

## 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