

# ARE YOU HAPPY WITH OUR SERVICE?

## We don't expect your business... We like to earn it

We are constantly in the pursuit of improving our internal operations and level of client service. Our goal is for you to be completely satisfied and your opinion is important to us. We are interested to know how you rate our property management team. To assist us, please take a moment to complete this brief survey and return it to our agency.

**RENTAL PROPERTY:** \_\_\_\_\_

Landlord Name: \_\_\_\_\_

Property Manager Name: \_\_\_\_\_

**FEEDBACK:**

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| 1. Are you happy with the level of service that we provide you?  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. Do you find our property management team professional, friendly and helpful?                          | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. Are you satisfied that our fees and charges are competitive and of value?                             | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. Do you feel that our team demonstrates a high level of knowledge?                                     | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. Are your concerns, emails, telephone calls and questions promptly followed-up?                        | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 6. Do you feel that you are receiving a professional level of service?                                   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 7. Do you feel that the management of your property is carried out in accordance with your instructions? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 8. Do you find our landlord newsletters informative?   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 9. Are you happy with the vacancy periods on your property?  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 10. Do you have any other investment properties not managed by our agency?                               | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 11. Would you like someone to contact you to discuss the management of the property/s?                   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 12. Are you or do you know someone looking to purchase a property in the future?                         | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 13. Are you or do you know of someone that is looking at selling a property in the future?               | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 14. Would you like a complimentary appraisal on your property?   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 15. If the occasion arose, would you recommend our service to someone else?                              | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 16. On a scale from 1 (poor) to 10 (excellent) how would you rate our service?                           | _____                        |                             |

**Comments:**

---



---



---



---



---



---



---

If you have any concern requiring immediate action, we encourage you to contact our agency and speak directly with the Principal. To improve our service to you, we find it helpful to discuss the questionnaire results with your Property Manager. If you do not wish the property management team to receive the above feedback, please tick this box

We would also like to invite you to take a moment to complete our testimonial request.

