



Buyer Satisfaction Survey

CENTURY 21 Leading Edge Realty Inc. - Mississauga

Date: 19-Jul-2019

Agent: Vijitha Bulathsinghala

*** Satisfaction:** 100%

Buyer: [REDACTED] Ratnayake

*** Recommendation:** 100%

Property: [REDACTED], Brampton, ON, L6V1Y1

*** Performance:** 100%

Demographics

Question	Answer
Gender	Male
Age Group	45-59 years

Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<ul style="list-style-type: none"> Yard Sign Agent's Website Other property website/portal Advertisement in local paper Advertisement/classifieds in major paper Local property magazine Radio/Outdoor/TV Advertising Social Media (Facebook/Twitter etc.) Personalized Direct Mail Saw the local office Internet Search (Google/Bing etc.) Yellow Pages or other Directory Referred by a friend/relative or business associate Agent/office contacted you Other 	<ul style="list-style-type: none"> Previously dealt with agent/office

Competitive Selection

Question	Answer
Did you consider other brokers?	No

Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Critical	
Broker Commission	Important	
Local Knowledge	Critical	
Recommendation from friend/relative	Important	
Had dealt with Agent/Broker previously	Important	
Comments regarding Agent Selection	We have dealt with Vijitha before and were very satisfied with his service.	

Your Purchase : Satisfaction

Question	Answer	Level
* Inspections/Open Houses	Excellent	
* Local Knowledge of area, communities and properties	Excellent	
* Negotiating the price and terms of the purchase	Excellent	
* The exchange of contracts and closing	Excellent	
* The handling of deposit money	Excellent	
* Attention to detail	Excellent	
Comments regarding the Agent	Vijitha is a very knowledgeable Real Estate Agent. His opinion about the structure of the house is very important to us and he provides many facts about the house....eg: material used, foundation type and other information about the skeletal of the house. We never felt pressured into buying a house. He is a great Agent.	


The Agent : Performance Ratings

Question	Answer	Level
* Polite	Excellent	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Excellent	
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	
* Comments regarding the Agent	He is a very patient, reliable and Knowledgeable agent.	





Other Broker Staff : Performance

Question	Answer
Performance of other Broker staff	Excellent

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Sale	Excellent	

Recommendation

Question	Answer	Level
Would use Broker's services again	Strongly Agree	
* Would use Agent's services again	Strongly Agree	
Would recommend Broker to family and friends	Strongly Agree	
* Would recommend Agent to family and friends	Strongly Agree	

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	<p>Vijitha Bulathsinghala is a very knowledgeable, patient and reliable Real Estate Agent. His Civil Engineering back ground was a great asset to us when purchasing the home. He had a thorough understanding of the skeletal (structure) of the house. This was very important to us since we purchased a slightly older home.</p> <p>It was easy to deal with Vijitha since we were never pressurized into buying a home. He patiently took us around showing us all the homes we were interested in, until we finally decided what we wanted.</p> <p>We would definitely recommend him to all our friends and family . Thank you Vjitha.</p>
Testimonial Name and Suburb	P Ratnayake , Brampton