

375 Beale St – Property Survey

It is our goal to provide exceptional service here at 375 Beale St. Your comments and suggestions are very helpful to us. Please take a few minutes to complete this brief questionnaire and return it 375BealeSt@cushwake.com or in **Angus**.

Tenant Name: _____ Suite: _____

Completed by (optional) _____

Please rank the following category from 0-5, where 5 is very satisfied and 0 being N/A.

OVERALL	Very Satisfied	Satisfied	Needs Improvement	Somewhat Satisfied	Dissatisfied	N/A
Overall attitude and service of building staff:						
a. Property Management	5	4	3	2	1	0
b. Maintenance/Engineering	5	4	3	2	1	0
c. Security	5	4	3	2	1	0
d. Janitorial	5	4	3	2	1	0
e. Parking	5	4	3	2	1	0
PROPERTY MANAGEMENT	Very Satisfied	Satisfied	Needs Improvement	Somewhat Satisfied	Dissatisfied	N/A
a. Management is polite, friendly, and helpful	5	4	3	2	1	0
b. Someone is available to take your call	5	4	3	2	1	0
c. Responds within 24-48 hours to your requests	5	4	3	2	1	0
d. Communication is professional and courteous	5	4	3	2	1	0
e. Resolves issues in a timely manner	5	4	3	2	1	0
f. Management makes themselves available to help you and answer questions	5	4	3	2	1	0
g. Management is proactive to address problems before they occur	5	4	3	2	1	0
h. What is your perception of management's efficiency in problem resolution?	5	4	3	2	1	0
i. There's a good line of communication between you and management team	5	4	3	2	1	0
j. Management is accommodating of special requests	5	4	3	2	1	0
k. Management proactivity does check-ins	5	4	3	2	1	0
l. Management provides understanding of the lease on resolving concerns	5	4	3	2	1	0
ACCOUNTING	Completely Agree	Somewhat Agree	Agree	Somewhat Disagree	Completely Disagree	N/A
a. Rent statements are received in a timely manner?	5	4	3	2	1	0
b. Statements are easy to read	5	4	3	2	1	0
c. support documentations are provided and accurate	5	4	3	2	1	0
JANITORIAL	Very Satisfied	Satisfied	Needs Improvement	Somewhat Satisfied	Dissatisfied	N/A
a. Common area cleanliness	5	4	3	2	1	0
b. Elevators cleanliness	5	4	3	2	1	0
c. Restrooms cleanliness	5	4	3	2	1	0
d. Cleanliness within your office space	5	4	3	2	1	0
e. Above standard services	5	4	3	2	1	0
MAINTENANCE / ENGINEERING	Completely Agree	Somewhat Agree	Agree	Somewhat Disagree	Completely Disagree	N/A
a. Maintenance requests are handled to your satisfaction?	5	4	3	2	1	0

b. I'm able to submit maintenance requests with ease	5	4	3	2	1	0
c. Maintenance and work orders are handled completely with great quality	5	4	3	2	1	0
d. Maintenance requests and work orders are completed in a timely manner	5	4	3	2	1	0
e. I have great communication with the maintenance team	5	4	3	2	1	0
f. There are underlying concerns with heating, ventilation, and air conditioning that are unresolved	5	4	3	2	1	0

SECURITY

	Very Satisfied	Satisfied	Needs Improvement	Somewhat Satisfied	Dissatisfied	N/A
a. Security staff is friendly and accommodating	5	4	3	2	1	0
b. Responsiveness to badge access request	5	4	3	2	1	0
c. Timeliness in receiving security reports	5	4	3	2	1	0
d. Communications are professional and courteous	5	4	3	2	1	0
e. I feel a sense of safety with security around	5	4	3	2	1	0

PARKING

	Very Satisfied	Satisfied	Needs Improvement	Somewhat Satisfied	Dissatisfied	N/A
a. Ease of access to garages	5	4	3	2	1	0
b. Responsiveness to parking requests	5	4	3	2	1	0
c. Cleanliness of garages	5	4	3	2	1	0
D. Billing statements are legible and timely	5	4	3	2	1	0

PROPERTY FEATURES

INTERIOR

	Very Satisfied	Satisfied	Needs Improvement	Somewhat Satisfied	Dissatisfied	N/A
a. Interior walls, flooring and all other surfaces	5	4	3	2	1	0
b. Landscaping	5	4	3	2	1	0
c. Artwork	5	4	3	2	1	0
d. Appearance and cleanliness of common areas	5	4	3	2	1	0
e. The common areas and facilities are clean and open	5	4	3	2	1	0
f. Windows cleanliness	5	4	3	2	1	0
g. Elevators performance	5	4	3	2	1	0
h. Lighting	5	4	3	2	1	0

EXTERIOR

	Very Satisfied	Satisfied	Needs Improvement	Somewhat Satisfied	Dissatisfied	N/A
a. Appearance and cleanliness of common areas	5	4	3	2	1	0
b. The exterior is kept clean and well landscaped	5	4	3	2	1	0
c. Exterior walls	5	4	3	2	1	0
d. Windows cleanliness	5	4	3	2	1	0
e. Lighting	5	4	3	2	1	0

COVID -19

a. Do your staff feel safe returning back to the building?	YES	NO	SOMEWHAT
b. Are there any concerns with the currently enhanced cleaning protocol put in place?	YES	NO	SOMEWHAT
c. Are there any concerns regarding the HVAC system?	YES	NO	SOMEWHAT
d. Do you anticipate to return to the office in 2021?	YES	NO	SOMEWHAT
e. Is your office fully prepared to return to the office?	YES	NO	SOMEWHAT

If you answered yes, please provide estimated month.

How many people are you estimating to return to the office?

ADDITIONAL SUGGESTIONS OR COMMENTS:
