

Feedback form / Buyer

We kindly ask you to fill in this feedback form. You can also provide feedback online at www.skvl.fi. Your feedback will be handled confidentially by the Suomen Kiinteistönvälittäjät ry (SKVL). The feedback will also be forwarded to the estate agency you dealt with in order for them to develop their operations.

1. SKVL member's contact details

Company: _____
Real estate agent(s): _____

2. Information about the sale

apartment vacation home
 detached house business premises
 plot of land other: _____
When did the sale take place (month) _____

3. Which channels did you use to find information about the apartment / property?

Newspaper advertisement, which newspaper? _____
 Internet, real estate portal Etuovi.com Oikotie.fi Other, what? _____
 From social media
 Based on a recommendation
 The real estate agent contacted me
 I am an existing customer
 Advertisement in a window of the real estate agency
 Other: _____

4. Were you satisfied with the real estate agency?

Yes no

why / why not?

5. Would you recommend the agency?

yes no

6. Operations of the agency

	excellent	good	satisfactory	fair
service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
marketing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
fluency of the property display	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Other feedback / suggestions how to develop the agency's operations

8. Your contact details (optional)

Thank you for your feedback!

Suomen Kiinteistönvälittäjät ry

Asiakaspalautteet

Annankatu 24, 4. krs

00100 Helsinki
