**Resident Survey**

*Optional Information*

Date: Name: Apartment # Phone #

**Leasing Experience Rate 1-5, 5 being the best**

Leasing agent was friendly and sincere. 1 2 3 4 5

Leasing agent was knowledgeable and helpful. 1 2 3 4 5

Overall Leasing experience. 1 2 3 4 5

Comments about your leasing experience:

**Move-in Experience Rate 1-5, 5 being the best**

All questions about your lease were explained and answered. 1 2 3 4 5

Apt. was clean and in good working condition when you moved in. 1 2 3 4 5

Overall move in experience. 1 2 3 4 5

Comments about your move-in experience:

**Maintenance Service Rate 1-5, 5 being the best**

We hope that you are proud of the condition of your apartment and the apartment community. How responsive are we to your needs for maintenance and other staff assistance? 1 2 3 4 5

Are the common areas of the building (entries, hall carpeting, elevators) clean and well maintained? Are the equipment and other facilities in good repair? 1 2 3 4 5

Courtesy and professionalism of the maintenance staff. 1 2 3 4 5

Service requests taken care of in a satisfactory and prompt manner? 1 2 3 4 5

Are there any unresolved service issues in your apartment Y / N . If yes please explain on the back of the survey.

Comments about maintenance in general:

**Office Staff Rate 1-5, 5 being the best**

The attitude of our staff, and how they treat you, is extremely important. Please circle the number that best describes:

Courteousness, knowledge, professionalism and friendliness 1 2 3 4 5

Complaints and other or issues handled satisfactorily and in a prompt manner 1 2 3 4 5 Comments about your experiences with the office staff:

**How is the overall appearance and functionality Rate 1-5, 5 being the best**

Tell us about how comfortable you are with your apartment and your feelings about your building and grounds. Please indicate whether you have had problems with noisy neighbors, difficulties with the entry system, outside lighting, or other concerns about your well-being. 1 2 3 4 5

(Please circle n/a if you do not use the amenity)

 Landscaping 1 2 3 4 5

Laundry 1 2 3 4 5 n/a

Swimming pool 1 2 3 4 5 n/a

Fitness center 1 2 3 4 5 n/a

Tennis court 1 2 3 4 5 n/a

**Other Rate 1-5, 5 being the best**

Based upon your apartment living experience, would you recommend us to a friend, relative, or associate who might be considering living in an apartment? 1 2 3 4 5

There are “extras” we provide that many of our residents enjoy. Have you had an opportunity to participate at resident parties or other apartment community activities? Have you read the newsletter? Please evaluate the “extras”. 1 2 3 4 5

Please write any ideas or suggestions that would enhance your living experience at (*Company Name*) on the back of this survey.

IREMFIRST Disclaimer Statement

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