



RESIDENT QUESTIONNAIRE

Community Name: _____

Resident Name (optional): _____ Apartment #: _____

Length of Residency: _____

You are important to your apartment community and we would like you to take a few moments out of your busy day to complete the following questions. Please be assured that the contents of this questionnaire will be kept confidential and only viewed by the executive staff of the corporate office. We have attached a self-addressed envelope with postage already applied for your convenience.

Why did you move into this community:

Best Value	_____
Convenience	_____
School System	_____
Employment	_____
Family	_____
Other	_____

Would you recommend this apartment community to your friends / family? _____
If not, why? _____

Would you live in another apartment community managed by your current on-site manager? _____
If not, why _____

Is your present manager courteous and available to help you with your needs? _____
If not, please explain _____

Is your site manager available during posted office hours? _____

Do you feel your apartment community is kept clean and attractive? _____ If not, why _____

Are you currently having any problems? _____ If yes, please explain _____

Are your problems and complaints handled in a courteous, fair and professional manner? _____
If not, please explain _____

Are your maintenance problems being corrected in a reasonable amount of time and with skilled workmanship? _____ If not, please explain _____

With what method do you pay your monthly rent: Cash, money order, check (please circle one)

Does your apartment community have an on site laundry facility? If so, how often do you use this laundry facility? _____

Do you have any concerns or complaints that you would like the management company to be aware of?

Would you be interested in planned social activities in your apartment community? _____
If yes, what kind of activities _____

Additional Comments: _____

Overall Community Rating:

Please rate the overall standards of your apartment community to include the performance of the site management staff and the overall appearance of the grounds.

Excellent _____
Above Average _____
Average _____
Below Average _____

THANK YOU FOR SHARING YOUR THOUGHTS AND CONCERNS

Once again, the information contained within this questionnaire will be kept confidential with the corporate office.