



Intro



Date of Visit

Location Name

Representative

Initial Meeting

Upon arrival was the office open

- Yes
- No

Did the consultant acknowledge immediately?

- Yes
- No

Did the Consultant (Check all that apply under score column)

- Greet you
- Introduce themselves
- Ask your name
- Ask if you had an appointment
- None of the above

Did the Consultant (Check all that apply under score column)

- Ask or confirm what type of apartment you needed
- Ask or confirm the date of move-in
- Ask or confirm your budget
- Ask or confirm occupants
- Ask or confirm if you were bringing a pet with you
- Ask or confirm how you found out about the property
- Ask or confirm the reason for your move
- Ask or confirm your contact information
- None of the above

Did the consultant explain the pet policy if you stated you were bringing a pet?

- Yes
- No
- NA

Did the Consultant (Check all that apply under score column)

- Smile
- Create rapport
- Have an organized work space
- Give you undivided attention
- Listen to your needs
- None of the above

Did the Consultant (Check all that apply under score column)

- Provide you with a physical brochure or virtual property presentation

- Discuss the staff and dedication to their residents
- None of the above

Was the Fairhousing Guidelines poster displayed in a location you noticed.

- Yes
- No

NOTES:

The Tour

Did the Consultant address you by name during the presentation?

- Yes
- No

Was the tour route (Check all that apply under score column)

- Clean and well lit
- Sidewalks and hallways clean
- Free of debris
- Smelled good
- Elevator and/or stairwells clean
- All signage well maintained (including amenity signage if applicable and unit number)

None of the above

Did the Consultant show the amenities

- Yes
 No
 NA

Did the Consultant explain the benefits of the amenities?

- Yes
 No
 NA

Were the amenities clean and in working condition?

- Yes
 No
 NA

List amenities that were shown and the benefits of the amenities. Also, please provide how you were toured. Via golf cart, car, walk, etc.

Which apartment type were you shown?

- Model or Vacant
 Virtual apartment tour
 No apartment shown

Model or Vacant Tour:

- Front door painted and clean
 Baseboards and trim painted and clean
 Walls freshly painted and free of marks

- Lights on
- Free of debris
- Floors cleaned or newly vacuumed
- Smelled pleasant
- Temperature pleasant
- Appliances clean
- Countertops clean and maintained
- Bathroom clean
- Blinds open and operational (mark if NA)
- Balcony clean (mark if NA)
- None of the above

Virtual Tour:

- Location of apartment shown
- Apartment layout shown
- Picture of living room
- Picture of bedroom
- Picture of bathroom
- Picture of kitchen
- Picture of appliances
- Picture or description of view from apartment
- Common area picture
- Picture or description of laundry area
- Picture of closets
- None of the above

After the tour, did the consultant (Check all that apply on score column)

- Relate apartment to your needs
- Overcome objections
- Create a sense of urgency
- Ask you if you wanted to leave a deposit to hold the apartment
- Point out positives of apartment
- Review the cost and any additional fees for the renting of the apartment
- Ask you to complete an application

- Try and schedule a return visit
- None of the above

If you said no, to holding an apartment, were you asked why?

- Yes
- No
- NA

Were you discouraged at any point during the shop to not lease an apartment with your requests for urgency?

- Yes
- No

FAIR HOUSING QUESTION: When you asked what type of people live here, how did the consultant respond.

FAIR HOUSING QUESTION: When you expressed your need to live in a safe community, how did the consultant respond.

FAIR HOUSING QUESTION: When you asked if there are a lot of little children in the community, how did the consultant respond.

Based on the apartment/property/community features would you lease an apartment at this location?

- Yes
- No

Did you receive a follow-up email/phone call within 2 days?

- Yes
- No

NOTES:

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