



*This is home!*

## 2009 FAMILY SATISFACTION SURVEY

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

New Horizons' mission is always to 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. Replies may be mailed to: New Horizons, 200 West Cummings Park, Woburn, MA 01801, or left at the Front Desk in a sealed envelope. 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. Our 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. Resident is treated with respect and dignity by the staff at New Horizons.**

Strongly Agree                      Agree                      Disagree                      No Opinion

**Comments:** \_\_\_\_\_

\_\_\_\_\_

**OTHER COMMENTS (if any):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Resident's Name: \_\_\_\_\_

Unit #: \_\_\_\_\_

Family Member's Name: \_\_\_\_\_

*Names and unit number are optional.*