

LESSOR TELEPHONE SURVEY

Lessor's Name: _____

Date: _____

Hello LESSOR NAME, (May I call you LESSOR NAME i.e. Jack or Mr Smith?). This is a quick client service call to let you know that everything is going well with your property... The tenant's rent is up to date, we have had no complaints and the tenants are happy... As you may be aware we like to go the extra mile in servicing our clients to ensure that we are meeting your needs and expectations... To assist us would you mind taking a few moments to answer some brief questions?

- 1. Are you happy with the level of service we provide you? Yes No
- 2. Are you happy with the number of inspections carried out annually? Yes No
- 3. Are the statements easy for you to understand? Yes No
- 4. Are you happy with the regularity of contact? Yes No
- 5. Are you happy with the receptionist's service? Yes No
- 6. Are you happy with administration's service? Yes No
- 7. Do you feel that your requests are dealt with promptly and efficiently? Yes No
- 8. Do you feel that you are receiving a professional service? Yes No
- 9. Do you feel that the management of your property is carried out in accordance with your instructions? Yes No
- 10. Do you find our newsletters informative? Yes No
- 11. Are you happy with the vacancy periods of your property? Yes No
- 12. If the occasion arose, would you recommend our service to someone else? Yes No
- 13. Is there any area of our business or service that we could improve? Yes No
- 14. Do you have any other investment properties not managed by our office? Yes No
- 15. Would you like someone to contact you to discuss the management of the property/s? Yes No
- 16. Are you looking to purchase a property in the future? Yes No
- 17. Are you looking at selling a property in the future? Yes No
- 18. Do you require an appraisal on a property? Yes No

COMMENTS - Praise or criticism of our Asset Management Division

Client Service Call carried out by: _____ Date: / / Time: _____ am/pm