

Resident Survey

1. Are the appliances in your unit well maintained and in good working condition?
 Very Satisfied Satisfied Dissatisfied Very Dissatisfied No Opinion
Comments: _____

2. Are repair requests responded to in a timely manner and completed to your satisfaction?
 Very Satisfied Satisfied Dissatisfied Very Dissatisfied No Opinion
Comments: _____

3. Does management maintain the grounds and public areas to your satisfaction (i.e., no broken windows, exterior lighting, grounds free of litter/debris, etc.)?
 Very Satisfied Satisfied Dissatisfied Very Dissatisfied No Opinion
Comments: _____

4. Does management explain program policies and requirements in a courteous, professional manner?
 Very Satisfied Satisfied Dissatisfied Very Dissatisfied No Opinion
Comments: _____

5. Are office hours posted and is someone consistently available during those hours?
 Yes No
Comments: _____

6. How would you rate your satisfaction with on-site maintenance staff at the apartments?
 Very Satisfied Satisfied Dissatisfied Very Dissatisfied No Opinion
Comments: _____

7. How would you rate your satisfaction with on-site management staff at the apartments?
 Very Satisfied Satisfied Dissatisfied Very Dissatisfied No Opinion
Comments: _____

8. Has any staff member ever acted inappropriately? If so, please explain.
 Yes No

Comments: _____

9. Do you feel that your conversations with on-site staff regarding building operations or other residents are kept confidential?

Yes No

Comments: _____

10. List issues you feel need to be addressed to ensure the peaceful enjoyment and livability at the apartments:

11. What suggestions do you have to address the issues listed above?

12. What do you like least about living at the Salem Manor Apartments?

13. What do you like most about living at the Salem Manor Apartments?

Thank you.

Your comments are confidential. However, if you would like a response, please complete the following:

Name: _____ Unit #: _____