

**SUN SMART PROPERTIES, LLC  
Condominium Stay Survey**

*PLEASE CIRCLE YOUR RESPONSE AND RETURN TO RENTAL AGENT*

Name	Phone #	Email
Address	City, State, Zip Code	Dates of your stay

**OVERALL IMPRESSIONS**

**(1- Low.....4-High)**

1. We are interested in how satisfied you were with your experience: overall, how would you rate your stay? 1 2 3 4
2. If you are in this area again, how likely will you be to stay here again?  
 Definitely will  
 Probably will  
 May or may not  
 Probably will not  
 Definitely will not  
 Not returning to area
3. This condominium facility, location and staff helped me accomplish my purpose for traveling. 1 2 3 4
4. Compared to other similarly priced condominiums that you have stayed at within the same general geographic area, would you say that this condominium is...  
 Much better  
 Better  
 About the same  
 Worse  
 Much worse  
 Have not stayed at others
- How would you rate the physical condition of this condominium? 1 2 3 4
5. Rating the overall service you received, how satisfied are you? 1 2 3 4

**ABOUT YOUR STAY**

6. With regard to your specific stay at this condominium:
- Condition of this condo overall
- Maintenance and upkeep of this location 1 2 3 4
  - Arrival experience 1 2 3 4
  - Feeling of security 1 2 3 4
  - Condo was clean and fresh 1 2 3 4
  - Condo was completely clean 1 2 3 4
  - Everything in the condo was in working order 1 2 3 4
  - The bedding was clean and fresh 1 2 3 4
  - The bed and furniture was comfortable 1 2 3 4
  - Heating / Cooling within the condo 1 2 3 4
  - Décor 1 2 3 4
7. Regarding our MANAGING AGENT, how satisfied were you with:  
  - Their ability to communicate effectively 1 2 3 4
  - Their responsiveness to your requests 1 2 3 4
  - Their service overall 1 2 3 4
8. In rating your experience with our seasonal rates:  
  - The unit is cost effective 1 2 3 4
  - Rental rates are reasonable 1 2 3 4
  - Current invoicing system provides good information 1 2 3 4
  - Billing terms are acceptable 1 2 3 4

**SUMMING UP THE EXPERIENCE**

9. Would you recommend this condo to a friend or family member? \_\_\_\_\_

10. Do you have any comments or suggestions for improvements?  
\_\_\_\_\_  
\_\_\_\_\_

11. What changes would you make if you owned this condo?  
\_\_\_\_\_  
\_\_\_\_\_

12. Is there anyone that you would like to refer to us, so that we can contact them for a potential rental in the future?  
Name \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_ Email \_\_\_\_\_

13. Did you experience any problems during your stay?  
\_\_\_\_\_  
\_\_\_\_\_

14. Why did you select and stay at this location?  
\_\_\_\_\_  
\_\_\_\_\_

15. If there were one little thing that we could do better, what would it be?  
\_\_\_\_\_  
\_\_\_\_\_

***Thank you for taking the time to complete our survey.  
We truly appreciate your feedback and comments.  
We look forward to having you stay here again!***

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***\* PLEASE RETURN THIS SURVEY TO THE RENTAL AGENT \****