

Resident Survey
Bonnie Brae Apartments

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. Have you been treated in a professional manner by staff? If not, please explain.
 Yes No

Comments: _____

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

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

11. What do you like least about living at the Bonnie Brae Apartments?

12. What do you like most about living at the Bonnie Brae Apartments?

Thank you.

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

Name: _____ Unit #: _____