

Resident Satisfaction Survey

* Required

1. How long have you lived at this location? *

- Less than one (1) year
- 1-2 years
- 3-5 years
- 5-10 years
- Over 10 years

2. How would you rate your satisfaction with the Property Management Staff at your location? *



3. How would you rate your satisfaction with the Maintenance staff at your location? *



4. How would you rate your satisfaction with the Services Manager at your location? (if applicable)



5. When you express concerns or needs to the Property Management staff, how pleased are you with the resolution? *

- Very pleased. Resolution is quick and accurate. Exceeds expectations.
- Somewhat pleased. Concerns/needs are resolved as I would expect.
- Neither pleased nor displeased
- Somewhat displeased. Takes longer to get issues resolved.
- Very displeased. Concerns/needs not addressed.

6. When you express concerns or needs to the Services Manager, how pleased are you with the resolution?

- Very pleased. Resolution is quick and accurate. Exceeds expectations.
- Somewhat pleased. Concerns/needs are resolved as I would expect.
- Neither pleased nor displeased
- Somewhat displeased. Takes longer to get needs met.
- Very displeased. Concerns/needs not addressed.

7. Do you currently have any unresolved requests or concerns? If so, please detail below.

8. Are there services or supports that you or your family are in need of that are not currently provided at the property? If so, please detail below.

9. Please share any recommendations or suggestions that you have for future Prospera properties.

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