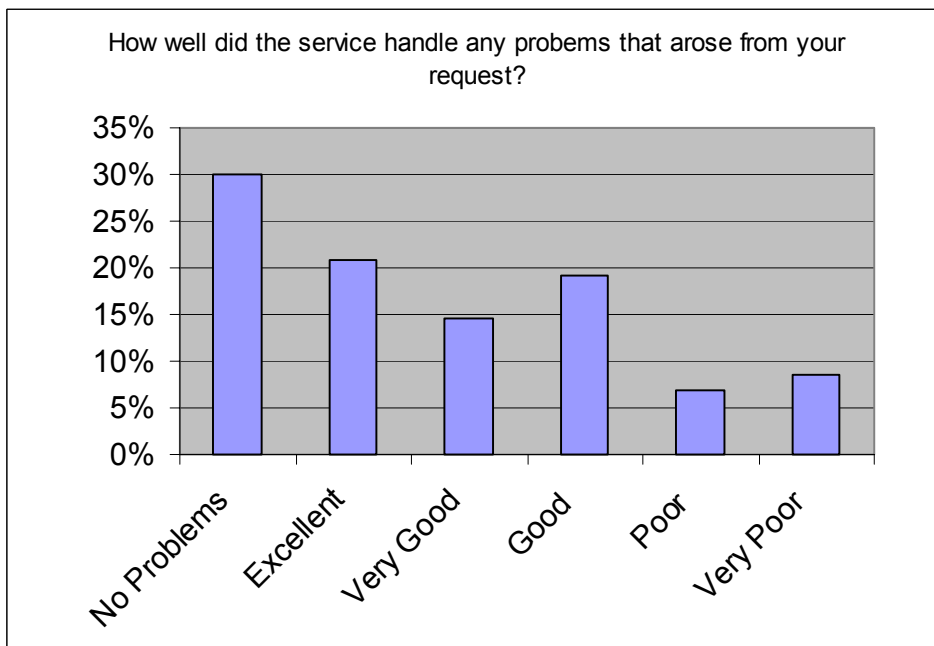
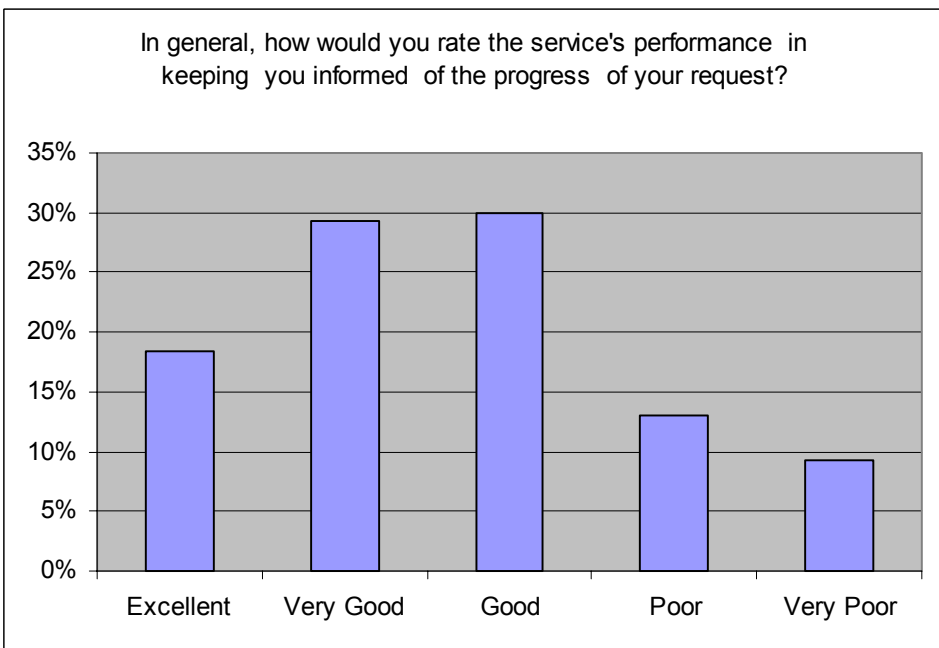
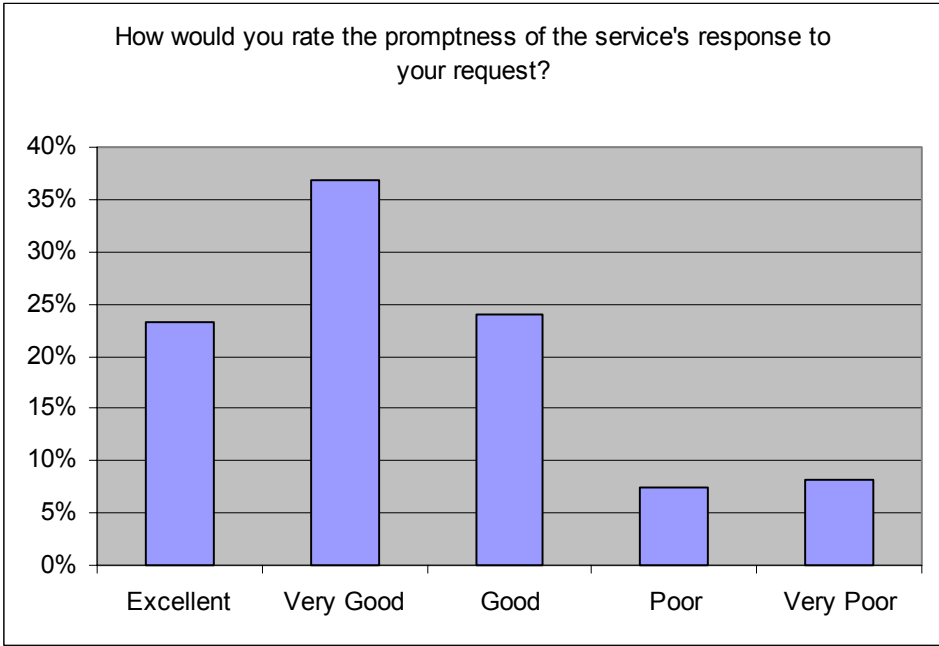


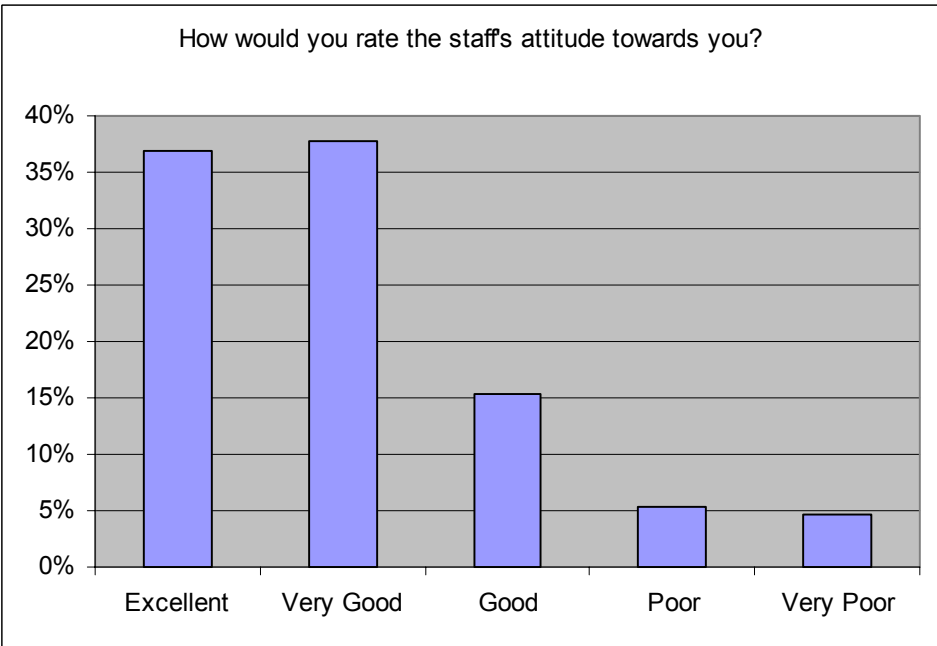
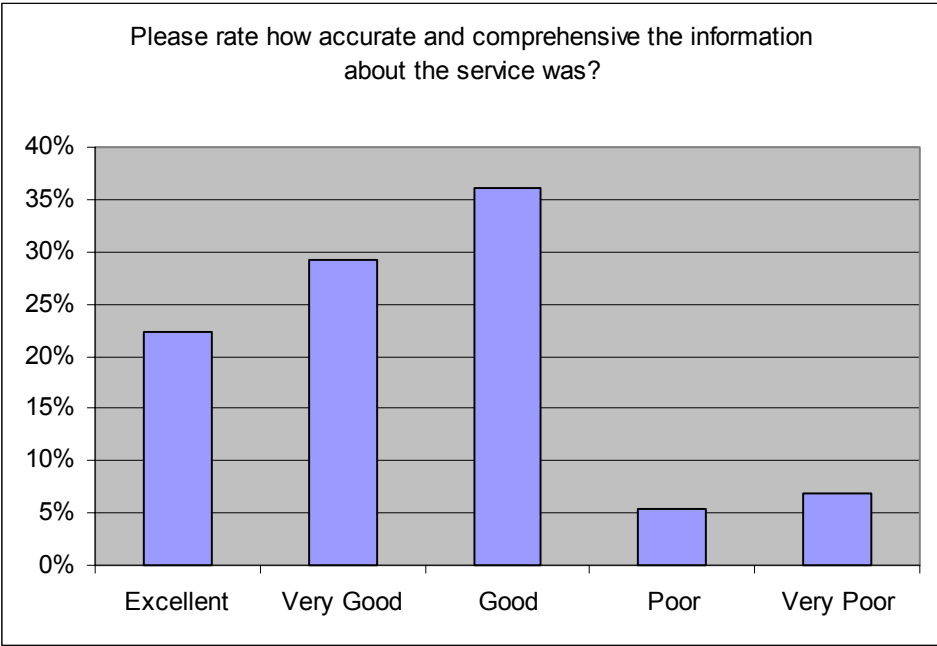


The Results of our Council Tax Customer Satisfaction Survey 2009-2010

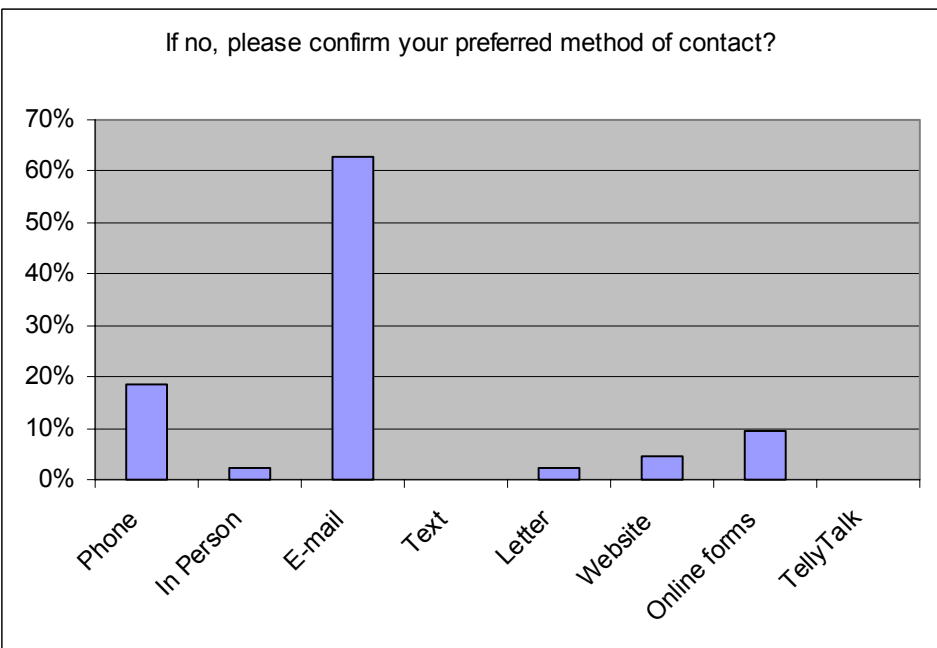
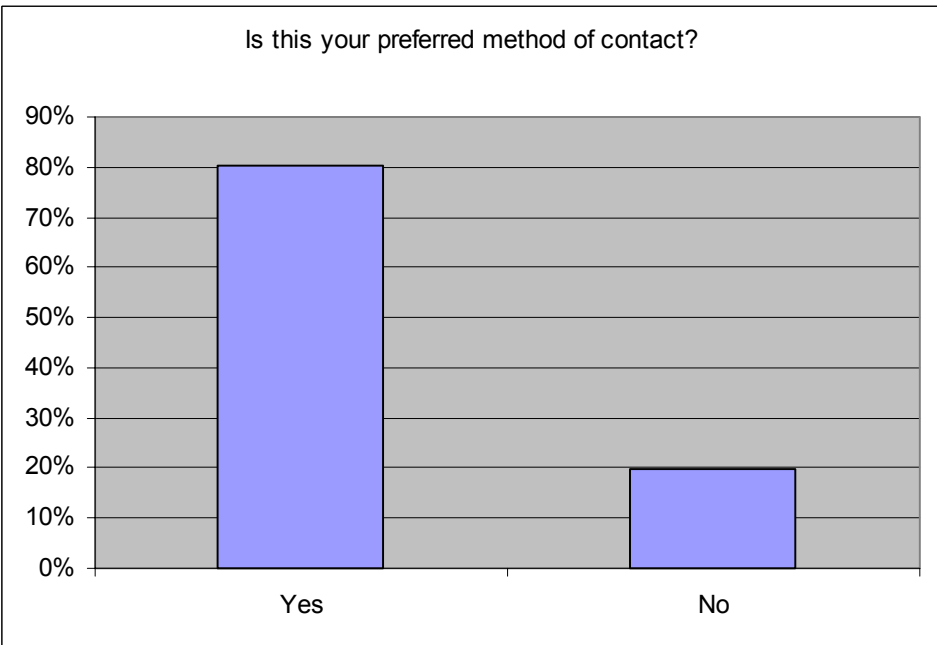
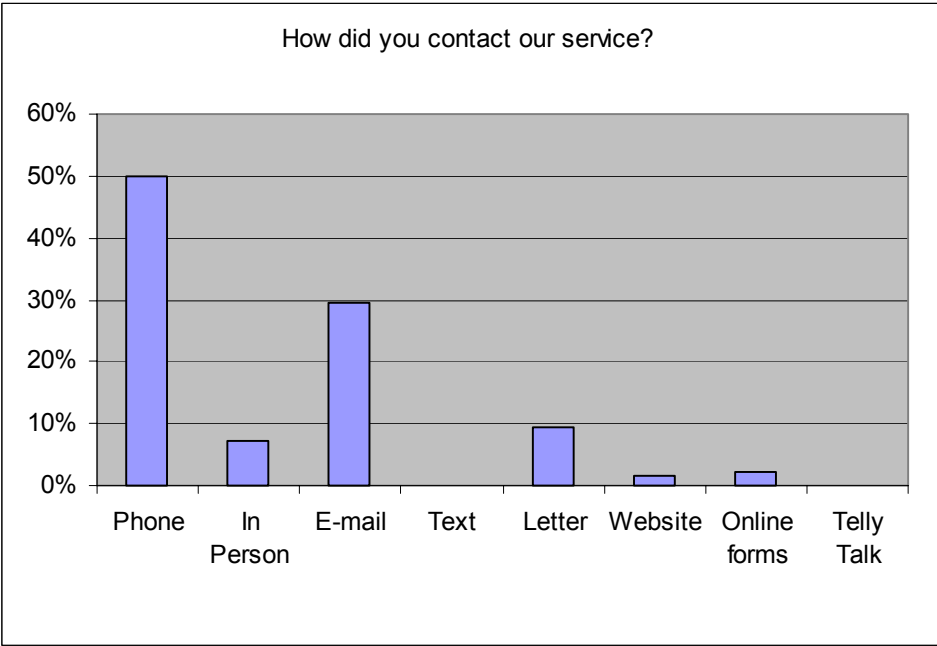
1632 customer satisfaction were issued in May 2010 to customers who had been in contact with the Revenues Unit within the last 12 months.

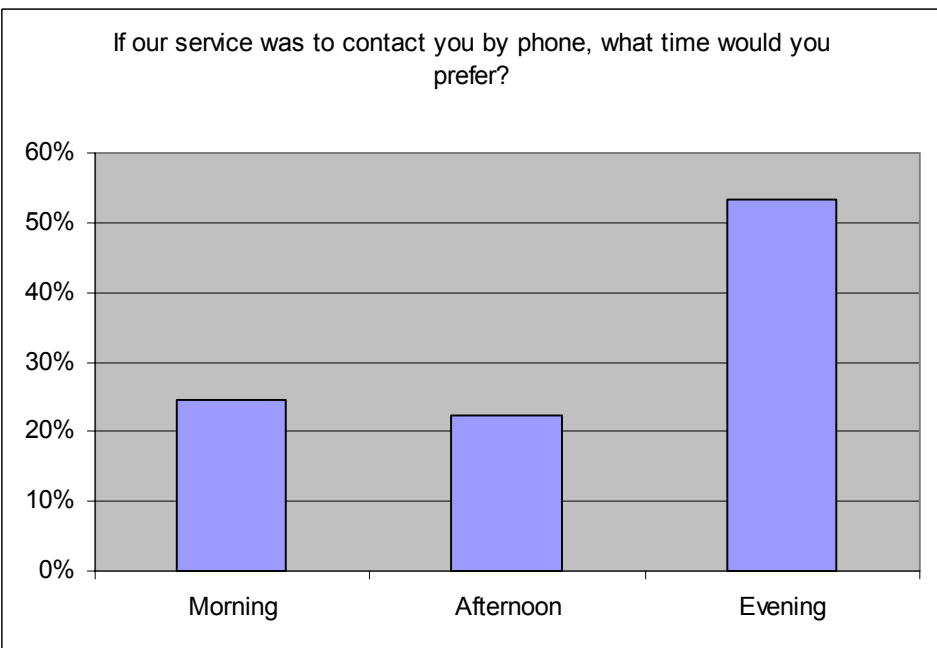
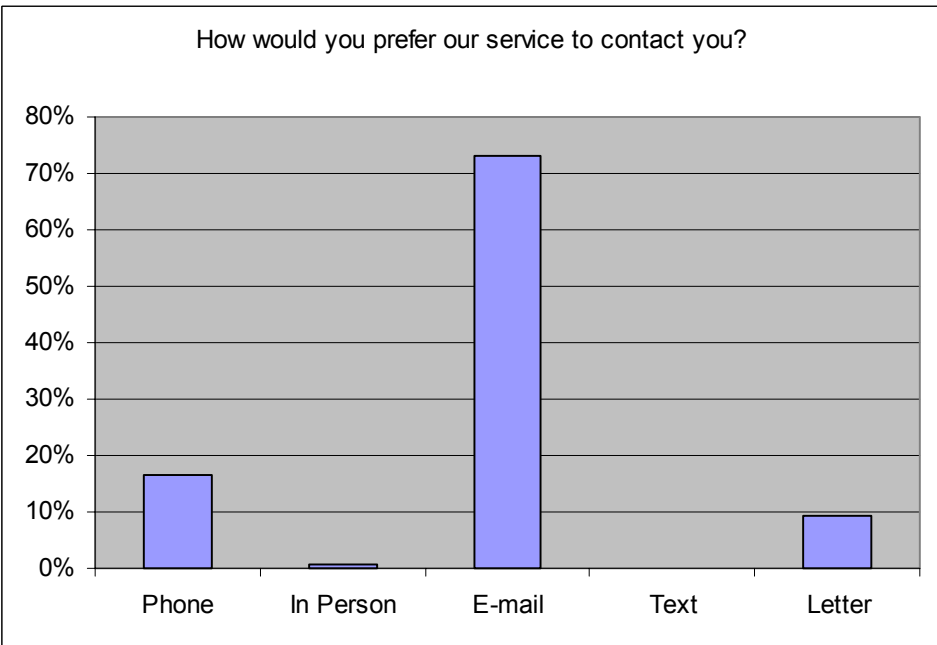
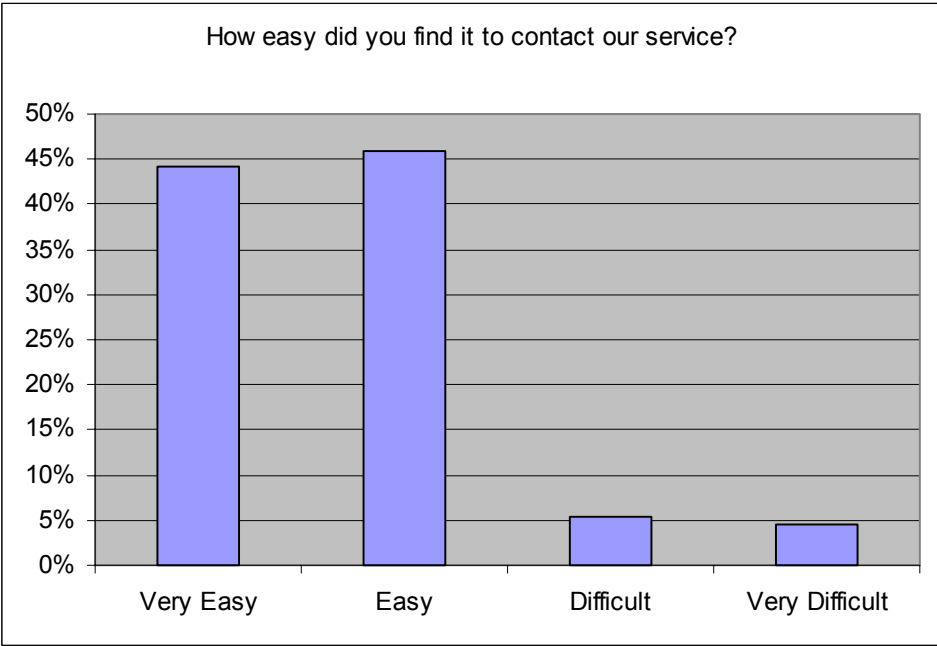




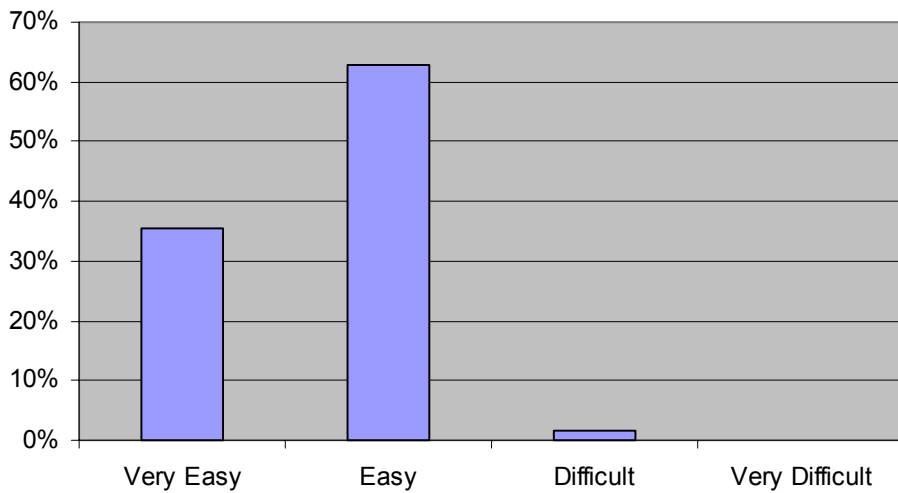




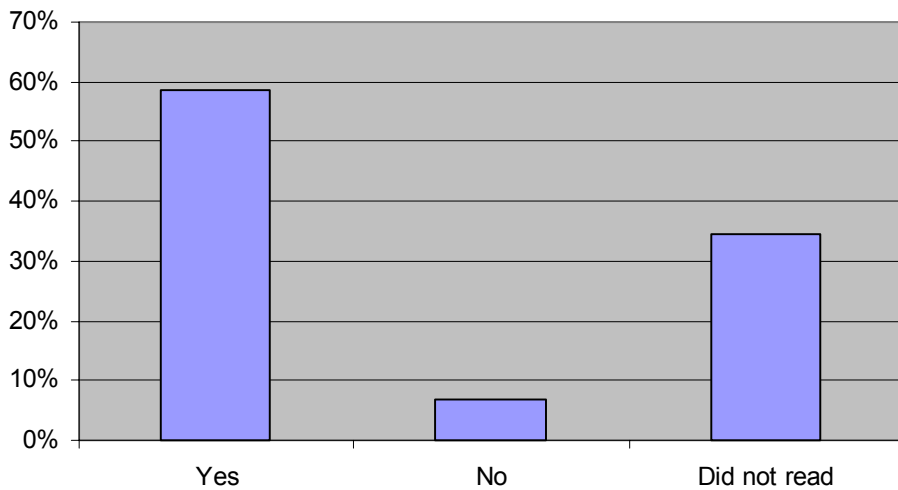




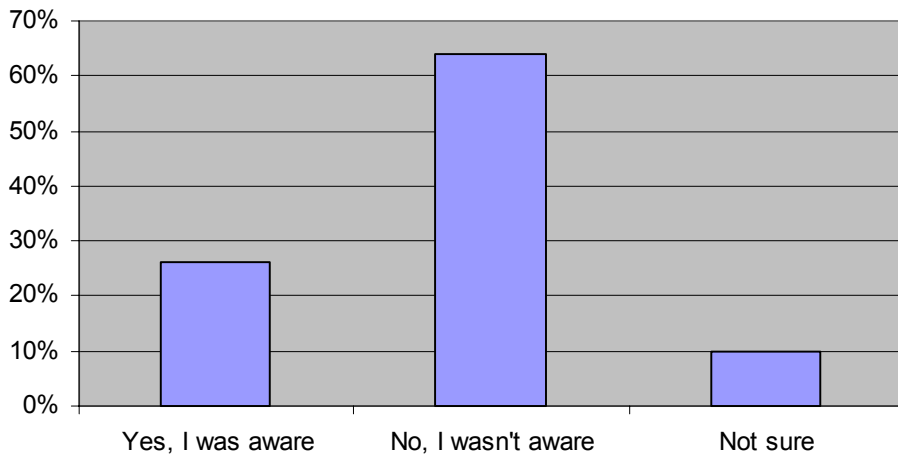
You will have received your Council Tax bill. How easy did you find it to understand?



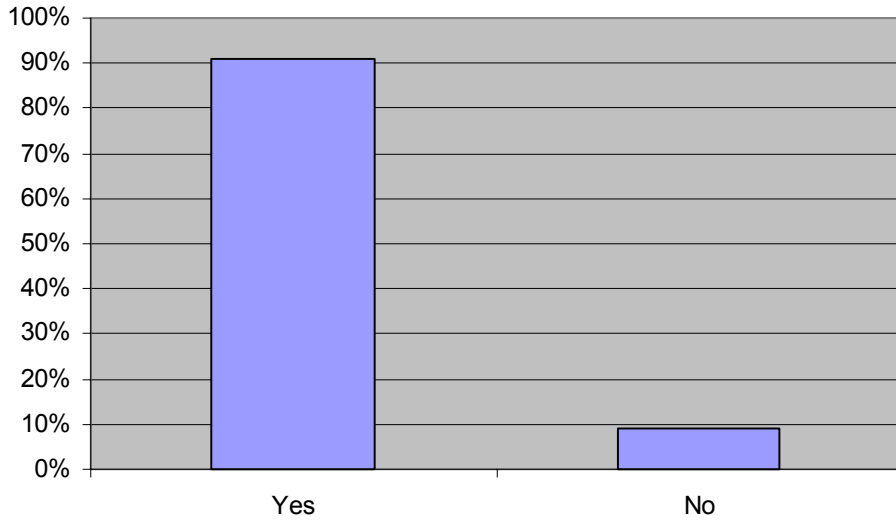
With your first bill, you would have received a Council Tax information leaflet. Did you find the information useful?



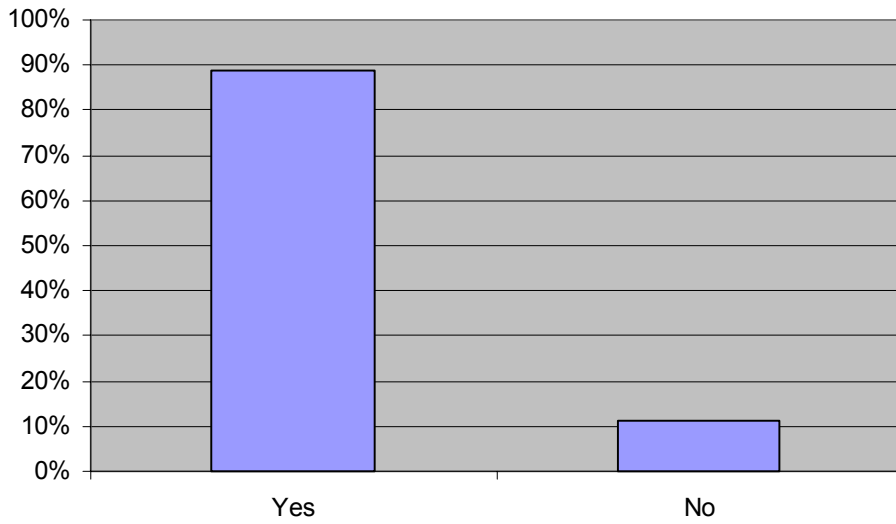
Our service standards are published on page 12 of the Council Tax information leaflet. Were you aware of the service standards before receiving this questionnaire?



Are you standards clear & easy to understand?



Do our standards meet your needs?



Do you think we perform well against these standards?

