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 #: ________________________

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