



QSC® CERTIFIED REAL ESTATE BROKER



Linda Lewis

Real Estate Broker

Quality Service Certified since Décembre 2010

Certification renewal: Décembre 2019

Number of evaluations received: **21**

Certification abandonment



RE/MAX
CRYSTAL

RE/MAX CRISTAL / RE/MAX CRYSTAL

156, boul. Labelle, Ste-Thérèse,

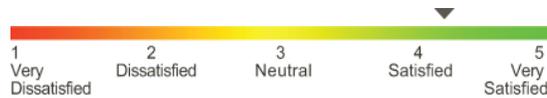
QC J7E 2X5

Phone: 4504304207

Fax: 4504306581

Website: <http://www.lewislinda.com>

Customer Satisfaction Rating: **4.00**



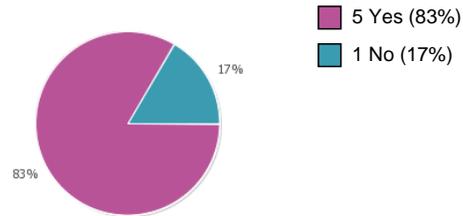
The Customer Satisfaction Rating is calculated based on the results of question 11 of the survey, which deals with overall satisfaction.



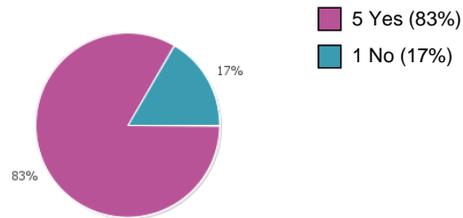
You may also consult the website of the *Organisme d'autoréglementation du courtage immobilier du Québec (OACIQ)* at www.oaciq.com, under the *Resources* section - *Discipline committee*.

EVALUATIONS FROM HOME SELLERS (6)

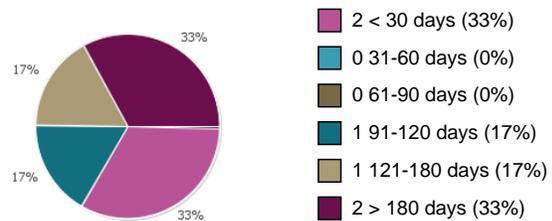
1. Did your real estate broker offer you the Quality Service Guarantee?



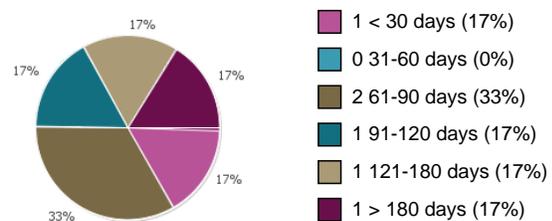
2. Did your real estate broker contact you after the closing?



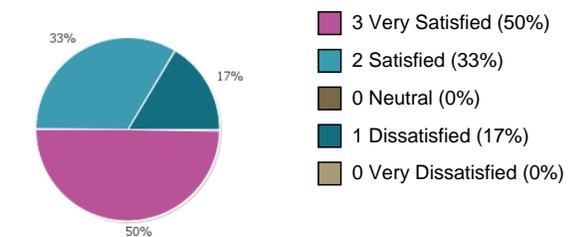
3. How long did you expect your property to be on the market before it was sold?



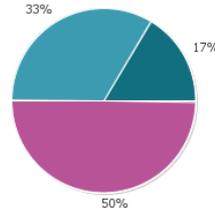
4. How long was your property marketed by your real estate broker before you accepted an offer?



5. How satisfied were you with the advice/counsel offered by your real estate broker?

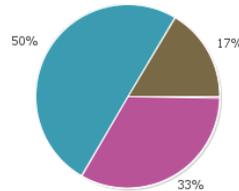


6. How satisfied were you with the marketing plan developed and implemented for the sale of your property?



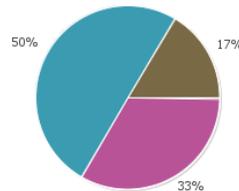
- 3 Very Satisfied (50%)
- 2 Satisfied (33%)
- 0 Neutral (0%)
- 1 Dissatisfied (17%)
- 0 Very Dissatisfied (0%)

7. How satisfied were you with the price and terms of the sale?



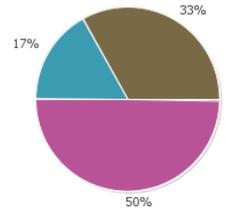
- 2 Very Satisfied (33%)
- 3 Satisfied (50%)
- 1 Neutral (17%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

8. How satisfied were you with the assistance your real estate broker provided in negotiating the price/terms of sale?



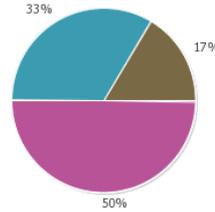
- 2 Very Satisfied (33%)
- 3 Satisfied (50%)
- 1 Neutral (17%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

9. How satisfied were you with the quality and frequency of communication provided by your real estate broker?



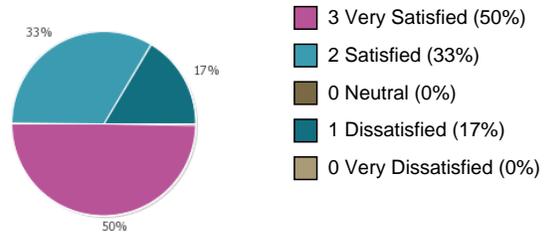
- 3 Very Satisfied (50%)
- 1 Satisfied (17%)
- 2 Neutral (33%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

10. How satisfied were you with your real estate broker's attention to details and assistance from contract to closing?

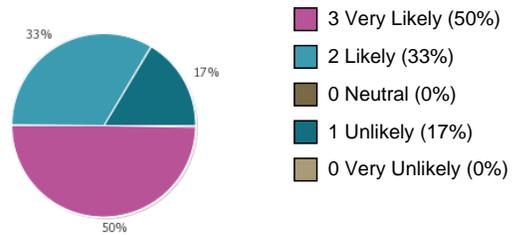


- 3 Very Satisfied (50%)
- 2 Satisfied (33%)
- 1 Neutral (17%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

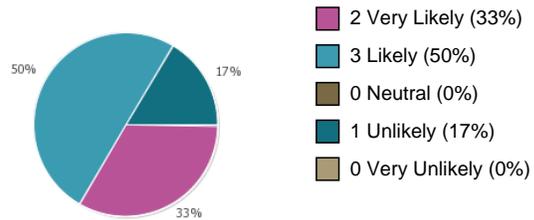
11. What was your overall satisfaction with the results and service provided by your real estate broker?



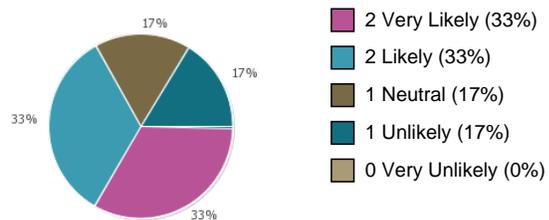
12. Given the need to sell property in the same market area, how likely would you be to use the same real estate broker to assist you?



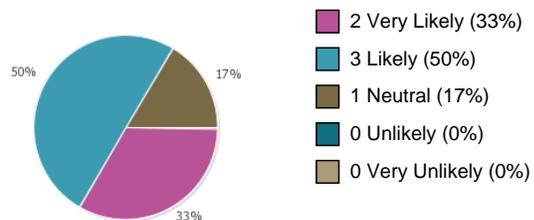
13. Given the need to sell property in the same market area, how likely would you be to use the same real estate agency to assist you?



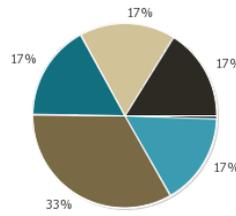
14. Given the opportunity, how likely would you be to recommend the services of your real estate broker to a friend, neighbor or relative?



15. Given the opportunity, how likely would you be to recommend the services of the real estate agency to a friend, neighbor or relative?



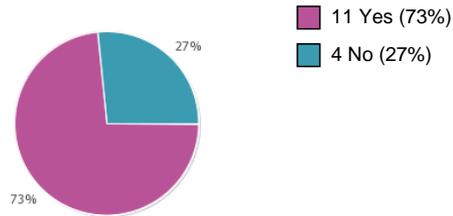
16. What was your PRIMARY reason for selecting your real estate broker (select the one most influential factor)?



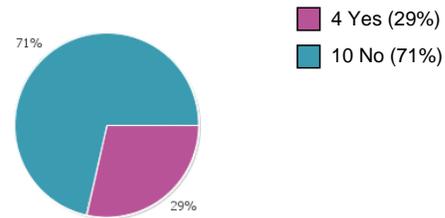
- 0 Referred by a friend (0%)
- 1 Satisfied past customer (17%)
- 2 Knew real estate broker personally (33%)
- 1 Agency name/reputation (17%)
- 0 Walk-in/open house (0%)
- 0 Advertising (0%)
- 1 Internet (17%)
- 0 Marketing programs/plan (0%)
- 0 Yard signs in the area (0%)
- 0 Real estate broker's presentation (0%)
- 1 Other (please specify) (17%)

EVALUATIONS FROM HOME BUYERS (15)

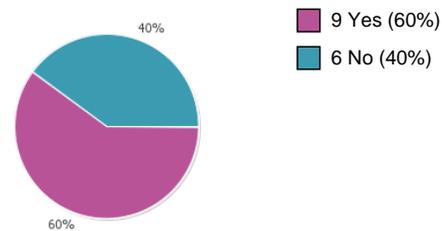
1. Did your real estate broker offer you the Quality Service Guarantee?



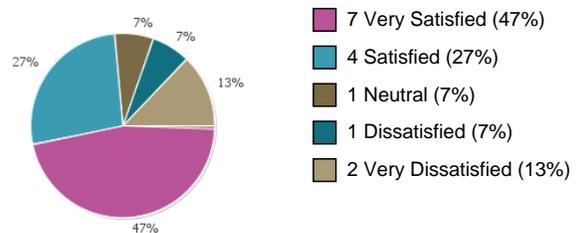
2. Did your real estate broker provide a written and detailed competitive or comparable market analysis prior to you making an offer?



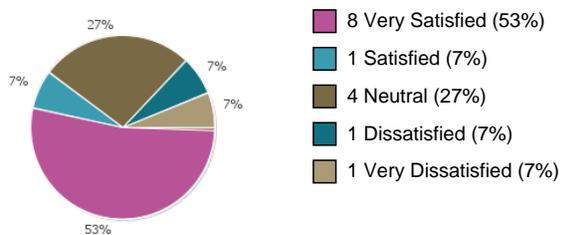
3. Did your real estate broker contact you after the closing?



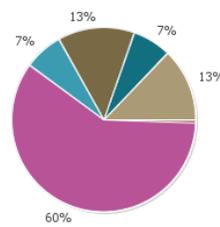
4. How satisfied were you with the counseling and needs assessment provided by your real estate broker?



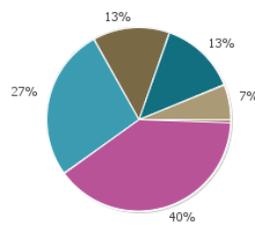
5. How satisfied were you with the thoroughness of the search process to find a property that met your needs?



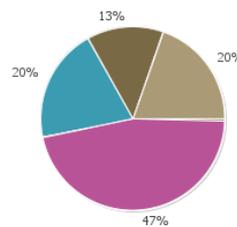
6. How satisfied were you with the availability of your real estate broker?



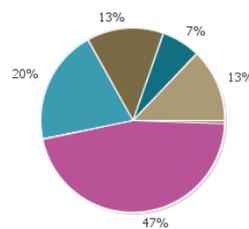
7. How satisfied were you with your real estate broker's knowledge of the area, community, and properties?



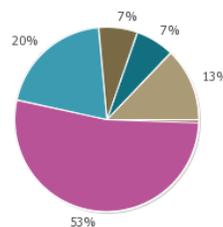
8. How satisfied were you with the assistance your real estate broker provided in negotiating the price and terms of the purchase?



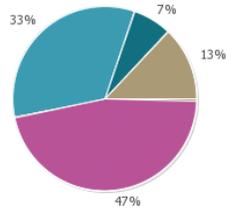
9. How satisfied were you with the quality and frequency of communication provided by your real estate broker?



10. How satisfied were you with your real estate broker's attention to details and assistance from contract to closing?

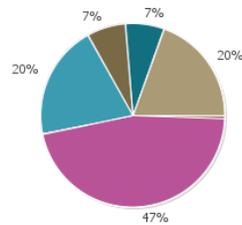


11. What was your overall satisfaction with the results and service provided by your real estate broker?



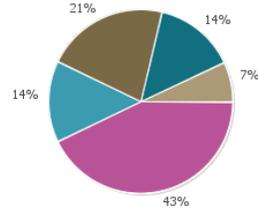
- 7 Very Satisfied (47%)
- 5 Satisfied (33%)
- 0 Neutral (0%)
- 1 Dissatisfied (7%)
- 2 Very Dissatisfied (13%)

12. Given the need to purchase property in the same market area, how likely would you be to use the same real estate broker to assist you?



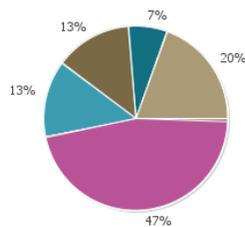
- 7 Very Likely (47%)
- 3 Likely (20%)
- 1 Neutral (7%)
- 1 Unlikely (7%)
- 3 Very Unlikely (20%)

13. Given the need to purchase property in the same market area, how likely would you be to use the same real estate agency to assist you?



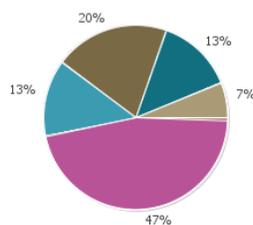
- 6 Very Likely (43%)
- 2 Likely (14%)
- 3 Neutral (21%)
- 2 Unlikely (14%)
- 1 Very Unlikely (7%)

14. Given the opportunity, how likely would you be to recommend the services of your real estate broker to a friend, neighbor or relative?



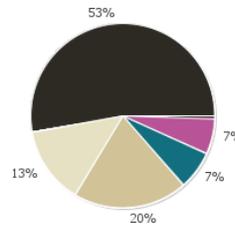
- 7 Very Likely (47%)
- 2 Likely (13%)
- 2 Neutral (13%)
- 1 Unlikely (7%)
- 3 Very Unlikely (20%)

15. Given the opportunity, how likely would you be to recommend the services of the real estate agency to a friend, neighbor or relative?



- 7 Very Likely (47%)
- 2 Likely (13%)
- 3 Neutral (20%)
- 2 Unlikely (13%)
- 1 Very Unlikely (7%)

16. What was your PRIMARY reason for selecting your real estate broker (select the one most influential factor)?



- 1 Referred by a friend (7%)
- 0 Satisfied past customer (0%)
- 0 Knew real estate broker personally (0%)
- 1 Agency name/reputation (7%)
- 0 Walk-in/Open House (0%)
- 0 Advertising (0%)
- 3 Internet (20%)
- 0 Marketing programs/plan (0%)
- 2 Yard signs in the area (13%)
- 0 Real estate broker's presentation (0%)
- 8 Other (please specify) (53%)