

AENGEVELT CUSTOMER SATISFACTION SURVEY
Result 2019 for the business year 2018
We would like to thank our clients for:
100% Renewed Orders and 99% Recommendations

I.

Since 2006, AENGEVELT has contracted an independent market research company for verifying the satisfaction of its customers as regards the services, customer care, professional expertise and further details of the services provided by AENGEVELT during the previous financial year.

Even fourteen years later, the AENGEVELT customer survey remains – to the best of our knowledge – an exception in the sector – to the surprise of numerous real estate experts.

This year's survey*, which was carried out by the company MANUFACTS Research & Dialog GmbH, Cologne, and surveyed the customers for whom AENGEVELT provided paid real estate services in the previous financial year of 2018, again yielded excellent results:

The perfect score of 100 % of participants saying they would commission AENGEVELT again, as in the previous year, is no longer really a surprise, nor is the recommendation rate of 99%. Rather, the surprise on the professional level with this top result is that AENGEVELT was by far not able to meet all client requests, due to the extremely difficult supply situation in the last two years.

“Despite this, we are very pleased to have been rewarded with dream results by our professional and very critical customers”, says a highly satisfied Dr. Lutz Aengevelt.

Example results for “Renewed orders” and “Recommendations”



II.

The AENGEVELT services was also be confirmed by others: As in the previous year, AENGEVELT again received an award for “Top customer loyalty” in a nationwide study of FOCUS-MONEY (FOCUS, issue 9/2019, 23/02/2019).

III.

The AENGEVELT Partners are happy:

“We thank all of our customers for placing their trust in us, for sending us their orders, and for their constructive suggestions which motivate us in the work that we complete on their behalf.

We will continue working with you to ensure that 2019 is a successful year for real estate and we are looking forward to receiving your orders and real estate requests!”

Best regards,



Dr. Lutz W. Aengevelt



Dr. Wulff O. Aengevelt



Mark L.W. Aengevelt



Chiara F.J. Aengevelt

and all the AENGEVELT teams!

* using statistical standards for scientific surveys

IV.

To be able to offer you the optimum comparisons with previous years, you can find the development of the key results of the financial years 2013-2018 here:

