
COMMENTS

CATEGORIES

Forty-three (43) customers provided comments with their survey. RPM used major themes to categorize these. Several respondents commented on multiple topics and each is recorded here.

Note: complete comments are included in the appendix.

CATEGORY	COMMENT TOPIC
Complementary of Staff/Service – 24	<ul style="list-style-type: none">• BPM (5)• Excellent service (4)• CAM (4)• PSB (3)• PMB (3)• Dedicated staff (3)• Building Manager (2)
Variable Service Quality – 8	<ul style="list-style-type: none">• Lack of staffing (3)• Inadequate contractor oversight (3)• Janitorial (2)• Delay in service (2)• Quality varies with staff (2)
Not responsive – 7	<ul style="list-style-type: none">• Untimely project completion (2)• Not meeting needs (2)• Leasing staff unresponsive (2)• Untimely service (1)
More Communication – 5	<ul style="list-style-type: none">• Want better communication (2)• Planning (2)• Real estate (1)
Planning – 4	<ul style="list-style-type: none">• Poor planning services (1)• Poor estimates (1)• Over budget (1)• Slow Reviews (1)• Lack of quality control (1)
Cost - 2	<ul style="list-style-type: none">• Too expensive (2)
Physical – 1	<ul style="list-style-type: none">• Noise from physical plant (1)
Miscellaneous – 8	<ul style="list-style-type: none">• Can't respond for all locations (2)• Survey - Not adequate for issues (1)• Misc. (5)
