

Executive Statement for the Resident Survey

At Dynasty Worldwide Management Services Ltd, excellence is not a goal - it is the baseline. Every building we manage is expected to operate at a standard that reflects precision, accountability, and respect for the residents who call it home. This survey is a critical instrument in that mission. Your feedback allows us to strengthen operations, elevate service delivery, and ensure that every decision we make is driven by real resident experience, not assumptions. We do not collect data for the sake of data. We collect it to improve response times, enhance building performance, optimize staff oversight, and deliver a level of management that stands apart in New York City. Your voice directly shapes how we refine systems, correct inefficiencies, and reinforce the quality that defines the Dynasty brand.

Benefits of Conducting Satisfaction Surveys

- **Improved customer retention and loyalty**
- **Enhanced product or service quality**
- **Data-driven decision making**
- **Increased customer engagement**
- **Enhance Customer Experience: Using feedback to make informed decision that improve service delivery**
- **Monitor Performance over time: Track changes in satisfaction to assess the impact of improvements.**

Thank you for taking the time to share your experience. Your feedback helps us improve building operations, resident services, and overall quality of life. All responses are confidential.

BUILDING SERVICES SURVEY

Your feedback helps us strengthen building operations, elevate service delivery, and maintain the highest standards across all Dynasty-managed properties.

- 1. Full Name (optional):**
- 2. Building Address:**
- 3. Unit Number:**
- 4. Length of Residency:**

1. Building Staff & Service Team

Rate each item by checking one star level:

Professionalism of building staff

- ☆
- ☆ ☆
- ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆ ☆

Courtesy and respect

- ☆
- ☆ ☆
- ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆ ☆

Reliability of service

- ☆

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Staff visibility and availability

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Knowledge of building systems

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2. Maintenance & Repairs

Ease of submitting requests

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Response time

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Quality of repair work

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Cleanliness after work

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Communication during repairs

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3. Building Cleanliness & Condition

Lobby & common areas

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Hallways & stairwells

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Elevators

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Trash & recycling

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Exterior condition

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Seasonal maintenance

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4. Safety & Security

Access control

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Lighting

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Security presence

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Emergency communication

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Fire safety

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5. Communication & Management Oversight

Clarity of communication

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Timeliness of updates

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Professionalism of management

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Availability when needed

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Transparency in operations

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6. Amenities & Building Services (if applicable)

Laundry room

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Package handling

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Common spaces

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Community engagement

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Technology systems

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7. Overall Experience

Overall satisfaction

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Would you recommend this building

- Yes**
- No**
- Unsure**

8. Open Feedback

What are we doing well:

What can we improve:

Additional comments:

I would like management to contact me Preferred method:

Email **Phone** **Contact information:**

MAILING ADDRESS: 340 West 55th Street, P.O. Box 1C New York, N.Y. 10019

EMAIL ADDRESS: Bsf@dynastywwmgmt.com

WEBSITE ADDRESS www.dynastywwmgmt.com

Thank you for taking the time to contribute. Your input is not only valued - it is essential to our commitment to running buildings with integrity, transparency, and uncompromising professionalism. Self Addressed envelope with postage attached.