



Thalassa Owners' Feedback Survey

January - 2025

Responses Received: 74
(Repeated ones deleted)

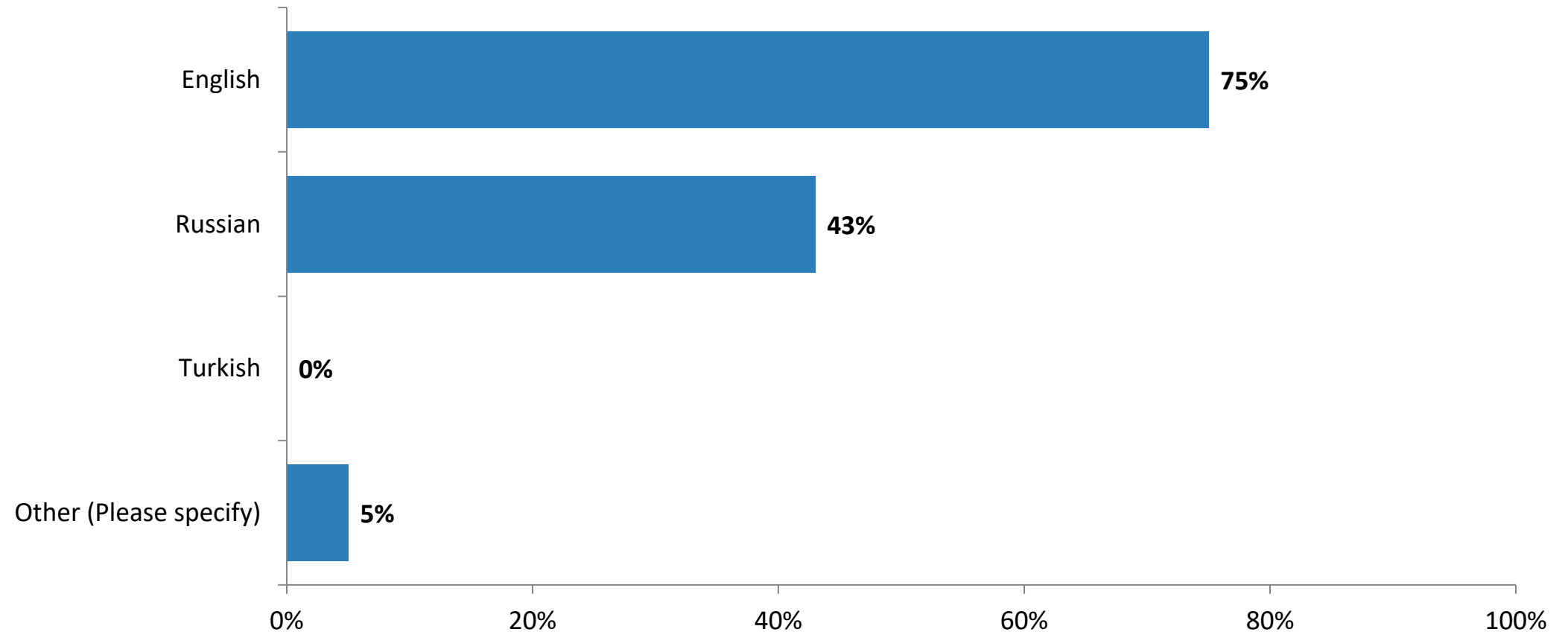
✓ Survey Dates

Start Date ✓
1/12/2025

Survey Title: Thalassa Owners' Feedback Survey
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Data Downloaded by: Vaidotas Deksnys
Date of Export: 1/19/2025 18:59
Thalassa Owners Committee

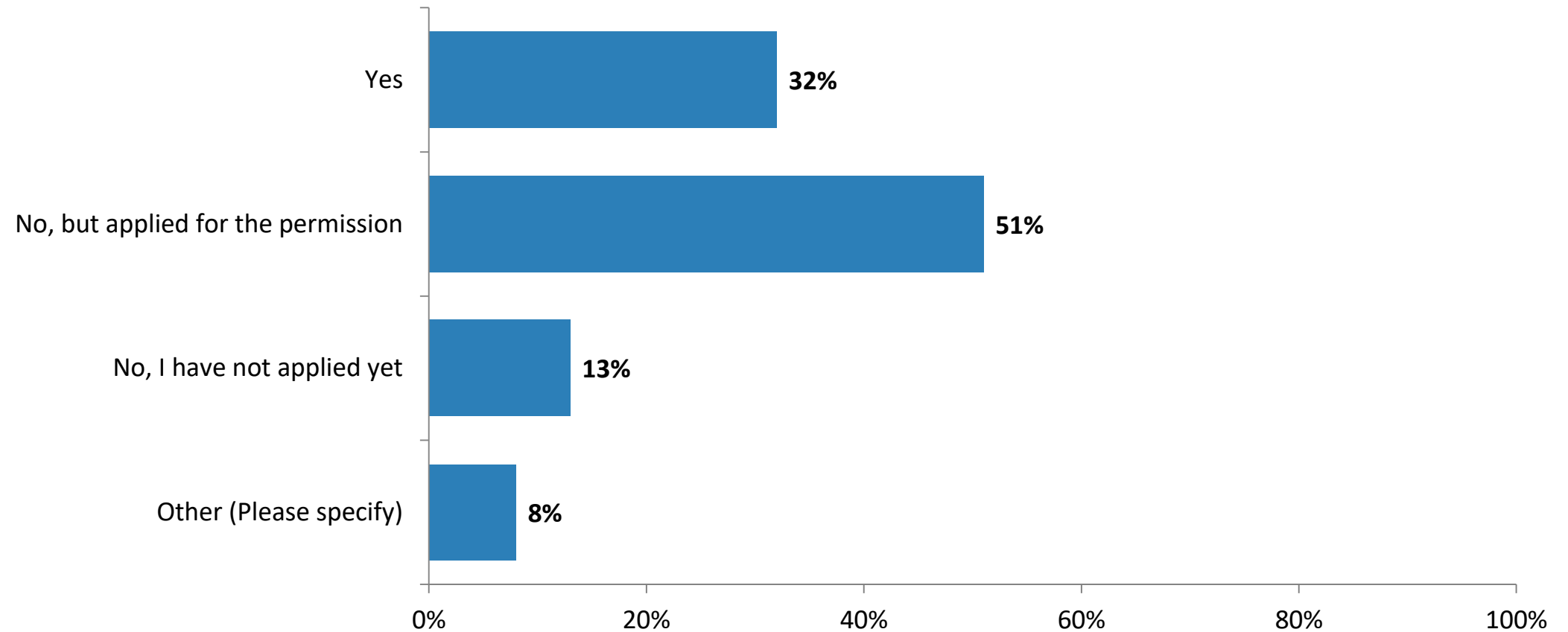
Which language do you prefer for communication?

Какой язык вы предпочитаете для общения?



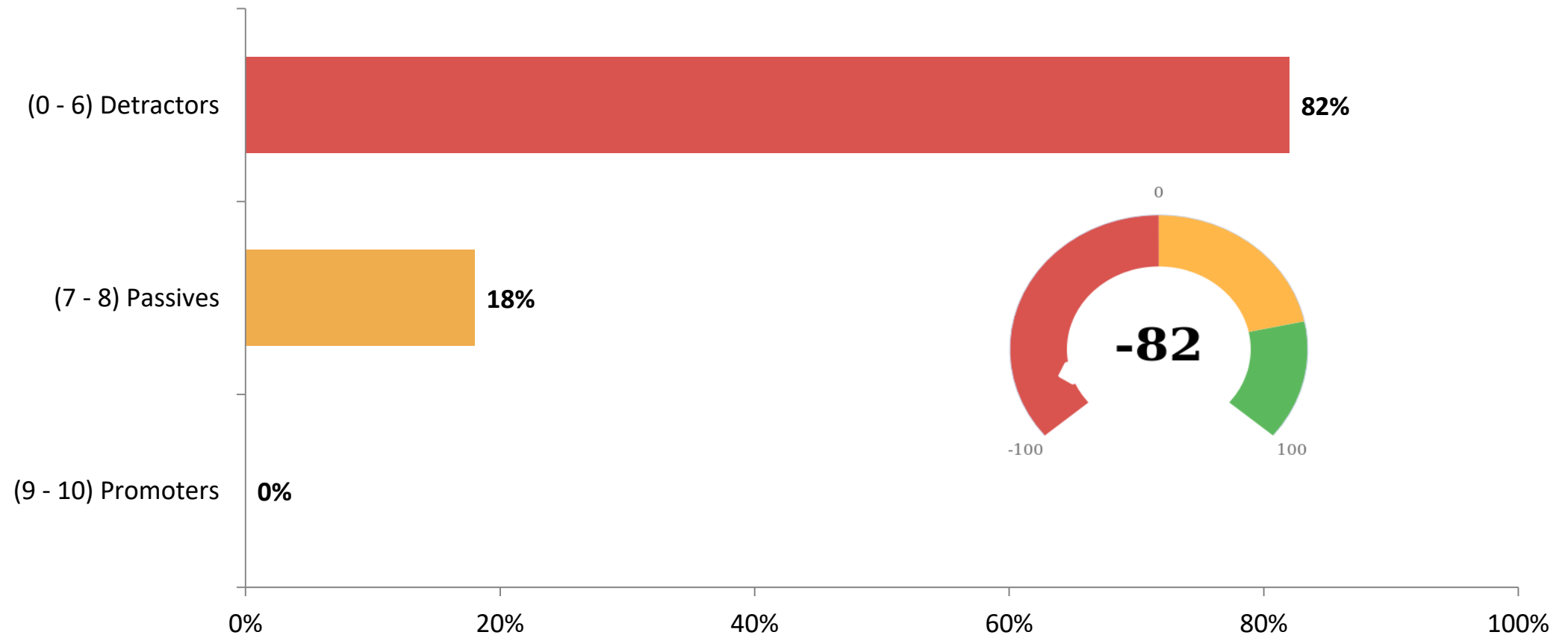
Do you have a Title deed in Thalassa already?

У вас уже есть свидетельство о праве собственности в Thalassa?



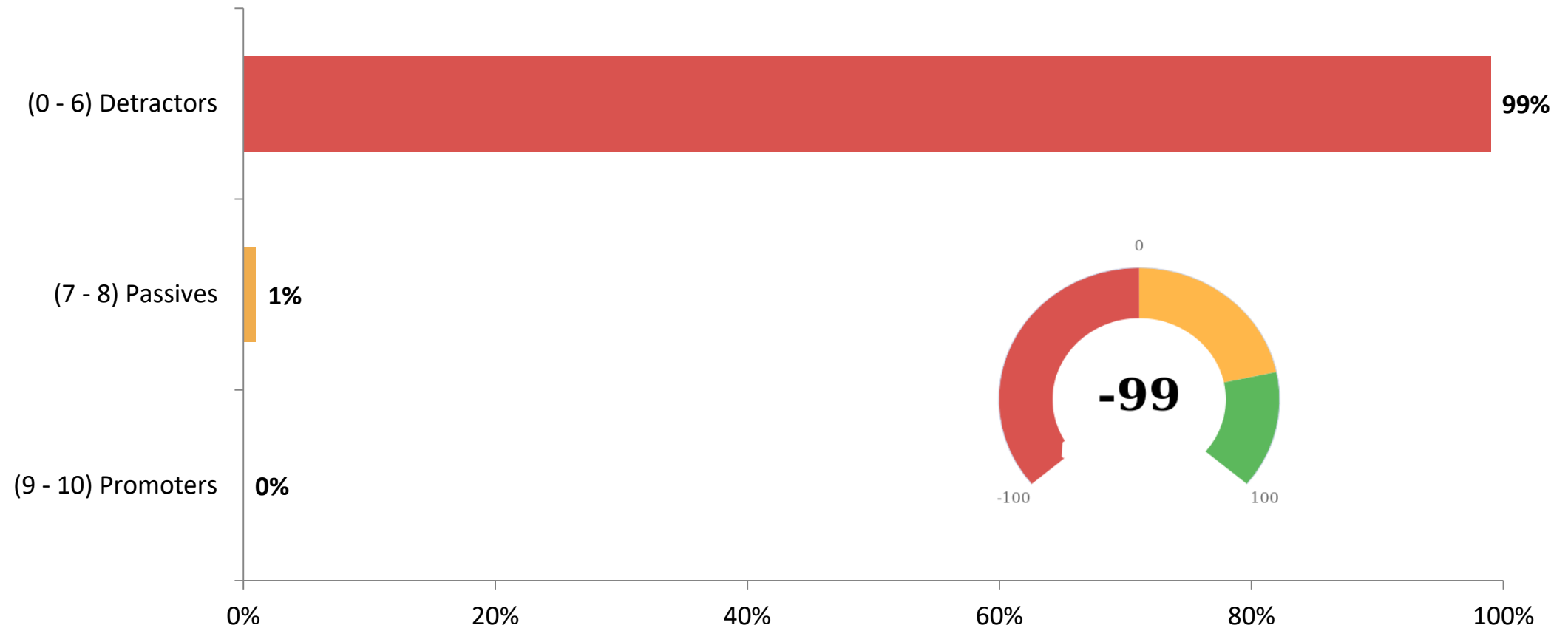
Are you satisfied with Tavor Management's activities overall?

Вы в целом довольны деятельностью Tavor Management?



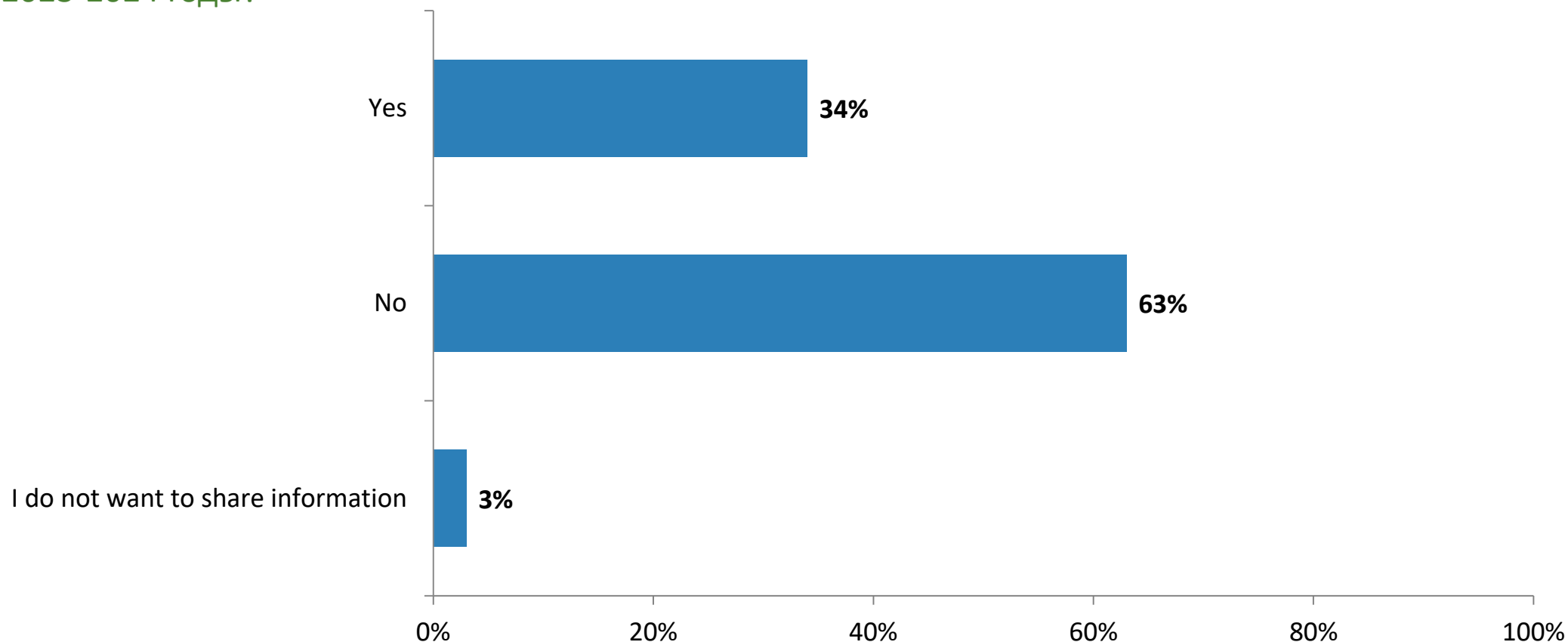
What is your opinion about Tavor Management's recent price increase for Maintenance services?

Каково ваше мнение о недавнем повышении цен на услуги по обслуживанию от Tavor Management?



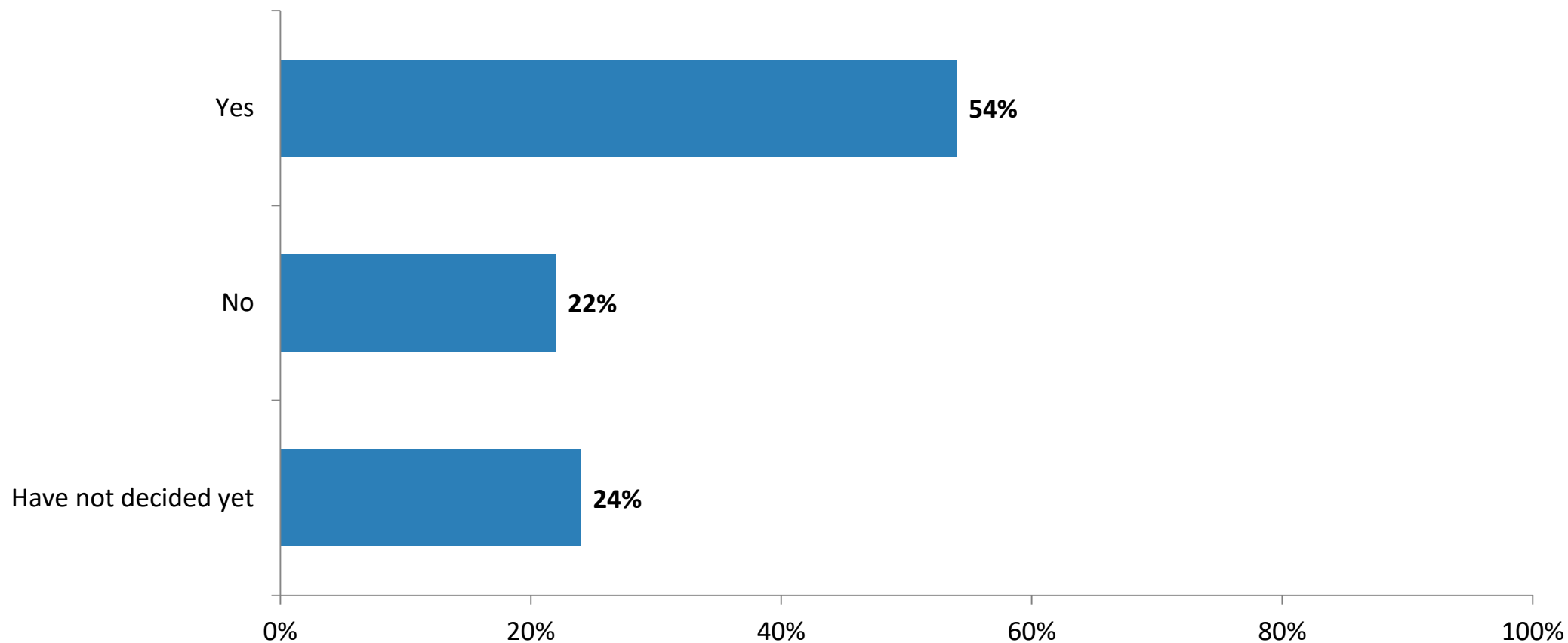
Have you sent a written message to Tavor Management about suspending payments for maintenance until Tavor Management provides a full detailed financial report for 2023-2024?

Вы отправляли письменное сообщение в Tavor Management с просьбой приостановить платежи за обслуживание до тех пор, пока Tavor Management не предоставит полный подробный финансовый отчет за 2023-2024 годы?



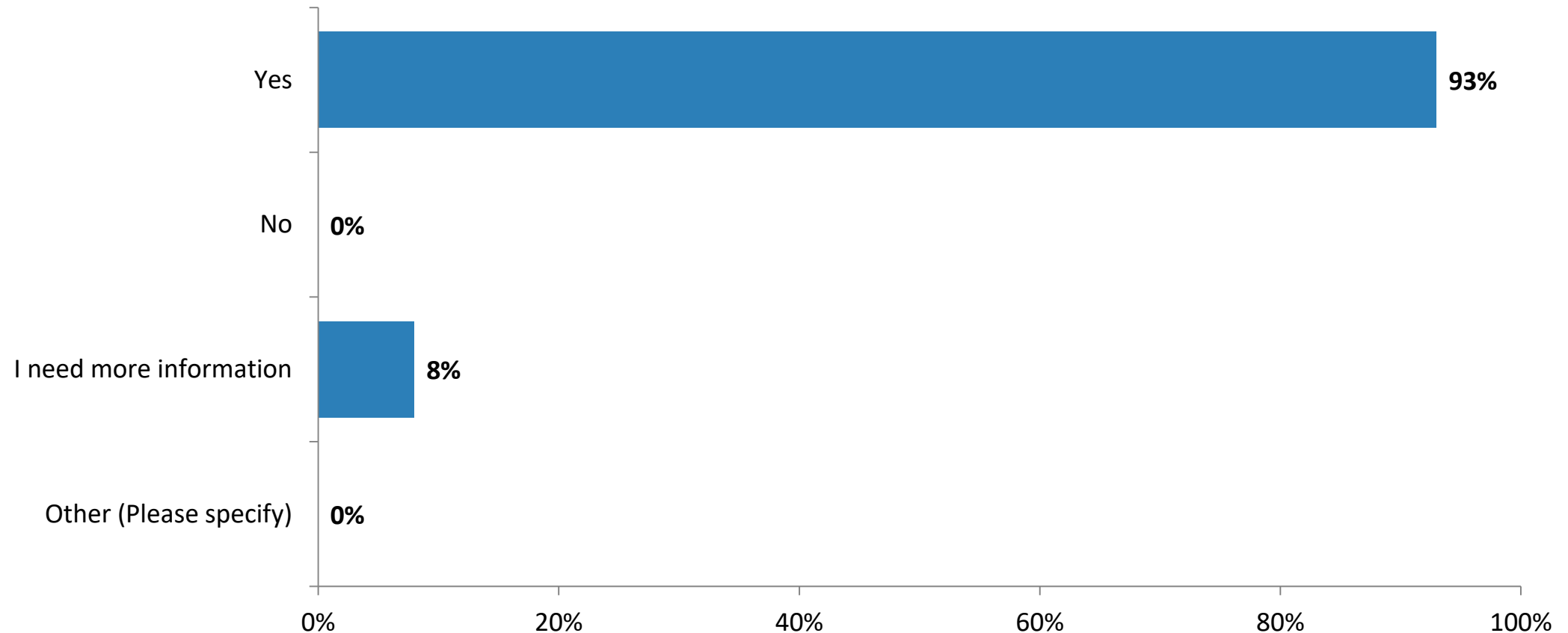
Are you planning to attend an online annual meeting with Tavor management on 21st January?

Вы планируете участвовать в онлайн-ежегодном собрании с Tavor Management 21 января?



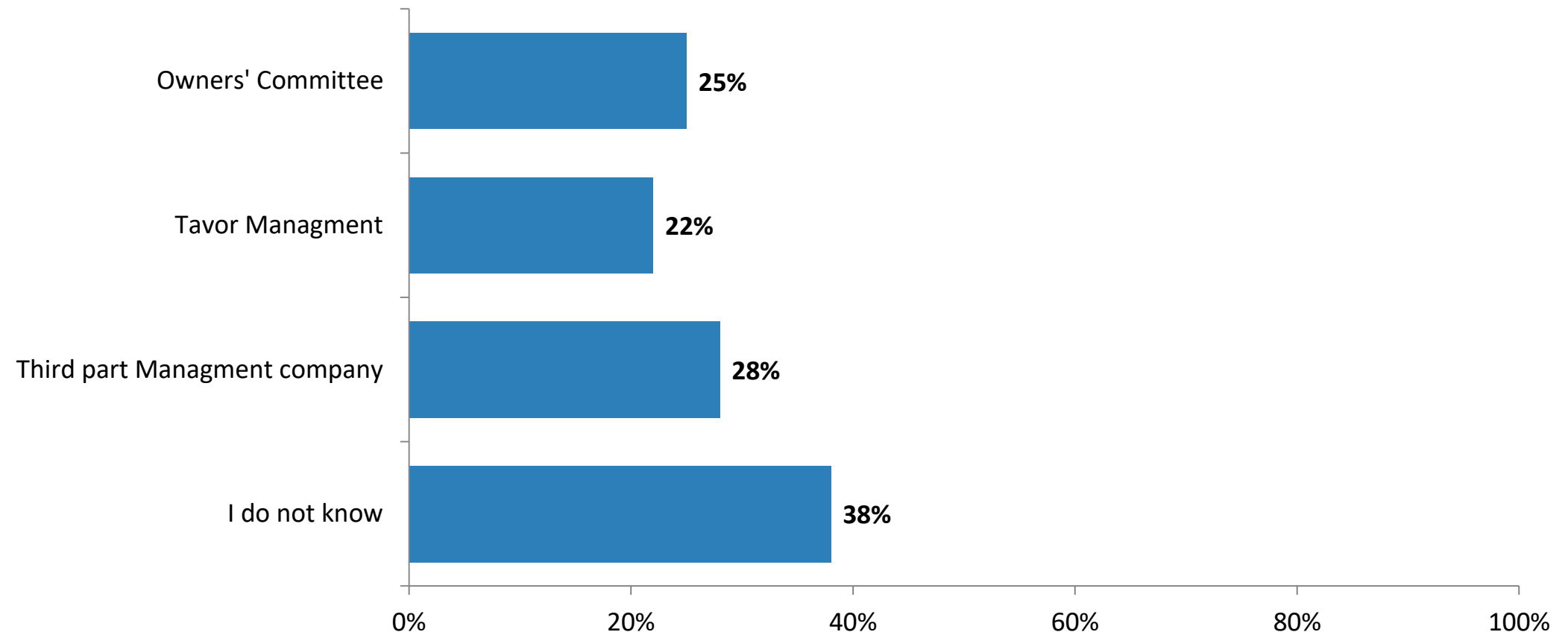
Do you support the creation of a Thalassa Owners' Committee in general?

Вы поддерживаете создание Комитета владельцев Thalassa в целом?



Who should collect the Thalassa Owners' maintenance fees, manage them, and allocate them?

Кто должен собирать сборы за обслуживание владельцев Thalassa, управлять ими и распределять их?



What do you like about Thalassa? What is good?

Что вам нравится в Thalassa? Что в нем хорошего?

Response No.	Answer text
4	Friends , pool , sea front positioning
5	Расположение, первая линия у моря
6	The resort, peaceful
8	В целом всё
9	Weather
10	Location of the complex, beach, pools
11	Great location, great resort, well prepared infrastructure, friendly personnel at SPA center or administration,.
12	General upkeep and appearance, facilities. Restaurant. Management company have always dealt with issues promptly and professionally
13	We love the location
14	Clean, working and friendly.

What do you like about Thalassa? What is good? (Continued)

Response No.	Answer text
15	The location and that it's calm atmosphere. Feel very relaxed there and feel a sense of belonging.
16	It is a beautiful place, I love the beach and the view of the sea, the grounds the facilities on site including the spa and the staff that work their indoor and outdoor swimming pool , restaurant and the staff who work there and the shop, some of Tavors admin staff.
17	Gardens, pool, being by the sea, natural peaceful environment
18	Facilities
19	Территория , месторасположение ,соседи)
20	The general site is good and is maintained well

What do you like about Thalassa? What is good? (Continued)

Response No.	Answer text
21	Расположение, территория
22	Prekrasnoe mesto
23	Landscaping, peacefulness and tranquility
24	Первая линия, тишина-спокойствие, закрытая территория, много зелени, чистый свежий воздух.
26	Restaurant, beach, pool, everything about the place.
27	Krasivoie mesto
28	I love how quite it is here. Lovely people.
29	Well maintained outside areas, swimming pools, spa. Iljaz is responding and working quickly! Also, Ayse and Babar from accounting unit are working well! Respect!
30	Design of the resort, location and upkeep of common areas
31	The people

What do you like about Thalassa? What is good? (Continued)

Response No.	Answer text
32	Климат, море. Территория внутри.
33	The site is generally kept in reasonable condition
34	I love it. It's well maintained and perfect for my personal requirements.
35	For ne in general everything is goid with sime issues here and there
36	Location, my apartment, grounds when well maintained
37	Море, солнце
38	Patinka tvarkoma ir priziurima aplinka
39	The resort facilities when properly maintained.
41	Все хорошо,но можно улучшить многое
42	Комплекс находится в красивом месте, на первой линии у моря.
43	Территория
45	I love my apartment and the location

What do you like about Thalassa? What is good? (Continued)

Response No.	Answer text
46	Good, safe location for family. Pools are good and so is the restaurant.
47	Excellent, quiet location; good restaurant; good facilities - gym, pool, etc.. Private pools are well maintained; grounds well landscaped; good response from owner services, including back up teams.
48	Все нравится! Кроме повышения цен!
49	Красивая территория, много зелени, свой пляж, тишина и спокойствие.
50	Nature/ landscape
51	infrastructure
53	Растительная территория Талассы вполне хорошо обслуживается. Стрижется вовремя, поливается....
54	Place as general

What do you like about Thalassa? What is good? (Continued)

Response No.	Answer text
55	Beach location, pools, grounds,deks
56	The gardens, pool, spa, restaurant
57	Spa, grounds
58	The location, deks and the atmosphere
59	Quiet Beach Resort
60	It's a lovely resort always comfortable there. Very nice staff. Well looked after.
61	Расположение и близость к морю
62	Used to be a nice quiet relaxed resort; not too sure about it now. Owner services are reasonably OK at responding. The staff work hard towards maintaining the resort.
63	The fact that in general it is quiet. It feels secure and safe.
64	Месторасположение
65	Само место
66	Peace

What do you like about Thalassa? What is good? (Continued)

Response No.	Answer text
67	Ухоженность территории
68	Everything
69	Community
70	Environment
71	Location, peace and quiet. Meeting people whom we have become friends with over the years and having a place of our own
72	Land maintenance and up keep. Can be better but they do good enough.
75	Pliaz,more,priroda.
76	Thalassa is located in a very beautiful and quiet place.
77	Location
78	хорошее место
79	Моя квартира, красивые виды, работа Виолетты
80	Place

What do you like about Thalassa? What is good? (Continued)

Response No.	Answer text
81	Green zones, Spa centre
82	Green zones, Spa center, restaurant, big area
83	I like all of it

What don't you like in Thalassa? What would you like to change/fix/add/improve?

Что вам не нравится в Thalassa? Что бы вы хотели изменить/исправить/добавить/улучшить?

Response No.	Answer text
4	I would like a bar smaller and more intimate surroundings, gardens kept in good order and beach and furniture kept clean. Lifts maintained and not used by builders .
5	Много что не нравится, в первую очередь односторонне общение с управляющей компанией. А так же отношение к владельцам как гостям
6	Costs
8	Пляж, ресторан(дорого и не вкусно), остальное мелочи
9	The daily noise around the whole resort

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
10	To high prieses ant poor menu in the restaurant. Increasing fees. No grass or garden but soil in the area between the beach and the building
11	No accountability for anybody from the Tavor Management. Owners, people who are paying for things should be involved in decision making. Probably owners should be partly shareholders of the non-profit management company of the resort or have their representatives on the board.

Response No.	Answer text
12	Not enough sun beds, not enough shade around pools. More control and supervision at the pools, Kids climbing up the water slides, inflatable boats in the indoor pool, families holding sun beds with towels - needs to be managed. Other side of apartments (contractor entrance) needs to be kept clean and tidy. Improve the landscape between the restaurant and beach. Management company need to be more transparent with the maintenance costs, the recent price increase need to be justified.

Response No.	Answer text
13	They need to fix broken tales and some of the Staff is impossibel to talk to
14	Collaboration with management on major decisions
15	The fact that it's becoming expensive to own (maintenance fees and cleaning). Would like to see more flowers between the blocks so it's not so sterile.

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
16	The maintenance fees, to replace Tavor Management with a new company, a free bus to take residents to the market and other places of interest, for the charges for repairs to the apartments to be more realistic, for Tavor Management to look after owners properties and not allow for the abuse that has taken place where owners have become aware that their apartments are being used illegally. For Tavor to give the committee access to the accounts and to stop their creative accounting to force owners to pay more than they should. For Tavor to give owners realistic discounts for the use of onsite facilities

Response No.	Answer text
17	The increasing cost of maintenance fees. The obsession with creating a hotel/ rental environment to provide services that I don't want or use (and don't want to pay for). The unwillingness of the the current management company to provide detailed financial information. Maintenance fees should only fund basic facilities/services that everyone needs. All other services should be chargeable and provided by a separate company
18	Not knowing how they spend money

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
19	Работа персонала , качество уборки территории . Поход УК к проблемам жильцов. Платные услуги.
20	The beach.. it's not a beach to be proud of
21	Пляж. В комплексе он не очень даже если убирать, было бы хорошо организовать шатл по расписанию на муниципальный рядом с Кайа.
22	Umenšit upravljenje Tavora?
23	Feeling ripped off, too much 'organised fun'

Response No.	Answer text
24	Плохой пляж, много водорослей и камней в море, мало лежаков у моря и бассейнах, падающий уровень инфраструктуры, плохой интернет, высокая цена обслуживания, плохое отношение УК к собственникам, невкусная еда в ресторане, отсутствие нормального магазина, нет развлечений для детей., плохая работа отдела аренды, низкое качество уборок, упадок во всем, в том числе в детском клубе, космический цены на доп услуги а аренду водных развлечений.

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
26	We don't like the lack of information we receive from Tavor received what they are doing with our money. It is becoming a dictatorship.
27	Pastavit solnechnie baterie, stob menche bilo rasxodav za maintenance fee i drugoe

Response No.	Answer text
28	I had improvements done to my apartment, not done properly, still paid full price for it. Price for maintenance fee is freaking ridiculous high. Feel the building that the maintence office/sales office, was not necessary, block view from many apartments and not pleasing for the. The only reasoning I have thought so many times about selling my apartment is because of the maintence fee. Also I have had rental agreement for few years, only couple rentals have been trough and there were all excuses before, then I improved like they asked and still no rentals. I am only renting it myself.

Response No.	Answer text
29	Many discrepancies in Tavor management account, slow or no response to questions. Statements are not send regularly. Workers who are monthly checking apartments must improve their service quality! Shame on those who are stealing from properties! Cameras would be a good protection. 30% increasing of maintenance fees and forcing to pay for mandatory monthly packages is not fair. Restaurant prices are high. Miss very much free transportation on Fridays that was provided before.

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
30	Better understanding of how maintance fees are used and budgeted.
31	Beach
32	Бродячие животные заходят на территорию. Внутри апартаментов уход осуществляется не в полном объёме. Апартаменты сдаются в аренду плохо, много времени простаивают.
33	The level of fees and in particular the increases for 2025. Also the inactivity in collecting fees from recalcitrant owners.
34	It's becoming more commercial. The communication isn't great and Tavor seem to think it's a revenue tool for their unclear business structure

Response No.	Answer text
35	Better cleaning of communal areas (corridors, Spa), much more financial transparency, the seperate zone for meditative or yoga practices since current is in their office corridor which is disgusting according to me.
36	Lack of financial transparency, lack of respect for for owners, not having a voice, poor internet
37	Отношение персонала УК к собственникам. Разбазаривание денег. Навязывание услуг!!!

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
38	Mokesciai turi buti adekvatus ir ju pakeitimai t.b. su keliu men ispejimo periodu,suderinti su komiteto spendimu.Ataskaitos privalomos kas ketvirti ir be atskiro prasymo.Administracijos ir aptarn.personalo uzdarbio didejimas turetu buti susijes su didejanciu pelningumu/uzimtumu.Turi buti daugiau atsakomybes is Thalastos-pvz kondicionieriu,Wc tikrinimas ir kaip garantinis patvirtinimas kazkuriam laikotarpiui Daznai niekas netikrina ,o i mokama plana si paslauga itraukta.

Response No.	Answer text
39	Co operation between owners & management, currently there is little respect between the parties, the ratio between actual workers and admin is financially not viable.
41	Суммы за обслуживание,плохо убранный пляж и грязное спа
42	качество обслуживания и цена
43	Платежи и грязный пляж
45	The way TM completely ignores me as an owner, lies to me and trying to rip me off

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
46	Management company relationship with owners seems to be one sided and broken. TM do not seem to encourage any dialogue with owners, and seem to behave in a way where they think they are the owners and they make unilateral decisions.

Response No.	Answer text
47	Poor communications from Management team; need greater transparency. Need access to electrical points in garages. Need to improve landscaping in courtyard 1. Remove dogs on site. Need to improve planning - need to see annual plans for maintenance, etc. Stronger penalties for owners/renters defaulting or causing problems on site

Response No.	Answer text
49	Плохой пляж, много водорослей и камней в море, мало лежаков у моря и бассейнах, падающий уровень инфраструктуры, плохой интернет, высокая цена обслуживания, плохое отношение УК к собственникам, невкусная еда в ресторане, отсутствие нормального магазина, нет развлечений для детей., плохая работа отдела аренды, низкое качество уборок, упадок во всем, в том числе в детском клубе, космический цены на доп услуги а аренду водных развлечений.
50	It is now too expensive
51	Management, dirty beach, need outside sport hall

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
53	Наладить уборку пляжа. Улучшить уборку территории около апартаментов .
54	Change managment company
55	Better menu prices and choice at Deks. Maintenance and package prices v expensive. Grounds could be improved
56	Management fees, office staff
57	Too many staff employed who do very little
58	When something needs fixing, to have a good job fixing it the first time. And not get charged for it getting done a 2nd time. To have the apartments chokes done properly and not pictures just change around each month. More computation between everyone

Response No.	Answer text
59	High Maintenance Fee's
60	Better management of the indoor pool and facilities. More adherence to site rules by some residents. More competitive pricing on charges.

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
61	Не ухоженные сады и территория, наличие свободного доступа в комплекс, допуск в комплекс третьих лиц, использование инфраструктуры комплекса обслуживающей компанией, мне не нравится управляющая компания Tavor Management Ltd, очень низкий уровень обслуживания, необоснованно высокие цены, хамское отношение персонала, не исполнение заявок и многое другое, в том числе полное игнорирование вопросов.

Response No.	Answer text
62	The cost of everything; cost of maintenance and everyday activities (eg. cleaning) just seem to be going higher and higher. The lack of financial transparency. The lack of say in how the money should be spent.
63	The beach it's by far the worst in the entire area.

Response No.	Answer text
64	Мне не нравится как выполняют свои обязанности ТМ. Нужно добавить больше зеленых зон вместо щебня, заменить устарелую тротуарную плитку, считаю что посетители ресторана не должны пользоваться инфраструктурой Talassa (возможно отгородить турникетом). Вернуть кулеры с водой в крытый бассейн, спортзал и детскую комнату также полотенца в бассейне.
65	Грязно , в частности на лестничной площадке..
66	Maintenance fee are too high, and it's not transparent what it's used to

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
67	Пляж!!!, озеленение , убрать всех бродячих собак с территории (при ресторане тоже), прозрачность трат, увольнение всех сотрудников несвязанных с обслуживанием территории(отдел аренды, прачечная, тренеры, продаж, «миллион» ненужных топ-менеджеров
68	Beach needs cleaning, maintenance too high
69	The pool and beach area cleaned more often
70	Fees and our bedding and towels not being misplaced.

Response No.	Answer text
71	Do not like hoards of people coming in at the weekends who do not contribute to Thalassa at all. We do not like the way some renters do not abide by the rules eg bottles around the pools, treating equipment with disrespect, damage and runnish
72	I would like to fix the rental system. Pricing, channel management, cleaning, owner transparency
75	Net autobusa do marketa. A

What don't you like in Thalassa? What would you like to change/fix/add/improve? (Continued)

Response No.	Answer text
76	improve the care of the beach; complete the long mole; arrange the lighting of the seaside sidewalk; planted with plants (palm trees, rhododendrons...); install solar energy (electricity would cost less); improve the services provided for cleaning the apartment and washing bed linen and towels; I believe that owners should have higher discounts on spa services; a symbolic price for bicycle rental and other leisure activities; improve the restaurant menu.
79	Берег в воде с камнями, мало навесов на территории, хочу сменить УК

Response No.	Answer text
80	Tavor Management prices
81	Beach could be better looked after, garage zone could be cleaned better
82	Beach could be better looked after
83	Maintenance and cleaning schedule

Please describe any specific incidents or experiences you have had with Tavor Management.



Please describe any specific incidents or experiences you have had with Tavor Management.

Пожалуйста, опишите любые конкретные инциденты или случаи, которые у вас были с Tavor Management.

Response No.	Answer text
4	My dealings have always been pleasant. I'm just fed up of increases and less value service wise ..
5	Обращался по поводу хама, когда сделали платным для хозяина, полный игнор, обращался по поводу увеличения платы, также полный игнор и так по каждому вопросу, и по счётчикам воды и т.д
6	Very friendly and helpful. However ignore my request to see full accounts
8	Ничего
9	Lack of response to complaint of noise ,
10	I am new buyer. No bad experience yet untill the increasing of fees

Please describe any specific incidents or experiences you have had with Tavor Management. (Continued)

Response No.	Answer text
11	We have no contract with Tavor Management to rent an apartment, but they took our maintenance key let some random people stay at our apartment with no permission of ours. It was noticed just because our guests arrived and they found some random people already living there!
12	I haven't had any major issues with Tavor, they have always responded swiftly to any incidents I have reported. Aysen, Mustafa and Violetta have always reacted positively and quickly to problems

Response No.	Answer text
14	Not getting a satisfactory answer to why the cost of the monthly contract has doubled in price and suddenly the costs are going through the roof when we were told they would reduce once all apartments have been sold.
15	I must say I have mainly good experience. Good dialogue and get help when I need it.

Response No.	Answer text
16	At least on 2 occasions have been asked to agree purchase for items I have agreed to previously and then to be asked to agree purchase for them again a few months later. When I challenged this with a previous email, they claim that no money was previously taken.

Please describe any specific incidents or experiences you have had with Tavor Management. (Continued)

Response No.	Answer text
17	I receive good service when I ask for it. I do not have an issue with any of the staff. They are only doing what they are told to do. I have heard lots of rumours about financial irregularities over the years and am increasingly suspicious of the refusal to provide detailed. The Managers of TM repeatedly promised things (to get you out of the offices) but never fulfil their promises
18	Nonr
20	Lack of communication in general and poor monthly reviews after maintenance
22	?

Response No.	Answer text
26	At the ladt increase, we specifically told Tavor and Secil not to take the increased portion of our maintenance fees until we had seen the accounts to allow us to understand the need for the increase. They took the money from our float without permission. Theft! Also we paid for a silver package, cleaning was not done unless we told them we were coming.
27	Pastaiana griaznii pliazh, bolshie ceni za uborku i maintenance fee
28	Maintenance fee is the biggest red flag.

Please describe any specific incidents or experiences you have had with Tavor Management. (Continued)

Response No.	Answer text
29	Many mistakes in statements of Tavor Management accounts! Correcting is slow, often is no response at all. My accountant is Emral. Before I did not have such a bad experience. Quality of cleaning and monthly checking MUST improve!
30	Have generally always been well served but was surprised to see the proposed 2025 maintenance fee increase..
32	Вся стена покрылась плесенью и никто не исправлял пока мы не приехали.
33	-
34	Bad communication that's all.

Response No.	Answer text
35	Had plenty before when was trying to do rental through them, but since stoped it was better
36	My relationship has always been good with them, in the last few years there has been an arrogance in the way they treat people, they just don't care anymore. The management company should be independent with owners deciding priorities not Tavor
37	Вопрос не понятен.

Please describe any specific incidents or experiences you have had with Tavor Management. (Continued)

Response No.	Answer text
38	Del elektros dingimo turi buti skubus pranesimai .2024 08 atvykus sveciams paaiskejo,jog nera elektros ir uzsakymas perejo pas kita savininka.Turejau rasyti atskira e-mail ar tikrai buvo dingusi elektra,po keliu dienu gavau ats,jog taip.Deja,uzsakymas prapuoles Gal net kazkokia dalimi Thalasa turetu prisiimti atsakomybe=pinigine israiska(jei neispejo,kt nesvarbios priezastys atjungimui)Nes ne visi turime savo kelis apartamentus,kad be nuostolio perkelti svecius.Ir kazkodel tame paciamе objekte kitiems elektra nebuvo dingusi

Response No.	Answer text
41	-
42	Два года я просил собрать строительный мусор с восточной стороны комплекса. Приехали машина и трактор, часть забрали, остальное оставили. Вид из окна квартиры не подходит для аренды или продажи
43	-

Please describe any specific incidents or experiences you have had with Tavor Management. (Continued)

Response No.	Answer text
45	In the sale noone mentioned anything about "no pets allowed". Later on, in the possession kit it is stated. Yet,at least 2 staff, keeps pets on site. Our dishwasher broke, they replaced with a differtent mdel, assuming it was right. Later on charging an adfitional £60 to get it fixed. Had they checked, or asked, prior to replacement we wuld not have had to pay rhis extra. I still think they should pay for it.☹️ There is more...
47	Most experiences are positive. We had a well managed/successful apartment refurbishment

Response No.	Answer text
50	We had someone in our apartment with out our knou?
51	Increase of price without written notice
53	Только по наслышке. Мы через них не сдавали, уборки не заказывали.....
55	Office staff v helpful.
56	Matenance, still waiting after 10 years for drain covers to be mended

Please describe any specific incidents or experiences you have had with Tavor Management. (Continued)

Response No.	Answer text
57	I refused to pay when we had the first 30% maintenance increases last year until we had some insight into finances but I am worried that the site will go down & look terrible if we do not pay! I reluctantly paid when Tavor threatened legal action. This new increase makes me angry but I am going to sell up & move away. Thalassa has lost its sparkle for me now
58	I think Aysen is good, she seems to be the only 1 who listens to what you need and mostly to get it done. Otherwise it falls on deaf ears

Response No.	Answer text
60	My experiences dealing with Tavor Management staff in the office and on site are all very positive. The renovation on our apartment was well managed by Mustafa and Violetta who were very helpful.
61	Не исполнение заявок, повышение платы за обслуживание без обоснования, видимость работы, платные услуги за пользование инфраструктуры и одновременная оплата нами их труда и многое другое

Please describe any specific incidents or experiences you have had with Tavor Management. (Continued)

Response No.	Answer text
63	Everything is far more expensive than it needs to be. They are there to assist us paid for by our fees. They seem to think they can just make additional profits from them just helping. We tried to change our front door. Tavor wanted over £2000 when in fact a local contractor who Tavor actually use were less than €1,000. It makes no sense.
64	Отключали воду за неуплату безосновательно повышенного метиенса
65	Не всегда отзывчивы...
67	Год просила убрать мусор перед окнами, постоянно пишу охране о охотниках в 50 м от моих окон-ноль!,

Response No.	Answer text
68	They have always been helpful but are now charging far too much
69	None
70	Many attempts to question where our bedding and towels are every year we arrive and find they are missing and finding other owners bedding in our apartment. We buy new ones every year and they get lost every year and Tavor don't do anything about it.
71	Not had any specific issues/problems apart from our apartment was flooded from a leak from the one above and was unusable for the best part of 7/8 months and we still had to pay full fees

Please describe any specific incidents or experiences you have had with Tavor Management. (Continued)

Response No.	Answer text
72	They over charged me by \$300 and if I didn't catch it they would of never know
75	Mnogo platim za obsluzivania.
76	spoiled bedding , towels (colors carved with chemicals); missing a lot of rickshaws (about 15 pieces). We appealed to the administration for compensation. They don't even talk about responsibilities.
79	Уличная лампочка у квартиры мигает, прошу отремонтировать 4 года, инцидентов не было, так как они выслушивают и соглашаются, но потом ничего не делают.
80	?

Response No.	Answer text
81	-
82	-
83	The office is good Just the price and lack of worker direction and management

Any main thoughts/ideas you would like to deliver to all owners or Tavor managment? (Continued)

Response No.	Answer text
4	They are non profit management and need to give full disclosure on there spending .we were all promised maintenance costs would be less when all apartments were sold .
6	Financial transparency first so we understand cost of managing the resort
8	Своевременная и адекватная очистка пляжа, солнечные батареи
9	I overhaul of the setup of management , the employment of the number staff should be reduced. r
10	No

Response No.	Answer text
11	1. Resort management team should have at least few internal cleaners. If we have no now - Tavor Management should work hard in order to have two - three external cleaning companies working at the resort in order not to have a monopolist cleaning company. 2. Based on the explanation of the local lawyer, no institution should have more than 30% of all votes. That means that if many apartment still have no title deed - Tavor Management can represent no more than 30% of all votes of apartment owners. 3. Most of the problems can be solved if the board for Tavor Management company management is created where there would be at least one owner representative.

Any main thoughts/ideas you would like to deliver to all owners or Tavor managment? (Continued)

Response No.	Answer text
12	Main thought is for the committee and Management company to work positively together. With discussions on any decisions/future plans relating to Thalassa
14	I think the committee needs to concentrate on holding tavor to account with out maintenance fees and monthly cleaning and fees
15	I have seen proposals for new buildings etc from owners. My take is that we need to get the maintenance fee down before we start to plan more big expenses.

Response No.	Answer text
16	To Tavor management ,that he has proved himself to be dishonest. He i appears to be using owners to get as much money as he can. He is not interested in protecting owners only about lining his pocket and probably those of his investors. I am worried for the future of the complex with Tavor Management in charge and personally I would like his contract with us to be terminated as soon as possible. My previous concerns tjat it could all go wrong if we get someone else is still a worry. However I am more concerned than ever for the future of the complex under Tavor managents leadership. I would like us to keep the staff but to thoroughly research an alternative to Tavor and to employ an honest and non profit making company instead

Any main thoughts/ideas you would like to deliver to all owners or Tavor management? (Continued)

Response No.	Answer text
17	Let's send 10 questions for the annual meeting and state that they are from 130+ owners to demonstrate unity and ensure these questions cannot be ignored
18	None at this time
20	We should have a say on how our fees are spent. Personally, I don't need kids clubs, quad bikes or foam parties. We bought our apartment to relax at a beach spa resort

Response No.	Answer text
23	Tavor have lost the owners trust and they've had plenty of opportunity to try and rebuild that but we feel it's now too late. They are not operating in the best interests of the owners and just want to make more and more money from us. It leaves a bad taste. They charge the earth but how much of this even goes to the hard working employees who keep the resort looking beautiful.

Response No.	Answer text
24	Совместная работа возможна при взаимной и уважении. Сейчас ТМ ведет себя неуважительно к владельцам. Без подробного финансового отчета о расходовании наших средств невозможно продолжать сотрудничество и поднимать цены на обслуживание.

Any main thoughts/ideas you would like to deliver to all owners or Tavor management? (Continued)

Response No.	Answer text
26	A number questions, how do they explain not given the owners site of the last three years if accounts ? How much do Tavor Properties charge the management company for the offices and other buildings? How many company cars does the management company have ?what charges are made to the management company / owners form Tavor properties?
27	Nado peresmotret vse rashodi i kak vsio sdelat optimalno, stob nenado bilo podnimat ceni, a kak ras panizit za maintenance fee
29	Wish positive and constructive communication and cooperation.

Response No.	Answer text
30	Appreciate that someone is taking action for the benefit of all owners.
33	Transparent accounts are crucial for me to continue supporting TPM. Also clear methodologies used in the scale of charges between apartment types.
34	I think this is good timing and a committee for owners if used properly is a good thing. Previous committees were not beneficial and the management never listened. I hope this will be different.
35	Its important that the level and quality of the resort does not decrease

Any main thoughts/ideas you would like to deliver to all owners or Tavor management? (Continued)

Response No.	Answer text
36	Owners need to unite we need big picture thinking, Tavor need to be open honest and accountable, joint decision making, stop treating owners like children.
37	Необходимо: установить счётчики на воду и убрать плату за услуги, которые навязаны
39	Proper audited accounts would be a good start.
41	-
42	парковки очень дорогие. Парковка возле ресторана маленькая и далеко. Я слышал, что закон требует бесплатного выделения парковочного места при покупке квартиры. Эту информацию необходимо уточнить
43	-

Response No.	Answer text
45	There's no trust in their management, I would like to see a change!
46	Current situation is best solved by improving current relationship and operating practices. Removing TM should really be a last resort only if he refuses to adjust his approach and practices.
47	We need improved communications and planning of core activities - accounts, building decorating & maintenance, landscaping, etc, so we can plan our visitors and avoid noise/nuisance.

Any main thoughts/ideas you would like to deliver to all owners or Tavor managment? (Continued)

Response No.	Answer text
50	We the owners could be Thalassa best advertisement for the next building phase of we were happy put sorry to say most are not... phase
55	My concern is Tavor goes bankrupt. I do wonder about excessive wages/expenses paid to Tavor and Management staff.

Response No.	Answer text
57	We need full transparency on the budgets etc! The lack of seeing financial info makes me suspicious there is fraud going on! We need a new management company but Tavor will remove equipment etc from the site if we are not careful & make it difficult for us to start again with a new company. we needed a professional hospitality manager in after Nicole was sacked - not promoting Secil who was an accounts clerk - she had no management experience & lies! She is just a puppet for Tavor! I can't wait to leave!

Any main thoughts/ideas you would like to deliver to all owners or Tavor management? (Continued)

Response No.	Answer text
61	Tavor Management Ltd дискредитировала себя как компании, а её сотрудники стали профессионально непригодными из-за политики компании. Владельцев не уважают, их заявки игнорируют. Повышают оплату и угрожают отключением воды, что является незаконным. Tavor Management должна уйти из Thalassa. Деньги должны аккумулироваться в комитете и расходоваться только на обслуживание комплекса. Нами должен быть утвержден штат работников, которые обслуживают комплекс, а имущество и оборудование должно оформляться не на обслуживающую компанию, а на комплекс Thalassa (комитет). Должны быть немедленно установлены счётчики воды.

Response No.	Answer text
62	Good to see the re-establishment of the Owners committee. It would be good to have a forum where the different views of the owners can be prioritised and presented as consolidated owners feedback. I think it is important to work with Tavor to improve the overall situation.
63	It can't just put their prices up and up. We pay in sterling which negates a lot of the issues they have.

Any main thoughts/ideas you would like to deliver to all owners or Tavor managment? (Continued)

Response No.	Answer text
64	Считаю что ТМ заинтересован только в том что бы обогатится за наш счет, считаю что при таком подходе в недалеком будущем комплекс придет в упадок и мы потеряем наши инвестиции.
65	Достичь результата !

Response No.	Answer text
66	I believe the main problem is that there isn't a clear understanding what tavor management is. For me Tavor management, or the management company there runs the site has to be only focused on the site, cleaning, and servicing owners to selv help. Meaning if a owner call saying i have a problem in my apartment the management company has a company they can call to fix it. Not necessarily staff to fix it.

Response No.	Answer text
67	Я против прекращения оплат, я живу здесь и переживаю во что превратиться комплекс. Я за прозрачность и рассмотрение комплекса не как отель для Заработка ТМ
68	No

Any main thoughts/ideas you would like to deliver to all owners or Tavor managment? (Continued)

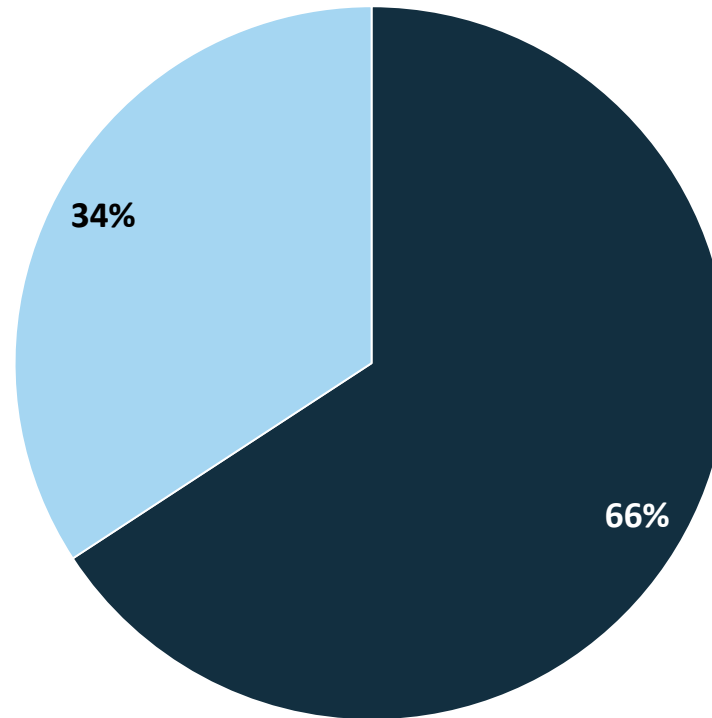
Response No.	Answer text
70	Yes for sure. I am a London born 57 year old but also a very much a North Cyprus citizen and my wife is born and bred in Yeni Erenkoy. All my North Cyprus family who are professional and also members of Parliament agree that Tavors claim that they spend £15,000 per month on electricity is questionable. My younger life career as an electrician qualifies me to know that the general lighting, air-conditioning in offices, gymnasium, pool pumps and security office electricity demand is negligible. The wellbeing centre having a sauna and possibly a heated pool would be the main contributor to this figure but would still be no where near this amount. The reason I am confident in my assumption is that there unit price of 0.23p/kw is not huge. I have asked constantly for a hard copy invoice for electricity for any month as evidence and they cannot provide this. This equates to £180k per year and would play a major factor in our fees. I don't just want to hear what they pay, I want to see PROOF of what they pay

Any main thoughts/ideas you would like to deliver to all owners or Tavor managment? (Continued)

Response No.	Answer text
71	Need to ensure that the facilities are not used by non-residents who contribute nothing to Deks or Thalassa
76	tax report; tax cuts; taking responsibility for services rendered of poor quality.
79	УК показала, что она несостоятельна. Требуется заменить УК
80	?
81	Would be nice to have small place for golf practice with net; the courtyard zone somewhat more nice plants
82	Would be good small place for golf practice, in courtyards better planted around
83	I don't want an owners maintenance company

Language in which survey was completed

(N = 76)



■ English ■ Russian

Participation trend over time

(N = 76)

Frequency: Daily

