

PROPERTY MANAGEMENT SERVICE QUESTIONNAIRE

Please answer the following questions and email or fax back to me at: 615-465-3744 or nkestner@comcast.net

EACH RETURNED SURVEY WILL BE ENTERED FOR A \$100 LOWE'S GIFT CARD DRAWING!!!

- 1 How many properties do you own in the Greater Nashville, TN area? _____
- 2 Which management company do you use? _____
- 3 How did you find your management company?
 - The internet
 - Word of mouth/fellow investors
 - Selling Agent
 - Other
- 4 How much is your monthly management fee?
8% _____ 10% _____ 12% _____ other _____
- 5 Does your management company charge overhead for repairs? Yes _____ NO _____
If yes, how much? _____ (for example 10%, 20%, 30%)
- 6 Are there other charges you feel are excessive? If so, please explain:

- 7 Are you currently happy with the performance of your management company?
Yes _____ No _____
- 8 Would you be interested in changing management companies?
Yes _____ No _____
- 9 If "YES", how soon?
 - Within 2 months
 - Within 6 months
 - Within next 12 months
- 10 If you are NOT happy with your current management company, please circle all issues below that are samples of your unhappiness:
 - Automated answering machine that does not allow you to connect to a person.
 - Excessive fees.
 - Unresponsive to your complaints/issues.
 - Monthly operating statements are confusing.
 - Do not contact you prior to making repairs.
 - Do not properly inspect the property prior to tenant occupancy/move out.
 - Do not properly notify you of needed repairs/improvements/upkeep.
 - Constraints in the management agreement.
 - Other – please explain:

