

# RENEWAL SURVEY

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Community you currently live at:

Renewal Date:

Has the Manager been courteous & friendly?

Excellent Satisfactory Poor

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

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Has the Manager handled your questions and any issues you may have in a timely and fair manner?

Excellent Satisfactory Poor

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

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How would you rate your renewal process?

Excellent Satisfactory Poor

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

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How would you rate overall experience at the Community?

Excellent Satisfactory Poor

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

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Has your maintenance personnel been courteous & friendly?

Excellent Satisfactory Poor

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

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Have your maintenance issues been handled in a timely manner?

Excellent Satisfactory Poor

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

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**Have your maintenance issues been handled to your satisfaction?** Excellent   Satisfactory   Poor

Comments:

  

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**Did the renewal incentives offer to you help in your decision to renew your residency with us?**

Excellent   Satisfactory   Poor

Comments:

  

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**Would you refer a friend or family member to our community?**

Yes

No, because \_\_\_\_\_

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**What suggestions would you have to help us better serve you?**

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**Do you have any suggestions for our Development Team for changes on our future communities?**

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Thank you,

Guardian Management, LLC