



RESIDENT SATISFACTION SURVEY

Please complete and return survey with all required paper work - Thank you!

The Resident Satisfaction Survey is an effort to better understand how we can improve ourselves and our apartments. It should only take a few minutes of your time and we truly appreciate your input.

Date: _____ Print Name: _____

Location: _____ Building/UnitNumber: _____

Email Address: _____

How long have you lived in your present apartment community? _____

Please select the reason(s) you chose your current apartment community to be your home.

Location / Size of Units / Amenities / Floor Plan / Appearance / Price /

Other (list reason) _____

Knowing the rent you pay, do you think your rent is...? (please circle one)

Under Priced / Fair / Just Right / Over Priced

Please note your average monthly utility costs:

Electric: _____ Gas: _____ Sewer/Water: _____

Please evaluate the following questions on a scale of 1 (not satisfied at all) to 10 (completely satisfied).

Please circle response and record any additional thoughts in the comments area.

How satisfied are you overall with your present apartment community?

1 2 3 4 5 6 7 8 9 10
Very unsatisfied Totally satisfied

Comments: _____

How would you rate the cleanliness of the property you live on?

1 2 3 4 5 6 7 8 9 10
Always dirty Always neat & clean

Comments: _____

Are the amenities on your property well maintained?

1 2 3 4 5 6 7 8 9 10
Very unsatisfied Totally satisfied

Comments: _____

Starting from your first interest in CAP Services' housing until now, you have had dealings with a variety of our staff members. It is our desire to always be friendly, knowledgeable, courteous, and helpful. We want to meet your needs, answer your questions, and resolve any grievances or problems you may have experienced. How would you rate our:

Office staff?

1 2 3 4 5 6 7 8 9 10
Never friendly or helpful Always friendly and helpful
Comments: _____

Property Manager?

1 2 3 4 5 6 7 8 9 10
Never friendly or helpful Always friendly and helpful
Comments: _____

Maintenance staff?

1 2 3 4 5 6 7 8 9 10
Never friendly or helpful Always friendly and helpful
Comments: _____

How likely are you to renew your lease when the current lease term expires?

1 2 3 4 5 6 7 8 9 10
Will not renew Will definitely renew
Comments: _____

How likely are you to recommend your apartment community to your friends?

1 2 3 4 5 6 7 8 9 10
Would not recommend Will definitely recommend
Comments: _____

We truly appreciate your time completing this survey. CAP Services will continue to strive to provide the best rental experience possible. Your residency and happiness is very important to us. Thank you again for being a part of our family.

Sincerely,
The Management and Staff of
CAP Services, Inc.



*Transforming People
and Communities*