

Client Feedback Questionnaire

We would appreciate you taking the time to complete this questionnaire.

Your Name:

Your Salesperson:

Future Address:

Sold Property Address:

Phone Number:

1. Why did you initially consider listing with Property Brokers? (Please tick one – more than one if relevant)

Friends Recommendation

Solicitor

Purchased through Property Brokers before

Visited a Property Brokers Open Home

Friend of Salesperson

Family

Letterbox mailer/Newsletter

Other (please describe)

2. Why did you list with Property Brokers? (Please tick one – more than one if relevant)

Advertising exposure:

Website

T.V.

Radio

Newspaper

Salesperson

Reputation

Our marketing programme

Most realistic price

Only firm invited

Advisers recommendation (e.g. Solicitor)

Other (please describe)



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| 3. Have you purchased/sold through Property Brokers previously? | Yes | No |
| 4. Did our Salesperson provide helpful suggestions for marketing your property? | Yes | No |
| 5. Did our Salesperson maintain regular contact? | Yes | No |
| 6. Were price variations discussed during the marketing period? | Yes | No |
| 7. Did our advertising programme match your expectations? If No, what could have been done? (Please comment under General Comments). | Yes | No |
| 8. Did you get adequate feedback from our salesperson after inspections? | Yes | No |
| 9. Did you get adequate feedback from our salesperson after open homes? | Yes | No |
| 10. Were the inspections made at times expressed as being most convenient to you? | Yes | No |
| 11. Do you believe our Salesperson did everything realistically possible to promote and sell your property? If no, your suggestions would be appreciated. Please comment under General Comments. | Yes | No |
| 12. If the opportunity arises again, would you sell or purchase through Property Brokers by preference? | Yes | No |
| 13. Were the final negotiations for the sale carried out to your satisfaction? | Yes | No |
| 14. Would you recommend Property Brokers to your family and friends? | Yes | No |
| 15. Internet: | | |
| Do you have access to the Internet? | Yes | No |
| If so did you search for properties for sale on it? | Yes | No |
| If so did you view www.realestate.co.nz ? | Yes | No |
| Did you view our home page – www.propertybrokers.co.nz ? | Yes | No |
| 16. We would appreciate any comments or suggestions on how we can improve our service. | | |

General Comments:

*Thank you for taking the time to complete this questionnaire.
Your feedback is important to us.*

