

YOUR SCORE

95%



95/100 points

COMPANY RANK YTD

8/20



EVALUATION #
2584825

02-25-2020

SURVEY: ONSITE REVISED

007

Seven Oaks
802 Kingston Court
Edgewood MD 21040 US

Not all locations have Sunday hours, and Sunday hours are subject to change. Sunday hours may be limited to 10AM-3PM, even if the sign at the location does not list it. If you have a Sunday shop, you should call a few days in advance to confirm if they will be open on Sunday.

Shoppers can ask about 2 or 3 bedroom TOWNHOME.

Be flexible, if one option is not available. The more open you are with move in dates, the better. 30-45 days.

OCT 2022- PHONE/ONSITE- Dominique Pollins- 10/3, 10/4, 10/5, 10/6, 10/7, 10/11, 10/12, 10/13, 10/17, 10/18, 10/21, 10/25, 10/26, 10/27, 10/28 Best Dates: 10/8, 10/14, 10/19, 10/20, 10/31

Location: Seven Oaks

AVGS & SHOP COUNTS

Location avg (2) 95%
Company avg (23) 93%

THIS SCORE VS LOCATION YTD



95%
This Evaluation



95%
YTD Average

LOCATION VS COMPANY YTD



95%
YTD Average



93%
YTD Average

MGR CHANGE REQUESTS

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 95%	✓ 95%	-- +0%
I. Greeting/ Quali...	✓ 100%	✓ 100%	-- +0%
II. Demonstration...	✓ 100%	✓ 100%	-- +0%
III. Closing/Foll...	⦿ 89%	⦿ 89%	-- +0%

MGR CHANGE REQUEST

Add

SECTIONAL SCORES

Overall : (95/100)

95%

I. Greeting/Qualifying 100%
: (20/20)

II. Demonstration/Tour 100%
: (35/35)

III. Closing/Follow Up : 89%
(40/45)

QUESTION

SCORE

ANSWER

Consultant's Name:

Brittany Diggs

Date shopped:

2/25/2020

Arrival time:

2:01 PM

Your name:

Teresa Wirtz

I. GREETING/QUALIFYING 100% (20/20)

For the next three questions, the leasing representative MUST perform BOTH actions for a YES answer. If ONLY ONE action is performed, answer NO and explain in OVERALL EXPERIENCE comment section.

- | | | |
|--|-----|-------------|
| 1. Did the leasing representative smile AND greet you when you entered? | 5/5 | ✓ Yes
No |
| 2. Did the leasing representative introduce themselves AND engage you in conversation to learn more about what you were looking for? | 5/5 | ✓ Yes
No |
| 3. Was the leasing representative well groomed AND wearing a name tag? | 5/5 | ✓ Yes
No |
| 4. Did the office appear free of trash, un-cluttered and organized? | 5/5 | ✓ Yes
No |

II. DEMONSTRATION/TOUR 100% (35/35)

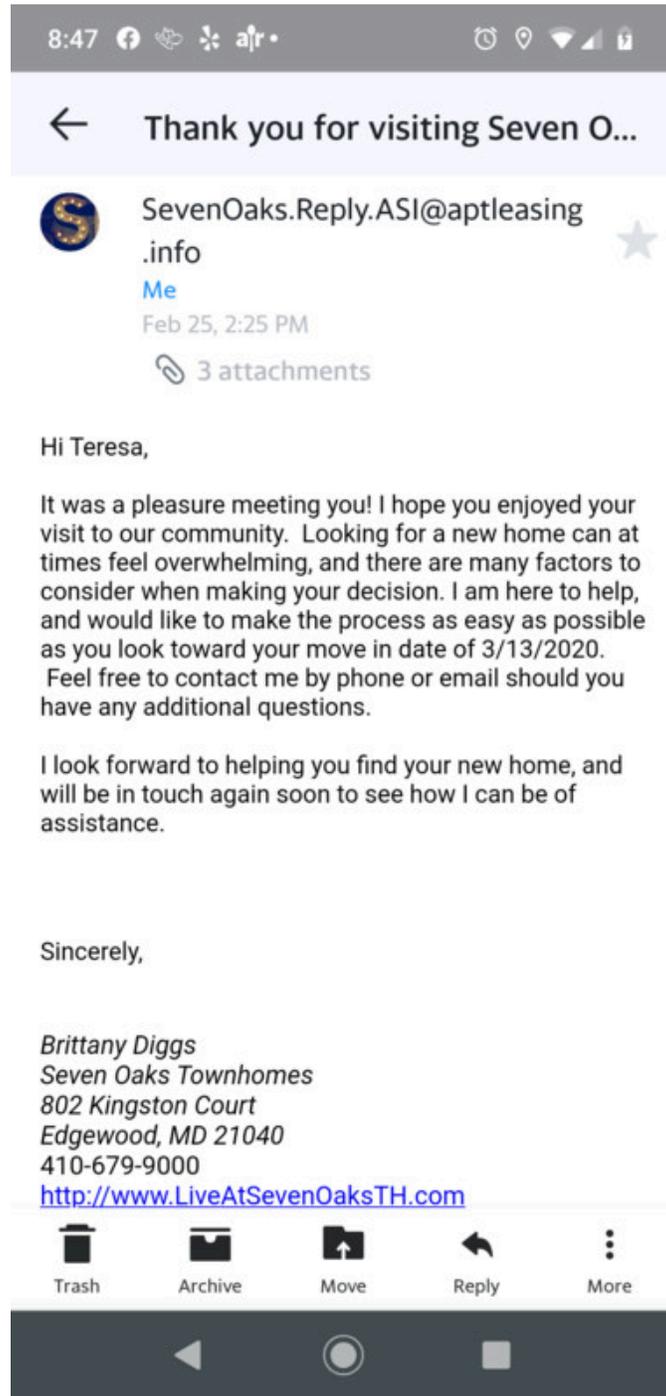
- | | | |
|--|-----|--------------------|
| 1. Did the leasing rep offer to show you a model apartment and/or a vacant unit? | 5/5 | ✓ Yes
No
N/A |
| 3. If you were shown a model, was it clean and inviting? | 0/0 | ✓ Yes
No |
| 4. Did the leasing rep explain the benefit of amenities in the apartment and community? | 5/5 | ✓ Yes
No |
| 5. Did the leasing rep make you feel like this was the place you wanted to call home? | 5/5 | ✓ Yes
No |
| 6. During the tour did the leasing rep match features to your needs? | 5/5 | ✓ Yes
No |
| 7. Did the leasing rep handle your objections? | 5/5 | ✓ Yes
No
N/A |
| 8. When you asked "how is crime in the area" did the leasing rep provide the following or similar response? "We do not keep statistics, you will need to contact the local police department." | 5/5 | ✓ Yes
No
N/A |

10. When you asked about the "majority" of people living in this community, did the consultant provide the following or similar response? "We rent to anyone who qualifies."	5/5	✓ Yes
		No
		N/A

III. CLOSING/FOLLOW UP 89% (40/45)

1. Did the leasing rep attempt to close throughout the tour? Examples of closing, include, Can you see yourself living here? Does this meet your needs?, Were you looking to apply today? This home is available if you would like to apply today." Check NA if no apartments are available.	5/5	✓ Yes
		No
		N/A
2. Did the leasing rep urge you to rent the home today by asking you to complete an application onsite? Check NA if no apartments are available.	10/10	✓ Yes
		No
		N/A
3. If no apartments were available, did the leasing rep refer you to a sister community?	0/0	Yes
		No
		✓ N/A
4. If unable to apply in the office, were you given instructions on how to check availability and apply online?	0/5	Yes
		✓ No
		N/A
4a. Were you given pricing and property information handouts?	5/5	✓ Yes
		No
5. Did you receive follow up by email or mail?	5/5	✓ Yes
		No

6. Upload a copy of the email/mail you received after your visit.



7. Did you receive follow up by phone call?

5/5

✓ Yes

No

8. Based solely on the leasing representative's presentation (not the appearance of the apartment, community or location, etc.) would you have leased an apartment?

10/10

✓ Yes

No

9. Please explain your reason for the answer to the previous question.

The leasing representative was knowledgeable and thorough.

IV. OVERALL EXPERIENCE

Comments:

After entering the location, I was greeted by the leasing representative. When I explained that I was looking for an apartment, she began asking questions about my needs and features I'm interested in an apartment. She advised me of the available apartments and rental costs, including application fees. She explained what would be needed to start the application process. She reviewed the apartment floor plans, the website, apartment availability, and ways to apply, with me. We toured the model unit, and the leasing representative thoroughly described and demonstrated the apartment features. The unit was well maintained and decorated. When I asked about types of residents, she explained that they rent to anyone who qualifies. She also advised me to contact local authorities to ask about crime in the area. She advised me of the community amenities; pool and playground. She also advised me of community functions that are held periodically. She asked if I would like to apply during my visit. I said that I wasn't ready just yet. She provided me with her business card and additional information. She thanked me for coming in. The community exterior and interior, leasing office and model unit appeared clean and well maintained. I got a follow up call and email.

V. PROPERTY OVERVIEW

1. Was the entrance to the property appealing?	0/0	✓ Yes No
2. Were the grounds clean and free of debris?	0/0	✓ Yes No
3. Were the signs/flags/banners in good repair?	0/0	✓ Yes No
4. Was the leasing office easy to find?	0/0	✓ Yes No
5. Were dumpster areas free of debris?	0/0	✓ Yes No
6. Were the pool/amenity areas in good repair?	0/0	✓ Yes No N/A