

Resident Satisfaction Survey Template

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

Use these seven questions as a starting point. Every field is optional. Tell residents which property and time period to consider, how comments will be reviewed and where urgent repair or safety concerns must be reported instead.

1. How long have you lived at this property?

- ☐ Less than 3 months
- ☐ 3–11 months
- ☐ 1–2 years
- ☐ 3 years or more
- ☐ Prefer not to say

2. Overall, how satisfied are you with your current home?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ Prefer not to answer

3. How satisfied were you with the response to your most recent maintenance request?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ I have not made a maintenance request

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4. How clear are management communications about repairs, access, or property changes?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ I have not received these communications

5. How safe do you feel in the property's shared areas?

- ☐ Not at all safe
- ☐ Slightly safe
- ☐ Moderately safe
- ☐ Very safe
- ☐ Extremely safe
- ☐ There are no shared areas
- ☐ Prefer not to answer

6. Which area should the property team improve first?

- ☐ Maintenance response time
- ☐ Repair quality
- ☐ Cleanliness
- ☐ Security
- ☐ Management communication
- ☐ Shared facilities
- ☐ Another area
- ☐ Nothing at this time

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7. What one specific change would most improve daily life at this property?
