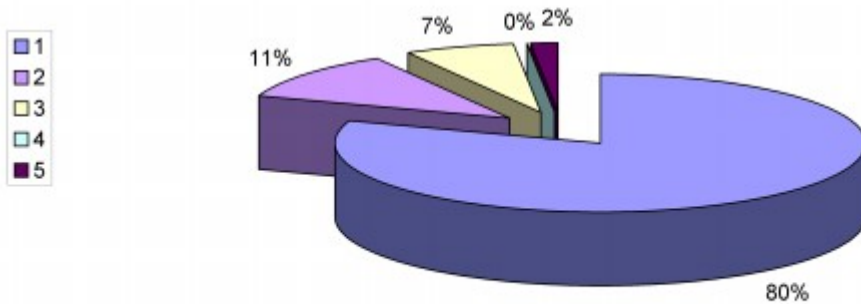


A total of 65 surveys were returned from 130 sent out between 1st October 2010 and 31st December 2010 (a return rate of 50%).

1st October 2010 - 31st December 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 1:
Added value to the finished product

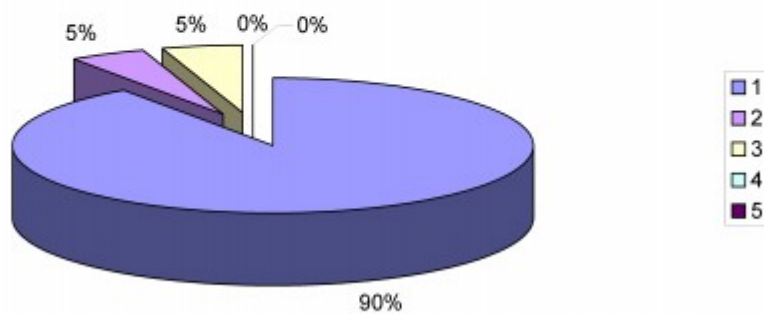
1 = Very satisfied **5 = Very dissatisfied**



1st October 2010 - 31st December 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 2:
Being helpful and responsive to your needs

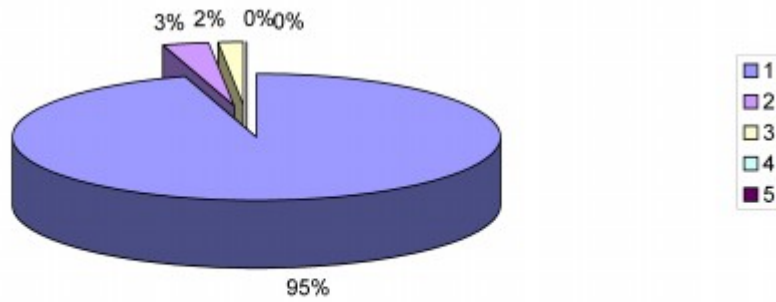
1 = Very satisfied **5 = Very dissatisfied**



1st October 2010 - 31st December 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 3:
Applying the Building Regulations professionally

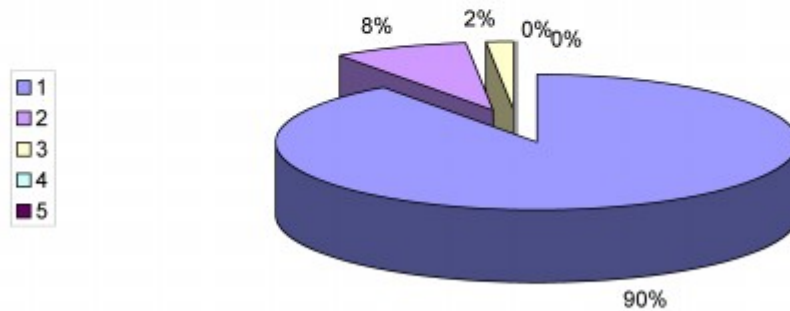
1 = Very satisfied **5 = Very dissatisfied**



1st October 2010 - 31st December 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 4:
The overall service

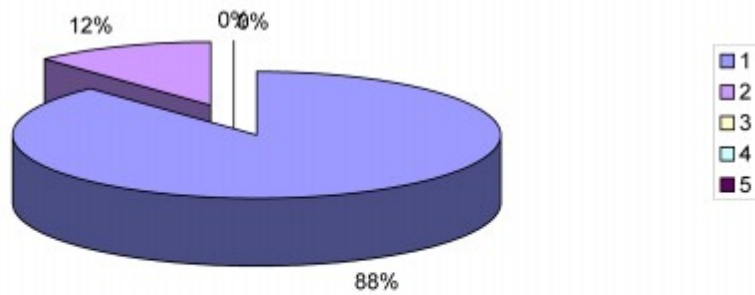
1 = Very satisfied **5 = Very dissatisfied**



1st October 2010 - 31st December 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 5:
Response time to site visits

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



1st October 2010 - 31st December 2010
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 6:
The attitude of Building Control Staff

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

