

## Feedback form / Tenant

We kindly ask you to fill in this feedback form and forward it to the SKVL member 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 renting activity

- |   |  |
|---|--|
| <input type="checkbox"/> apartment building | <input type="checkbox"/> plot of land      |
| <input type="checkbox"/> row house          | <input type="checkbox"/> vacation home     |
| <input type="checkbox"/> detached house     | <input type="checkbox"/> business premises |
| <input type="checkbox"/> other:             |  |

### 3. How did you choose the apartment / property?

- Newspaper advertisement, which newspaper? \_\_\_\_\_
- Internet, which website? \_\_\_\_\_
- 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!**