

**Resident Evaluation of Maintenance
Model Letter**

Dear

In order that we may evaluate our performance and that of our personnel, we would like you to take a few moments from your busy schedule to assist us in this evaluation.

We would greatly appreciate it if you would complete the following questionnaire and return it. For your convenience a collection box will be available at the office, or you may mail the completed form to our office.

We promise to give your answers and responses our most careful attention and maintain them in strict confidence.

	YES	SOME TIMES	NO
Are you pleased with the general appearance of the grounds, walks, etc., and the manner in which they are maintained?	-----	-----	-----
Is Maintenance and Management Staff available to you when needed?	-----	-----	-----
Are your requests for service and repairs taken care of in a satisfactory manner?	-----	-----	-----
Are laundry facilities adequately maintained?	-----	-----	-----
Do other residents avoid making undue noise?	-----	-----	-----
Would you recommend these apartments to your friends?	-----	-----	-----
Do you find your apartment meets the expectations you had when you decided to move here?	-----	-----	-----
Did you find your apartment in a satisfactory condition upon moving in?	-----	-----	-----
Do you find social and recreational activities adequate?	-----	-----	-----
Do you have any suggestions to help us improve our operation?	-----	-----	-----

COMMENTS AND SUGGESTIONS:

Please feel free to make additional comments on the reverse side, and if you so desire, sign this form.

Thank you,

Name & Apt. Number (optional)

Management Company or Owner