

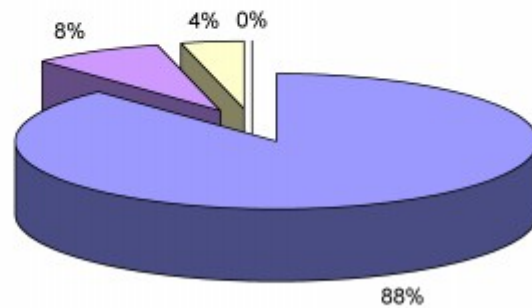
A total of surveys 50 were returned from 140 sent out between 1st July 2012 and 30th September 2012 (a return rate of 35.7%).

1st July 2012 - 30th September 2012
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 1:
Added value to the finished product

1 = Very satisfied

5 = Very dissatisfied

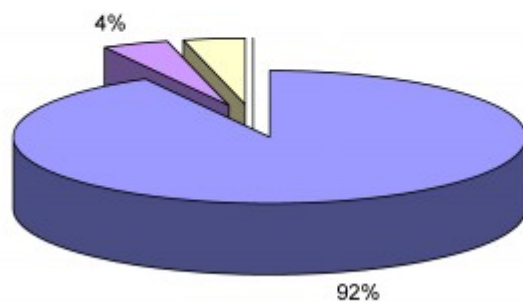


1st July 2012 - 30th September 2012
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 2:
Being helpful and responsive to your needs

1 = Very satisfied

5 = Very dissatisfied

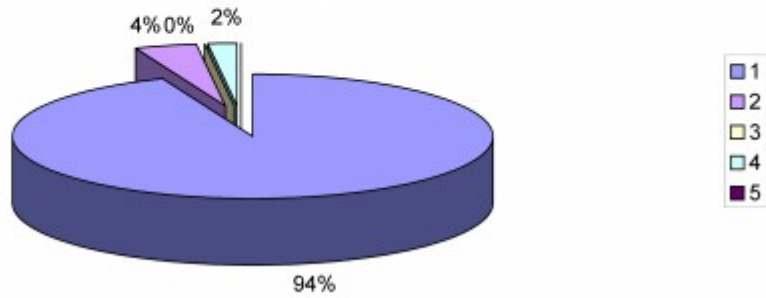


1st July 2012 - 30th September 2012
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 3:
Applying the Building Regulations professionally

1 = Very satisfied

5 = Very dissatisfied

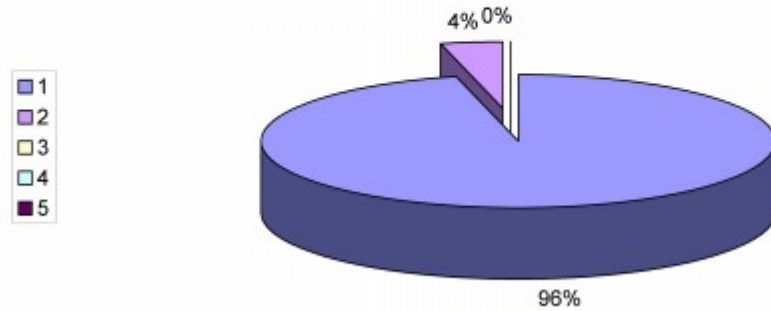


1st July 2012 - 30th September 2012
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 4:
The overall service

1 = Very satisfied

5 = Very dissatisfied

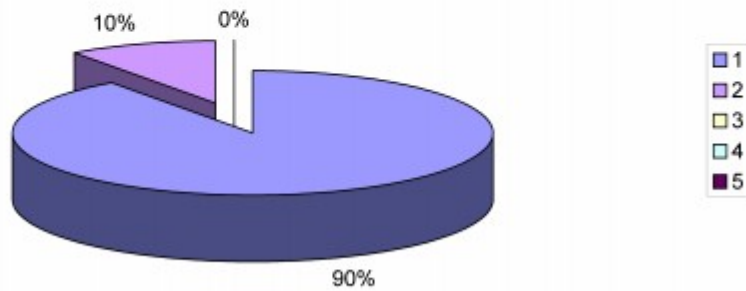


1st July 2012 - 30th September 2012
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 5:
Response time to site visits

1 = Very satisfied

5 = Very dissatisfied



1st July 2012 - 30th September 2012
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 6:
The attitude of Building Control Staff

1 = Very satisfied

5 = Very dissatisfied

