

## NATIONAL CHURCH RESIDENCES Resident Satisfaction Survey

PLEASE CHECK "YES" OR "NO"

- Yes  No  Do you know what a Service Coordinator is and what they do in your building?
- Yes  No  Have you ever used the services of the Service Coordinator? (If the answer is "NO" to this question, please STOP here)

PLEASE CHECK "YES" OR "NO" WHETHER THE FOLLOWING STATEMENTS REPRESENT YOUR SERVICE COORDINATOR

- Yes  No  Has your Service Coordinator provided you with a local resource directory/guide?
- Yes  No  My Service Coordinator has helped me save money, i.e. savings related to utility, medical, insurance, prescription, food or other discounts.
- Yes  No  My Service Coordinator encourages me to make my own decisions.
- Yes  No  My Service Coordinator has helped me stay as independent as possible in my own home.
- Yes  No  My Service Coordinator promotes social interaction through educational programs and encourages me to be involved in my community.

PLEASE PUT AN "X" IN THE BOX WHICH YOU FEEL BEST REPRESENTS YOUR OPINION

	Always	Usually	Sometimes	Rarely	Never
My Service Coordinator is available during his/her posted business hours.					
I would recommend the Service Coordinator to other residents in our building.					
The Service Coordinator arranges educational presentations that are helpful to me.					
My Service Coordinator is able to answer my questions and provide me with resources and/or services.					
My Service Coordinator keeps the information I share with him/her confidential.					
After working with my Service Coordinator he/she follows up with me to ensure my needs are being met.					
My Service Coordinator interacts with myself and other residents in a professional manner.					

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
How satisfied are you with the appearance and condition of the apartments?					
How would you rate the property management team?					
How would you rate the maintenance service?					

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
I would recommend this community to others.					