suggestions, and they are being contacted by Service Centre for follow up. All your advices set a beacon for us to strive for further enhancement in service quality.

2024 年度問卷調查現已完成，是次回覆率為 19.63%，住戶的整體滿意度為 96.11%。我們衷心致謝填寫問卷並提供寶貴建議的住戶，服務中心已陸續聯絡住戶以跟進建議。各位的意見將有助我們提升服務水平。

5 Most Satisfied Segments (Rating) 最滿意之 3 個項目(滿意度)	
1. Performance of Tower Concierge 大堂禮賓司表現	96.49%
2. Performance of Security Staff 保安人員表現	95.71%
3. Performance of Restaurant & Clubhouse Staff 餐廳及會所人員表現	94.78%
5 Areas for Improvements (Rating) 最需要改善之 3 個項目(滿意度)	
1. Dog Control Issues 狗隻管控事宜	76.47%
2. Personal Articles Control 樓層雜物管控	85.53%
3. Estate and Car Park Access Control Measures 屋苑及停車場出入管控措施	88.80%

Please scan QR code to access Survey Result Summary Report
請掃瞄二維碼以瀏覽調查結果簡報



貝沙灣

張貼至
Post Until 30/4/2025

This notice has been uploaded to Bel-Air web-site www.bel-air-hk.com. Should you have any enquiries, please feel free to contact Bel-Air Community Relations Department at 2989 6088.
此通告已上載於貝沙灣網頁 www.bel-air-hk.com，如有查詢，歡迎致電 2989 6088 與貝沙灣社區關係部聯絡。