

## Resident Survey

Thank you for taking the time to help us help you! Please take a minute and complete our resident survey. This will enable us to better serve you in the future. Check out our website [www.ridgewoodapartments.net](http://www.ridgewoodapartments.net).

Thank You!

### Monthly Rent Payment Options

Would you find it convenient to pay your rent online?  Yes  No  Maybe

If an option to have your monthly rent automatically withdrawn, would you utilize it?  Yes  No  Maybe

If Charge Cards and/or Debit Cards were accepted as a method of payment, would you use it?  Yes  No  Maybe

If yes, would you pay for the convenience?  Yes  No  Maybe

If you could access our website to pay your monthly rent, would you use this avenue to make payments?  Yes  No  Maybe

### Services / Amenities

Would you use our website to reserve the community center great room?  Yes  No  Maybe

Would you use our website to request facility services/maintenance?  Yes  No  Maybe

Would you be interested in high speed internet access? (ie. WIFI, Road Runner, Frontier Lightning Link, or 256K service)  Yes  No  Maybe

Would you use a website community bulletin board to communicate with Ridgewood management or sell/trade items?  Yes  No  Maybe

Would you want home cleaning services  Yes  No  Maybe

Are you interested in Community activities? (craft, Cards)  
If No or Maybe, what activities would participate in?

Are you interested in a monthly newsletter?  Yes  No  Maybe

### Maintenance / Service

Are you pleased with the general appearance of the grounds, walks, etc and the manner they are maintained?  Yes  No  Maybe

Were your requests for service and repairs taken care of in a satisfactory and prompt manner  Yes  No  Sometimes  
If No or Sometimes, please explain:

Was snow removal done to your satisfaction?  Yes  No  Maybe  
If No or Maybe, what improvements can be made?

Was our maintenance and office staff friendly, helpful and courteous?  Yes  No  Sometimes

If No or Sometimes, please explain:

**Quality of Living**

Do you like the layout of your apartment?  Yes  No  Maybe

If No or Maybe, what changes would you make?

Has noise in the community or from other tenants been a problem and did Management handle the problem with professionalism and promptness?  Yes  No  Sometimes

If No or Sometimes, please explain:

Are you planning on renewing your lease?  Yes  No  Maybe

If No or Maybe, please explain why?

Would you recommend these apartments to a friend?  Yes  No  Maybe

If No or Maybe, please explain why?

Your reason for leaving Ridgewood Apartments:  Transfer  Bought a home  
 Neighbors  Rent increase  
If other, please explain:  N/A  Other

We appreciate any and all suggestions to improve the quality of living at Ridgewood Apartments. What improvements would you like to see?

**Respondent Name:** (Optional) \_\_\_\_\_

**Age:**  20-30  45-60  
 30-45  60+

**Household Size:**  1 Person  2 person  3 or More

**Employed:**  Full Time  Part Time  Retired