

8/1/17 3H 14^{am}



At Landis Properties we constantly look for ways to improve our properties and the services we provide to our residents. If you would, please take a few minutes to fill out the questionnaire below, we would greatly appreciate it. We wish you the best of luck in the future, and should the need ever arise, please do no hesitate to give us a call! Thank you!

Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
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 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?
It was a very nice apartment in an excellent location. All the staff was very friendly. I always felt very safe.



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What was your favorite part about living at this Landis community?

The location and how well I was treated

8/1/17 3H 14^m

1 set of Keys

1 Door

mail

Laundry



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What was your favorite part about living at this Landis community?

How close the property is to campus & High St. and how low rent was. This place is a diamond in the rough.



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What was your favorite part about living at this Landis community?

I loved that everyone genuinely cared about the residents and Mary did a great job getting
to know all of us. Everyone was very helpful the 2 years I lived at this property.

8/1/17 3A 14ⁿ

Rt Pking Pass: #249

2 Door Keys
1 Laundry

1 MOEL



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What was your favorite part about living at this Landis community?

Great location! Very close to OSU campus



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What was your favorite part about living at this Landis community?

The price and security of the apartment.



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What was your favorite part about living at this Landis community?

Very friendly community and safe/secured. Maintenance was always responsive and very efficient in addition to being very welcoming. Mary was our favorite and David seems awesome!



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What was your favorite part about living at this Landis community?

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What was your favorite part about living at this Landis community?

Prime location



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What was your favorite part about living at this Landis community?

Huge living room, good maintenance



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What was your favorite part about living at this Landis community?

Mary was always very kind when I talked to her, David always replied to e-mails quickly, and maintenance was very good.

Returned: PKing Pass # 0254
7/24/17

Keys 2 door
1 mail
1 laundry



LANDIS
PROPERTIES

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What was your favorite part about living at this Landis community?

Close to campus. Maintenance done quickly
in apartments



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What was your favorite part about living at this Landis community?

Spacious



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What was your favorite part about living at this Landis community?

Price, location size



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What was your favorite part about living at this Landis community?

location



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What was your favorite part about living at this Landis community?

Being able to have my pet (cheapness and ease)



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What was your favorite part about living at this Landis community?

on sight laundry



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What was your favorite part about living at this Landis community?

Close, friendly neighbors



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What was your favorite part about living at this Landis community?

The Courtyard

Door Key 7/26/17
 Laundry Key
 Mail Key



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What was your favorite part about living at this Landis community?



I will turn in my parking pass tomorrow

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Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

I liked the proximity to campus.



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Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	④	5
Timelines in responding to maintenance calls	1	2	3	④	5
Quality of maintenance work	1	2	3	4	⑤
Ease of maintenance procedures	1	2	3	4	⑤
Level of courtesy shown	1	2	3	4	⑤
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	⑤
Timeliness of response to issues	1	2	3	4	⑤
Level of courtesy shown	1	2	3	4	⑤
 <u>Property:</u>					
Please rate the property overall	1	2	3	④	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	⑤
Overall value received	1	2	3	4	⑤

What was your favorite part about living at this Landis community?



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Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?



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Please rate the following items using the following criteria:

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Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

great first experience moving out of parents house



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Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

Good size, close to campus. Mary was great



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Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

Proximity to campus and good service.

8/4



Rtn Park Pass: 226

Door mail laundry At Landis Properties we constantly look for ways to improve our properties and the services we provide to our residents. If you would, please take a few minutes to fill out the questionnaire below, we would greatly appreciate it. We wish you the best of luck in the future, and should the need ever arise, please do not hesitate to give us a call! Thank you!

Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

FAVORITE PART WAS MARY & THE COURTYARD. MARY WAS UNDERSTANDING & COURTYARD WAS NICE AREA.



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Please rate the following items using the following criteria:

	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
<u>Maintenance:</u>					
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
<u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
<u>Property:</u>					
Please rate the property overall	1	2	3	4	5
<u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

Location



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Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

Great first experience with property ownership



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Please rate the following items using the following criteria:

<u>Maintenance:</u>	Poor	Fair	Average	Very Good	Excellent
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

Very good + professional service for campus housing.

8/1/17

Rt Park Pass #85

1 Door Key

1 mail

1 Laundry



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Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

It was far enough away from campus to make it nice and quiet.



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Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?



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Please rate the following items using the following criteria:

	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
<u>Maintenance:</u>					
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
<u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
<u>Property:</u>					
Please rate the property overall	1	2	3	4	5
<u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?



At Landis Properties we constantly look for ways to improve our properties and the services we provide. If you would please take a few minutes to fill out the questionnaire below we would appreciate it. We wish you the best of luck in the future, and should we ever be able to assist you in any way, please do not hesitate to give us a call. Thank you!

Please rate the following items using the following criteria:

<u>Maintenance</u> <i>Never needed maintenance</i>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>
Please rate our maintenance overall	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown:	1	2	3	4	5
<u>Management (not including maintenance):</u>					
Overall level of service received	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
<u>Property:</u>					
Please rate the property overall	1	2	3	4	5
Attractiveness of the property	1	2	3	4	5
<u>Overall:</u>					
Please rate your experience overall	1	2	3	4	5

4.5



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Please rate the following items using the following criteria:

Maintenance

	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>
Please rate our maintenance overall	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown:	1	2	3	4	5

Management (not including maintenance):

Overall level of service received	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5

Property:

Please rate the property overall	1	2	3	4	5
Attractiveness of the property	1	2	3	4	5

Overall:

Please rate your experience overall	1	2	3	4	5
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At Landis Properties we constantly look for ways to improve our properties and the services we provide to our residents. If you would, please take a few minutes to fill out the questionnaire below, we would greatly appreciate it. We wish you the best of luck in the future, and should the need ever arise, please do not hesitate to give us a call! Thank you!

Please rate the following items using the following criteria:

	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
<u>Maintenance:</u>					
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
<u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
<u>Property:</u>					
Please rate the property overall	1	2	3	4	5
<u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

Mary is always there with us.



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Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

PRICE



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Please rate the following items using the following criteria:

<u>Maintenance:</u>	<u>Poor</u>	<u>Fair</u>	<u>Average</u>	<u>Very Good</u>	<u>Excellent</u>
Overall level of service received	1	2	3	4	5
Timelines in responding to maintenance calls	1	2	3	4	5
Quality of maintenance work	1	2	3	4	5
Ease of maintenance procedures	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Corporate Office:</u>					
Overall level of service received	1	2	3	4	5
Timeliness of response to issues	1	2	3	4	5
Level of courtesy shown	1	2	3	4	5
 <u>Property:</u>					
Please rate the property overall	1	2	3	4	5
 <u>Overall:</u>					
Overall experience received	1	2	3	4	5
Overall value received	1	2	3	4	5

What was your favorite part about living at this Landis community?

Pets are allowed and we aren't charged outrageous amounts for them, and maintenance is always timely and maintenance men are friendly