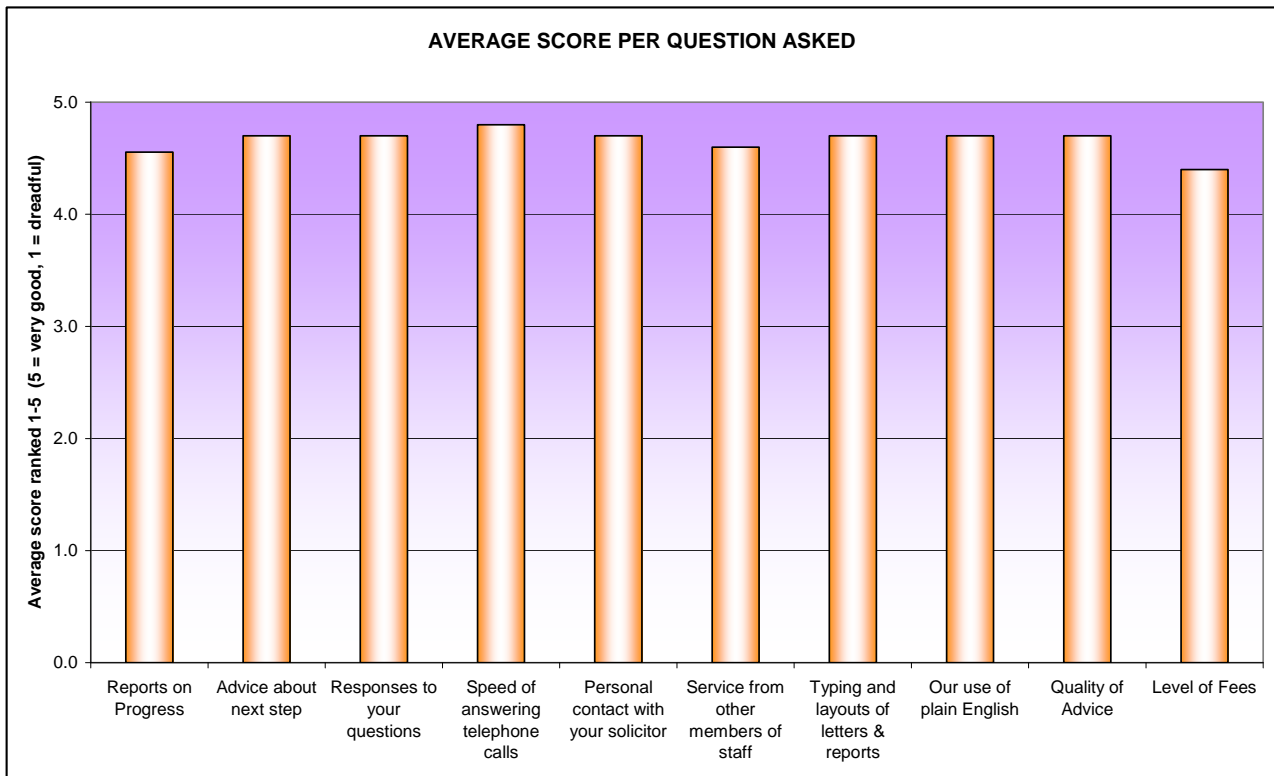




11TH ANNUAL QUALITY OF SERVICE QUESTIONNAIRE
JULY 2008 – JUNE 2009

At the end of each transaction we sent a quality of service questionnaire to each client. A summary of the responses is shown, taken from the all questionnaires returned in the year.



Here's what some of our clients have said about us in the last year:

“Very professional, prompt, a pleasure to deal with and also trustworthy, good communicators....I could go on and on!”

“Opinion of your efficiency was always positive and has increased even further”

“Excellent firm. Go to the extremes for the benefit of their client. Would definitely use firm in future.”

“Professional. Efficient. Friendly. The service we have received has been of the highest quality and always with a smile!”

“Very professional with a personal touch.”

“Very helpful, friendly, professional and patient.”

“Friendly, helpful, efficient & reasonable rates.”

“Professional, give the impression that they care about helping you. Efficient.”

“Linda & Nicki the Property Managers worked above and beyond their duties to help my sale progress. Thanks sooo much to them both!”

“Excellent company, highly recommended.”

“Small, effective, attentive, unlike the larger heavily marketed firms.”

“Excellent. Fast, personal and very attentive.”

“Would recommend. Strongly efficient, always helpful, clear descriptions of process and progress.”

“Excellent personal service - the best I have had.”