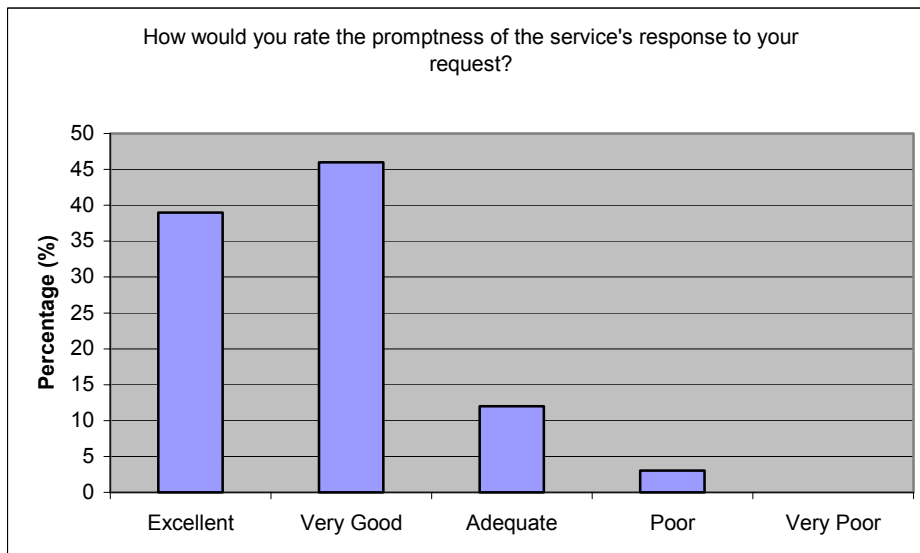
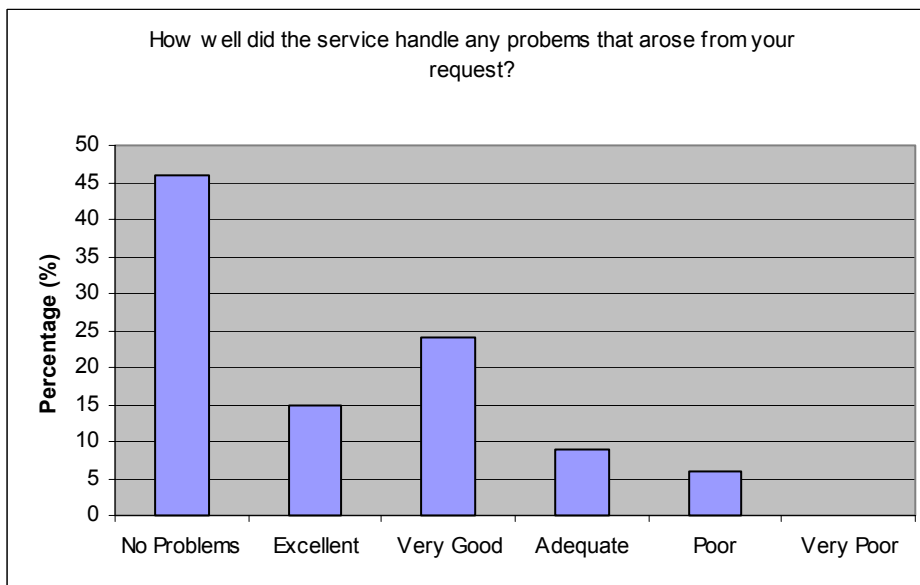
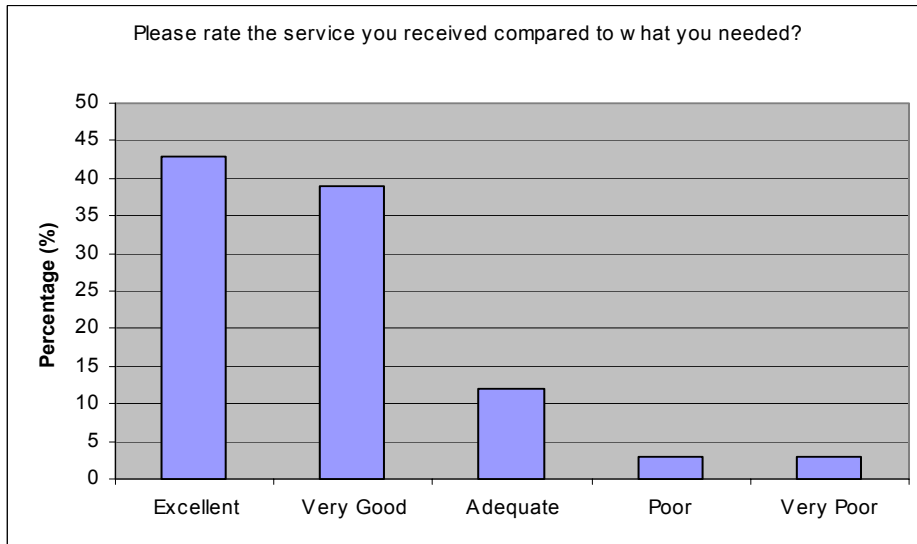
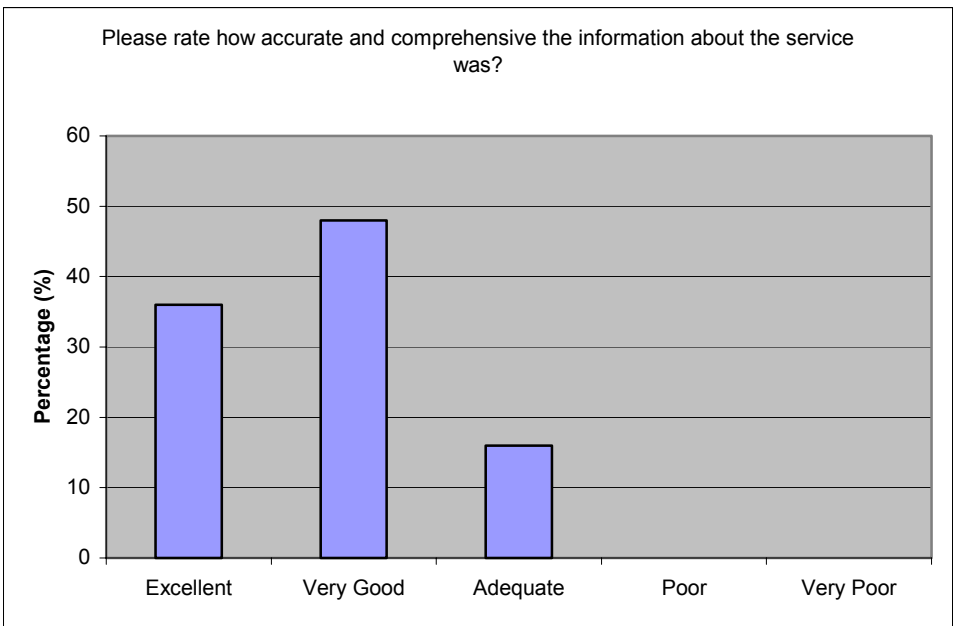
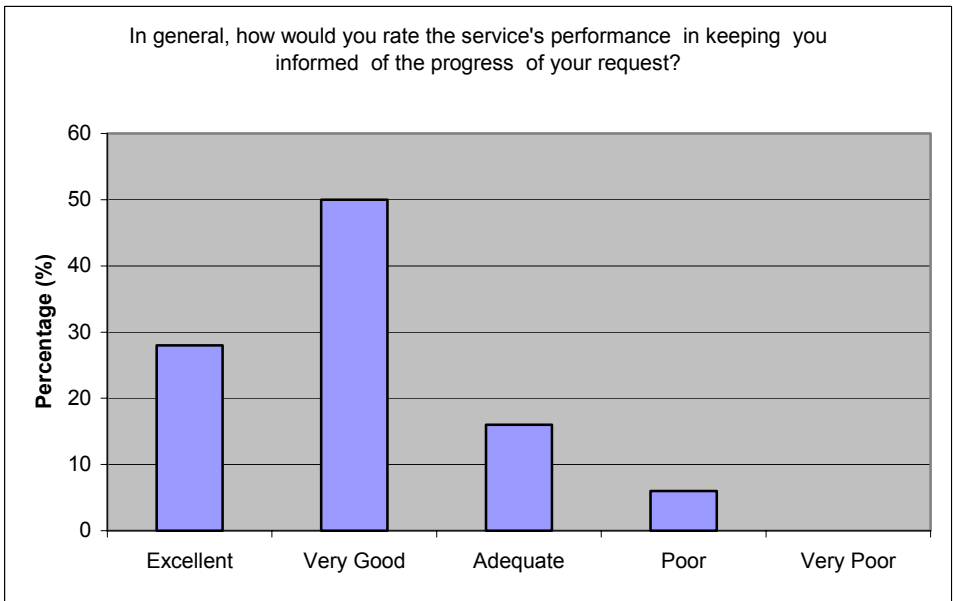
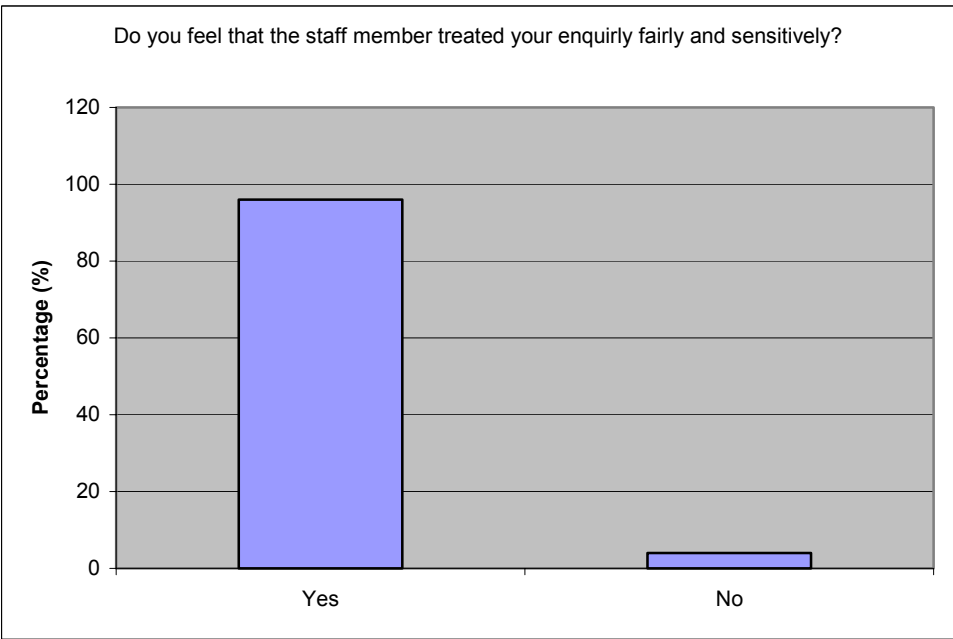
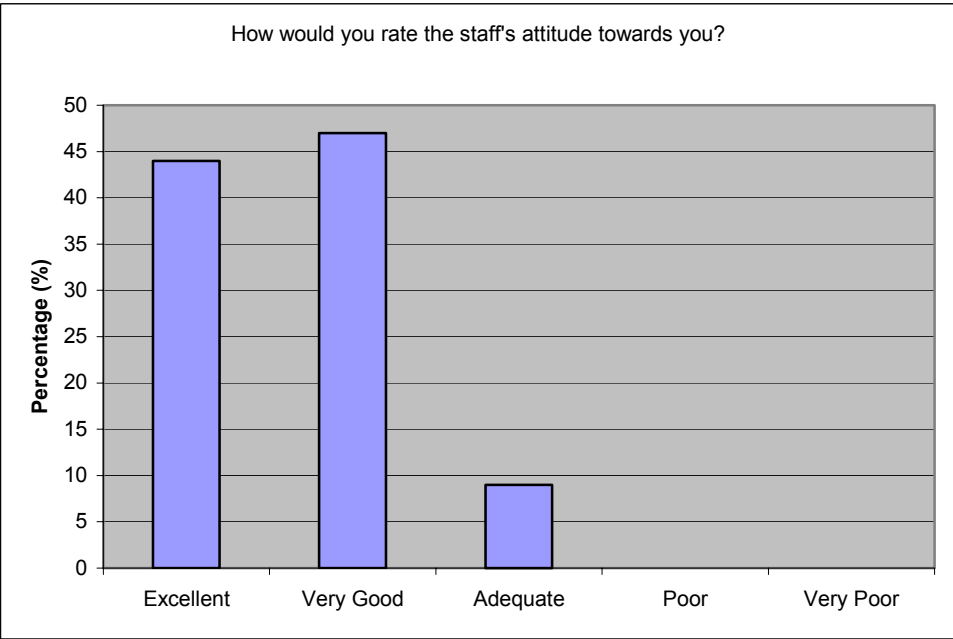
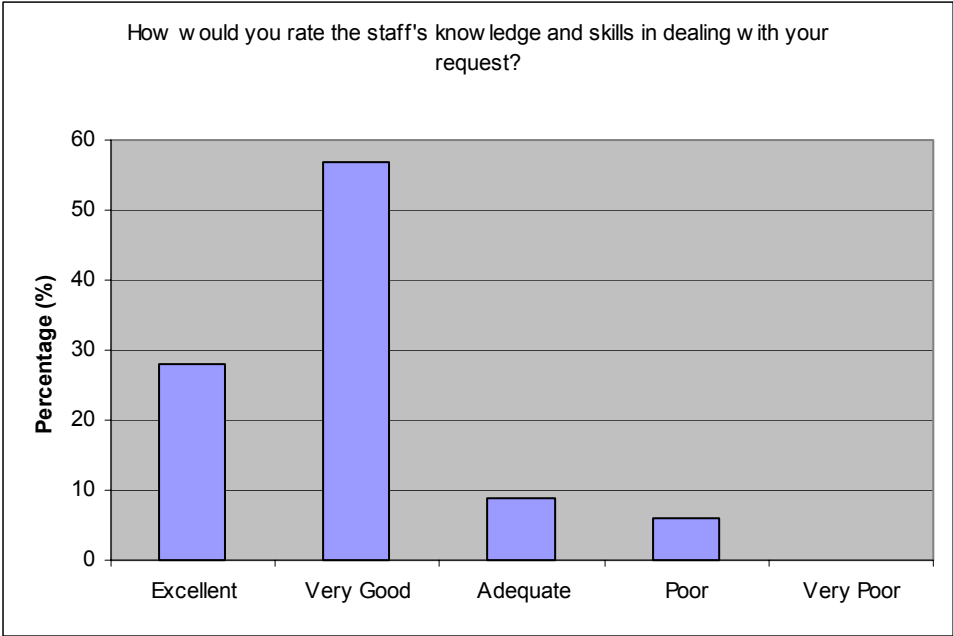


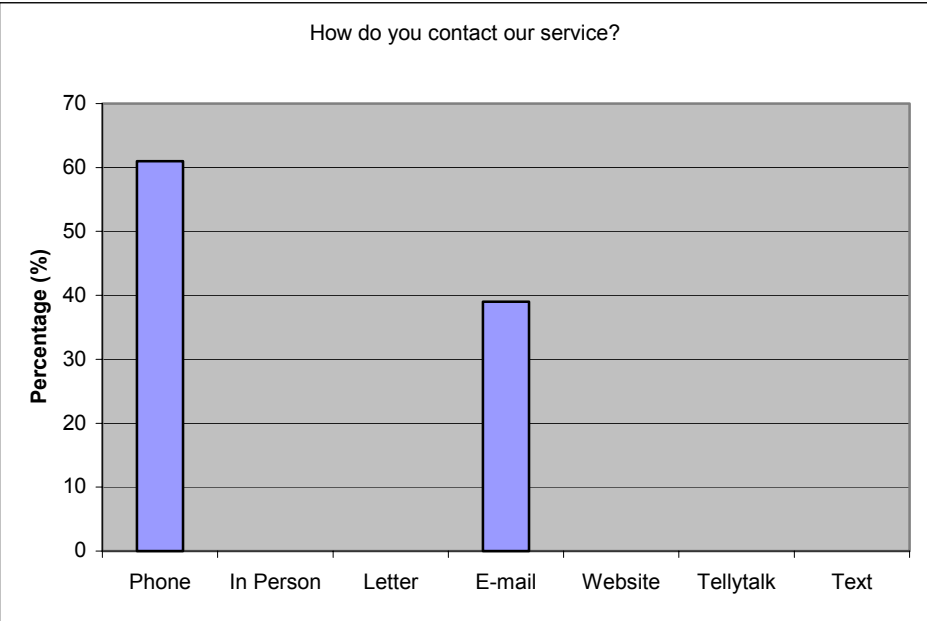
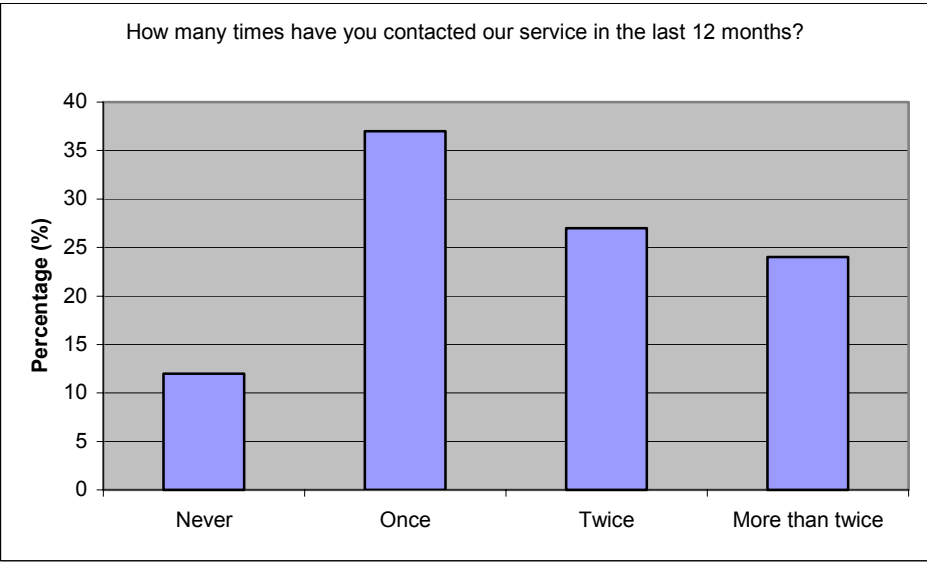
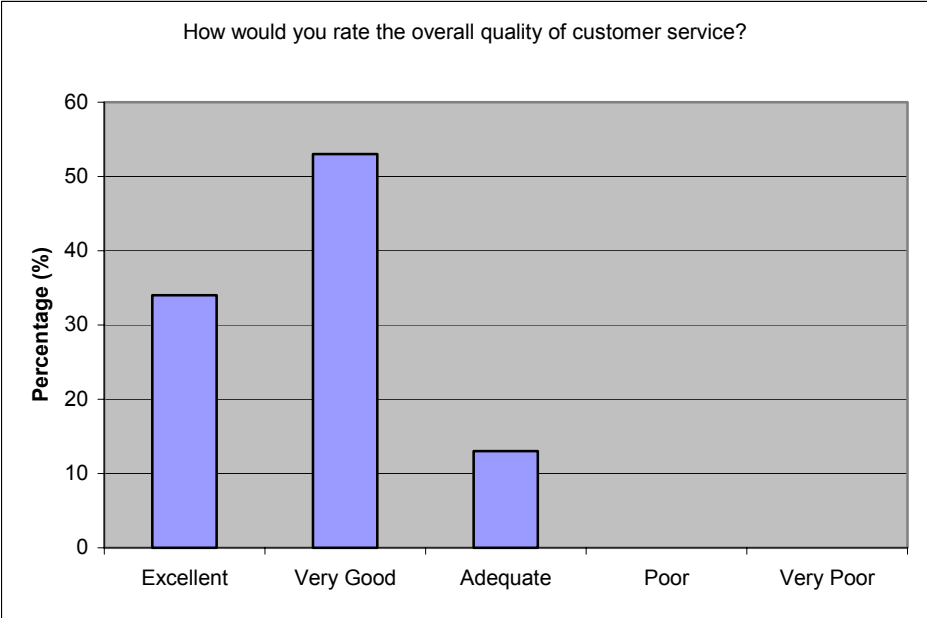
## The Results of our Business Rates Customer Satisfaction Survey 2008-09

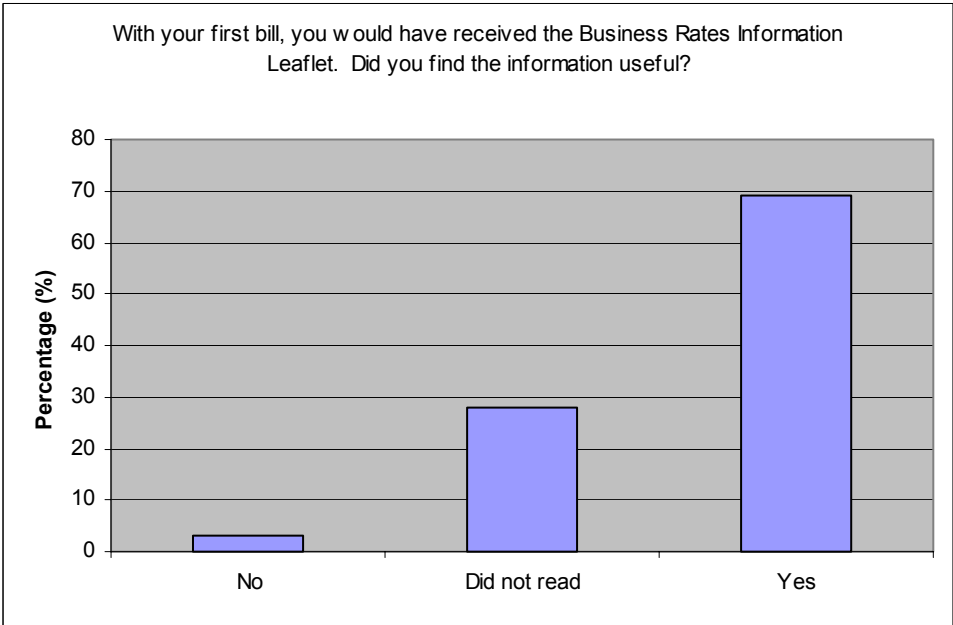
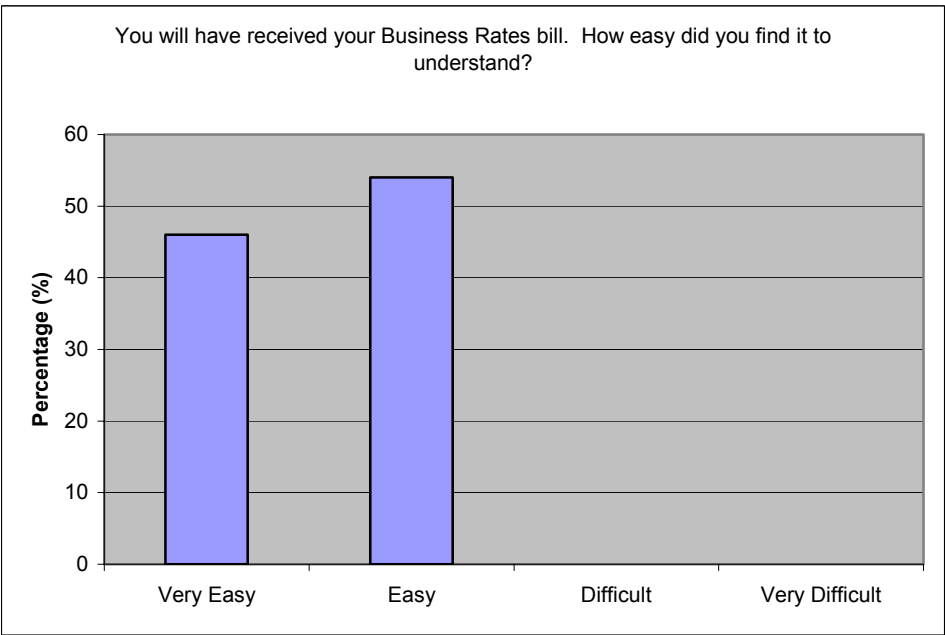
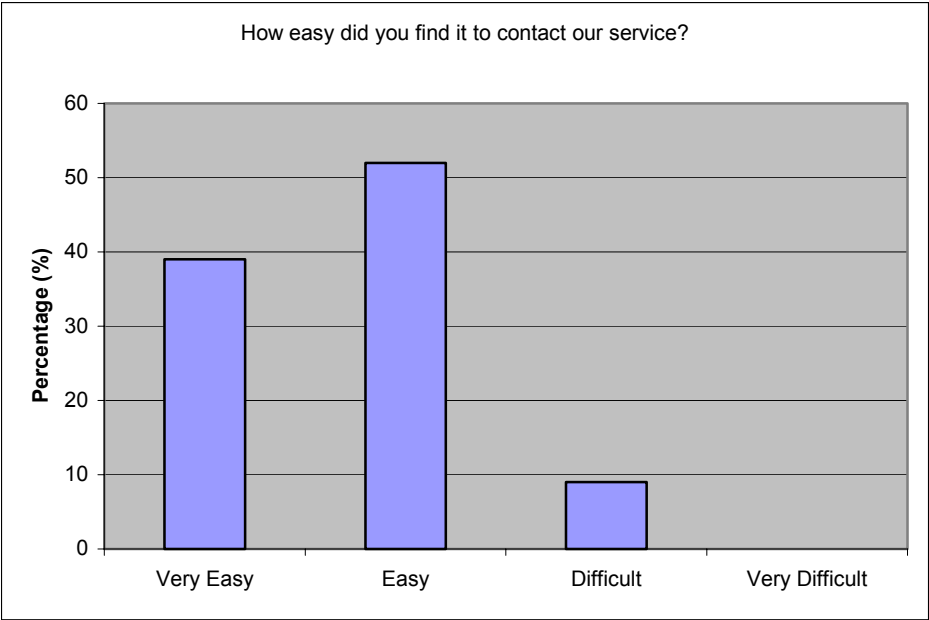
This survey was carried out electronically, by post and by the Collection Team's visiting officer. To date we have had 33 completed surveys returned.



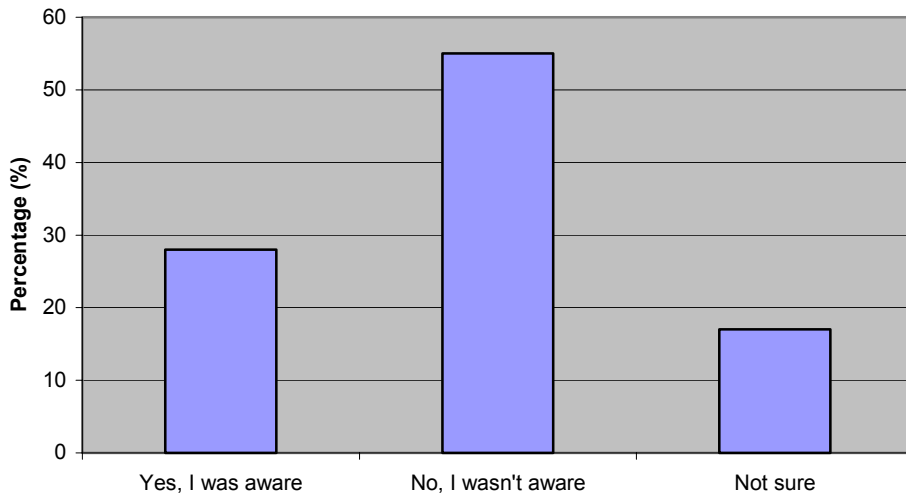




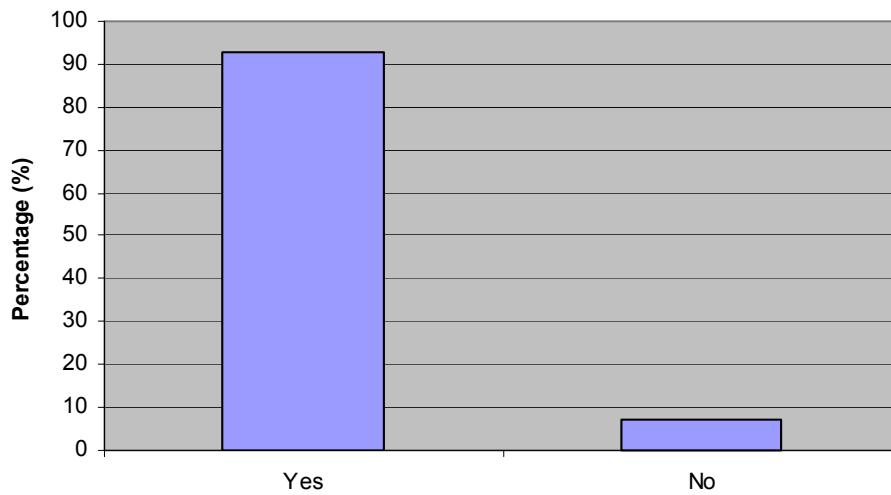




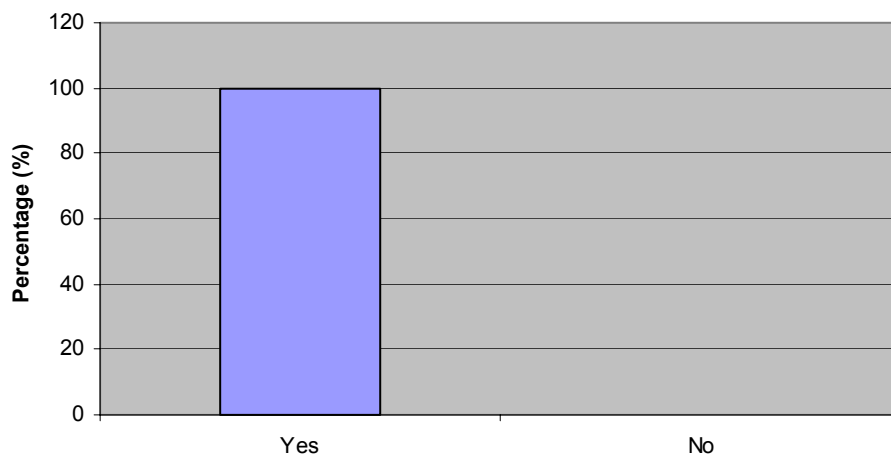
Our service standards are published on page 9 of the Business Rates Information Leaflet. Were you aware of these before receiving this leaflet?



Are our standards clear and easy to understand?



Do our standards meet your needs?



Do you think we perform well against these standards?

