

APPENDIX-I D
QUESTIONNAIRE FORMAT
(FOR INDIVIDUAL FLAT OWNER/BUYER)

To be fillup by the individual flat owner/buyer

- 1 -

Name of the Apartment :

Flat No. :

1. Details of property :

- a) Type of property : Residential Flat , Commercial Flat
- b) Type of Flat : i. 4BHK , ii. 3BHK , iii. 2BHK , iv. 1BHK ,
v. Others
- c) Floor Areas :
- d) Proportionate share of land areas :
- e) Year of Purchase :
- f) Age of the property :
- g) Condition (good/fair/very good) :
- h) Purchase price (unit price) : Rs. per Sq.Ft.
- i) Address of the property :

2. Source of Finance :

- a) Only Self Finance
- b) .Only Bank Finance
- c) Both Self & Bank Finance
- d) Financial Institution other than Bank
- e) Finance from other sources

3. Which of the following advice have been followed to buy the property (flat) :

- a) Self advice
- b) Friend's advice
- c) Relative's advice
- d) Expert's advice
- e) Advertisement
- f) Agent's advice

4. Rate the following factors considered while taking a decision for buying a Residential flat :

- 1 = Not important 2 = Less important 3 = Important 4 = Most important
- a) Geographic location of the property
 - b) Infrastructure
 - c) Ambience
 - d) Communication facility
 - e) Others facility (e.g. school, shops, entertainment)
 - f) Location in terms of access and accessibility to and from other area
 - g) Design and layout of space
 - h) Quality of construction
 - i) Geography of the land in terms of soil, flooding and other environmental matters
 - j) Comfortability of living

5. Did you have any problem in buying the property ? a) Yes , b) No
6. If Yes, which of the following :
- a) Fixing price
 - b) Documentation
 - c) Hand over the Possession
 - d) Bank Finance
 - e) Specification of Construction
 - f) Communication with builder
7. Level of satisfaction for the following in relation to your real estate property :
1 = Not influencing 2 = Less influencing 3 = influencing 4 = Most influencing
- a) Price
 - b) Documentation
 - c) Quality of structure
 - d) Service of the builder
 - e) Ambience
 - f) Location
 - g) Communication with builder
 - h) Other facility
8. Regarding the view of flat owners in relation to the following factors :
- 2 = Strongly disagree; -1 = Somewhat disagree; 0 = Neutral; 1 = Somewhat agree; 2 = Strongly agree
- i) Did the Company/ Builder provided enough information regarding the flat ?
 - ii) Whether the procedure/ process adopted by the Company/ Builder was easy regarding purchase of the flat ?
 - iii) Did the executive adequately explained about the improvement of the flat from booking to hand over the possession ?
 - iv) Did the Company/ Builder really care about your needs ?
 - a. In case of Finance
 - b. In case of registration
 - c. In case of NOC for sale/ purchase
 - v) Did the Company/ Builder full fill their promises ? Yes / No
 - vi) Are you facing any problems after purchasing the flat ?
 - a. Maintenance
 - b. Security
 - c. Water supply
 - d. Electricity
 - e. Car parking

vii) How you overcome the problems ?

a. Through the Company/ Builder

b. Through Society of the apartment

c. By self

viii) Did they handover the flat on time ?

Signature

Name :