NetVendor MAINTENANCE

RESIDENT FEEDBACK & ESCALATION WORKFLOW
The Resident Experience

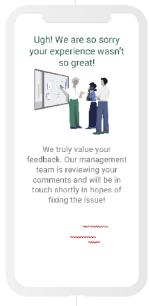Meadows Bay SERVICE UPDATE: Your request is complete! See details and leave feedback here: https://hifromservus.com/123 Reply STOP to opt-out

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

10

Terrible   Great

Comments (optional)

SUBMIT FEEDBACK

COMPLETION NOTE
Resident recieves completion message

0-6 SCORE
Detractors receive an apology screen.

7-8 SCORE
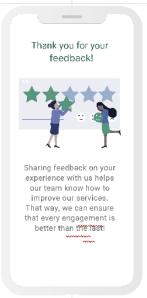Mid-scores receive a Thank You message.

9-10 SCORE
Promoters receive an invite to review.

Ugh! We are so sorry your experience wasn't so great!

We truly value your feedback. Our management team is reviewing your comments and will be in touch shortly in hopes of fixing the issue!

Thank you for your feedback!

Sharing feedback on your experience with us helps our team know how to improve our services. That way, we can ensure that every engagement is better than the last!

High fives! You rock!

Thank you so much for your feedback; it's super important!

PS. It would be amazing if you could leave a Google review for us - just click the link below!

G

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...

ESCALATION EMAIL
Email is sent to managers to ensure the issue is resolved.

NO ACTION
No action is taken after this.

REVIEW ON GOOGLE
Happy residents get recommendation to leave a Google review.

www.netvendor.com