

### Move-Out Survey

We hope your experience living in family housing has been a positive one. We have been very happy to have you as a resident.

We would appreciate your helping us serve our residents better by filling out this survey. Please make your responses as detailed as possible. When you are finished, please return in the postage paid envelope or place in the drop box in the Balfour Beatty Communities Management Office.

Thank you for giving us the opportunity to serve you.

Sincerely,

Balfour Beatty Communities Team

Please describe your overall experience living with us.

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Did we deliver what we promised when you moved in? \_\_\_\_\_

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Have we taken care of your service and repair requests in a prompt and satisfactory manner?  
Please specify: \_\_\_\_\_

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Has our staff treated you courteously and fairly? Describe your experience with the following staff in terms of friendliness and service and describe any good/bad experiences you recall:

Community Manager: \_\_\_\_\_

Resident Specialists: \_\_\_\_\_

Maintenance Staff: \_\_\_\_\_

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Please mention any staff member who was especially helpful so that we can recognize that individual for his/her special attention to your needs: \_\_\_\_\_

\_\_\_\_\_

Have you been pleased with the overall appearance, upkeep and cleanliness of your neighborhood and public areas of the community? Please specify:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you been satisfied with the suitability and attractiveness of your home? (e.g. layout, room size, storage and design): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you been satisfied with the programs and social activities in the community? Please specify: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is there anything we could have offered that would have made you stay more satisfying?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Any other comments or suggestions? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

New Address: \_\_\_\_\_