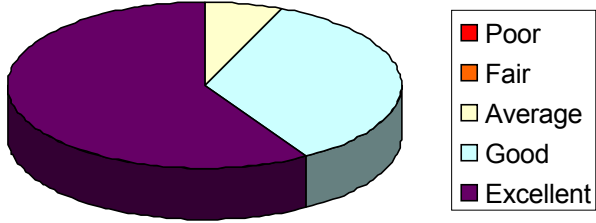
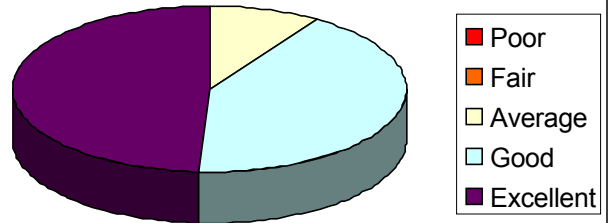


SEPTEMBER 2003 QUALITY SURVEY

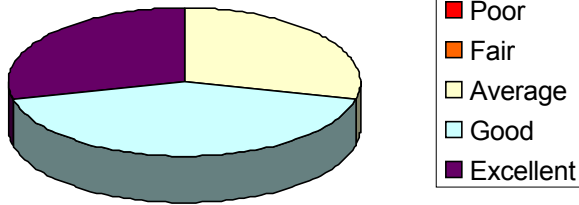
OFFICE STAFF Courteous, helpful, knowledgeable?



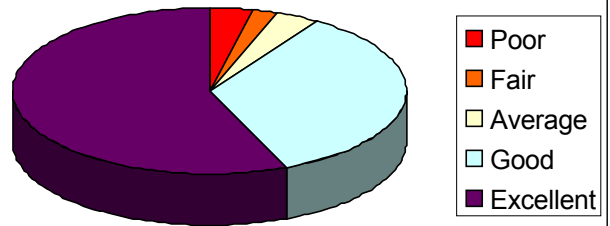
CONSULTING STAFF Did we explain the scope of the job?



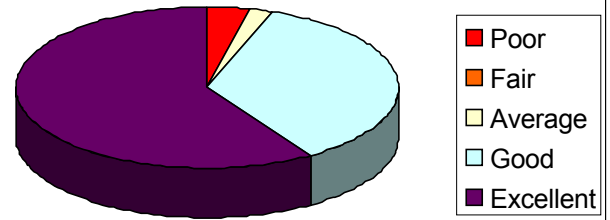
ACCOUNTING STAFF Courteous, helpful, knowledgeable?



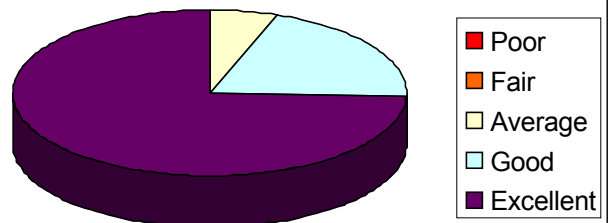
How well did we keep you in the loop?



How well did we fulfil our mandate?

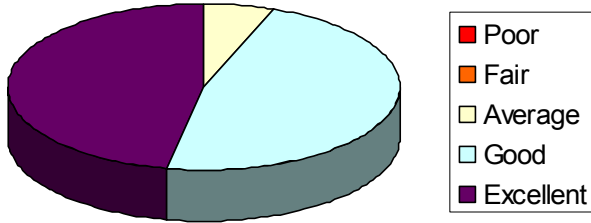


Courteous, helpful, Knowledgeable?

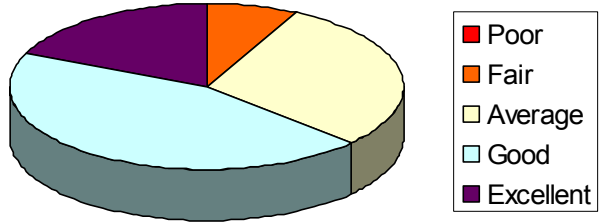


SEPTEMBER 2003 QUALITY SURVEY

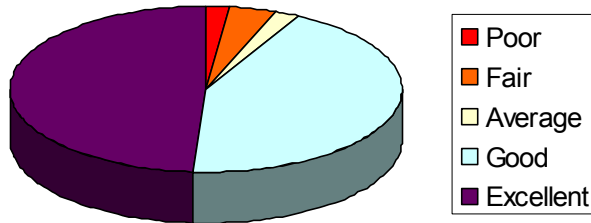
ASSIGNMENT How was our response time?



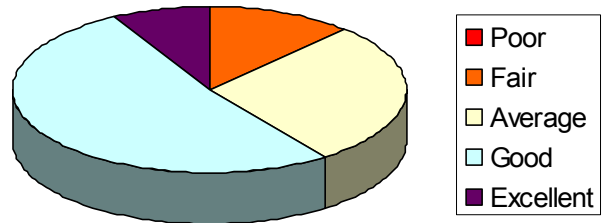
WEB SITE How useful is our Client Area?



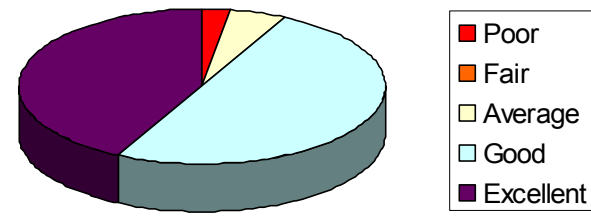
Did you get value for money?



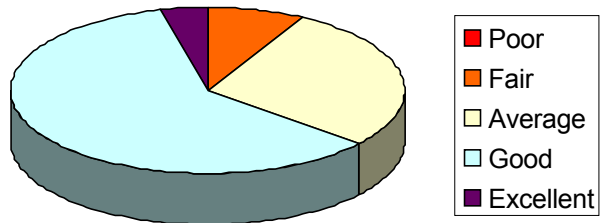
How useful is our Web Site generally?



Our performance compared to previous assignments?

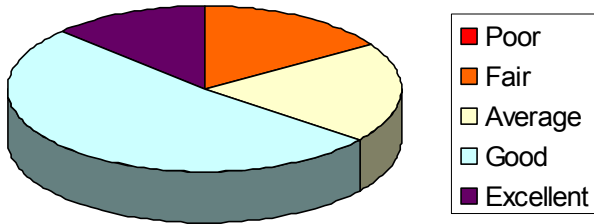


How easy is it to navigate?

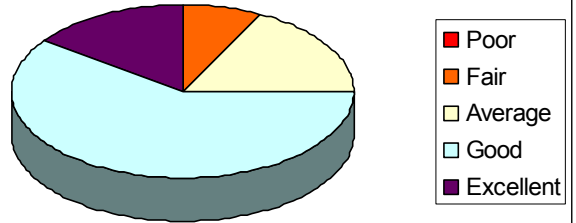


SEPTEMBER 2003 QUALITY SURVEY

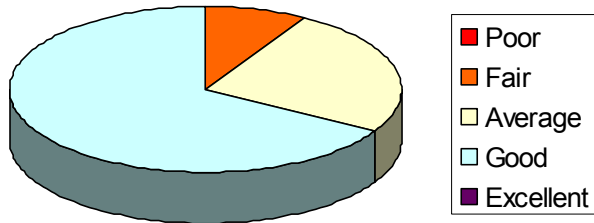
ELECTRONIC BULLETINS How useful are the Action Alerts?



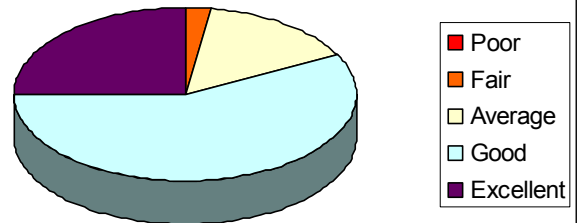
NEWSLETTER How useful is Newsletter?



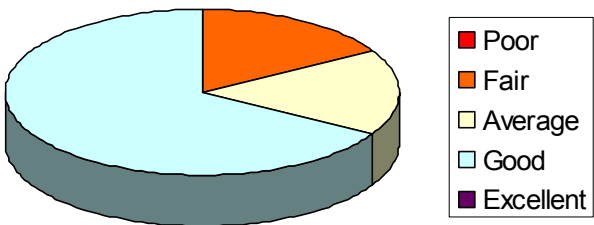
How useful is the Property Investors Club (PIC)?



NEWSLETTER How well does it describe our services?



How useful is Mainly For Tenants (MFT)?



NEWSLETTER How well does it describe our depth of knowledge?

