

THE LEAGUE OF QUALITY ASSURANCE LIMITED

QUALITY AND SERVICE CERTIFICATE

Independently prepared by

THE LEAGUE OF QUALITY ASSURANCE LTD

for

Richard Soan Roofing Services

Valid Until

17/04/05

Membership no.

Q10127

CUSTOMERS IN SURVEY

342

1	Were the company's undertakings fulfilled?	98%
2	Was the work carried out efficiently?	98%
3	Were the staff courteous and professional?	100%
4	Would you use the company's services again?	99%
5	Would you recommend the company to others?	98%

OVERALL RATING

Excellent	Extremely Flattering Comments	34%
Very Good	Highly Favourable	38%
Good	Honoured Contractual Obligations	27%
Poor	There were problems, but eventually resolved	1%
Complaint	Problems outstanding at the time of survey	0%

**WARNING - FOR YOUR OWN PEACE OF MIND
WE STRONGLY RECOMMEND THAT
YOU SELECT A MEMBER OF
THE LEAGUE OF QUALITY ASSURANCE**

*For independent proof of
customer satisfaction call...*