

Please rate the following items using the following criteria:

Mointananas	70	- .			
Maintenance:	<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 <u>)</u>
Quality of maintenance work	1	2	3	4	(5)
Ease of maintenance procedures	1	2	3	4	
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	1	
Level of courtesy shown	1	2	3	4	
Property:					
Please rate the property overall	1	2	3	4	(65)
Overall:					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	(5)
What was your formits and it is	v 11				

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

I always felt at nome there. Very safe and a

great environment.



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 Goo 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) (3) (5)
Property: Please rate the property overall Overall:	1	2	3	4	(5)
Overall experience received Overall value received	1	2 2	3	4 4	(5)

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



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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)	5
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	<u>(3)</u>
Level of courtesy shown	1	2	3	4	<u></u>
Property:					
Please rate the property overall	1	2	3	4)	5
Oyerall:					~
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 loved the setup of the property. Every day I came out into a

Courtyard at it was so beautiful. The apartment also had a very cary,

homy teel which I loved.



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 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	4	5 5

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

Safety, guick vesponse to any issues, bive starage



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	<u>Poor</u> 1 1 1 1	Fair 2 2 2 2 2	Average 3 3 3 3 3 3	Very Good 4	Excellent 5 5 5
Level of courtesy shown	1	2	3	4	\mathcal{O}
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
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

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

1 10 VEO NOW KIND EVERYONE IS.



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	(5)
Timelines in responding to maintenance calls	1	2	3	4	(3)
Quality of maintenance work	1	2	3	4	7 5)
Ease of maintenance procedures	1	2	3	4	(3)
Level of courtesy shown	1	2	3	4	3
Corporate Office:					A
Overall level of service received	1	2	3	4	(5)
Timeliness of response to issues	1	2	3	4	\bigcirc
Level of courtesy shown	1	2	3	4	(5)
Property:				\sim	
Please rate the property overall	1	2	3	<u>(4)</u>	. 5
Overall:				<i>←</i>	
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?

The ease with which things were taken care of



Please rate the following items using the following criteria:

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

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	$(\widetilde{5})$
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	(3)
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 -	4	(3)



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



Maintenance:	Poor	Fair	Average	Very Good	d Excellent	
Overall level of service received	1	2	3	4	± Excenent	
Timelines in responding to maintenance calls	1	2	3	4	8	
Quality of maintenance work	1	2	3	<u>1</u>	6	
Ease of maintenance procedures	1	$\tilde{2}$	3	4	A Comment	
Level of courtesy shown	1	$\bar{2}$	3	4	É	
		_	J	•	(J)	
Corporate Office:						
Overall level of service received	1	2	3	4	(3)	
Timeliness of response to issues	1	$\overline{2}$	3	4		
Level of courtesy shown	1	2	3	4	(5) (5) (3)	
				•	•	
Property:						
Please rate the property overall	1	2	3	4	(5)	
				•	<u>U</u> ./	
Overall:					\wedge	
Overall experience received	1	2	3	4	(5)	
Overall value received	1	2	3	4	(5)	
					<u> </u>	
What was your favorite part about living at this	Landis co	mmunity	? ,	, i		
The apartment had a	UEN	\sim $^{\circ}$	024	teel ar	id it in	a s
a april Imation					2-2 11 100	-(-



Please rate the following items using the following criteria:

Maintenance: Overall level of service received	Poor	<u>Fair</u> 2	<u>Average</u>	Very Good	Excellent 5
Timelines in responding to maintenance calls	1	2	3	4	3
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	4)	5
Level of courtesy shown	1	2	<u>(3)</u>	4	5
Property:			- 2		
Please rate the property overall	1	2	(3)	4	5
_ ; _			_		
Overall: Overall experience received	1	2	67	Л	5
Overall value received	1	2	(3)	4	5
CARINI ANIMA IAAALAAN	-	~	ح	-	-

What was your favorite part about living at this Landis community?
The maintenance workers were great a always willing to help out. It was also a good location.



Please rate the following items using the following criteria:

7.4°	_							
Maintenance:	<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	$\overline{(5)}$			
Ease of maintenance procedures	1	2	3	4	(5)			
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) 5 (5)			
Property:			_					
Please rate the property overall	1	2	3	4	5			
Overall:								
Overall experience received	1	2	3	\mathbf{A}	5			
Overall value received	1	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?

DOVID (AND WYANN PONCE LAIDY KOKS



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 4 4	Excellent 5 5 5 6 6 6 7
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)	5
Overall: Overall experience received Overall value received	1	2 2	3 3	4 4	2 5

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

David's responsiveness to main tenance issues.

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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 4 4 4	Excellent (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 4	3
Property: Please rate the property overall	1	2	3	(4)	5
Overall: Overall experience received Overall value received	1	2 ··· 2	3	4 4	5 5

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

it was very safe, good location to campus



Maintenance:	<u>Poor</u>	<u>Fair</u>	Average	Very Good	Excellent
Overall level of service received	1	2	3	4	(3)
Timelines in responding to maintenance calls	1	2	3	4	752
Quality of maintenance work	1	2	3	4	75)
Ease of maintenance procedures	1	2	3	4	\
Level of courtesy shown	1	2	3	4	57
Corporate Office:					
Overall level of service received	1	2	3	4	(5)
Timeliness of response to issues	1	2	3	4	\mathcal{P}
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 c	ommunity'	? ,	some	
The places were	de	an	and	utilit	1CS
	ets	WERE	enice		
maintenence man a	a				·-)



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	(I)	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	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	$\overline{2}$	3	4	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 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	
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?

If still in School, which I was not, it's close to campus, but

For enough away from campus. The floor plan space for the

Drice & large windows!



Please rate the following items using the following criteria:

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	(\$\bar{\bar{\bar{\bar{\bar{\bar{\bar{
Quality of maintenance work	1	2	3	4	(G)
Ease of maintenance procedures	1	2	3	4	(G)
Level of courtesy shown	1	2	3	4	(
Corporate Office:		500			N- 5 5 8
Overall level of service received	. 1		2	. 1	
Timeliness of response to issues	1			4	Q
Level of courtesy shown		2.4	r q		<u>(S)</u>
Property:				350000 121223	
Please rate the property overall	F 1	2	0	A	5
	¥ _4554				
Overall:					
Overall experience received	11.5	2	a (3) (4)	⁹ 4	5
Overall value received	5.61234	2		4	5
What was your favorite part about living at this	Landis co	ommunity		2	
Maintenance was	€X	CG1148	U+		
				1	
	la.		"对"是是	144	

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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)				
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				
Property: Please rate the property overall	1	2	(3)	4	5				
Overall: Overall experience received Overall value received	1	2 2	3 3	4	<u>5</u> (5)				
What was your favorite part about living at this Landis community? The courtyar was nice to spend time in									



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	ζ_{4}	5					
Ease of maintenance procedures	1	2	3	(4)	5					
Level of courtesy shown	1	2	3	4	(5)					
Company to Office										
Corporate Office:	1	2	2	1	(3)					
Overall level of service received	1	2	3	<i>ā</i>	5					
Timeliness of response to issues	i 1	2	3	4	(S)					
Level of courtesy shown	i	2	3	4	9					
Property:										
Please rate the property overall	1	2	3	(4)	5					
				\circ						
Overall:		0	2	(A)	<i>E</i> ·					
Overall experience received	1	2	3	, 45 /	5 '					
Overall value received	1	2	3	(4)	5					
What was your favorite part about living at this	What was your favorite part about living at this Landis community? I like the apagnest but the open over in the center was nice.									
The lie was the		Upen o		CC						
+ like the apart but	- the	Open o	sea in 1	- Lenter	visi mie.					



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	(4)	5			
Level of courtesy shown	1	2	3	4	5			
Property:		\sim						
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? My favorite fart of the community was the court yard.								
								



	Poor	<u>Fair</u>	Average	Very Good	Excellent
Maintenance:	Poor 1	2	3	4	(5)
Overall level of service received Timelines in responding to maintenance calls	1	2	3	4	(3)
Quality of maintenance work	1	2	(3\)	4	Š
Ease of maintenance procedures	1	2	3-7	4	(5)
Level of courtesy shown	1	2	3	4	\5)
Corporate Office:			_		(7)
Overall level of service received	1	2	3	4	8
Timeliness of response to issues	1	2	3	4	(2)
Level of courtesy shown	1	2	3	4	V
Property:		0	(3)	4	5
Please rate the property overall	1	2	W	4	J
Overall:		0	(3)	А	 5
Overall experience received	1	2	(3)	4	5 .
Overall value received	1	2	9	4	J
What was your favorite part about living at thi	s Landis c	ommunit	y?		



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	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	5 (2) 5
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received	1 1	2 2	3 Ø	4	5 5

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

Maintenance was timely and effective. Customer Service was good.



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	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?

Ease of getting to campus

Neil



At Landis Proposities we constantly leads for ways to improve our proposities and the services we provide to our residents. If you would, please take a few minutes to fair 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!

Please are de following items using the following crisque:

Maintenance: Overall level of service received Timelines in regression to maintenance work Ease of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 2 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
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	Ę	2	3	A	5
Property: Please rate the property overall	1	2	3	4	5
Överali:					
Overall experience received	ŧ	2	3	4	5
Overall value received	1	2	3	(A)	5
What was your favorite part about living at this	Landis ox	ommunity'	<i>T</i>		



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 4 4 4 4	Excellent 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
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?



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	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	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 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 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	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? — The Curticold, the 901/5, named the Camera also							



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	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	\$	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	(5 5

What was your favorite part about living at this Landis community?
I thought the price for the value was superior to other places on campus, which was a huge deciding factor when I was looking.



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	Eair (2) (2) (2) (2) (2) (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	
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	\bigcirc	3	4	5	
Overall: Overall experience received Overall value received	1 1	$\binom{2}{2}$	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	Poor 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 (C) (G) (G) (D)
Level of courtesy shown	Ţ	2	3	4	(J)
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) (3)
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	4	5



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	Very Good 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	2 2 2	3 3 3	9.8%	5 5 5
Property: Please rate the property overall		2	3	4	5
Overall: Overall experience received Overall value received	1 1	2 2		. 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 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 4	Excellent (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) (3)	
Property: Please rate the property overall	1	2	3	(g)	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?						



	_				
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 4 3 3 4 5 3	Very Good 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:					\circ
Overall level of service received	1	'n	2	4	
Timeliness of response to issues	. 1	2	. 3	4	\mathcal{D}
Level of courtesy shown	î	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	4	(5)
What was your favorite part about living at this Landis community? This was by no Means on excellent				- strit	ر الم

What was your favorite part about living at this Landis community?
- This was by no means an excellent building structually
miss this placed the committy around it
COLUMNITA WANTA IL



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 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 about living at this Landis community? Pet-friendly and relatively good price for area.							



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) (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	Ø 4	5 5

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

Close to campas



Maintenance:	Door	Toi-	A	** ~ .	
Overall level of service received	<u>Poor</u>	<u>Fair</u>	Average	Very Good	Excellent
Timelines in responding to maintenance calls	1	2	3	4	(5)
Quality of maintenance work	1 1	2	3	4	(3)
Ease of maintenance procedures	1	2	3	4 C: 3.5.5 (1.2.)	$\left(\begin{array}{c}5\\\end{array}\right)$
Level of courtesy shown	1	2	3	1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	$\frac{5}{2}$
1944 - 1944 - 1944 - 1944 - 1944 - 1944 - 1944 - 1944 - 1944 - 1944 - 1944 - 1944 - 1944 - 1944 - 1944 - 1944	1	L	3	4	でノ
Corporate Office:					
Overall level of service received	7	2	2 :	4	. 🗊
Timeliness of response to issues	. 1			4	(5)
Level of courtesy shown	1	2		À	
		4	***	4	(3)
Property:					
Please rate the property overall	1	.9	3		E
	-	· · · · · · · ·	<u> ਵ</u> (ی
Overall:					
Overall experience received	1	2	3		5
Overall value received	1	2	3 (4	-
		; ·		Ť (3)
What was your favorite part about living at this Landis community?					
Lespectrul neighbors					
				· · · · · · · · · · · · · · · · · · ·	

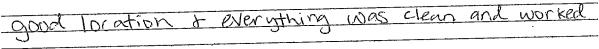


Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work Ease of maintenance procedures Level of courtesy shown	Poor 1 1 1 1	Fair 2 2 2 2 2 2	Average 3 3 3 3 3 3 3 3	Very Good 4 4 4 4 4 4	Excellent 5 5 5 5 5 5 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	$\binom{2}{2}$	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	$\binom{2}{2}$	3 3	4	5 5
What was your favorite part about living at this	Landis	communit	y?		



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
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	(3)
Overall: Overall experience received Overall value received	1 1	2 2	3 3	4 4	(S) (5)





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	Very Good 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)	5 5 5
Property: Please rate the property overall	1	2	3	4	5
Overall: Overall experience received Overall value received	1 1	2	3	4 4	5 5



Please rate the following items using the following criteria:

CLOSÉ TO CÂMPUS DOWNTOWN

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



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	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	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	4	5

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

it was relatively quiet and culm





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	Very Good 4 4 4 4 4	Excellent 5
Corporate Office: Overall level of service received Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2 2	3 3 3	4 4 4	(1) (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

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

The about favorite part about living at this Landis community?

OND PARE WELL CAST CONTROL OF THE COMMUNICATION ICLATIVE TO COMMUNIC



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)	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 4 4	5 5 5		
Property: Please rate the property overall	1	Q	3	4	5		
Overall: Overall experience received Overall value received	1 1	<i>G</i> /2	3	4 4	5 5		
What was your favorite part about living at this Landis community?							



		*						
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	(3)			
Quality of maintenance work	1	2	3	4	(3)			
Ease of maintenance procedures	1	2	3	4	₹ 35			
Level of courtesy shown	1	2	3	4	(E)			
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			
Durana								
Property:	1	(2)	3	A	E			
Please rate the property overall	1			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?								



Maintenance:	Poor	<u>Fair</u>	Average	Very Good	Excellent 5
Overall level of service received	1	2	×	4	5
Timelines in responding to maintenance calls	1	2	3	∼ ⁴	5
Quality of maintenance work	1	2	<u> </u>	4 9	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	ي الم	(4)	6 5
Timeliness of response to issues	1	2	(D)	4	<u> </u>
Level of courtesy shown	1	2	3	4	(5/
Property:					
Please rate the property overall	1	2	3	(3)	5
Overall:				~^	
Overall experience received	1	2	3	[:] (4)	5
Overall value received	1	2	3	(~4)	5
				\mathbf{O}	
What was your favorite part about living at this	Landis c	ommunity	?		•
Winds was John Karones part assured in the		Time Time Time Vital Barrier		u Kanan	
		, yar			



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 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	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 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	Very Good 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	(5) (3)		
Property: Please rate the property overall	1	2	3	4	5		
Overall: Overall experience received Overall value received	1 1 : Landis c	2 2 ommunity	3 3	4	5 (3)		
What was your favorite part about living at this Landis community? the contyard amortics froughbors							



Maintenance:	Poor	<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	反
Level of courtesy shown	1	2	3	4	(5)
Corporate Office:			_		(E)
Overall level of service received	1	2	3	4	
Timeliness of response to issues	1	2	3	4	<u> </u>
Level of courtesy shown	1	2	3	4	9
Property: Please rate the property overall	1	2	3	4	T
Overall:	1	2	2	A	(5)
Overall experience received	1	2	3	4	(3)
Overall value received	1	L	3	7	6
Tra	a Landis c	ommunity	v?		

Overall value received	1	2		•	
What was your favorite part about living at this	Landis (community	?	respon	SINE



	D	D-in	A	Marri Cand	Evanllant
Maintenance:	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	Very Good	Excellent
Overall level of service received	1	2	3	4	0
Timelines in responding to maintenance calls	1	2	3	4	<i>(5)</i>
Quality of maintenance work	1	2	3	4	<i>6</i> 2
Ease of maintenance procedures	1	2	3	4	(3)
Level of courtesy shown	1	2	3	4	<u>(5)</u>
Corporate Office:				<i>a</i>	
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:				0	
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 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	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	2 2	3 3	4	5 5			
What was your favorite part about living at this Landis community? This of the cove and supposed a free low the howse								



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) (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	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	5 5

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

Being close to campus



Please rate the following items using the following criteria:

Maintenance:	<u>Poor</u>	<u>Eair</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	<u>(4)</u>	ج _
Level of courtesy shown	1	2	3	4	(B)
Corporate Office:				6	_
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:				(Č)	_
Please rate the property overall	1	2	3	(4)	5
Overall:				(3)	_
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 co	ommunity	<i>'</i> ?		



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 (3) (3) (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	2 2	9	4 4	5 5
What was your favorite part about living at this The main takence was extended and pood at their jobs.	s Landis c eh-ely	ommunity ANT	7? NC to	respond	<u> </u>



Maintenance: Overall level of service received Timelines in responding to maintenance calls Quality of maintenance work	<u>Poor</u> 1 1 1	<u>Fair</u> 2 2 2	Average 3 3 3	Very Good 4 4 4	Excellent S S		
Ease of maintenance procedures Level of courtesy shown	1 1	2 2	3 3	4 4	<u>ග</u> ර		
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	666		
Property: Please rate the property overall	1	2	3	4	5		
Overall: Overall experience received Overall value received	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:

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	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	<u>(4)</u>	5
Overall value received	1	2	3	4)	5
What was your favorite part about living at this	Landis co	mmunity	?		

The preximity to compus was rice. Not too close, not too



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 4	Excellent S 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	(3)
Overall: Overall experience received Overall value received	1	2 2	3 3	4 4	(<u>5</u>)

ii was your iavoitii	s pari about nying at ims	s Landis Community?
Friendly	communita	
	7	3



Please rate the following items using the following criteria:

Maintenance:	<u>Poor</u>	<u>Fair</u>	Average	Very Good	<u>Excellent</u>
Overall level of service received	1	2	3 .	4	(3)
Timelines in responding to maintenance calls	1	2	3	4	<u> </u>
Quality of maintenance work	1	2	3-	Φ	5
Ease of maintenance procedures	1	2	3 -	(5
Level of courtesy shown	1	2	3	4	5 ·
Corporate Office:	1	0		4	©
Overall level of service received	l .	2	3	4 ·	
Timeliness of response to issues	1	2	3	4	⑤ 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 Overall value received	1	2. 2	3 3	4	⑤ 5

What was your favorite part about living at this Landis community?
The firmeliness that the office & masintenance responded with.

Inever fett like I had to argue or fight. As long as I
explained a situation (parking rent or other) Landis was Willing



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 2	Average 3 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 Timeliness of response to issues Level of courtesy shown	1 1 1	2 2 2	3 3 3	4 4 4	(S) (S)
<u>Property:</u> Please rate the property overall	1	2	3	4	3
Overall: Overall experience received Overall value received	1	2 2	3 3	4 4	(<u>5</u>)

What was your favorite part about living at this La	ndis community?			
What was your favorite part about living at this Lan	& = Loudle	and	Cattlina S	to holo.
	7 7 7		37,00.0	10 Ach