



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Kim Hodgskin
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000018086
Transaction Type: Seller
Customer: Richard Evans
Property: 1818 Granville Ln Sun City Center FL 33573
Close Date: 12/23/2014
Survey Completed Date: 01/10/2015
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Very pleased with Kim's efforts to sell the property for a reasonable price and much faster than I anticipated. Also the assistance and direction she provided in getting repair issued addressed was greatly appreciated.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



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Agent: Kim Hodgskin
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000017459
Transaction Type: Seller
Customer: Joyce Suthard
Property: 5619 Skimmer Dr Apollo Beach
 FL 33572
Close Date: 09/24/2014
Survey Completed Date: 10/02/2014
Survey Type: Online

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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
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████████	████████	████████	10
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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

The house at Skimmer is the 8th home I've sold over a span of more than 40 years and Kim, by far, did the best job of any agent I've ever used to help me sell or buy a home. She did a superb, professional job in all aspects of both the sales transaction as well as the simultaneous closing of my new home purchased in Alabama. When unexpected issues arose (not too surprising given that MiraBay was involved) she knew exactly how to resolve them in the most effective and rapid way possible. I will recommend her, always, to everyone I know planning to buy or sell a home. She is a star!

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



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Individual Survey Results



Agent: Kim Hodgskin
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000016680
Transaction Type: Buyer
Customer: Ryan Boyd
Property: 824 Trapnell Rd W Plant City FL 33566
Close Date: 05/23/2014
Survey Completed Date: 06/04/2014
Survey Type: Online

Overall Score
100%

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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Kim is the best agent ever! Made the whole process so easy and found us a house we absolutely love!

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Kim Hodgskin
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000016463
Transaction Type: Buyer
Customer: Ed and Nancy Ferguson
Property: 1710 7th St SW Ruskin FL 33570
Close Date: 03/28/2014
Survey Completed Date: 04/05/2014
Survey Type: Online

Overall Score
100%

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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

We are eternally thankful to Kim. We just "lucked" in when she happened to be the agent on call the day we came into the office. Kim is extremely professional and has a great personality. She took the time to hear our needs and then worked with us until we found what we wanted. We would recommend Kim to any of our friends. Great job!

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Kim Hodgskin
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000015039
Transaction Type: Seller
Customer: Robert Labarge & Michelle Labarge
Property: 5723 Tortoise Pl Apollo Beach FL 33572
Close Date: 07/15/2013
Survey Completed Date: 07/29/2013
Survey Type: Online

Overall Score
100%

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Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	10
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	10
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Additional comments

Kim Hodgskin was outstanding as our realtor! We couldn't have asked for a better transaction and a more professional and considerate person to work with! I would highly recommend Kim to any of my friends or family for their real estate needs! Thank you Kim for all of your hard work and dedication to the listing and sale of our home!

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Kim Hodgskin
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000015387
Transaction Type: Buyer
Customer: Gary and Shirley Cotter
Property: 310 Noble Faire Dr Sun City Center FL 33573
Close Date: 10/04/2013
Survey Completed Date: 10/21/2013
Survey Type: Online

Overall Score
100%

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Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████	██		5
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

Additional comments

We have had no interaction with anyone at your office other than Kim Hodgskin. We would recommend her to others without hesitation.

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



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Agent: Kim Hodgskin
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000014097
Transaction Type: Buyer
Customer: Christa Sinbine
Property: 4624 El Prado Blvd Tampa FL 33629
Close Date: 04/12/2013
Survey Completed Date: 04/22/2013
Survey Type: Online

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████████	████████	████████	10
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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Both Nancy and Kim were fabulous. They always had an answer for my questions. I have since referred more clients to them as well. Over the past few months, they have become family, instead of just my realtors.

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked