

Management Survey

You can fill out this form on line or download it and fill it out manually before mailing it

Name:

Date:

Email:

Phone:

Address:

How long have you lived here?

Rent amount:

Are there any areas in which you feel that management could improve performance?

Do you plan on renewing your lease?

Yes

No

If no explain why:

How did you hear about us?

- Sign
- Referral
- Advertisement
- Website

What were the most important things to you in searching for an apartment?

- Location
- Price
- School District
- Reputation of Management
- Unit Size

Other:

Have you found management to be courteous and helpful?

- Very
- Somewhat
- Not at all

Comments:

Are maintenance calls fixed within 24 hours?

- Always
- Sometimes
- Never

Has snow removal and lawn care been prompt?

- Always
- Sometimes
- Never

Comments:

Was your apartment properly prepared for occupancy when you moved in?

- Yes
- No

If no, check:

- General Cleaning
- Maintenance
- Condition of Carpet
- Painting

Other/Comments:

Is management consistent in the way all tenants are treated?

Yes

No

Comments:

Are the public areas kept clean?

Always

Sometimes

Never

If never or sometimes, which areas need more attention?

Would you recommend the apartments to a friend?

Yes

No

General Comments:

When ready save the form to your hard drive and send it as an attachment or use the browser share function to send it to:
heartland@heartlandapartments.com