



Tera Tune-Up Survey

Happy New Year! At Tera, we strive to continually evolve, improve, and “tune-up” our approach in not only providing you with exemplary customer service but also a happy home & community. Your feedback is important to us while we aim to achieve this goal. Please take a moment to complete and return this survey. Bring it back to the leasing office or email your response to teramkt@windsorcommunities.com by January 27th to be automatically entered into a drawing for a **\$100 Visa gift card!** It's that easy!

Your Name: _____ Apt # _____ Phone: _____

Ease of the leasing and/or renewal process: Excellent Good Poor

Courtesy and professionalism of the office staff: Excellent Good Poor

Communication to and from the office staff: Excellent Good Poor

Office staff willingness, knowledge & ability to respond to my needs: Excellent Good Poor

Follow up by office staff to ensure that problems are attended to: Excellent Good Poor

Overall impression of office staff: Excellent Good Poor

Property exterior appearance & cleanliness: Excellent Good Poor

Overall cleanliness of the interior hallways, common areas & parking garages: Excellent Good Poor

Maintenance staff willingness, knowledge & ability to respond to my needs: Excellent Good Poor

Courtesy and professionalism of maintenance staff: Excellent Good Poor

Maintenance problems responded to within 48hrs: Excellent Good Poor

Maintenance problem fixed correctly the first time: Excellent Good Poor

Overall impression of maintenance staff: Excellent Good Poor

Safety & peace of mind: Excellent Good Poor

Community facilities & activities: Excellent Good Poor

With regards to the number & variety of resident activities offered at Tera:

- What specific events/activities have you enjoyed participating in? _____
- What specific events/activities do you not enjoy participating in? _____
- If you could pick the next resident event/activity what would you suggest?

Other Comments (feel free to additionally use the back of this page):

