

HOW ARE WE DOING

In an effort to continue to provide efficient service, we would appreciate your comments on the following questions:

1. What was the nature of your work request (e.g. plumbing, elect., etc.)?

2. Do you believe your call was handled in a courteous and efficient manner by: Customer Service Rep. Y___ N___
Service Mechanic/Tech. Y___ N___

Comments:

3. Was the work order completed to your satisfaction? Y___ N___
If not, why?

4. If there was a charge involved, do you believe the amount is justified?
Y___ N___ If not, why?

5. Was your unit left in good condition after completion of the work request? Y___ N___ If not, why?
(absentee owners, please disregard)

6. Would you recommend the USP Program to other residents? Y___ N___

7. In your opinion, what can be done to improve the USP Program?

Thank you for your time and participation in the Unit Services Program.
Name_____ Bldg#_____ Address_____