

| Trader | Written quotation | | Extra work agreed | | | Completed in time | | Complaints raised | | Complaints dealt with | | | Outstanding disputes | | Recommend | |
|----------------|-------------------|----|-------------------|-----|----|-------------------|----|-------------------|----|-----------------------|-----|----|----------------------|----|-----------|----|
| | Yes | No | N/A | Yes | No | Yes | No | Yes | No | N/A | Yes | No | Yes | No | Yes | No |
| 2006/07 | | | | | | | | | | | | | | | | |
| Acer | 1 | | | 1 | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| Acer | 1 | | | 1 | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| Acer | 1 | | | 1 | | 1 | | 1 | | | 1 | | | 1 | 1 | |
| Acer | 1 | | | 1 | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| Acer | 1 | | 1 | | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| Acer | 1 | | | 1 | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| Acer | 1 | | | 1 | | 1 | 1 | | 1 | 1 | | | | 1 | 1 | |
| Acer | 1 | | 1 | | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| Acer | 1 | | | 1 | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| Acer | 1 | | | 1 | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| Acer | 1 | | | 1 | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| Acer | | | | | | | | | | | | | | | | |
| | 13 | | 3 | 10 | | 12 | 1 | 1 | 12 | 12 | 1 | | | 13 | 13 | |

| | | | | | | | | | | | | | | | | |
|----------------|---|--|--|---|--|---|---|---|---|---|---|--|--|---|---|--|
| 2007/08 | | | | | | | | | | | | | | | | |
| Acer | 1 | | | 1 | | | 1 | 1 | | | 1 | | | 1 | 1 | |
| Acer | 1 | | | 1 | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| Acer | 1 | | | 1 | | 1 | | | 1 | 1 | | | | 1 | 1 | |
| | 3 | | | 3 | | 2 | 1 | 1 | 2 | 2 | 1 | | | 3 | 3 | |

| Punctualit | Courtesy | Workmans | Helpfulnes | Value for r | Quality fin | Comments |
|------------|----------|----------|------------|-------------|-------------|----------|
| | | | | | | |

| | | | | | | |
|-----|-----|-----|-----|-----|-----|---|
| 5 | 5 | 5 | 5 | 5 | 5 | |
| 5 | 5 | 5 | 5 | 5 | 5 | Very reliable & worked extremely hard. Thet were a delight to deal with throughout the process. |
| 5 | 5 | 5 | 5 | 4 | 5 | Very professional & prompt, hardworking team. |
| 5 | 4 | 4 | 5 | 3 | 4 | |
| 5 | 5 | 5 | 5 | 5 | 5 | I would strongly recommend them. We were very pleased with the quality of the work. |
| 3 | 5 | 5 | 5 | 3 | 4 | |
| 5 | 5 | 5 | 5 | 5 | 5 | Very polite and always happy to deal with our queries. |
| 5 | 5 | 5 | 5 | 3 | 5 | |
| 5 | 5 | 5 | 5 | 5 | 5 | Marvellous job done! |
| 4 | 5 | 5 | 5 | 4 | 5 | |
| 5 | 5 | 5 | 5 | 5 | 5 | Very professional & friendly people. Very happy with work done. |
| 4 | 5 | 5 | 5 | 5 | 5 | Very good quality work & service |
| 5 | 5 | 5 | 5 | 5 | 5 | This work was carried out efficiently and quickly and very well done |
| 5 | 5 | 4 | 5 | 4 | 5 | |
| 4.7 | 4.9 | 4.9 | 5.0 | 4.4 | 4.9 | |

| | | | | | | |
|---|---|-----|---|-----|---|--|
| 5 | 5 | 3 | 5 | 4 | 5 | One only quibble was with slowness and shoddiness of one employee which was dealt with immediately |
| 5 | 5 | 5 | 5 | 4 | 5 | |
| 5 | 5 | 5 | 5 | 5 | 5 | |
| 5 | 5 | 4.3 | 5 | 4.3 | 5 | |