



## Handover and Completion Certificate

**Dear Customer. We at Loftspace are determined to provide an excellent service to you. Help us measure ourselves. Your opinion is extremely important to us .**

**Please complete the following.**

My ratings are as follows:		Poor	Fair	Good	Excellent
Consultant:	Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Do you think the advice you received was	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Follow through	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Installation Team:	Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Was the installation carried out professionally?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	How did we clean up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Product:	Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Fit for purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Are you happy you made this investment?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
General:	Your opinion of our Company	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Did we keep our promises?	NO	<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>
	Would you recommend us to your friends?	NO	<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>
Overall	Overall satisfaction index	out of 100 ▶			90 /100

Additional Comments : VERY PROFESSIONAL WITH GOOD FOLLOW THROUGH , GOOD COMMUNICATION THROUGHOUT PROJECT.

What could we do better?. AESTHETIC FINISHING COULD BE BETTER FIRST TIME HOWEVER THIS WAS RECTIFIED EVENTUALLY.

Are there any other home improvement products you are considering purchasing?. No

The installation is completed to my entire satisfaction.  
All unseen defects will be covered by my 5 year guarantee.

Mr.S.Singh  
52 Carabianca  
Rosewood Road  
Broadacres

Signature: \_\_\_\_\_

Date : 3 / Nov / 2011

Date	14/10/2011
installer	Kenneth
Consultant	Patrick Fraser

**Punctual  
Precise  
Always**