

## **Canceled Management Survey**

Dear Owner,

Attached is PME's Canceled Management Survey. We would appreciate your completion of this survey with your comments and return by either fax at 209-465-1400 or mail to Attn: Patricia Cabrera, Property Management Experts, 200 W. Harding Way, Stockton, CA 95304. The knowledge we gain from your evaluation of our services and performance is a valuable tool in accessing the effectiveness of our management programs. PME appreciates not only your past business, but your willingness to participate in this process.

As an investor, should you ever again need the services of a professional property manger, please contact PME at 1-800-FONEPME (366-3763). We welcome any opportunity to keep you informed of market trends in any of the areas we serve and are happy to offer you a free rental market analysis of investment property you own or are considering for purchase.

We want to thank you in advance for your cooperation in our evaluation process.

Sincerely,

Property Management Experts

## CANCELED MANAGEMENT SURVEY FOR OWNERS

Account Executive: \_\_\_\_\_

Owner Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address of property managed: \_\_\_\_\_ City: \_\_\_\_\_

Email address: \_\_\_\_\_ Date: \_\_\_\_\_

1. Why did you cancel our services?
2. What advise could you give us on improving our service? How could we have better served you?
3. What are the negatives of our service? Or the Positives?
4. Did you contact us by email?  Yes  No, Did we respond?  Yes  No, comments?
5. How did you feel your Account Executive communicated with you? Was he/she direct and honest in her communication?
6. Did the voice mail system work for you? Any problems with getting a return phone call?
7. Did you have any comments about the rest of our staff, bookkeeping, receptionist, maintenance dept?
8. How would you rate your overall experience with PME?  Excellent  Fair  Poor
9. How would you rate your Account Executive?  Excellent  Fair  Poor
10. Would you recommend our service to others?  Yes  No