

CLIENT SURVEY FORM

Your name: [REDACTED]

File Ref: NE/HCB/PYR11

	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices? n/a				
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.	<p>I was extremely pleased with the service provided. Any questions / queries I had were answered and dealt with quickly and efficiently, and overall the process of buying the house was made easy and hassle free.</p>			
<p>Would you be likely to recommend this firm to others? <u>Yes</u> No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

Client Survey Form

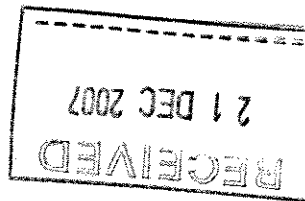
RECEIVED
31 OCT 2017

Your name: [REDACTED]

SVR/FUR32

	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices?				✓
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
<p>Would you be likely to recommend this firm to others? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Undecided <input type="checkbox"/></p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

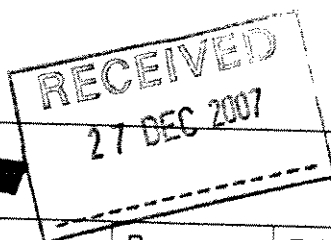


CLIENT SURVEY FORM

Your name: [REDACTED]		File Ref: NE/CRO362			
	Poor	Fair	Good	Excellent	
1. How would you rate our reception area and the greeting you received if and when you visited our offices?			✓		
If poor or fair, how do you think (s)he could have improved their service to you?					
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓	
If poor or fair, how could we have improved this for you?					
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓	
If poor or fair, how could we have improved this for you?					

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.	<p>Nigel provides an excellent Service. I would not hesitate in recommending his Services.</p> <p>Borden.</p>			
<p>Would you be likely to recommend this firm to others? Yes ✓ No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

Client Survey Form



Your name: [REDACTED]

SVR/ELK21

	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices?				✓
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?			AB	✓
If poor or fair, how could we have improved this for you?				

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.	<p>- No comments to improve service, but want to say that Sara was great to work with. Good communication, very approachable & quick to respond to questions.</p> <p>Very glad that I chose to work with Sara, and will definitely recommend her to my friends and colleagues.</p>			
<p>Would you be likely to recommend this firm to others? <u>Yes</u> No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

RECEIVED

- 8 FEB 2013

CLIENT SURVEY FORM


Your name: [REDACTED]

File Ref: IT/GLA71

	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices?				
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.				
<p>Would you be likely to recommend this firm to others? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Undecided <input type="checkbox"/></p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

CLIENT SURVEY FORM

Your name: 				
1. How would you rate our reception area and the greeting you received if and when you visited our offices?	Poor	Fair	Good	Excellent
				<input checked="" type="checkbox"/>
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				<input checked="" type="checkbox"/>
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				<input checked="" type="checkbox"/>
If poor or fair, how could we have improved this for you?				

4. How would you rate your understanding and the commitment to the action that was taken on your behalf?	Poor	Fair	Good	Excellent ✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.	<p>I believe that Allegis provide a first class service — on each occasion I have used the services I have been completely satisfied.</p>			
<p>Would you be likely to recommend this firm to others? Yes <u>Yes</u> No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

PS / very cost effective too!

CLIENT SURVEY FORM

Your name:		File Ref: NE/HCB/HUD 131		
	Poor	Fair	Good	Excellent
1. How would you rate our reception area and the greeting you received if and when you visited our offices?			✓	
If poor or fair, how do you think (s)he could have improved their service to you?				
2. How would you rate the personal manner of the adviser who you had most dealings with?				✓
If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				✓
If poor or fair, how could we have improved this for you?				

	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				✓
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				✓
If you have any suggestions for how we could improve things that have not been dealt with above, please comment here.	<p>We have always received good service from Nigel and will always try to use the services of Nigel at Chaggs in the future.</p> <p>Thanks Nigel.</p>			
<p>Would you be likely to recommend this firm to others? Yes No Undecided</p> <p>Thank you for your time and trouble in completing this form. Please return it in the stamped addressed envelope provided.</p>				

Could I please have the findings of the information that he requested from the Berkshire C.C. regarding our property. Thank you