

Property Management Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about the named property during the past three months. All questions are optional. Do not include your apartment number, neighbors' names or sensitive personal details. Use the property's normal contact route for a repair request or urgent concern.

1. How easy was it to find the right way to contact property management?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither easy nor difficult
- ☐ Somewhat easy
- ☐ Very easy
- ☐ I did not look for contact information

2. How clear were the routine updates from property management?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ I did not receive any updates
- ☐ I did not read them

3. Have you submitted a maintenance request during the past three months?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to say

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4. For your most recent maintenance request, how satisfied were you with the updates about its progress?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ I received no updates
- ☐ I made no request in this period

5. For that request, how satisfied were you with the completed work?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ Work is not complete
- ☐ I made no request in this period

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6. How satisfied were you with the cleanliness of shared spaces you used?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ I did not use shared spaces
- ☐ There are no shared spaces

7. What is one thing property management should improve?
