The Property Experience

NetVendor
MAINTENANCE

Review and Notification - SR948453: Unit 103; Sink is backed up

Please select the appropriate notification to send to Sally McWilliams at 12486052242 (jeffw@servusconnect.com).

- ○ **COMPLETION NOTIFICATION (default selection)**
  Meadows Bay SERVICE UPDATE: Your request is complete! See details and leave feedback here: URL_TBD
- ○ **PARTIAL COMPLETION (vendor or follow-up required to finish repair)**
  Meadows Bay SERVICE UPDATE: Your service is partially complete, but requires further repair. It will likely be a few days - please call the office at +1 844 473 7887 with questions (ref. $sr_number).
- ○ **CONTACT OFFICE**
  Meadows Bay SERVICE UPDATE: When possible, please call the office at +1 844 473 7887 concerning your service request (ref. $sr_number).
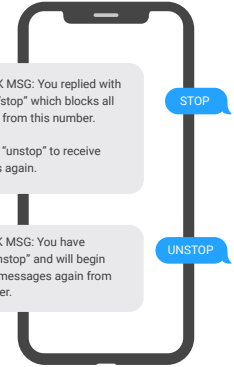- ○ **Do Not Send Notification to Resident**

ServusConnect will make our best efforts to deliver the selected message to the resident, provided the phone number and/or email address are valid. If successful, the selected message content will be added to the Servus Request description field.
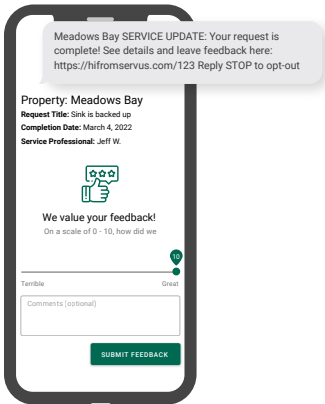
CANCEL   SUBMIT REVIEW

STEP 1

Service Request reviewed.

STEP 2

Completion message selected from options.

STEP 3

Residents engage with the message.

STEP 4

Feedback given by residents.

STEP 5

Report appears in Insights dashboard.

SMS Opt In

NETWORK MSG: You replied with the word "stop" which blocks all texts sent from this number.

Text back "unstop" to receive messages again.

STOP

NETWORK MSG: You have replied "unstop" and will begin receiving messages again from this number.

UNSTOP

Meadows Bay SERVICE UPDATE: Your request is complete! See details and leave feedback here: https://hifromservus.com/123 Reply STOP to opt-out

Property: Meadows Bay
Request Title: Sink is backed up
Completion Date: March 4, 2022
Service Professional: Jeff W.

We value your feedback!
On a scale of 0 - 10, how did we

Terrible   Great

Comments (optional)

SUBMIT FEEDBACK

Score*	Rating	Comments	Action
9 or 10	Promoter	Optional	Option to leave Google Maps Review
7 or 8	Neutral	Optional	No Action
0 - 6	Detractor	Required	Escalation Email

*Net Promoter Score

Detractor (score 0-6)

Promoter (score 9-10)

Hello from the ServusConnect Resident Feedback Team,

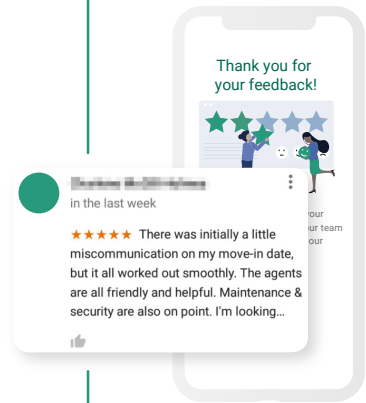We received the following negative feedback from one of your residents concerning a recently completed service request.

03/31/21 09:22AM **Property:** Villages at Meyerland; **Feedback Rating:** 0 out of 10; **Comments:** The sink is still leaking; **Resident Info:** Myles, Alvina ; **Title of SR:** Unit 01-G108; kirchen sink leak under cabinet; **Service Technician:** Jose Marcia

The resident has been notified that their negative experience has been escalated to their Community's Management Team and they will be contacted shortly to address this matter.

Sincerely,
The ServusConnect Resident Feedback Team

*Trigger escalation workflow

Thank you for your feedback!

in the last week

★★★★★ There was initially a little miscommunication on my move-in date, but it all worked out smoothly. The agents are all friendly and helpful. Maintenance & security are also on point. I'm looking...

*Review service on google

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