



# Quality Service Survey

## Individual Survey Results

Agent: Edward Vivona

Overall Score  
100%

Transaction Type: Seller  
Customer: Robert Sanguinetti  
Property: 10 Pica Place Tinton Falls NJ  
07724  
Close Date: 04/15/2014  
Survey Completed Date: 06/04/2014  
Survey Type: Online

Overall, how would you rate your agent with regard to your recent property transaction?

Please rate your satisfaction with your agent, along each of the characteristics listed below:

Regularly stayed in touch

Knowledgeable about the market

Understood what was important

Resolution of any issue that arose

Explaining the Agreement

Managing the details from contract to close

Overall, how would you rate the office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your office and/or agent to a friend or colleague?

How likely are you to use your office and/or agent in future property transactions, should the need arise?

1-4	5-7	8-10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
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████████	████████	████████	10
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### Additional comments

Hi Julie:

After completing the survey I wanted to send you a note to let you know how wonderful Ed Vivona was during the whole process of our move. First for the survey, I rated every category a "10" and if it would have allowed for more, I would have done so.

Right from the start, Ed was positive and helpful. Ed explained the entire process from start to finish. His market analysis used the correct comp's and allowed us to maximize the potential sale value of our home. I did not get that impression after reviewing other market analysis. I felt that Ed was looking out for us, our best interests the whole time. Additionally, I was impressed with the marketing plan that Ed implemented. In my view, this is a big reason our house sold so quickly. It was out there for any potential buyer to see. This generated a lot of traffic or showings. I believe we had somewhere around 30 showings, which was impressive. The pictures Ed took were simply fantastic - I could not believe that was our house. The website he built for our home was amazing! I showed it to quite a few people and they could not believe it either. The presentation for the house was fantastic!

I was very concerned with the process of selling the house the whole time, especially having to show the house on multiple occasions. We have two small children and two dogs, so keeping on top of things for showings was a concern. Ed provided direction on what to do to get the house ready. The day he took the pictures he was even helping us set it up correctly. Thanks to Ed, all the showing went off with no issues. We were always notified in advance allowing us to keep the home "Showcase Ready". I felt that Ed was essential to selling the home. Ed was in constant communication with us, making himself available at the drop of a hat.

Another concern was the involvement with the relocation company. My understanding is they have a beat load of paperwork that needs to be completed. I heard about two other horror stories with other agents, where potential buyers made an offer and then backed out because the agent did not file the paperwork in a timely manner. Ed however was on top of all the paperwork throughout. He even made special trips out to the house to have us sign papers for the process. Ed was on top of it every step of the way.

I firmly believe that if we would have had another agent we would have not been able to sell our home as quickly as we did and for the price we received. This in my opinion was all due to Ed Vivona. His hard work, dedication, professionalism and friendly manner drove this sale. Whenever Ed was at our house, I felt like we had a friend over. My kids still ask about him today. Our whole experience in the sale of our home could not have gone better. What I thought was going to be a really tough experience, turned out to be a great one. This is all due to Ed Vivona.

In the future, if I hear of anyone that I know is going to sell their house - I would not hesitate to give them Ed's name. If you have any questions or if you would like to talk to me, please feel free to reach to me. My cell number is (732) 996 - ----

Many thanks,  
Rob S.

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked