

# 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

