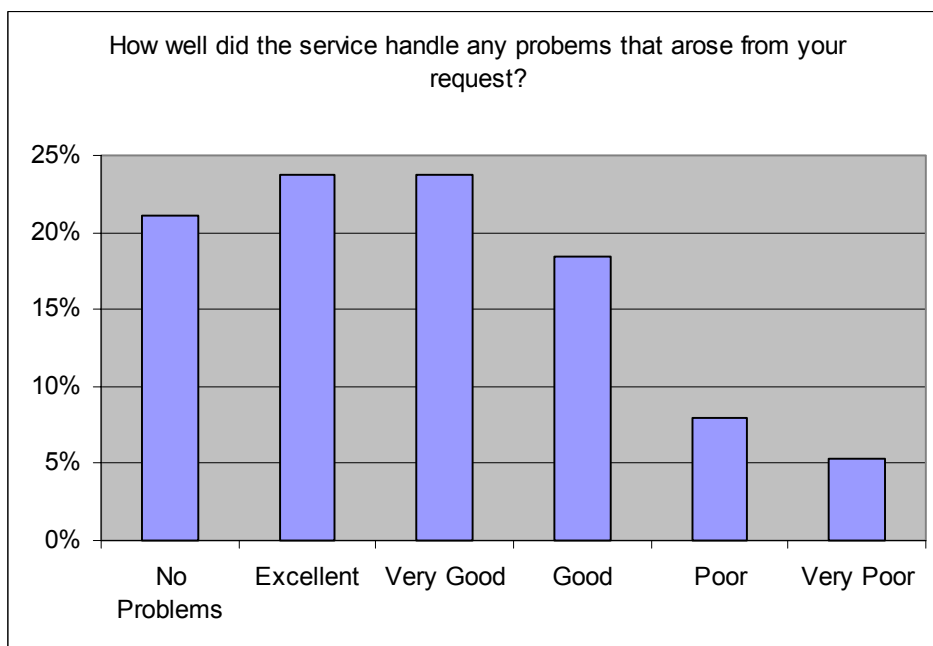
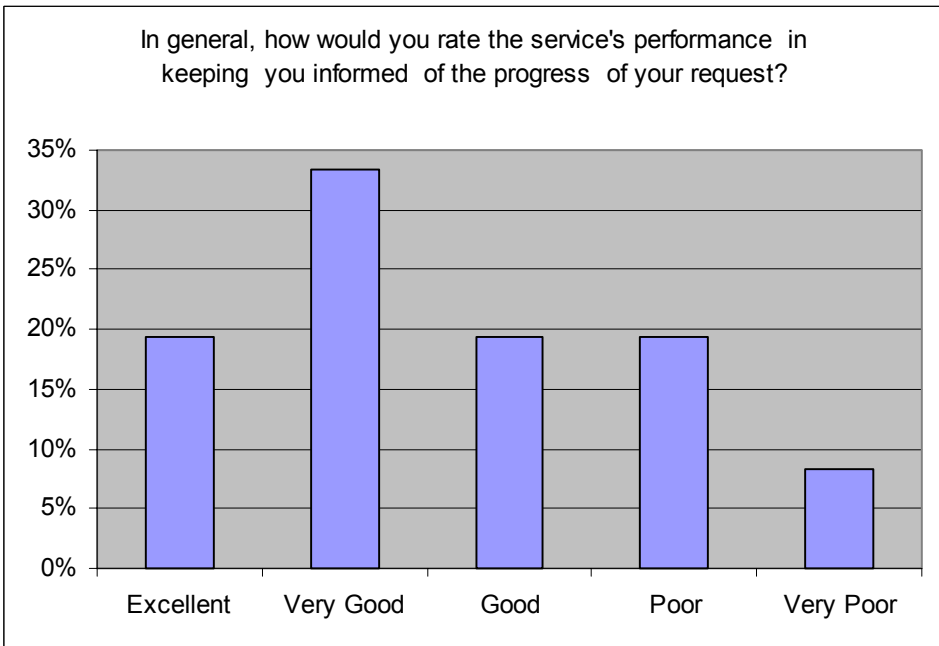
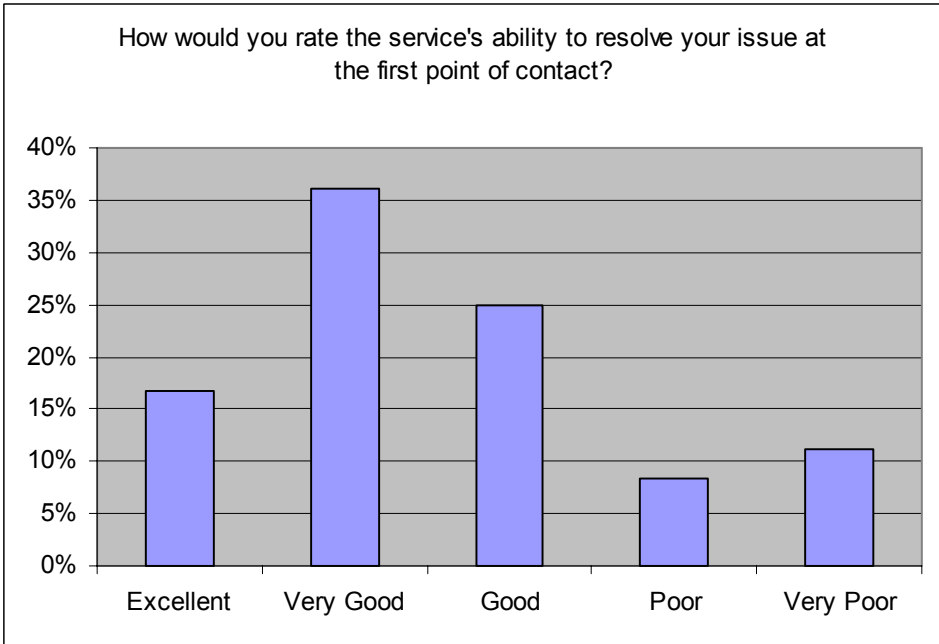
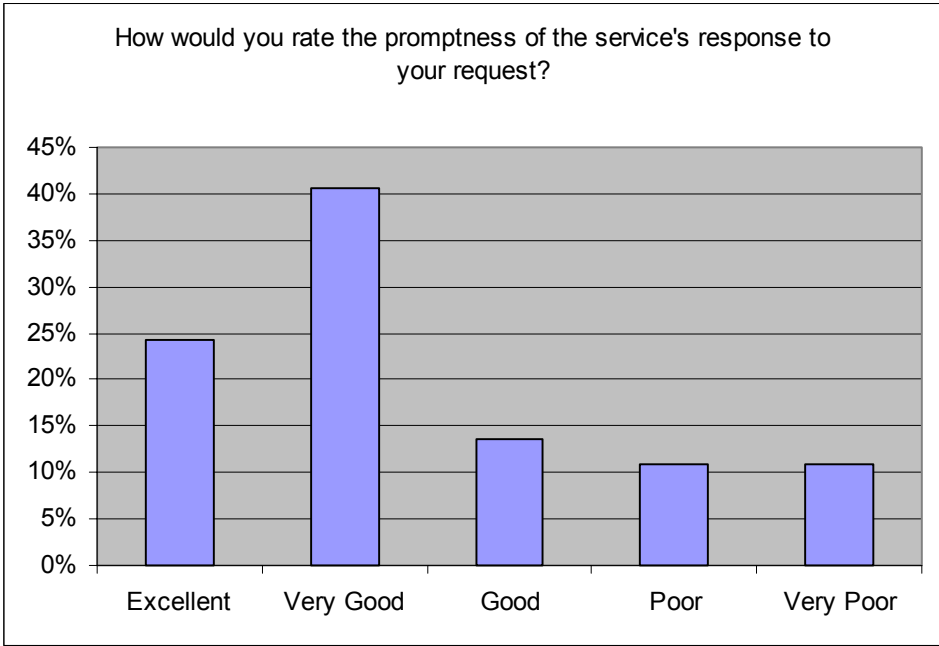
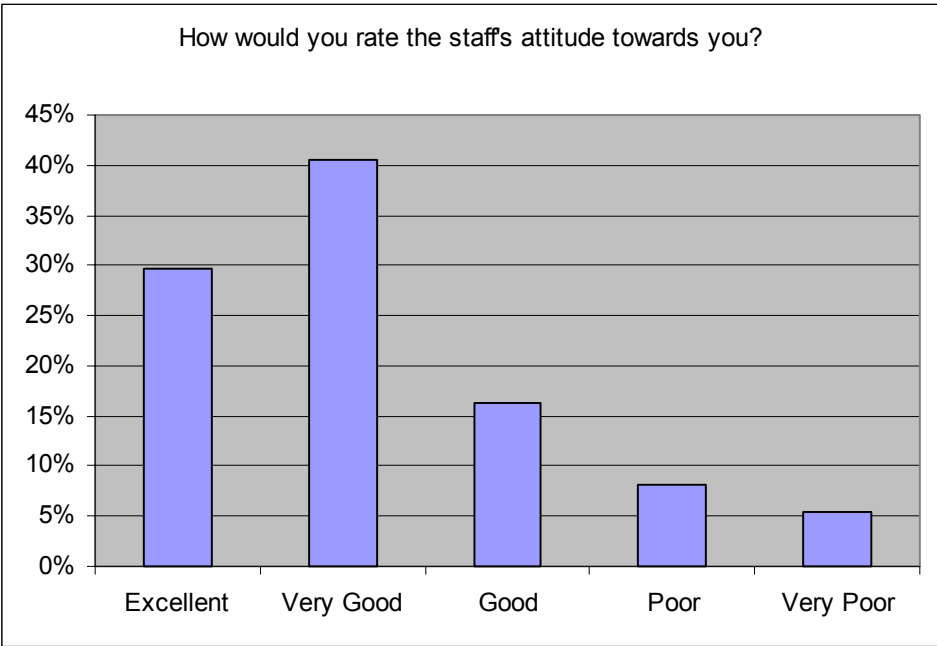
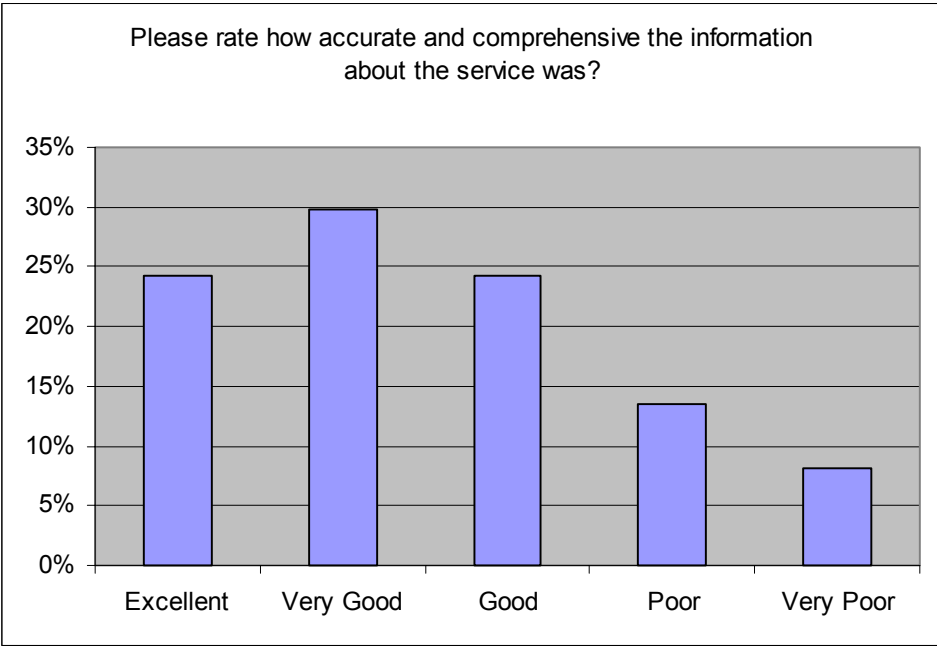


The Results of our Business Rates Customer Satisfaction Survey 2009-2010

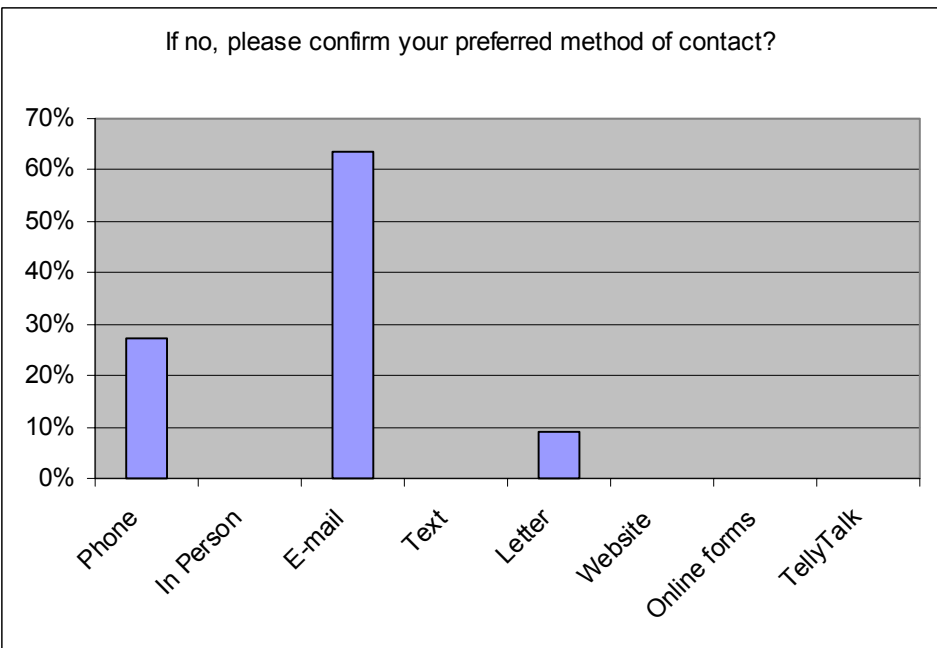
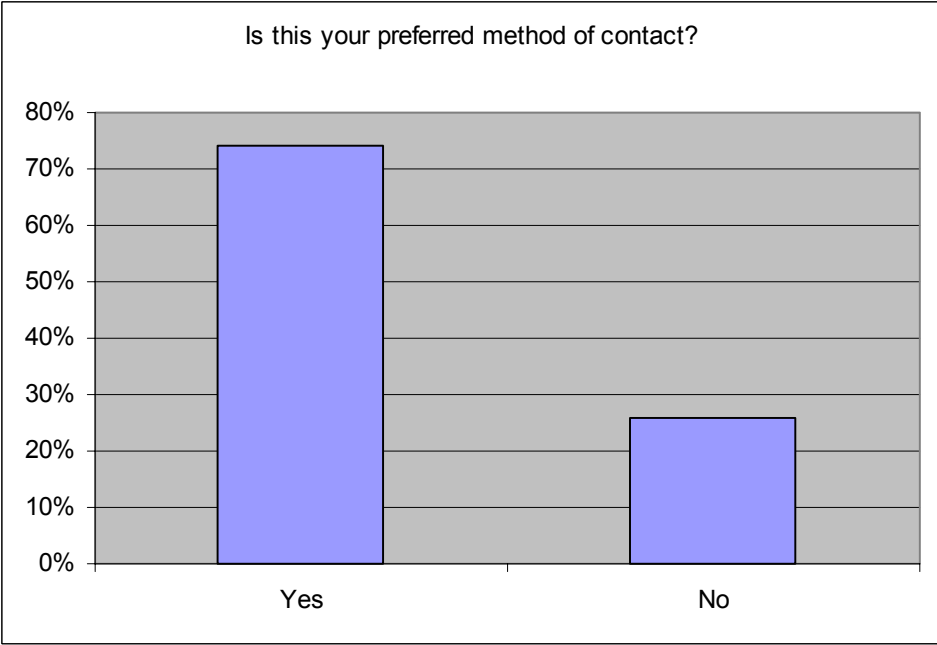
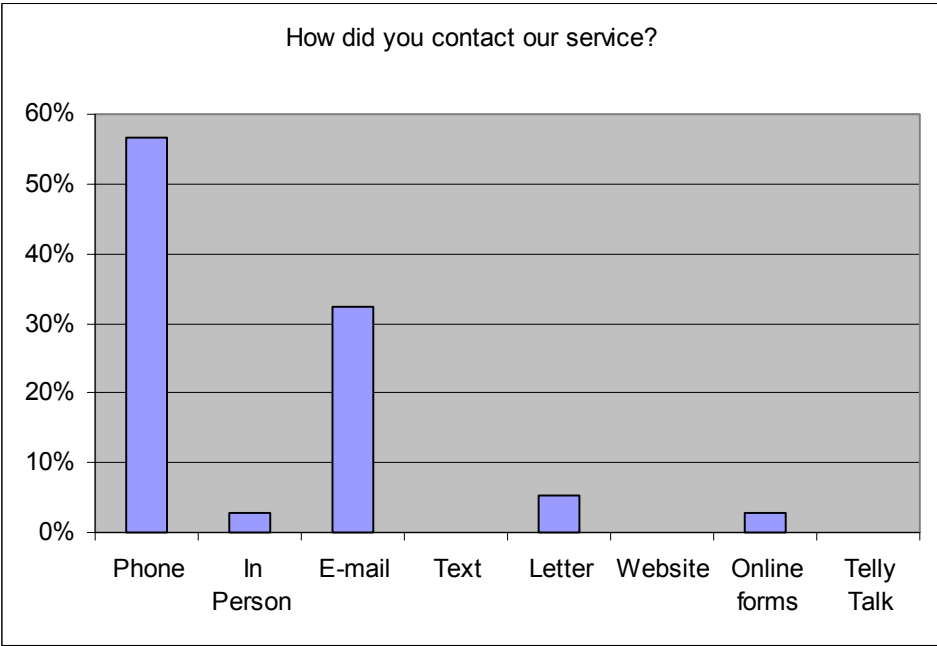
809 customer satisfaction surveys were issued in May 2010 to customers who had been in contact with the Revenues Unit within the last 12 months.

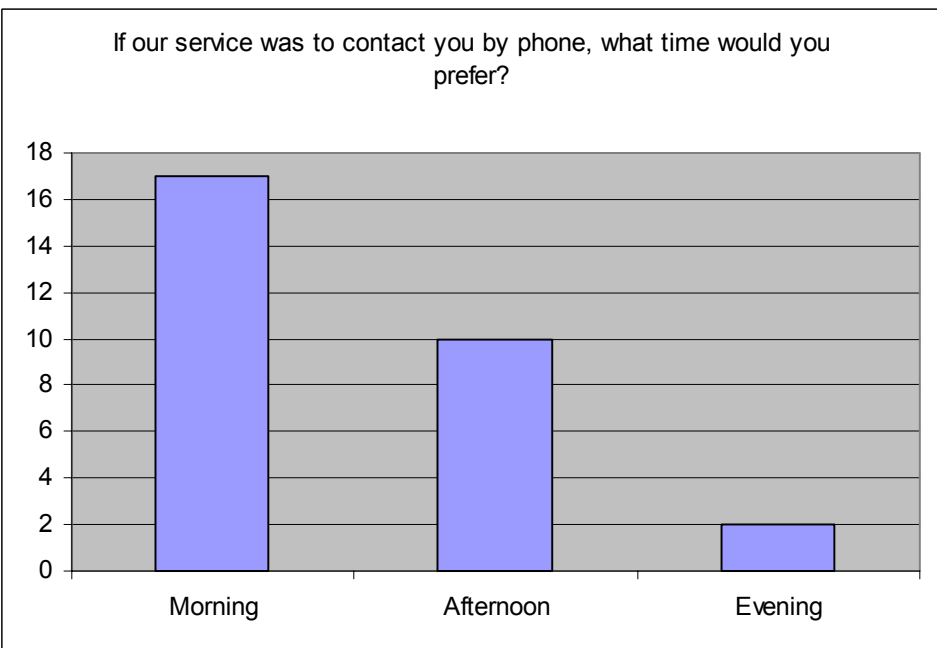
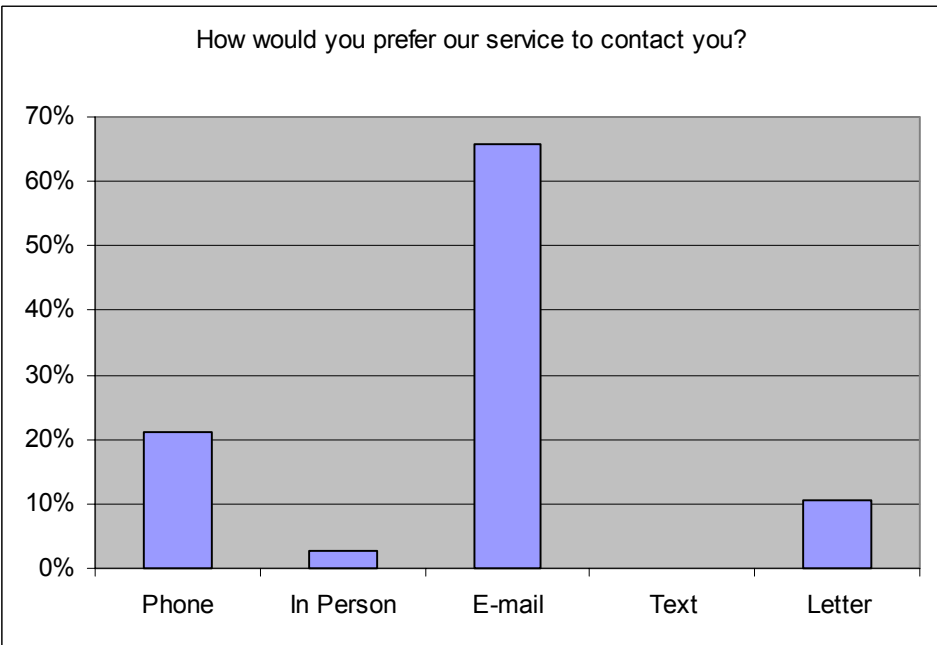
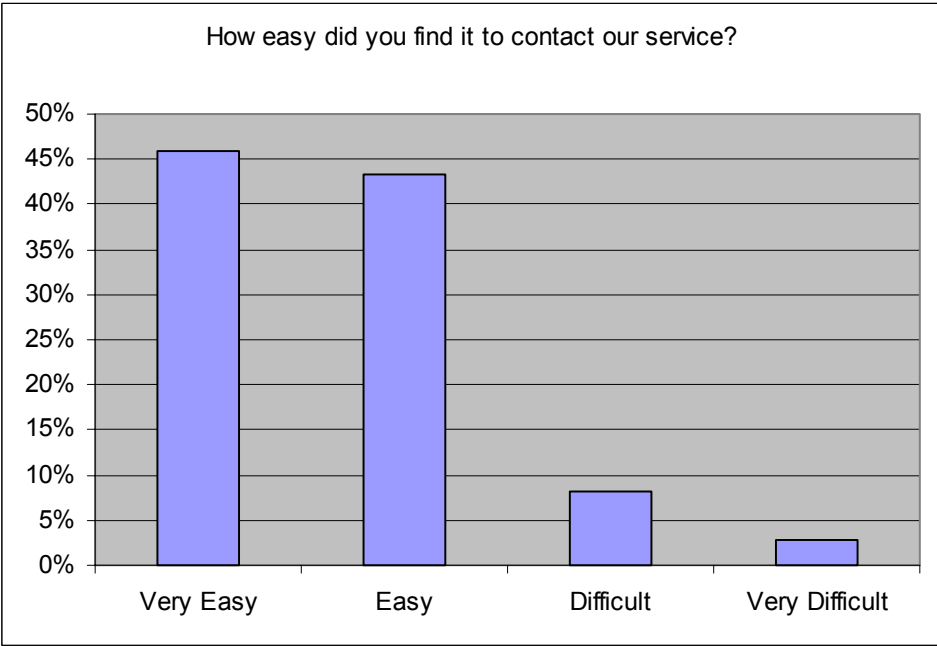


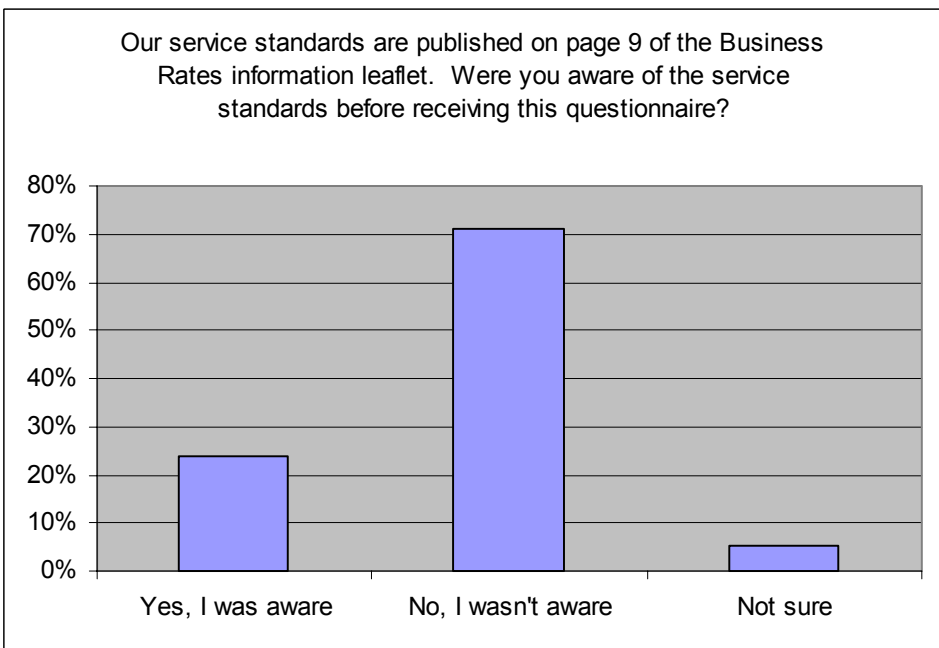
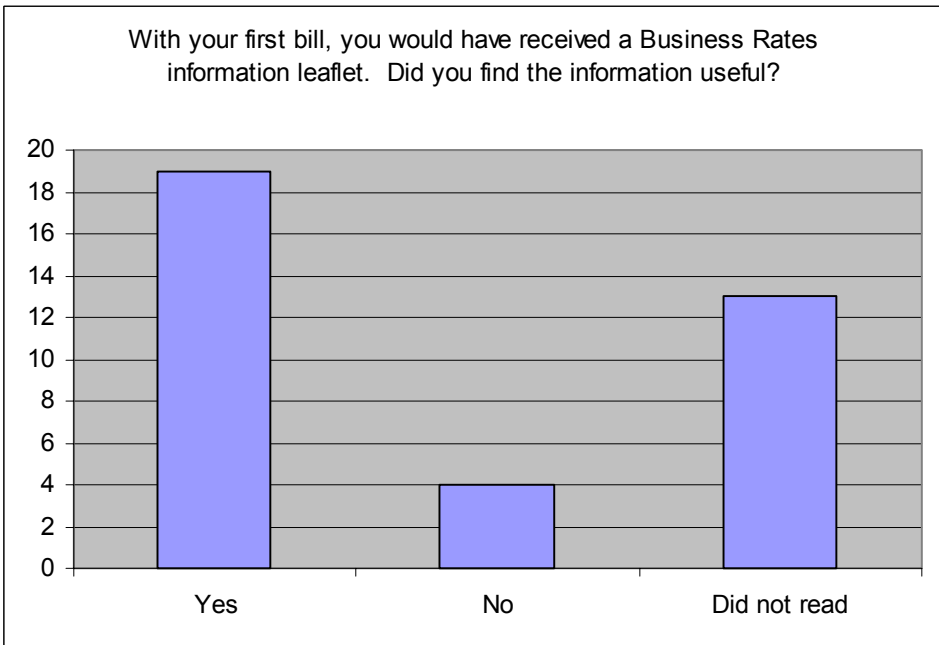
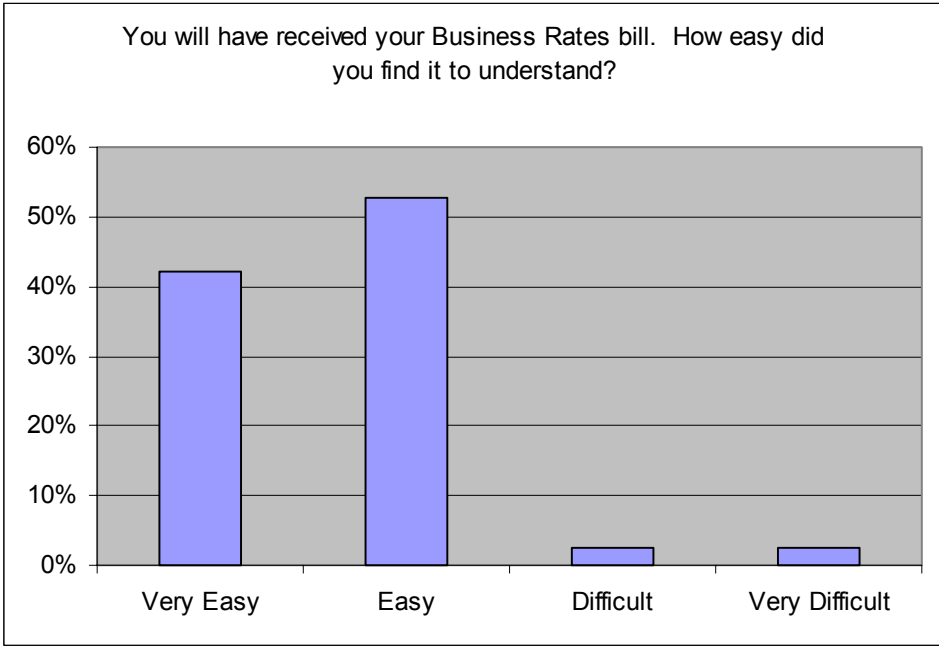




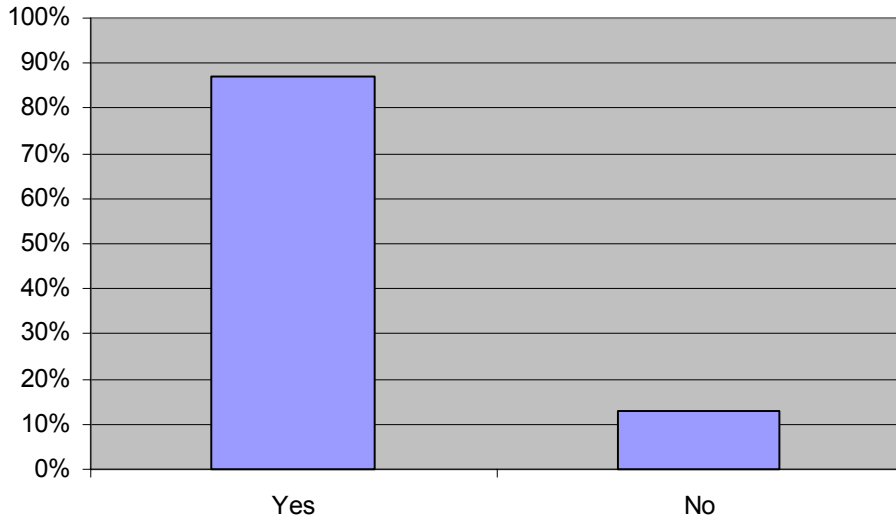




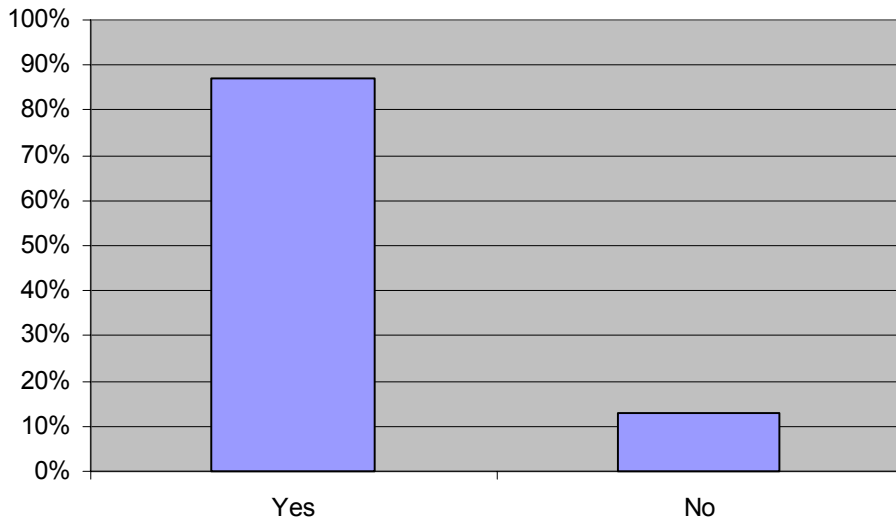




Are you standards clear & easy to understand?



Do our standards meet your needs?



Do you think we perform well against these standards?

