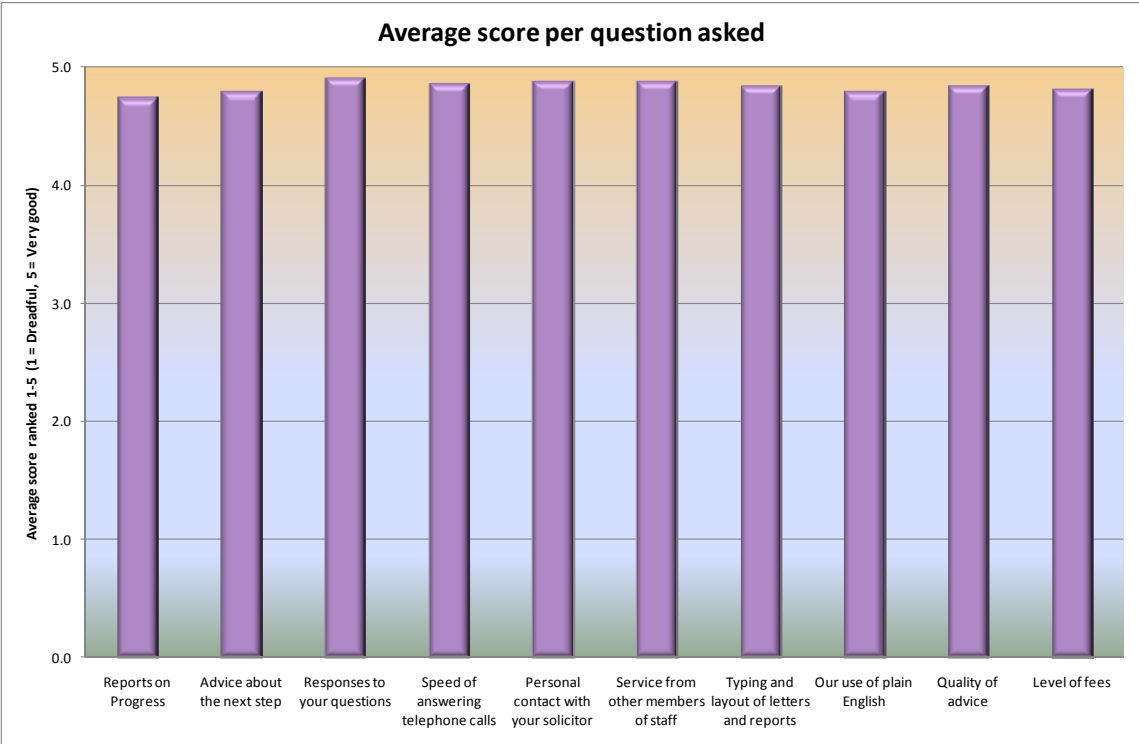




**13TH ANNUAL QUALITY OF SERVICE QUESTIONNAIRE**  
**JULY 2010 – JUNE 2011**

*At the end of each transaction we sent a quality of service questionnaire to each client. A summary of the responses is shown, taken from the all questionnaires returned in the year.*



***Here's what some of our clients have said about us in the last year:***

We thought you were all great – everyone we dealt with, face to face or on the phone – correspondence, billing – everything!

First rate and highly recommended. Extremely helpful and very reassuring in that everything was being taken care of in a timely fashion.

A really knowledgeable and professional team. Friendly and always ready to make the extra effort to fight your corner.

Friendly, helpful, plain speaking, easy to contact when needed.

Excellent; both the "Estate Agency" bit – especially the initial visit/advice, and the subsequent conveyancing work.

- Great service
- Immediate responses to queries
- Valuable advice
- Definitely looked out for all our interests

Excellent service, and have gone the extra mile on a number of occasions to help secure our purchase which is much appreciated.

Excellent, professional and friendly service with a real passion to support and assist its clients.

Have recommended to colleagues/friends as sound, sensible and reliable – providing good advice.

Most professional and supportive, excellent value for money. Strongly recommend them as a firm which tries extremely hard for its clients.

Small but professional and personal services which we prefer over faceless larger firms.

An excellent "Solicitors and Estate Agents" who know what they talk about.