**This questionnaire is designed to get feedback when customers use our property management website.** **Your responses will be confidential and anonymous.**

1. **What is your job currently? (eg student, teacher)**

**...............................................................................................................................**

1. **What ethnicity are you? (eg Chinese, Japanese, French) ...............................................................................................**

**Instructions: Please tick (or number) the relevant box or complete the blank space.**

**3. Have you ever used property renting website before?**

|  |  |
| --- | --- |
|  |  |
| Yes | No |
|  |  |

**4. What information about a property if the website were created should be provided? ( tick 1 or more)**

|  |  |  |
| --- | --- | --- |
| a. |  | Pictures of the property |
| b. |  | Details of the property |
| c. |  | Surroundings |
| d. |  | Traffic conditions |
| e. |  | Rules of renting |

**5. What do you think are the benefits of property management website could bring to users ? (tick 1 or more)**

|  |  |  |
| --- | --- | --- |
| a. |  | To save property owners’ time |
| b. |  | To help people find suitable property quickly |
| c. |  | To offer more jobs |
| d. |  | To convenience people |
| e. |  | Other..................................... |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| Strongly agree | Agree | No opinion | Disagree | Strongly Disagree |

**6. To what extent do you agree that a property management website that is beneficial to both owners and customers?**

**7.What is the best way for you to find out to the property management website services？( tick 1 only)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| a. |  | Receiving E-mail | d. |  | Going to the Student Centre | |  |
| b. |  | Browsing the website | e. |  | Reading a brochure | |  |
| c. |  | Having contact with experienced people | | | |

**8. Which kind of service would you prefer to receive? (Please rank the following in order of preference from 1 to 5, with 1 being the most preferred.)**

|  |  |  |
| --- | --- | --- |
| a. |  | Helping you find the property and doing all the following things |
| b. |  | Only helping you find the property |
| c. |  | Offering information about properties |
| d. |  | Helping you contact with the owners |

**9. How long will you use such a website to find ideal property? ( tick 1 only)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| a. |  | | 30 min | | d. | |  | 1 hour |
| b. |  | | Half day | | e. | |  | Keep looking until find one |
|  | |  | |  | |

**10. Which barrier should a property management wbsite solved first? ( tick 1 only)**

|  |  |  |
| --- | --- | --- |
| a. |  | Property types are not suitable for all people |
| b. |  | Communication channels are limited |
| c. |  | servers are unorganized |
| d. |  | servers are lacking in training |

**11. What would prevent you from using such website? (tick 1 or more)**

|  |  |  |
| --- | --- | --- |
| a. |  | The veracity and traceability of information |
| b. |  | Poor details of property |
| c. |  | High level of involvement and commitment |
| d. |  | Long and complex process of using |

**12. What expectations and suggestions do you have for our property management website?**

**Thank you for your participation.**