

# MAINTENANCE SATISFACTION SURVEY

Your opinion and satisfaction is very important to the Board of Directors and Management Company. Providing us with your comments regarding the maintenance service will help us to serve you better. Please take a moment to complete this form and return it to 11908 Farmington Rd., Livonia, MI 48150.

**Co-owner Name** \_\_\_\_\_

**Address** \_\_\_\_\_ **Telephone** \_\_\_\_\_

- |    |  |          |          |          |
|----|--|----------|----------|----------|
| 1) | Was your property manager considerate when taking your service request?              | YES [ ]  | NO [ ]   |          |
| 2) | Was the service request taken care of promptly or when promised?                     | YES [ ]  | NO [ ]   |          |
| 3) | Were you satisfied with the completed work?  | YES [ ]  | NO [ ]   |          |
| 4) | Was the service area left neat & clean?  | YES [ ]  | NO [ ]   |          |
| 5) | Did the technician act in a professional and courteous manner?                       | YES [ ]  | NO [ ]   |          |
| 6) | Was a door tag left at your unit advising you of the status of your service request? | YES [ ]  | NO [ ]   |          |
| 7) | Please rate the overall service experience   | GOOD [ ] | FAIR [ ] | POOR [ ] |

How could the service be improved? We would appreciate any ideas, suggestion or comments you may have regarding improved service. Please use the space provided below. For additional space use the back side.

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Thank you for taking the time to complete and return this form.

<b>OFFICE USE ONLY</b>
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Work Order Number \_\_\_\_\_

Date Received by Co-owner \_\_\_\_\_

Date Reviewed and Results Recorded \_\_\_\_\_

By \_\_\_\_\_