



montrose
P R O P E R T I E S

Questionnaire

We should be very grateful if you would take a few minutes to complete this questionnaire and return it to our office.

This research is very important to us and will help us to improve our service to tenants and landlords in the future.

Thanks for taking part!

INSTRUCTIONS FOR COMPLETION

If you live in a property sharing with other people, please express the general opinion of everyone in your home.

Should you wish to express opinions about issues not covered by the statements, space has been provided at the end of the survey.

Key:

- | | | |
|---|----------------------------|----|
| 1 | Strongly Disagree | ☹☹ |
| 2 | Disagree | ☹ |
| 3 | Neither Disagree nor Agree | ☺ |
| 4 | Agree | ☺ |
| 5 | Strongly Agree | ☺☺ |

Please give a response to every statement.

Please read each statement overleaf and then circle the number under your preferred answer.

Once completed, please return this form to 20a Lapwing Lane, M20 2WS. We will use your feedback to continue to improve the service we offer to you. We appreciate your time to complete this form.

MONTROSE PROPERTIES (DIDSBURY) LTD.
20A LAPWING LANE, DIDSBURY, MANCHESTER M20 2WS
TELEPHONE: 0161 445 6763 FAX:0161 445 3031
email: info@montroseproperties.co.uk <http://www.montroseproperties.co.uk/>
V.A.T. REG. No. 560 8099 27 REGISTERED IN ENGLAND No. 3432778

OUR SERVICE WILL "ACCOMMODATE" YOU

	☹☹	☹	☺	☺☺	☺☺☺
The Office					
The staff at Montrose are friendly	1	2	3	4	5
The staff are helpful	1	2	3	4	5
The staff in the office are knowledgeable	1	2	3	4	5
The office is open at convenient times	1	2	3	4	5
When I decided to take the property and signed the agreement everything was clearly explained to me	1	2	3	4	5
It is easy to contact Montrose via the telephone	1	2	3	4	5
Montrose reply to emails quickly and effectively	1	2	3	4	5
Montrose respond to queries and issues, efficiently & within a reasonable amount of time	1	2	3	4	5
My Home					
Problems in my home are fixed in a reasonable amount of time	1	2	3	4	5
Workmen who visit my home are courteous	1	2	3	4	5
Problems in my home are resolved satisfactorily	1	2	3	4	5
Workmen who visit my home tidy-up after themselves	1	2	3	4	5
When I saw my property for the 1 st time, I felt Montrose's description was accurate	1	2	3	4	5
I like living in my current property	1	2	3	4	5
I feel the amount I pay in rent each month is reasonable	1	2	3	4	5
Montrose					
I appreciate having my property looked after by Montrose	1	2	3	4	5
When I next move, I would be happy renting from Montrose again	1	2	3	4	5
I would recommend Montrose to my friends/colleagues	1	2	3	4	5

Should you have any other opinions that you think might be useful or want to expand any response, please use the section below.

Please enter your name and address

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