

Client Satisfaction Survey

On a scale of 1 to 10 where 10 is very satisfied and 1 is totally dissatisfied please answer the following questions relating to:

Project: 8 New Dwellings, St Giles in the Wood

Date: 25 March 2011

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| Q1. How satisfied are you with the product(s) quality (specification). | Q1 | 10 |
| Q2. How satisfied are you with the overall project quality. | Q2 | 10 |
| Q3. How satisfied are you with the project cost (or value for money). | Q3 | 9 |
| Q4. How satisfied are you with the timeliness of delivery of the overall project. | Q4 | 9 |
| Q5. How satisfied are you with the levels of communication. | Q5 | 10 |
| Q6. How satisfied are you with the level of defects (defect free) at handover. | Q6 | 9 |
| Q7. How safely do you think the project was managed. | Q7 | 10 |
| Q8. How environmentally conscious do rate our performance. | Q8 | 9 |
| Q9. How do you rate the handover documentation and procedure. | Q9 | 10 |
| Q10. What is your overall satisfaction score for Pearce. (Would you use us again) | Q10 | 10 |

Any other comments about our performance:

An exemplary project in every way. Excellent partnership working between all concerned with shared solutions to problems arising, resulting in an outstanding final product (and, hopefully, very satisfied tenants!).

Signature: Alan Partridge - DCHA Date: 21.04.2011