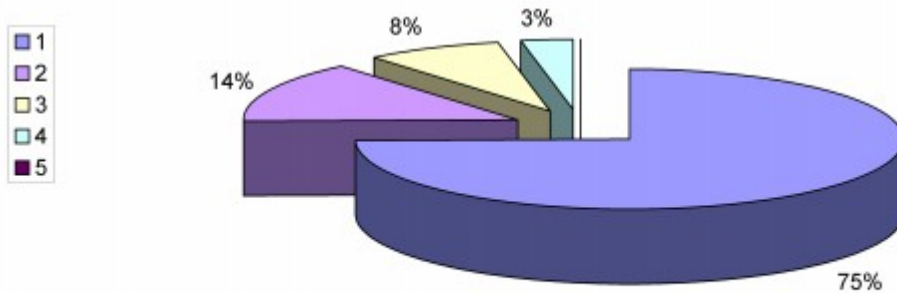


A total of 66 surveys were returned from 153 sent out between 1st April 2010 and 30th June 2010 (a return rate of 43%).

1st April 2010 - 30th June 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 1:
Added value to the finished product

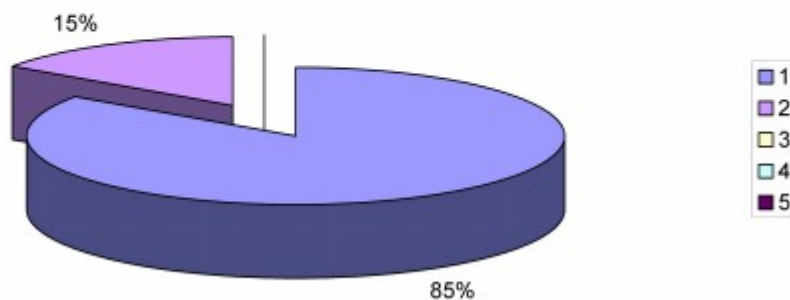
1 = Very satisfied **5 = Very dissatisfied**



1st April 2010 - 30th June 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 2:
Being helpful and responsive to your needs

1 = Very satisfied **5 = Very dissatisfied**

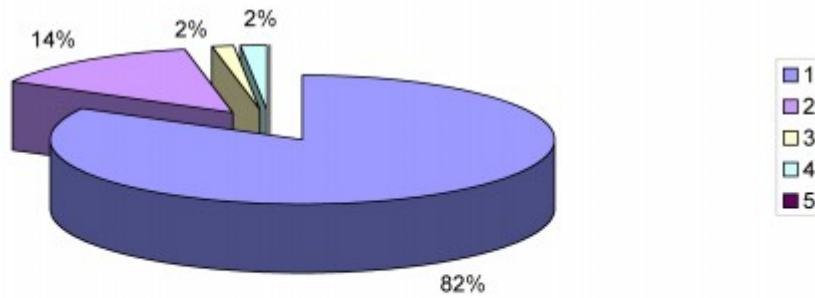


1st April 2010 - 30th June 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 3:
Applying the Building Regulations professionally

1 = Very satisfied

5 = Very dissatisfied

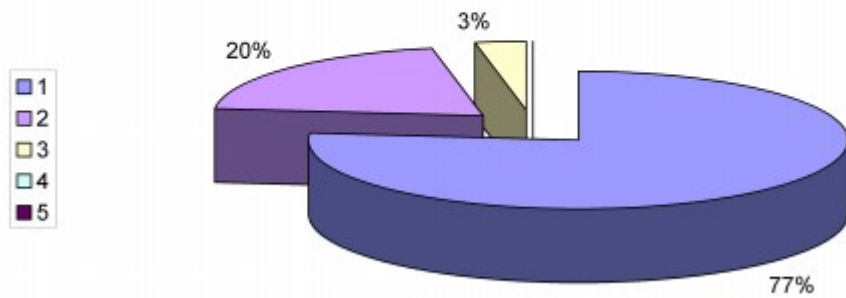


1st April 2010 - 30th June 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 4:
The overall service

1 = Very satisfied

5 = Very dissatisfied

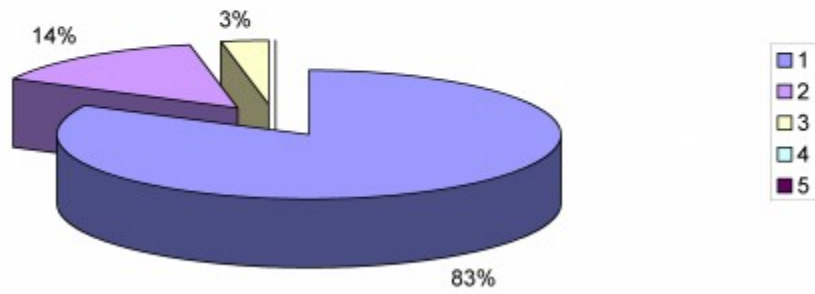


1st April 2010 - 30th June 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 5:
Response time to site visits

1 = Very satisfied

5 = Very dissatisfied



1st April 2010 - 30th June 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 6:
The attitude of Building Control Staff

1 = Very satisfied

5 = Very dissatisfied

