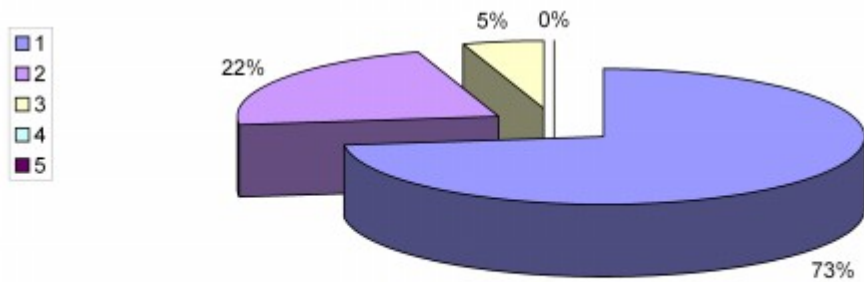


A total of 42 surveys were returned from 92 sent out between 1st July 2011 and 30th September 2011 (a return rate of 44.2%).

1st July 2011 - 30th September 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 1:
Added value to the finished product

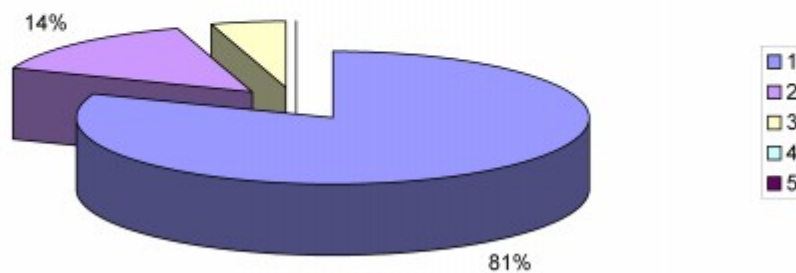
1 = Very satisfied **5 = Very dissatisfied**



1st July 2011 - 30th September 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 2:
Being helpful and responsive to your needs

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

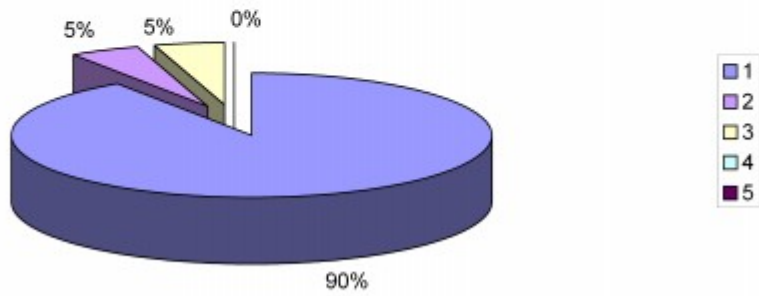


1st July 2011 - 30th September 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 3:
Applying the Building Regulations professionally

1 = Very satisfied

5 = Very dissatisfied

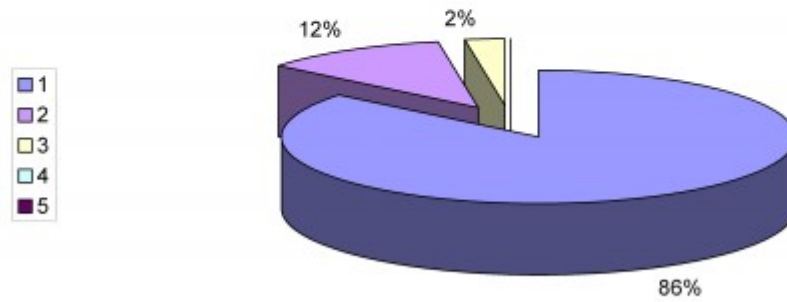


1st July 2011 - 30th September 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 4:
The overall service

1 = Very satisfied

5 = Very dissatisfied

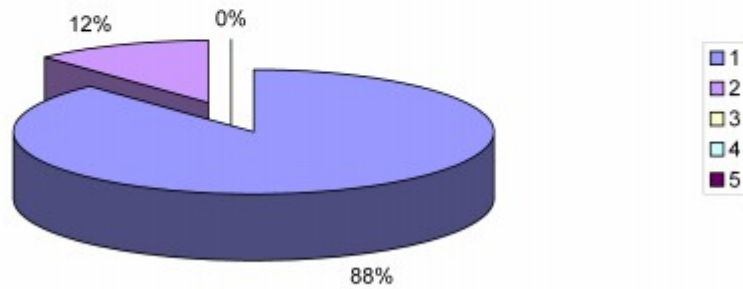


1st July 2011 - 30th September 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 5:
Response time to site visits

1 = Very satisfied

5 = Very dissatisfied



1st July 2011 - 30th September 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 6:
The attitude of Building Control Staff

1 = Very satisfied

5 = Very dissatisfied

