



Ramona Property Managers, Inc.

11706 Ramona Blvd Suite 204 • El Monte, CA 91732 • Phone (626) 448-7882 • FAX (626) 443-6303
info@ramonapro.com • www.RamonaPro.com



At the end of the day, we are a company run by humans and we make mistakes. Whether these blunders are caused by unfortunate communication, lack of training, or poor leadership, sometimes mistakes can make you angry, frustrated, or disappointed.

Ramona Property Managers is always working to improve our service. If you have a complaint we need to know so we can provide better service as your property management company.

We do ask you to be fair and not use this form for violations against your rental agreement, such as receiving a notice for non-payment of rent, illegal pets, illegal tenants, etc. Take into consideration if you or someone else has caused the problem before submitting the complaint.

If you feel we caused a problem with your residency such as not receiving repairs in a timely manner, unanswered telephone calls, rude behavior, or something that you feel we can change or fix, then please use this form. We will answer the complaint within 2 business days and work to resolve the problem.

Name: _____
 Address: _____
 Staff Involved: _____
 Nature of Incident: _____

Thank You For Your Feedback. Please submit by email for faster response.

For Office Use Only

Date Received On: _____
 Received By: _____
 Incident Notes Based on Follow Up: _____

 Resolution Date: _____
 Resolution: _____

