



DEPARTMENT OF  
GENERAL SERVICES

**DIVISION OF REAL ESTATE SERVICES**

Serving Government. Serving Virginians.

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**February/March 2015 DGS DRES Real Estate Email Brief**

**March 17, 2015**

**Happy Spring Everyone!**



**Updated Real Estate Transaction Closing Customer Service Survey**

DRES is excited to announce that we will be adding the Real Estate Transaction Customer Closing Survey to our website in April. We are grateful for those that took the time to complete the previous survey that we e-mailed to you as a word document at the end of a transaction. DRES’ goal is to make the survey easier for everyone to fill out and ask questions to help us provide better service to you, our client. You will be able to fill out the online survey quickly and then hit submit. It’s that easy!

Below are examples of questions that will be included in the new survey:

1	DRES responded timely during this real estate transaction.	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
2	DRES added value during this transaction.	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
3	The Transaction Manager is knowledgeable and professional.	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
4	The COVA Real Estate Broker added value during this transaction.	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A

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5	The leased facility meets the operational needs of the organization.	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
6	Overall, I am satisfied with the outcome of this real estate transaction.	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
7 How can DRES improve delivering services to your agency?						

**DRES would like to take this opportunity to thank everyone for their continued support of our efforts to improve service throughout the Commonwealth!**