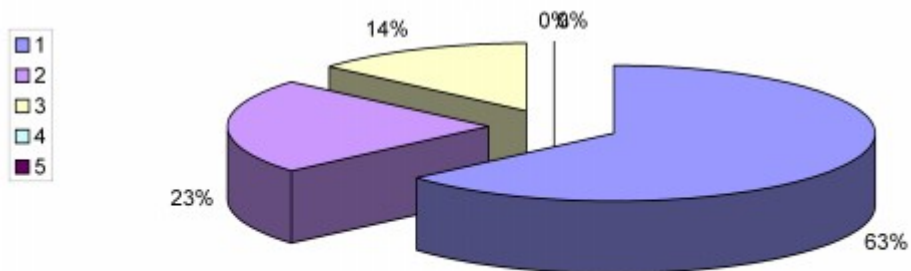


A total of surveys 46 were returned from 100 sent out between 1st October 2011 and 31st December 2011(a return rate of 46%).

1st October 2011 - 31st December 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 1:
Added value to the finished product

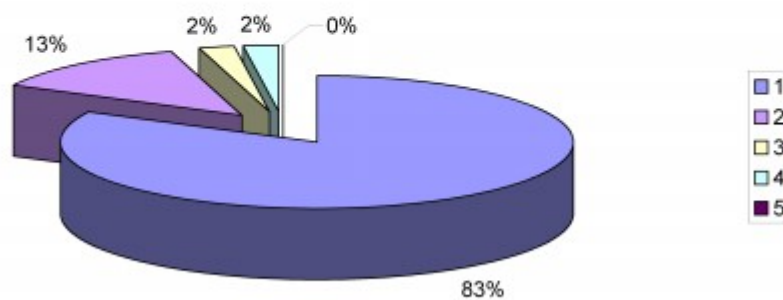
1 = Very satisfied **5 = Very dissatisfied**



1st October 2011 - 31st December 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 2:
Being helpful and responsive to your needs

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

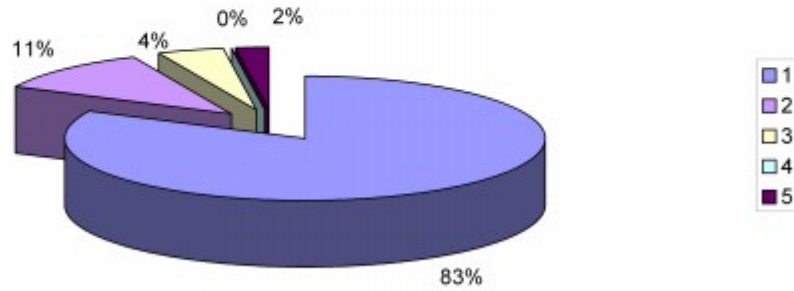


1st October 2011 - 31st December 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 3:
Applying the Building Regulations professionally

1 = Very satisfied

5 = Very dissatisfied

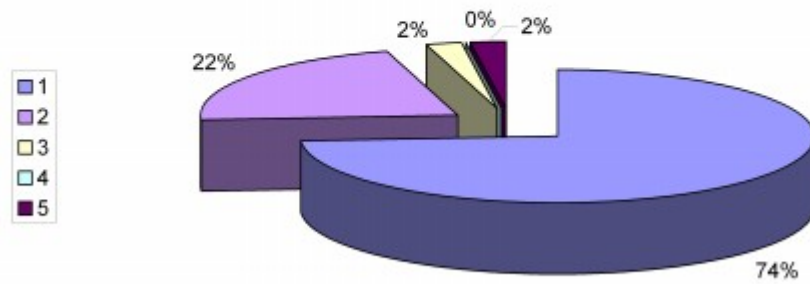


1st October 2011 - 31st December 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 4:
The overall service

1 = Very satisfied

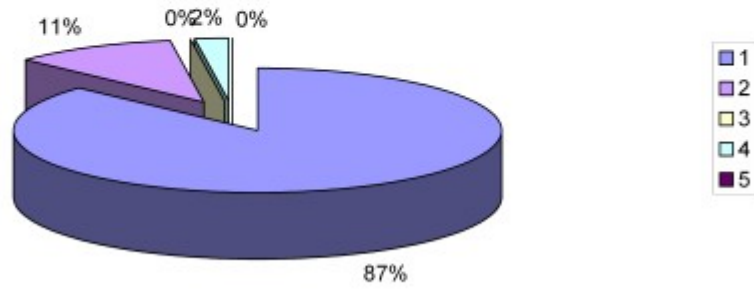
5 = Very dissatisfied



1st October 2011 - 31st December 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 5:
Response time to site visits

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



1st October 2011 - 31st December 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 6:
The attitude of Building Control Staff

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

