

## New Tenant Survey

At Harcourts VennMillar, we are constantly determining ways to improve service to our valued clients by assessing our current performance. We are very interested to know your views, and prioritize how you and your tenancy have been managed by our Property Management department.

|                          |  |
|--------------------------|--|
| <b>Property Address:</b> |  |
| <b>Tenant Name:</b>      |  |
| <b>Mailing Address:</b>  |  |
| <b>Property Manager:</b> |  |
| <b>Date Completed:</b>   |  |

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|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question 1 | <p>How do you rate the level of courtesy &amp; service provided by our Receptionist?</p> <p> <input type="checkbox"/> Poor              <input type="checkbox"/> Satisfactory              <input type="checkbox"/> Very Good              <input type="checkbox"/> Excellent         </p>                                                        |
| Question 2 | <p>How do you rate the service provided by our Property Management department?</p> <p> <input type="checkbox"/> Poor              <input type="checkbox"/> Satisfactory              <input type="checkbox"/> Very Good              <input type="checkbox"/> Excellent         </p> <p>COMMENTS:</p> <hr/> <hr/> <hr/>                           |
| Question 3 | <p>How do you rate the advice &amp; information given to you about properties we had available to lease?</p> <p> <input type="checkbox"/> Poor              <input type="checkbox"/> Satisfactory              <input type="checkbox"/> Very Good              <input type="checkbox"/> Excellent         </p> <p>COMMENTS:</p> <hr/> <hr/> <hr/> |
| Question 4 | <p>Were your Tenancy Agreement terms and obligations adequately explained to you?</p> <p> <input type="checkbox"/> YES              <input type="checkbox"/> NO         </p> <p>IF NO, YOUR COMMENTS PLEASE:</p> <hr/> <hr/> <hr/>                                                                                                                |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question 6  | <p>In making your application to lease the property, did we make any promises to you that were not met?</p> <p><input type="checkbox"/> YES      <input type="checkbox"/> NO</p> <p>IF YES, YOUR COMMENTS PLEASE:</p> <hr/> <hr/>                                                                                                                                                                                                                                       |
| Question 7  | <p>Was the Application process clearly explained to you?</p> <p><input type="checkbox"/> YES      <input type="checkbox"/> NO</p>                                                                                                                                                                                                                                                                                                                                       |
| Question 8  | <p>Do we offer rental payment systems that are convenient to you?</p> <p><input type="checkbox"/> YES      <input type="checkbox"/> NO</p> <p>IF NO, YOUR COMMENTS PLEASE:</p> <hr/> <hr/>                                                                                                                                                                                                                                                                              |
| Question 9  | <p>Are there any additional services you would like us to provide to you?</p> <p><input type="checkbox"/> YES      <input type="checkbox"/> NO</p> <p>PLEASE COMMENT:</p> <hr/> <hr/>                                                                                                                                                                                                                                                                                   |
| Question 10 | <p>How would you rate our Property Management Department's overall performance? 1 being the lowest, 10 being the highest score.</p> <p><input type="checkbox"/>1    <input type="checkbox"/>2    <input type="checkbox"/>3    <input type="checkbox"/>4    <input type="checkbox"/>5    <input type="checkbox"/>6    <input type="checkbox"/>7    <input type="checkbox"/>8    <input type="checkbox"/>9    <input type="checkbox"/>10</p> <p>COMMENTS:</p> <hr/> <hr/> |
| Question 11 | <p>What <b>3</b> things could we do to improve our Property Management service for you?</p> <hr/> <hr/> <hr/> <hr/> <hr/>                                                                                                                                                                                                                                                                                                                                               |