

Comfort Property Management Client Satisfaction Questionnaire

Please fill out this questionnaire by March 31, 2014 to enter a draw for a chance to win an iPod. To qualify for the draw Comfort Property Management Inc. must be able to verify that you are a registered owner in a Condominium that Comfort Property Inc. currently manages, and you must provide your name and contact information.

Name: _____ (Optional, but required for draw eligibility)

Contact Information (Phone Number and/or e-mail address): _____
(Optional, but required for draw eligibility)

Corporation Number in which you own a unit that is currently managed by Comfort Property Management Inc.
(ex. YCC 0) : _____

(Required so that Comfort Property Management Inc. can efficiently direct its attention to matters stated in this questionnaire)

A. How would you rate Comfort Property Management Inc.'s general quickness of response to your initial inquiries?
(Required)

1. Extremely late (more than 48 hours)
2. Late (24-48 hours)
3. Acceptable (within 24 hours)
4. Very quick (within the same day)
5. Exceptional (within a few minutes to a few hours)
6. N/A

B. Please rate the communication level you experience from Comfort Property Management Inc. (Required)

1. Comfort never keeps me updated on issues in the community
2. Comfort very rarely keeps me updated on the issues in the community
3. Comfort sometimes keeps me updated on issues in the community
4. Comfort almost always keeps me updated on issues in the community
5. Comfort always keeps me updated on issues in the community
6. N/A

C. Please rate Comfort Property Management Inc.'s level of customer service you receive. (Required)

1. Extremely displeased with customer service
2. Not pleased with customer service
3. Acceptable level of customer service
4. Very pleased with customer service
5. Extremely pleased with customer service
6. N/A

D. Please rate your overall satisfaction with Comfort Property Management Inc.'s services as your property management company. (Required)

1. Extremely displeased with overall service
2. Not pleased with overall service
3. Acceptable level of overall service
4. Very pleased with overall service
5. Extremely pleased with overall service
6. N/A

E. Please give Comfort PM an idea for an area where we should improve our service. (Required)

We thank you for taking the time to complete and email this questionnaire.
Please be assured that we value your input as it helps us structure our property management program.

PLEASE EMAIL YOUR RESPONSES TO reception@comfortpm.ca or FAX THEM TO 905-605-7799.