

New Account Questionnaire & Service Evaluation

Please tell us more about your property, why you chose us, and how we did!

Total Maintenance Group - Rewards Programs**

NEW PROPERTY INFORMATION/FIRST SCHEDULE EVALUATION REWARDS: \$50 retail gift card.

-Successfully complete and submit (1) New Property Information Questionnaire & Service Evaluation.

-New Property Questionnaire and Service Evaluation will be sent out immediately after service.

-Limit (1) evaluation per property, per year (assuming management change).

Property Name: *

Garden Apartments

Property Management Name *

Really Good Property Management

of Units at Property *

18

How did you hear about us? *

- Referral (Manager/Maintenance from another property)
- Property Management (Same PM of another currently scheduling property)
- USPS Mail Advertisement
- E-Mail Advertisement
- Phone Call
- Property Visited by Field Supervisor
- Other **

** Other

What was your main reason for deciding to use Total Maintenance Group? *

- Pricing
- Quality Control and Visitation
- Rewards Program & Scheduling Convenience
- Recommendation
- Instructed by Property Management
- Instructed by Property Owner
- Other **

**Other

Services Performed By: *

	Vendor	In-House	Both - (according to workload)
Painting	<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Cleaning	<input type="radio"/> 1	<input checked="" type="radio"/> 2	<input type="radio"/> 3
Reglazing	<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Carpet Cleaning	<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
New Carpet Installation	<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3

Work Performance *

	Strongly Disagree	Disagree	Agree	Strongly Agree
Scheduled work was performed to expected standards.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input checked="" type="radio"/> 4
The job site was kept clean and orderly during work.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input checked="" type="radio"/> 4
Technicians arrived on time and finished in a timely manner.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input checked="" type="radio"/> 4
Technicians were dressed appropriately and looked professional.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input checked="" type="radio"/> 4

Work Performance: Additional Comments

Quality Control *

	No	YES
A field representative visited/reviewed the work performed and addressed issues(if any).	<input type="radio"/> 1	<input checked="" type="radio"/> 2
Issues(if any) were resolved promptly.	<input type="radio"/> 1	<input checked="" type="radio"/> 2

Quality Control: Additional Comments