

# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Buyer: Brenda Wiblin  
32256 Woodfield Drive  
Avon Lake, OH 44012

Address of property: 32256 Woodfield Drive  
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?

reputation in community

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? absolutely

5-28-15      Brenda Wiblin      bwiblin2@yahoo.com  
 Date                      Signature                      email address

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

53743



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

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.	<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 has been so helpful!

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

I met Lisa through a mutual friend.

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

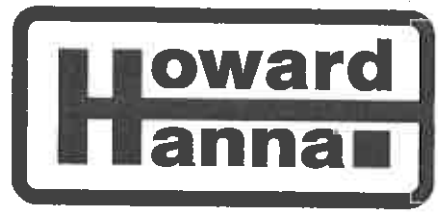
8. Did you interview other Real Estate people?  Yes  No How Many \_\_\_\_\_

Thank you for completing this evaluation.

5/26/15 Trudy Ansel trudyansel@howardhanna.com  
Date Signature email address



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Buyer: Justin and Meghan Costello  
4536 Coe Avenue  
North Olmsted, OH 44070

Address of property: 4536 Coe Avenue  
North Olmsted, OH 44070

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.

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quality@howardhanna.com

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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"/>
2. Explanation of Purchase Agreement and Offer Presentation.	<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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

She came highly recommended by a friend

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

5/22/2015

Date

Meghan Costello

Signature

shoppingmeg2333@ameritech.net

email address

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



Real Estate • Mortgage • Title • Insurance

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.	<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?

REFERRED BY CHERYL BEHM.

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.

3/20/15  
Date

*Richard L Miller*  
Signature

disneelvr57@ameritech.net  
email address

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

53743 - 48



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Buyer: Terrence Wagner  
38281 Springdale Drive  
North Ridgeville, OH 44039

Address of property: 38281 Springdale Drive  
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.

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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. 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?

REPUTATION

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

1-30-15  
Date

[Signature]  
Signature

email address

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: 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 *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 very prompt. I never have to wait on her. She does a great job informing us every step of the way.*

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

*She sold us our other home*

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

8. Did you interview other Real Estate people?  Yes  No How Many *10*

Thank you for completing this evaluation.

*1-29-15* \_\_\_\_\_  
Date Signature email address

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





Real Estate • Mortgage • Title • Insurance

### 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

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?

*Recommended By A Friend. We ALSO RESEARCH TO SEE IF LISA WAS THE APPROPRIATE FIT FOR OUR HOUSE SIZE. WE FELT SHE HAD AN IMPRESSIVE TRACK RECORD, AND IT APPEARED SHE DOES HER MARKET RESEARCH TO EXTREME. WE MADE AN EXCELLENT CHOICE.*

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.

JAN 7, 2015  
Date

*James V. Fenker*  
Signature

JimFS@aol.com  
email address

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



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Buyer: Dave Dahlhausen  
8823 Jordan Court  
North Ridgeville, OH 44039

Address of property: 8823 Jordan Court  
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 went above and beyond, exceeded all my expectations, She made a stressful situation easier and found me a great home.

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

7. Comments and suggestions that would help us enhance the Quality of our Service:  
None, I am very satisfied with the home search process and great job Lisa did for me!

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

12/23/14 Date [Signature] Signature twisdavey@yahoo.com email address

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: 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

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"/>
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3. Professional assistance during the closing process.	<input type="checkbox"/>	<input checked="" 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: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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

*Lisa also helped us with the sale of our home, through a friend's referral*

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

11/6/14 Date      [Signature] Signature      ponchohinojasa@hotmail.com email address

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: Carl Busse  
100 Armour Road  
Avon Lake, OH 44012

Address of property: 100 Armour Road  
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

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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"/>
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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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

Local Realtor

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

Lisa was great! Would not change a thing

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

10-22-2014      Carl Busse      carl.busse@gmail.com  
Date                      Signature                      email address

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: 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.	<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 keeps me updated on the sale of the home frequently. She goes out of her way to accommodate me when I have to sign papers - she'll meet me anywhere I suggest. She is an EXCELLENT AGENT.*

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

*Lisa Scheer was the agent for my brother when he bought this home. He advised me to call her; he said she would be very helpful & she certainly is! I don't think a better realtor exists anywhere! Thank you, Lisa!*

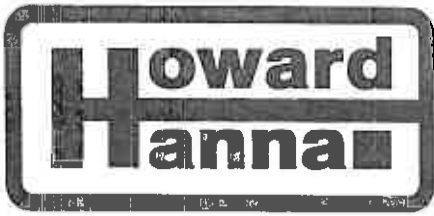
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to others? **DEFINITELY**

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

Thank you for completing this evaluation.

10-14-14 *Cheryl Kempinski*  
Date Signature email address

# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Client: Judith Easley  
 617 Welshire  
 Bay Village, OH 44140

Address of listed property: 617 Welshire  
 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

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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"/>
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:

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

LISA WAS RECOMMENDED TO ME BY A COMMON ACQUAINTANCE

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

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

Thank you for completing this evaluation.

9/6/14 Date      Judith M. Easley Signature      itsjudhyagain@netscape.net email address

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



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Buyer: Jon Behm and Ashley Behm  
16814 Laverne  
Cleveland, OH 44135

Address of property: 16814 Laverne  
Cleveland, OH 44135

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 family*

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

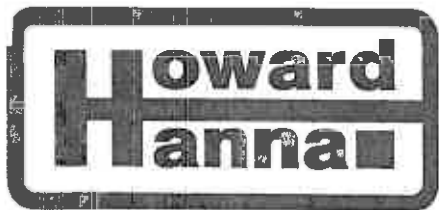
*9/7/14* \_\_\_\_\_  
Date Signature email address

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: 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

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 very knowledgeable, involved, helpful, easy to work with, honest and great at her job! We are extremely happy with her services.

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

Lisa was my coworker's realtor and she has known her for years and 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 \_\_\_\_\_

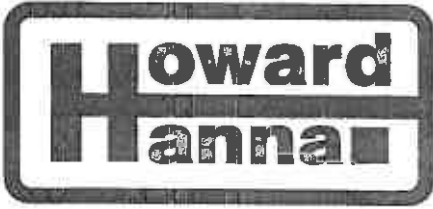
Thank you for completing this evaluation.

9/7/14 Lura Dahlhausen terragalla@yahoo.com  
Date Signature email address

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



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

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.	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments or suggestions:

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

*my daughter is acquainted with 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 \_\_\_\_\_

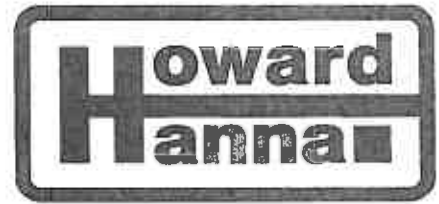
Thank you for completing this evaluation.

8-14-14 *Judith F. Bryan* \_\_\_\_\_  
Date Signature email address

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



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

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

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: Being referred to Lisa was a dream come true.  
She was extremely professional, patient and understanding  
of our needs. She worked tirelessly to help find our  
perfect home.

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?  
was referred to her from SIRVA relocation

7. Comments and suggestions that would help us enhance the Quality of our Service:  
Hire more "Lisa's"

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

07/31/14      [Signature]      joanne@jstephenson.net  
Date                      Signature                      email address

**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: 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.	<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 type="checkbox"/>	<input checked="" 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?

NEXT DOOR NEIGHBOR 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 1

Thank you for completing this evaluation.

7/25/2014

Date

*Peter Gozar*

Signature

pgozar@me.com

email address

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

3623615

7/21/2014

53743 - 48



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

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.	<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 STELLAR EXAMPLE OF WHAT A REAL ESTATE AGENT SHOULD BE!  
SHE IS KNOWLEDGEABLE & HER ADVICE WAS INVALUABLE WHEN NAVIGATING  
THROUGH THE PROCESS OF SELLING A HOUSE. HER SENSE OF HUMOR WAS AN ADDED  
PLUS AS WELL

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

ON THE ADVICE OF MY NEPHEW ANDREW KERN

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

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

Thank you for completing this evaluation.

7/20/2014 Cheryl Behm

Date

Signature

email address

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

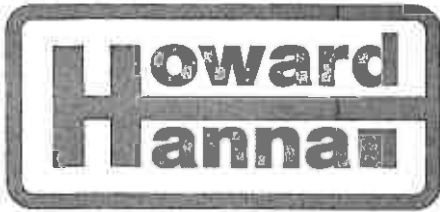
3621226

7/16/2014

53743 - 48



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

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.	<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:

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

*Knew Lisa previously*

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.

*6/17/14*

Date

*[Signature]*

Signature

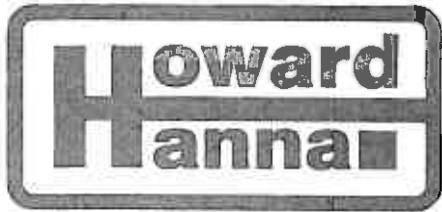
*Kkrupp@gh.com*

email address

*com*

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





Real Estate • Mortgage • Title • Insurance

### 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.	<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?

Work for City - Shut off water in building she was selling

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.

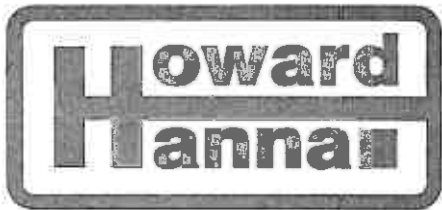
6/14/13 Carl Busse  
Date Signature

carl.busse@gmail.com  
Email Address

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



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

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.	<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 great, very helpful and easy to work with. We are pleased.*

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

*Friend's referral*

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.

6/13/14  
Date

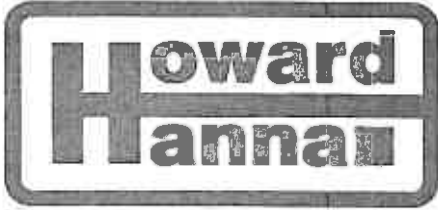
*[Signature]*  
Signature

ponchohinojosa@hotmail.com  
email address

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



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

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.	<input type="checkbox"/>	<input checked="" 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 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 thorough, professional + extremely helpful.*

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

*Referral from Pittsburgh Howard Hanna - Sandy Ferko*

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 \_\_\_\_\_

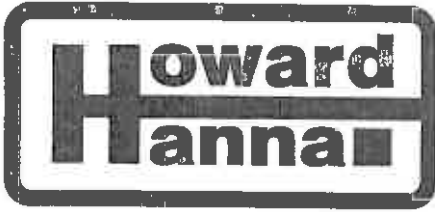
Thank you for completing this evaluation.

*6/9/14*  
Date  
*[Signature]*  
Signature

*tgalloway@raycommmedia.com*  
email address

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





Real Estate • Mortgage • Title • Insurance

### 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

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:

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

*Referral from a neighbor*

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 60

Thank you for completing this evaluation.

5/22/14 Date Anita Wiederholt Signature a.wiederholt@csupohio.edu email address

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



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

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.	<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 great to work with!!!

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

I knew Carol Krazin + she 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 \_\_\_\_\_

Thank you for completing this evaluation.

4-4-14 Trudy Ansel trudyansel@hotmail.com  
Date Signature email address

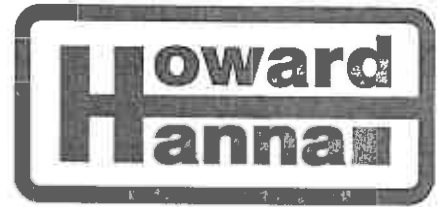
Please see the reverse side of this form for our One-Stop Shopping offers





# Howard Hanna Service Questionnaire

Buyer: Donald Newberry and Heather Schieda  
33206 Lake Road  
Avon Lake, OH 44012



Real Estate • Mortgage • Title • Insurance

Address of property: 33206 Lake Road  
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 is a fabulous realtor and we certainly couldn't have asked for better. She keeps in touch, researches info, and is very professional and warm.

6. How did you happen to select *Lisa Scheer* for professional services in purchasing your home?  
She was the listing agent of the home we were looking at.

7. Comments and suggestions that would help us enhance the Quality of our Service:  
None

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

3/28/14 Heather Schieda flourpetals2@aol.com  
Date Signature email address

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



# Howard Hanna Service Questionnaire

Buyer: Tamara Lanphere  
1668 West Ash Drive  
Avon, OH 44011

Address of property: 1668 West Ash Drive  
Avon, OH 44011

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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

friend recommendation

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

2/2/14 T. Lanphere

Date

Signature

email address

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

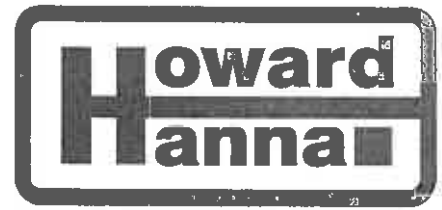
048-1308-1391  
1/24/2014

Thank you for completing this evaluation.

53743



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

Buyer: William and Carolyn Fry  
26929 Morgan Run  
Westlake, OH 44145

Address of property: 26929 Morgan Run  
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: LISA WAS FANTASTIC!

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

Personal Friend

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

none

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

1/27/14

Date

WAF

Signature

billfrybill@yahoo.com

email address

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

53743



# Howard Hanna Service Questionnaire



Real Estate • Mortgage • Title • Insurance

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.	<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 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 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:

*I'm very pleased with my R.E. sales person Lisa Scheer.*

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

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

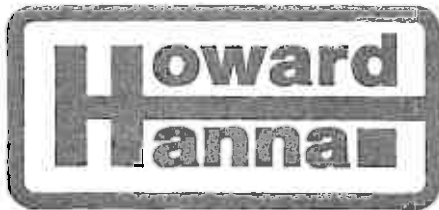
8. Did you interview other Real Estate people?  Yes  No How Many \_\_\_\_\_

Thank you for completing this evaluation.

1/9/14 Date Lila L Corrigan Signature \_\_\_\_\_ email address \_\_\_\_\_

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Real Estate • Mortgage • Title • Insurance

### 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.	<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:

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

LISA IS A NEIGHBOR & A GOOD FRIEND OF OURS.

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.**

12/12/13

Date

*Keith F. Wane*

Signature

KEITH\_WANE@YAHOO.COM

email address

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





Real Estate • Mortgage • Title • Insurance

# Howard Hanna Service Questionnaire

Client: Georgia Kennedy  
345 Lear Road  
Avon Lake, OH 44012 *RECEIVED*

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

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: None

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

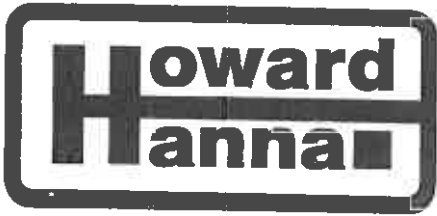
7. Would you recommend Howard Hanna Real Estate Services and Lisa Scheer to others? YES

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

Thank you for completing this evaluation.

11/28/13 Bonnie / Mark Haden M.HADEN@CA.RA.102  
Date Signature For GEORGIA K email address

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



Real Estate • Mortgage • Title • Insurance

# 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.	<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 liked Lisa Scheer's honesty and straight forwardness in her presentation.*

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

8. Did you interview other Real Estate people?  Yes  No How Many *6* *Scheer*

Thank you for completing this evaluation.

*11/30/13* \_\_\_\_\_ *Lucy G. Kalbers* \_\_\_\_\_  
Date Signature email address

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



# Howard Hanna Service Questionnaire

Buyer: Mark and Marlene Packer  
1503 Cleveland Road #227  
Huron, OH 44839



Real Estate • Mortgage • Title • Insurance

Address of property: 1503 Cleveland Road #227  
Huron, OH 44839

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?  
*PROFESSIONAL  
HER LONG STANDING EXCELLANT REPUTATION AS A REALTOR*

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? *without a doubt.*

*11/13/13* Date      *Mark Packer* Signature      *MARKPACKER7@AOL.COM* email address

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: 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

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 has done an excellent job for us. We would highly recommend her. Our home sold quickly and efficiently.

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

We met Lisa at an open house and were drawn to her knowledge and friendliness.

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.

11.6.13 Date Julia Sustrich Signature schustrich@gmail.com email address

Please see the reverse side of this form for our One-Stop Shopping offers  
3412358 7/22/2013

