

Dear Resident:

We try hard to provide responsive, quality services to our residents in a helpful and courteous manner.

As you can imagine, it is difficult to clearly monitor our efforts. This is why I am asking for your help in determining the degree of our success. With more than 7,000 residents living in our communities, it is very difficult for me to speak to everyone; therefore I rely upon the use of this "Resident Questionnaire" to gain honest, direct feedback.

We have simplified this process in an attempt to make it as convenient as possible for you to use. Please take a couple of moments to respond to the following statements. When you are finished, you need only to refold the form so our address is showing. A piece of tape will seal the fold and you can conveniently drop it into your mailbox.

Over the years many residents have helped us with ideas, comments and policies merely by communicating their thoughts in this way. You are important to us and I promise to give your responses my personal attention. Thank you for your time to assist us.

Sincerely,

NP Dodge Management Company

Stephen M. Cary
Stephen M. Cary, CPM®
President



.....
Please circle your response.

5 = Strongly Agree 4 = Agree 3 = Unsure 2 = Disagree 1 = Strongly Disagree

- | | | | | | |
|---|---|---|---|---|--|
| 5 | 4 | 3 | 2 | 1 | 1. The on-site staff is friendly, courteous and helpful. |
| 5 | 4 | 3 | 2 | 1 | 2. The grounds, halls and laundry facilities are always clean. |
| 5 | 4 | 3 | 2 | 1 | 3. Maintenance calls are handled promptly and effectively. |
| 5 | 4 | 3 | 2 | 1 | 4. My service expectations have always been met. |
| 5 | 4 | 3 | 2 | 1 | 5. I plan on renewing my lease at the end of its term. |
| 5 | 4 | 3 | 2 | 1 | 6. I would refer a friend to live at this community. |

What features or services could we improve at your community to enhance your life-style? _____

Comments: _____

My name is _____

My phone is _____ Email: _____

I would like to be contacted regarding this questionnaire.