



Questionnaire Satisfaction Levels

We promote equality of opportunity in every aspect of our business in line with our objectives.

To help us to monitor satisfaction levels with condition of property at letting stage.

How satisfied were you with the cleanliness of the property when you moved in?

- Very satisfied ☐
- Satisfied ☐
- Neither satisfied or dissatisfied ☐
- Dissatisfied ☐
- Very dissatisfied ☐

Did you receive a decorating allowance?

Yes ☐ No ☐

If yes, did you consider this adequate?

Yes ☐ No ☐

If no, do you think you should have?

Yes ☐ No ☐

Were there any maintenance problems outstanding?

Yes ☐ No ☐

If yes, please give details

Are you satisfied with the way any maintenance problems were handled?

Yes ☐ No ☐

Is there any other work which you feel should have been carried out?

What was your overall opinion of the condition of the property when you moved in?

- | | |
|----------------------|--------------------------|
| Very good | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Neither good nor bad | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> |
| Very poor | <input type="checkbox"/> |

Please give details or make any comments on any improvements you would like to suggest regarding the letting of your property?

Was the information you were given about how to pay your rent and report repairs sufficiently clear?

Yes ☐ No ☐

Was the information you have been given useful?

Yes ☐ No ☐

Was there any other information you would liked to have been given?

Yes ☐ No ☐

If yes, please give details

Please use the space below
for any other comments you
would like to make.

Name:

Address:

Date:

Contact Us

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