



2015 RESIDENT and FAMILY SATISFACTION SURVEY

(Please be sure to complete *both* pages.)

New Horizons' mission is to always provide a very high quality residential environment, with pleasant, effective service to all residents. Please take a few moments to answer the following questions, as applicable, concerning your level of satisfaction with New Horizons (circle the most appropriate response). Replies may be returned to a survey administrator, or in a sealed envelope to the Front Desk. Your "Other Comments" will be *especially* helpful. Thank you.

1. New Horizons provides an attractive, very presentable residential environment.

Strongly Agree Agree Disagree No Opinion

Comments: _____

2. The living accommodations, building, and grounds are well maintained.

Strongly Agree Agree Disagree No Opinion

Comments: _____

3. Suite maintenance and repair personnel are efficient, knowledgeable, and friendly.

Strongly Agree Agree Disagree No Opinion

Comments: _____

4. The housekeeping staff is friendly and efficient.

Strongly Agree Agree Disagree No Opinion

Comments: _____

5. Dining room servers are friendly and diligent.

Strongly Agree Agree Disagree No Opinion

Comments: _____

6. **The quality, variety, and portion sizes of my meals are generally very good.**

Strongly Agree Agree Disagree No Opinion

Comments: _____

7. **The activities staff offers a nice variety of well-organized activities and events.**

Strongly Agree Agree Disagree No Opinion

Comments: _____

8. **Front Desk staff provides information and assistance in a pleasant, helpful manner.**

Strongly Agree Agree Disagree No Opinion

Comments: _____

9. **Management is available, professional, and attentive when needed.**

Strongly Agree Agree Disagree No Opinion

Comments: _____

10. **I am treated with respect and dignity by the staff at New Horizons.**

Strongly Agree Agree Disagree No Opinion

Comments: _____

I know someone who might be interested in moving to this community. Yes No

Contact information: _____

OTHER COMMENTS (if any): _____

Resident / Family Name: _____

(optional)

Resident's Unit #: _____