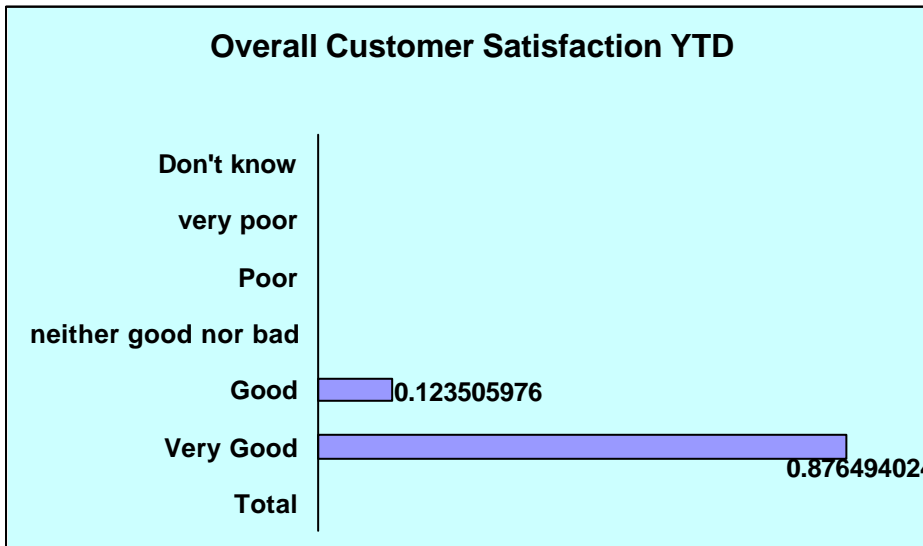
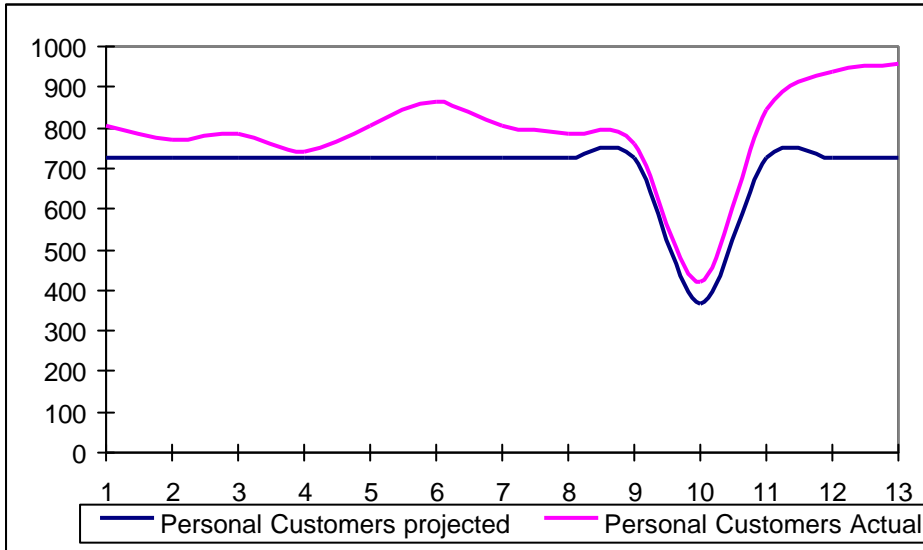


Customer Service Centres Report 2003-2004

Personal customers	Year end		Actual v Projected
	YTD actual	YTD Projected	
Volumes			
EHO	4,599	4,880	94%
GSQ	5,470	3,990	137%
Total	10,069	8,870	114%

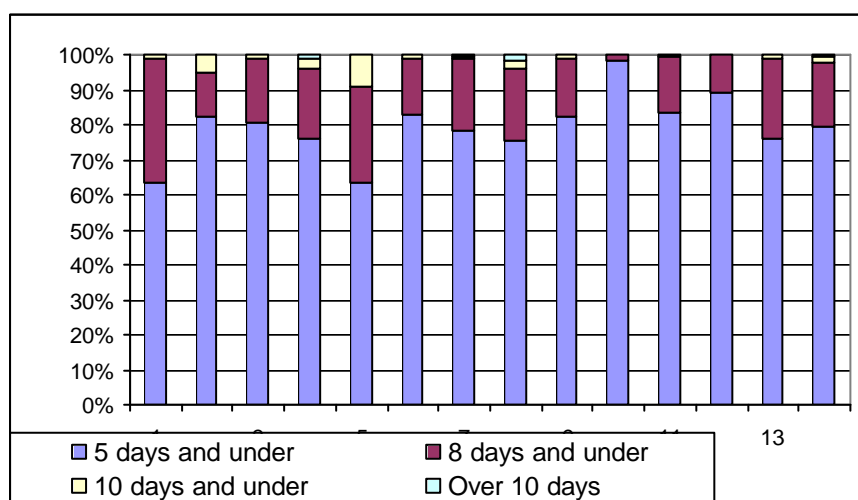
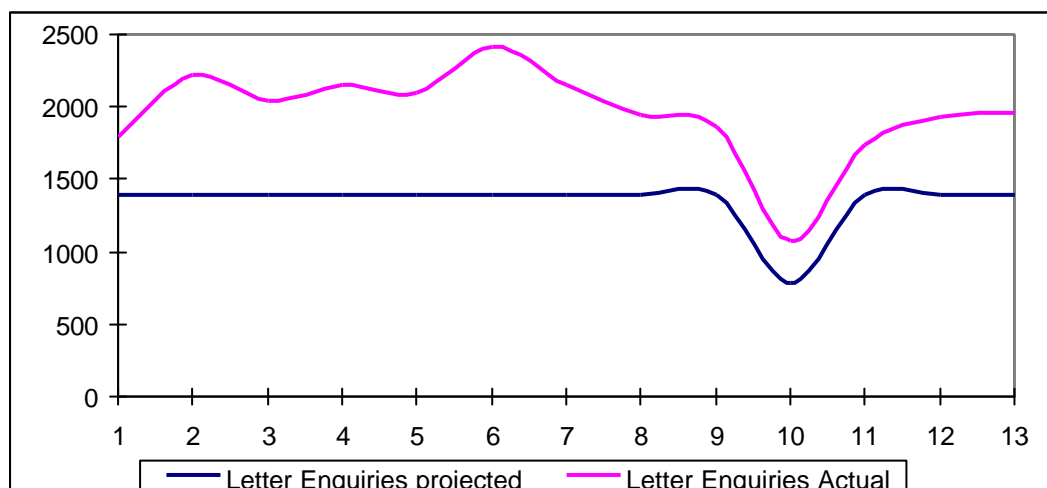


Customer Service Centres

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Email: customer.services@ros.gov.uk

9 George Square, Glasgow G2 1DY, Tel: 0845 607 0164, Fax: 0141 306 4424
Email: customer.services@ros.gov.uk

Letters	Year end		Actual v Projected	% within target	97%
	YTD actual	YTD Projected			
Volumes					
EHO	15,691	10,050	156%		
GSQ	9,202	6,900	133%		
Total	24,893	16,950	147%		



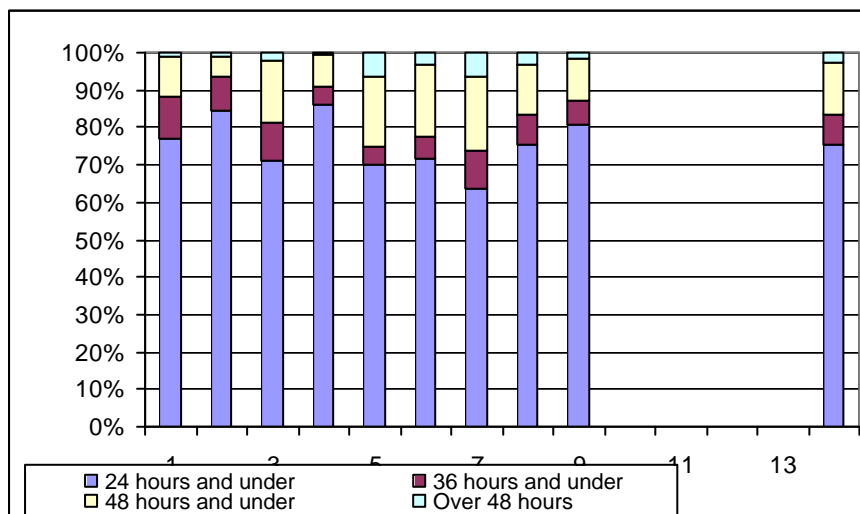
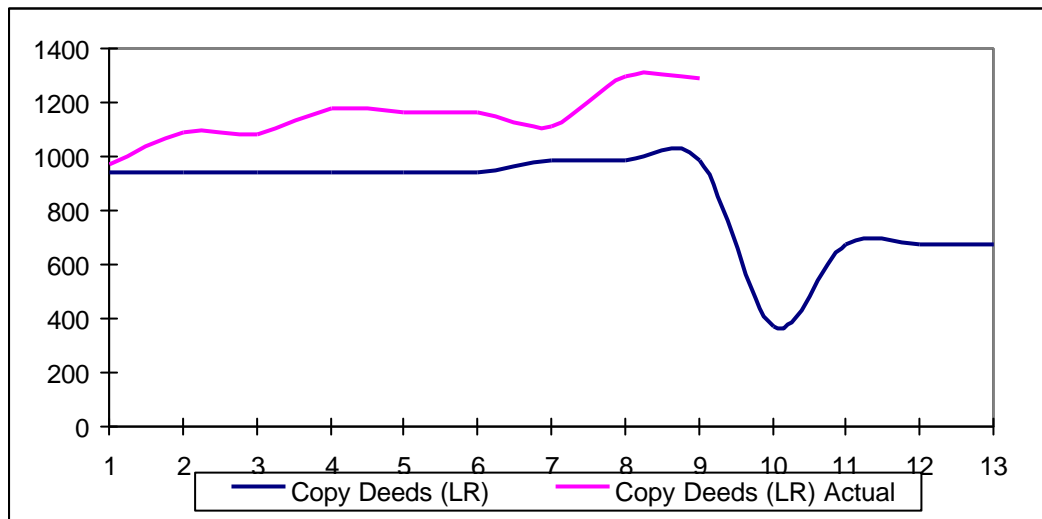
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Copy Deeds (Land Register)

LR Copy Deeds	to end of period 9		Actual v Projected	% within target	98%
	YTD actual	YTD Projected			
EHO	6,919	5,610	123%		
GSQ	3,210	2,790	115%		
Total	10,129	8,400	121%		

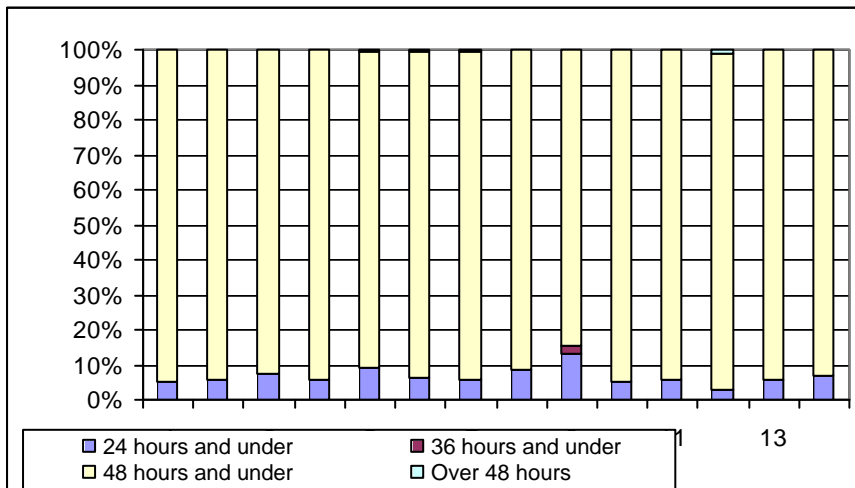
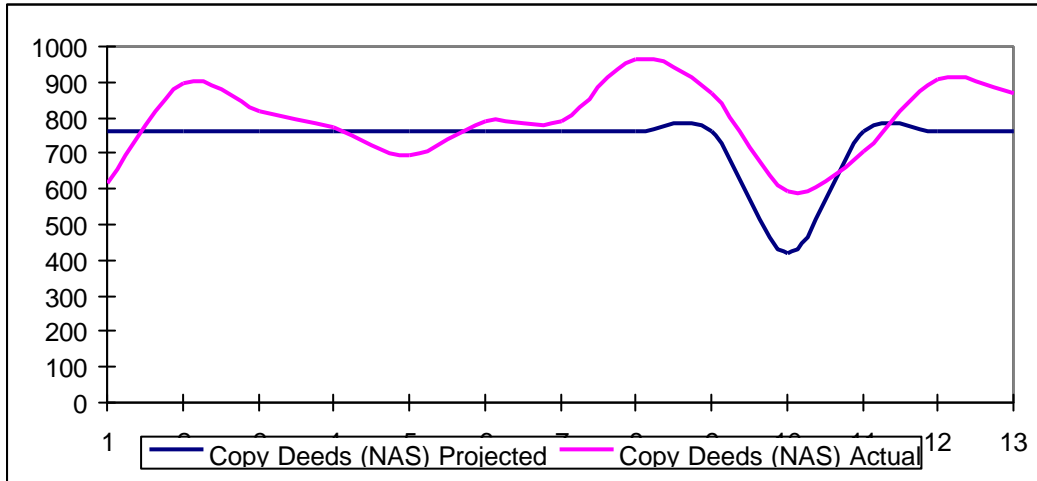


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Copy Deeds (Sasine)	Year end		Actual v Projected	% within target
	YTD actual	YTD Projected		
Volumes	10,021	9,280	108%	100%
EHO	10,021	9,280	108%	
GSQ	N/A	N/A		
Total	10,021	9,280	108%	

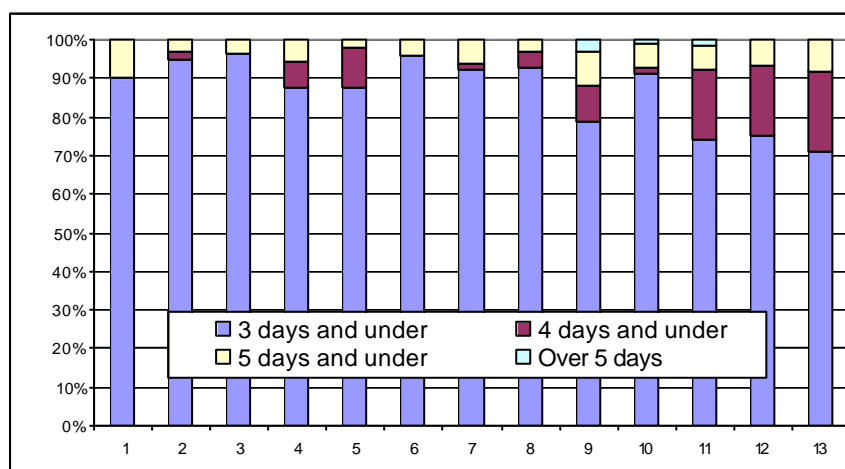
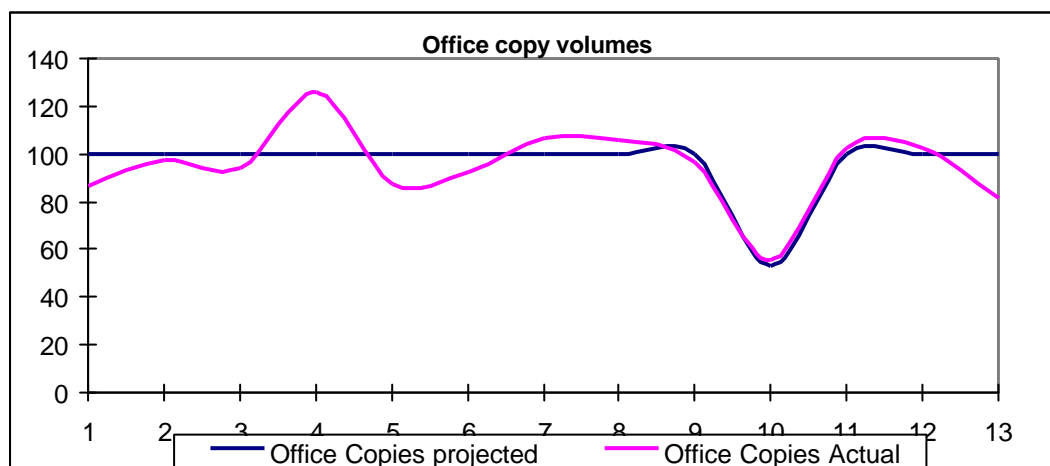


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Office Copies	Year end		Actual v Projected	% within target	99%
	YTD actual	YTD Projected			
Volumes					
EHO	743	726	102%		
GSQ	458	488	94%		
Total	1,201	1,214	99%		



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Extracts	Quarter 3	
	YTD actual	YTD Projected
Volumes	755	Not projected
EHO	755	Not projected
GSQ	N/A	Not projected
Total	755	Not projected

% within target	100%
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LR Presentments	Year end		
	YTD actual	YTD Projected	Actual v Projected
Volumes	6,308	3,750	168%
EHO	6,308	3,750	168%
GSQ	1,737	1630	107%
Total	8,045	5,380	150%

Sasine Presentments	Year end		
	YTD actual	YTD Projected	Actual v Projected
Volumes	961	1,020	94%
EHO	961	1,020	94%
GSQ	62	63	98%
Total	1,023	1,083	94%

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