

Customer Care Cards

UPON MOVE-IN (FRONT SIDE)

YOUR OPINION IS IMPORTANT TO US

Please fill out and mail this pre-addressed, postage-paid card.

Name of community and address _____

Was your move-in appointment scheduled at a time that was convenient for you? ... Yes No

Were you given a move-in packet? Yes No

Were the contents of the move-in packet explained to you? Yes No

Were you given a copy of the community policies? Yes No

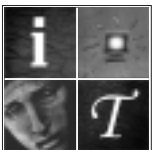
Were you given a copy of the lease you signed? Yes No

Were all the terms of the lease thoroughly explained to you? Yes No

Comments or concerns: _____

THANK YOU

1. Train staff to specifically ask every new resident to complete and return.
2. Make it simple to respond
 - A. Pre-addressed, postage-paid card
 - B. Offer an incentive to respondent (optional)
3. Ensure candid replies, uniform tracking and consistent response
 - A. Should be mailed to offsite location
 - B. Information should be used to praise individuals, correct situations and establish trends.



Call us (619) 286-2919 or visit our website www.itpartneronline.com

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UPON MOVE-IN (BACK SIDE)

Were you escorted on a walk-through of your apartment by an on-site team member who was familiar with your home? Yes No

Was a move-in checklist used during the walkthrough? Yes No

Did you receive a copy of the completed checklist signed by both you and the on-site team member? Yes No

Were you completely satisfied with the preparation of your apartment? Yes No

Were you shown any convenience/safety pointers regarding your apartment home? Yes No

Did you experience any unexpected problems or unresolved concerns upon move-in? Yes No

What is your overall impression of your move-in? Excellent Good Fair Poor

Comments or concerns: _____

THANK YOU

