



Isabelle Lemay

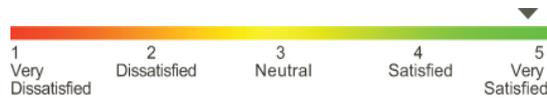
Real Estate Broker

Quality Service Certified since Avril 2011
Certification renewal: Avril 2020
Number of evaluations received: **35**
Spoken languages: French, English



ROYAL LEPAGE TRADITION
50, pl. de la Gabelle, office 200,
Varenes, QC J3X 2J4
Phone: 4509292000
Fax: 4504494070
Website: <http://www.lemaybourassa.com>

Customer Satisfaction Rating: **4.77**



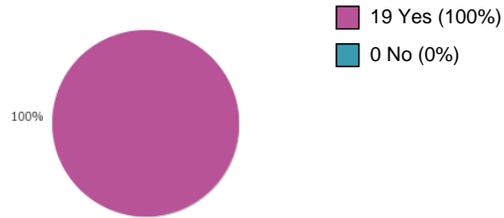
The Customer Satisfaction Rating is calculated based on the results of question 11 of the survey, which deals with overall satisfaction.

Geographic areas covered

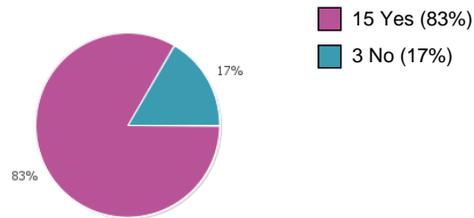
- | | |
|--|---|
| Anjou (Montréal), Montréal | Brossard, Montérégie |
| Beloil, Montérégie | Boucherville, Montérégie |
| Calixa-Lavallée, Montérégie | Chambly, Montérégie |
| Contrecoeur, Montérégie | Greenfield Park (Longueuil), Montérégie |
| Le Vieux-Longueuil (Longueuil), Montérégie | Marieville, Montérégie |
| Saint-Amable, Montérégie | Saint-Antoine-sur-Richelieu, Montérégie |
| Saint-Bruno-de-Montarville, Montérégie | Saint-Hubert (Longueuil), Montérégie |
| Saint-Marc-sur-Richelieu, Montérégie | Saint-Mathieu-de-Beloil, Montérégie |
| Sainte-Julie, Montérégie | Sorel-Tracy, Montérégie |
| Sainte-Madeleine, Montérégie | Varenes, Montérégie |

EVALUATIONS FROM HOME SELLERS (19)

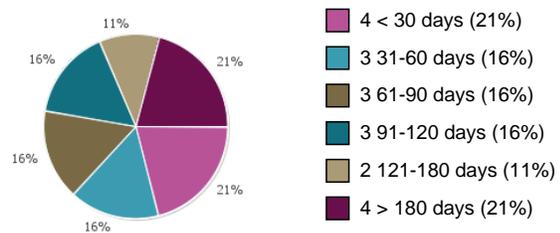
1. Did your real estate broker offer you the Quality Service Guarantee?



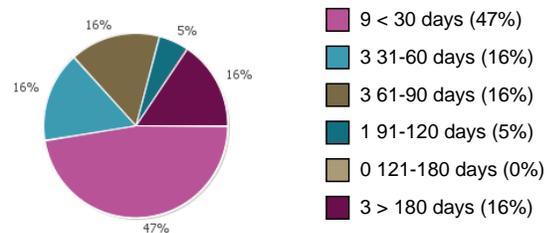
2. Did your real estate broker contact you after the closing?



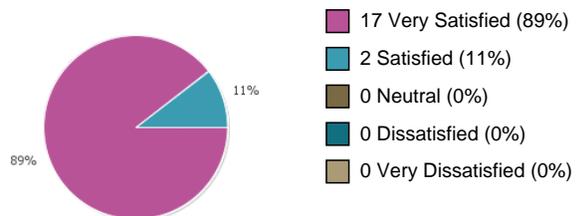
3. How long did you expect your property to be on the market before it was sold?



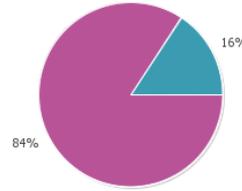
4. How long was your property marketed by your real estate broker before you accepted an offer?



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

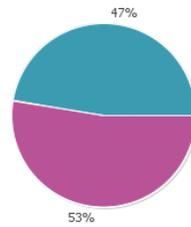


6. How satisfied were you with the marketing plan developed and implemented for the sale of your property?



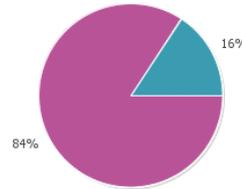
- 16 Very Satisfied (84%)
- 3 Satisfied (16%)
- 0 Neutral (0%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

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



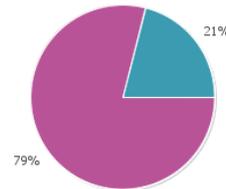
- 10 Very Satisfied (53%)
- 9 Satisfied (47%)
- 0 Neutral (0%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

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



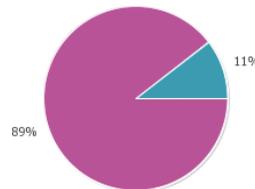
- 16 Very Satisfied (84%)
- 3 Satisfied (16%)
- 0 Neutral (0%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

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



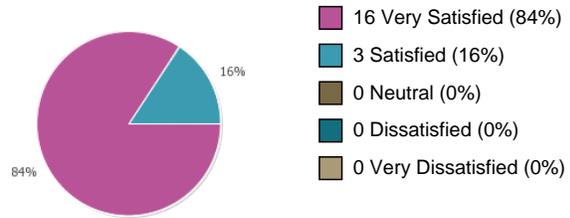
- 15 Very Satisfied (79%)
- 4 Satisfied (21%)
- 0 Neutral (0%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

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

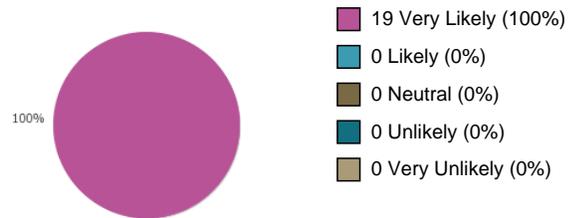


- 17 Very Satisfied (89%)
- 2 Satisfied (11%)
- 0 Neutral (0%)
- 0 Dissatisfied (0%)
- 0 Very Dissatisfied (0%)

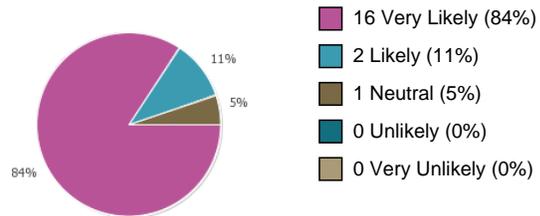
11. What was your overall satisfaction with the results and service provided by your real estate broker?



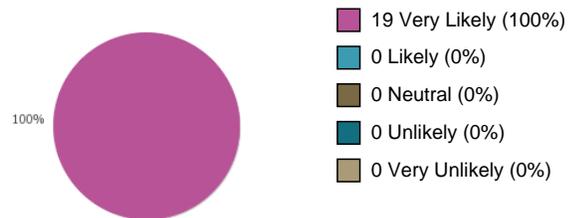
12. Given the need to sell property in the same market area, how likely would you be to use the same real estate broker to assist you?



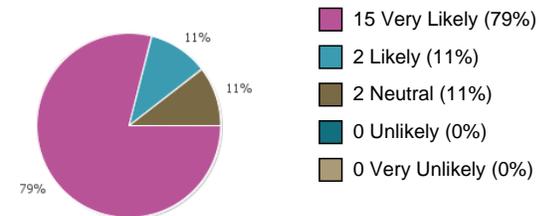
13. Given the need to sell property in the same market area, how likely would you be to use the same real estate agency to assist you?



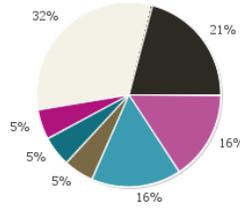
14. Given the opportunity, how likely would you be to recommend the services of your real estate broker to a friend, neighbor or relative?



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



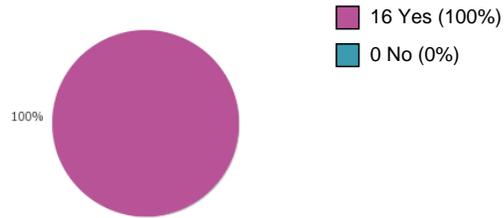
16. What was your PRIMARY reason for selecting your real estate broker (select the one most influential factor)?



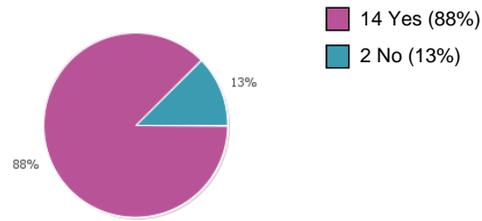
- 3 Referred by a friend (16%)
- 3 Satisfied past customer (16%)
- 1 Knew real estate broker personally (5%)
- 1 Agency name/reputation (5%)
- 0 Walk-in/open house (0%)
- 0 Advertising (0%)
- 0 Internet (0%)
- 1 Marketing programs/plan (5%)
- 0 Yard signs in the area (0%)
- 6 Real estate broker's presentation (32%)
- 4 Other (please specify) (21%)

EVALUATIONS FROM HOME BUYERS (16)

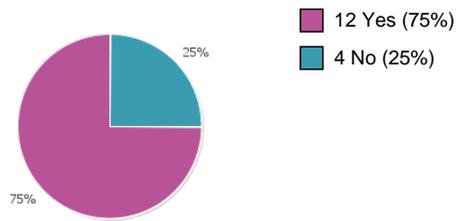
1. Did your real estate broker offer you the Quality Service Guarantee?



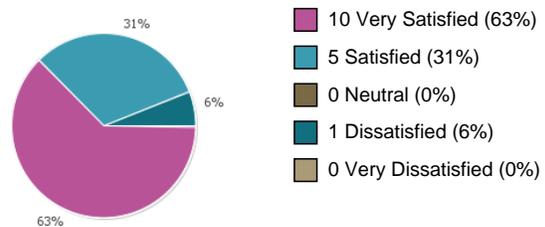
2. Did your real estate broker provide a written and detailed competitive or comparable market analysis prior to you making an offer?



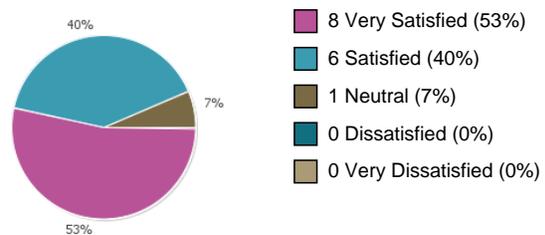
3. Did your real estate broker contact you after the closing?



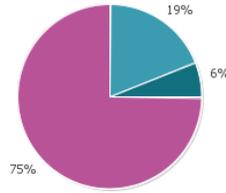
4. How satisfied were you with the counseling and needs assessment provided by your real estate broker?



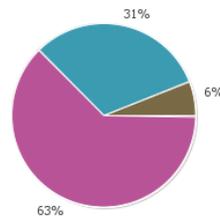
5. How satisfied were you with the thoroughness of the search process to find a property that met your needs?



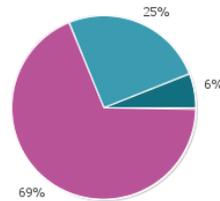
6. How satisfied were you with the availability of your real estate broker?



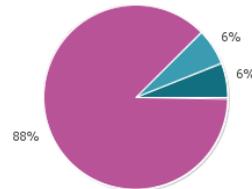
7. How satisfied were you with your real estate broker's knowledge of the area, community, and properties?



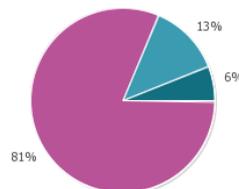
8. How satisfied were you with the assistance your real estate broker provided in negotiating the price and terms of the purchase?



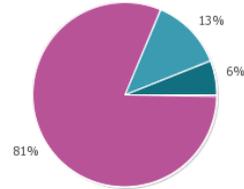
9. How satisfied were you with the quality and frequency of communication provided by your real estate broker?



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

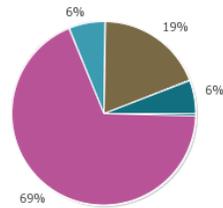


11. What was your overall satisfaction with the results and service provided by your real estate broker?



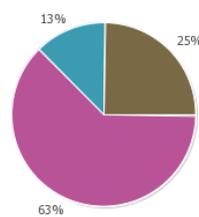
- 13 Very Satisfied (81%)
- 2 Satisfied (13%)
- 0 Neutral (0%)
- 1 Dissatisfied (6%)
- 0 Very Dissatisfied (0%)

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?



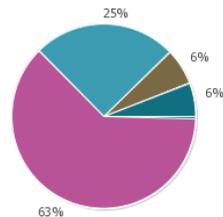
- 11 Very Likely (69%)
- 1 Likely (6%)
- 3 Neutral (19%)
- 1 Unlikely (6%)
- 0 Very Unlikely (0%)

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?



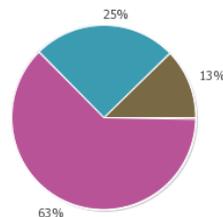
- 10 Very Likely (63%)
- 2 Likely (13%)
- 4 Neutral (25%)
- 0 Unlikely (0%)
- 0 Very Unlikely (0%)

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



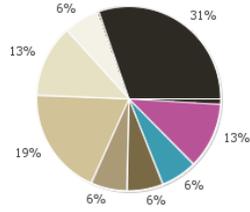
- 10 Very Likely (63%)
- 4 Likely (25%)
- 1 Neutral (6%)
- 1 Unlikely (6%)
- 0 Very Unlikely (0%)

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



- 10 Very Likely (63%)
- 4 Likely (25%)
- 2 Neutral (13%)
- 0 Unlikely (0%)
- 0 Very Unlikely (0%)

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



- 2 Referred by a friend (13%)
- 1 Satisfied past customer (6%)
- 1 Knew real estate broker personally (6%)
- 0 Agency name/reputation (0%)
- 1 Walk-in/Open House (6%)
- 0 Advertising (0%)
- 3 Internet (19%)
- 0 Marketing programs/plan (0%)
- 2 Yard signs in the area (13%)
- 1 Real estate broker's presentation (6%)
- 5 Other (please specify) (31%)

CLIENT COMMENTS (15)

GREAT EXPERIENCE, WOULD LIKE TO STAY IN TOUCH FOR ANY FUTURE REAL ESTATE NEEDS IN THE AREA

Excellent service

Excellent travail

Nous voulions acheter une première maison et nous avons spécifié que nous allons devoir être soutenu tout au long du processus. Nous sommes jeunes et ne connaissions pas le processus. Nous avons déjà choisi la maison, donc seulement le soutien pour les offres et les procédures par la suite étaient nécessaires. Ce qui a gravement manqué, elle nous appelais à la dernière minute pour nous dire que nous devons un agent etc.

Isabelle m'a toujours rassurée étant donné que c'était la première fois que je vendais et achetais seule.

Mme Lemay a été très professionnelle. Elle a su répondre rapidement à nos interrogations concernant cette vente particulière. Elle s'est montrée très disponible et surtout rassurante.

Aux questions 12-13-14-15, nous avons répondu "neutre", pas parce que le courtier n'était pas correct, mais bien parce que nous préférons faire nos transactions sans agent. Le courtier était celui des vendeurs, nous n'étions pas représenté. Nous avons vendu notre maison sans agent et si c'était à recommencer, nous ferions la même chose.

*J'ai apprécié sa force de négociation, dynamique, tenace,
Elle vous propose les personnes dans vous avez besoin
(notaire etc) Elle fait les recherches pour vous, les comparables
la compétition, Belle personnalité*

Isabelle est toujours disponible, présente professionnelle et ponctuelle

Très satisfait

Mme Lemay est très professionnelle et est beaucoup à la l'écoute de ses clients. Elle a été présente et facile à joindre tout le long de notre transaction. Nous la connaissons pas personnellement mais elle c'est adaptée à notre niveau à la première rencontre et comme on dit: Ses bottines suivent ses babines. Résultat 10/10. Merci Mme Lemay

Très honnête et attentive à nos besoins.

Excellente collaboration entre mon courtier et moi.

Aucun commentaire supplémentaire

Dès que j ai le contrat avec Isabelle Lemay, j étais en voiture !!! Et je ne me suis pas trompé d un iota... Merci.