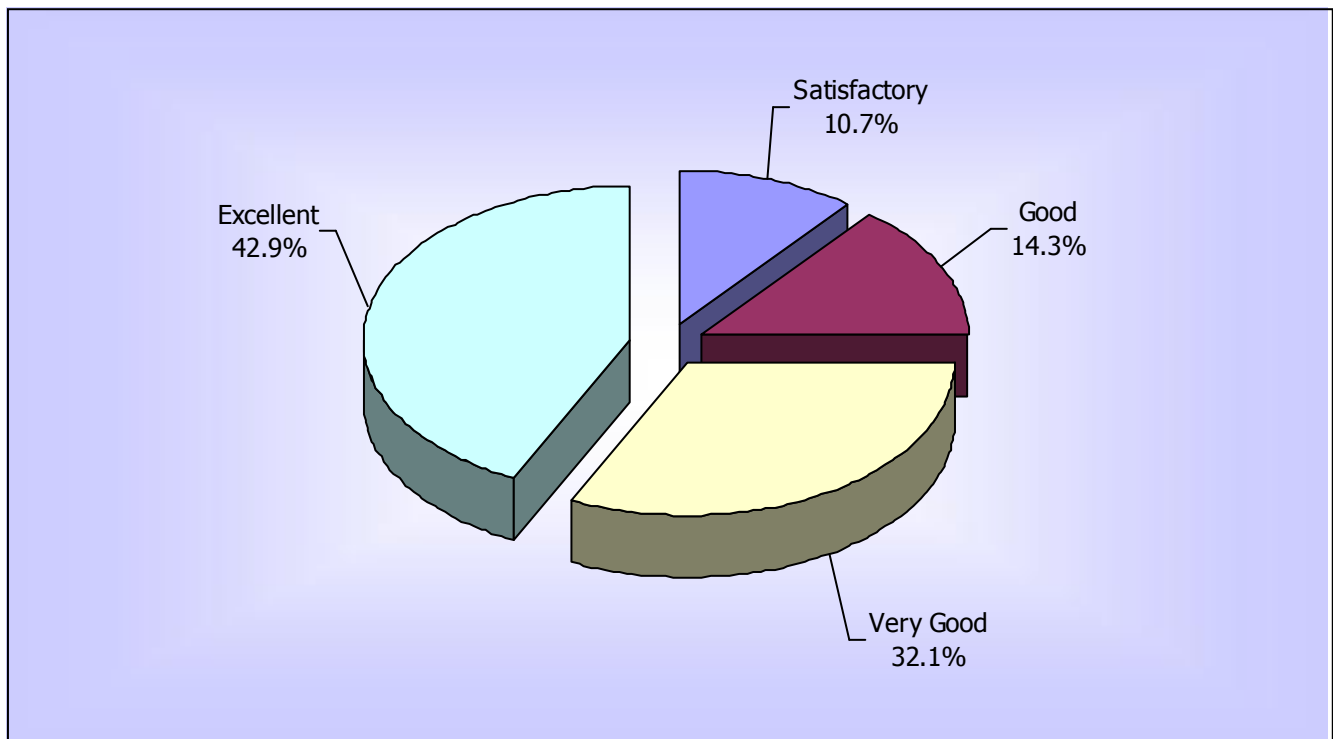


## Quality Installer Annual Survey Report Arden Forest Property Services Ltd

Survey Results: 2004 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.