



TOUCHSTONE

PROPERTY MANAGEMENT LTD.

CUSTOMER SERVICE – SURVEY

Name: _____
Address: _____
Email: _____
Telephone: _____
Name of Strata: _____

	N/A	Excellent	Good	Average	Fair	Poor
PROPERTY MANAGER						
Knowledge of Strata Property Act						
Knowledge of insurance claim procedures						
Knowledge of repair requirements						
Provides alternatives to reduce costs						
Courtesy						
Reliability						
Professionalism						
Follow-up / Follow through						
Prompt Return of Phone Calls						
Prompt Return of emails						
Timeliness of distributing correspondence						
On-Site visits						
Meets expectations based on Service Agreement						
Ability to clearly explain issues						
Overall quality of service provided						
COMMENTS:						

	N/A	Excellent	Good	Average	Fair	Poor
FINANCIAL						
On- time monthly financial reports						
Accurate monthly financial reports						
Effectiveness of collections						
Management of strata accounts						
Level of detail provided						
Reliability						
Ease of understanding						
Overall quality of service provided						
COMMENTS:						

	N/A	Excellent	Good	Average	Fair	Poor
ADMINISTRATION						
Courtesy & Professionalism of Staff						
Staff - Follow-Up / Follow-Through						
Prompt return of phone calls						
Prompt return of emails						
COMMENTS:						

	N/A	Excellent	Good	Average	Fair	Poor
ENGINEERS						
Knowledgeable						
Response Time						
Courtesy & Professionalism						
COMMENTS:						

NOTE: Clicking "SEND" should open a new window in your email program. If nothing happens, please print the form and fax it to us at 604.688.4349 or save and email it to forms@touchstoneproperty.com as an attachment.