

# Hornsby Properties

## FURNITURE RENTAL QUESTIONNAIRE

Thank you very much for using Hornsby Properties Furniture Rental Service. Your feedback is important to us and it would be much appreciated if you could take some time to answer the following questions:

We may wish to use some of your comments on our website is this ok?  YES /  NO

1) Where did you hear about our services?

Internet  if so where (i.e. google) google

Recommendation  by \_\_\_\_\_

Other  Please Specify \_\_\_\_\_

2) What did you think of the Quality, Standard and Style of Our Furniture?

Furniture excellent - great quality  
Vacuum too small - no spare bags.  
Microwave - fair. Toaster & kettle - good  
2x cereal bowls - small chip on rim

3) How Suitable/Practical was our Furniture and did it effectively meet your requirements?

Great - you are the only company who could supply bunk beds.

4) What did you think of our service as a whole?

Fantastic, I was able to arrange everything from the States prior to my return to UK.  
The installation/delivery team lads were lovely.  
Can't praise them enough.

5) Could we do anything to improve our service?

Once the remaining cutlery arrives, it'll be all good.  
A pack of vacuum bags would be good, and 2 oven mitts instead of 1.

6) If possible could you please provide a comment for us to put onto our website outlining your opinion on our services?

Fantastic.  
My husband will be recommending you to all other re-location employees within IKEA. Glad to see you also used some of their products.  
Everyone from start to finish was polite, efficient and so helpful and professional.

Please return this to us using the stamped addressed envelope provided

MANY THANKS FOR YOUR TIME