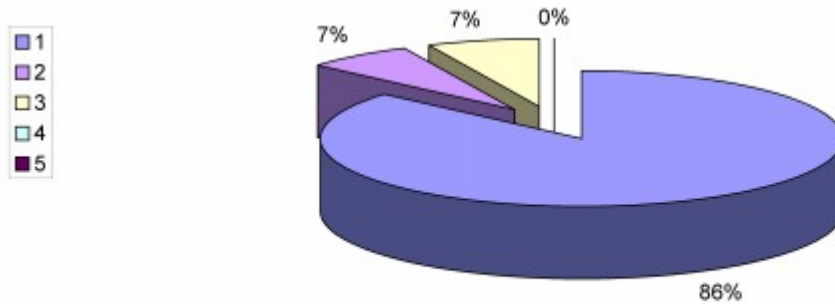


A total of surveys 45 were returned from 110 sent out between 1st April 2012 and 30th June 2012 (a return rate of 40.9%).

**1st April 2012 - 30th June 2012**  
**DOMESTIC & NON-DOMESTIC CUSTOMERS**

**Question 1:**  
**Added value to the finished product**

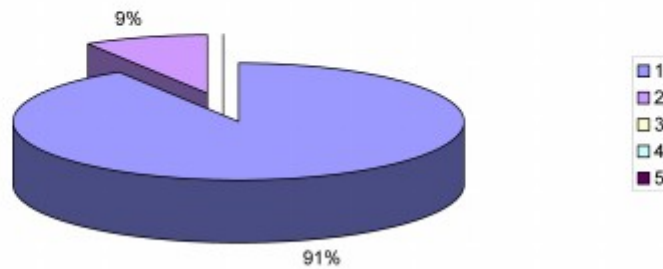
**1 = Very satisfied**      **5 = Very dissatisfied**



**1st April 2012 - 30th June 2012**  
**DOMESTIC & NON-DOMESTIC CUSTOMERS**

**Question 2:**  
**Being helpful and responsive to your needs**

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

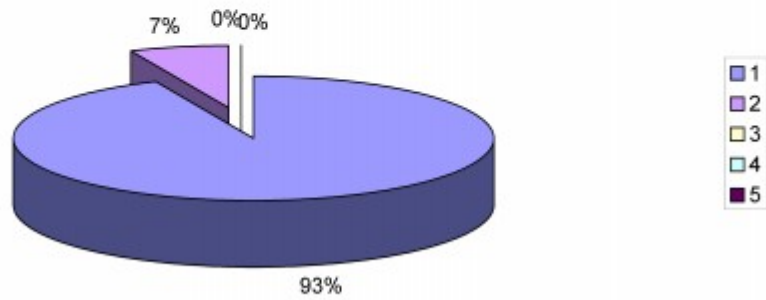


**1st April 2012 - 30th June 2012**  
**DOMESTIC & NON-DOMESTIC CUSTOMERS**

**Question 3:**  
**Applying the Building Regulations professionally**

**1 = Very satisfied**

**5 = Very dissatisfied**

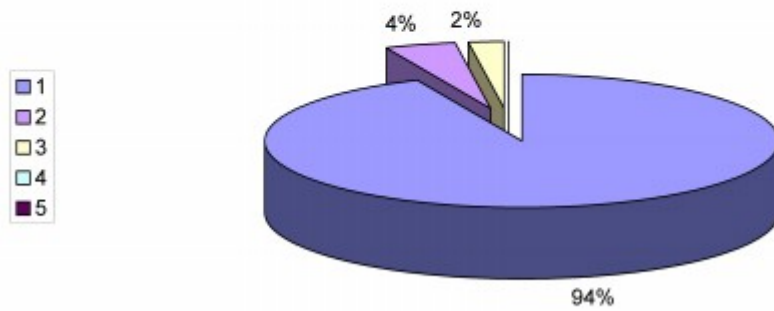


**1st April 2012 - 30th June 2012**  
**DOMESTIC & NON-DOMESTIC CUSTOMERS**

**Question 4:**  
**The overall service**

**1 = Very satisfied**

**5 = Very dissatisfied**

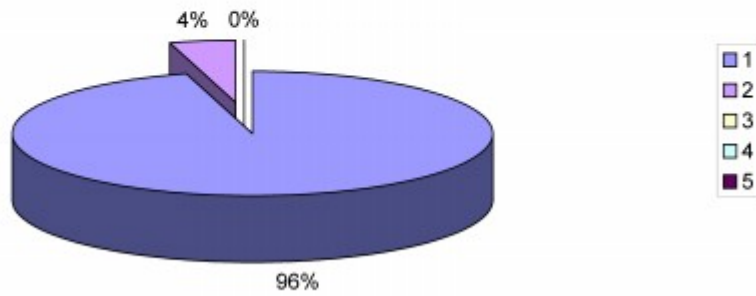


**1st April 2012 - 30th June 2012**  
**DOMESTIC & NON-DOMESTIC CUSTOMERS**

**Question 5:**  
**Response time to site visits**

**1 = Very satisfied**

**5 = Very dissatisfied**



**1st April 2012 - 30th June 2012**  
**DOMESTIC & NON-DOMESTIC CUSTOMERS**

**Question 6:**  
**The attitude of Building Control Staff**

**1 = Very satisfied**

**5 = Very dissatisfied**

