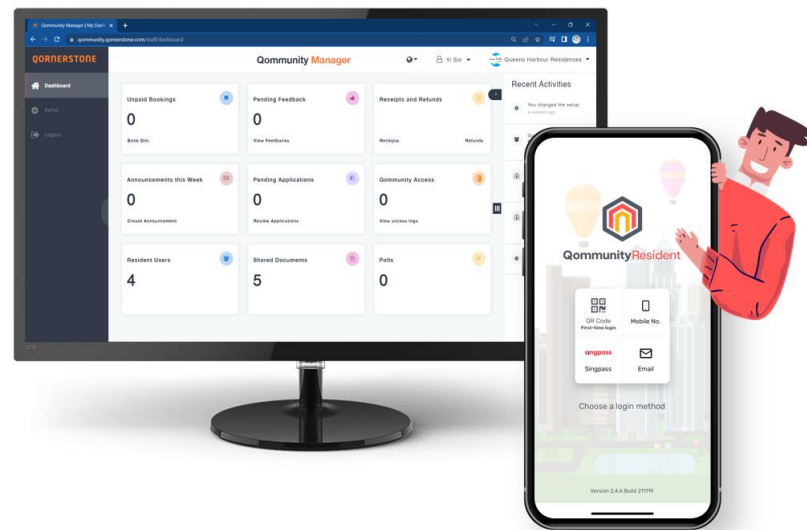




QORNERSTONE

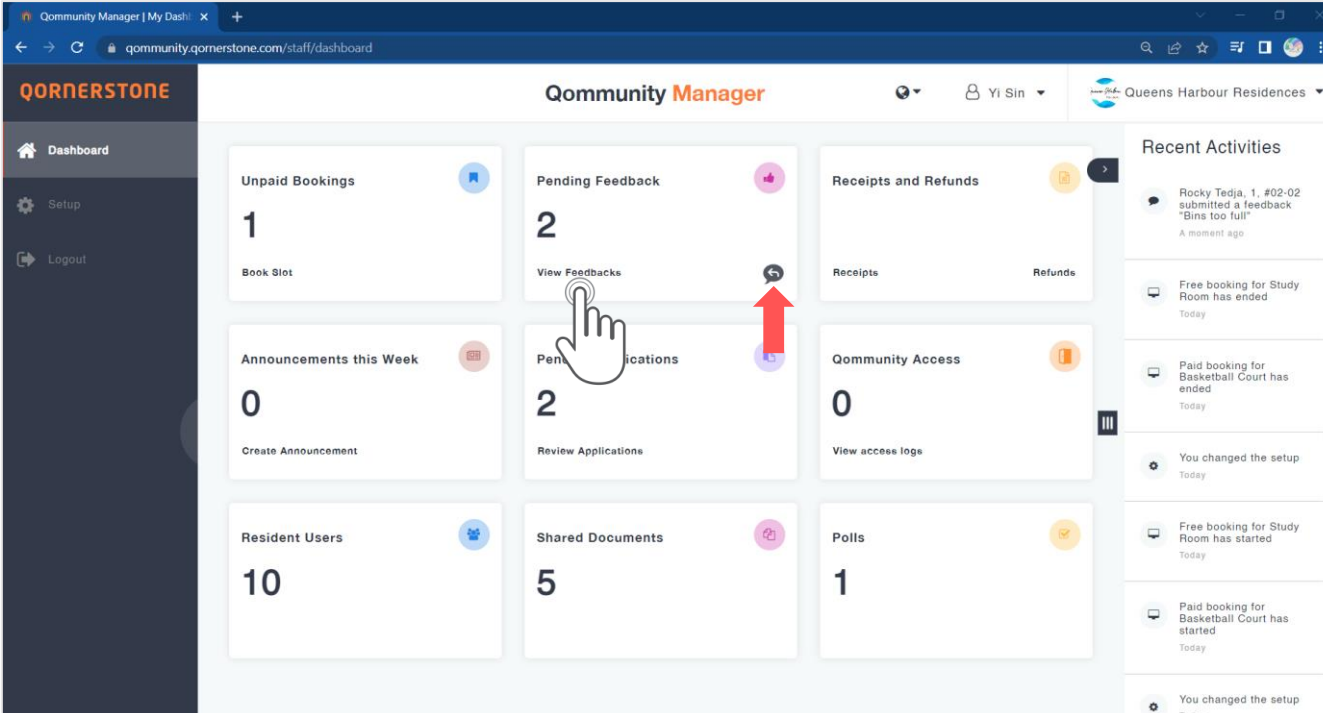


Qcommunity Manager

How to Respond to Feedback

View Feedback

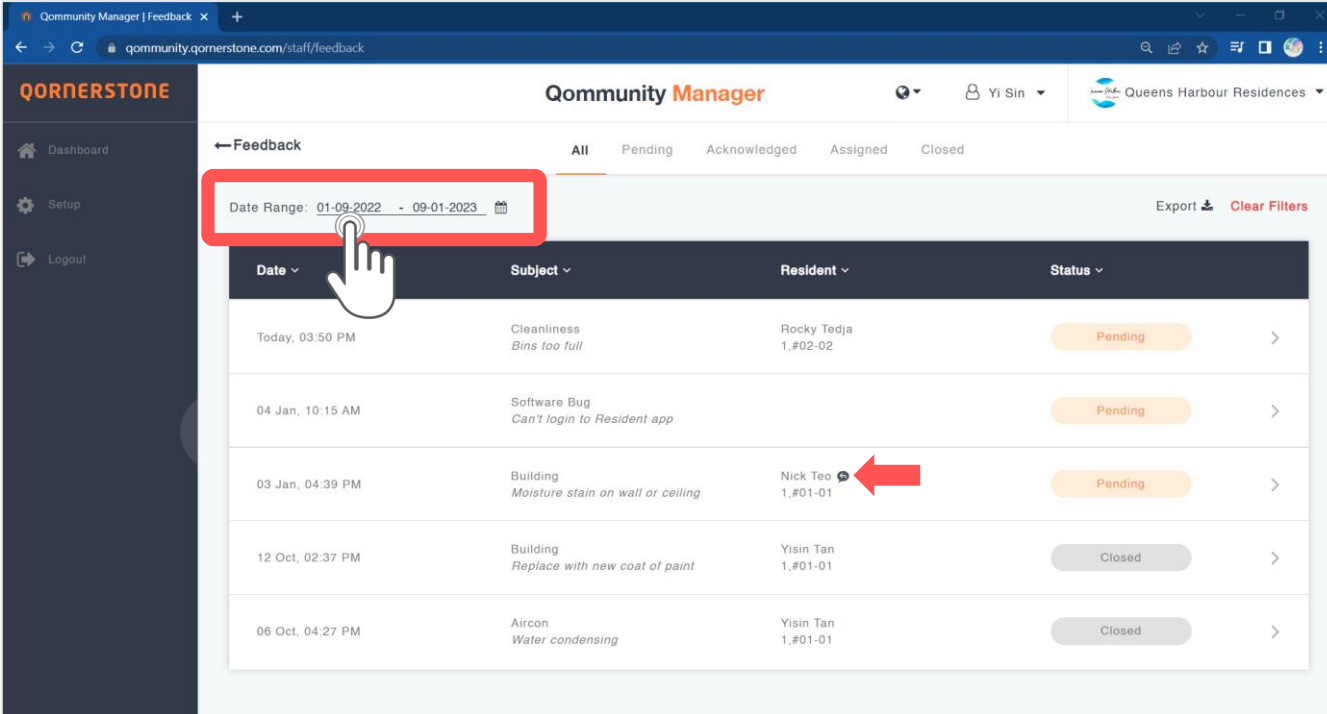
- **Pending Feedback:** The number of Feedback with Status as 'Pending' (i.e. pending Staff's response)
- Click on Pending Feedback box or 'View Feedback' to view all Feedback
- The grey-arrow means that there is a reply from Resident



The screenshot displays the QORNERSTONE Community Manager staff dashboard. The main content area is a grid of widgets. The 'Pending Feedback' widget shows a count of 2 and a 'View Feedback' link. A hand cursor is positioned over the 'View Feedback' link, and a red arrow points to a grey reply icon (a speech bubble with a curved arrow) located below the 'View Feedback' link. The right sidebar contains a 'Recent Activities' section with a list of events, including feedback submissions and booking status changes.

View Feedback

- **Date Range:** Click on the date(s) to filter the list according to the preferred date range
- **Grey-Arrow icon:** This is an indication that there is a reply from Resident that requires Staff's attention



Community Manager | Feedback

qcommunity.qornerstone.com/staff/feedback

QORNERSTONE Community Manager

Yi Sin Queens Harbour Residences

← Feedback All Pending Acknowledged Assigned Closed

Date Range: 01-09-2022 - 09-01-2023

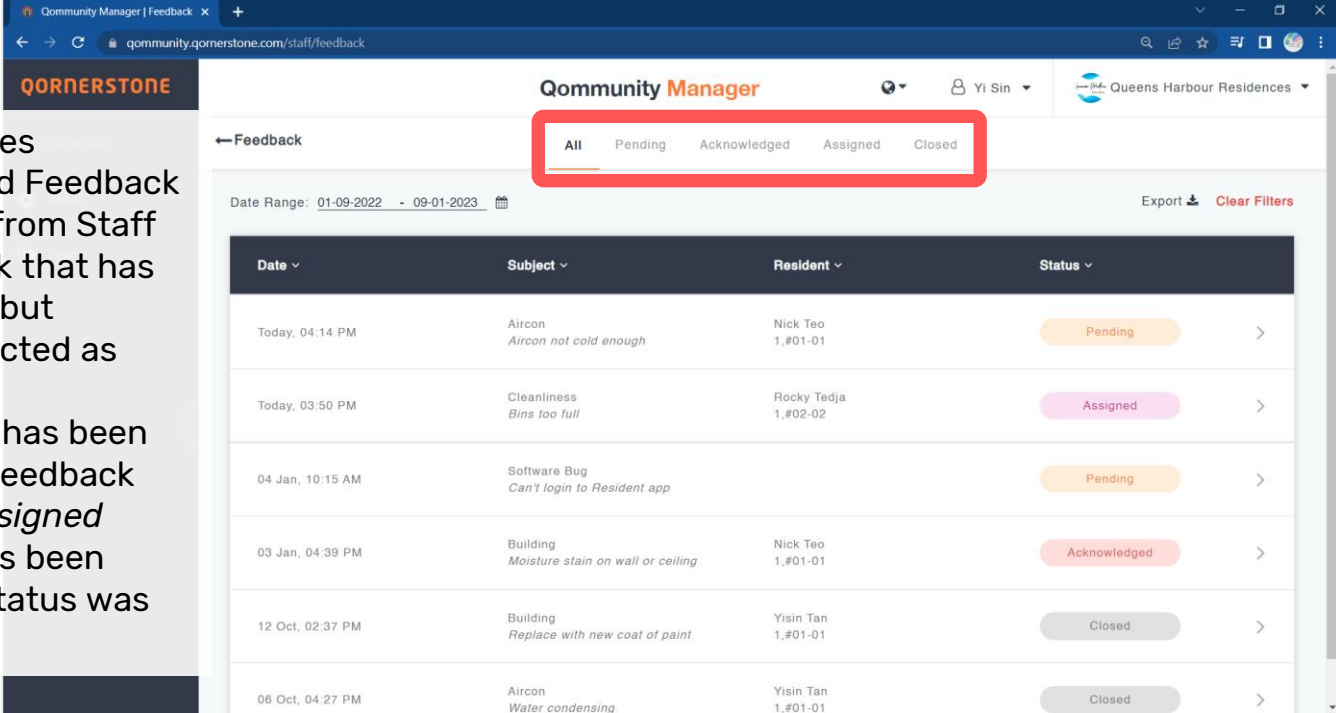
Export Clear Filters

Date	Subject	Resident	Status
Today, 03:50 PM	Cleanliness <i>Bins too full</i>	Rocky Tedja 1,#02-02	Pending
04 Jan, 10:15 AM	Software Bug <i>Can't login to Resident app</i>		Pending
03 Jan, 04:39 PM	Building <i>Moisture stain on wall or ceiling</i>	Nick Teo 1,#01-01	Pending
12 Oct, 02:37 PM	Building <i>Replace with new coat of paint</i>	Yisin Tan 1,#01-01	Closed
06 Oct, 04:27 PM	Aircon <i>Water condensing</i>	Yisin Tan 1,#01-01	Closed

View Feedback

Toggle to the respective tabs to view the Feedback accordingly. The Feedback displayed is dependent on the selected date range

- **All:** Feedback of all statuses
- **Pending:** Newly submitted Feedback that is pending response from Staff
- **Acknowledged:** Feedback that has been responded by Staff, but Feedback Status was selected as *Pending*
- **Assigned:** Feedback that has been responded by Staff, and Feedback Status was updated to *Assigned*
- **Closed:** Feedback that has been resolved, and Feedback Status was updated to *Closed*



← Feedback

All Pending Acknowledged Assigned Closed

Date Range: 01-09-2022 - 09-01-2023

Export Clear Filters

Date	Subject	Resident	Status
Today, 04:14 PM	Aircon <i>Aircon not cold enough</i>	Nick Teo 1,#01-01	Pending
Today, 03:50 PM	Cleanliness <i>Bins too full</i>	Rocky Tedja 1,#02-02	Assigned
04 Jan, 10:15 AM	Software Bug <i>Can't login to Resident app</i>		Pending
03 Jan, 04:39 PM	Building <i>Moisture stain on wall or ceiling</i>	Nick Teo 1,#01-01	Acknowledged
12 Oct, 02:37 PM	Building <i>Replace with new coat of paint</i>	Yisin Tan 1,#01-01	Closed
06 Oct, 04:27 PM	Aircon <i>Water condensing</i>	Yisin Tan 1,#01-01	Closed

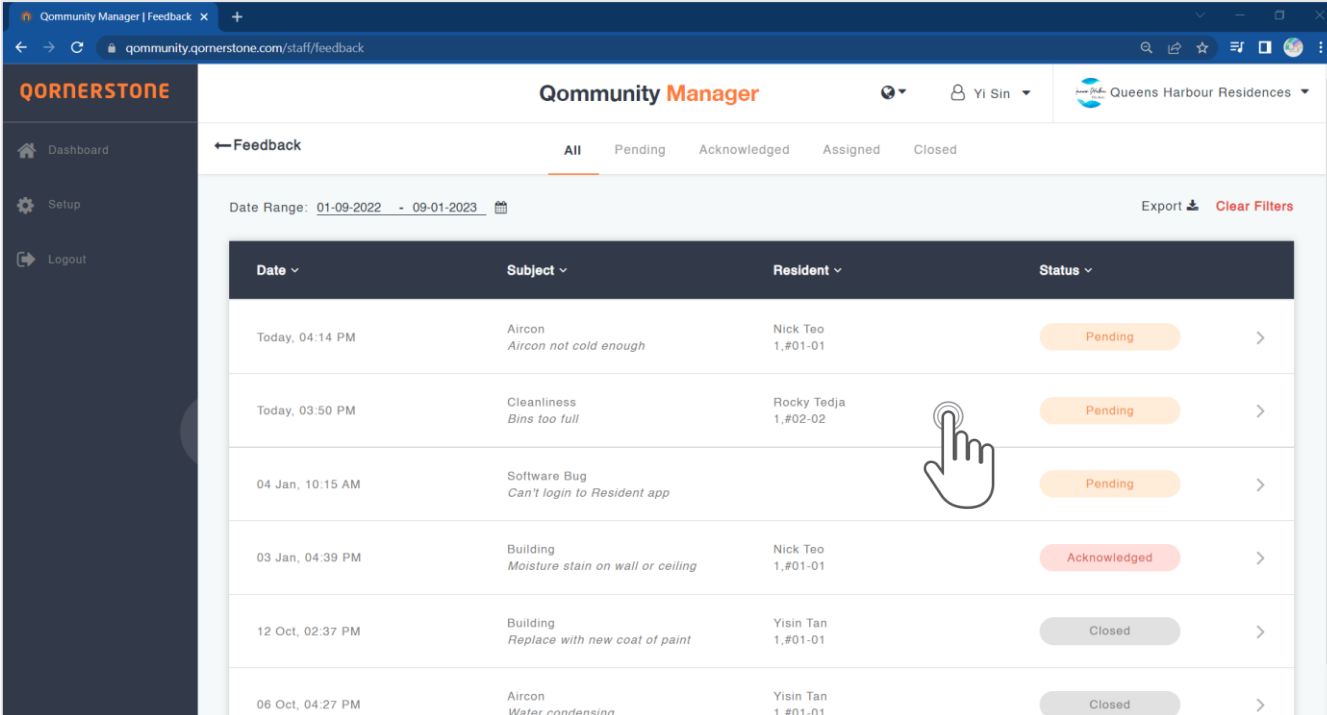


Responding to Feedback

**To Acknowledge
the Reported
Matter**

Reply a Feedback – To Acknowledge the Feedback

- Feedback with **Status = Pending** are newly submitted Feedback and will require Staff's response
- In this example, we will select the Feedback on Cleanliness issue

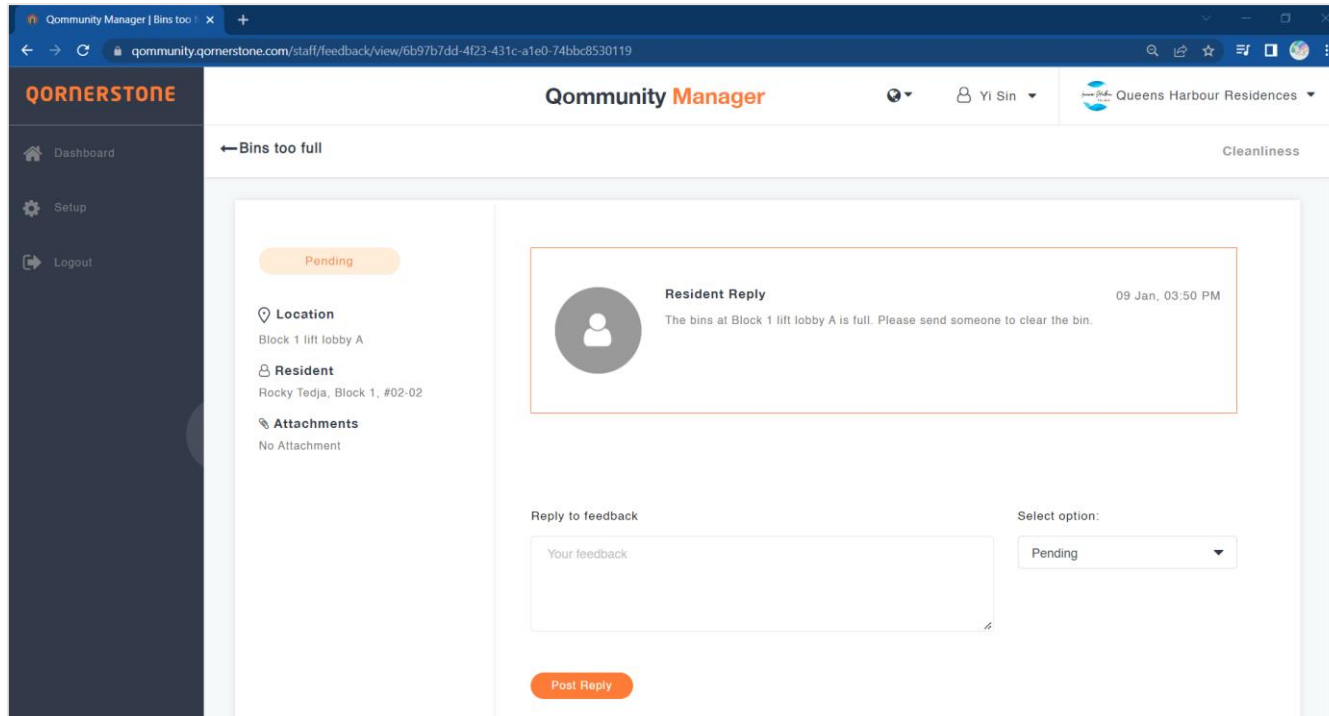


The screenshot displays the 'Community Manager | Feedback' interface. The page title is 'QORNERSTONE Community Manager'. The user is logged in as 'Yi Sin' and is viewing feedback for 'Queens Harbour Residences'. The feedback list is filtered to show 'All' items, with a date range of '01-09-2022 - 09-01-2023'. The table below shows the feedback items:

Date	Subject	Resident	Status
Today, 04:14 PM	Aircon <i>Aircon not cold enough</i>	Nick Teo 1,#01-01	Pending
Today, 03:50 PM	Cleanliness <i>Bins too full</i>	Rocky Tedja 1,#02-02	Pending
04 Jan, 10:15 AM	Software Bug <i>Can't login to Resident app</i>		Pending
03 Jan, 04:39 PM	Building <i>Moisture stain on wall or ceiling</i>	Nick Teo 1,#01-01	Acknowledged
12 Oct, 02:37 PM	Building <i>Replace with new coat of paint</i>	Yisin Tan 1,#01-01	Closed
06 Oct, 04:27 PM	Aircon <i>Water condensing</i>	Yisin Tan 1,#01-01	Closed

Reply a Feedback – To Acknowledge the Feedback

- More details on the Feedback will be shown, which includes the Location, the Resident who reported the matter, attached image(s) (if any), and the description stated by the Resident



The screenshot displays the QORNERSTONE Community Manager interface. The browser address bar shows the URL: `qcommunity.qornerstone.com/staff/feedback/view/6b97b7dd-4f23-431c-a1e0-74bbc8530119`. The page title is "Community Manager". The user is logged in as "Yi Sin" and is viewing the "Queens Harbour Residences" property.

The main content area shows a feedback item titled "←Bins too full" with a status of "Cleanliness". The feedback is currently "Pending".

Location: Block 1 lift lobby A

Resident: Rocky Tedja, Block 1, #02-02

Attachments: No Attachment

Resident Reply: The bins at Block 1 lift lobby A is full. Please send someone to clear the bin. (09 Jan, 03:50 PM)

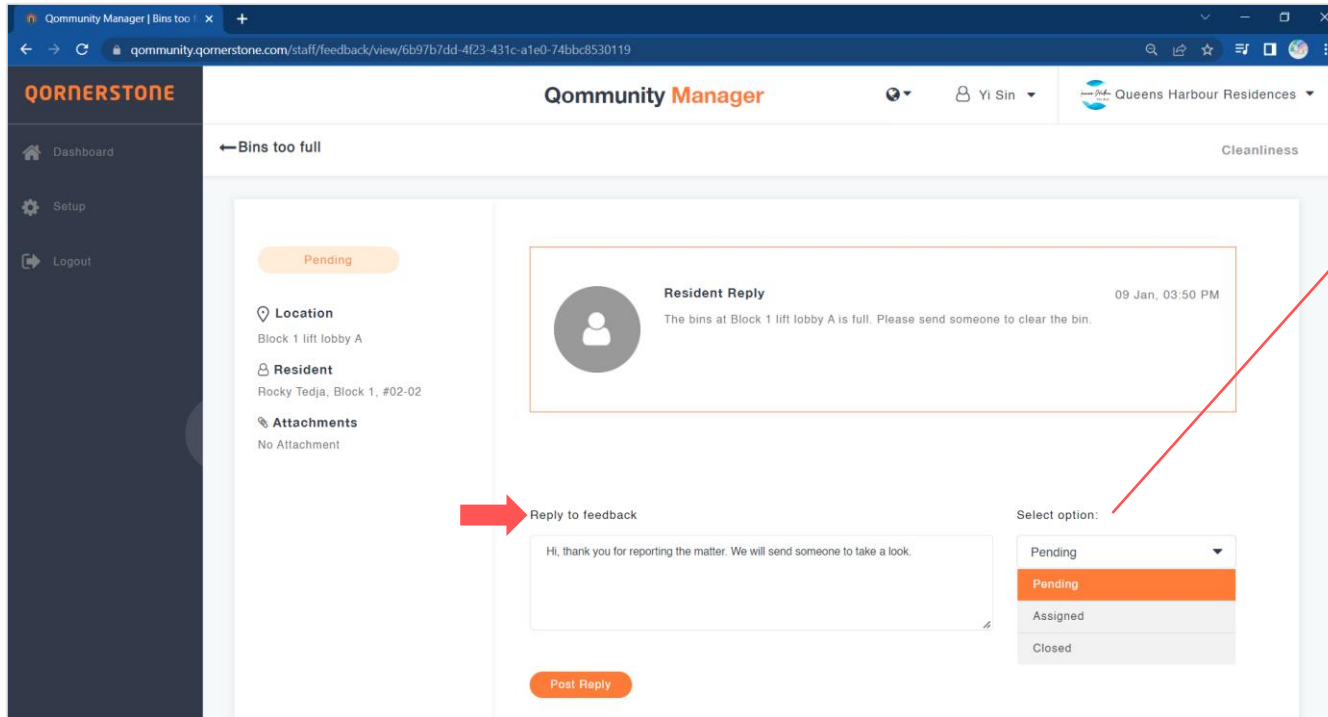
Reply to feedback: A text input field with the placeholder "Your feedback".

Select option: A dropdown menu with "Pending" selected.

Post Reply: A button to submit the reply.

Reply a Feedback – To Acknowledge the Feedback

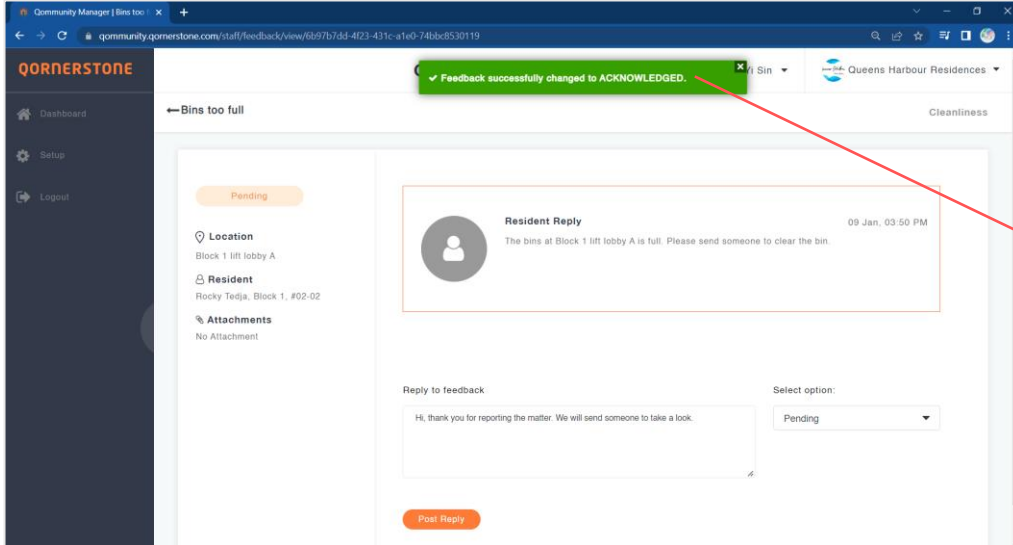
- The Feedback function works as a 2-way communication channel between Resident & MA Staff regarding the reported matter
- **Reply to feedback:** For Staff to key in the reply



- **Pending:** If the reply is to inform the Resident that someone is looking into the matter, the status can remain as *Pending* as the matter has not been assigned to a worker to conduct the necessary rectification work
- Once this reply is posted, the system will update this Feedback's status to **Acknowledged**, to show that a staff has acknowledged this matter and he/she is looking into it

Reply a Feedback – To Acknowledge the Feedback

- The Feedback's status is updated to **Acknowledged**, pending for Staff's further actions



Community Manager | Bins too full

Feedback successfully changed to ACKNOWLEDGED.

← Bins too full

Pending

Location
Block 1 lift lobby A

Resident
Rocky Tedja, Block 1, #02-02

Attachments
No Attachment

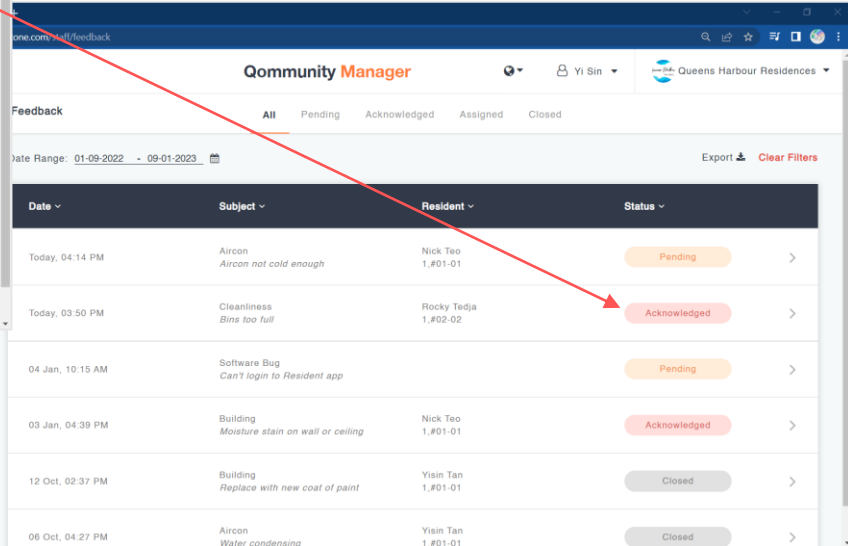
Resident Reply
The bins at Block 1 lift lobby A is full. Please send someone to clear the bin.
09 Jan, 03:50 PM

Reply to feedback

Hi, thank you for reporting the matter. We will send someone to take a look.

Select option:
Pending

Post Reply



Community Manager

Feedback

All Pending Acknowledged Assigned Closed

Date Range: 01-09-2022 - 09-01-2023

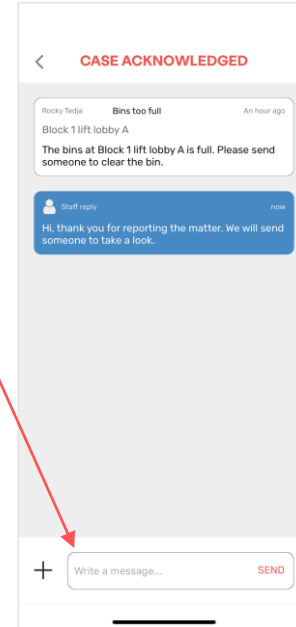
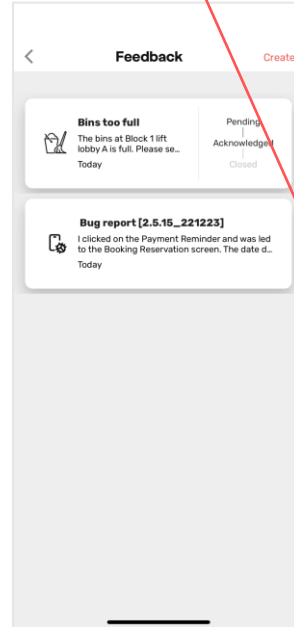
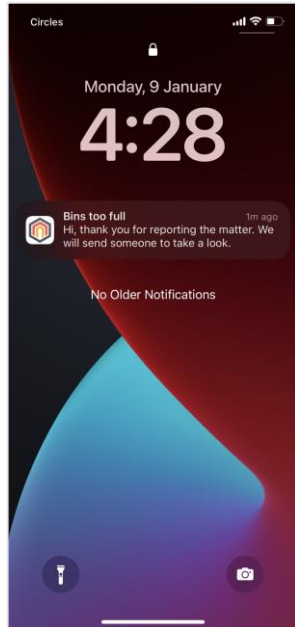
Export Clear Filters

Date	Subject	Resident	Status
Today, 04:14 PM	Aircon Aircon not cold enough	Nick Teo 1, #01-01	Pending
Today, 03:50 PM	Cleanliness Bins too full	Rocky Tedja 1, #02-02	Acknowledged
04 Jan, 10:15 AM	Software Bug Can't login to Resident app		Pending
03 Jan, 04:39 PM	Building Moisture stain on wall or ceiling	Nick Teo 1, #01-01	Acknowledged
12 Oct, 02:37 PM	Building Replace with new coat of paint	Yisin Tan 1, #01-01	Closed
06 Oct, 04:27 PM	Aircon Water condensing	Yisin Tan 1, #01-01	Closed

Reply a Feedback – To Acknowledge the Feedback

What Happens in Resident's Qommunity Resident App

- Resident will receive a Push Notification (if enabled in Resident's Mobile Device) with the reply posted by the Staff
- The Feedback Status is updated from *Pending* to *Acknowledged* and the Staff's reply will be shown
- Resident can send a reply to the Staff via the App



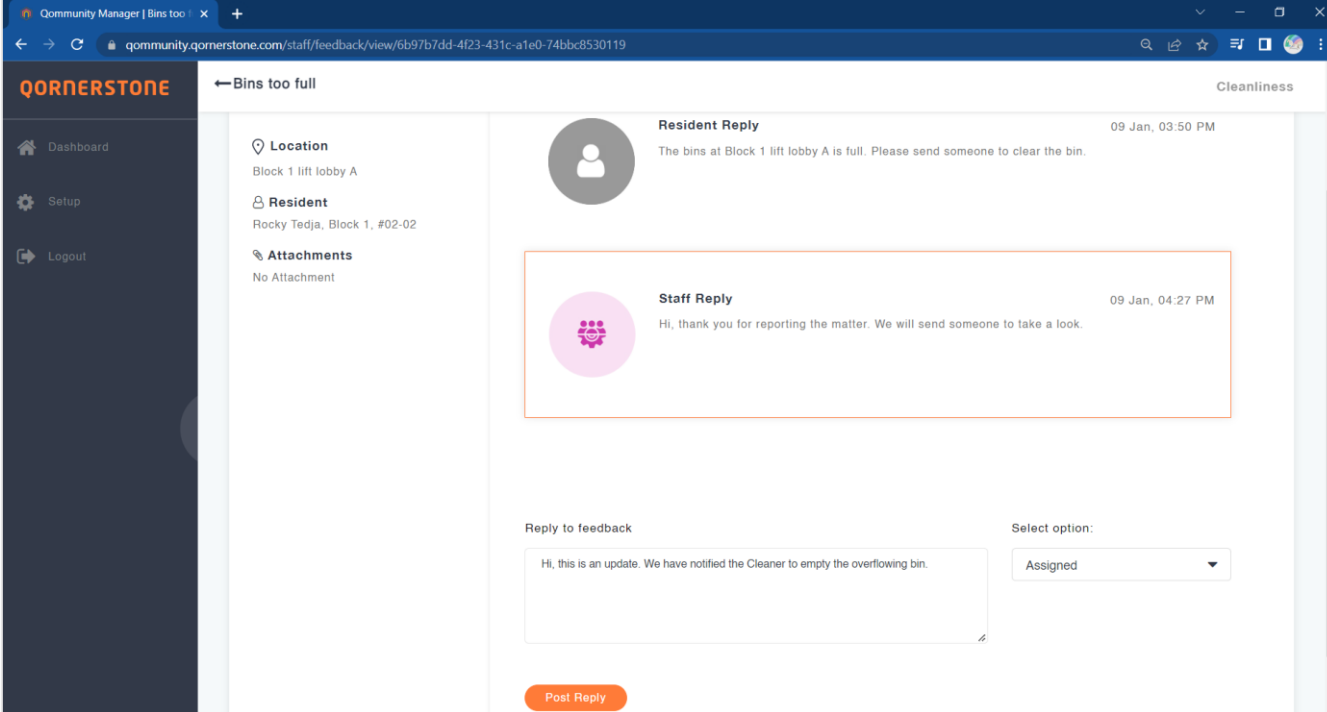


Responding to Feedback

**To Inform Resident
that the Reported
Matter has been
Assigned**

Reply a Feedback – Feedback has been Assigned

- Using the same Feedback as the example, Staff has checked the Lift Lobby and contacted the Cleaner to replace the overflowing bin
- While works are being carried out, Staff can update the Resident by sending a reply and updating the Feedback Status to **Assigned**



The screenshot displays the QORNERSTONE Community Manager interface. The browser address bar shows the URL: `qcommunity.qornerstone.com/staff/feedback/view/6b97b7dd-4f23-431c-a1e0-74bbc8530119`. The page title is "←Bins too full" and the category is "Cleanliness".

Location: Block 1 lift lobby A

Resident: Rocky Tedja, Block 1, #02-02

Attachments: No Attachment

Resident Reply: 09 Jan, 03:50 PM
The bins at Block 1 lift lobby A is full. Please send someone to clear the bin.

Staff Reply: 09 Jan, 04:27 PM
Hi, thank you for reporting the matter. We will send someone to take a look.

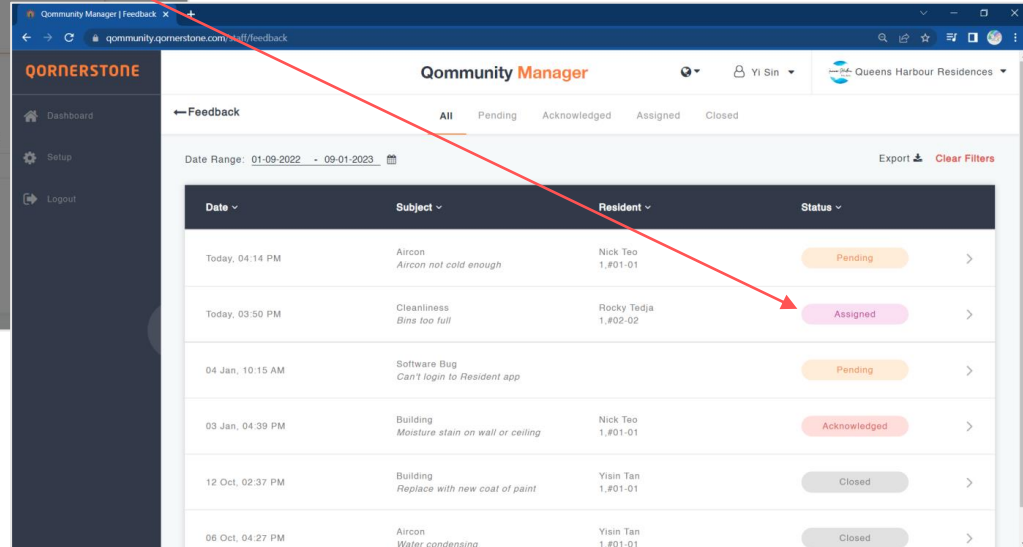
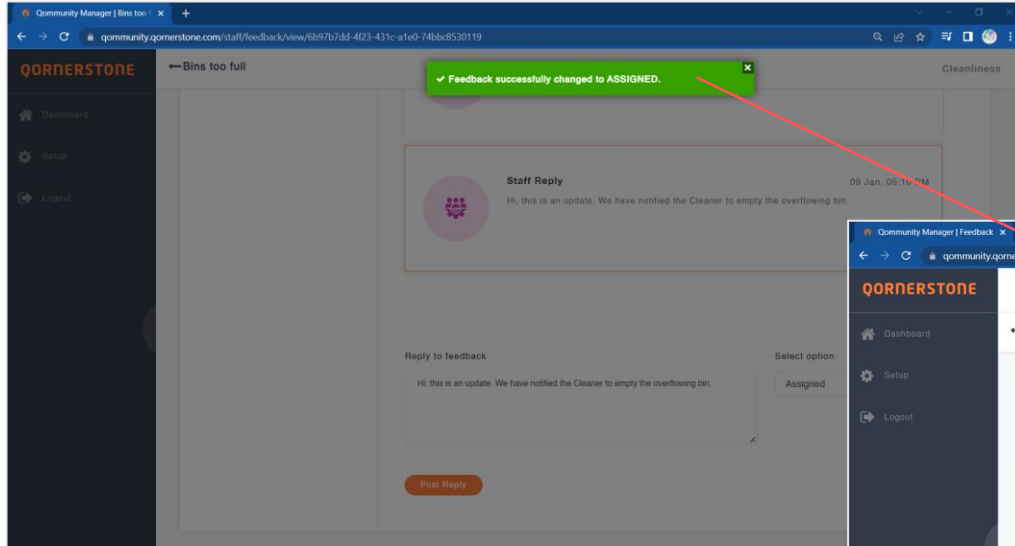
Reply to feedback: Hi, this is an update. We have notified the Cleaner to empty the overflowing bin.

Select option: Assigned

Post Reply

Reply a Feedback – Feedback has been Assigned

- The Feedback's status is updated to **Assigned**, pending for work to be carried out



Community Manager | Feedback

QORNERSTONE

Community Manager

Yi Sin

Queens Harbour Residences

Feedback

All Pending Acknowledged Assigned Closed

Date Range: 01-09-2022 - 09-01-2023

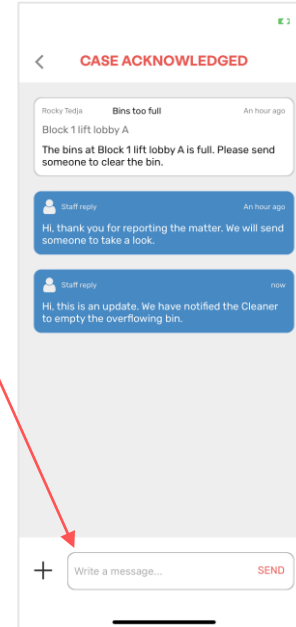
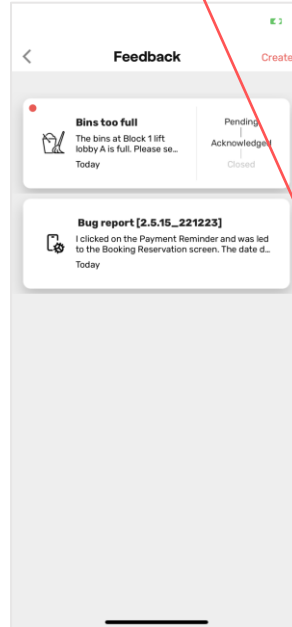
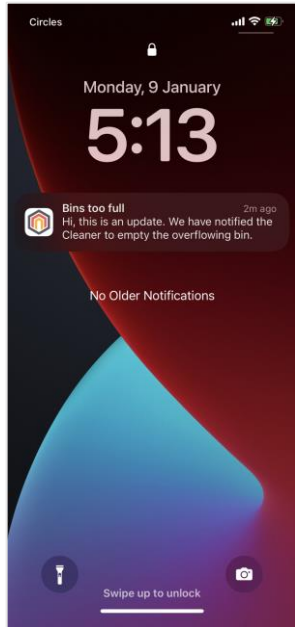
Export Clear Filters

Date	Subject	Resident	Status
Today, 04:14 PM	Aircon Aircon not cold enough	Nick Teo 1, #01-01	Pending
Today, 03:50 PM	Cleanliness Bins too full	Rocky Tedja 1, #02-02	Assigned
04 Jan, 10:15 AM	Software Bug Can't login to Resident app		Pending
03 Jan, 04:39 PM	Building Moisture stain on wall or ceiling	Nick Teo 1, #01-01	Acknowledged
12 Oct, 02:37 PM	Building Replace with new coat of paint	Yisun Tan 1, #01-01	Closed
06 Oct, 04:27 PM	Aircon Water condensing	Yisun Tan 1, #01-01	Closed

Reply a Feedback – Feedback has been Assigned

What Happens in Resident's Qommunity Resident App

- Resident will receive a Push Notification (if enabled in Resident's Mobile Device) with the reply posted by the Staff
- The Feedback Status remains as *Acknowledged* and the Staff's reply will be shown
- Resident can send a reply to the Staff via the App



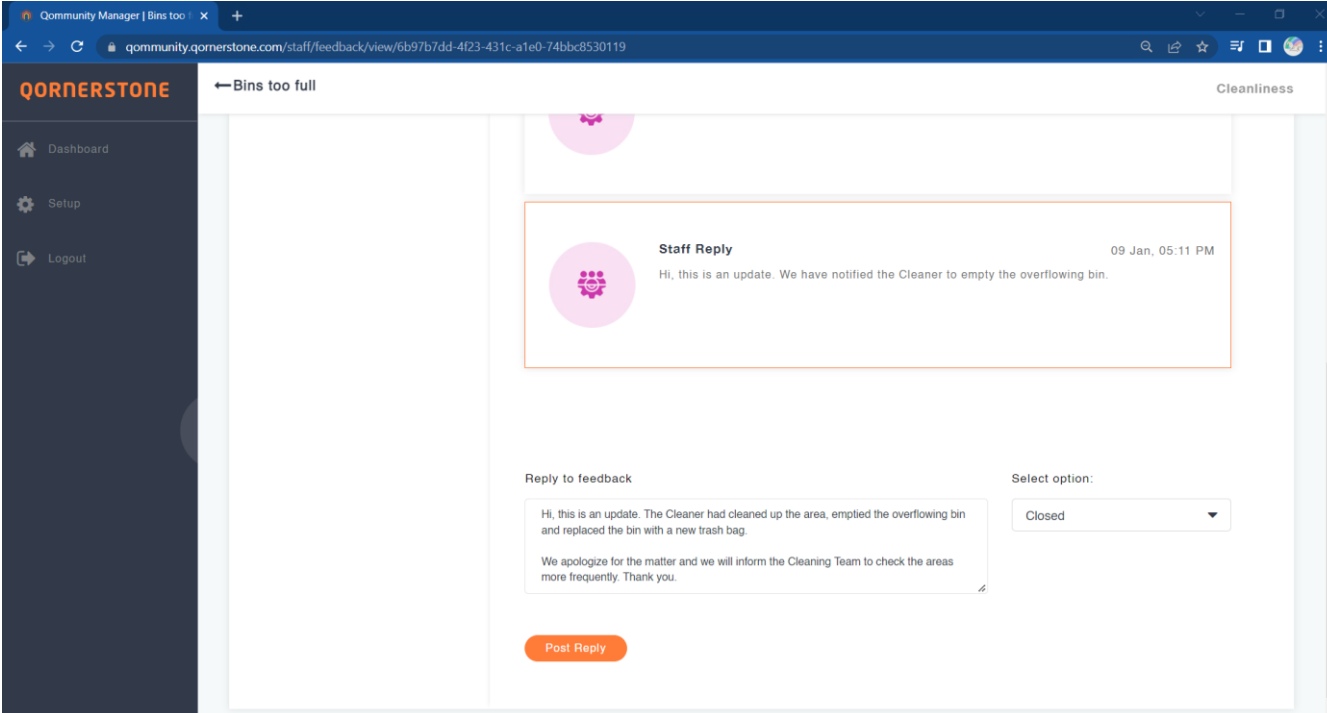


Responding to Feedback

**To Inform Resident
that the Reported
Matter has been
Resolved**

Reply a Feedback – Matter has been Resolved

- Using the same Feedback as the example, Cleaner had completed the work
- Staff can update the Resident by sending a reply and updating the Feedback Status to **Closed** to close off this Feedback



The screenshot displays the QORNERSTONE Community Manager interface. The browser address bar shows the URL: `qcommunity.qornerstone.com/staff/feedback/view/6b97b7dd-4f23-431c-a1e0-74bbc8530119`. The page title is "←Bins too full" and the category is "Cleanliness".

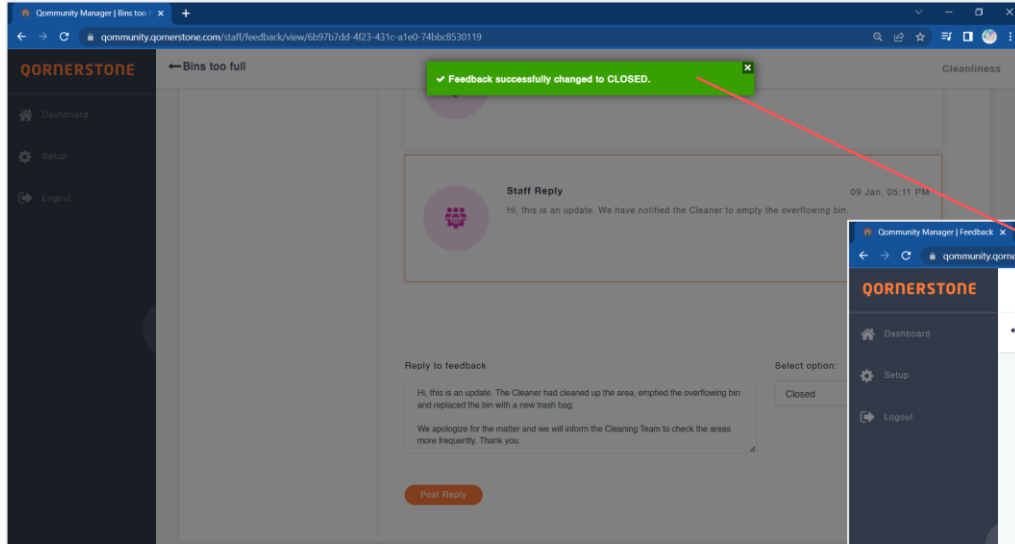
A "Staff Reply" is shown, dated "09 Jan, 05:11 PM". The reply text is: "Hi, this is an update. We have notified the Cleaner to empty the overflowing bin." The reply is enclosed in a red border.

Below the reply, there is a "Reply to feedback" section with a text area containing: "Hi, this is an update. The Cleaner had cleaned up the area, emptied the overflowing bin and replaced the bin with a new trash bag. We apologize for the matter and we will inform the Cleaning Team to check the areas more frequently. Thank you." To the right of the text area is a "Select option:" dropdown menu with "Closed" selected.

A "Post Reply" button is located at the bottom of the reply section.

Reply a Feedback – Matter has been Resolved

- The Feedback's status is updated to **Closed**, and this reported matter is resolved



Community Manager | Bins too full

✓ Feedback successfully changed to CLOSED.

Staff Reply

Hi, this is an update. We have notified the Cleaner to empty the overflowing bin.

09 Jan, 05:11 PM

Reply to feedback

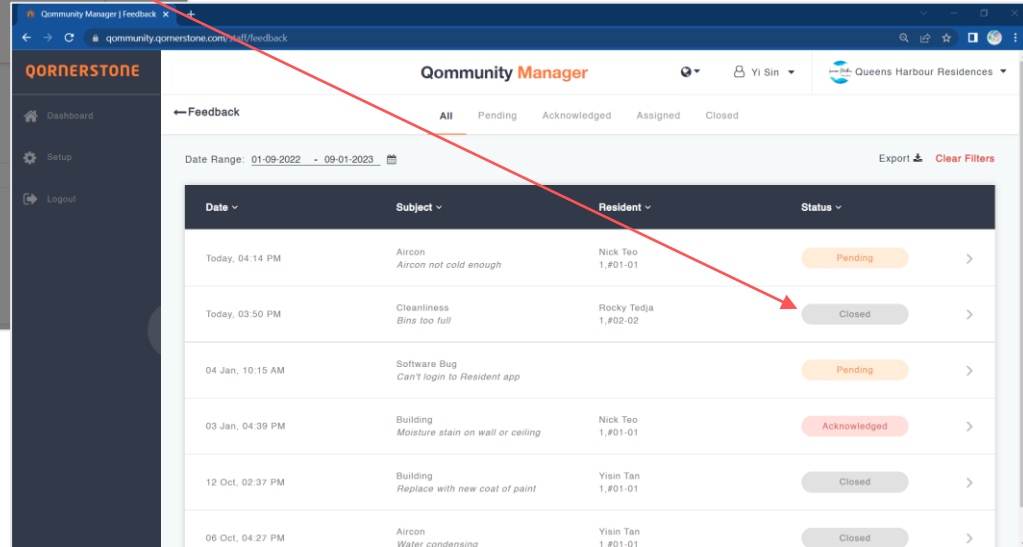
Hi, this is an update. The Cleaner had cleaned up the area, emptied the overflowing bin and replaced the bin with a new trash bag.

We apologize for the matter and we will inform the Cleaning Team to check the areas more frequently. Thank you.

Select option:

Closed

Post Reply



Community Manager | Feedback

QORNERSTONE

Community Manager

Yi Sin

Queens Harbour Residences

← Feedback

All Pending Acknowledged Assigned Closed

Date Range: 01-09-2022 - 09-01-2023

Export Clear Filters

Date	Subject	Resident	Status
Today, 04:14 PM	Aircon Aircon not cold enough	Nick Teo 1, #01-01	Pending
Today, 03:50 PM	Cleanliness Bins too full	Rocky Tedja 1, #02-02	Closed
04 Jan, 10:15 AM	Software Bug Can't login to Resident app		Pending
03 Jan, 04:39 PM	Building Moisture stain on wall or ceiling	Nick Teo 1, #01-01	Acknowledged
12 Oct, 02:37 PM	Building Replace with new coat of paint	Yisun Tan 1, #01-01	Closed
06 Oct, 04:27 PM	Aircon Water condensing	Yisun Tan 1, #01-01	Closed

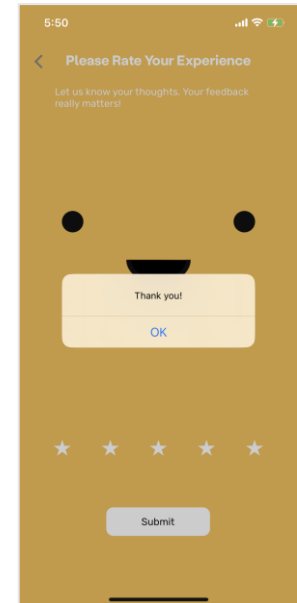
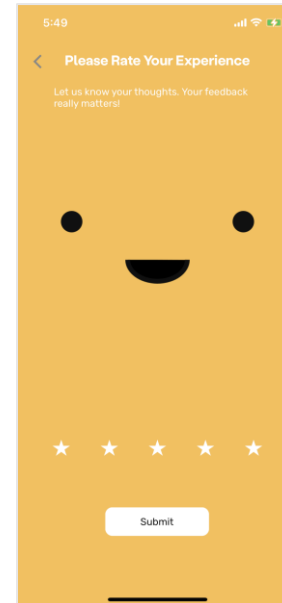
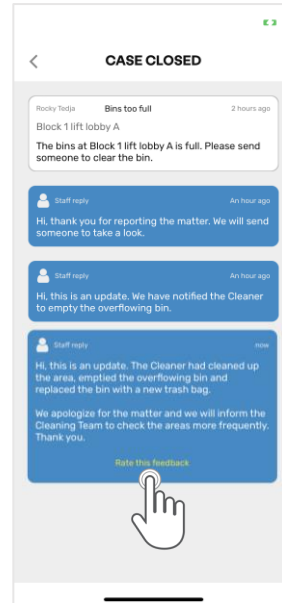
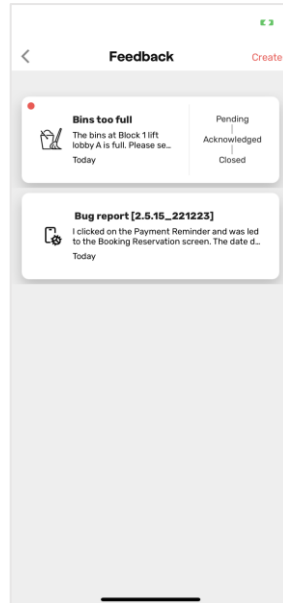
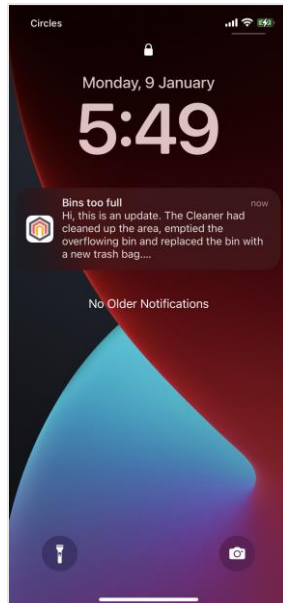
Reply a Feedback – Matter has been Resolved

What Happens in Resident's Qcommunity Resident App

- Resident will receive a Push Notification (if enabled in Resident's Mobile Device) with the reply posted by the Staff
- The Feedback Status is updated from *Acknowledged* to *Closed* and the Staff's reply will be shown
- After the Feedback is closed, Resident can submit a rating

*The ratings of Feedback will be reflected in Qcommunity App Management Dashboard, which is accessible by Council Members

*The ratings will also be captured in Q.Estate system and MA is able to generate a report on Work Evaluation Rating



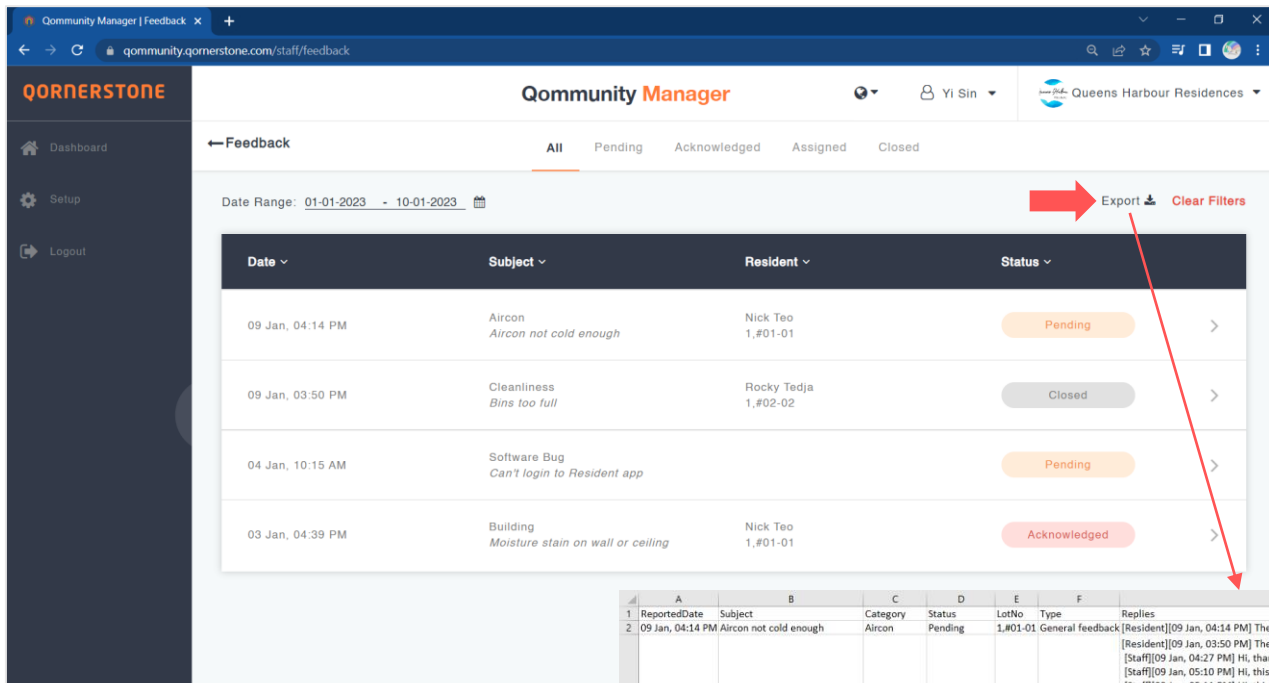


Export Feedback

How to Export Feedback Listing

Export Feedback Listing

- Click on the **Export** button to download a CSV file with the Feedback Listing
- The list downloaded will be according to the selected date range



Community Manager | Feedback x +

qomunity.qornerstone.com/staff/feedback

QORNERSTONE

Community Manager

Yi Sin

Queens Harbour Residences

← Feedback

All Pending Acknowledged Assigned Closed

Date Range: 01-01-2023 - 10-01-2023

Export Clear Filters

Date	Subject	Resident	Status
09 Jan, 04:14 PM	Aircon <i>Aircon not cold enough</i>	Nick Teo 1,#01-01	Pending
09 Jan, 03:50 PM	Cleanliness <i>Bins too full</i>	Rocky Tedja 1,#02-02	Closed
04 Jan, 10:15 AM	Software Bug <i>Can't login to Resident app</i>		Pending
03 Jan, 04:39 PM	Building <i>Moisture stain on wall or ceiling</i>	Nick Teo 1,#01-01	Acknowledged

	A	B	C	D	E	F	G
1	ReportedDate	Subject	Category	Status	LotNo	Type	Replies
2	09 Jan, 04:14 PM	Aircon not cold enough	Aircon	Pending	1,#01-01	General feedback	[Resident][09 Jan, 04:14 PM] The lift lobby feels humid. Seems like the aircon is not working. Please check it out [Resident][09 Jan, 03:50 PM] The bins at Block 1 lift lobby A is full. Please send someone to clear the bin. [Staff][09 Jan, 04:27 PM] Hi, thank you for reporting the matter. We will send someone to take a look. [Staff][09 Jan, 05:10 PM] Hi, this is an update. We have notified the Cleaner to empty the overflowing bin. [Staff][09 Jan, 05:11 PM] Hi, this is an update. We have notified the Cleaner to empty the overflowing bin. [Staff][09 Jan, 05:48 PM] Hi, this is an update. The Cleaner had cleaned up the area, emptied the overflowing bin and replaced the bin with a new trash bag.
3	09 Jan, 03:50 PM	Bins too full	Cleanliness	Closed	1,#02-02	General feedback	We apologize for the matter and we will inform the Cleaning Team to check the areas more frequently. Thank you.
4	04 Jan, 10:15 AM	Can't login to Resident app	Software Bug	Pending		General feedback	[Resident][04 Jan, 10:15 AM] I can't login to the Resident app using QRCode : qomunityresidentqr_MCST1288.80*1288%2FTID%2F2301001. Please contact me. [Resident][03 Jan, 04:39 PM] There is a hole and causing the stain on the wall [Resident][09 Jan, 04:01 PM] Hi, please give an update on this
5	03 Jan, 04:39 PM	Moisture stain on wall or ceiling	Building	Acknowledged	1,#01-01	General feedback	[Staff][09 Jan, 04:17 PM] Hi, apologies for the late response. We will send a staff over to take a look. Thank you.