Buyer:

Brenda Wiblin

32256 Woodfield Drive

Avon Lake, OH 44012

Address of property:

32256 Woodfield Drive

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.	×				
2. Explanation of Purchase Agreement and Offer Presentation.	A				
3. Professional assistance during the closing process.	×				
4. Communication and follow-up after the transfer of title.	冱				
5. The overall quality of our service.	×				
Comments or suggestions:	10-				
					
6. How did you happen to select <i>Lisa Scheer</i> for professional services in purchasin	ıg your home	?			
reputation in community					
7. Comments and suggestions that would help us enhance the Quality of our Servi	ice:				
B. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others?	absolut	ely			
~					
5-28-15 Benda Wibli	<u>bu</u>	ublin	200 4	2400.	con-
Date Signature			email addre	SS	

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.

048-1502-1069 4/24/2015





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

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.					
2. Market value analysis of your property.	Þ				
3. Recommendations for preparing your home for sale.					
4. Explanation of our Company's marketing tools & services.	À				
5. The overall quality of our service.	.A				
Comments or suggestions:	·				
Lisa has been so helpful!					
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sci	heer to mark	et your ho	me?		
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sci	\sim	et your ho	ome?		
The state of the s	others?	rien	ome?	كلنك	

Please see the reverse side of this form for our One-Stop Shopping offers $3694395 \qquad 5/19/2015$



Buyer:

Justin and Meghan Costello

4536 Coe Avenue

North Olmsted, OH 44070

Address of property:

4536 Coe Avenue

North Olmsted, OH 44070



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.					
2. Explanation of Purchase Agreement and Offer Presentation.	凶				
3. Professional assistance during the closing process.	₫				
4. Communication and follow-up after the transfer of title.	√				
5. The overall quality of our service.	J				
Comments or suggestions:					
6. How did you happen to select Lisa Scheer for professional services in purchasing SN CAML MANY (COMMIN did by a formation of the Comments and suggestions that would help us enhance the Quality of our Services.)	mend	?			
				<u> </u>	
8. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others?	yes			<u> </u>	
5/22/2015 MANN Costello Date Signature	<u>Shopp</u>	irgmegi	2333 @ c email addres	<u>Imerita</u>	ch.net

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.

048-1502-1052 5/5/2015

53743





Howard Hanna Service Questionnaire

Client:

Richard Miller, POA and Naomi Miller

3139 West 159th Street Cleveland, OH 44111

Address of listed property:

6035 Morrow Dr

Brook Park, OH 44142

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.					
2. Market value analysis of your property.	· ⊠				
3. Recommendations for preparing your home for sale.	Ø				
4. Explanation of our Company's marketing tools & services.	×				
5. The overall quality of our service.	×				
Comments or suggestions:				,	
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sc.	heer to mark	et your ho	ome?		
REFERRED BY CHERYL BEHM.					
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to	others? \square	s_			
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Thank you for completing this evaluation.					
3/20/15 Shihul L Willin Date Signature	dis	neelvr 5	7(a) a me		,net

Please see the reverse side of this form for our One-Stop Shopping offers $3681055 \qquad 3/17/2015$



Buyer:

Terrence Wagner

38281 Springdale Drive

North Ridgeville, OH 44039

Address of property:

38281 Springdale Drive

North Ridgeville, OH 44039



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.					
2. Explanation of Purchase Agreement and Offer Presentation.	₫ [′]				
3. Professional assistance during the closing process.	⊠ ′				
4. Communication and follow-up after the transfer of title.	Ø				
5. The overall quality of our service.	d				
Comments or suggestions:					
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` }					
Communication and follow-up after the transfer of title.					
			.		
3. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others?	183				
1-30-15 John	τ				
Date Signature			email addres	s	

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.

048-1411-1488 1/21/2015





Howard Hanna Service Questionnaire

Client:

Theodore and Lisa Dylewski 33803 Electric Boulevard #G15

Avon Lake, OH 44012

Address of listed property:

33803 Electric Boulevard Unit G15

Avon Lake, OH 44012

Branch Office:

Avon Lake

Thank you for selecting Howard Hanna Real Estate Services and Landedicated to enhancing the QUALITY of SERVICE delivered to our sincere evaluation of our services. Enclosed is a postage-paid enveadvance for your valuable feedback.	clients and w lope for you	vould gre r conveni	atly appred ence. Thar	iate your	
	Esther Persa QUALITY ENHANG quality@ho	CEMENT DE	PARTMENT		
Please evaluate the following elements of our service to you:	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	P.				
2. Market value analysis of your property.	扣				
3. Recommendations for preparing your home for sale.	4				
4. Explanation of our Company's marketing tools & services.	中				
5. The overall quality of our service.	K				
Comments or suggestions: Lower of the she does informing us every step	I n	lever the	reat war	rye	<u>dc</u>
6. How did you happen to select Howard Hanna Real Estate Services and Lisa S	Scheer to mark	tet your h	ome?	7	
She sold us our o	then	h	ence	<u>-</u>	
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer 8. Did you interview other Real Estate people? Yes No How Thank you for completing this evaluation.	to others? Màny\^_	(es -	<u>a</u> lre	adyh	ave

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

3670827

Date

1/19/2015

53743 - 48

email address





Howard Hanna Service Questionnaire

Client:

James and Lois Fenker 9095 Devonshire Drive Olmsted Falls, OH 44138

Address of listed property:

3980 Lydgate Drive North Olmsted, OH 44070

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

> > Very

Please evaluate the following elements of our service to you:	Excellent	Good	Good	Fair	Poor
1. Communication with you since listing your home.	Ø				
2. Market value analysis of your property.	`		П	П	
3. Recommendations for preparing your home for sale.	· 1			П	
4. Explanation of our Company's marketing tools & services.	X			_	П
5. The overall quality of our service.	×				
Comments or suggestions:					
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6. How did you happen to select Howard Hanna Real Estate Services and L Recommended By A F-Riend, We DI	isa Scheer to mark	et your ho	ome?	م ، ر ص	1.100
Recomended By A F-Riend, We ALS WAS THE APPROPRIATE FIT FOR OUT	n House	<u> </u>	14	1 1	<u> </u>
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5/te /tAd AN impresive TRACK I	We me	do 1	N P	PEARE	1 51+6
7. Would you recommend Howard Hanna Real Estate Services and Lisa Sch	neer to others?	105	17/	itzeio.	C 176.45
9 Did you into the state of the	How Many				
Thank you for completing this evaluation.					
JAN 7, 2015 Januar V. Danke		limF	SAile	on B	Adlico
Date Signature			email addres		
Please see the reverse side of this form for our One-Stop Shopping	offers				

3664951

12/18/2014



Buyer:

Dave Dahlhausen

8823 Jordan Court

North Ridgeville, OH 44039

Address of property:

8823 Jordan Court

North Ridgeville, OH 44039



Real Estate • Mortgage • Title • Insurance

oward

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	0 - 1	-	
Treese committee and tomorning exemients of our serance to hour:	Ехсепенс	Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	×				
2. Explanation of Purchase Agreement and Offer Presentation.	×				
3. Professional assistance during the closing process.	M				
4. Communication and follow-up after the transfer of title.					
5. The overall quality of our service.	Ø		, 📮		
Comments or suggestions: Lisa went above and bevo	ad.	exceed	lod a	1/ 100	1 3
expectations, She made a stresstu	1 //	ation	الله الله	1 01	
found me a great home,				<u> 1 2</u>	
6. How did you happen to select Lisa Scheer for professional services in purchasin	a vous home	.9		-	
Recommended by a friend.	g your nome				
7. Comments and suggestions that would help us enhance the Quality of our Servi	co.				
1/1/1/1/1/	, ,			1	
None. I am very satisfied with	the h	one	seavel	1 proc	<u> 1855</u>
and great job hisa did for	me.			<u> </u>	
8. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others?	les				
12/23/14 Colo	4	window	eve va	hoon	000
Date Signature			email addre	ss	<u> </u>

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.

Buyer;

Alfonso and Erin Hinojosa

25124 Wolf Road Bay Village, OH 44140

Address of property:

25124 Wolf Road

Bay Village, OH 44140

Branch Office:

Avon Lake



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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:	Purchase Agreement and Offer Presentation. Curchase Agreement and Offer Presentation. Curchase Agreement a	Poor			
Selection and showing of properties according to your needs.					
2. Explanation of Purchase Agreement and Offer Presentation.		M			
3. Professional assistance during the closing process.		M			
4. Communication and follow-up after the transfer of title.		M			
5. The overall quality of our service.	×				
Comments or suggestions:					
Dispersion of the contract the contract properties to the contract of the co	- 41* 1#				
				,	
6. How did you happen to select Lisa Scheer for professional services in purchase Lisa also helped us with the sale of our home. In. 7. Comments and suggestions that would help us enhance the Quality of our Ser	rough a t		referra	\	
8. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others? 1 6 14	-	chohino	jala Ch	otmail.	com

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.

048-1403-1103 10/28/2014



Buyer:

Carl Busse

100 Armour Road Avon Lake, OH 44012

Address of property:

100 Armour Road

Avon Lake, OH 44012

Branch Office:

Avon Lake



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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.	\d				
2. Explanation of Purchase Agreement and Offer Presentation.	´₩				
3. Professional assistance during the closing process.	Þ				
4. Communication and follow-up after the transfer of title.	*				
5. The overall quality of our service.	¥.				
Comments or suggestions:		·			
					
6. How did you happen to select Lisa Scheer for professional services in purchasing for the services in purchasing the services in the services	ng your home	?			
7. Comments and suggestions that would help us enhance the Quality of our Serv	rice:	,			
Jisa was great Would	MOT	Cho	inge	a	
thing				- ·-·	
8. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others? _	yes!	<u> </u>			
10-22-294 Colbin	_ca	rl.bu	5560	zmail.	com
Date Signature			email addre	ss	

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.

048-1407-1294 9/30/2014





Howard Hanna Service Questionnaire

Client:

Cheryl Kempinski, Executor 9943 Manorford Drive Parma Heights, OH 44130

Address of listed property:

5163 Meadow Moss 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.

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.	X				
2. Market value analysis of your property.	X				
3. Recommendations for preparing your home for sale.)EI				
4. Explanation of our Company's marketing tools & services.	X				
5. The overall quality of our service.	A				
Comments or suggestions:	·				
_ Lisa Soheer Reeps me updated	on the	epa	leof	the	
home frequently the goes out o	1 her) rva	y to	acco	adet
me when I have to sim popers-sh	ello	reet	near	unar	ere
6. How did you gappen to select Howard Hanna Real Estate Services and Lisa Scr	eer to mark	et your ho	me?	0	n
Lisa Schen was the opent for	myt	roth	er jos	en 7	ke_
bought this home the advised	me to	s eac	I her	1. K	<u> </u>
said she would be very helpful a	Ole	Perte	ienles	ia l	Idon
think a better realtor sports alienopere	1 Sha	nhea	u , Les	al	
7. Would you recommend Howard Hanna Real Estate Services and Liea Scheer to	others? D_i	EFIN	ITELY	treet	
8. Did you interview other Real Estate people? Yes No How M	any	· · · · · · · · · · · · · · · · · · ·	,		
Thank you for completing this evaluation.					
10-14-14 Cheryla Kemperske	<u> </u>				
Date USignature			email addre	ess	

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

3646019

10/7/2014





Howard Hanna Service Questionnaire

Client:

Judith Easley 617 Welshire

Bay Village, OH 44140

Bay Village, OH 44140

Address of listed property:

617 Welshire

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

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Please evaluate the following elements of our service to you:	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	र्घ				
2. Market value analysis of your property.		13.			
3. Recommendations for preparing your home for sale.	Ø				
4. Explanation of our Company's marketing tools & services.					
5. The overall quality of our service.	Ø				
Comments or suggestions:					
6. How did you happen to select Howard Hanna Real Estate Services and Lisa S LISA WAS RECOMMENDED TO ME BY A COMM		_		\$	
. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to S. Did you interview other Real Estate people? Yes No How Thank you for completing this evaluation.	o others? <u>A み</u> Many <u></u> ろ		<u>~£</u> L¥		
9/4/14 Judith M. Easley Date Signature	itsj	ichya	ALIN (6) email addre	netsca ess	ge V

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



Buyer:

Jon Behm and Ashley Behm

16814 Laverne

Cleveland, OH 44135

Address of property:

16814 Laverne

Cleveland, OH 44135

Branch Office:

Avon Lake



Real Estate • Mortgage • Title • Insurance

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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.	Ø				
2. Explanation of Purchase Agreement and Offer Presentation.	Ø				
3. Professional assistance during the closing process.	X				
4. Communication and follow-up after the transfer of title.	Ħ				
5. The overall quality of our service.	M				
Comments or suggestions:					

6. How did you happen to select Lisa Scheer for professional services in purchasing Reccomended by family					
7. Comments and suggestions that would help us enhance the Quality of our Serv					
8. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others?	Yes				
Date Signature	31		email addre	SS	

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

Client:

Dave and Terra Dahlhausen 37365 Stone Creek Drive North Ridgeville, OH 44039

Address of listed property:

37365 Stone Creek Drive 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.

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

	<u> </u>	-			
Please evaluate the following elements of our service to you:	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	×				
2. Market value analysis of your property.	×				
3. Recommendations for preparing your home for sale.	A				
4. Explanation of our Company's marketing tools & services.	×				
5. The overall quality of our service.	×				
Comments or suggestions:			f 0	ſ	
Lisa is very Knowledgedde, inv	olved	h	elpfu	1,	
easy to work with honest a	nd	a vec	it at	her	job
We are extremely happy with	her c	enic	es .		d
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sch					
Lisa was my coworker's realtor o	and e	The l	has K	nown	
her for years and recommende	1 1	v isa			
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to 6 8. Did you interview other Real Estate people? Yes No How Ma Thank you for completing this evaluation.		Jes-	<u>U</u>		
9/7/14 Lura Dollhauser Date Signature	terr	agal	email addre	Vahoo	Oyn)

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





Howard Hanna Service Questionnaire

Client:

Judith Bryan

17018 Delaware Avenue Lakewood, OH 44107

Address of listed property:

17018 Delaware Avenue 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.		E			
2. Market value analysis of your property.		M			
3. Recommendations for preparing your home for sale.		W			
4. Explanation of our Company's marketing tools & services.		VZ			
5. The overall quality of our service.		Ver			
Comments or suggestions:			. <u>-</u>	***	
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sch	eer to mark	et your hon	ae?	th d	Qisa
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to 6. 8. Did you interview other Real Estate people? Yes No How Ma Thank you for completing this evaluation.	others?				
S-14-14 Judith F. Bryan Signature			email addre	ss	

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

3609486

6/6/2014



Buyer:

James and Joanne Stephenson

333 Belmar Boulevard Avon Lake, OH 44012

Address of property:

333 Belmar Boulevard

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.	×				
2. Explanation of Purchase Agreement and Offer Presentation.	×				
3. Professional assistance during the closing process.	istance during the closing process. and follow-up after the transfer of title. Ity of our service. Estions: Being referred to Liea was a dream come true a extremaly professional, patient and understanding to des. She work and treelessly to help find our				
4. Communication and follow-up after the transfer of title.	isistance during the closing process. In and follow-up after the transfer of title. In and follow-up after the transf				
he overall quality of our service. Inments or suggestions: Being referred to Lisa was a dream come true whe was extremely professional, patient and understanding					
Comments or suggestions: Being referred to Lisa	<u>Sas a</u>	drea	an co	meh	NQ.
,	ag your hom	e?			erib
7. Comments and suggestions that would help us enhance the Quality of our Serv					
8. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others?	n)e al	nead	·		
Date Signature	<u> - Joe</u>	uvo 67	delebbe genail addr		. net

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

Client:

Peter Gozar, POA 120 Lugar de Oro Street Santa Fe, NM 87501

Address of listed property:

257 Moorewood Avenue 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.	×				
2. Market value analysis of your property.			囡		
3. Recommendations for preparing your home for sale.	æ				
4. Explanation of our Company's marketing tools & services.	×				
5. The overall quality of our service.	×				
Comments or suggestions:					
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sch	eer to marke				
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to 6 8. Did you interview other Real Estate people? Yes No How Manager Thank you for completing this evaluation.	- 1	365 102 V	Me Me .	1 Am	

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

3623615

7/21/2014





Howard Hanna Service Questionnaire

Client:

Cheryl Behm, POA 26120 Westwood Road Westlake, OH 44145

Address of listed property:

17608 Lakewood Heights Blvd

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.	区 十				
2. Market value analysis of your property.	×				
3. Recommendations for preparing your home for sale.	区				
4. Explanation of our Company's marketing tools & services.	Xt				
5. The overall quality of our service.	女+				
Comments or suggestions:					
LISA IS A STELLAR EXAMPLE OF WHAT A PLEAL ES	TATE AGI	ENT SH	FOULD F	3e!	
SHE IS KNOWLEDGEABLE & HER ADVICE WAS INVALL					
THROUGHT THE PROCESS OF SELVING A HOUSE. HERS	dense Of	HUMA	DRWAS	MANA	DED
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sc	heer to mark	et your ho	me?		
ON THE ADVICE OF MY NEPHEW ANDREW KERN					
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to 8. Did you interview other Real Estate people? Yes No How M. Thank you for completing this evaluation.		SOLUT	ey		
Date Signature			email addre	ess	

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

3621226

7/16/2014





Howard Hanna Service Questionnaire

Client:

Karen Krupp

387 Armour

Avon Lake, OH 44012

Address of listed property:

387 Armour

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.	図				
2. Market value analysis of your property.	Ø				
3. Recommendations for preparing your home for sale.	虹				
4. Explanation of our Company's marketing tools & services.	Ń				
5. The overall quality of our service.	Ó				
Comments or suggestions:					
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sch					
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to 8. Did you interview other Real Estate people? Yes No How Mathematical Thank you for completing this evaluation.	nny			440	ot cha
Date Signature			SS49e email addre	ss	<u>14 M OO:</u> COM

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

3612932

6/12/2014





Howard Hanna Service Questionnaire

Client:

Carl and Kelly Busse 4656 Orchard Rd.

Fairview Park, OH 44126

Address of listed property:

4656 Orchard Rd.

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.					
2. Market value analysis of your property.	X				
3. Recommendations for preparing your home for sale.					
4. Explanation of our Company's marketing tools & services					
5. The overall quality of our service.	X				
Comments or suggestions:					
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6. How did you happen to select Howard Hanna Real Estate Services and Lisa School Rea	heer to mark	et your he	ome?	Acr	,
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to 8. Did you interview other Real Estate people? No How M Thank you for completing this evaluation.		les			
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Date Signature		3	A Book	50 C &	81
Please see the reverse side of this form for our One Stan Changing of		A. C. C.			

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

3606944

6/3/2014





Howard Hanna Service Questionnaire

Client:

Alfonso and Erin Baker Hinojosa

25717 Timber Cove

North Olmsted, OH 44070

Address of listed property:

25717 Timber Cove

North Olmsted, OH 44070

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

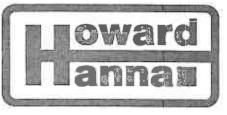
Please evaluate the following elements of our service to you:	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	×				
2. Market value analysis of your property.	Ø				
3. Recommendations for preparing your home for sale.	×				
4. Explanation of our Company's marketing tools & services.	Ø				
5. The overall quality of our service.	Ħ				
Comments or suggestions:					
Lisa is great, very halpful and easy to work	with. W	e ave	pleased	•	
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6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sc.		-	ome?		
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to 8. Did you interview other Real Estate people? □ Yes 区 No How M Thank you for completing this evaluation.	others?\d				
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6/13/14 Maje Date Signature	po	nchohi	nojara eh	otmail.	rom

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

3609357

6/6/2014





Howard Hanna Service Questionnaire

Client:

Todd and Susan Galloway

501 Jaycox Road Avon Lake, OH 44012

Address of listed property:

501 Jaycox Road

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.		团			
2. Market value analysis of your property.		M			
3. Recommendations for preparing your home for sale.	ጛ				
4. Explanation of our Company's marketing tools & services.	7 2				
5. The overall quality of our service.					
Cisa was thorough, professional	+ 0	xtrem	ely he	lpful	3
6. How did you happen to select Howard Hanna Real Estate Services and Lisa School Referral from PHSbry Housel Ha		et your he	dy Fe	nko	
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to 8. Did you interview other Real Estate people? Thank you for completing this evaluation. Signature	ny	les Mau	ay a ra	ycom 2	nedia . Com

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

3471367

3/17/2014





Howard Hanna Service Questionnaire

Client:

Terry and Anita Wiederholt 5368 Apple Creek Drive

Sheffield, OH 44054

Address of listed property:

5368 Apple Creek Drive

Sheffield, 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.

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

	quality@no	waranai	ina.com	100	
Please evaluate the following elements of our service to you:	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	X				
2. Market value analysis of your property.	X				
3. Recommendations for preparing your home for sale.	X				
4. Explanation of our Company's marketing tools & services.	\				
5. The overall quality of our service.	14				
Comments or suggestions:					
6. How did you happen to select Howard Hanna Real Estate Services and Lisa & Rockers & March Don	Scheer to mark	et your ho	me?		
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer 8. Did you interview other Real Estate people? Yes No How Thank you for completing this evaluation. 5 22 14 Signature	Many Lo	LOS	er holt	ે ૯ડ	uohi

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

3603102

5/15/2014





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

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.	X				
2. Market value analysis of your property.	X				
3. Recommendations for preparing your home for sale.					
4. Explanation of our Company's marketing tools & services.	X				
5. The overall quality of our service.	A				
Comments or suggestions:					
Lisa is great to work with!!					
6. How did you happen to select Howard Hanna Real Estate Services and Lisa S LKNEW Carol Krazin + 5Ne vec				sa.	
7. Would you recommend <i>Howard Hanna Real Estate Services</i> and <i>Lisa Scheer</i> t 8. Did you interview other Real Estate people?	to others?	1.65			
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Thank you for completing this evaluation.	Analy				
Thank you for completing this evaluation. 4-4-14 July July			jelá) h	onta	uil.co

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

3475571

3/27/2014



Buyer:

Donald Newberry and Heather Schieda

33206 Lake Road

Avon Lake, OH 44012

Address of property:

33206 Lake Road

Avon Lake, OH 44012



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 avaluate the following elements of		Very			
Please evaluate the following elements of our service to you:	Excellent	Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.	212				
2. Explanation of Purchase Agreement and Offer Presentation.	<u>m</u>				
3. Professional assistance during the closing process.					
4. Communication and follow-up after the transfer of title.	W.				
5. The overall quality of our service.	$\overline{\mathcal{D}}$				
Comments or suggestions: USA IS a fabulow year toy and we	centari	uy C	nuldut	<u>-</u>	
have asked for better. She keeps in touch, ves					
is very professional and warm.		.5 - 0-			ι.
6. How did you happen to select <i>Lisa Scheer</i> for professional services in purchasi	ng your hom	e?			
Shr was the instruct agent of the home we w	ere Hook	eval	it.		
7. Comments and suggestions that would help us enhance the Quality of our Serv		3			
Done				·	
8. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others? _	absolute	ly			
3/28/14 Cheathershieda	_ flew	petal	AZCAO	o1. Com	า
Date Signature		1	email addres		+
Please see the reverse side of this form to avaluate the					

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.

048-1401-1018 3/18/2014

53743



Buyer:

Tamara Lanphere

1668 West Ash Drive Avon, OH 44011

Address of property:

1668 West Ash Drive

Avon, OH 44011



Real Estate • Mortgage • Title • Insurance

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:	Very Excellent Good	Good	Fair	Poor
1. Selection and showing of properties according to your needs.				
2. Explanation of Purchase Agreement and Offer Presentation.				
3. Professional assistance during the closing process.				
4. Communication and follow-up after the transfer of title.				
5. The overall quality of our service.				
Comments or suggestions:				
			 .	
5. How did you happen to select <i>Lisa Scheer</i> for professional services in purchasi	ng your home?			
7. Comments and suggestions that would help us enhance the Quality of our Serv				
B. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others? _	yeo			
2/2/14 T. Lamphere				
Date Signature		email addre	SS	

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.

048-1308-1391 1/24/2014

•

Buyer:

William and Carolyn Fry

26929 Morgan Run Westlake, OH 44145

Address of property:

26929 Morgan Run

Westlake, OH 44145



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.	X				
2. Explanation of Purchase Agreement and Offer Presentation.	X				
3. Professional assistance during the closing process.	M				
4. Communication and follow-up after the transfer of title.	X				
5. The overall quality of our service.	XI.				
Comments or suggestions: LISA WAS FANDSTIC!			 .		
6. How did you happen to select Lisa Scheer for professional services in purchasin					
Personel Friend					
7. Comments and suggestions that would help us enhance the Quality of our Servi	ce:				
hone					
8. Would you recommend Howard Hanna Real Estate and Lisa Scheer to others?	YES				-
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			oman addic	aa	

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.

048-1310-1514 1/10/2014





Howard Hanna Service Questionnaire

Client:

Peter and Lila Corrigan

745 Lear Road

Avon Lake, OH 44012

Address of listed property:

401 Bounty Way 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.	M				
2. Market value analysis of your property.		熖			
3. Recommendations for preparing your home for sale.	M				
4. Explanation of our Company's marketing tools & services.		Z/Z			
5. The overall quality of our service.	A				
Comments or suggestions:					
In very pleased with					
my R. E. Dales person Lisa &	che	مر			
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sci	heer to mark	et your ho	ome?		
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to 8. Did you interview other Real Estate people? Yes No How Ma Thank you for completing this evaluation.	others?				
'Date ' Signature			email addre	SS	

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

3459778

1/3/2014





Howard Hanna Service Questionnaire

Client:

Keith Wane, POA 88 Rice Park Drive Avon Lake, OH 44012

Address of listed property:

167 Brookfield Road 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.	Ø				
2. Market value analysis of your property.	☑				1
3. Recommendations for preparing your home for sale.					
4. Explanation of our Company's marketing tools & services.					
5. The overall quality of our service.					
Comments or suggestions:					
6. How did you happen to select Howard Hanna Real Estate Services and		•			
7. Would you recommend Howard Hanna Real Estate Services and Lisa Services. 8. Did you interview other Real Estate people? Yes No Thank you for completing this evaluation.	cheer to others? How Many				
Date Signature		KS1	TH_W/A email addre		N 1100 <u>. co</u>)

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





Howard Hanna Service Questionnaire

Client: Georgia Kenned

345 Lear Road

Avon Jake, OH 44012 NECESEN

Address of listed property:

32206 Lake Road Avon Lake, OH 44012

Branch Office:

Avon Lake

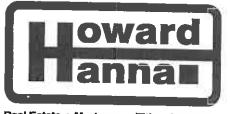
Thank you for selecting Howard Hanna Real Estate Services and Lisa Scheer to market your home. We are dedicated to enhancing the QUALITY of SERVICE delivered to our clients and would greatly appreciate your sincere evaluation of our services. Enclosed is a postage-paid envelope for your convenience.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

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

	Esther Persa QUALITY ENHAN quality@ho	CEMENT DE	PARTMENT		
Please evaluate the following elements of our service to you:	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	Ø				
2. Market value analysis of your property.	Ø				
3. Recommendations for preparing your home for sale.	Ø				
4. Explanation of our Company's marketing tools & services.	Ø				
5. The overall quality of our service.	À				
Comments or suggestions:					
6. How did you happen to select Howard Hanna Real Estate Services and Lisa DEFEREN TO 1514	a Scheer to mark	et your h			
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7. Would you recommend Howard Hanna Real Estate Services and Lisa Schee 8. Did you interview other Real Estate people? Yes No How Thank you for completing this evaluation.	er to others? w Many	K	5		
11/29/13 BONNIE / MMX /MENO	<u> </u>	M.H	POEREN	@ OA.1	en, ion
Date Signature for beach.	IAK		email addre	SS	·

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





Howard Hanna Service Questionnaire

Client:

Lucy Kalbers

24640 Hilliard Boulevard Westlake, OH 44145

Address of listed property:

24640 Hilliard Boulevard

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.	Ø				
2. Market value analysis of your property.			П	П	П
3. Recommendations for preparing your home for sale.				П	
4. Explanation of our Company's marketing tools & services.	ø		П	П	
5. The overall quality of our service.				П	П
Comments or suggestions:			_	_	
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sch Libert Lesa Schwo honorta forwardness um han prountstorn	eer to marke	et your ho	me?	blama	
. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to o B. Did you interview other Real Estate people? Yes No How Man Thank you for completing this evaluation.	thers? 1	Luga Vd	Dageri Sa	nzend o	Lisa
Date Signature			email addres	s	

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

3438371

10/21/2013





Buyer:

Mark and Marlene Packer

1503 Cleveland Road #227

Huron, OH 44839

Address of property:

1503 Cleveland Road #227

Huron, OH 44839

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 enliancing 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.	\square							
2. Explanation of Purchase Agreement and Offer Presentation.	ø							
3. Professional assistance during the closing process.	×							
4. Communication and follow-up after the transfer of title.	ø							
5. The overall quality of our service.	X							
Comments or suggestions:								
	030				_			
6. How did you happen to select Lisa Scheer for professional services in purchasing your home? PROFESSIONAL HER LONG STANDING EXCEILANT REPUTATION AS A REGIATOR 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?	withou	a a	doest	t.				
Date Signature	MAR	RROCK	R 7 (6) email addre	1902, ss	<u>COM</u>			

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.

048-1307-1380 10/22/2013





Howard Hanna Service Questionnaire

Client:

Thomas Sustrich 142 Sunset Road Avon Lake, OH 44012

Address of listed property:

142 Sunset Road 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

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Please evaluate the following elements of our service to you:	Excellent	Very Good	Good	Fair	Poor
1. Communication with you since listing your home.	X				
2. Market value analysis of your property.	函		п	П	
3. Recommendations for preparing your home for sale.	ĺ Σ			П	
4. Explanation of our Company's marketing tools & services.	<u>D</u> r				
5. The overall quality of our service.	Ø				
Comments or suggestions:					
Lisa has done an excellent job highly recommend her. Our home efficiently.	for u	٤.	We w	ould	
highly recommend her. Our home	sold	a Ui	sklen a	nd	
efficiently.		U	J		
6. How did you happen to select Howard Hanna Real Estate Services and Lisa Sch	neer to marke	et your h	nome?		
We met Lisa at an open house and	were	drau	on to	her	
knowledge and friendliness.					
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to 8. Did you interview other Real Estate people? Yes No How Ma Thank you for completing this evaluation.	others?\ ny	•			
11.6.13 July Schustrick Date Signature	<u>sch</u>	ustri	<u>ch a gm</u> email address	ail. c	òm
Please see the reverse side of this form to					

se side of this form for our One-Stop Shopping offers

3412358

7/22/2013

