

# 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](mailto:mmeredith@ari-el.com) *Thank you for your timely response!*

Company Name: \_\_\_\_\_ Property: \_\_\_\_\_

Address: \_\_\_\_\_ Unit Number: \_\_\_\_\_

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"/>
Upkeep of Grounds and Common 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"/>
Maintenance Response Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of Ari-EI Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of Ari-EI Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3. Does Ari-EI 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 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

Do you have any other facilities that are not an Ari-EI 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-EI to associates who need space, which Ari-EI attributes do you highlight most often?**

(Select all that apply.)

Quick Decision Making     Reputation for Honest Dealing     Value Pricing

Knowledgeable and Experienced Staff     Commitment to Long-Term Ownership     Focus on Client Care

Other: \_\_\_\_\_

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