

CLIENT EXPERIENCE SURVEY

For Sean and Melissa Van Londersele

Please circle the number that best describes the level of service you received from us.

- 1 = Unsatisfactory
3 = Average
5 = Excellent

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | Timeliness of return phone calls was | 1 | 2 | 3 | 4 | 5 |
| 2. | Problems were handled | 1 | 2 | 3 | 4 | 5 |
| 3. | Communication with you was | 1 | 2 | 3 | 4 | 5 |
| 4. | The knowledge of real estate demonstrated was | 1 | 2 | 3 | 4 | 5 |
| 5. | Attention given to your special needs was | 1 | 2 | 3 | 4 | 5 |
| 6. | Your overall impression of our real estate service is | 1 | 2 | 3 | 4 | 5 |

How did you choose to work with us?

A referral from Jennifer West - friend

When you think of your real estate experience with us, what stands out most in your mind?

The personal attention and caring attitude - and the little things like having boxes delivered to us for the move - just amazing!

How did you find working within our associate team concept? Did this enhance or detract from the level of personalized service you received?

I enjoyed meeting both Colleen and Doreen, but for buying my home I really like a one-on-one approach, which I feel we received with our experience, even with the team concept.

How would you describe the level of our negotiating skill and expertise on your behalf?

Everything was explained clearly to us, I felt very good about the decisions that were suggested and comfortable with every decision

Was there ever a time you felt we breached your trust? If so, how?

No

Did you find that our e-mailings were of any benefit to you?

Yes

No

Please comment.

Although sometimes depressing! They certainly gave us a reality check as to the market conditions

Was there a particular activity or service we provided that you particularly appreciated?

loved having the boxes delivered!! It allowed us to de-glutter immediately without having to pick them up, or budget for them. Also, just having the home inspector, carpet cleaner, plumber, + electrician set up was fantastic - but to have the last two AAID to as well?? amazing

What could we do to provide a more positive experience?

Not much! was incredibly happy above and beyond any other experience we have had with realtors

What is your overall impression of the team members you had worked with?

Friendly, Knowledgeable, Caring, genuine, Sincere and dedicated

Do you feel that we genuinely cared about you and your real estate needs?

Yes

No

Have we earned the right to pursue an ongoing relationship towards our goal of being your "Realtor for Life"?

Yes

No

May we count on your personal recommendation of our services to friends and relatives?

Yes

No

If yes to the above, who is the next person you know who would be considering a move? (she lives in Victoria)

Name _____

Phone # _____

In comparison to other Realtors you may have worked with, how did we compare?

1. Substantially Lower

2. Moderately Lower

3. About the Same

4. Moderately Higher

5. Substantially Higher

Any Other Comments or Reference Quote for our website:

Phenomenal service, outstanding people. I have never experienced this level of professionalism, or had such a dependable team to work with. I will never buy or sell with anyone else!

Associated Services Feedback

As we are often involved in co-coordinating your move with a number of other suppliers, can you also please take a moment to let us know how you were treated. Please circle the number that best describes the level of service you received.

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1. Which law firm or notary did you use?

Name: MacDonald Bayle + Jeffrey
Overall satisfaction level: 1 2 3 4 5
Comments: Friendly, Although we were kept waiting a few times.

2. If you financed your purchase, which lender did you use?

Name: MOAP
Overall satisfaction level: 1 2 3 4 5
Comments: Fair rates, red tape can be frustrating

3. Did you also use a mortgage broker?

Name: Adrian Percival
Overall satisfaction level: 1 2 3 4 5
Comments: Great rate, great service, even got a 30yr Mortgage!

4. Did you use the services of a moving company?

Name: Juan Bell + Associates
Overall satisfaction level: 1 2 3 4 5
Comments:

5. Did you use the services of a building inspector?

Movers arrived at storage unit with no transportation - Sean had to drive all three to the house in the Uhaul, which was dangerous + illegal. Putting him in an awkward situation

Name: Dan Lagerstrom
Overall satisfaction level: 1 2 3 4 5
Comments: Very thorough and friendly - Gave us a discount.

**Do we have your kind permission to share your comments publicly?

Yes

No