

6<sup>th</sup> January 2011

Dear Member,

## **ANNUAL SURVEY REPORTS 2010**

Please find enclosed your survey reports for the year 2010

The first survey is the percentage score customers gave your company in answer to the following questions.

1. Were the company staff courteous and professional?
2. Would you recommend the company to others?
3. Were the company's undertakings fulfilled?
4. Was the installation work carried out efficiently?

The second survey is the annual pie chart showing percentage scores for the overall performance of the company.

Both you and your staff should be congratulated on achieving another successful year of quality installations, and we are sure that you will continue to offer the same high quality of product and service for many years to come.

Yours sincerely

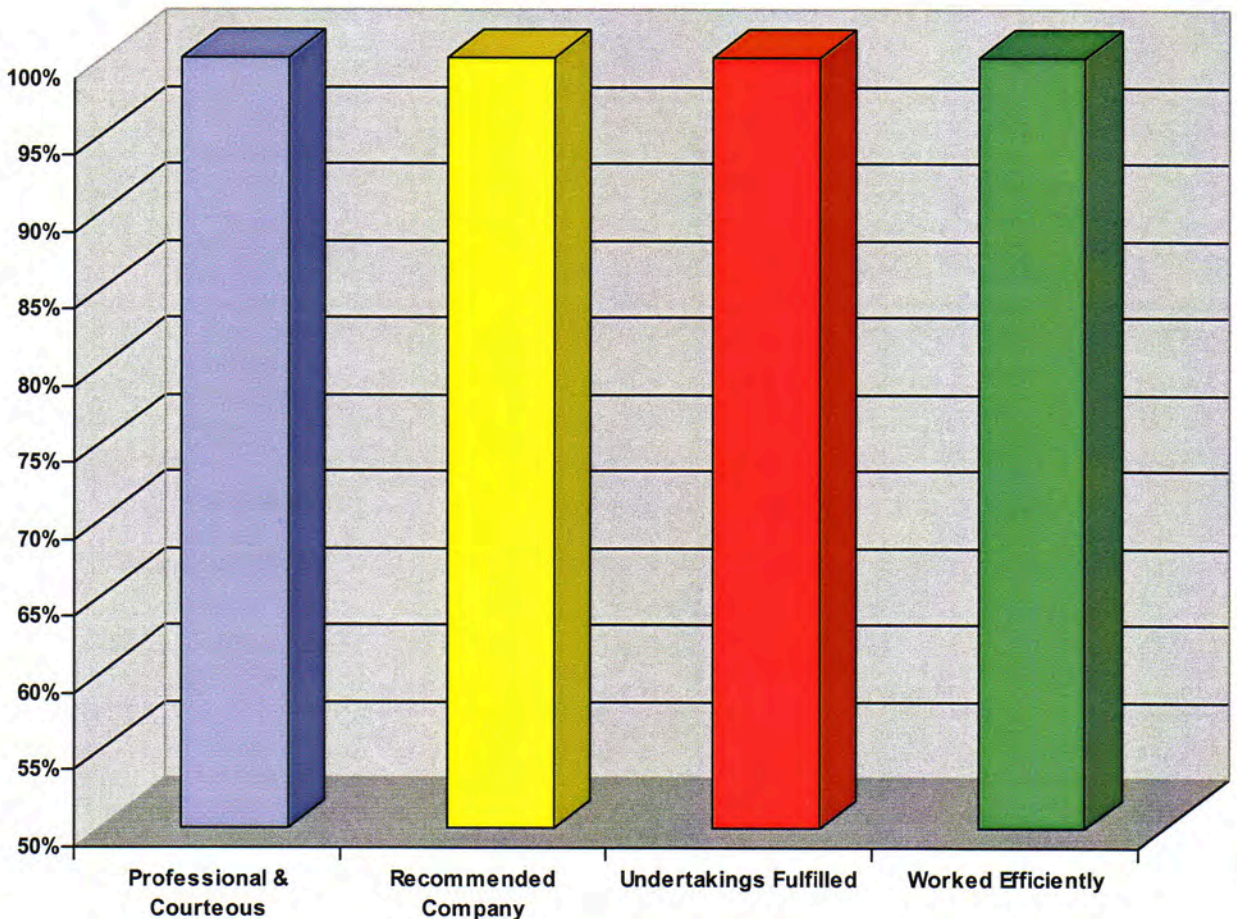


Administration Department  
For and on behalf of  
**CONSUMER PROTECTION ASSOCIATION**



**Quality Installer  
Annual Survey Report  
2010**

The Conservatory Centre (Mrs Farley-Read t/as)  
Member No: 2284

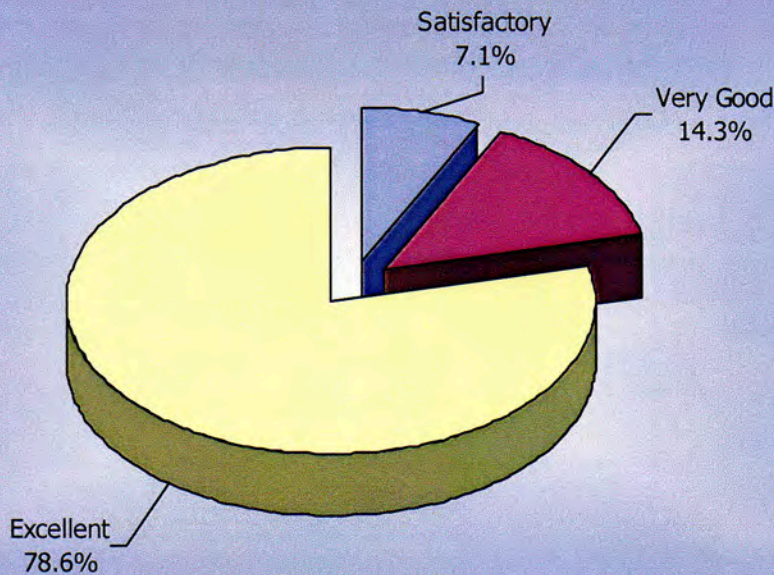


This report is produced by the Consumer Protection Association in order to assist the company in maintaining, and where possible improving, standards of quality and service.

Customer confidentiality has been respected throughout.

**Quality Installer  
Annual Survey Report  
The Conservatory Centre (Mrs Farley-Read t/as)**

Survey Results: 2010 inclusive



### Survey Analysis

We believe it is vital to evaluate both the professionalism and quality of our member company's work and an effective means of establishing this is to ask past customers what they thought of the company.

The above chart is made up from the scores each customer awarded the company in respect of their overall performance. This scoring is supplied by the customer when they apply for their Insurance Backed Guarantee once their home improvement contract has been completed.