



How Well Did We Look after You?

Pre-tenancy: To Be Completed by Tenants Only

Please tell us what you really think, because without your honest feedback we can't improve our service

Full Name	Rental Property Address
<p>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.</p>	

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 clearly our fee structure was explained to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How competitive you found our fees in relation to other agents'	<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 well we kept you updated throughout	<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. Please rate our third party service providers:

	Poor	OK	Good	Very Good	Excellent	Not Applicable
Rent4Sure (independent referencing company)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Just Move In (utility administration and comparison service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Salisbury Journal Valley News Salisbury Life Twitter Blackmore Vale
 Rightmove.co.uk Zoopla.co.uk Onthemarket.com Facebook Other _____

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

6. 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.