



Benefit National
PROPERTY MANAGEMENT

2009 Yearly Owner Survey

Based on Our Performance in 2009, would you refer your Friends and Family to Benefit National?

Yes	No
100%	0%

Was the fact that Benefit National concentrates 100% on Property Management, as opposed to being a 1 stop shop for multiple Real Estate Related Services, a factor in why you chose us to Manage your property?

Definitely	Somewhat	Not Really	Not At All
91%	9%	0%	0%



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Do you feel that our newly instituted "Certified Funds Only" policy for rent payments enables us to provide you your rent money as fast as possible?

Excellent	Good	Needs Improvement	Poor
94%	6%	0%	0%

There are a lot of property management companies that have "sprung" up in the area recently. How would you rate us as compared to these companies?

Excellent	Good	Needs Improvement	Poor
76%	24%	0%	0%



2009 Yearly Owner Survey

How would you rate our ability to get your property leased in the quickest time possible

Excellent	Good	Needs Improvement	Poor
64%	36%	0%	0%

Do you feel that our fees are in line with the quality and quantity of the services provided to you?

Excellent	Good	Needs Improvement	Poor
84%	15%	1%	0%



2009 Yearly Owner Survey

Are your questions/concerns addressed in a timely manner?

Excellent	Good	Needs Improvement	Poor
82%	17%	1%	0%

How would you rate the features on our web-site after the changes that were made for 2009?

Excellent	Good	Needs Improvement	Poor
42%	58%	0%	0%

Do you feel that the automated e-mail notifications and online document access available to you as one of our clients helps keep you informed and organized?

Excellent	Good	Needs Improvement	Poor
72%	28%	0%	0%