

General Condition of Apartment

1. Please check any that apply
 My locks don't work properly and I don't feel secure
 I have an insect or rodent infestation
 I have broken light fixtures
 I don't always have hot water
2. Does the heater work well enough to keep you warm? YES NO
3. Does the air conditioning keep your house cool? YES NO
4. Do all the smoke detectors work?
 YES NO
5. Are there any gas leaks from the heater or any other appliance in your apartment? YES NO
6. Electrical wiring - please check any that apply
 Exposed or frayed electrical wiring in my unit.
 Some wall sockets in my apartment don't work
 Some wall sockets don't have covers on them
7. Please check if your floor and/or carpet is damaged, torn, curling or loose enough to cause someone to trip or fall?
 Carpet Flooring
8. Do your carpets/flooring have mold, mildew, are rotting or have a bad musty odor? YES NO
9. Condition of walls & ceilings - please check any that apply.
 Walls and/or ceilings have mildew or mold.
 Walls and/or ceilings have serious problems like buckling, sagging or collapsing.
 Walls and/or ceiling have cracks where wind, rain or insects can get in.
 Walls and/or ceilings have water leaks.
- 10 Please check any that apply
 Windows are cracked
 No locks or missing locks on windows
 Missing screens

Kitchen

11. If you have a garbage disposal, does it work? YES NO
12. Condition of your stove - please check any that apply
 One or more of my burners is broken
 The oven does not work
 The hood fan doesn't work well enough to remove smoke

13. Does the refrigerator keep food cold enough so that it doesn't spoil or go bad? YES NO

14. Does the kitchen sink clog up?
 YES NO

15. Are there any water leaks from the sink, pipes, or dishwasher
 YES NO

16. Does the kitchen faucet have enough water pressure? YES NO

17. If you have a dishwasher, does it work? YES NO

18. What condition are cabinets and drawers in:
 Good – everything looks good and works fine
 Satisfactory – need a few repairs
 Poor – Major repairs: missing or broken doors and drawers, doors don't close, cabinets sagging or warped

19. What condition are your counter-tops in?
 Good – great shape
 Satisfactory – a little peeling and a few small cracks
 Poor condition – major peeling and cracks

Bathroom

20. If you have an exhaust fan, is it working properly? YES NO

21. Condition of bathroom vanity and cabinets:
 Good – everything looks good and works fine
 Satisfactory – needs a few repairs
 Poor – Major repairs: missing or broken doors, drawers don't work; countertops are loose, broken, chipped or cracked.

22. Plumbing problems – please check any that apply
 Toilet doesn't work properly
 Bathtub drain clogs up
 Bathroom sink clogs up
 Water leaks from the bathtub, toilet or sink
 There are missing towel racks or dispensers

Bedrooms

23. Bedroom & closet doors: please check any that apply
 Closet doors are broken or don't work properly
 Closet doors are missing
 Bedroom door is broken or doesn't work properly

Bedroom door is missing

Outside your Apartment

24. If you have a private patio or balcony, does it have any of the following problems:
 Flooding or drainage problems
 Fence or railing broken, sagging or missing
 Gate is broken or missing
 Mold, mildew or dry rot
 Cracked, broken or sagging deck or floor
 Light fixture missing or not working

25. Is there enough outside lighting on the grounds, walkways and parking lot to keep residents safe and prevent residents from tripping?
 YES NO

26. Do the sidewalks have big cracks, potholes or uneven edges that could cause someone to trip or fall?
 YES NO

27. Does the parking lot have potholes, big cracks or uneven surfaces that could cause someone to trip or fall?
 YES NO

28. Are any of the railings or handrails on the stairs or balconies loose, wobbly, broken or missing? YES NO

29. Do any upstairs walkways, balconies or porches have missing or loose boards, dry rot, holes, big cracks, sagging, badly peeling paint, or water damage that could make them unsafe or collapse?
 YES NO

30. Are there any broken, missing, loose or wobbly steps on the stairs?
 YES NO

31. Are the laundry rooms clean, safe and in good condition?
 YES NO

32. Are any of the washers and dryers not working or need repairs?
 YES NO

33. Are the outside areas and parking lots clean and free from garbage?
 YES NO

34. Is there a need anywhere in the project for ramps for wheelchairs or persons who are disabled?
 YES NO

35. Do the parking lots, walkways, play areas or other outside areas in the project flood or back up with water?
 YES NO

36. Does the project have a problem with rats, mice or insect infestations like cockroaches? YES NO

37. Does the project have problems with crime, drug dealing or other suspicious activities occurring? YES NO

38. Is any of the outside fencing broken, falling down, missing or have holes large enough for a person to go through? YES NO

39. Is any playground equipment broken, missing or in dangerous condition? YES NO

40. Does any raw sewage ever back up in the project? YES NO

41. How is management doing?

42. How well does management respond to repair requests? (Please check one)
 Good – fast response, repair work almost always satisfactory
 Satisfactory – response and repairs usually satisfactory
 Unsatisfactory – Response and repair work sometimes not satisfactory
 Poor – Response and repair work usually not satisfactory

43. In the last 12 months, have you had a serious repair problem that was not satisfactorily repaired within 30 days?
 YES NO

44. In the last 12 months, have you had an emergency repair request that was not satisfactorily repaired within 48 hours? YES NO

45. If there is a community room, is it usually available for residents to use?
 YES NO

46. Do all management and maintenance staff treat residents in a courteous, respectful and professional manner?
 Always Usually
 Sometimes Never

47. Is the manager's office usually open and staffed during normal working hours during the day?
 Always Usually
 Sometimes Never

48. How would you rate relations between the manager and the residents?
 Good – Great relations between manager and residents
 Satisfactory – relations are usually satisfactory
 Unsatisfactory – some problems
 Poor – lots of problems with management and residents

49. How would you rate management enforcement of house rules – noise, overnight guests, parking, etc?
 Good – Enforcement is fair, consistent and reasonable
 Satisfactory – Enforcement is usually

fair and consistent
 Unsatisfactory – sometimes enforcement is not fair
 Poor – Enforcement usually unfair, lots of problems

50. Overall, how would you rate the job management is doing
 Good Satisfactory
 Unsatisfactory Poor

51. Overall, how would you rate maintenance of the project?
 Good Satisfactory
 Unsatisfactory Poor

52. How would you rate this project as a place to live?
 Good Satisfactory
 Unsatisfactory Poor

Other Problems or Comments

53. Are there any other comments about repairs and management that you would like to add?

Delaware Housing Coalition and National Alliance of HUD Tenants
State Wide Advice for Tenants
1 888 DEL SWAT [1 888 335 7928]
Please return completed survey to:
Tenant Survey