

**Consumer  
Protection Association**  
CPA House,  
11 North Bridge Street  
Shefford, Beds, SG17 5DQ

**T:** 01462 850062  
**F:** 01462 817161  
**W:** [www.thecpa.co.uk](http://www.thecpa.co.uk)  
**E:** [info@thecpa.co.uk](mailto:info@thecpa.co.uk)

## **What the Trust Mark logo really stands for.....**

### **When a firm displays the Trust Mark logo it means that:**

- A scheme operator has checked the firm's technical skills, trading record and financial position.
- The firm has signed up to a code of practice that includes insurance, good health and safety practices and customer care.
- The scheme operator has checked and will continue to monitor the firm's quality of work, trading practices and customer satisfaction.
- The firm will tell customers about any building regulations they must meet, and may also be able to give the certificates they need.
- If a customer has a problem or disagreement with the firm, there must be a clear and user-friendly complaints procedure to help sort out the problem.
- If the firm doesn't automatically provide insurance cover, the customer has the option to buy a warranty in case it goes out of business.



January 2017

Dear Member,

## **ANNUAL SURVEY REPORTS 2016**

Please find enclosed your survey reports for the year 2016.

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

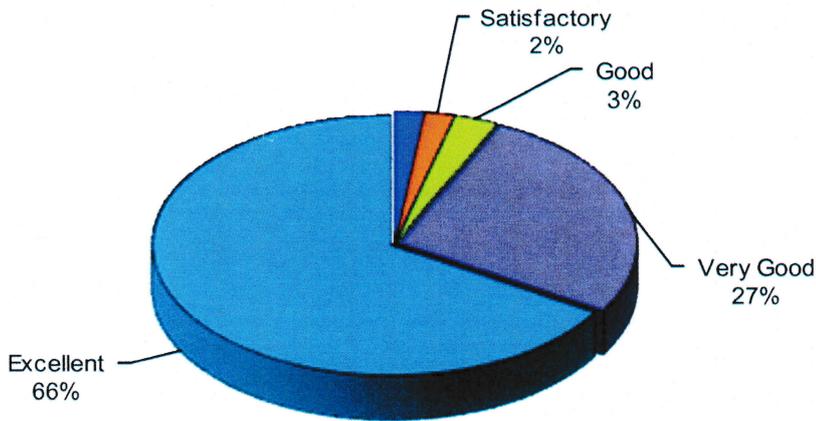


Administration Department  
For and on behalf of  
**CONSUMER PROTECTION ASSOCIATION**

# Consumer Feedback Report

## Edinburgh Roofing Services (UK) Ltd

Survey Results 01/01/2016 to 31/12/2016 Inclusive



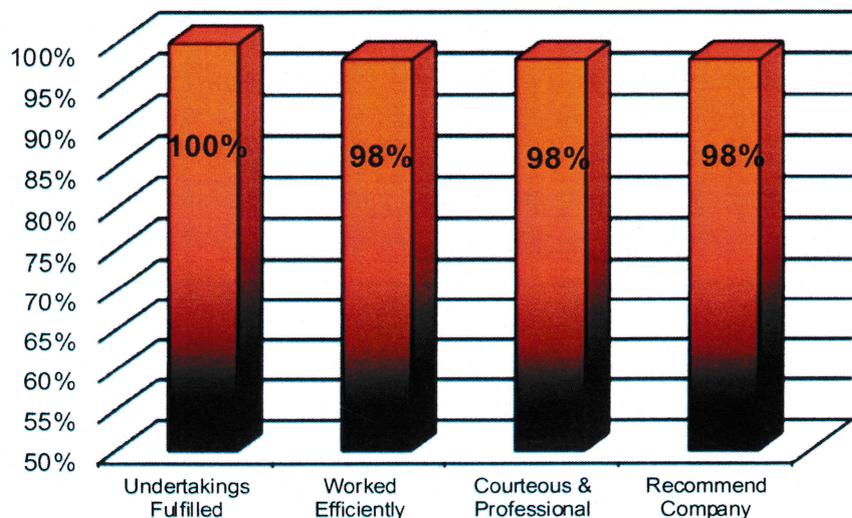
The Consumer Protection Association believes that it is vital to evaluate both the professionalism and quality of every member's work and the most effective means of establishing this is by asking their customers what they thought.

The chart to the left displays the scores customers awarded the company in respect of their overall performance. These scores are supplied by all customers when they apply for their Insurance Backed Guarantee upon completion of their home improvements.

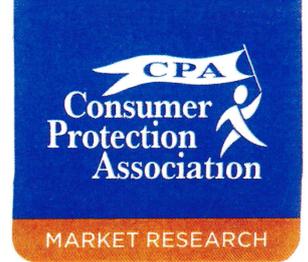
We also ask customers to appraise how they found their dealing with the member with regards to specific issues. The analysis of the survey is contained in the graph to the right.

The purpose of the survey is to assist our members in maintaining and where possible, improving their standards of professionalism, quality and service.

Customer confidentiality has been respected throughout.

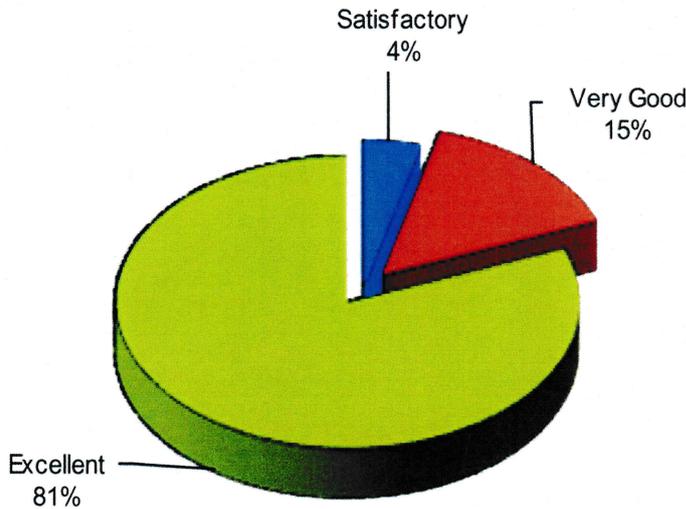


# Consumer Feedback Report



## Edinburgh Roofing Services (UK) Ltd

Survey Results 01/01/2015 to 31/12/2015 Inclusive



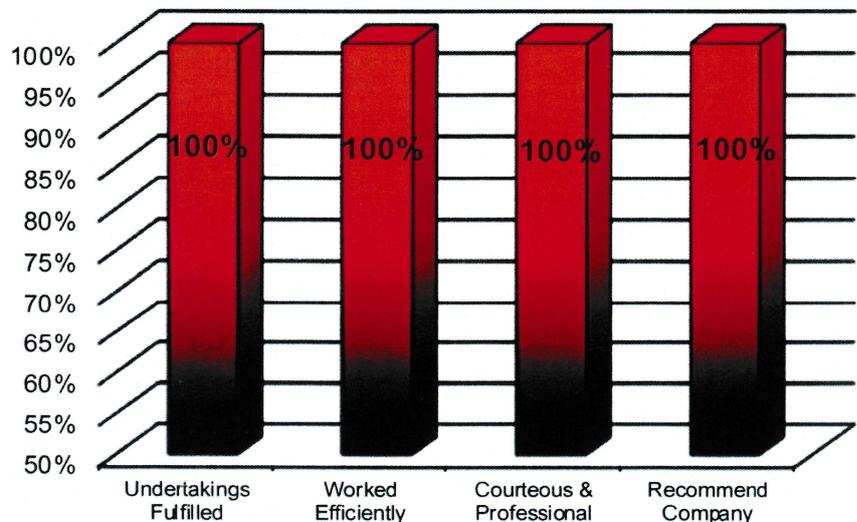
The Consumer Protection Association believes that it is vital to evaluate both the professionalism and quality of every member's work and the most effective means of establishing this is by asking their customers what they thought.

The chart to the left displays the scores customers awarded the company in respect of their overall performance. These scores are supplied by all customers when they apply for their Insurance Backed Guarantee upon completion of their home improvements.

We also ask customers to appraise how they found their dealing with the member with regards to specific issues. The analysis of the survey is contained in the graph to the right.

The purpose of the survey is to assist our members in maintaining and where possible, improving their standards of professionalism, quality and service.

Customer confidentiality has been respected throughout.



Consumer Protection Association

CPA House, 11 North Bridge Street, Shefford, Beds, SG17 5DQ

T: 01462 850062 F: 01462 817161 W: [www.thecpa.co.uk](http://www.thecpa.co.uk) E: [info@thecpa.co.uk](mailto:info@thecpa.co.uk)