

## Resident Survey Southgate 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 Southgate Apartments?

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

**Thank you.**

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

Name: \_\_\_\_\_ Unit #: \_\_\_\_\_