

REPORT CARD

We work for YOU. There are many places you could choose for your home and we appreciate the confidence you have placed in us. Please grade our Report Card so we can improve our service to you.

(A=Best, B=Good, C=Average, D=Poor, F= Fail) Yes= Positive ☺

Management

(Please circle choice)

- Is the management staff friendly and eager to be helpful? Yes / No
Would you recommend the service you receive to a friend? Yes / No
Have you received a courtesy call to confirm your satisfaction with work performed? Yes / No
Does management meet your expectations? Yes / No
OVERALL Management Grade? **A B C D F**

Maintenance

- Are your work requests handled quickly and the work area left clean? Yes / No
Do the maintenance employees have a helpful and positive attitude? Yes / No
Are work requests generally completed correctly the first time? Yes / No
Do any maintenance problems still exist? (Yes, please report directly to the office)..... Yes / No
OVERALL Maintenance Grade? **A B C D F**

Exterior/ Building/ Parking Area/Common Areas

- Are you satisfied with the brightness of the exterior lighting? Yes / No
Are you satisfied with the cleanliness of the laundry room and hall ways? Yes / No
Are you satisfied with cleanliness of the grounds and parking area? Yes / No
Are you proud of the exterior appearance of the building? Yes / No
OVERALL Exterior Upkeep Grade? **A B C D F**

Pleasant Home Experience

- Are your neighbors considerate of your peace and quiet? Yes / No
Would you eagerly invite a friend to become your neighbor? Yes / No
Are noise complaints corrected by management to your satisfaction? Yes / No
Are you satisfied with the value of your apartment for the rent paid? Yes / No
OVERALL Pleasant Home Experience Grade? **A B C D F**

What do you like best about your apartment home? _____

How can we improve our service? _____

Name: _____ Apartment Number/Address: _____

Phone Number: _____ Email Address: _____

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