



**Freedom Village
at Brandywine**

Resident Satisfaction Result Summary



**Freedom Village
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Resident Satisfaction Survey

Participation :

2021	2023	2025
N/A	82%	85%



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Resident Satisfaction Survey

Overall Satisfaction Score:

2021	2023	2025
79%	80%	79%



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2025 Resident Satisfaction Survey Satisfaction by Age

		Satisfaction		Number of Respondents
70-74		94%		17
75-79		89%		42
80-84		88%		73
85-89		79%		88
90+		78%		53



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2025 Resident Satisfaction Survey Overall Satisfaction Length of Stay

		Satisfaction		Number of Respondents
Less than 1 Year		90%		53
1 to 3 Years		84%		74
3 to 5 Years		76%		47
5 to 10 Years		76%		120
More than 10 Years		71%		43



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2025 Resident Satisfaction Survey

Department Scores

		2021	2023	2025
Accounting		N/A	94%	95%
Transportation		N/A	87%	82%
Resident Health Services		N/A	87%	88%
Plant Operations (Maintenance)		N/A	91%	92%
Marketing and Sales		N/A	88%	92%
Innovative Home Services		N/A	89%	90%
Environmental Services (Housekeeping)		N/A	87%	83%
Security		N/A	86%	80%
Communications		N/A	84%	86%



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2025 Resident Satisfaction Survey

Department Scores

		2021	2023	2025
Reception/Concierge		N/A	96%	94%
Executive Director		N/A	63%	73%
Community Life Services (Activities)		N/A	86%	87%
Extraordinary Impressions		N/A	80%	77%
Supportive Facilities (Salon)		N/A	78%	72%
Food and Beverage		N/A	79%	65%
Engagement		N/A	71%	72%
Value				79%

2025 Resident Satisfaction Survey:



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What Residents Appreciate:

- 1. Friendly Residents and Community Atmosphere:** The overwhelming majority of us value the warm, friendly atmosphere created by our fellow residents. We appreciate the sense of community, the welcoming nature of our neighbors, and the supportive environment we've built together. Many of us mention that it feels like "family" and that the friendships we've formed here are what make Freedom Village truly special.
- 2. Quality of Our Condos and Living Spaces:** We deeply appreciate our spacious, well-designed condos. Many of us specifically mention loving our private living spaces, the layout of our units, the all-season rooms, and having amenities like in-unit washers and dryers. Having a comfortable, personal space that still feels like "home" is important to us.
- 3. Staff Friendliness and Service:** We value the friendly, helpful, and caring staff members who support our daily lives. Many of us specifically mention how staff members go out of their way to be welcoming, learn our names, and respond to our needs with kindness and professionalism.
- 4. Activities and Social Opportunities:** We appreciate the wide variety of activities, events, and social opportunities available to us. From exercise classes and swimming to card games, entertainment, and special events, we value having options that keep us engaged and connected with others.



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2025 Resident Satisfaction Survey

5. **Safety and Security:** Many of us mention feeling safe and secure at Freedom Village. We value knowing that help is available if needed and appreciate the peace of mind this gives both us and our families.
6. **Beautiful Grounds and Facilities:** We enjoy the attractive campus, well-maintained grounds, and gardens. The physical environment, including common areas and outdoor spaces, contributes significantly to our quality of life and sense of pride in our community.
7. **Dining Services:** Some of us specifically appreciate not having to cook and enjoy the convenience of having meals prepared for us. When the food quality is good, it adds significantly to our enjoyment of community life.

2025 Resident Satisfaction Survey



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Areas for Improvement:

- 1. Food Quality and Dining Experience (STRONG CONCERN):** Our most frequently mentioned concern relates to dining services. Many of us feel the quality, consistency, and variety of food has declined. Specific issues include: food often served cold or undercooked, meat that is tough or dry, repetitive menu options (same meals for three consecutive days), and inconsistent preparation. We would appreciate more variety, better quality ingredients, healthier options, and food served at proper temperatures. We also note concerns about dining room service, including long waits between courses and difficulties with the reservation system.
- 2. Communication (STRONG CONCERN):** We consistently express frustration with communication throughout the community. Many of us feel information is not shared in a timely or transparent manner. We would appreciate more consistent, clear communication about changes to policies, services, and community events. Some of us specifically mention that management makes decisions without consulting residents or informing us until after implementation.
- 3. Monthly Fee Increases:** Many of us are concerned about the annual increases to our monthly fees, particularly the practice of adding 2% above the CPI each year. On fixed incomes, these consistent increases create financial stress and anxiety about our long-term ability to afford living here. We would appreciate more reasonable increases and better value for what we pay.
- 4. Facility Maintenance and Updates:** We notice areas of the building that need attention, including worn carpeting in hallways, windows that leak, outdated décor, and general maintenance issues. Many of us would like to see more investment in updating and maintaining the physical environment, especially in common areas.

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5. **Transportation Services:** We express concerns about transportation services, particularly the lack of a large bus for group outings (the previous one has been out of commission for two years), limited weekend transportation, and costs associated with medical appointments. We would appreciate more reliable and comprehensive transportation options.
6. **Security Concerns:** Some of us have expressed worries about security within the community, including concerns about side doors not being properly secured and the need for more comprehensive security measures throughout the campus.
7. **Technology and Phone Service:** Many of us are frustrated with unreliable phone service, weak Wi-Fi, and challenges with the community's technology systems. We would appreciate more reliable telecommunications infrastructure and better technical support for residents.

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Freedom Village at Brandywine

Freedom Village at Brandywine is our home, and we deeply value the community we've built together. The friendships we've formed with fellow residents are the heart of what makes this place special. While we appreciate the dedicated staff members who support us daily, we believe there are important opportunities for improvement, particularly in dining services, communication, and addressing the physical maintenance needs of our aging facility. We hope that by sharing these collective insights, we can work together to enhance the quality of life for all residents while preserving what makes Freedom Village special. We ask that you consider our feedback with the understanding that we offer it because we care deeply about our community and want it to thrive for years to come.

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Next Steps:

1. Partner with RAC to develop focus committees to help develop action plans to address the areas of opportunity.
2. We will be reaching out to residents to be part of these committees to help us incorporate action items.
3. The committees will be providing regular updates on their action plan and in some areas conducting pulse surveys.