

THANK YOU FOR COMPLETING OUR SURVEY

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I would like to express our sincere thanks to our Investor Clients that took the time to complete our Customer Client Survey before Christmas. The response was impressive overall and we do appreciate the kind feedback which was well received.

Conducting the survey was a new way that we chose to take in order to assess our office, your Property Management team & the overall management of your Investment Property. The surveys were reviewed and both the positive and negative points were addressed and either noted, or steps put in place to be able to service you better.

We do acknowledge that we had a couple of valued clients say that we could improve our communication levels. We thank you for bringing that to our attention, and we have taken that on board.

We will continue to listen and ask you about our services going forward, so if you did miss the opportunity to complete this survey, we hope that you might be able to complete the next one.

At any time of course if you would like to address anything – please do not hesitate to contact me anytime. Our main office number is 1800 452 052, my mobile 0400 454 531 or email. kelley@pmhq.com.au

Kind Regards, Kelley-Ann Seaton

CHANGES IN YOUR CONTACT INFORMATION

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It is always difficult to remember who you have advised of your change of address, change of telephone numbers, or email address. So if you have moved or changed any details, or would like to update anything, please notify our team: info@pmhq.com.au

This way we can communicate with you effectively and in a timely manner should we need to contact you regarding any aspect of your investment property. We also like to keep in your file the details of a person to contact in the event of an emergency should we be unable to get in contact with you. We greatly appreciate this.