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To: savannahshores@sblife.com
Date: Thu, 10 Jan 2023
Subject: Summit Properties Move In Survey

Move In Survey

Your community's staff and management company strive to provide you with an exceptional living experience and outstanding service. Please take this **two-minute survey** to share feedback about the move-in process and your new home. If anything about your home does not meet your expectations, we will follow up with you.

[Start the Survey](#)

[English](#)

Please note that you will have the option to complete the survey confidentially.
Due By: April 27, 2023 at 5pm



Questions? Reach us at support@swiftbunny.com
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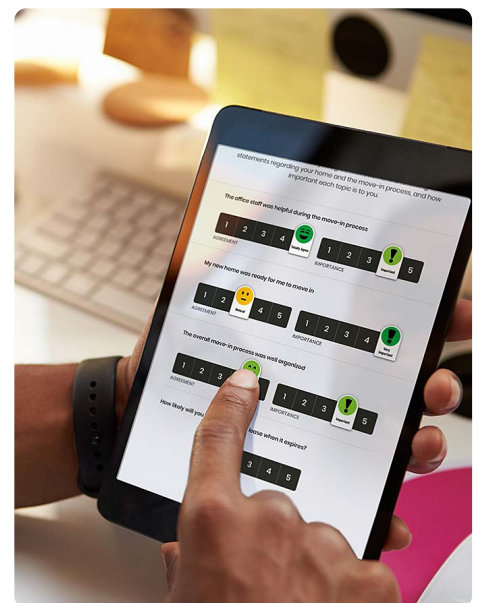
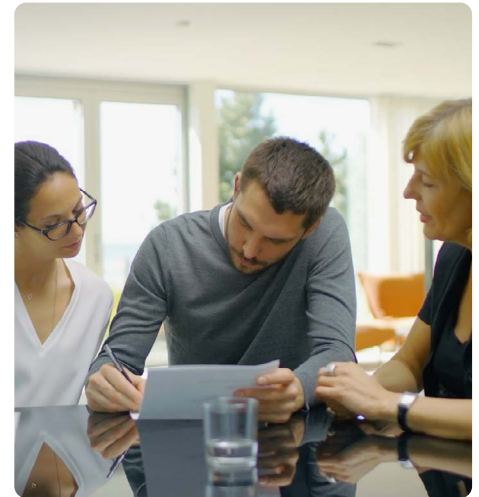
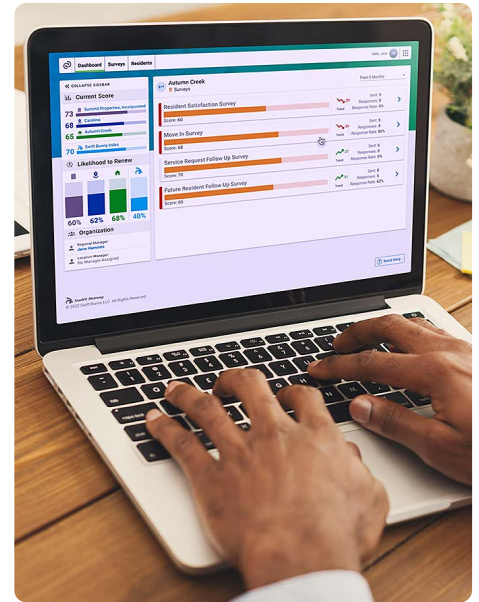
IntouchTM

Resident feedback solution

Improving Community Reputation, Resident Retention, and the Bottom Line

Measuring customer satisfaction once a year doesn't cut it. To get an accurate picture of how well you are meeting your customers' needs, you need more frequent touchpoints. Intouch by Swift Bunny™ automatically solicits feedback from all of your residents and prospects at key moments in the customer journey. Gathering more feedback will help you make more informed decisions.

- Analyze your resident survey responses and get powerful reporting via an online dashboard. Drill down by region, community, or individual responses and take immediate action.
- A proprietary algorithm factors in survey topic scores, level of importance, and the correlation with the likelihood to renew. Knowing which residents are at risk of turnover allows you to take action to save them.
- A unique two-dimensional survey approach lets you focus on the factors that are known to drive leasing decisions and resident retention.
- Compare your portfolio's results to your rental housing peers, providing industry-specific performance insights.
- Our team of multifamily experts is invested in your success. We partner with you to identify the issues that are impacting your portfolio's performance, guide your decision-making, and steer you to success.



Current Residents

Resident Satisfaction Survey

This comprehensive survey of all residents is the starting point for understanding and improving customer satisfaction. Obtaining a large cross-section of residents' opinions at program launch allows leadership to identify strengths and opportunities to improve employee satisfaction, loyalty, performance, and brand reputation. Positive and negative feedback both have tremendous value and help leaders to quickly identify what matters most to residents in order to make impactful improvements.

This survey is repeated as the Check In Survey prior to lease renewal to provide ongoing feedback on your performance.

 Sent at program launch

 Approximate Length: 2 minutes

Check In Survey

This comprehensive survey is sent to residents in advance of their lease renewal date and provides the data to benchmark against your initial Resident Satisfaction Survey. It creates an opportunity for the community team to proactively address any outstanding service opportunities that exist in the residents' homes and increase their satisfaction prior to the lease renewal conversation.

 Sent 120 days prior to lease expiration date

 Approximate Length: 2 minutes

Service Request Follow Up Survey

This survey allows you to gauge your residents' satisfaction of the maintenance service performed in their home and identify any service opportunities that may still exist.

 Sent 3 days after a service request is marked as complete, if a Service Request Follow Up Survey has not been sent in the last 3 days

 Approximate Length: 2 minutes

Move In Survey

This survey allows you to gauge satisfaction of your newest residents and identify any service opportunities that exist.

 Sent 3 days following move in date

 Approximate Length: 2 minutes

Sample Questions:

- My building is well maintained
- The maintenance staff work quality is good
- The office hours are convenient for me
- I consistently have a good connection to the Internet

Sample Questions:

- Management keeps me informed of community news
- My home is in good condition
- Community facilities are well maintained

Sample Questions:

- The office staff responded promptly to my initial contact regarding this request
- My service request was resolved in a timely manner
- I was satisfied with the quality of the work completed

Sample Questions:

- The office staff was prepared for me on move in day
- My new home was ready for me to move in
- The overall move-in process was well organized

Prospective Residents

Community Follow Up Survey

This survey is sent to prospective residents who have not yet leased at your community. It provides the community with the opportunity to uncover prospective residents' perceptions of the community, facilities, and service provided and helps to improve the likelihood of securing a new lease commitment.

 Sent 1 day after prospective resident visits the community

 Approximate Length: 2 minutes

Sample Questions:

- The home offers the features and design I am looking for
- The rent is fair compared to similar communities in the area
- The staff member(s) that I interacted with were helpful

Are you ready to be Intouch™ with your customers?

Visit us at [swiftbunny.com](https://www.swiftbunny.com) or call 888.896.2933.