



**2010 RESIDENT and FAMILY
SATISFACTION SURVEY**
(Please be sure to complete *both* sides.)

New Horizons' mission is to always provide a 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 (check the most appropriate response). Replies may be returned to a survey administrator, or in a sealed envelope to the Front Desk. Your added comments will be especially helpful. Thank you.

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

Strongly Agree Agree Disagree No Opinion

Comments: _____

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

Strongly Agree Agree Disagree No Opinion

Comments: _____

3. The housekeeping and maintenance staffs are friendly, knowledgeable, and efficient.

Strongly Agree Agree Disagree No Opinion

Comments: _____

4. Dining room servers are friendly and diligent.

Strongly Agree Agree Disagree No Opinion

Comments: _____

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

Strongly Agree Agree Disagree No Opinion

Comments: _____

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

Strongly Agree Agree Disagree No Opinion

Comments: _____

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

Strongly Agree Agree Disagree No Opinion

Comments: _____

8. **The billing system is generally accurate, comprehensive and understandable.**

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 #: _____