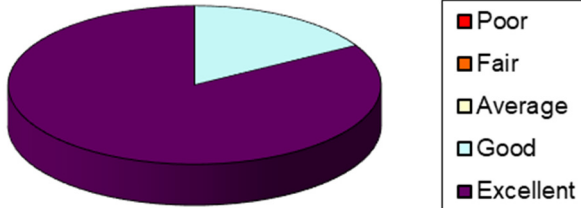
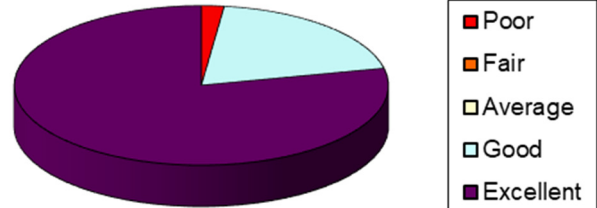


## SEPTEMBER 2023 QUALITY SURVEY

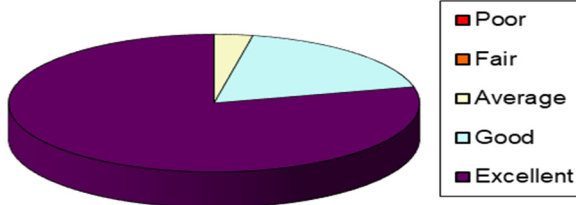
OFFICE STAFF Courteous, helpful, knowledgeable?



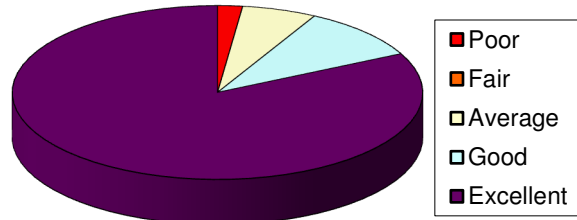
CONSULTING STAFF Did we explain the scope of the job?



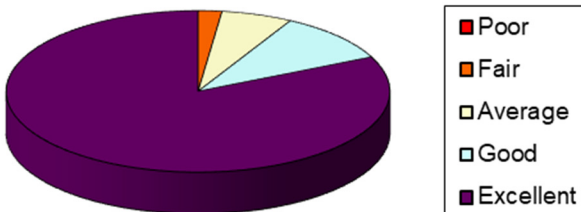
ACCOUNTING STAFF Courteous, helpful, knowledgeable?



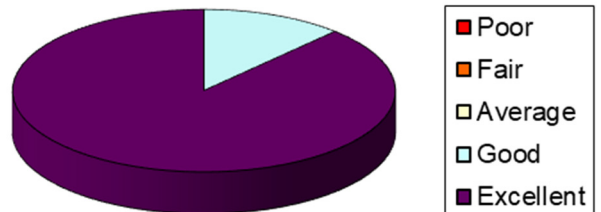
How well did we fulfil our mandate?



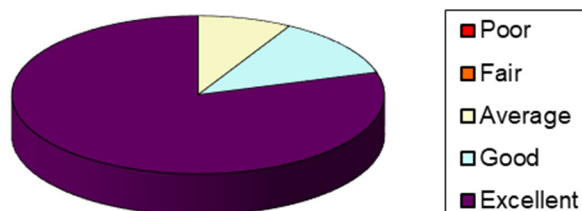
How well did we keep you in the loop?



Courteous, helpful, knowledgeable?

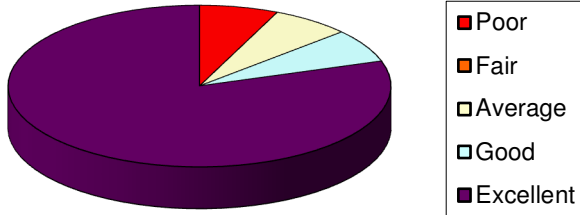


ASSIGNMENT How was our response time?

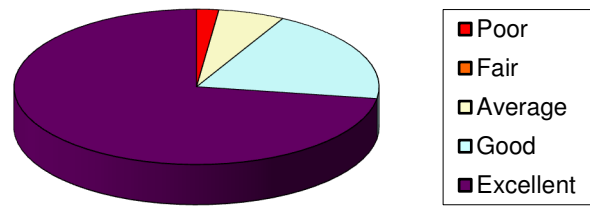


## SEPTEMBER 2023 QUALITY SURVEY

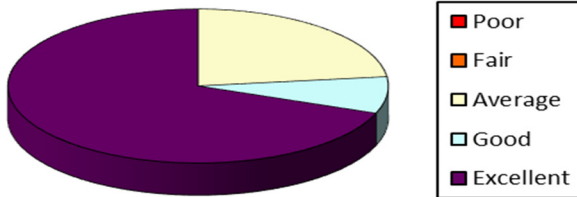
WEB SITE How useful is our Client Area?



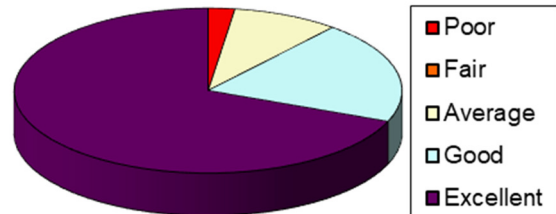
Did you get value for money?



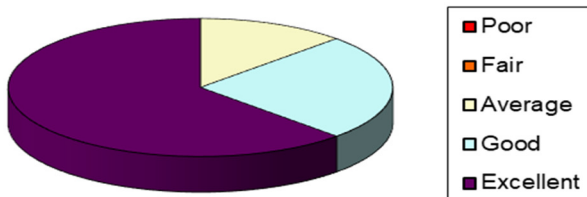
How useful is the Property Portfolio Portal?



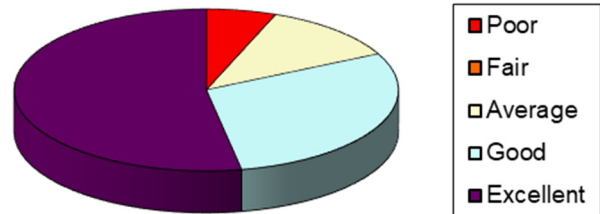
Our performance compared to previous assignments?



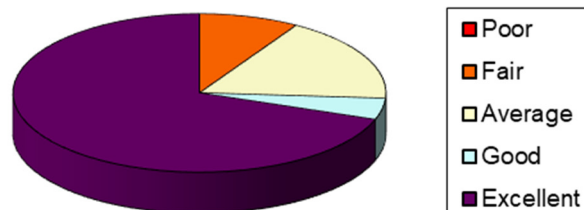
How useful is our Web Site generally?



How easy is it to navigate?

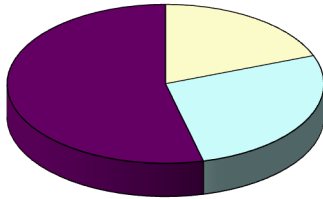


ELECTRONIC BULLETINS How useful are the Action Alerts?



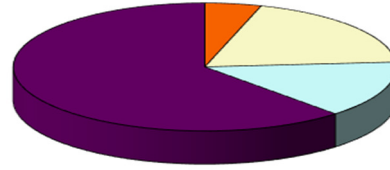
## SEPTEMBER 2023 QUALITY SURVEY

NEWSLETTER How useful is Newsletter?



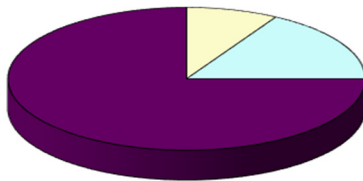
■ Poor  
■ Fair  
■ Average  
■ Good  
■ Excellent

How useful are the Case Studies?



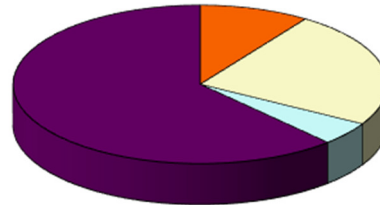
■ Poor  
■ Fair  
■ Average  
■ Good  
■ Excellent

NEWSLETTER How well does it describe our services?



■ Poor  
■ Fair  
■ Average  
■ Good  
■ Excellent

How useful are the Office/Warehouse Surveys?



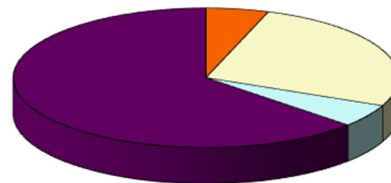
■ Poor  
■ Fair  
■ Average  
■ Good  
■ Excellent

NEWSLETTER How well does it describe our depth of knowledge?



■ Poor  
■ Fair  
■ Average  
■ Good  
■ Excellent

How useful is the Property Investors Club (PIC)?



■ Poor  
■ Fair  
■ Average  
■ Good  
■ Excellent

How useful is TDP Trends?



■ Poor  
■ Fair  
■ Average  
■ Good  
■ Excellent