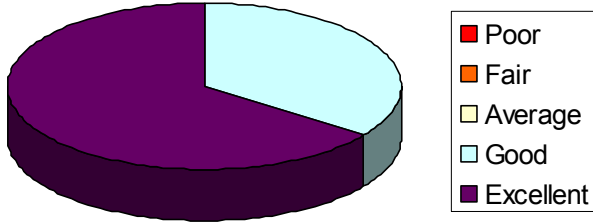
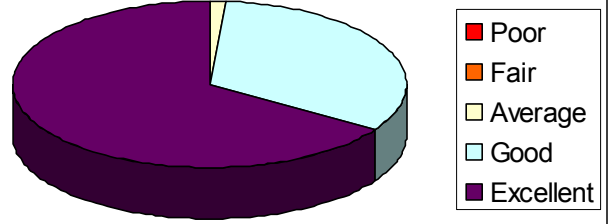


SEPTEMBER 2010 QUALITY SURVEY

OFFICE STAFF Courteous, helpful, knowledgeable?



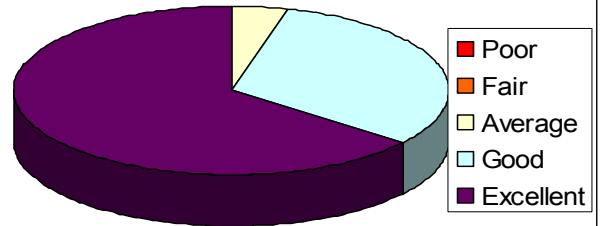
CONSULTING STAFF Did we explain the scope of the job?



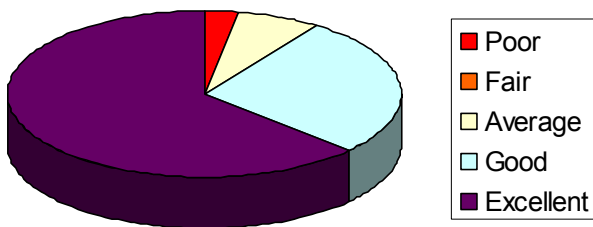
ACCOUNTING STAFF Courteous, helpful, knowledgeable?



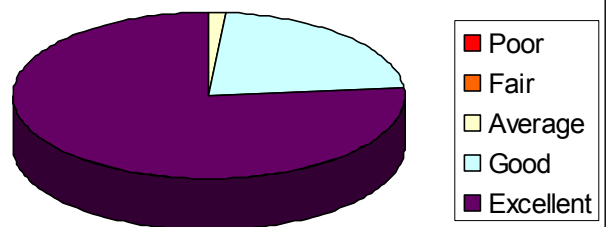
How well did we fulfil our mandate?



How well did we keep you in the loop?

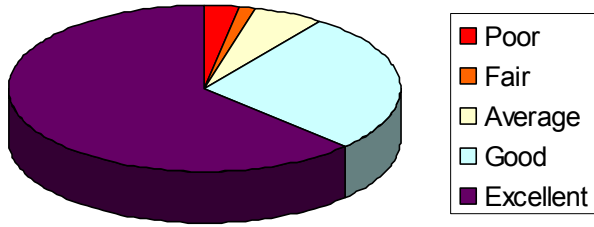


Courteous, helpful, knowledgeable?

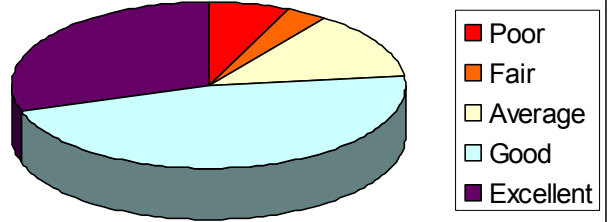


SEPTEMBER 2010 QUALITY SURVEY

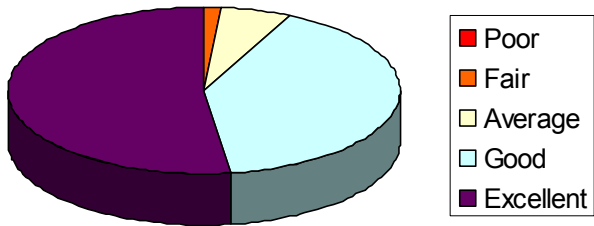
ASSIGNMENT How was our response time?



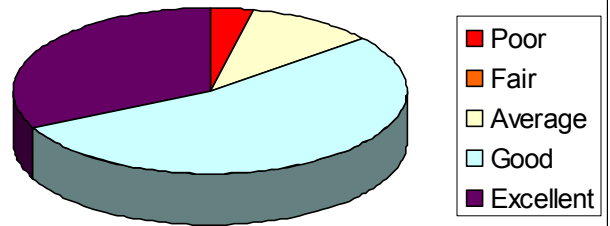
WEB SITE How useful is our Client Area?



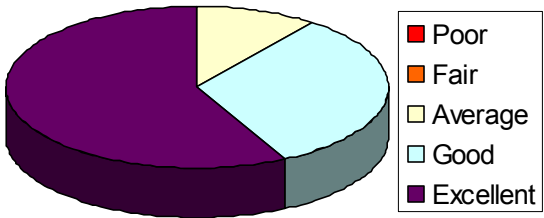
Did you get value for money?



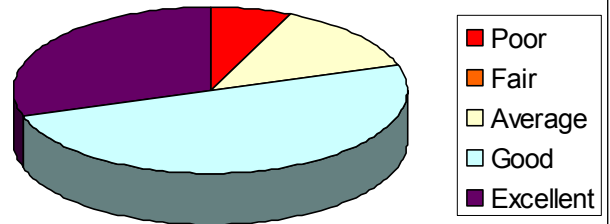
How useful is our Web Site generally?



Our performance compared to previous assignments?

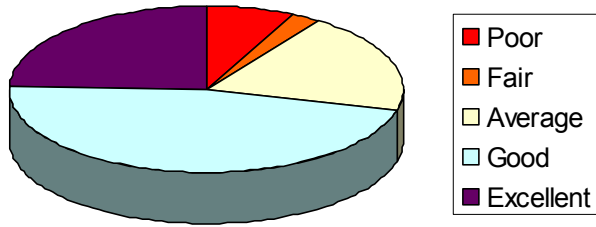


How easy is it to navigate?

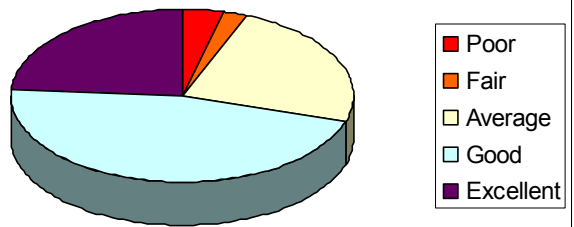


SEPTEMBER 2010 QUALITY SURVEY

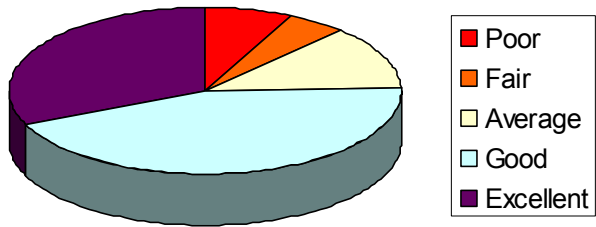
ELECTRONIC BULLETINS How useful are the Action Alerts?



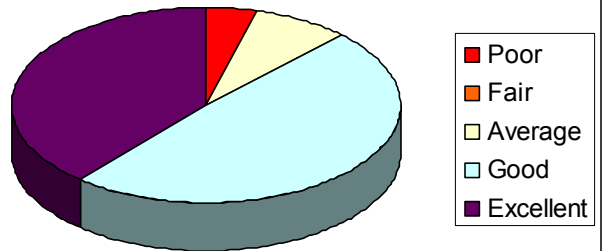
NEWSLETTER How useful is Newsletter?



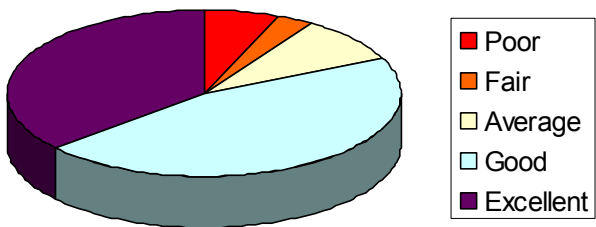
How useful are the Case Studies?



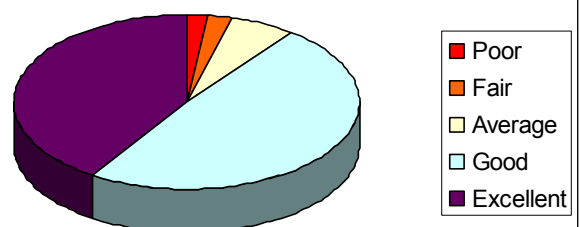
NEWSLETTER How well does it describe our services?



How useful are the Office/Warehouse Surveys?



NEWSLETTER How well does it describe our depth of knowledge?



How useful is the Property Investors Club (PIC)?

