



Manouane Verret-Hamelin

Real Estate Broker

Quality Service Certified since Mars 2011

Certification renewal: Mars 2020

Number of evaluations received: **49**

Spoken languages: French, English



RE/MAX AMBIANCE INC.

10310, boul. Saint-Laurent,

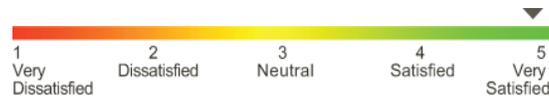
Montréal, QC H3L 2P2

Phone: 5143825000

Fax: 5143824440

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

Customer Satisfaction Rating: **4.80**



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

Geographic areas covered

Ahuntsic-Cartierville (Montréal), Montréal Villeray/Saint-Michel/Parc-Extension (Montréal), Montréal

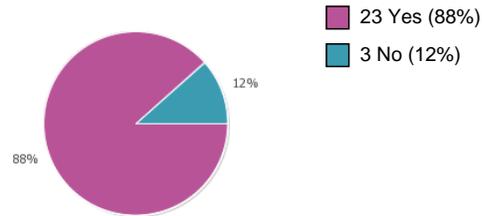
Rosemont/La Petite-Patrie (Montréal), Montréal



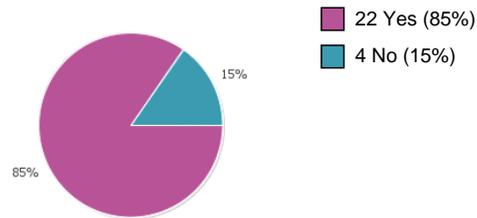
You may also consult the website of the Organisme d'autoréglementation du courtage immobilier du Québec (OACIQ) at www.oaciq.com, under the Resources section - Discipline committee.

EVALUATIONS FROM HOME SELLERS (26)

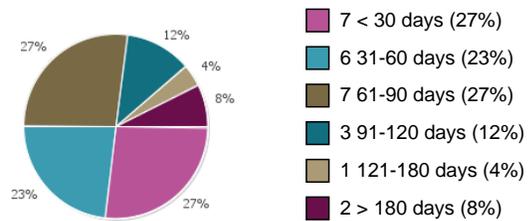
1. Did your real estate broker offer you the Quality Service Guarantee?



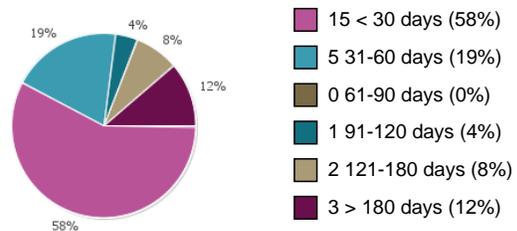
2. Did your real estate broker contact you after the closing?



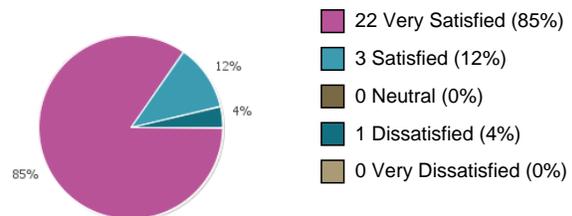
3. How long did you expect your property to be on the market before it was sold?



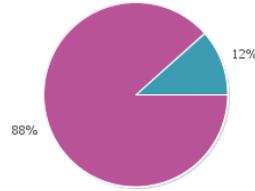
4. How long was your property marketed by your real estate broker before you accepted an offer?



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

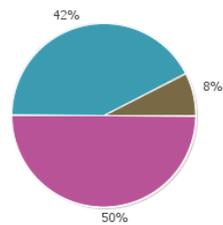


6. How satisfied were you with the marketing plan developed and implemented for the sale of your property?



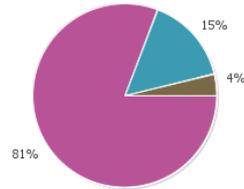
- 23 Very Satisfied (88%)
- 3 Satisfied (12%)
- 0 Neutral (0%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

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



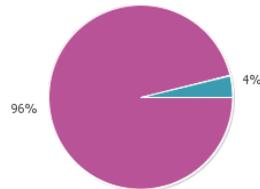
- 13 Very Satisfied (50%)
- 11 Satisfied (42%)
- 2 Neutral (8%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

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



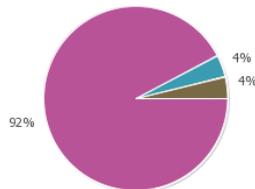
- 21 Very Satisfied (81%)
- 4 Satisfied (15%)
- 1 Neutral (4%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

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



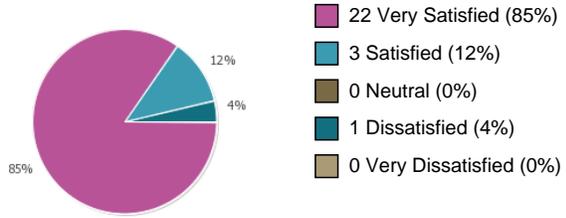
- 25 Very Satisfied (96%)
- 1 Satisfied (4%)
- 0 Neutral (0%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

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

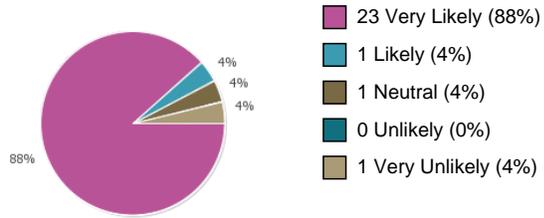


- 24 Very Satisfied (92%)
- 1 Satisfied (4%)
- 1 Neutral (4%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

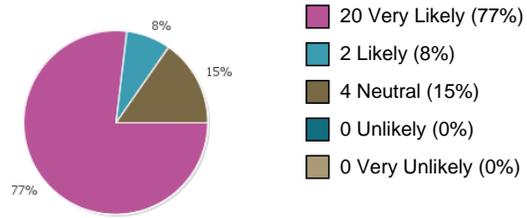
11. What was your overall satisfaction with the results and service provided by your real estate broker?



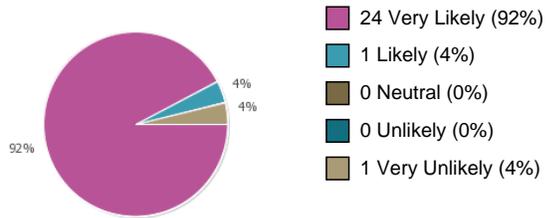
12. Given the need to sell property in the same market area, how likely would you be to use the same real estate broker to assist you?



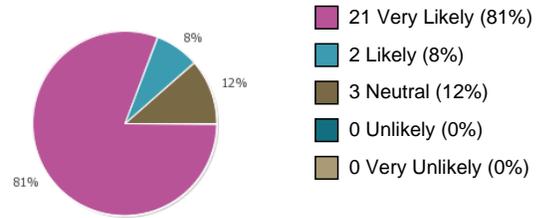
13. Given the need to sell property in the same market area, how likely would you be to use the same real estate agency to assist you?



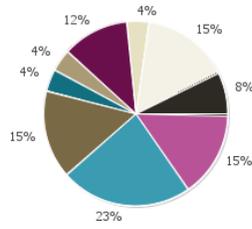
14. Given the opportunity, how likely would you be to recommend the services of your real estate broker to a friend, neighbor or relative?



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



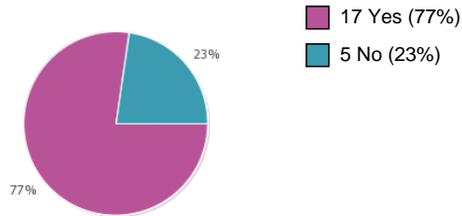
16. What was your PRIMARY reason for selecting your real estate broker (select the one most influential factor)?



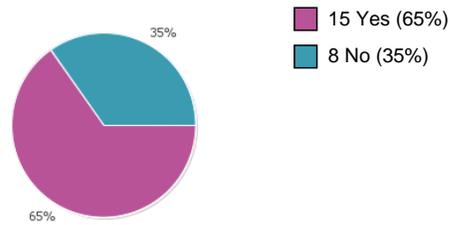
- 4 Referred by a friend (15%)
- 6 Satisfied past customer (23%)
- 4 Knew real estate broker personally (15%)
- 1 Agency name/reputation (4%)
- 1 Walk-in/open house (4%)
- 3 Advertising (12%)
- 0 Internet (0%)
- 0 Marketing programs/plan (0%)
- 1 Yard signs in the area (4%)
- 4 Real estate broker's presentation (15%)
- 2 Other (please specify) (8%)

EVALUATIONS FROM HOME BUYERS (23)

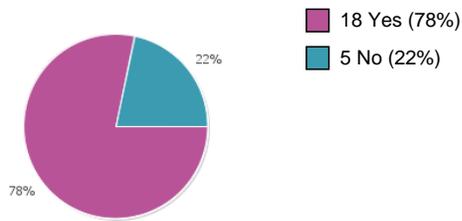
1. Did your real estate broker offer you the Quality Service Guarantee?



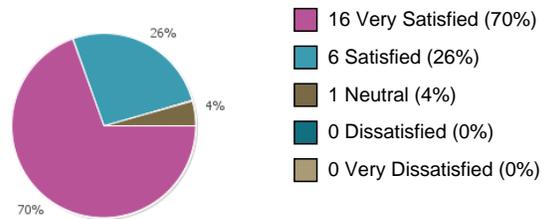
2. Did your real estate broker provide a written and detailed competitive or comparable market analysis prior to you making an offer?



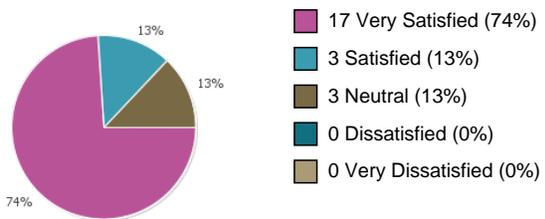
3. Did your real estate broker contact you after the closing?



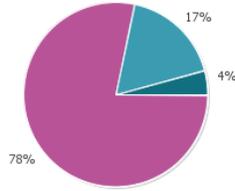
4. How satisfied were you with the counseling and needs assessment provided by your real estate broker?



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

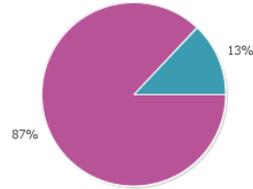


6. How satisfied were you with the availability of your real estate broker?



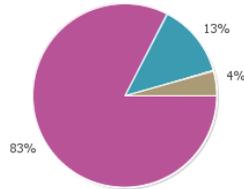
- 18 Very Satisfied (78%)
- 4 Satisfied (17%)
- 0 Neutral (0%)
- 1 Dissatisfied (4%)
- 0 Very Dissatisfied (0%)

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



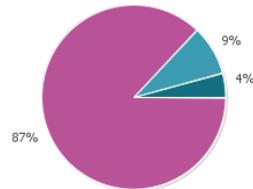
- 20 Very Satisfied (87%)
- 3 Satisfied (13%)
- 0 Neutral (0%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

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



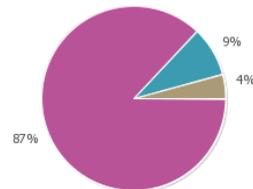
- 19 Very Satisfied (83%)
- 3 Satisfied (13%)
- 0 Neutral (0%)
- 0 Dissatisfied (0%)
- 1 Very Dissatisfied (4%)

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



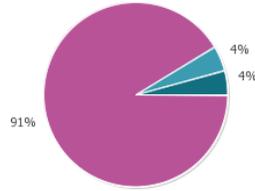
- 20 Very Satisfied (87%)
- 2 Satisfied (9%)
- 0 Neutral (0%)
- 1 Dissatisfied (4%)
- 0 Very Dissatisfied (0%)

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



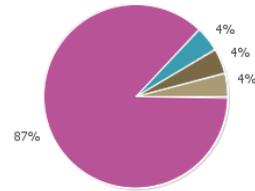
- 20 Very Satisfied (87%)
- 2 Satisfied (9%)
- 0 Neutral (0%)
- 0 Dissatisfied (0%)
- 1 Very Dissatisfied (4%)

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



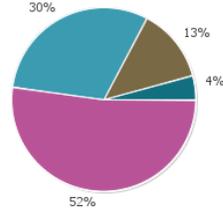
- 21 Very Satisfied (91%)
- 1 Satisfied (4%)
- 0 Neutral (0%)
- 1 Dissatisfied (4%)
- 0 Very Dissatisfied (0%)

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?



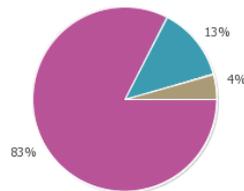
- 20 Very Likely (87%)
- 1 Likely (4%)
- 1 Neutral (4%)
- 0 Unlikely (0%)
- 1 Very Unlikely (4%)

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?



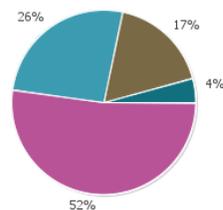
- 12 Very Likely (52%)
- 7 Likely (30%)
- 3 Neutral (13%)
- 1 Unlikely (4%)
- 0 Very Unlikely (0%)

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



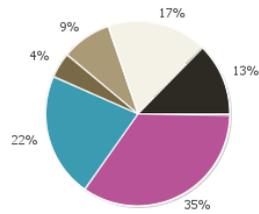
- 19 Very Likely (83%)
- 3 Likely (13%)
- 0 Neutral (0%)
- 0 Unlikely (0%)
- 1 Very Unlikely (4%)

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



- 12 Very Likely (52%)
- 6 Likely (26%)
- 4 Neutral (17%)
- 1 Unlikely (4%)
- 0 Very Unlikely (0%)

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



- 8 Referred by a friend (35%)
- 5 Satisfied past customer (22%)
- 1 Knew real estate broker personally (4%)
- 0 Agency name/reputation (0%)
- 2 Walk-in/Open House (9%)
- 0 Advertising (0%)
- 0 Internet (0%)
- 0 Marketing programs/plan (0%)
- 0 Yard signs in the area (0%)
- 4 Real estate broker's presentation (17%)
- 3 Other (please specify) (13%)