

Please rate the following items using the following criteria:

Maintenance:	D	77 '		**				
Overall level of service received	Poor 1	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	Excellent			
	1	2	3	4	(\mathfrak{I})			
Timelines in responding to maintenance calls	1	2	3	4	5			
Quality of maintenance work	1	2	3	4	(5)			
Ease of maintenance procedures	1	2	3	4	75			
Level of courtesy shown	1	2	3	4	(3)			
Corporate Office:								
Overall level of service received	1	2	3	4	63			
Timeliness of response to issues	1	2	3	4				
Level of courtesy shown	1	2	3	4 .	8			
Property:					•			
	4	_	*					
Please rate the property overall	1	2	3	4				
Overall:								
Overall experience received	1	2	3	4	(5)			
Overall value received	Ĩ	2	3	4	5			
What was your favorite part about living at this Landis community?								

What was your favorite part about living at this Landis community?
How fost maintenance responded to issues



As Lander Proposition we community hash for many to improve one properties said the services the provide to see renderent. If you would please take a few minutes as fell out the discontinuing below, we would greatly Affinishing it. We wish jobs the best of high in the finise, and discibil the noced gray wine, please the healthic to

Planta care the field wing them using the निर्मालकार अगरावास

Administration of the content of the	IZ-14	Armer	Year Canal	88 B
Corporate Officer Created breef of annihity meadings Timolónicae of response to intens Level of coursesy shown Production Production If the time time propanty overall		**************************************		<u>ලි</u> මේ
Overell: Overell appelease received Overell appelease received				<u>o</u>



Maintenance:	<u>Poor</u>	<u>Fair</u>	Average	Very Good	<u>Excellent</u>
Overall level of service received	1	2	3	4	(5)
Timelines in responding to maintenance calls	1	2	3	4	<u>(5)</u>
Quality of maintenance work	1	2	3	4	<u>(3</u>)
Ease of maintenance procedures	1	2	3	4	<u> </u>
Level of courtesy shown	1	2	3	4	(5)
Corporate Office:			•		
Overall level of service received	1	2	3	4	٨
Timeliness of response to issues	1	2	3	4	(3)
Level of courtesy shown	1	2	3	4	Ō
Property: Please rate the property overall	1	2	3	4	5
Overall:					~
Overall experience received	1	2	3	4	(<u>5</u>)
Overall value received	1	2	3	4	<u>(5)</u>

What was your favorite part about living at this Landis community?	
The Landis staff was very personable me feel like I was in good hands I loved the location, and we really	e and always made
me feel like I was in abod hands	1 loved our apartment
I loved the location and we really	enjoyed our time in 2:





Please rate the following items using the following criteria:

_	0	,			
Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown Corporate Office:	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3	Very Good 4 4 4 4 4	Excellent 5 5 5 5
Overall level of service received Timeliness of response to issues Level of courtesy shown Property: Please rate the property overall	1 1 1	2 2 2	3	4 4 4	(b) (5) (5)
Overall:		2	3	(4)	5
Overall experience received Overall value received What was your favorite part about live		2 2	3	(4) (4)	5 5

What was your favorite part about living at this Landis community?

Great Costoner Service, very unairstanding, very easy to work with.



At Landis Properties we constantly look for ways to improve our properties and the services we provide to our residents. If you would, please take a few minutes to fill out the questionnaire below, we would greatly

Diagon water the following items using the following evitaria.

The fallow	nina amitan	in.			
Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3	Very Good 4 4 4 4	Excellent (5) (5) (5) (5)
Corporate Office: Overall level of service received	1				- (5)
Level of courtesy shown		2 2 2	3 3 3	4	· (3) : (3)
Property: Please rate the property overall		2	The second se	\triangle	(3)
Overall: Overall experience received		.4	3	4)	5
Overall value received	1	2 2	3 3	4 4	(3)
What was your favorite part about living at this La	indis com	munity?	and 1		
Frov. M. Pocess , Neidl	223.00	المعما	- m/sc	vice No	during



Please rate the following items using the following criteria:

		114.			
Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown Corporate Office:	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4	Excellent 5 5 5 5 5 5
Overall level of service received Timeliness of response to issues Level of courtesy shown Property:	1 1 1	2 2 2	3 3 3	4	5 5 5
Please rate the property overall Overall:	1	2	3	4	5
Overall experience received Overall value received What was your favorite part about living a set in	1 1	2 2	3	9 4	5 5

What was your favorite part about living at this Landis community?

I felt extremely comfortable going to the Landlord with any issues and felt confident he would help me



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3	Very Good 4 4 4 4 4	Excellent 5 5 5 5 5 5			
Corporate Office:	٠	٠,						
Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	(4) (4) (4)	5 5 5			
Property: Please rate the property overall	1	2	3	4	5			
Overall:								
Overall experience received	1	2	(3)	4	5			
Overall value received	1	2	3	4	5			
What was your favorite part about living at this Landis community? I liked that the apt was a community. Met a lot of friends.								

LANDIS

At Landis Properties we constantly look for ways to improve our properties and the services we provide to our residents. If you would, please take a few minutes to fill out the questionnaire below, we would greatly appreciate it. We wish you the best of luck in the future, and should the need ever arise, please do no hesitate to give us a call! Thank you!

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	<u>Fair</u> 2 2 2 2 2	Average 3 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5			
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4 4 4	(5) (중) (영)			
Property: Please rate the property overall	1	2	3	4 .	(G) . ,			
Overall: Overall experience received Overall value received	1 1	2 2	3	4 4	(3)			
What was your favorite part about living at this Landis community? I had many favorites with regard to living here. The rent was good for the apartment size, maintendant was prompt and courteaux landly was a Henrie, and it was very him to have a parking sport.								



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown Corporate Office:	<u>Poor</u> 1 1 1 1 1	<u>Fair</u> 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very G 4 4 4 4 4 4	Excellent S S S S S S S S S S S S S
Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4 4 4	9
Property: Please rate the property overall Overall:	1	2	3	4	5
Overall experience received Overall value received	1 1	2 2	3	4	5 5

What was your favorite part about living at this Landis community?

Afterdability, Location, and ancite laundry bike Starage



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1	Fair 2 2 2 2 2 2 2	Average 3 3 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5		
Corporate Office:					January Sep		
Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	[*] 3 3 3	4 4	5		
Property:				Racin and P	5		
Please rate the property overall	1	2	3	`4	5-		
Overall:					3		
Overall experience received Overall value received	1 1	2 2	3	4 4	(5)		
What was your favorite part about living at this Landis community?							



Please rate the following items using the following criteria:

<u>Maintenance</u>	Poor	Fair	Good	Very Good	Excellent
Please rate our maintenance overall	1	2	3	(A)	(5)
Timelines in responding to maintenance calls	1	2	3	4	T
Quality of maintenance work	1	2	3	Ø	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown:	1	2	3	4	3
Management (not including maintenance):					
Overall level of service received	1	2	3	4	<i>(</i> 5)
Level of courtesy shown	1	2	3	4	<u>(37</u>
Timeliness of response to issues	1	2	3	4	. 49
Property:					
Please rate the property overall	1	2	3	4	(3)
Attractiveness of the property	1	2	3	Ø	. 5
Overall:				•	
Please rate your experience overall	1	2	3	4	3

What was your favorite part about living at this Landis community?

I felt free and sete in my apt. The community

was really case to live in,



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 (2) 2	Average 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	(3) (3) 3	4 4 (4)	5 5 5
Property: Please rate the property overall Overall:	1	2	3	<u>(4)</u>	5
Overall experience received Overall value received	1 1	2 2	(3) (3)	4 4	5 5
What was your favorite part about living at this I	Landis con	mmunity')		

Cheap rent, para gas, and Mary



Please rate the following items using the following criteria:

Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4	Excellent 5 5 5 5 5 5 5 5
1 1 1	2 2 2	$\begin{pmatrix} 3 \\ 3 \\ 3 \end{pmatrix}$	4 4 4	5 5 5
1	2	3	4	5
1 1	2 2	$\begin{pmatrix} 3 \\ 3 \end{pmatrix}$	4 4	5 5
	Poor 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

What was your favorite part about living at this Landis community?



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Eair 2 2 (2) (2) (2) 2	Average 3 3 3 3 3	Very Good 4 4 4 4 4	Excellent 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3. 3 3	4	5 5 8
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received	1 1	2	3 3	4 4	5 5
What was your favorite part about living at this	T andic oc	mmunitus	i		

What was your favorite part about living at this Landis community?

Onste landing



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3	Very Good 4 4 4 4 4	Excellent 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4 4 4	(C)
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received	1 1	2 2	3	4	5 5

What was your favorite part about living at this Landis community?



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5
Corporate Office:			•		
Overall level of service received	1	2	3	4	
Timeliness of response to issues	1	2	3	4	<u>(5)</u>
Level of courtesy shown	1	2	3	4	© 2)
Property:					C
Please rate the property overall	1	2	(3)	4	5
Overall:			_		
Overall experience received	1	0			
Overall value received	1	2	(3)	4	5 5
What was your forwarite part about 11 11 11 11 11				•	J
What was your favorite part about living at this I	andis con	munity?			

What was your favorite part about living at this Landis community?



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	<u>Fair</u> 2 2 2 2 2 2 .	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4 4	Excellent 5 5 5 5 5 5				
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3	4 4	5 5 5				
Property: Please rate the property overall	1	2	3	4	5				
Overall: Overall experience received Overall value received	1 1	2 2	3 ③	4	5 5				
What was your favorite part about living at this Landis community? Making friends with neighbors and everyone getting along									



	Ü				\rightarrow
Maintenance:	Poor	<u>Fair</u>	Average	Very Goo	d Evaluation
Overall level of service received	1	2	3	<u>very 000</u> 4	- / -
Timelines in responding to maintenance calls	1	2	3	4	/ 5 \)
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	 	2	3	4	5
,	1	Ŀ	3	4	5
Corporate Office:					
Overall level of service received	1	2	3		
Timeliness of response to issues	1	2		4	5
Level of courtesy shown	1	2	3 3	4	5
y	1	L	3	4	5
Property:					
Please rate the property overall	1	2	3	4	_
1 1 7	1	2	3	4	5
Overall:					1
Overall expérience received	1	2	3	4	\ _ /
Overall value received	1	2	3	4	5 /
	1	2	3	4	5 /
What was your favorite part about living at this	Landie co	mmunitus			/
- Salaly		minimity ?			/ /
					+
/					



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1 1	<u>Fair</u> 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good (4) 4 4 4 4	Excellent 5 5 5 5 5 5			
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4 4	Ó			
Property: Please rate the property overall	1 .	(2)	3	4	5			
Overall: Overall experience received Overall value received	1 1	<u>2</u>	(3) 3	4 4	5 5			
What was your favorite part about living at this Landis community? The Close kuit feeling of having Such nice people								



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	<u>Fair</u> 2 2 2 2 2 2	Average 3 3 3 3 3 3 3	Very Good 4 4 4 4 4	Excellent (3) (3) (5) (5) (5)
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4 4 4	
Property: Please rate the property overall	1	2	3	4	%
Overall: Overall experience received Overall value received	1 1	2 2	3	4 4	3

What was your favorite part about living at this Landis community?



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3 3 3	Very Good 4 4 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4 4 4	9
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received	1 1	2 2	3 3	(4) (4)	5 5

What was your favorite part about living at this Landis community?

CITUAT OFFICE STAFF (MAN) COULD GO TO NOT NITH ANY PROBLEM



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4	5 5 5
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received	1 1	2 2	(§) (3)	4 4	5 5

What was your favorite part about living at this Landis community?
Felt Safe, Was right by bus stops to campus



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 . 3 . 3 . 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	(4) (4) (4)	5 5 .5
Property: Please rate the property overall	1	2	(3)	4	5
Overall: Overall experience received Overall value received	1 1	2 2	(3) (3)	4 4	5 5
What was your favorite part about living at this	Landis co	ommunity'	?		



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4	Excellent 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 (2) 2	3 3 3	(1) 4 (3)	5 5 5
Property: Please rate the property overall	1	2	(3)	4	5
Overall: Overall experience received Overall value received	1 1	2 2	<u> </u>	4 4	5 5

What was your favorite part about living at this Landis community?

Mary



Please rate the following items using the following criteria:

Maintenance:	<u>Poor</u>	<u>Fair</u>	Average	Very Good	Excellent
Overall level of service received	1	2	3	4	(5)
Timelines in responding to maintenance calls	1	2	3	4	ご
Quality of maintenance work	1	2	3	4	(5)
Ease of maintenance procedures	1	2	3	4	3
Level of courtesy shown	1	2	3	4	3
Corporate Office:					
Overall level of service received	1	2	3	4	(3)
Timeliness of response to issues	1	2	3	4	73 0
Level of courtesy shown	1	2	3	4	3
Property:					
Please rate the property overall	1	2	3	4	(5)
Overall:					
Overall experience received	1	2	3	4	(5)
Overall value received	1	2	3	4	(5)

What was your favorite part about living at this Landis community?

Super quiet. Felt very only cameros, lights, etc.



Maintenance:	Poor	<u>Fair</u>	Average	e Very Goo	od Excellent
Overall level of service received	1	2	3	4	
Timelines in responding to maintenance calls	1	2	3		5
Quality of maintenance work	1	. 2	3	4	5
Ease of maintenance procedures	1	2	3	Φ	5
Level of courtesy shown	1 .	②	3	4	5
Corporate Office:					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	③	4	5
Level of courtesy shown	1	2	③	4	5
Property:					
Please rate the property overall	1	2	3	4	5
Overall:					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	\bigcirc	5
What was your favorite part about living at this	Landis	communit	y ?		
It was nice to have a chee	cful	difice	WOLKEL	who was	more
than welcoming.					
•					



Maintenance: Overall level of service received	Poor	<u>Fair</u>	Average	Very Good	Excellent
	l	2	3	4	(5)
Timelines in responding to maintenance calls	Ţ	2	3	4	<u>(3)</u>
Quality of maintenance work	1	2	3	(4)	5
Ease of maintenance procedures	1	2	3	4	(5)
Level of courtesy shown	1	2	3	4	(3)
Corporate Office:					
Overall level of service received	1	2	3	4	(5)
Timeliness of response to issues	1	2	3	4	55
Level of courtesy shown	1	2	3	4	3
Property:			•		
Please rate the property overall	1	2	3	4	(5)
Overall:					·
Overall experience received	1	2	3	4	(5)
Overall value received	1	2	3	4	3

What was you	r favorite part about l	living at this I	andis c	enimumits	/9			
The	r favorite part about 1 Noighbols	were	all	nito	40	ono	annthar	
				101(3			00.0000	_
								_



Please rate the following items using the following criteria:

Maintenance:	Poor	<u>Fair</u>	Average	Very Good	Excellent
Overall level of service received	1	2	3	4	(f)
Timelines in responding to maintenance calls	1	2	3	4	<u>(6)</u>
Quality of maintenance work	1	2	3	. 4	Ä
Ease of maintenance procedures	1	2	3	4	()
Level of courtesy shown	1	2	3	4	5) 5()
Corporate Office:			·		
Overall level of service received	1	2	3	4	(5)
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	(5)
Property:					
Please rate the property overall	1	2	3	4	5
Overall:					
Overall experience received	1	2	3	4	(G)
Overall value received	1	2	3	4	Ö

What was your favorite part about living at this Landis community?

well priced;	and	Marz	بِغ	anisone_	
					



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3 3	Very Good 4 4 4	Excellent 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3	(A) 4 4	5 5 5
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received What was your favorite part about living at this	1 1 Landis co	2 2 ommunity	. 3 3	3	5 5

What was your favorite part about living at this Landis community?

Being lose to campus.



Maintenance:	<u>Poor</u>	<u>Fair</u>	Average	Very Good	Excellent		
Overall level of service received	1	2	3	4	(5)		
Timelines in responding to maintenance calls	1	2	3	4	©		
Quality of maintenance work	1	2	<u>(3</u>)	4	5		
Ease of maintenance procedures	1	2	3	A5	5		
Level of courtesy shown	1	2	3	4	5		
Corporate Office:							
Overall level of service received	1	2	3	4	(5)		
Timeliness of response to issues	1 .	2	3	(4)	5		
Level of courtesy shown	1	2	3	4	(3)		
Property:							
Please rate the property overall	1	. 2	(3)	4	5		
Overall:							
Overall experience received	1	2	3	(4)	5		
Overall value received	1	2	3	<u>A</u>	5		
What was your favorite part about living at this Landis community? Social location: always felt safe							



Please rate the following re-				G 1	Excellent
Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	<u>Poor</u> 1 1 1 1 1	<u>Fair</u> 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 . 1	2 2 2	3 3 3	4 4 4	5 5 5
Property: Please rate the property overall	1	2	3	4	(5)
Overall: Overall experience received Overall value received	1	2 2	3	4 4	55
What was your favorite part about living at t	his Landis (communi	ty?		



The state of the s						
Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average	Very Good 4 4 4 4	Excellent 5 5 5 5 5 5 5 5	
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 49	4 4	5 5 5	
Property: Please rate the property overall Overall:	1	2	3	4	5	
Overall experience received Overall value received	1 1	2	3	4 4	5 5	
What was your favorite part about living at this Landis community?						



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3,7 3 3 3,3 3,3 3	Very Good 4 4 4 4 4	Excellent 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1	2 2 2	3	4	(5)
Property: Please rate the property overall	1	2	3 ③	4	5
Overall: Overall experience received Overall value received	1 1	2 2	(3°)	4 (4)	5 5
What was your favorite part about living at this	Landis co	mmunity?)		

Ocation and Men



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3	4	5 5 5	
Property: Please rate the property overall	1	2	3	4	5	
Overall: Overall experience received Overall value received	1 1	2 2	3 ③	4	5 5	
What was your favorite part about living at this Landis community?						



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Eair O O O O	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	0 0	3 3 3	4 4 4	5 5 5
Property: Please rate the property overall	1	②	. 3	4	5
Overall: Overall experience received Overall value received	1 1	Ø (3)	3 3	4 4	5 , 5

What was your favorite part about living at this Landis community?



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures	<u>Poor</u> 1 1 1 1	<u>Fair</u> 2 2 2 2	Average 3 3 3 3	Very Good (4) (4) (4)	Excellent 5 5 5	
Level of courtesy shown	1	2	3	4	(3)	
Corporate Office: Overall level of service received	1	2		4	2)	
Timeliness of response to issues	1	2	3 3	(4)	3	
Level of courtesy shown	1	2	3	4	<u>3</u>	
Property: Please rate the property overall	1	2	3	4	(5)	
Overall: Overall experience received Overall value received	1 1	2 2	3 3	4 4	<u>\$</u>	
What was your favorite part about living at this Landis community?						



Please rate the following items using the following criteria:

Maintenance:	<u>Poor</u>	<u>Fair</u>	Average	Very Good	Excellent
Overall level of service received	1	2	3	(A)	5
Timelines in responding to maintenance calls	1	2	2	(4)	5
Quality of maintenance work	1	2	(Z)	4	5
Ease of maintenance procedures	1	2	(3)	4	5
Level of courtesy shown	1	2	3	4	(5)
Corporate Office:					
Overall level of service received	1	2	3	(<u>4</u>)	5
Timeliness of response to issues	1	2	3	虱	5
Level of courtesy shown	1	2	3	4)	5
	1				
Property:			5		
Please rate the property overall	1	2	(3)	4	5
0 "					
Overall:		•	<u>a</u>		
Overall experience received	l	2	₹ <i>9</i>	4	5
Overall value received	1	(2)	3	4	5

What was your favorite part about living at this Landis community?

Maintenance, 16 Contron, no Safety 1550es

Feveryone was supergreat, good wy lat



Please rate the following items using the following criteria:

Maintenance:	<u>Poor</u>	<u>Fair</u>	Average	Very Good	Excellent
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
Corporate Office:					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	₫	5
Level of courtesy shown	1	2	3	4	5
Property:			_		
Please rate the property overall	1	2	3	4	5
Overall:					
Overall experience received	1	2	\odot	4	5
Overall value received	1	②	3	4	5

What was your favorite part about living at this Landis community?

Felt pretty safe, on a street w/ permit parking



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4	Excellent 5 5 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	Ø ² Ø	3 5 3	4 4 4	5 · 5 5
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received	1	2 2		· 4 4	5 5
What was your favorite part about living at this	Landis co	ommunity?	?		



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent (5) (3) (3) (3) (6)
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	(4) (A) (O)	5 5 5
<u>Property:</u> Please rate the property overall	1	2	3	4	3
Overall: Overall experience received Overall value received What was your favorite part about living at this	1 1 s Landis co	2 2	3 3 v?	4 4	(S) (D)



Please rate our maintenance overall Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown:	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Good 3 3 3 3 3	Very Good 4 4 4 4 4 4 4	Excellent (5) 5 5 5 5
Management (not including maintenance):					
Overall level of service received Level of courtesy shown Timeliness of response to issues	1 1 1	2 2 2	3 3 3	4 4 4	(5) (5)
Property:				_	
Please rate the property overall	· 1	2	3	$\left(A\right)$	F
Attractiveness of the property	1	2	3	$\begin{pmatrix} 4 \\ 4 \end{pmatrix}$	5 5
Overall:					5
lease rate your experience overall	1	2	3	4	(5)
low could we have made your stay more enjoy	vable?				



Please rate the following items using the following criteria:

Maintenance:	<u>Poor</u>	<u>Fair</u>	Average	Vory Cood	17 11
Overall level of service received	1	2	3	Very Good 4	Excellent
Timelines in responding to maintenance calls	1	2	3	4 1	(5)
Quality of maintenance work	1	2	3	4	(5)
Ease of maintenance procedures	1	2	3	4	3
Level of courtesy shown	1	2	3	4	Ġ
Corporate Office:					
Overall level of service received	1	2	3.	Ω	5
Timeliness of response to issues	1	2	3	©	5
Level of courtesy shown	1	2	3	\bigcirc	5
Property:					
Please rate the property overall	1	2	3	4	<i>(</i> 3)
Overall:					
Overall experience received	1	2	3	4	Q_{l}
Overall value received	1	2	3	4 4 ·	Ø,
What was your favorite part about living at this l	andie co	mmunitus	,		

What was your favorite part about living at this Landis community?



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	333	4	© 5 5
Property: Please rate the property overall	1	2	3	4	<i>⑤</i>
Overall: Overall experience received Overall value received What was your favorite part about living at this	1 1 Landis co	2 2 ommunity	3 3	4 4	(G) (E)



<u>Maintenance</u>	Poor	<u>Fair</u>	Good	Very Good	Excellent
Please rate our maintenance overall	. 1	2	3	4	5
Timelines in responding to maintenance calls	1	2	` 3	4	5
Quality of maintenance work	1	2	3	(4)	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown:	1	2	3	4	3
Management (not including maintenance):					
Overall level of service received	1	2	3	4	3
Level of courtesy shown	1	2	3	4	<i>(</i> 5)
Timeliness of response to issues	I	2	3	4	5
Property:					
Please rate the property overall	1	O	3	4	5
Attractiveness of the property	1	②	3	4	5
Overall:					
Please rate your experience overall	1	2	3	@	5

What was your favorite part about living at this	s Landis community?	
Quick response from management.	crese to campus	



	79		40		h _
Please rate the following items using the follow	mg criteri	a:	• • • • • • • • • • • • • • • • • • • •	CAS	
				The state of the s	Area & Control of the
Maintenance:	Poor '	▼ <u>Fair</u>	Average	ery Goo	d Excellent
Overall level of service received	1	2	(3)	4	5
Timelines in responding to maintenance calls	1	2	☞	4	5
Quality of maintenance work	1	2	. 3	Ø	5
Ease of maintenance procedures	1	2	Ø	4	5
Level of courtesy shown	1	2	3	4	. 5
Do you on bountery muching				0	
Corporate Office:					
Overall level of service received	1	2	· 🔞 ·	4	5
Timeliness of response to issues	1	2	$\mathbf{\tilde{e}}^{\prime}$)	. 1	5
	1 1	. 2°	<u> 1</u>	4	. 5
Level of courtesy shown	1	2	ب	11	3
		;			
Property:		(a)	_		_
Please rate the property overall	. 1	(2)	3	4	5
		. •			
Overall:				a	
Overall experience received	.1	2	3	<i>(</i> 4' <i>)</i>	5
Overall value received	1	2	<i>(8</i>)	4	5
			\mathcal{O}_{+}		
What was your favorite part about living at this	Landis co	ommunity	?		
", Tare ", and " our ret, ourse bare another rating as are					

Convenient location for east of docess to highway



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3 3 3 3	Very Good (4) (4) (4) (4) (4)	Excellent 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	(4) (4) (4)	5 5 5
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received	1 1	2 2	3 3	(4) (4)	5 5

What was your favorite part about living at this Landis community?	
Close to my tavorite bur, pasy walk to oth	ver(, good location),
What was your favorite part about living at this Landis community? Close to my favorite barreusy walk to oth	



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3 3	Very Good 4 4 4 4	Excellent 5 5 5 5 5 5	
Corporate Office:			•		•	
Overall level of service received	1	2	3	4	10	
Timeliness of response to issues	1	2	3	4	72	
Level of courtesy shown	1	2	3	4	(5)	
Property: Please rate the property overall	1	2	3	4	5	
Overall:						
Overall experience received	1	2	3	(1)	E	
Overall value received	1	2	3	(4)	5	
What was your favorite part about living at this Landis community? Landbed & Corporate very frenchly & helpful						



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3 3	Very Good 4 4 4 4	Excellent 5 5 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3	4 4 4	5 5 5
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received	1 1	2 2	3	4 4	5 5

What was	your favorite part a	about living at	this Landis c	community?			
M_{M}	100mates	amd	the	Location	OF	the.	apartment
it!	1965 Jery	PASY	gritton	ra to	4m har	hatela	Strept
CLIA. CA	oldfeildsl		U III)	, , , , , ,	7	
		,			_		



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good (4) (4) (4)	Excellent 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 (2)	(G) (S) 3	4 4 4	5 5 5
Property: Please rate the property overall	1	②	3	4	5
Overall: Overall experience received Overall value received	1 1	2 2	(<u>\$</u>	4 4	5 5

What was your favorite part about living at this Landis community?

		Δ									
	///v	KOMATEC	- + birring	P 0BB17	EVEN	T.HOULF	Wh	LIVE	ON THE	1/4/120	Floor
			OND PAYLIUME								
1,71011		12142 2016	VII - V - 40107								



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor (1) (1) (1) (1) (1)	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4	Excellent 5 5 5 5 5 5 5	
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4 4 4	5 5 (5)	
Property: Please rate the property overall	1	2	3	4	5	
Overall: Overall experience received Overall value received	1 1	2 2	3 3	4 4	5 5	
What was your favorite part about living at this Landis community? It was off of the Freet, Safe, and Afferdable						



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown		2 2 2	3 3 3	4 4 4	5 5 5
Property: Please rate the property overall	1	2	(3)	4	5
Overall: Overall experience received Overall value received	1	(<u>2</u>)	3 3	4 4	5

What was your favorite part about living at this Landis community?

I enjoyed the proximity of this property to campus and to the CABS ? COTA bus lines. I also felt a nice sense of community with my neighbors



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	<u>Poor</u> 1 1 1 1 1	Fair 2 2 2 2 2	Average 3 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Level of courtesy shown	1	2	J		5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4	5 5 5
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received	1 1	2 2	3 3	(4) (4)	5 5
What was your favorite part about living at this	Landis co	ommunity	?		



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair (2) (2) 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5
Corporate Office:					
Overall level of service received	1	(1 <u>2</u> 2)	<i>Г</i> 3	(A)	5
Timeliness of response to issues	1	2	3	ð	5
Level of courtesy shown	1	2	3	(4)	5
Property:					
Please rate the property overall	1	2	(<u>3</u>)	4	5
Overall:					
Overall experience received	1	(621)	3	4	5
Overall value received	1	(2)	3	4	5
What was your favorite part about living at this	Landis c	community?)		



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	<u>Fair</u> 2 2 2 2 2 2	Average 3 3 3 3	Very Good 4 4 4	Excellent 5 5 5 5 5 5 5	
Comparate Off					J	
Corporate Office: Overall level of service received	1	2	3	a	5	
Timeliness of response to issues	1	2	3	Ã	5	
Level of courtesy shown	1	2	3	(4)	5	
Property:						
Please rate the property overall	1	(2)	3	4	5	
Overall:						
Overall experience received	1	2	3	$\boldsymbol{\omega}$	5	
Overall value received	1	2	3	Ã	5	
What was your favorite part about living at this Landis community?						



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	<u>Fair</u> 2 2 2 2 2 2	Average 3 3 3 3 3 3 3	Very Good 4 4 4 4 4	Excellent 5 5 5
Community Comm			J	T	رف
Corporate Office: Overall level of service received		_			_
	l	.2	3	4	(5)
Timeliness of response to issues	1	2	3	4	15)
Level of courtesy shown	1	2	3	4	(5)
Property:					
Please rate the property overall	1	2	3	4	5
Overall:					
Overall experience received	1	2	2	4	
Overall value received	1	2.	3 3	4	
	7	L	3	4	(3)
What was your favorite part about living at this INC - YCHT)	Landis c	ommunity?			
					



Maintenance:	<u>Poor</u>	<u>Fair</u>	Average	Very Good	Excellent
Overall level of service received	1	2	3	4	(5)
Timelines in responding to maintenance calls	1	2	3	4	(S)
Quality of maintenance work	1	2	3	4	(5)
Ease of maintenance procedures	1	2	3	4	(2)
Level of courtesy shown	1	2	3	4	(I)
Corporate Office:					
Overall level of service received	1	2	3	4	$\left(\frac{5}{2} \right)$
Timeliness of response to issues	1	2	3	4	(5)
Level of courtesy shown	1	2	3	4	(5)
Property: Please rate the property overall	1	2	3	4	<u>(5)</u>
Overall: Overall experience received Overall value received	1 1	2 2	3	4 4	(S)

What was your fa	vorite part about liv	ing at this Landis con	mmunity?	
Wall VPD	t apartmer	rts. Speedul	mmunity? _ <i>MOUNTENACE</i>	2 IVCDOLIVS.
Frendly	(+c+1	0121 70 030 0		1 1
1 / WICH CA	- <u> </u>			



Please rate the following items using the following criteria:

1 1 1	2 2 2	(A)	4 4 4 4	5 5 5 5
1 1 1	. 2 2 2	3 3 3	4	(S)
1	2	3	4	5
1 1	2 2	(3)	4 4	5 5
	1 1 1 1 1 1 1 1 1s Landis co	1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2	1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

What was your favorite part about living at this Landis community?

Lommunicative Management & Maintelance



Please rate the following items using the following criteria:

				· cereman	1
<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	Very Good	Excellent
Overall level of service received	1	2	3	/ 4 /	5 ·
Timelines in responding to maintenance calls	1	2 .	3	4 /	5
Quality of maintenance work	1	2	3	4 /	5
Ease of maintenance procedures	1	2	3	: 4. /	5
Level of courtesy shown	1	2	3 :	4/	5
					-
Corporate Office:				0.1	
Overall level of service received	1	2	3	[. 4]	5
Timeliness of response to issues	1	2.	3	4/	5
Level of courtesy shown	1	2	3	4	5
·				<i>2</i> 1	
Property:					
Please rate the property overall	1	2	3	(4)	5
				Sh	
Overall:				/ 1	
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4/	5
				\cup	
What was your favorite part about living at this	Landis co	mmunity	9		

What was your favorite part about living at this Landis community?



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average (3) (3) (3) (3) (3)	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5 5	
Corporate Office:						
Overall level of service received	1	2	(3)	4	_	
Timeliness of response to issues	1	2		4	5 5	
Level of courtesy shown	1	2	F	4	5	
Proporty			\circ		_	
<u>Property:</u> Please rate the property overall		(2)				
riouse rate the property overall	1	$\binom{2}{2}$	3	4	5	
Overall:						
Overall experience received	1	(2)	3	1	5	
Overall value received	1	$\frac{9}{2}$	3	4	5	
TYTI 4		\circ		-	2	
What was your favorite part about living at this Landis community?						



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	<u>Fair</u> 2 2 2 2 2 2	Average 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5 5		
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2		4 4 4	5 5 5		
Property: Please rate the property overall	1	2	3	4	5		
Overall: Overall experience received Overall value received	1 1	<u>2</u>	3 3	4 4	5 5		
What was your favorite part about living at this Landis community?							



Please rate the following items using the following criteria:

Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4	Excellent (5) (5) (5) (5) (5)
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4 4 4	(3) (5)
Property: Please rate the property overall	1	2	3	4	(5)
Overall: Overall experience received Overall value received	1 1	2 2	3 3	4 4	0

What was your favorite part about living at this Landis community?



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3	Very Good 4 4 4 4	Excellent 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2	(3) (3) 3	4 4 4	5 5 5
Property: Please rate the property overall	. 1	2	3	4	5
Overall: Overall experience received Overall value received	1	2 2	(3)	4	5 5
What was your favorite part about living at this location. It was lasy to a	Landis c	ommunity	? where	оп сащ	ous, and



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	Fair 2 2 2 2 2	Average Average	Very Good 4 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	300	4 4 4	5 5 5
<u>Property:</u> Please rate the property overall	1	\bigcirc	3	4	5
Overall: Overall experience received Overall value received	1 1	2 2	3	4 4	5 5

What was yo	our favorite p	art about liv	ing at this I	Landis comn	nunity?		See 1 1
it	was:	aviet	and	easu	aoing.	NICE	neighbors
911 0	round				J	•	, ,



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1	<u>Fair</u> 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 · 2 · 2	3 3 3	4 4 4	(S) (S)
Property: Please rate the property overall	. 1	2	3	4	5
Overall: Overall experience received Overall value received What was your favorite part about living at this?	1 1	. 2 2	3 (3)	4	5 5

Overan value received	1	2 (3)	4	5
What was your favorite part about living at	this Landis con	nmunity?		
- it was quiet	t and	good	for	studing
	· 		· 	



Maintenance:	<u>Poor</u>	<u>Fair</u>	Average	Very G
Overall level of service received	1	2	3	4
Timelines in responding to maintenance calls	1	2	3	4
Quality of maintenance work	1	2	3	4
Ease of maintenance procedures	1	2	3	4
Level of courtesy shown	1	2	3	4
Corporate Office:				
Overall level of service received	1	2	3	<u>4</u>
Timeliness of response to issues	1	2	3	<u>4</u>
Level of courtesy shown	1	2	3	4
Property:				
Please rate the property overall	1	2	<u>3</u>	4
Overall:				
Overall experience received	1	2	3	<u>4</u>
Overall value received	1	2	3	4



Please rate the following items using the following criteria:

Maintenance Please rate our maintenance overall Timelines in responding to maintenance calls Quality of maintenance work	<u>Poor</u> 1 1 1	<u>Fair</u> 2: 2 2	Good 3 3 3	Very Good 4 4 4	Excellent 3 5 5	
Ease of maintenance procedures	1	2	3	4	Ð	
Level of courtesy shown:	1	2	3	4	(5)	
Management (not including maintenance):					س	
Overall level of service received	1	2	3	4	(5)	
Level of courtesy shown	1	2	3	. 4	(55)	
Timeliness of response to issues	1	2	3	. 4	· (5.)	
Property:			•		55 ^m ;	
Please rate the property overall	1	2	3	4	(5)	
Attractiveness of the property	1	2	3	4	. 5	
Overall: Please rate your experience overall	1	2	3	4	(5)	
What was your favorite part about living at this Landis community?						
·	1					

-- E- 1 37



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures	<u>Poor</u> 1 1 1 1	Fair 2 2 2 2 2	Average 3 3 3 3	Very Good 4 4 4 4	Excellent (5) (5) (6) (5)
Level of courtesy shown	I	2	3	4	(5)
Corporate Office: Overall level of service received	1	2	3	Δ	(5)
Timeliness of response to issues	. 1	2	3	4	Š
Level of courtesy shown	1	2	3	4	(5) (5) (5)
Property:					4
Please rate the property overall	1	2	3	4	(5)
Overall:					_
Overall experience received	1	2	3	4	(5 <i>)</i>
Overall value received	1	2	3	4	<u>(5)</u>
What was your favorite part about living at this Landis community?					



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4 4 4 4	Excellent 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4 4	5 5 5
<u>Property:</u> Please rate the property overall	1	2	3	<u>(4)</u>	5
Overall: Overall experience received Overall value received	1	2 2	3 3	4	5 5
What was your favorite part about living at this Landis community? Quiet, Sete, (lean, without many 155ues or loophdes.					



Maintenance:	Poor	Fair	Average	Very Good	Excellent
Overall level of service received	1	2	3	4	(5)
Timelines in responding to maintenance calls	1	2	3	4	(5)
Quality of maintenance work	1	2	3	4	(3)
Ease of maintenance procedures	1	2	3	4	$\mathcal{S}_{\mathcal{S}}$
Level of courtesy shown	1	2	3	4	(3)
Corporate Office:					
Overall level of service received	1	2	3	4	(B)
Timeliness of response to issues	1	2	3	4	(3)
Level of courtesy shown	1	2	3	4	\(\frac{1}{2}\)
Property:					
Please rate the property overall	1	2	3	4	(5)
Overall:					\bigcirc
Overall experience received	1	2	3	4	(3)
Overall value received	1	2	3	4	(>5)
What was your favorite part about living at this Landis community?					