



**SatisFacts Research E-Letter Subscriber Survey:
Priority for Call and Email Response
April 2009**

Overview:

Each month we invite the property management professionals who subscribe to the SatisFacts monthly electronic newsletter to complete a survey on a topic of interest. The purpose of this month's survey was to obtain feedback regarding who receives first priority when it comes to returning calls and emails.

Who receives first priority when it comes to returning calls and emails?	Percent
Co-Worker	2.5%
Prospect	25.0%
Resident	57.5%
Supervisor	15.0%

Source: SatisFacts Research (www.satisfacts.com)