

Upgrade to get meaningful results: View all your responses and get powerful analysis. View Pricing →

Feedback on Peter's Property Man...

CURRENT VIEW

RESPONDENTS: 13 of 13

Export All Share All

+ FILTER + COMPARE + SHOW

Question Summaries Data Trends Individual Responses

No rules applied

Rules allow you to FILTER, COMPARE and SHOW results to see trends and patterns. Learn more »

Page 2

PAGE 2: Communication/Timeliness/Thouroughness

Q1

Customize Export

SAVED VIEWS (1)

Original View (No rules applied)

+ Save as...

EXPORTS

SHARED DATA

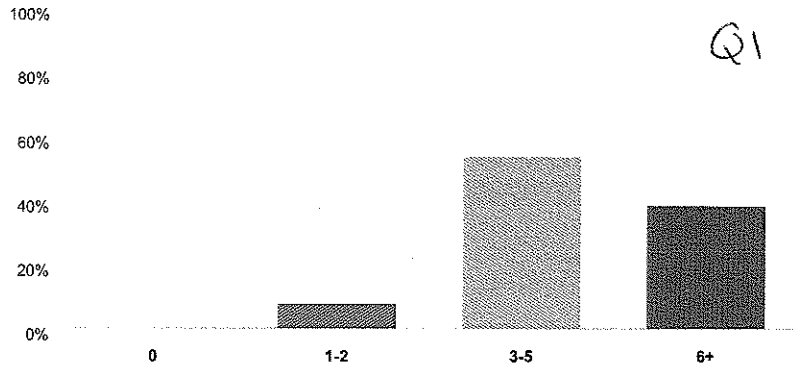
No shared data

Sharing allows you to share your survey results with others. You can share all data, a saved view, or a single question summary. Learn more »

Share All

How many times have you contacted PPM for any reason since hiring them?

Answered: 13 Skipped: 0



Answer Choices	Responses
0	0.00% 0
1-2	7.69% 1
3-5	53.85% 7
6+	38.46% 5
Total	13

Q2

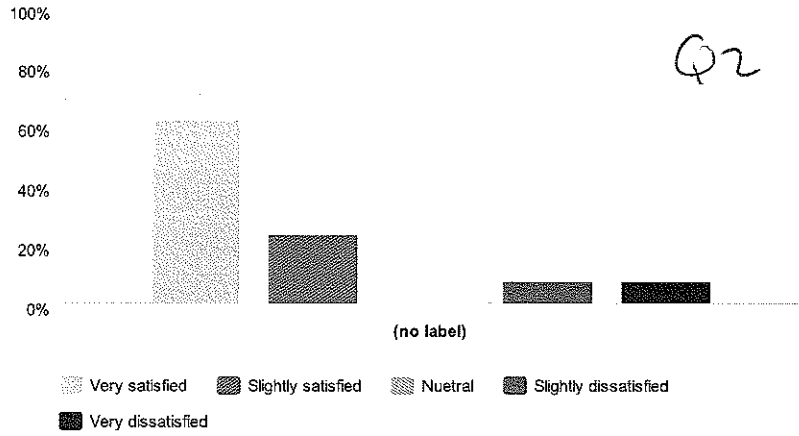
Chart Type Display Options Colors Labels

Apply to all (Some may not change)

Cancel Save

How satisfied are you with PPM's responsiveness to your inquiries?

Answered: 13 Skipped: 0



	Very satisfied	Slightly satisfied	Neutral	Slightly dissatisfied	Very dissatisfied	Total	Weighted Average
(no label)	61.54% 8	23.08% 3	0.00% 0	7.69% 1	7.69% 1	13	1.77

Comments (4)

Responses (4)

PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

Upgrade Learn more »

Categorize as... Filter by Category

Search responses

Showing 4 responses

highly variable. sometimes good, sometimes not.
10/9/2015 7:24 PM View respondent's answers

They were pretty responsive on the phone but never followed through on anything
10/7/2015 3:53 PM View respondent's answers

They responded quickly and if they could not perform the service necessary they found someone who could
10/6/2015 1:44 AM View respondent's answers

During pre-season planning March/April Laurie was often "out-of-town" and not accessible for issues that needed to be worked out.
10/5/2015 7:47 PM View respondent's answers

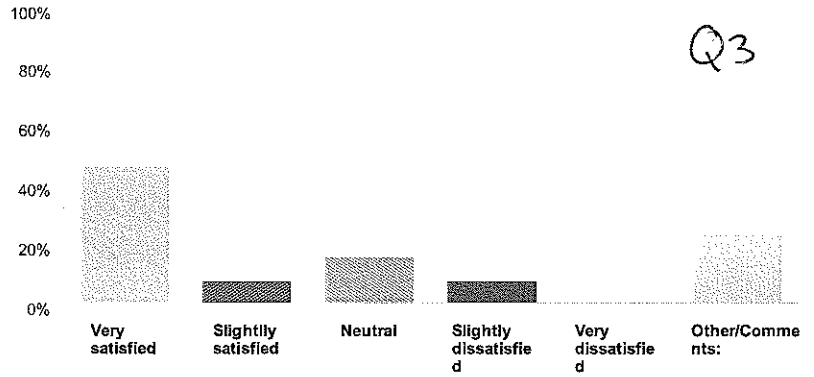
Q2
Comments

Q3

Customize Export

How satisfied are you with the timeliness of PPM's resolution to your inquiry?

Answered: 13 Skipped: 0



Answer Choices	Responses	Count
Very satisfied	46.15%	6
Slightly satisfied	7.69%	1
Neutral	15.38%	2
Slightly dissatisfied	7.69%	1
Very dissatisfied	0.00%	0
Other/Comments:	23.08%	3
Total		13

Q4

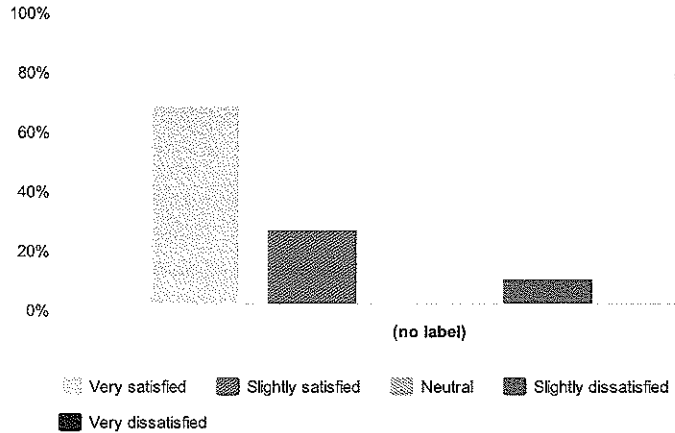
Chart Type | Display Options | Colors | Labels

Apply to all (Some may not change)

Cancel Save

How satisfied are you with the thoroughness of the work performed by PPM?

Answered: 12 Skipped: 1



	Very satisfied	Slightly satisfied	Neutral	Slightly dissatisfied	Very dissatisfied	Total	Weighted Average
(no label)	66.67% 8	25.00% 3	0.00% 0	8.33% 1	0.00% 0	12	1.50

Comments (4)

Responses (4)

PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

Upgrade Learn more »

Categorize as... Filter by Category

SEARCH responses

Showing 4 responses

Overall, very satisfied. However there are some repairs that can be difficult for them to do given the lack of hardware stores or products available in the area., When that happens, I need to find them on my own and ship them to Plown. Again, depending upon what the repair is, this can be a nuisance or gives me more control over the expenses involved.

10/8/2015 7:25 AM View respondent's answers

They never did any of the work I asked them to do...and never told me that they weren't going to do it.

10/7/2015 3:53 PM View respondent's answers

Carpentry work - satisfactory work- neat / Painted screen door - sloppy work

10/5/2015 7:47 PM View respondent's answers

I asked that my shutters be repaired and painted before season. They said done but this was not done.

10/5/2015 8:52 AM View respondent's answers

Q4
Comments

Community: [Developers](#) • [Facebook](#) • [Twitter](#) • [LinkedIn](#) • [Our Blog](#) • [Google+](#) • [YouTube](#)

About Us: [Management Team](#) • [Board of Directors](#) • [Partners](#) • [Newsroom](#) • [Office Locations](#) • [Jobs](#) • [Sitemap](#) • [Help](#)

Policies: [Terms of Use](#) • [Privacy Policy](#) • [Anti-Spam Policy](#) • [Security Statement](#) • [Email Opt-In](#) • [Accessibility](#)

Language: [English](#) • [Español](#) • [Português](#) • [Deutsch](#) • [Nederlands](#) • [Français](#) • [Русский](#) • [Italiano](#) • [Dansk](#) • [Svenska](#) • [日本語](#) • [한국어](#) • [中文\(繁體\)](#) • [Türkçe](#) • [Norsk](#) • [Suomi](#)

Copyright © 1999-2015 SurveyMonkey



My Surveys Examples Survey Services Plans & Pricing

+ Create Survey

Upgrade to get meaningful results: View all your responses and get powerful analysis. View Pricing ->

Feedback on Peter's Property Man...

Summary Design Survey Collect Responses Analyze Results

CURRENT VIEW

RESPONDENTS: 13 of 13

Export All Share All

+ FILTER + COMPARE + SHOW

Question Summaries Data Trends Individual Responses

No rules applied

Rules allow you to FILTER, COMPARE and SHOW results to see trends and patterns. Learn more »

Page 3

PAGE 3: Services for CHCCA only

Q5

Chart Type Display Options Colors Labels

Apply to all (Some may not change)

Cancel Save

SAVED VIEWS (1)

Original View (No rules applied)

+ Save as...

EXPORTS

SHARED DATA

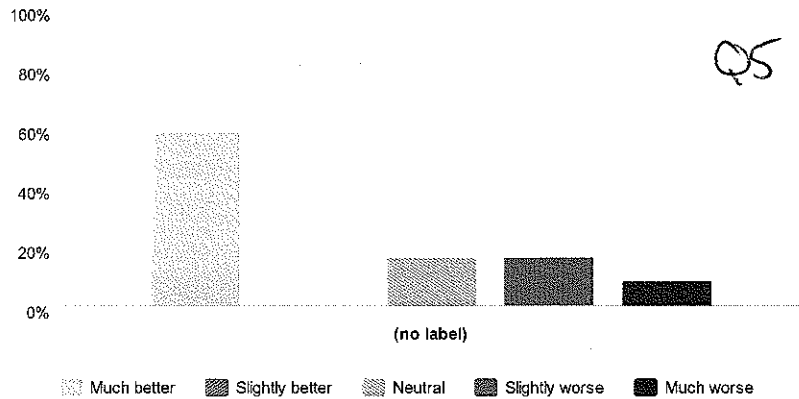
No shared data

Sharing allows you to share your survey results with others. You can share all data, a saved view, or a single question summary. Learn more »

Share All

How would you rate the quality of service to the CHCCA compared to the previous property management?

Answered: 12 Skipped: 1



	Much better	Slightly better	Neutral	Slightly worse	Much worse	Total	Weighted Average
(no label)	58.33% 7	0.00% 0	16.67% 2	16.67% 2	8.33% 1	12	2.17

Comments (4)

Responses (4)

PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

Upgrade Learn more »

Categorize as... Filter by Category

Search responses

Showing 4 responses

P5 1/3

Q5
Comments

I am not familiar with previous property managers
10/8/2015 7:25 AM View respondent's answers

Thorough weekly/storm inspections with good communication to Lynn. Use of photos is a great idea!
10/5/2015 7:48 PM View respondent's answers

no opinion
10/5/2015 3:01 PM View respondent's answers

But comparing to Paul is difficult because he was on property.
10/5/2015 8:54 AM View respondent's answers

Q6

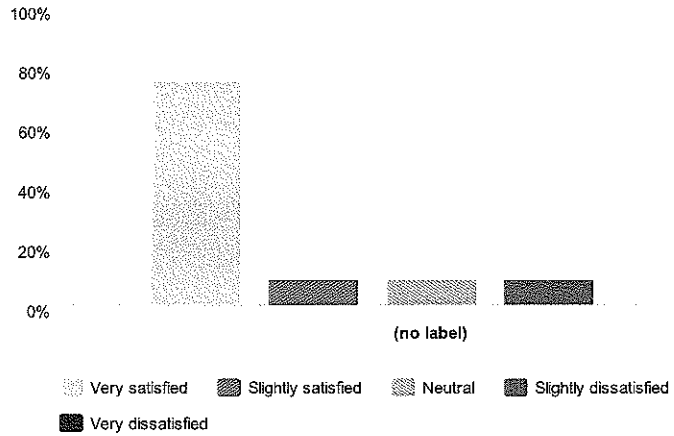
Chart Type Display Options Colors Labels

Apply to all (Some may not change) ?

Cancel Save

How satisfied are you with PPM's services provided to CHCCA?

Answered: 12 Skipped: 1



	Very satisfied	Slightly satisfied	Neutral	Slightly dissatisfied	Very dissatisfied	Total	Weighted Average
(no label)	75.00% 9	8.33% 1	8.33% 1	8.33% 1	0.00% 0	12	1.50

Comments (4)

Responses (4)

PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

Upgrade Learn more »

Categorize as... Filter by Category

Search responses ?

Showing 4 responses

Q6
Comments

They did a great job attending to the septic repair issue during the summer of 2014.
10/8/2015 7:25 AM [View respondent's answers](#)

Opening and closing of my cottage seemed fine but they didn't inform me when they found problems. I had to discover the needed repairs when I got to the cottage at the beginning of the season.
10/7/2015 3:53 PM [View respondent's answers](#)

Service seems to be very good for routine tasks. Non-routine tasks not as reliable to follow through and get done.
10/5/2015 7:48 PM [View respondent's answers](#)

no opinion
10/5/2015 3:01 PM [View respondent's answers](#)

Community: [Developers](#) • [Facebook](#) • [Twitter](#) • [LinkedIn](#) • [Our Blog](#) • [Google+](#) • [YouTube](#)

About Us: [Management Team](#) • [Board of Directors](#) • [Partners](#) • [Newsroom](#) • [Office Locations](#) • [Jobs](#) • [Sitemap](#) • [Help](#)

Policies: [Terms of Use](#) • [Privacy Policy](#) • [Anti-Spam Policy](#) • [Security Statement](#) • [Email Opt-In](#) • [Accessibility](#)



Language: [English](#) • [Español](#) • [Português](#) • [Deutsch](#) • [Nederlands](#) • [Français](#) • [Русский](#) • [Italiano](#) • [Dansk](#) • [Svenska](#) • [日本語](#) • [한국어](#) • [中文\(繁體\)](#) • [Türkçe](#) • [Norsk](#) • [Suomi](#)

Copyright © 1999-2015 SurveyMonkey



+ Create Survey

Upgrade to get meaningful results: View all your responses and get powerful analysis. View Pricing ->

Feedback on Peter's Property Man...

Summary Design Survey Collect Responses **Analyze Results**

CURRENT VIEW

RESPONDENTS: 13 of 13

Export All Share All

+ FILTER + COMPARE + SHOW

Question Summaries Data Trends Individual Responses

No rules applied

Rules allow you to FILTER, COMPARE and SHOW results to see trends and patterns. Learn more »

Page 4

PAGE 4: Services provided to Individual Owners only

Customize Export

SAVED VIEWS (1)

Original View (No rules applied)

+ Save as...

EXPORTS

SHARED DATA

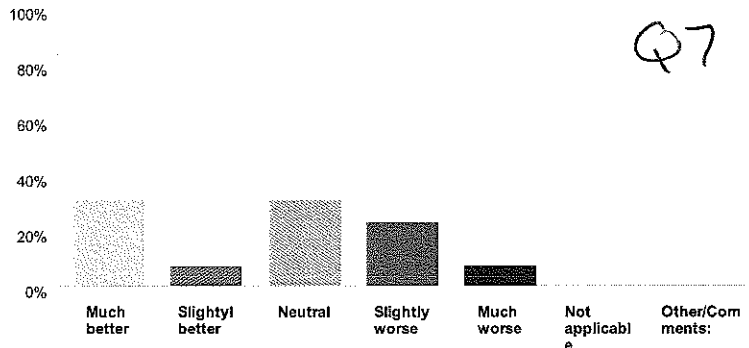
No shared data

Sharing allows you to share your survey results with others. You can share all data, a saved view, or a single question summary. Learn more »

Share All

How would you rate the quality of service to the individual cottage owner compared to the previous property management?

Answered: 13 Skipped: 0



Answer Choices	Responses
Much better	30.77% 4
Slightly better	7.69% 1
Neutral	30.77% 4
Slightly worse	23.08% 3
Much worse	7.69% 1
Not applicable	0.00% 0
Other/Comments:	Responses 0.00% 0
Total	13

Q8

Chart Type Display Options Colors Labels

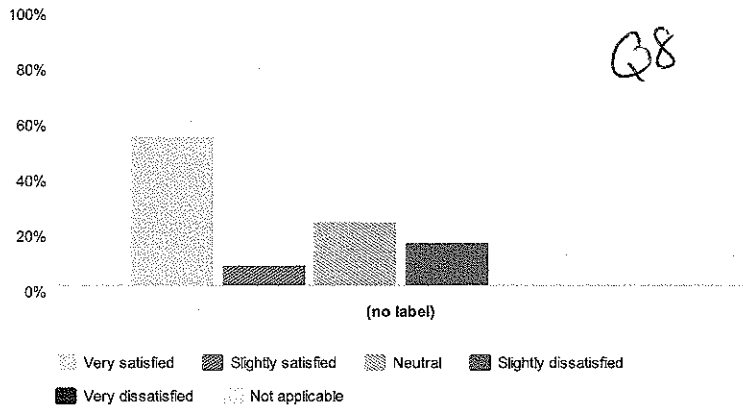
Apply to all (Some may not change)

Cancel Save

How satisfied are you with PPM's services to you as an individual cottage owner?

Answered: 13 Skipped: 0

P8 1/2



Q8

	Very satisfied	Slightly satisfied	Neutral	Slightly dissatisfied	Very dissatisfied	Not applicable	Total	Weighted Average
(no label)	53.85% 7	7.69% 1	23.08% 3	15.38% 2	0.00% 0	0.00% 0	13	

Comments (2)

Responses (2)

PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

Upgrade Learn more »

Categorize as... Filter by Category

Search responses

Showing 2 responses

They have never done anything i've asked them to do
10/7/2015 3:53 PM View respondent's answers

Pros: have handled my issues professionally at all times Cons: Don't want to perform minor housekeeping carpentry/plumbing tasks. Referred me to a plumber for a \$10 broken part that my cleaning lady replaced in 10 minutes. A plumber would have cost \$120+ to do the job.

10/5/2015 7:49 PM View respondent's answers

Q8

Comments

Community: Developers • Facebook • Twitter • LinkedIn • Our Blog • Google+ • YouTube

About Us: Management Team • Board of Directors • Partners • Newsroom • Office Locations • Jobs • Sitemap • Help

Policies: Terms of Use • Privacy Policy • Anti-Spam Policy • Security Statement • Email Opt-In • Accessibility



Language: English • Español • Português • Deutsch • Nederlands • Français • Русский • Italiano • Dansk • Svenska • 日本語 • 한국어 • 中文(繁體) • Türkçe • Norsk • Suomi



My Surveys Examples Survey Services Plans & Pricing

+ Create Survey

Upgrade to get meaningful results: View all your responses and get powerful analysis. View Pricing ->

Feedback on Peter's Property Man...

Summary Design Survey Collect Responses **Analyze Results**

CURRENT VIEW

RESPONDENTS: 13 of 13

Export All Share All

+ FILTER + COMPARE + SHOW

Question Summaries Data Trends Individual Responses

No rules applied

Rules allow you to FILTER, COMPARE and SHOW results to see trends and patterns. Learn more »

Page 5

SAVED VIEWS (1)

Original View (No rules applied)

+ Save as...

EXPORTS

SHARED DATA

No shared data

Sharing allows you to share your survey results with others. You can share all data, a saved view, or a single question summary. Learn more »

Share All

PAGE 5: Overall rating of PPM

Q9

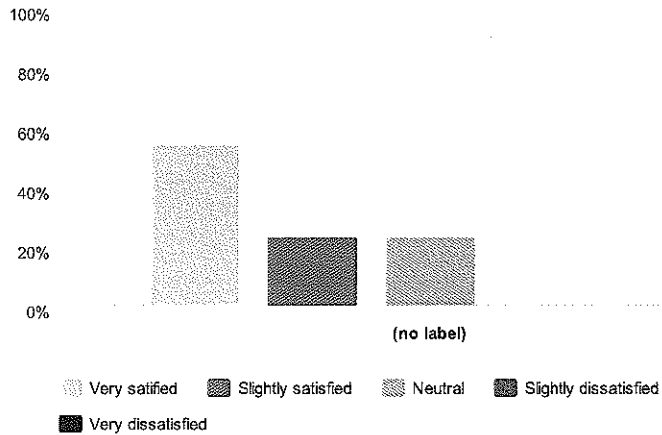
Chart Type Display Options Colors Labels

Apply to all (Some may not change)

Cancel Save

Overall, how would you rate PPM's performance?

Answered: 13 Skipped: 0



	Very satisfied	Slightly satisfied	Neutral	Slightly dissatisfied	Very dissatisfied	Total	Weighted Average
(no label)	53.85% 7	23.08% 3	23.08% 3	0.00% 0	0.00% 0	13	1.69

Comments (2)

Responses (2)

PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

Upgrade Learn more »

Categorize as... Filter by Category

Search responses

Showing 2 responses

P10
1/3

I've given up on them and find my own solutions for repairs.
10/7/2015 3:54 PM [View respondent's answers](#)

Very Good for the Association/ Not so happy as an individual owner
10/5/2015 7:51 PM [View respondent's answers](#)

Q10

Export

What changes would you like to suggest?

Answered: 9 Skipped: 4

Responses (9)

PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

[Upgrade](#) [Learn more »](#)

Categorize as... [Filter by Category](#)

Showing 9 responses

Better responsiveness/communication in March for planning the needs for opening of individual cottages. Timelier invoices. Willingness to perform minor repairs on season as needed rather than simply refer to a contractor.

10/5/2015 7:51 PM [View respondent's answers](#)

an onsite manager, which is no longer possible

10/5/2015 3:02 PM [View respondent's answers](#)

More timely responses and billing. They have done little work for me other than opening and closing. Very slow response to a request for a bid on some work.

10/5/2015 9:30 AM [View respondent's answers](#)

More organized opening and closing. They never even responded to sand roach issue

10/5/2015 8:56 AM [View respondent's answers](#)

none

10/5/2015 8:28 AM [View respondent's answers](#)

Please ask peters to bill more promptly

10/5/2015 5:26 AM [View respondent's answers](#)

Q10
Comments
4-9

Community: [Developers](#) • [Facebook](#) • [Twitter](#) • [LinkedIn](#) • [Our Blog](#) • [Google+](#) • [YouTube](#)

About Us: [Management Team](#) • [Board of Directors](#) • [Partners](#) • [Newsroom](#) • [Office Locations](#) • [Jobs](#) • [Sitemap](#) • [Help](#)

Policies: [Terms of Use](#) • [Privacy Policy](#) • [Anti-Spam Policy](#) • [Security Statement](#) • [Email Opt-In](#) • [Accessibility](#)



Language: [English](#) • [Español](#) • [Português](#) • [Deutsch](#) • [Nederlands](#) • [Français](#) • [Русский](#) • [Italiano](#) • [Dansk](#) • [Svenska](#) • [日本語](#) • [한국어](#) • [中文\(繁體\)](#) • [Türkçe](#) • [Norsk](#) • [Suomi](#)

P11
2/3

Q9
Comments

I've given up on them and find my own solutions for repairs.
10/7/2015 3:54 PM [View respondent's answers](#)

Very Good for the Association/ Not so happy as an individual owner
10/5/2015 7:51 PM [View respondent's answers](#)

Q10

Export

What changes would you like to suggest?

Answered: 9 Skipped: 4

Responses (9)

PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

[Upgrade](#) [Learn more »](#)

Categorize as... Filter by Category

Showing 9 responses

Q10
Comments
1-5

Consistent immediate response to individual owners' requests.

10/9/2015 7:25 PM [View respondent's answers](#)

When issues are discovered on routine checks, please contact me ASAP with recommendations on how and when repairs can be made. I also don't understand the variability in response time from the initial request. I would also like to praise PPM on helping me to deal with very difficult tenants and some of their outrageous requests. Peters handles them professionally and calmly.

10/8/2015 7:25 AM [View respondent's answers](#)

I would at least like a status update when they visit the cottages in the winter. I've only gotten about 3 emails over the winter and none of them were when the weather was especially bad.

10/7/2015 3:54 PM [View respondent's answers](#)

Better responsiveness/communication in March for planning the needs for opening of individual cottages. Timelier invoices. Willingness to perform minor repairs on season as needed rather than simply refer to a contractor.

10/5/2015 7:51 PM [View respondent's answers](#)

an onsite manager, which is no longer possible

10/5/2015 3:02 PM [View respondent's answers](#)

Community: [Developers](#) • [Facebook](#) • [Twitter](#) • [LinkedIn](#) • [Our Blog](#) • [Google+](#) • [YouTube](#)

About Us: [Management Team](#) • [Board of Directors](#) • [Partners](#) • [Newsroom](#) • [Office Locations](#) • [Jobs](#) • [Sitemap](#) • [Help](#)

Policies: [Terms of Use](#) • [Privacy Policy](#) • [Anti-Spam Policy](#) • [Security Statement](#) • [Email Opt-In](#) • [Accessibility](#)



Language: [English](#) • [Español](#) • [Português](#) • [Deutsch](#) • [Nederlands](#) • [Français](#) • [Русский](#) • [Italiano](#) • [Dansk](#) • [Svenska](#) • [日本語](#) • [한국어](#) • [中文\(繁體\)](#) • [Türkçe](#) • [Norsk](#) • [Suomi](#)