

Resident satisfaction survey

Please do not write your name or apartment number. Tick one box for each question. Answers are read in groups, never one home at a time.

Building _____

Date _____

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
1 Repairs in my home are done right the first time.	☐	☐	☐	☐	☐					
2 When I report a problem, I am told when it gets fixed.	☐	☐	☐	☐	☐					
3 Emergencies like no heat or a leak are fixed quickly.	☐	☐	☐	☐	☐					
4 I can reach the office staff when I need them.	☐	☐	☐	☐	☐					
5 I get notice of planned work and shut-offs in time.	☐	☐	☐	☐	☐					
6 Hallways, laundry and other shared areas are clean.	☐	☐	☐	☐	☐					
7 I feel safe walking around the property after dark.	☐	☐	☐	☐	☐					
8 Staff treat me with courtesy and respect.	☐	☐	☐	☐	☐					
9 The rent I pay is fair for what I get here.	☐	☐	☐	☐	☐					
10 If your lease ended next month, what would you most likely do?										
☐ Renew ☐ Probably renew ☐ Not sure ☐ Probably move ☐ Move out										
11 Which improvement would you most like to see this year?										
☐ Faster repairs ☐ Cleaning ☐ Security ☐ Parking ☐ Package lockers										
12 What is one change that would make you want to stay here longer?										

Thank you. Please return this form to the office or the drop box.

poll-maker.com/resident-satisfaction-survey

Optional questions (1 of 2)

Add any of these to the core questions. Keep the numbering running on from page one.

After a repair

13 Was the problem fixed on the first visit?

☐ Yes ☐ No, it took more than one visit ☐ No, it is still not fixed

14 How long did it take from your request to the finished repair?

☐ Same day ☐ 1 to 2 days ☐ 3 to 7 days ☐ Longer ☐ Still waiting

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
15 The quality of the repair work was good.	1	2	3	4	5

16 Were you told before anyone came into your home?

☐ Yes, with a time slot ☐ Yes, no time given ☐ No ☐ I let them in

The first 30 days

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
17 My home was clean and ready on move-in day.	1	2	3	4	5
18 Rent, fees and deposits were explained before I signed.	1	2	3	4	5

19 How many things in your home needed fixing in the first week?

☐ None ☐ 1 or 2 ☐ 3 to 5 ☐ More than 5

20 What surprised you most in your first month here, good or bad?

Before the lease ends

21 What will matter most in your decision to renew?

☐ Rent increase ☐ Repairs ☐ Space ☐ Location ☐ Life change

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
22 I know my renewal options and when I need to decide.	1	2	3	4	5

23 If you have given notice, what is the main reason you are leaving?

☐ Rent ☐ Buying a home ☐ Space ☐ Work or family ☐ The property

Optional questions (2 of 2)

Add any of these to the core questions. Keep the numbering running on from page one.

Public and affordable housing

24 In the past 30 days, which of these have you had in your home? (tick all that apply)

- ☐ A room without enough heat ☐ A water leak ☐ Mold or mildew ☐ Mice, rats or roaches
☐ A lock that does not work ☐ None of these

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
25 Staff explain the yearly income recertification clearly.	1	2	3	4	5
26 I know how to ask for a reasonable accommodation.	1	2	3	4	5
27 Children here have a safe place to play outside.	1	2	3	4	5
28 How much of a problem is crime or drug activity near your building?					
☐ No problem ☐ A small problem ☐ A big problem ☐ Not sure					

Condo and HOA owners

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
29 I understand how my dues and assessments are spent.	1	2	3	4	5
30 The board applies the rules the same way to every home.	1	2	3	4	5
31 Exterior change requests get a timely decision.	1	2	3	4	5
32 I have a real say in decisions about our community.	1	2	3	4	5

About you (optional)

33 How long have you lived here?

- ☐ Under 6 months ☐ 6 to 12 months ☐ 1 to 3 years ☐ Over 3 years

34 Who lives in your home?

- ☐ Just me ☐ Adults only ☐ Adults and children ☐ Prefer not to say

35 How would you like to get building news?

- ☐ Email ☐ Text ☐ App or portal ☐ Printed notice ☐ Meeting