PRIORITY PROPERTY MAINTENANCE

CUSTOMER QUALIFICATION & PROPERTY ASSESSMENT QUESTIONNAIRE

One reliable partner for complete property maintenance — inside and out, year-round.

Thank you for contacting Priority Property Maintenance. Please complete the questionnaire below so we can understand your property, identify the services you require, and determine the best service and pricing solution for your property.

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1. CUSTOMER INFORMATION

Full Name: _____

Company / Organization: _____

Phone: _____

Email: _____

Preferred Contact Method:

☐ Phone
☐ Text
☐ Email

Best time to contact you: _____

Are you the property owner or authorized decision-maker?

☐ Yes
☐ No

If no, decision-maker/contact:

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2. PROPERTY INFORMATION

Property Address:

City: _____ **Postal Code:** _____

Property Type

☐ Single-family residential
☐ Multi-unit residential
☐ Apartment building
☐ Condominium
☐ Office
☐ Retail
☐ Industrial
☐ Warehouse
☐ Institutional
☐ Mixed-use
☐ Property management / multi-property
☐ Other: _____

Approximate Property Size

☐ Under 1,000 sq. ft.
☐ 1,000–2,500 sq. ft.
☐ 2,500–5,000 sq. ft.
☐ 5,000–10,000 sq. ft.
☐ 10,000–25,000 sq. ft.
☐ 25,000+ sq. ft.
☐ Unknown

Number of buildings: _____

Number of units: _____

Number of floors: _____

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3. SERVICES REQUIRED

Please select ALL services you are interested in.

A. INTERIOR PROPERTY MAINTENANCE

☐ General interior maintenance
☐ Preventive maintenance
☐ Minor repairs
☐ Handyman services

☐ Drywall repair / patching
☐ Painting / touch-ups
☐ Doors, locks & hardware
☐ Baseboards / trim
☐ Flooring maintenance / minor repairs
☐ Light fixture / bulb replacement
☐ Common-area maintenance
☐ Rental unit turnover / make-ready
☐ Move-in / move-out maintenance
☐ Vacancy maintenance
☐ Property inspections
☐ Emergency interior maintenance
☐ Other: _____

B. JANITORIAL & CLEANING

☐ Commercial janitorial services
☐ Office cleaning
☐ Residential cleaning
☐ Apartment / condominium cleaning
☐ Common-area cleaning
☐ Rental unit cleaning
☐ Move-in / move-out cleaning
☐ Deep cleaning
☐ Post-construction / renovation cleaning
☐ Floor cleaning
☐ Floor stripping / waxing
☐ Carpet cleaning
☐ Vacuuming / mopping
☐ Dusting / surface cleaning
☐ Washroom cleaning & sanitizing
☐ Kitchen / break-room cleaning
☐ Garbage & recycling removal
☐ High-touch surface cleaning
☐ Interior window cleaning
☐ After-hours cleaning
☐ Other: _____

C. EXTERIOR PROPERTY MAINTENANCE

☐ General exterior maintenance
☐ Litter picking / property patrol
☐ Garbage / debris removal
☐ Pressure washing
☐ Exterior building cleaning

☐ Gutter / eavestrough cleaning
☐ Fence / gate maintenance
☐ Deck / exterior maintenance
☐ Parking lot maintenance
☐ Walkway maintenance
☐ Seasonal property preparation
☐ Minor exterior repairs
☐ Other: _____

D. GROUNDS & LANDSCAPING

☐ Lawn maintenance
☐ Grass cutting
☐ Trimming / edging
☐ Landscaping
☐ Garden maintenance
☐ Weed control
☐ Spring cleanup
☐ Fall cleanup
☐ Leaf removal
☐ Tree / shrub maintenance
☐ Property beautification
☐ Grounds inspections
☐ Other: _____

E. SNOW & ICE MANAGEMENT

☐ Snow removal
☐ Snow clearing
☐ Sidewalk clearing
☐ Parking lot clearing
☐ Ice control
☐ Salting / de-icing
☐ Snow hauling
☐ Winter property inspections
☐ Seasonal snow contract
☐ Other: _____

F. PROPERTY MANAGEMENT SUPPORT

☐ Rental property maintenance
☐ Tenant turnover
☐ Vacancy inspections
☐ Property inspections
☐ Maintenance coordination

☐ Multi-property maintenance
☐ Emergency / on-call services
☐ Recurring maintenance program
☐ Seasonal property services
☐ Full-service property maintenance
☐ Other: _____

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4. PROPERTY CONDITION & WORK REQUIRED

How would you describe the current condition of the property?

☐ Excellent
☐ Good
☐ Fair
☐ Poor
☐ Requires significant maintenance
☐ Requires significant cleaning / cleanup

What areas currently require attention?

☐ Interior
☐ Exterior
☐ Common areas
☐ Individual units
☐ Grounds
☐ Parking areas
☐ Walkways
☐ Storage / utility areas
☐ Other: _____

Please describe the work required:

Are there any known problems, damage, hazards or difficult-access areas?

☐ No
☐ Yes

Please explain:

_____

_____

_____

5. INTERIOR & JANITORIAL REQUIREMENTS

Approximate interior area requiring service:

_____ sq. ft.

Areas requiring cleaning or maintenance:

☐ Offices
☐ Hallways
☐ Lobbies
☐ Stairwells
☐ Elevators
☐ Washrooms
☐ Kitchens / break rooms
☐ Common areas
☐ Rental units
☐ Basements
☐ Garages
☐ Storage areas
☐ Other: _____

Cleaning level required:

☐ Light / routine cleaning
☐ Standard cleaning
☐ Deep cleaning
☐ Heavy-duty cleaning
☐ Move-in / move-out
☐ Post-construction
☐ Unsure — assess for us

Special requirements:

☐ Sanitization / disinfection
☐ High-touch surfaces
☐ Odour control
☐ Floor care

☐ Carpet care
☐ Window cleaning
☐ Garbage / recycling management
☐ After-hours service
☐ Other: _____

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6. SERVICE FREQUENCY

What type of service are you looking for?

☐ One-time service
☐ Daily
☐ Multiple times per week
☐ Weekly
☐ Bi-weekly
☐ Monthly
☐ Seasonal
☐ As-needed
☐ On-call
☐ Ongoing maintenance contract
☐ Annual service agreement
☐ Not sure — recommend a schedule

When would you like service to begin?

☐ Immediately
☐ Within 1 week
☐ Within 2–4 weeks
☐ Within 1–3 months
☐ Flexible

Required completion date, if applicable:

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7. COMBINED SERVICE OPPORTUNITY

Would you prefer one company to handle multiple property maintenance needs?

☐ Yes
☐ No
☐ Possibly

Services you would consider combining:

☐ Interior maintenance
☐ Janitorial / cleaning
☐ Exterior maintenance
☐ Grounds / landscaping
☐ Snow & ice management
☐ Property inspections
☐ Emergency maintenance
☐ Seasonal services
☐ Full property maintenance

Would you be interested in a customized ongoing maintenance agreement?

☐ Yes
☐ No
☐ Possibly

Preferred arrangement:

☐ Monthly
☐ Seasonal
☐ Annual
☐ Multi-year
☐ On-call
☐ Not sure

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8. PROPERTY ACCESS

How will our team access the property?

☐ Customer will be present
☐ Key available
☐ Lockbox
☐ Property manager will provide access
☐ Unrestricted exterior access
☐ Other: _____

Are there access restrictions?

Are there occupied units or work areas?

☐ No
☐ Yes

Are there pets or animals on the property?

☐ No
☐ Yes — Please describe:

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9. SAFETY & SPECIAL CONDITIONS

Are there any known safety concerns?

☐ No
☐ Yes

Are hazardous materials or substances present?

☐ No
☐ Yes
☐ Unknown

Are there areas requiring special equipment or access?

☐ No
☐ Yes

Please describe:

Are there special building, tenant, security or site requirements?

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10. BUDGET & EXPECTATIONS

Do you have a budget range?

☐ Under $250
☐ $250–$500
☐ $500–$1,000

☐ $1,000–$2,500
☐ $2,500–$5,000
☐ $5,000–$10,000
☐ $10,000+
☐ Monthly contract
☐ Annual contract
☐ Not sure — recommend a solution

What matters most to you?

☐ Lowest price
☐ Best value
☐ Quality
☐ Reliability
☐ Fast response
☐ Professional appearance
☐ Consistent service
☐ Preventive maintenance
☐ One company for everything

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11. CURRENT SERVICE PROVIDER

Do you currently have a maintenance or cleaning provider?

☐ No
☐ Yes
☐ Looking to replace current provider
☐ Have multiple providers

If applicable, what challenges are you experiencing?

☐ Cost
☐ Reliability
☐ Communication
☐ Quality
☐ Response time
☐ Missed services
☐ Limited services
☐ Lack of accountability
☐ Lack of documentation
☐ Need one provider for multiple services
☐ Other: _____

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12. PHOTOS & SITE ASSESSMENT

Can you provide photos of the property/work areas?

☐ Yes
☐ No

Photos available:

☐ Interior
☐ Exterior
☐ Grounds
☐ Problem areas
☐ Cleaning areas
☐ Damage
☐ Equipment
☐ Parking / walkways

Would you be available for an onsite assessment?

☐ Yes
☐ No
☐ Not required

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13. DECISION & TIMELINE

How soon are you looking to make a decision?

☐ Immediately
☐ Within 1 week
☐ Within 30 days
☐ Within 3 months
☐ Comparing providers
☐ Researching options

Are you currently obtaining other quotes?

☐ No
☐ Yes
☐ Not yet

Who is involved in approving the work?

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14. URGENCY

How urgent is your request?

☐ 🔴 Emergency — immediate attention required
☐ 🟠 Urgent — within 24–72 hours
☐ 🟡 Standard — within 1–2 weeks
☐ 🟢 Planned — flexible scheduling

Why is the service required now?

15. ADDITIONAL INFORMATION

Is there anything else Priority Property Maintenance should know?

16. HOW DID YOU HEAR ABOUT US?

☐ Google
☐ Website
☐ Facebook
☐ Instagram
☐ Referral
☐ Existing customer
☐ Property manager
☐ Advertisement
☐ Flyer
☐ Other: _____

CUSTOMER CONFIRMATION

I confirm that the information provided is accurate to the best of my knowledge. I understand that completing this questionnaire does not constitute a service agreement or guarantee of pricing. Final pricing may require an onsite assessment.

Customer Name: _____

Signature: _____

Date: _____

PRIORITY PROPERTY MAINTENANCE

INTERNAL LEAD QUALIFICATION

Lead Received: _____

Staff Member: _____

Lead Source: _____

Primary Opportunity

☐ Interior Maintenance
☐ Janitorial / Cleaning
☐ Exterior Maintenance
☐ Grounds / Landscaping
☐ Snow & Ice
☐ Property Management Support
☐ Full-Service Property Maintenance

Account Type

☐ Residential
☐ Small Commercial
☐ Large Commercial
☐ Property Management
☐ Multi-Property / Portfolio
☐ Institutional

Estimated Job Value

$_____

Estimated Monthly Contract Value

$_____

Estimated Annual Contract Value

$_____

Lead Rating

☐ **A — High Value:** Clear requirements, qualified decision-maker, appropriate budget and strong contract potential.

☐ **B — Good Lead:** Good opportunity but requires additional information or site assessment.

☐ **C — Low Priority:** Limited scope, low value, unclear requirements or primarily price-driven.

☐ **D — Decline:** Outside service area, unsafe, unsuitable or outside company capabilities.

Cross-Sell Opportunities

☐ Interior + Janitorial
☐ Janitorial + Interior Maintenance
☐ Interior + Exterior
☐ Grounds + Snow
☐ Cleaning + Grounds
☐ Maintenance + Cleaning + Grounds
☐ Full Property Maintenance Agreement
☐ Multi-Property Agreement

Next Action

☐ Request photos
☐ Schedule site assessment
☐ Prepare estimate
☐ Prepare service proposal
☐ Prepare recurring contract
☐ Follow up
☐ Refer out
☐ Decline

Follow-up Date: _____

Internal Notes: