

Customer Care Cards

UPON MOVE-OUT (FRONT SIDE)

YOUR OPINION IS IMPORTANT TO US

Please complete and mail in the pre-addressed, postage-paid envelope provided.

Name of Community and address _____

Would you say that our on-site service team was:

	Excel	Good	Fair	Poor
Courteous in person & on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informative & Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prompt attention to Service Requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General Evaluation of Your Apartment Home/Community

	Excel	Good	Fair	Poor
Floor Plan/Room Size	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heating/Air Conditioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closet Space/Storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpet/Floors/Windowcoverings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen/Appliances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pool Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Construction Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laundry Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreational Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lobbies/Hallways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments _____				

Why Did You Move Here?

- Size
- Convenient location
- Friends or family
- Attractive overall appearance
- Reputation of management
- Recreation facilities
- Price Range
- Other

Why Are You Moving?

- Need Larger/Smaller
- Employment change
- Need more modern
- Need different neighborhood
- Purchasing a home
- Change of family/roommate status
- Relocating out of area
- Due to management

1. Train staff to specifically ask every customer 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

