

PROPERTY QUESTIONNAIRE

Prepared by: _____

Date prepared: _____

PRODUCT KNOWLEDGE

1. Community Name _____
Address _____
City, State, Zip _____
County _____
Phone Number _____
Fax Number _____
Modem Number _____
Answering Service _____
2. Office Personnel:
Manager _____
Assistant Manager _____
Leasing Associates _____
Bookkeeper _____
Service Director _____
Service Techs _____
Weekend and/or _____
Part time employees _____
Pager numbers _____
3. Office Hours:
Monday – Friday _____
Saturday _____
Sunday _____
4. Regional and Home Office Support Personnel:
President: _____
Regional Vice President _____
Director of Management _____

Development _____
Accountant _____
Administrative Assistant _____
Human Resources _____
Payroll _____

5. J. Carson Management Group _____

Address _____
City, State, Zip _____
Phone Number _____
Fax Number _____
Contact _____

6. Number of Apartments _____

By Unit Type:

Type	# Apts.	Sq. Ft.	Rents from
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____

7. Specials being offered: _____

8. Rent includes: Heat _____ electric _____ gas _____ water _____
hot _____ cold _____ cable _____ sanitation _____

9. Are corporate apartments available? _____

Number furnished _____ (which includes sofa, dining room set, bedroom suite, TV, etc.) Rental price \$ _____
Number furnished _____ (which includes furniture, plus linens, dishes, silverware, etc.)
Rental price \$ _____

10. How many model apartments do you have?

1 BR ____ 2 BR ____ 3 BR ____

11. Can model apartment be rented? _____

12. Are Guest Suites Available? _____ Rental price/night? _____ What size? _____

13. Does your community offer extra storage for residents?
(include cost, location, space available, etc.)

COMMUNITY INFORMATION

1. Recreational Facilities: (List pertinent information such as hours, rules, location, life guard on duty, water temperature, etc.)

Pool (s) _____

Jacuzzi/hot tub _____

Fitness _____

Clubhouse _____

Playground _____

Tennis _____

Basketball Court _____

Picnic Area _____

Racquetball _____

Car Wash _____

Other _____

Can these amenities be reserved? yes _____ no _____

Which ones are yes? _____

How to make reservations _____

List applicable:

Amenity _____ rental deposit \$ _____ rental fee \$ _____

cleaning fee \$ _____ guest fees \$ _____

Amenity _____ rental deposit \$ _____ rental fee \$ _____

cleaning fee \$ _____ guest fees \$ _____

Amenity _____ rental deposit \$ _____ rental fee \$ _____

cleaning fee \$ _____ guest fees \$ _____

2. Laundry: (List information such as hours, location, rules)

1. Do you own the laundry equipment? _____

2. How do residents get refunds? _____

3. What type of machines are they? Brand _____

4. How many washers? _____ capacity size _____

5. How many dryers? _____ capacity size _____

6. Who do you call if there is a problem? _____

7. How is your laundry room kept secure? _____

8. How much does it cost per wash? Per dryer load? _____

CONSTRUCTION

1. When was the community built? _____
2. Special zoning regulations _____
3. How many phases does your property have? _____
How does the apt. numbering system work? _____

4. How many levels/floors are there? _____
5. Are there stairs or elevators? _____
6. How many apartments are in the community? _____
7. How many apartments for each floor plan? _____

8. Are handicapped units available? _____ Ramps _____
9. Any units available without steps? _____ vacant at present _____
10. How many buildings? _____
11. How many parking spaces per building? _____
12. How many parking spots per one, two, three bedroom floor plan? _____

13. How many acres of land? _____
14. What c2e the exterior construction materials? (wood, brick, siding) _____

15. Where are the water cut-offs for each building? _____

16. Are there fire extinguishers in each building? Where are they located? _____

17. What R factor of insulation is in the floors? _____

What R factor of insulation is in the ceilings? _____

18. What are the apartment exterior doors made of? (wood, metal) _____

19. What type of locks are installed on the apartment exterior doors (deadbolt, privacy locks)?

Can locks be changed? _____ deadbolt locks be put on _____

20. What are the apartment floors made of? (plywood, concrete) _____

21. What size (number of gallons) hot water heater is provided in each floor plan? Is it gas or electric? _____

22. Where are the breaker boxes located in each floor plan? _____

23. What grade of carpeting is installed? What is the thickness of the padding? _____

24. What energy features do your apartments have?

double thermopane windows _____

storm windows _____ extra insulation _____ other _____

25. Window types:

Bedroom _____

Kitchen _____

Living Room/Great Room _____

26. Fire insurance:
Are there firewalls? _____
Where is the nearest fire hydrant? _____
What is the construction between units? _____

27. Who is responsible for the residents personal property losses due to fire, flood or theft?

28. Do the apartments have sprinkler systems _____ smoke alarms _____ heat
sensors _____ emergency alarms _____
29. Does the community have security gates _____ security guards _____
doorman _____ door monitors _____ intercoms _____ spotlights _____
management on property _____?
30. Are main doors locked _____? Is community patrolled by police _____?

INTERIOR FEATURES

1. Complete the following information on your appliances.
- Refrigerator: Brand _____ Ice Maker _____
Size _____ Frost Free _____
Energy Efficient _____ Temp. Control _____
- Oven: Brand _____ Gas/Electric _____
Self Cleaning _____ Clock/Timer _____
Energy Efficient _____
- Dishwasher: Brand _____ Size _____
Features _____
- Disposal: _____
- Microwave: Brand _____ Size _____
Space Saver _____
- Washer/Dryer: Brand _____ Standard _____
Stackable _____ Available to rent _____
2. What type of interior upgrades are available (if any)?

Include features and cost:

Fireplace _____

Vaulted ceilings _____

Ceiling fans _____

Added space _____

Other _____

3. What carpet colors are available? _____

4. Can carpet be changed? _____

5. Can resident request changes in the light fixtures? _____

6. Describe wall coverings (if available). What rooms are included? Can residents change the wallpaper? _____

7. Are the bathtubs porcelain or fiberglass? _____

8. How many closets are in each floor plan? What type of shelves? _____

9. Are there any energy efficient features in you apartments? _____

10. Do your apartments have intrusion alarms? _____

Is a monitoring service available? _____

If yes, what is the name of the company and the cost? _____

11. Window sizes for curtains: BR1 _____ BR2 _____ BR3 _____

Living Room _____ Dining Room _____ Den _____ Kitchen _____

12. What type of window treatments are included (if any)? Can the resident provide own? _____

13. Do your apartments have washer/dryers or connections? _____

14. Where are phone jacks located? _____

15. Where are cable outlets located? _____

16. Are there any features of your apartments that are unique to your competitors? _____

POLICIES

1. Are pets allowed on the property? What is the policy? _____

2. Where can residents walk their animals? _____

3. Does your community have a parking policy? Explain _____

4. Do you accept boats? Is there a place for boats? If not, where can they be stored off-site? _____

4a. Do you accept Motorcycles? If not, where can they be stored off-site? _____

5. How are residents notified of non-compliance of property policies? _____

6. Amount needed to hold apartments _____

7. Maximum number of days in which apartment can be held _____

8. Security deposit \$ _____ refundable _____ admin fee _____

9. Application fee \$ _____ additional per roommate \$ _____

10. Separate check required _____ fee applied toward rent _____

11. Policy on cash _____ application _____ deposit _____

12. Minimum number of days for move-in _____

13. Length of lease: minimum _____ maximum _____

14. Corporate apartments: minimum _____ maximum _____

15. Special rates for corporate apartments? _____

16. Early termination policy? _____

17. Amount of notice required _____
18. Transfer of clause _____
19. Buying a house _____
20. Transfer to another apartment _____ cost _____
21. Age restrictions _____
22. Number of people allowed per apartment:
1 BR _____ 2 BR _____ 3 BR _____
23. Number of children in each style:
1 BR _____ 2 BR _____ 3 BR _____
24. Visitation by guests and children _____
25. Resident Qualification Guidelines? _____
26. Roommate qualifications (considered separate or together)

27. Any fixed income, federal regulations _____

28. Rent taken 1-5 each month? _____ late charge \$ _____ after _____
29. Are waterbeds allowed _____ upstairs _____
30. Is renters insurance required? What is the average cost? _____

31. Is cooking out allowed on patios or balconies? If so, what is the policy? _____

UTILITIES

1. What power company services your community? _____
Telephone number _____
Connection fee \$ _____
Deposit required? _____
2. What gas company services your community? _____
Telephone number _____
Connection fee \$ _____
Deposit required? _____

3. Name the telephone company in your city _____
Telephone number _____
Connection fee \$ _____
Deposit required? _____
4. What cable company services your community? _____
Telephone number _____
Connection fee \$ _____
Monthly charges? _____

EMERGENCY INFORMATION

1. Name the closest hospital or medical facility. Include phone number and directions.

2. Name the nearest police station. Include phone number and directions. _____

3. Emergency numbers:
Ambulance _____
Fire _____
Police _____

EDUCATIONAL INFORMATION

1. Name the public schools for your property include phone number and address

Elementary School: _____

Telephone number: _____

Address: _____

Middle School: _____

Telephone number: _____

Address: _____

High School: _____

Telephone number: _____

Address: _____

2. Is bus service available for these schools? Where is the bus stop and what time does the bus come? _____

3. Name any private schools in the vicinity of your property.

School: _____

Telephone: _____

Address: _____

School: _____

Telephone: _____

Address: _____

School: _____

Telephone: _____

Address: _____

4. List any colleges or universities in your city. Include phone numbers. _____

5. List three child care centers. Include phone numbers and directions from your property

6. List nearest classes (include phone number)

Karate _____

Gymnastics _____

Cheerleading _____

Dance _____

Fitness Club _____

Other _____

TRANSPORTATION

1. Name the public bus service and its closest location. How often does it run to this location and what is the cost? _____

2. Name any other public transportation available in your city (i.e.) subway. Where is the nearest station and how much is the fare? _____

3. List 3 taxi services and their phone numbers

4. Name the major airport (s) in your city. What major airlines are available? _____

5. Name one airport shuttle service and telephone number. _____

CHURCHES/SYNAGOGUES

List five places of worship within a five-mile radius of your property.

1. Name _____

Directions _____

2. Name _____

Directions _____

3. Name _____

Directions _____

4. Name _____
Directions _____

5. Name _____
Directions _____

CONVENIENCES

List the following information and include directions from your property:

1. Nearest Supermarket: _____

2. Nearest Shopping Center: _____

3. Nearest Post Office: _____

4. Nearest self storage: _____

5. What major banks are within a five-mile radius?

Bank _____ Phone number _____

Bank _____ Phone number _____

Bank _____ Phone number _____

Bank _____ Phone number _____

Bank _____ Phone number _____

6. Of these banks, which one does your property use? _____

7. Nearest place to get money order _____

GOVERNMENT OFFICES

1. Driver's License Office

Telephone number _____

Directions _____

2. Vehicle Registration/Tag Office

Telephone number _____

Directions _____

3. Voter Registration

Telephone number _____

Directions _____

4. Where do your residents vote? _____

ENTERTAINMENT AND RECREATION

1. List three family restaurants in your area.

Name _____

Telephone number _____

Name _____

Telephone number _____

Name _____

Telephone number _____

2. List three fast food restaurants in your area

Name _____

Name _____

Name _____

3. Name the closest movie theater _____

Telephone number _____

Directions _____

4. Name the nearest recreation center & YMCA. Include telephone number and directions

5. Where is the nearest public park? _____

List its amenities _____

6. Name two public golf courses

Telephone number _____

Telephone number _____

- [illegible]

SERVICE/MAINTENANCE

1. Do you have a compactor or dumpster? _____
2. How often is it emptied? _____
3. How do you run the compactor? _____

4. Who do you call if there is a problem with the compactor's operation? _____

5. Who operates the compactor on weekends and holidays? _____

6. Who has the compactor keys? _____
7. What is your program for completing service requests? _____

8. What is your program for preventive maintenance to the apartments? _____

9. Does maintenance change heating/air conditioner filters? How often? _____

10. Does maintenance swap lighting fixtures for residents? What is the cost? _____

11. Does maintenance replace light bulbs? _____

12. Do you offer pest control? _____ monthly/upon request _____
Free of charge _____ includes _____ additional cost for flea control
\$ _____ service provided by _____
13. Is there a 24 hour emergency maintenance? _____ beeper number _____

FILES

1. Where are residents files kept? _____
2. Where are move-in files kept? _____
3. Where are files on residents who give notice? _____

4. Where are miscellaneous forms kept? _____
5. Where are the move-in packages kept? _____
6. Where are lease packages/paperwork kept? _____
7. Where are applications awaiting verification kept? _____

8. Where are cancellation & rejection files kept? _____

9. Where are month end reports kept? _____
10. Where are records maintained on residents who have moved? _____

11. Where are completed service requests? Completed books? _____

12. How are waiting list names kept? _____
13. Where are the Material Safety Data Sheets (MSDS) kept (hint: two locations) _____

14. Where are asbestos books kept? _____
15. Where is the Rent Roll manual kept? _____
16. Where are leasing kits kept? _____
17. Where is availability kept? _____

GENERAL INFORMATION

1. Where is the maintenance shop?
2. Who is responsible for coordinating resident functions? _____

3. Are there any “special” services offered on this community such as maid service, etc.? How are these services arranged? _____

4. If you accept packages, where are they stored? _____

5. Which furniture rental services are used in your area? _____

6. Which large companies are in your area? _____

7. Name of your property’s state congressman _____
8. Name of your property’s state senator _____
9. Are you a member of the chamber of commerce? _____
10. Do you have a Resident Referral Program? If so, explain. _____

11. Do you have an Employer Advantage Program? If so, explain. _____

12. Do you have a Corporate Ambassador Program? If so, explain. _____

13. Other referral programs _____
14. Does your property have an answering machine? _____
Automatic _____ digital number _____ flip switch on box _____
Number used to receive messages _____
13. What is your average yearly rent increase? _____
14. Your resident profile (average type of resident) _____

15. Your marketing company _____
16. Market sources which are being used or have been used in the past _____

17. Primary traffic source _____

18. Average monthly move-ins _____ walk-ins _____
average monthly phone calls _____

19. Heavy traffic period (days, time or monthly) any patterns? _____

20. Name the major competitors in your market?

Name _____ Telephone number _____

Manager's name _____

Name _____ Telephone number _____

Manager's name _____

Name _____ Telephone number _____

Manager's name _____

Name _____ Telephone number _____

Manager's name _____

Name _____ Telephone number _____

Manager's name _____

21. Please include anything which you feel has not been mentioned in this questionnaire and you may feel is important in better understanding your community:
