

Questionnaire

Gena Property Management takes pride in the service we offer to clients. As part of our new instruction process, we would like to ask our clients your current experience and how you would like your home to be run. In that respect, please take 5 to 10 minutes to answer the attached questionnaire. Please either email it to info@genapm.com or post to: PO Box 67107, London, SW11 9DQ.

Name of leaseholder	
Flat number	
Property address	
Email address	
Alternate contact details	[Enter your mailing address if you do not live at the property and do not want to be emailed]

1. Do you think the block should be cleaned once a week? If you strongly disagree or agree, please suggest a frequency?	Yes / No
2. Do you want to have your windows cleaned from the outside? Bear in mind some windows are inaccessible due to height, angles and access.	Yes / No
3. The block needs cosmetic improvements soon eg. painting? If you strongly disagree or agree, please suggest what areas need attention?	Yes / No
4. You would like to receive all future correspondence on email to aid efficiency and to save paper. If yes, please write down your email address.	Yes / No

<p>5. You are happy to install energy saving devices in the common areas like LED light bulbs and sensor operated lights that may entail a higher initial expense but lower running costs?</p>	<p>Yes / No</p>
<p>6. You would like to set up and pay by standing order so that you don't forget to make your service charge and ground rent payments.</p>	<p>Yes / No</p>
<p>7. You only want to be consulted about major works items. You will leave the small maintenance issues to the managing agent.</p>	<p>Yes / No</p>
<p>8. You are willing to contribute regularly to a reserve fund to spread the cost of large capital works.</p>	<p>Yes / No</p>
<p>9. If applicable, based on a scale of 1 to 5: 1 = Very unhappy, 2 = Mildly unhappy, 3 = Neutral / no view / OK, 4 = Mildly happy, 5 = Very happy. Please rate your experience with the previous managing agent?</p>	
<p>10. Please outline any other issues which you think needs addressing. Eg. Installation of CCTV</p>	