



Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Anna Guttmann, POA
30681 Cambridge Court
Bay Village, OH 44140

Address of listed property: 4321 Coral Gables
Parma, OH 44134

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY of SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:
LISA SCHEER WENT ABOVE AND BEYOND QUALITY OF SERVICE, SHE COMMUNICATED THE PROCESS EARLY ON, EXPLAINED EACH DETAIL, AND FOLLOWED UP ON ALL TRANSACTIONS AND QUESTIONS PROMPTLY.

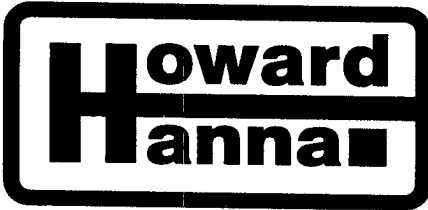
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Scheer to market your home?
LISA WAS THE AGENT WHO HANDLED THE SALE WHEN I PURCHASED MY FIRST CONDO. SHE DID AN EXCELLENT JOB, AND I WOULD RECOMMEND HER WHEN I CAN.

7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to others? _____

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

9-19-2013 *Lisa Scheer*
Date Signature



Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Charles and Irene Morgan
6239 Dogwood Lane
North Ridgeville, OH 44039

Address of listed property: 6239 Dogwood Lane
North Ridgeville, OH 44039

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

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1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

Lisa did an excellent job when we moved to N. Ridgeville and we wanted her to market our home.

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? *Yes*

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

9/14/13 Charles Daniels Morgan
Date Signature

Please see the reverse side of this form for our One-Stop Shopping offers





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Trudy Ansel
5814 Huron Street
Vermilion, OH 44089

Address of listed property: 5814 Huron Street
Vermilion, OH 44089

Branch Office: Avon Lake

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QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

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1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

I was a friend with a prior real estate agent who Lisa worked with (our friend passed away).

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? yes

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

9-6-13 [Signature]
Date Signature

Please see the reverse side of this form for our One-Stop Shopping offers



Howard Hanna Service Questionnaire

Buyer: John and Sherry Lupica
37387 Sugar Ridge Road
North Ridgeville, OH 44039



Real Estate • Mortgage • Title • Insurance

Address of property: 37387 Sugar Ridge Road
North Ridgeville, OH 44039

Branch Office: Avon Lake

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	Excellent	Very Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Explanation of Purchase Agreement and Offer Presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communication and follow-up after the transfer of title.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions: She worked with us and went over a beyond to get our new house to go through.

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?
She was agent of neighbor house

7. Comments and suggestions that would help us enhance the Quality of our Service:
She was excellent. We will be using her to sell our old house.

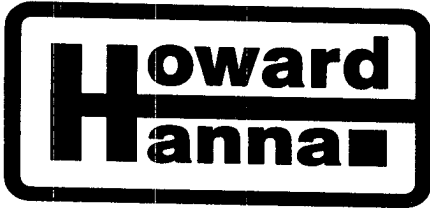
8. Would you recommend *Howard Hanna Real Estate* and *Lisa Scheer* to others? Yes

8/27/13 Date Sherry Lupica Signature

Please see the reverse side of this form to evaluate the various services offered by *Howard Hanna Real Estate Services*

Thank you for completing this evaluation.





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Tamara Lanphere
923 Sherwood Drive
Elyria, OH 44035

Address of listed property: 923 Sherwood Drive
Elyria, OH 44035

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

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	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

A friend of mine recommended Lisa

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? Yes

8. Did you interview other Real Estate people? Yes No How Many 2

Thank you for completing this evaluation.

8/17/13 T. Lanphere
Date Signature

Please see the reverse side of this form for our One-Stop Shopping offers



Howard Hanna Service Questionnaire

Buyer: Karla Muehlhauser and Jake Desso
15703 Lake Avenue
Lakewood, OH 44107



Real Estate • Mortgage • Title • Insurance

Address of property: 15703 Lake Avenue
Lakewood, OH 44107

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* for assistance in purchasing your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Explanation of Purchase Agreement and Offer Presentation.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communication and follow-up after the transfer of title.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions: Lisa was great.

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?

Referral

7. Comments and suggestions that would help us enhance the Quality of our Service:

more advanced listings w/in Howard Hanna network

8. Would you recommend *Howard Hanna Real Estate* and *Lisa Scheer* to others? Yes

Aug 13 13 Karla Muehlhauser
Date Signature

Please see the reverse side of this form to evaluate the various services offered by *Howard Hanna Real Estate Services*

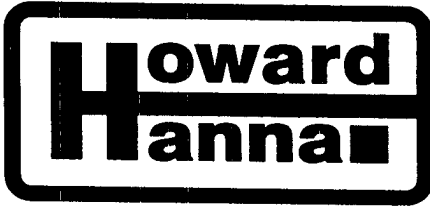
Thank you for completing this evaluation.

048-1305-1249
8/8/2013

53743



Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Client: Dale and Bertha Strauss
 100 Community Drive #304
 Avon Lake, OH 44012

Address of listed property: 136 Ashwood Drive
 Avon Lake, OH 44012

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

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 QUALITY ENHANCEMENT DEPARTMENT
 quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

Friend

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? _____

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

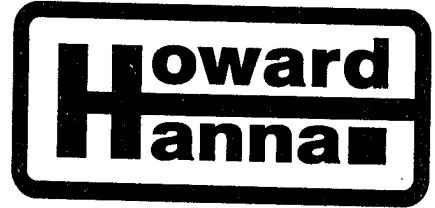
8/6/13 *Dale H. Strauss*
 Date Signature

Please see the reverse side of this form for our One-Stop Shopping offers



Howard Hanna Service Questionnaire

Buyer: Chuck and Jan Layne
653 Heron Bay
Avon Lake, OH 44012



Real Estate • Mortgage • Title • Insurance

Address of property: 653 Heron Bay
Avon Lake, OH 44012

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* for assistance in purchasing your home. We are dedicated to enhancing the **QUALITY of SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Explanation of Purchase Agreement and Offer Presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communication and follow-up after the transfer of title.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions: _____

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?

Recommended by someone

7. Comments and suggestions that would help us enhance the Quality of our Service:

None - Lisa is a very professional - highly qualified person

8. Would you recommend *Howard Hanna Real Estate* and *Lisa Scheer* to others? *yes*

6/23/13
Date

Jan Layne
Signature

Please see the reverse side of this form to evaluate the various services offered by *Howard Hanna Real Estate Services*

Thank you for completing this evaluation.

048-1210-1365
6/17/2013

53743

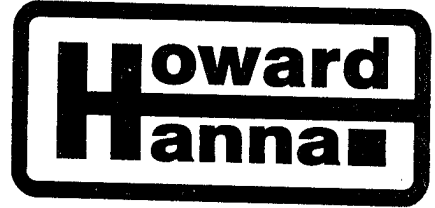


Howard Hanna Service Questionnaire

Buyer: Bernard and Florence Jakaitis
45 Community
Avon Lake, OH 44012

Address of property: 45 Community
Avon Lake, OH 44012

Branch Office: Avon Lake



Real Estate • Mortgage • Title • Insurance

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1. Selection and showing of properties according to your needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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3. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communication and follow-up after the transfer of title.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

Lisa has to be the best. She was a great help to everything

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?

We knew her parents

7. Comments and suggestions that would help us enhance the Quality of our Service:

8. Would you recommend *Howard Hanna Real Estate* and *Lisa Scheer* to others?

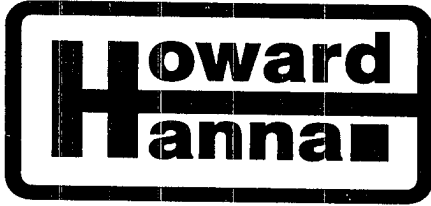
defenately for Lisa

6/22/13 *Florence Jakaitis*
Date Signature

Please see the reverse side of this form to evaluate the various services offered by *Howard Hanna Real Estate Services*

Thank you for completing this evaluation.





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Milan Kral and Elsie Kral
689 Irving Park Boulevard
Sheffield Lake, OH 44054

Address of listed property: 689 Irving Park Boulevard
Sheffield Lake, OH 44054

Branch Office: Avon Lake

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2. Market value analysis of your property.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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5. The overall quality of our service.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

She was actually the only realtor we knew. Plus she goes to the same church as us, so that was a plus.

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? *definitely*

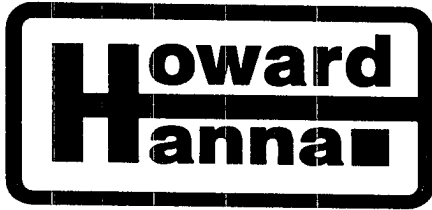
8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

6-17-13 _____
Date Signature *Elsie Kral*

Please see the reverse side of this form for our One-Stop Shopping offers





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Gregory and Sylvia Monaco
4266 Berkeley Drive
Sheffield Village, OH 44054

Address of listed property: 4266 Berkeley Drive
Sheffield Village, OH 44054

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of SERVICE delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

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3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

Lisa has been very easy to work with, Always returned calls on time. Whatever questions we had she had answers! We will definitely recommend her to our friends and family!

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

Friend recommendation!

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? *Definitely*

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

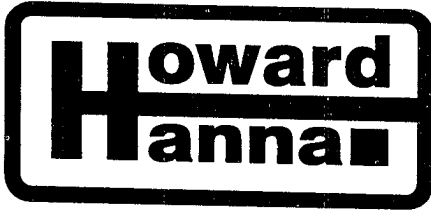
6-11-13

Date

Sylvia Monaco
Signature

Please see the reverse side of this form for our One-Stop Shopping offers





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: John and Rebecca Voldrich
3819 Stickney
Cleveland, OH 44109

Address of listed property: 3819 Stickney
Cleveland, OH 44109

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

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quality@howardhanna.com

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5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

Lisa was great! After ~~more~~ we received an offer on our house,
we really felt she was an advocate for our best interests.

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

Lisa came very highly recommended by other family members.
We were happy with Lisa's assistance the first time we listed our
home, and didn't hesitate to ask for her help again.

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? yes

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

5-19-2013

Date

Rebecca Anne Voldrich

Signature

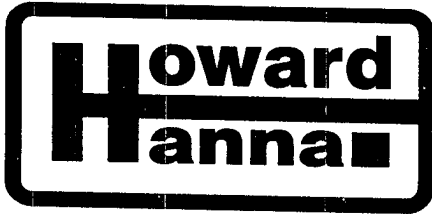
Please see the reverse side of this form for our One-Stop Shopping offers

3390831

5/8/2013

53743 - 48





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Alfred and Barbara Hamel
254 Yoder Boulevard
Avon Lake, OH 44012

Address of listed property: 254 Yoder Boulevard
Avon Lake, OH 44012

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

LISA WAS ATTENTIVE & VERY RESPONSIVE IN MARKETING OUR HOUSE, FACILITATING ITS SHOWINGS WITH OTHER BROKERS, AND ASSISTING/ADVISING US IN NEGOTIATING ITS SALE AND REQUISITE DOCUMENTATION PREPARATION.

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

A REFERRAL & SUBSEQUENT RECOMMENDATION BY A FORMER BROKER.

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? YES

8. Did you interview other Real Estate people? Yes No How Many 3

Thank you for completing this evaluation.

4/13/13
Date

Alfred P. Hamel Jr.
Signature

Please see the reverse side of this form for our One-Stop Shopping offers

3380892

4/8/2013

53743 - 48

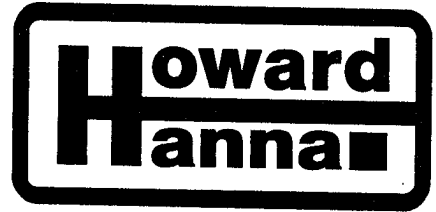


Howard Hanna Service Questionnaire

Buyer: Kevin Lyons
2945 Dover Center Road
Westlake, OH 44145

Address of property: 2945 Dover Center Road
Westlake, OH 44145

Branch Office: Avon Lake



Real Estate • Mortgage • Title • Insurance

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* for assistance in purchasing your home. We are dedicated to enhancing the **QUALITY of SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Explanation of Purchase Agreement and Offer Presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communication and follow-up after the transfer of title.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions: Lisa Scheer was amazing!

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?

Met randomly at my place of employment.

7. Comments and suggestions that would help us enhance the Quality of our Service:

8. Would you recommend *Howard Hanna Real Estate* and *Lisa Scheer* to others? YES!

1/26/13
Date

[Signature]
Signature

Please see the reverse side of this form to evaluate the various services offered by *Howard Hanna Real Estate Services*

Thank you for completing this evaluation.

048-1211-1389
1/8/2013

53743

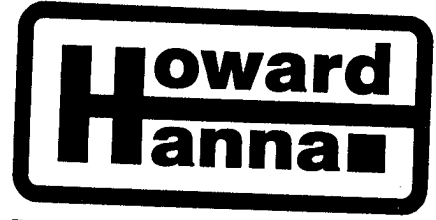


Howard Hanna Service Questionnaire

Buyer: Jason Brunner
128 Brookfield
Avon Lake, OH 44012

Address of property: 128 Brookfield
Avon Lake, OH 44012

Branch Office: Avon Lake



Real Estate • Mortgage • Title • Insurance

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* for assistance in purchasing your home. We are dedicated to enhancing the **QUALITY of SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Explanation of Purchase Agreement and Offer Presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communication and follow-up after the transfer of title.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions: Lisa was extremely knowledgeable and taught us a lot about the home-buying process. She was flexible and responded to us in a timely manner. We would love to work with her again when we are ready for our next home!

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?

Howard Hanna Website, I was interested in a house she was listing and called her.

7. Comments and suggestions that would help us enhance the Quality of our Service:

Some pictures online are small and/or blurry and are hard to see. Looking online can help narrow down a search and if those pics were better it could save time (ie. driving).

8. Would you recommend *Howard Hanna Real Estate* and *Lisa Scheer* to others? YES!!

12/28/12
Date

Megan Faney
Signature

Please see the reverse side of this form to evaluate the various services offered by *Howard Hanna Real Estate Services*

Thank you for completing this evaluation.

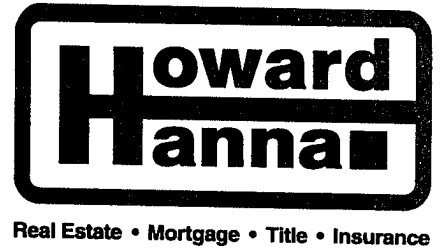


Howard Hanna Service Questionnaire

Buyer: Brad and Laura Lamb
31167 Muirfield Way
Westlake, OH 44145

Address of property: 31167 Muirfield Way
Westlake, OH 44145

Branch Office: Avon Lake



Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* for assistance in purchasing your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Explanation of Purchase Agreement and Offer Presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communication and follow-up after the transfer of title.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions: _____

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?

she helped us purchase our last home. Lisa is the best!

7. Comments and suggestions that would help us enhance the Quality of our Service:

8. Would you recommend *Howard Hanna Real Estate* and *Lisa Scheer* to others? *yes & we have!*

8/31/12

Laura Lamb

Date

Signature

Please see the reverse side of this form to evaluate the various services offered by *Howard Hanna Real Estate Services*

Thank you for completing this evaluation.

048-1206-1209
8/24/2012

53743





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Dolores Salva
660 Lakeside Drive
Avon Lake, OH 44012

Address of listed property: 660 Lakeside Drive
Avon Lake, OH 44012

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the QUALITY of SERVICE delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

Lisa was very professional and informative. It could not have gone more smoothly. I was made aware of all that had to be done and what to expect. I was very confident in her as my realtor.

6. How did you happen to select Howard Hanna Real Estate Services and Lisa Scheer to market your home?

Through a recommendation from Joyce Kuminiski, a trusted friend and former realtor.

7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to others? Definitely
8. Did you interview other Real Estate people? Yes No How Many 2

Thank you for completing this evaluation.

9/1/12 Date Dolores M. Salva Signature

Please see the reverse side of this form for our One-Stop Shopping offers



Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Client: Steve Misencik
4415 West 210th Street
Fairview Park, OH 44126

Address of listed property: 1519 Waterbury Road
Lakewood, OH 44107

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

LISA IS A VERY KNOWLEDGABLE REAL ESTATE PROFESSIONAL.
SHE ADVISED US TO PUT SENTIMENTAL ATTACHMENT ASIDE
AND WAS ABLE TO SELL OUR FAMILY HOME IN LESS THAN 30 DAYS

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

WHILE LISA IS A PERSONAL FRIEND OF MY DAUGHTER,
AFTER MEETING HER I KNEW SHE WAS THE RIGHT
AGENT TO LIST THE HOUSE

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? DEFINITELY

8. Did you interview other Real Estate people? Yes No How Many 1

Thank you for completing this evaluation.

8/18/12 Steve Misencik
Date Signature

Please see the reverse side of this form for our One-Stop Shopping offers





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Robert Turton, Executor
12333 Green Road
Wakeman, OH 44889

Address of listed property: 1001 W 38th Street
Lorain, OH 44052

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

LISA SOLD OUR HOUSE IN LORAIN AND SINCE IT SOLD SO FAST DUE TO LISA'S GREAT JOB WE WANTED TO HER TO HELP US ONCE AGAIN!

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? YES

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

7-11-12 Robert J Turton
Date Signature

Please see the reverse side of this form for our One-Stop Shopping offers
3309869 6/13/2012



Howard Hanna Service Questionnaire

Buyer: Brian and Lindsey Holley
139 Highland
Avon Lake, OH 44012



Real Estate • Mortgage • Title • Insurance

Address of property: 139 Highland
Avon Lake, OH 44012

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* for assistance in purchasing your home. We are dedicated to enhancing the **QUALITY of SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Explanation of Purchase Agreement and Offer Presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communication and follow-up after the transfer of title.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions: Lisa was extremely knowledgeable, hardworking, and helpful during the sell and purchase of our new home. We would highly recommend her.

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?
A friend referred us to Lisa.

7. Comments and suggestions that would help us enhance the Quality of our Service:

8. Would you recommend *Howard Hanna Real Estate* and *Lisa Scheer* to others? Definitely

7/6/12 _____
Date Signature

Please see the reverse side of this form to evaluate the various services offered by *Howard Hanna Real Estate Services*

Thank you for completing this evaluation.



Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Client: Jason and Lindsay Jones
9667 Kingston Trail
Olmsted Falls, OH 44138

Address of listed property: 9667 Kingston Trail
Olmsted Falls, OH 44138

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

Lisa was very responsive & prompt in answering all questions, emails, etc. - would highly recommend her.

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

Word of mouth recommendation

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? YES

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

7/5/12 _____
Date Signature

Please see the reverse side of this form for our One-Stop Shopping offers





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Charles Richard Jacquemotte
30101 Ashton Lane
Bay Village, OH 44140

Address of listed property: 30101 Ashton Lane
Bay Village, OH 44140

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:	Very				
	Excellent	Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

LISA did some work for my BROTHER'S FAMILY

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? YES

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

7-5-2012 [Signature]
Date Signature

Please see the reverse side of this form for our One-Stop Shopping offers





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Gary and Bonnie Leitch
136 Herrmann Drive
Avon Lake, OH 44012

Address of listed property: 136 Herrmann Drive
Avon Lake, OH 44012

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

I have known Lisa for a very long time and she sold us our first house. She did an awesome job. I would recommend her to everyone.

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? yes

8. Did you interview other Real Estate people? Yes No How Many _____

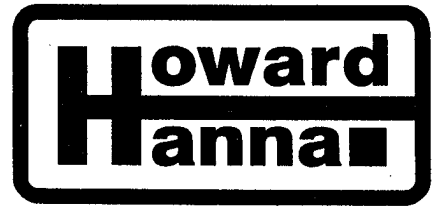
Thank you for completing this evaluation.

6-21-12 *Bonnie Leitch*
Date Signature

Please see the reverse side of this form for our One-Stop Shopping offers



Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Buyer: Lisa Koralewski and Brett Scharbach
27365 Tiller Drive
Olmsted Falls, OH 44138

Address of property: 27365 Tiller Drive
Olmsted Falls, OH 44138

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* for assistance in purchasing your home. We are dedicated to enhancing the **QUALITY of SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Explanation of Purchase Agreement and Offer Presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communication and follow-up after the transfer of title.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions: Lisa was an absolute pleasure to work with. She made our first home buying experience a great one! She treated us as a client and a friend. We will definitely refer her and use her again if we should move.

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?

We fell upon Lisa by luck... we saw a house on HH website that she was showing - e-mailed her and loved working with her.

7. Comments and suggestions that would help us enhance the Quality of our Service:

It was wonderful!

8. Would you recommend *Howard Hanna Real Estate* and *Lisa Scheer* to others? Absolutely!!

5/31/12 Lisa Koralewski
Date Signature

Please see the reverse side of this form to evaluate the various services offered by *Howard Hanna Real Estate Services*

Thank you for completing this evaluation.



Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Buyer: Simeon and Lauren Steidl
5588 Pleasant
North Ridgeville, OH 44039

Address of property: 5588 Pleasant
North Ridgeville, OH 44039

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* for assistance in purchasing your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Explanation of Purchase Agreement and Offer Presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communication and follow-up after the transfer of title.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions: Lisa is/was wonderful! We will use her again when we're interested in buying & selling a home!

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?
we found her online. she has a great website!

7. Comments and suggestions that would help us enhance the Quality of our Service:
N/A

8. Would you recommend *Howard Hanna Real Estate* and *Lisa Scheer* to others? Absolutely!

5/10/12 Lauren S. Steidl
Date Signature

Please see the reverse side of this form to evaluate the various services offered by *Howard Hanna Real Estate Services*

Thank you for completing this evaluation.





Real Estate • Mortgage • Title • Insurance

Howard Hanna Service Questionnaire

Client: Brad and Laura Lamb
22070 Westwood Road
Fairview Park, OH 44126

Address of listed property: 22070 Westwood Road
Fairview Park, OH 44126

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

would
we not use anyone else but Lisa!

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

We have worked with Lisa in the past, helped purchase of this home. She is fast, prompt and thorough.

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? *Yes, and we have*

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

4/19/12 *Laura Lamb*
Date Signature

Please see the reverse side of this form for our One-Stop Shopping offers



Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Client: Jason Verlich
1675 Cedarwood Drive #C
Westlake, OH 44145

Address of listed property: 1675 Cedarwood Drive
Westlake, OH 44145

Branch Office: Avon Lake

Thank you for selecting *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home. We are dedicated to enhancing the **QUALITY** of **SERVICE** delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience. Thank you in advance for your valuable feedback.

Esther Persanyi, Administrator
QUALITY ENHANCEMENT DEPARTMENT
quality@howardhanna.com

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Market value analysis of your property.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Recommendations for preparing your home for sale.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Explanation of our Company's marketing tools & services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall quality of our service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

6. How did you happen to select *Howard Hanna Real Estate Services* and *Lisa Scheer* to market your home?

Lisa sold my sister's house in Cleveland and found her a beautiful home in Avon.

7. Would you recommend *Howard Hanna Real Estate Services* and *Lisa Scheer* to others? YES!!

8. Did you interview other Real Estate people? Yes No How Many _____

Thank you for completing this evaluation.

4-16-12

Date

Jason W. Verlich

Signature

Please see the reverse side of this form for our One-Stop Shopping offers

3291255

3/27/2012

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