

Resident survey results

Building _____

Date _____

Number of answers _____

Tally how many residents ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% 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.							

If your lease ended next month, what would you most likely do

RENEW	PROBABLY RENEW	NOT SURE	PROBABLY MOVE	MOVE OUT

Strengths

The two statements with the highest percent agree.

What we will fix first

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What residents told us, and what we are changing.
