



Customer Service Survey

Please return survey by Fax 08 8379 0703 or to
Strata Data Realty PO Box 219, Glen Osmond SA 5064

Help us to help you!

We value your opinion. Therefore we have prepared the following survey to provide you with the opportunity to tell us what you think about our service. The feedback you provide us with will be used as a guide to how to improve our property management service.

We really appreciate your help – therefore please feel free to fill in this customer satisfaction survey in at any time and return it to us as detailed above.

1. How would you rate the communication you have received from the Rental Department generally and the Property manager?

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10
Poor Excellent

Comments

2. What level of customer service do you feel you are provided with?

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10
Poor Excellent

Comments

3. When your property is vacant how well do you believe the advertising and leasing of your property is handled?

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10
Poor Excellent

Comments

4. Are you satisfied with our handling of day to day tenancy matters? (for example: lease renewals, maintenance issues)

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10
Not Satisfied Satisfied

Comments

5. How would you rate our service regarding account payments and your monthly financial statements?

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10
Poor Excellent

Comments

6. How accessible do feel staff in our rental department are?

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10
Not Accessible Accessible

Comments

7. Are you happy with the rental income you are receiving for your rental property?

Yes / No

Comments

8. How would you rate the presentation and detail of the routine inspection reports?

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10
Poor Excellent

Comments

9. What are 3 ways that you believe we could do to improve our service to you?

A) _____

B) _____

C) _____

10. What are 3 things about our rental department that you are most satisfied with?

A) _____

B) _____

C) _____

11. Overall how would you rate the professionalism of our rental department?

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10
Unprofessional Professional

Comments

12. Do you have any additional comments for our Rental Department?

13. Are there any outstanding issues that you have not yet had resolved?

Yes / No

If yes, please provide details

Name: _____

Rental Property Address: _____

Telephone Details: _____