

## Feedback form / Tenant

We kindly ask you to fill in this feedback form. You can also provide feedback online at [www.skvl.fi](http://www.skvl.fi). Your feedback will be handled confidentially by the Suomen Kiinteistönvälittäjät ry (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

- apartment building       plot of land  
 row house                 vacation home  
 detached house         business premises  
 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!**

Suomen Kiinteistönvälittäjät ry

Asiakaspalautteet

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