



Full Name	Rental Property Address
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PLEASE NOTE: The information you provide will be treated confidentially and solely with a view to help us improve. No information will be passed onto third parties. We reserve the right to quote anonymously any feedback given for marketing purposes.

1. Please rate us on the following:	Poor	OK	Good	Very Good	Excellent	Not Applicable
How user-friendly you found our website (www.bassets.co.uk)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your first impressions of Bassets on initial contact (polite, prompt, knowledgeable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy and content of the property information (photos, floorplan, description)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The viewing process (prompt, knowledgeable, questions answered)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How simple you found the application/referencing paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the quality of our correspondence/processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy to navigate did you find our referencing company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How useful did you find concierge service (Just Move In)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How smoothly the 'move in' day went (the process, sign up etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ONLY if you have previously rented through another letting agent: How does our service compare so far?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. If you would like to comment further on any of the above, please write your comments below.

3. When looking for a property to rent, what media did you use/visit on a regular basis?

Salisbury Journal <input type="checkbox"/>	Valley News <input type="checkbox"/>	Salisbury Life <input type="checkbox"/>	Twitter <input type="checkbox"/>	Blackmore Vale <input type="checkbox"/>
Rightmove.co.uk <input type="checkbox"/>	Zoopla.co.uk <input type="checkbox"/>	Onthemarket.com <input type="checkbox"/>	Facebook <input type="checkbox"/>	Other _____

4. If you feel that we provided you with good service so far, please write a short testimonial for an individual member of staff for the whole team.

5. Is there anything we could have done better?

Thank you very much for taking the time to fill out our questionnaire - we appreciate your feedback.