

important to keep good communication environment between owners and property companies. (3) Service charge should cause the property company especially the relevant competent administrative department concern. Our national economy is less developed, owners are sensitive to price, so, government should take further consideration in making a reasonable price which owners and property companies are willing to accept. In addition, for some two-level indexes which sorting is relatively backward, such as the prospective service, also should cause enough attention. With the continuous improvement of people's living standard, these kinds of demands will be more and more, property company should be fully consider these demands.

The customer satisfaction of residential owner is a research topic which has a great practical significance, determinating its related factors can provide theoretical basis and empirical evidences to enterprises for their customer satisfaction measurements, help the property companies to understand the working key, and find the practical and feasible countermeasures which can improve the satisfaction of owners. This paper was based on the key events and expert opinions ,but the collected key events were mostly concentrated in the Hunan area, questionnaire sample number was relatively limited, more extensive , in-depth theoretical analysis and empirical investigation should to be done. How to define satisfaction and influencing factors of owners who come from different regions and different types of residential property is worthy of further study.

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