

Thank you for participating in your community's Annual Resident Survey. Your responses to these questions are very important, and they help us better understand how you feel about your apartment community.

Your survey response will be anonymous and will be used to get a high-level view of the apartment community. If you have a problem that needs to be addressed immediately, please call the phone number designated for resident concerns: (540) 382-2002 ext. 600.

- 1) What is the name of the apartment community where you live?**
- 2) How likely are you to recommend this apartment community to others? (Circle one)**

Selecting 0 means you are not at all likely to recommend it.
Selecting 10 means you are extremely likely to recommend it.

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10

- 3) Tell us more about why you would or would not recommend this apartment community to others.**

- 4) Are you willing to answer a few more questions to help us better understand how you feel about your apartment community?**

Yes No

If you are willing to answer a few more questions, please go to the next page.

If you don't want to share your thoughts any further, place this survey in the envelope provided, seal the envelope, and return it to property staff to receive your gift card.

We are an equal housing opportunity provider. We do not discriminate on the basis of race, color, sex, national origin, religion, disability or familial status (having children under age 18), or any other legally protected characteristic. We do not interfere, threaten, or coerce persons in the exercise of their fair housing rights. We do not retaliate against persons who have asserted their rights or persons who have assisted someone in asserting their rights.

Our Team

5) How happy are you with the performance of the following staff at this apartment community?

	Very unhappy	Unhappy	They're okay	Happy	Very happy	No opinion
Office Staff						
Maintenance Staff						
Service/Programs Staff						

6) Tell us more about how the property team is doing.

Your Home

7) How happy are you with your apartment--the inside of your home?

	Very unhappy	Unhappy	They're okay	Happy	Very happy	No opinion
Apartment's comfort						
Apartment's safety						
Apartment's performance/how it works						

8) Tell us more about how you feel about your home.

The Community

9) How happy are you with your apartment community?

	Very unhappy	Unhappy	They're okay	Happy	Very happy	No opinion
The safety of the apartment community						
The apartment community's common areas						

10) Tell us more about how you feel about your apartment community.

Programs, Events, and Resident Support Services

11) Do you participate in programs, events, and/or resident support services in this apartment community?

Yes

No

There aren't any

- 12) If they are available, in which programs, events, and/or resident support services do you participate?**
- 13) Why don't you participate in programs, events, and/or resident support services if they are available?**
- 14) Are there any programs, events, and/or resident support services you would like to have in your apartment community?**

Survey Incentive

We are offering your choice of one \$5 gift card to thank you for your participation in this survey. (One gift card per adult survey respondent.)

To receive a gift card, simply seal your survey response in the envelope provided and return it to a member of the property staff and they'll give you your gift card.

If you have trouble getting your gift card, reach out to CHPSurveys@chpc2.org or (540) 382-2002 ext. 600 and someone will help you resolve the issue.

Thank you!

Thank you for taking this survey. Your responses will help us improve your apartment community and they will remain anonymous.