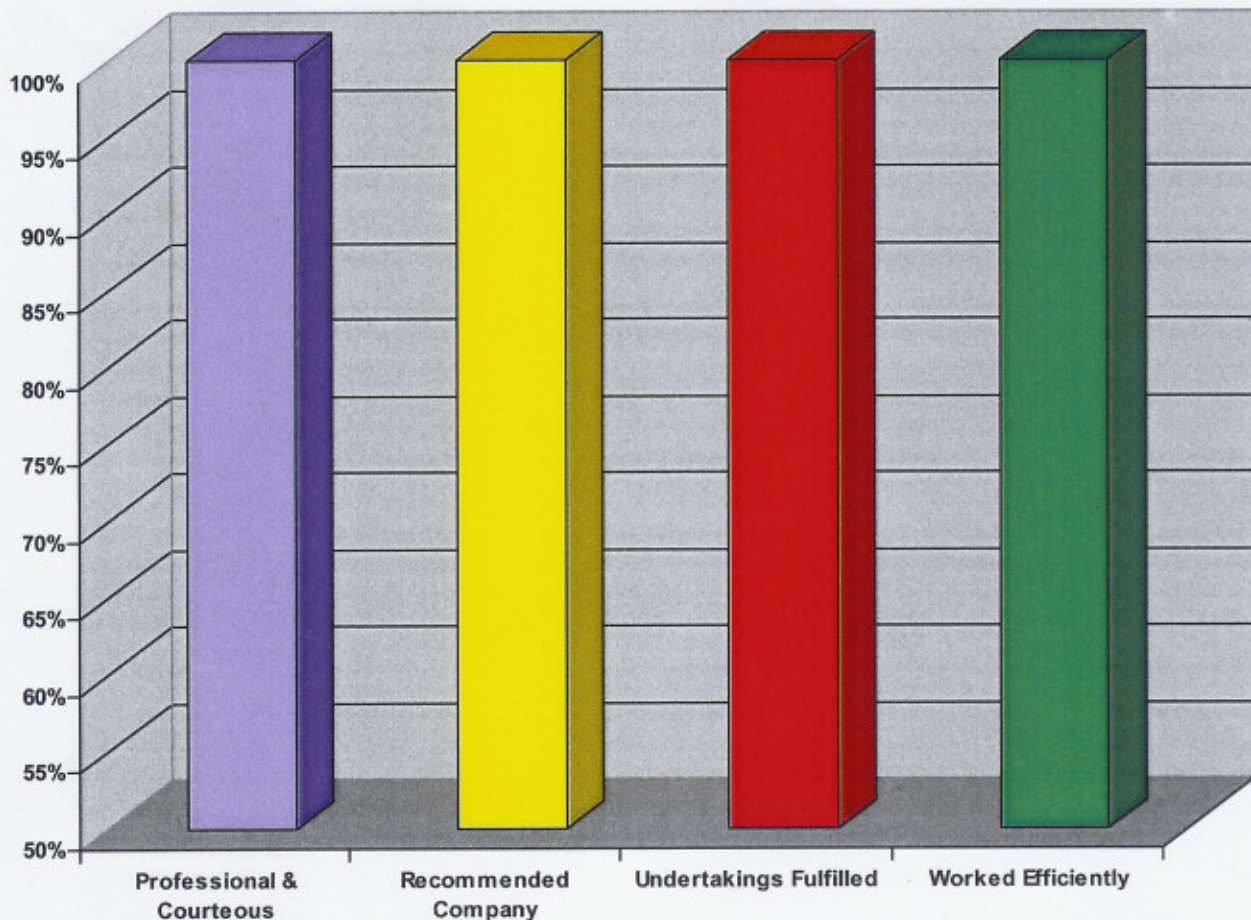


**Quality Installer  
Annual Survey Report  
2009**

Aztec Windows (Coventry) Ltd  
Member No: 1064

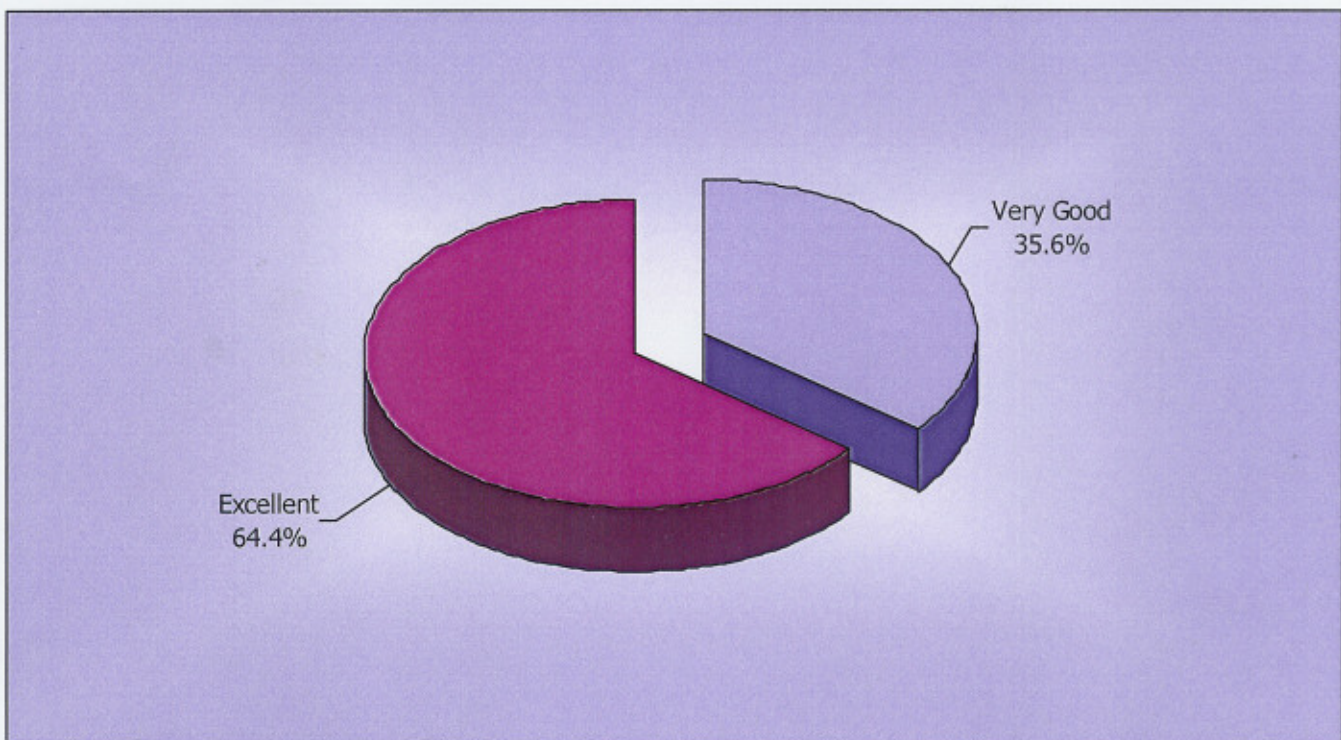


This report is produced by the Consumer Protection Association in order to assist the company in maintaining, and where possible improving, standards of quality and service.

Customer confidentiality has been respected throughout.

**Quality Installer  
Annual Survey Report  
Aztec Windows (Coventry) Ltd**

Survey Results: 2009 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.