

ARI-EL Client Satisfaction Survey 2006

Dear Client:

Please take a few moments to answer this questionnaire. Upon completion, either print and fax it to 248-557-7472 or save the file to your computer then attach it to an e-mail addressed to Marilyn Meredith at:

mmeredith@ari-el.com *Thank you for your timely response.*

Company Name: _____

Property: _____

Address: _____

Suite: _____

Your Name (optional): _____

Date: September 29, 2006

1. Reason you chose to lease space with us: Location Availability Flexibility Lease Rate

2. Please rank your impression of the following items:

	Excellent	Good	Fair	Needs Improvement
Building's General Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Janitorial Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rest Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air-conditioning / Heat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep of Grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elevators (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance Response Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of Ari-El Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of Ari-El Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Does Ari-El deliver on their promises and commitments? Yes No If no, please explain below:

4. How do you feel about our Accounting department?

	Excellent	Good	Fair	Needs Improvement
Prompt Response to Inquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear Explanations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accurate Year-End Reconciliation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. If we did any tenant improvements to the space before you moved in, how do you feel about the work?

	Ahead of Schedule	As Promised	Somewhat Late	Very Late
Was the work completed when promised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Excellent	Good	Fair	Needs Improvement
Cleanliness of work performed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall appearance of your space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. About your company:

- Do you see your business increasing or decreasing over the next year? Increase Decrease Same
- Are you interested in automatic rent payments? Yes No thank you
- Do you have any other facilities that are not an Ari-El managed property? Yes No Unsure
- Do you own facilities? Yes No Unsure
- Would you be interested in our sale-leaseback program? Yes No Unsure
- What type of Internet connectivity do you have? _____
- If a higher speed were available, would you be interested if the price is right? Cable T-1 Line DSL

7. When you recommend Ari-El to your associates who need space, which Ari-El attributes do you highlight most often?

- (Select all that apply.)
- | | | |
|--|--|---|
| <input type="checkbox"/> Quick Decision Making | <input type="checkbox"/> Reputation for Honest Dealing | <input type="checkbox"/> Value Pricing |
| <input type="checkbox"/> Knowledgeable and Experienced Staff | <input type="checkbox"/> Commitment to Long-Term Ownership | <input type="checkbox"/> Focus on Client Care |
- Other: _____

8. We value your opinion, please use the space below for any additional comments or suggestions: