

REPUTATION REPORT

Brian Cox & Co

182 Mansell Road GREENFORD Middlesex UB6 9EH



SATISFACTION

Professional

"acted Professionally at all times"

9.3

Friendly

"was Friendly and understood my Requirements"

9.6

Knowledgable

"showed a good Knowledge of local Market conditions"

9.3

Helpful

"helped in the Negotiations between Buyer and Seller"

9.3



- 10 Delighted
- 9 Very Happy
- 8 Happy
- 7 Very Satisfied
- 6 Satisfied
- 5 O.K.
- 4 Dissatisfied
- 3 Very Dissatisfied
- 2 Unhappy
- 1 Very Unhappy
- 0 Outraged

RECOMMENDED

"I would recommend this firm to friends"

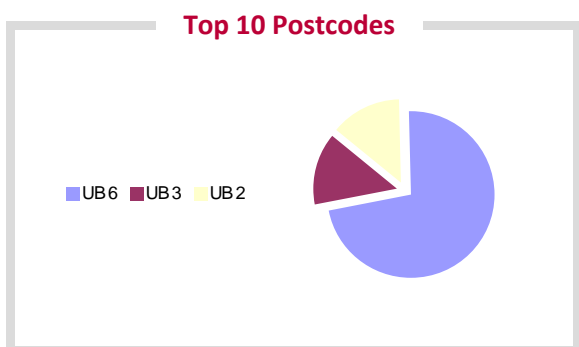
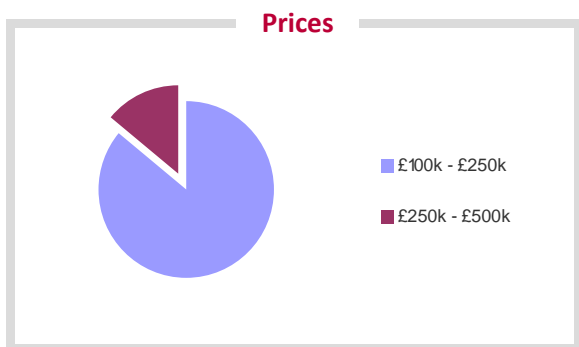
100%



- 7 Recommended
- 0 No Answer
- 0 NOT Recommended

7 Survey Responses

This report includes 1 page of unedited handwritten survey responses. For the most recent information about this firm and to read our rules see www.referenceline.com



Recent Quarterly Track Record

References Received	Overall Satisfaction
- Jun 2008	-
- Sep 2008	-
- Dec 2008	-
- Mar 2009	-
7	9.4
<i>This Qtr to date</i>	

0	Outraged	Delighted	10
1	Very Unhappy	Very Happy	9
2	Unhappy	Happy	8
3	Very Dissatisfied	Very Satisfied	7
4	Dissatisfied	Satisfied	6
5	OK	OK	5

This firm is a member of the Ombudsman for Estate Agents



OEA member firms agree to follow the OEA Code of Practice for Residential Sales, which has been approved by the Office of Fair Trading's Consumer Codes Approval scheme.

Consumer feedback plays an important part in monitoring members' compliance with the Code. Referenceline selects 110 OEA member agents at random each month. Agents are provided with a pack of 20 forms to give to the last 10 buyers and sellers and the responses are sent directly to Referenceline. A summary of the results is provided to the OEA and OFT.

Consumers may also contact Referenceline directly to ask for a form. Agents may choose to continue with the survey process, offering a form to all buyers and sellers.

About Referenceline : www.referenceline.com

Word of mouth and networking have traditionally been the preferred way for us to find someone to rely on. Referenceline builds on this tradition, simply and effectively.

We provide firms with survey forms to offer to their customers. Customers send their responses directly to our freepost address. We publish their unedited handwritten comments and ratings.

Trading Standards' statistics show that personal experience and recommendation, although not foolproof, are 3 times more reliable than other methods. Nobody's perfect (including customers) so look for consistency but expect to see an occasional low score. This demonstrates the firm's openness - and the real significance of the remaining references.

We publish this information in good faith and believe that our service can help firms and customers establish an early relationship of trust and confidence. But please bear in mind: We are not responsible for the work of firms. We don't offer insurance or guarantees.

About 3% of responses sent to Referenceline are a complaint (i.e. they include a rating of 3 or less). We aim to work with customers and firms to help reduce the number of problems, but some level of misunderstandings and disagreements is inevitable.

We have not verified that the organisation provides any particular goods or services or that it is professionally qualified or legally entitled to do so. The information should not be read as a trade description within the meaning of the Trade Descriptions Act 1968. Please take independent professional advice where appropriate.