

Tenant Satisfaction Form

Tenants Names

Rental Property Address

Leon Mancini & Sons Pty Ltd

Licensed Estate Agent

61 Pier Street Altona

PO Box 319 Altona

Victoria 3018

ABN 59 007 386 852

Call 24 Hours – 7 Days

P 03 9398 6366

F 03 9398 4623

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1. How did you find out about the property for lease?

realestate.com Domain Mancini Rental List

Other _____

2. How would you rate the level of communication from us during the time the property was available to lease?

Poor Satisfactory Very Good Excellent

3. Were you confident that our Leasing Manager listened to and understood your needs and concerns?

Yes No

Comments:

4. How would you rate the information & advice provided to you by your Property Manager?

Poor Satisfactory Very Good Excellent

5. When greeted by our Reception Department, the level of service has been?

Poor Satisfactory Very Good Excellent

6. When I call the office, my calls have been returned:

Promptly In that day Within a week Never

7. What are 3 things we could do to improve our services

1. _____
2. _____
3. _____

Thank you for your participation and assuring you of our best efforts at all times.