

Commercial Real Estate Tenant Survey

It is our goal to provide exceptional service to our tenants. Your comments and suggestions are very helpful to us. Please take a minute to complete this brief questionnaire and return it to your building manager at your earliest convenience.

Tenant Name: _____ Suite: _____

Property: _____

Completed by: _____ (Optional)

Using the scale to the right, please indicate your degree of satisfaction in the following areas:

	Very Satisfied	Satisfied	Needs Improvement	Not at all Satisfied	N/A
1. Overall attitude and service of our staff:					
a. Property Manager	_____	_____	_____	_____	_____
b. Maintenance/Building Manager	_____	_____	_____	_____	_____
c. Leasing Agent	_____	_____	_____	_____	_____
d. Receptionist	_____	_____	_____	_____	_____
2. Responsiveness of Property Manager	_____	_____	_____	_____	_____
3. Routine Maintenance response	_____	_____	_____	_____	_____
4. Emergency Maintenance response	_____	_____	_____	_____	_____
5. Elevator	_____	_____	_____	_____	_____
6. Janitorial Service (Overall)	_____	_____	_____	_____	_____
a. Within your office	_____	_____	_____	_____	_____
b. Common areas, restrooms, halls	_____	_____	_____	_____	_____
7. Heating, ventilating, air conditioning	_____	_____	_____	_____	_____
8. Parking (Overall)	_____	_____	_____	_____	_____
a. Maintenance	_____	_____	_____	_____	_____
b. Availability	_____	_____	_____	_____	_____
9. Amenities (cafeteria, vending, gym)	_____	_____	_____	_____	_____
10. Landscaping	_____	_____	_____	_____	_____
11. Exterior Lighting	_____	_____	_____	_____	_____
12. Security – Do employees feel safe at work and leaving the building? Are doors locked and unlocked as they should be?	_____	_____	_____	_____	_____

Suggestions or comments:

Thank you for your assistance.