

MOVE OUT SURVEY



Resident: _____ Unit: _____ Phone: _____

Move In: _____ Move Out: _____ Leasing Agent: _____

Follow Up Date: _____ Followed Up By: _____

Please rate the following on a scale of one to five (**One** being **Poor**, **five** being **Excellent**).

How would you rate Property Management: 1 2 3 4 5

- Ease of contacting when questions or problems would arise
- Clarity of communication with you
- Willingness to respond to your needs
- Follow-up after problems were reported to ensure that they have been resolved
- Professionalism and friendliness of office personnel
- Overall customer service experience received from office personnel

How would you rate Maintenance Services: 1 2 3 4 5

- Responsiveness of maintenance personnel
- Problem resolution
- Work quality
- Follow-up after maintenance requests to ensure satisfaction and completion
- Professionalism and friendliness of maintenance personnel
- Overall customer service experience received from maintenance personnel

Inspections 1 2 3 4 5

- Ease & clarity of inspection process
- Overall satisfaction with inspection experience

Community 1 2 3 4 5

- Visual appeal of the community
- Maintenance of recreation areas
- Landscaping
- Cleanliness of the community
- Overall condition of the community

Overall Satisfaction Rating

Has any of your contact information changed since your move out? Yes No

Address: _____

Home Phone Number: (_____) _____ - _____

Cell Phone Number: (_____) _____ - _____

What did you like **best** about housing? _____

What did you like **least** about housing? _____

Would you recommend our community to others? Yes No

