

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 Finnish Association of Real Estate Agents (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 newspapers? _____
☐ Internet, real estate portal ☐ Jokakoti.fi ☐ 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!

Stamp

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