

Resident Feedback Form Template

All questions are optional. Follow each question's directions.

Write your answers to the open questions in the space provided.

Think about the past three months at your apartment property. Skip questions you cannot answer. For urgent repairs, hazards or individual cases, use the property's direct reporting channel rather than this form.

1. How easy has it been to find property information you need?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither
- ☐ Somewhat difficult
- ☐ Very difficult
- ☐ Have not needed information

2. In the past three months, how clear were notices about work or changes at the property?

- ☐ Very clear
- ☐ Mostly clear
- ☐ Mixed
- ☐ Mostly unclear
- ☐ Very unclear
- ☐ Did not receive or need a notice

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3. If you requested routine maintenance in the past three months, how satisfied were you with the follow-up?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ Did not request maintenance

4. Which shared area, if any, most needs attention?

- ☐ Entrance or hallways
- ☐ Laundry
- ☐ Outdoor area
- ☐ Parking
- ☐ Another shared area
- ☐ None
- ☐ Not applicable

5. How comfortable do you feel using the property's shared spaces?

- ☐ Very comfortable
- ☐ Somewhat comfortable
- ☐ Neither
- ☐ Somewhat uncomfortable
- ☐ Very uncomfortable
- ☐ No shared spaces or do not use them
- ☐ Prefer not to say

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6. Which improvement should the property team consider first?

- ☐ Clearer updates
- ☐ Faster routine repairs
- ☐ Cleaner shared areas
- ☐ Safer-feeling shared areas
- ☐ Better access or wayfinding
- ☐ No change needed
- ☐ Something else

7. What one change would improve your experience at this property?
