



Real Estate Rental Property Tenant Satisfaction Survey Checklist 2026

Property Maintenance & Repairs

Evaluate the responsiveness of the management team and the quality of recent maintenance work performed on the unit and common areas.

How would you rate the speed of maintenance response?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Which maintenance services have you requested in the last 6 months?

- ☐ Plumbing
- ☐ Electrical
- ☐ HVAC/Heating & Cooling
- ☐ Appliance Repair
- ☐ Pest Control
- ☐ General Carpentry/Drywall

On a scale of 1-10, how would you rate the quality of the repairs performed?

Enter a number...

Please describe any recurring maintenance issues you have experienced.

Write something...

Upload photos of any unresolved maintenance issues (if applicable)

 **Upload File**

Communication & Management Responsiveness

Assess the clarity, frequency, and professionalism of communications from the property manager and the ease of reaching staff.

How would you rate the responsiveness of the property management team?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Which communication channels do you primarily use to contact management?

- ☐ Email
- ☐ Phone Call
- ☐ Tenant Portal
- ☐ SMS/Text Message
- ☐ In-person

On average, how many hours does it take to receive a response to a non-emergency inquiry?

Enter a number...

Please provide any additional feedback regarding your recent interactions with our management staff.

Write something...

Date of last communication with management

Enter date...

Facility Amenities & Common Areas

Review the cleanliness, functionality, and availability of shared amenities such as gyms, lounges, laundry rooms, and parking facilities.

Which amenities do you use regularly?

- ☐ Fitness Center
- ☐ Swimming Pool
- ☐ Laundry Room
- ☐ Resident Lounge
- ☐ Parking Garage
- ☐ Community Garden
- ☐ Outdoor BBQ Area

Rate the cleanliness of the common areas

Enter a number...

Overall satisfaction with amenity maintenance

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Please provide details on any broken or malfunctioning amenities

Write something...

Upload photos of any facility issues (optional)

 Upload File

Safety & Security Measures

Survey the tenant's perception of building security, including lighting, entry controls, locks, and overall feeling of safety within the premises.

How would you rate the overall feeling of safety within the property?

- ☐ Very Safe
- ☐ Somewhat Safe
- ☐ Neutral
- ☐ Somewhat Unsafe
- ☐ Very Unsafe

Which security features are you most satisfied with?

- ☐ Front Door/Entry Locks
- ☐ Security Cameras/CCTV
- ☐ Gate/Intercom System
- ☐ Outdoor Lighting
- ☐ On-site Security Personnel
- ☐ Key Card/Fob Access

How many security-related incidents (e.g., broken locks, unauthorized entries) have you experienced in the last 12 months?

Enter a number...

Please describe any specific security concerns or areas where lighting/surveillance could be improved.

Write something...

Upload photos of any broken security hardware or damaged entry points (if applicable)

 **Upload File**

Lease Agreement & Billing Transparency

Measure satisfaction regarding the clarity of the lease terms, the ease of the rent payment process, and the accuracy of utility billing.

How would you rate the clarity of your lease terms and conditions?

- ☐ Very Clear
- ☐ Somewhat Clear
- ☐ Neutral
- ☐ Unclear
- ☐ Very Unclear

Which billing issues have you encountered in the last 12 months?

- ☐ Incorrect utility charges
- ☐ Late fee disputes
- ☐ Difficulty using the online payment portal
- ☐ Unexpected fee increases
- ☐ None of the above

On a scale of 1-10, how easy is it to navigate the rent payment process?

Enter a number...

Please provide any additional feedback regarding your lease agreement or billing discrepancies.

Write something...

Upload any supporting documentation or receipts related to billing disputes

 **Upload File**

Unit Condition & Habitability

Gather feedback on the overall living environment, including plumbing, HVAC performance, appliance functionality, and cleanliness upon move-in.

Overall Condition of the Apartment

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

Identify any areas requiring attention

- ☐ Plumbing/Leaks
- ☐ Electrical/Lighting
- ☐ HVAC/Heating & Cooling
- ☐ Appliances
- ☐ Walls/Paint
- ☐ Flooring/Carpeting
- ☐ Windows/Doors

Detailed description of any maintenance issues encountered

Write something...

Upload photos of any unit damages or concerns

 Upload File

Rating of cleanliness upon move-in (1-10)

Enter a number...

Community & Neighborhood Environment

Evaluate the tenant's satisfaction with noise levels, neighborhood safety, accessibility to local amenities, and general community atmosphere.

Overall Safety Rating of the Neighborhood

- ☐ Very Safe
- ☐ Somewhat Safe
- ☐ Neutral
- ☐ Somewhat Unsafe
- ☐ Very Unsafe

Neighborhood Features You Frequently Utilize

- ☐ Public Parks/Green Spaces
- ☐ Local Grocery Stores
- ☐ Public Transportation
- ☐ Fitness Centers/Gyms
- ☐ Restaurants & Cafes
- ☐ Walking/Biking Trails

Average Noise Level Rating (1-10)

Enter a number...

Additional Comments on Neighborhood Environment

Write something...

Overall Satisfaction & Retention Intent

A final assessment of the tenant's likelihood to renew their lease and their overall recommendation of the property to others.

Overall Satisfaction Score

Enter a number...

Likelihood to Renew Lease

- ☐ Very Likely
- ☐ Likely
- ☐ Neutral
- ☐ Unlikely
- ☐ Very Unlikely

Reasons for Staying or Leaving

- ☐ Price/Rent Value
- ☐ Location
- ☐ Property Condition
- ☐ Management Quality
- ☐ Amenities
- ☐ Safety

Additional Comments

Write something...

Tenant Acknowledgment

< Previous

> Next

✓ Finish

🔗 Generate Sample Report