

## Appendix 1 – The Devon County Farms Estate Questionnaire

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1. If you have joined the Farms Estate as a new tenant within the last 12 - 18 months how would you rate the application and award process?

- Excellent
- Very good
- Good
- Fair
- Poor
- n/a

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2. Please note below if you can suggest any improvements for this process

Enter your answer

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3. How would you rate the new entrants guide?

1	2	3	4	5	6	7	8	9	10
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4. If you have renewed, reviewed or received a new lease agreement within the last 12-18 months, was the lease agreement clear and comprehensive?

- Yes
- No
- n/a

5. Was this process clear, fair, open & transparent?

- Yes
  - No
  - n/a
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6. Was the lease/renewal process managed in a timely manner and did you receive regular updates/communications during the transition?

- Yes
  - No
  - n/a
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7. Please note any comments regarding your recent lease / lease renewal experience.

Enter your answer

8. Within the last 12 - 18 months how would you rate the level of support received (if required) from the Land Agents during this time?

- Excellent
- Very good
- Good
- Fair
- Poor
- n/a

9. Please note below any comments, suggestions or improvements that could be made regarding this

Enter your answer

10. If you lease a farmhouse, how would you rate this property?

- Excellent
- Very good
- Good
- Fair
- Poor
- n/a

11. Please note below any relevant comments or concerns

Enter your answer

12. If you have required any property maintenance on your farm in the last 12-18 months that is the responsibility of the landlord, did you find this easy to report?

- Yes
- No
- n/a

13. If you have required any property maintenance on your farm within the last 12-18 months that is the responsibility of the landlord, was this resolved swiftly and/or were you kept informed regarding the status of the repair?

- Yes
- No
- n/a

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14. Please note below any comments, suggestions or improvements that could be made regarding this.

Enter your answer

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15. If any property maintenance on your farm within the last 12-18 months, arranged by the landlord, how would you rate the quality of work undertaken? (where 1 is 'poor' and 10 is excellent).

1	2	3	4	5	6	7	8	9	10
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16. Please note below any comments, suggestions or improvements in relation to this

Enter your answer

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17. If you read the County Farms Newsletter, please advise how useful and informative you rate this (where 1 is 'poor' and 10 is 'excellent').

1	2	3	4	5	6	7	8	9	10
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18. If you have needed to contact the Land Agents within the last 12 months, have you been able to make contact easily?

- Yes
- No
- n/a

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19. When contacting the Land Agents how would you rate the level of service? (where 1 is 'poor' and 10 is 'excellent').

1	2	3	4	5	6	7	8	9	10
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20. If you felt the need to offer feedback, a compliment or a complaint - would you know how to access this process?

- Yes
- No

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21. Finally, based on your experience over the last 12-18 months, please advise if you would recommend leasing a DCC farm to friends or family (where 1 is 'never' and 10 is 'definitely'). \*

1	2	3	4	5	6	7	8	9	10
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22. If you would like to discuss your responses further, please provide your contact details below.

Enter your answer

