

Feedback form / Tenant

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 renting activity

- | | |
|---|--|
| <input type="checkbox"/> apartment | <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!

Stamp

Suomen Kiinteistönvälittäjäliitto ry
Asiakaspalautteet
Annankatu 24, 4. krs
00100 Helsinki