

Dear Valued Resident,

Cavalier Management Company is dedicated to providing exceptional apartment living opportunities. Therefore, your ideas and comments regarding your apartment experience are important to us. We would be appreciative if you would take a few moments to tell us about your current housing experience. Thank you for your time and consideration.

What is the name of the CMC community where you currently live? \_\_\_\_\_

What factors were most important in the selection of your current apartment? Please rank the top five reasons:

\_\_\_\_\_ Location                      \_\_\_\_\_ Apartment Size                      \_\_\_\_\_ Reputation  
\_\_\_\_\_ Price                              \_\_\_\_\_ Recreational Amenities                      \_\_\_\_\_ Overall Appearance  
\_\_\_\_\_ Apartment Design                      \_\_\_\_\_ Management/Staff                      \_\_\_\_\_ Other: \_\_\_\_\_

What other apartment communities were you considering? \_\_\_\_\_

How long have you lived at your present address? \_\_\_\_\_

What would you change about your apartment? \_\_\_\_\_

How did you first learn about your present apartment community?

\_\_\_\_\_ Apartment Guide    \_\_\_\_\_ ForRent    \_\_\_\_\_ Previous Resident    \_\_\_\_\_ Drive-By    \_\_\_\_\_ Other..... \_\_\_\_\_

Have you been treated in a responsive, professional and courteous manner when dealing with the leasing office staff? \_\_\_\_\_ If not, please provide details: \_\_\_\_\_

**USING THE FOLLOWING RATING SCALE, PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH YOUR PRESENT APARTMENT, COMMUNITY, SERVICES AND PERSONNEL.**

**The Apartment Community**

Physical Appearance	1	2	3	4	5	6	7	8	9	10
Parking Availability	1	2	3	4	5	6	7	8	9	10
Recreational Amenities	1	2	3	4	5	6	7	8	9	10
Social Events	1	2	3	4	5	6	7	8	9	10
Services/Benefits	1	2	3	4	5	6	7	8	9	10
Clubhouse/Fitness Center	1	2	3	4	5	6	7	8	9	10
Overall Management Effort	1	2	3	4	5	6	7	8	9	10

Comments: \_\_\_\_\_

**Your Apartment**

Overall Construction	1	2	3	4	5	6	7	8	9	10
Floor Plan	1	2	3	4	5	6	7	8	9	10
Closet Space	1	2	3	4	5	6	7	8	9	10
Storage Space	1	2	3	4	5	6	7	8	9	10
Room Size	1	2	3	4	5	6	7	8	9	10
Rental Value	1	2	3	4	5	6	7	8	9	10
General Maintenance	1	2	3	4	5	6	7	8	9	10

Comments: \_\_\_\_\_

When your lease expires, will you renew or stay as a month-to-month resident? \_\_\_\_\_ If not, why? \_\_\_\_\_

Would you recommend your apartment community to your friends? \_\_\_\_\_

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.**