

# Customer Satisfaction Questionnaire



THE  
PORTMAN  
ESTATE

Please tick the appropriate box.

1. The Portman Estate is an open, approachable & friendly service provider.

Strongly agree  Agree  Disagree  Strongly disagree

2. Communication with The Portman Estate has been quick & easy at all times.

Strongly agree  Agree  Disagree  Strongly disagree

3. The length of my tenancy agreement matches my needs.

Strongly agree  Agree  Disagree  Strongly disagree

4. The quality of the fixtures & fittings, and general decorative order of the accommodation, matches my expectations.

Strongly agree  Agree  Disagree  Strongly disagree

5. I would be interested if The Portman Estate were to offer additional services, such as:

Concierge-type services  Cleaning  Handyman  Other   
(please specify below)

6. I would be interested if The Portman Estate were to facilitate a low cost, high speed internet connection & related broadband services through a preferred partner.

Strongly agree  Agree  Disagree  Strongly disagree

7. I would recommend The Portman Estate to my work colleagues, friends & family.

Strongly agree  Agree  Disagree  Strongly disagree

8. Overall, I am satisfied with the service provided by The Portman Estate.

Strongly agree  Agree  Disagree  Strongly disagree

Have you any suggestions that will help us to improve our overall service?

Thank you for taking the time to complete this form.

Please return this form to **Teresa Kearney**, The Portman Estate, 38 Seymour Street, London W1H 7BP

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