



**OWNER AND  
RESIDENT  
SURVEY  
RESULTS**

June 2023



#	OWNER	PROPERTY	On a scale from from 1-10, how would you rate Utah Property Solutions? (10 being the BEST)	In a few short words, please expand on your rating.	Time to turn property after tenants leases end can be improved.
1	Ray Chen	11708 Nate Lane	10	Any issues are handled quickly and effectively. Reports and rents are consistent.	
2	Roy Rubin	6983 W Tracy Loop Rd	10	When I call I get a response with in a day. Oscar is great, always comes through for us	
4	Robert Procida	960 east 100 south SLC	10	You have always answered my concerns and that of the tenants. Thanks very much for your service.	
5	Jeff Gillies	847 N Valdean	10	Always attentive, proactive and responsive. They are effective and efficient in all aspects of managing the property and tenants.	No frustrations come to mind at this time.
6	Dona Curtis	633 East 4th Avenue	10	I don't have to even think about my property. I just have to record the income in my check book.	Nothing I can think of.
8	Ben Decker	2749 Augusta Dr	10	Always responsive, finds good renters and very few issues.	Nothing. My main desire is to not have to think about managing this property.
3	Drew Jackson	1679 and 1681 E 2100 South	8	Time to turn property after tenants leases end can be improved.	Time to turn property after tenants leases end can be improved.
7	Brandan Poulsen	5684, 86 west 3980 S. West Valley	5	Lack of communication, from my wife I get nothing but complaints. Paying to much for very little.	

# OWNER RESULTS

Name	Property	On a scale from from 1-10, how would you rate Utah Property Solutions? (1 being the worst experience and 10 being the best)	In a few short words, please expand on your rating.	Please share with us what you feel we could be doing better as your property management company.
Chris Breeding	6272 w Lago grande	10	Property solutions has been great. Sense day one of renting they have worked with us.	Nothing
Jazmyne Pruitt	5393 w Borglum	10	Amazing customer service. Fast response times and they are all so kind not matter who you talk to	No need to threaten. Please ask questions and have compassion with the people you work with.
Rocky McLellan	Rocky McLellan	10	Great staff. Easy to work with. Quick responses	Answer back quicker if possible!
Grayson Carmichael	5421 S Willow Lane	10	Utah Property Solutions has been great to work with. They are always friendly and attentive to our requests!	NA
Cameron Kennedy	974 west 500 south	10	Mariana did a great job getting us settled in and was very helpful and prompt in answering any questions.	Nothing. You guys are great management and know how to treat people right.
Melissa maxwell	4951 south center stree	10	Everything is great never had a problem here been here 4 2year now	NA
Liza Iturralde	327 east 9000	10	My experience has been very pleasant and smooth. I would recommend to my friends and family.	Actually respond. We had a issue with a fridge and the property management couldn't get out quick
Andre Mossiat	10002 s Aplomado dr	10	Always great!	Be kind and do your damn job.

# RESIDENT RESULTS

# RESIDENT RESULTS

Name	Property	On a scale from from 1-10, how would you rate Utah Property Solutions? (1 being the worst experience and 10 being the best)	In a few short words, please expand on your rating.	Please share with us what you feel we could be doing better as your property management company.
Sue Lyon	4952 Chrome Road	9	I'm very happy with customer service and maintenance teams. I have no complaints. They are swift, kind, and super responsive.	There should be better communication.
Doreen Allred	4951 South Center Street	9	Very responsive to issues and concerns!	Either easier to get a hold of via text and phone or a person in the office during business hours.
Annalynn Hayes	985 Springcrest Court	8	It was great until we were threatened with eviction for being two days late on our rent.	NA
Allison Rud	1022 W 430 S	8	great service	You are doing great
Madison Smith	1996 N 4010 W	8	we had a pet inspection that we have to pay \$125 for, and the inspection was 2 minutes.	NA
Koy Hyde	998 West 380 South	7	Getting the pool key wasn't easy to obtain.	NA
Corey Jones	12016 S 235 E	7	Communication has been challenging at times; otherwise, they behave as you would expect a management company to	NA
Ava Quist	421 S 960 W	7	I rarely get my phone call answered, questions about the property weren't getting responded to.	NA



# RESIDENT RESULTS

Name	Property	On a scale from from 1-10, how would you rate Utah Property Solutions? (1 being the worst experience and 10 being the best)	In a few short words, please expand on your rating.	Please share with us what you feel we could be doing better as your property management company.
Nikki Jorgensen	1922 n crest rd	5	This has been the worst move in experience I've ever had. It feels like this company doesn't know anything	Proactive with move-in info - where to get mail amenities keys, wifi, unaware of mandatory wifi restrictions bad wifi
Briant Brown	987 w. 360 s	5	The property has been great, but I'm paying the HOA fees and still don't have access to the pool/clubhouse	NA
Derek Smith	7277 n clear sky lane	1	Always an issue trying to get things resolved. Hard to get ahold of.	Have agents available to speak to instead of automated voice messages if you need help.
Shelby Fromm	1257 W 1420 N	1	Terrible customer service from getting poor responses to no responses at all. Not kind and spreads rumors behind your back.	Mail me a key for the pool instead of making me drive up to South Jordan that would be great
Kylie Dana	962 W 500 S	1	Lack of important information and slow to respond (if at all) once lease is signed and moved in.	Not really
Gage Emond	327 E 9000 S	1	Very difficult to work with	NA





**THANK YOU**

