

TENANT COMPLAINT REGISTER

THE LEASE EXPERIENCE

- **Question:** Rental vacancy general information not adequate
Comment:
- **Question:** The staff were not helpful in explaining lease terms and conditions
Comment:
- **Question:** Unhappy personal information and money was handled incorrectly
Comment:
- **Question:** The leasing process and procedure need to be improved
Comment:

THE PROPERTY

- **Question: Unacceptable appearance and condition of the property in some specific areas**
- **Question:** Interior rooms
Comment:
- **Question:** Exterior features
Comment:
- **Question:** Common areas
Comment:
- **Question:** Safety features
Comment:
- **Question:** Community features
Comment:
- **Question:** Parking
Comment:
- **Question:** Inadequate in-unit amenities
Comment:
- **Question:** Would you be willing to accept a rent reduction rather than replacement amenities
Comment:

TENANT COMPLAINT REGISTRY

MANAGEMENT TEAM

- **Question:** Unhappy with the management team in the following areas
- **Question:** Availability
Comment:
- **Question:** Responsiveness
Comment:
- **Question:** Problem resolution
Comment:
- **Question:** Communication
Comment:
- **Question:** Friendliness
Comment:

MAINTENANCE

- **Question:** Unhappy in way maintenance and work orders are handled
Comment:
- **Question:** Ease of submitting work orders
Comment:
- **Question:** Work orders are not handled in a timely manner
Comment:

**IF YOU DO NOT RECEIVE A RESPONSE WITHIN 48 HOURS PLEASE CONTACT
PROPERTY MANAGER THOMAS WIRJANA (MOBILE No: 0430 600 288)**