

# ALPINE REAL ESTATE LTD

## FEEDBACK

First name.....Surname.....

House /flat number.....

.....Post Code.....

Rent Reference number.....

**Generally, how satisfied or dissatisfied are you with Alpine Real Estate services?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**If you visited the office how satisfied were you with the service you received there?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**How helpful were the staff?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**Were the staff able to deal with your problem**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**Taking into account your new home, do you think that the rental charge for this property represents good or poor value for money?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**Thinking about the rental services that Alpine Real Estate provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision-making?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

*The next questions are about specific aspects of the service you received from us when taking up your new tenancy. Please tell us in each case how you felt about the quality of service and the information you received*

**Viewing your home?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**Signing your tenancy agreement?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**The Welcome Pack**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**The decoration allowance (if provided)**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**Agreeing your responsibility for decorations to your property?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**Advising you about your responsibility for rent and bill payments**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**Information about your new home, for example location of meter positions, heating system?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**Information about the local area, for example, surgery, police, school?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**Agreeing your responsibility for repairs to your property?**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

**Information about Alpine Real Estate services**

Very Satisfied .... Fairly Satisfied .... Neither Satisfied nor Dissatisfied ....  
Fairly Dissatisfied .... Very Dissatisfied....

***How would you rate the following aspects of your home..?***

**Size of room**

Good .... Fair .... Poor .... Not applicable ....

**Convenience of location**

Good .... Fair .... Poor .... Not applicable ....

**General design and layout**

Good .... Fair .... Poor .... Not applicable ....

**Condition of bathroom fittings**

Good .... Fair .... Poor .... Not applicable ....

**Condition of kitchen fittings**

Good .... Fair .... Poor .... Not applicable ....

**Electical sockets**

Good .... Fair .... Poor .... Not applicable ....

**Fire safety**

Good .... Fair .... Poor .... Not applicable ....

**Use of garden (if any)**

Good .... Fair .... Poor .... Not applicable ....

**Privacy**

Good .... Fair .... Poor .... Not applicable ....

**Insulation against noise**

Good .... Fair .... Poor .... Not applicable ....

**Car parking facilities**

Good .... Fair .... Poor .... Not applicable ....

**Security of doors**

Good .... Fair .... Poor .... Not applicable ....

**Security of windows**

Good .... Fair .... Poor .... Not applicable ....

**Heating systems**

Good .... Fair .... Poor .... Not applicable ....

**Condition of windows**

Good .... Fair .... Poor .... Not applicable ....

**Condition of decorations**

Good .... Fair .... Poor .... Not applicable ....

**Is there anything we could do to improve the service we provide?**

**Thanks for your feedback and time!**

**Alpine Real Estate Ltd**