

**Please review this survey before we proceed**

- Approved as is. 3045: 541-O1  
 Not Approved, make changes and show us the new survey form. 4/24/2009 1:14:04 PM

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_

**REACT**  
**Office Tenant**

| Rating and Evaluation Criteria |   |
|--------------------------------|---|
| 5                              | Very Satisfied or Strongly Agree                                |
| 4                              | Somewhat Satisfied or Agree                                     |
| 3                              | Neither Satisfied nor Unsatisfied<br>Neither Agree nor Disagree |
| 2                              | Somewhat Dissatisfied or Disagree                               |
| 1                              | Very Dissatisfied or Strongly Disagree                          |
| 0                              | Don't Know, No Opinion or Not Applicable                        |

Distribute to: Review Only

**Directions:** Use a black ballpoint pen and fill the circle that best describes your perception, opinion or feeling corresponding to one of the Rating/Evaluation Criteria located in the box to the right. Fill circles like this: ●

|  |                       |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1) With regard to the appearance and condition of the building, how satisfied are you with:            | <b>5</b>              | <b>4</b>              | <b>3</b>              | <b>2</b>              | <b>1</b>              | <b>0</b>              |
| a) Visual appeal of the building.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b) Overall condition of the building.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c) Cleanliness of the building exterior.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d) Exterior signage.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e) Building directory/suite signage.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f) Maintenance of common areas.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| g) Landscaping.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| h) Cleanliness of parking areas.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| i) Janitorial services (restrooms, trash removal, etc.).....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| j) Exterior lighting.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| k) Interior lighting.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| l) Elevators.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| m) Mailroom.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| n) Entry area.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| o) Window washing.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2) How satisfied are you with the property manager(s) with regard to:                                  | <b>5</b>              | <b>4</b>              | <b>3</b>              | <b>2</b>              | <b>1</b>              | <b>0</b>              |
| a) Ease of contacting when questions or problems arise.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b) Follow-up after problems are reported to be sure that they have been resolved.....                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c) Courtesy and respect with which you are treated.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d) Ability to do what is required to keep you satisfied.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e) Frequency of contact and communications.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f) Willingness to respond to your needs.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| g) Clarity of communication with you.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| h) Willingness to do what they say they will do.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| i) Policies and procedures of the building.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| j) Overall level and quality of service you are receiving.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| k) Timeliness, accuracy and quality of invoices and accounting procedures in general.....              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3) How would you rate your satisfaction with the maintenance services provided:                        | <b>5</b>              | <b>4</b>              | <b>3</b>              | <b>2</b>              | <b>1</b>              | <b>0</b>              |
| a) Responsiveness of maintenance personnel.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b) Problem resolution.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c) Courtesy of maintenance personnel.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d) Work quality.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e) Follow-up on maintenance requests to ensure satisfaction.....                                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4) How satisfied are you with each of the following features of the building:                          | <b>5</b>              | <b>4</b>              | <b>3</b>              | <b>2</b>              | <b>1</b>              | <b>0</b>              |
| a) Employee parking.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b) Design.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c) Location.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d) Heating and air conditioning systems.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e) Tenant mix.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f) Quality of tenant improvements.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| g) Facilities and services to support tenants.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| h) After-hours access.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| i) Visitor parking.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5) If your company has completed a lease or renewal in the last 18 months, how satisfied are you with: | <b>5</b>              | <b>4</b>              | <b>3</b>              | <b>2</b>              | <b>1</b>              | <b>0</b>              |
| a) Ease of the leasing process.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b) Professionalism with which you were treated.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c) Follow-up and continuing contact with the leasing representative.....                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d) Overall level and quality of leasing services.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6) Please indicate how much you agree or disagree with each of the following statements:               | <b>5</b>              | <b>4</b>              | <b>3</b>              | <b>2</b>              | <b>1</b>              | <b>0</b>              |
| a) When the property manager(s) promise to do something by a certain time, they do it.....             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b) Overall tenant morale at the building is good.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c) I would recommend this building to others.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d) The property manager(s) are doing all they can to make the building appealing to tenants.....       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e) My business is performing about as well as I expected.....  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f) Based on my feelings today, I would renew my lease.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| g) I am the person who determines the real estate needs for our company.....                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7) With regard to overall satisfaction:  | <b>5</b>              | <b>4</b>              | <b>3</b>              | <b>2</b>              | <b>1</b>              | <b>0</b>              |
| a) How satisfied are you as a tenant overall?.....   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



9999-999-999

**OFFICE USE ONLY**

Bissell Property Services

3045 541-O1

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Apr/2009

