Client Feedback Questionnaire

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

Your Name: ..... **Your Salesperson**: .....

Future Address ..... Sold Property Address: .....

....

Phone No: …… .....

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) .....

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

☐ Advertising exposure: …….. ☐ Website
…….. ☐ T.V.
…….. ☐ Radio
…….. ☐ Newspaper

☐ Reputation
☐ Salesperson
☐ Only firm invited
☐ Our marketing programme
☐ Most realistic price
☐ 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:.....
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Name: *(leave blank if you wish)*.....

Address:.....

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