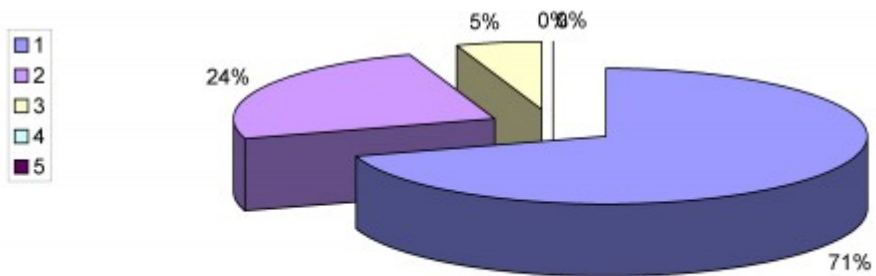


A total of 72 surveys were returned from 107 sent out between 1st January 2011 and 31st March 2011 (a return rate of 67.3%).

1st January 2011 - 31st March 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 1:
Added value to the finished product

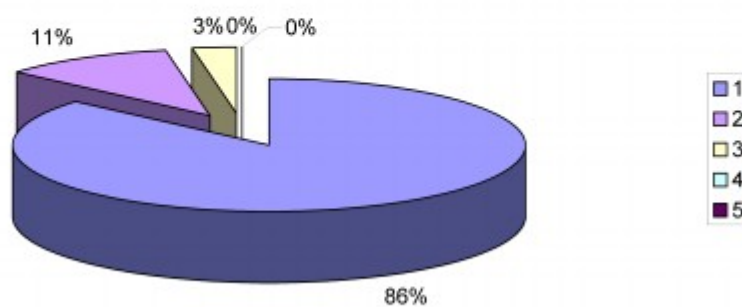
1 = Very satisfied **5 = Very dissatisfied**



1st January 2011 - 31st March 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 2:
Being helpful and responsive to your needs

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

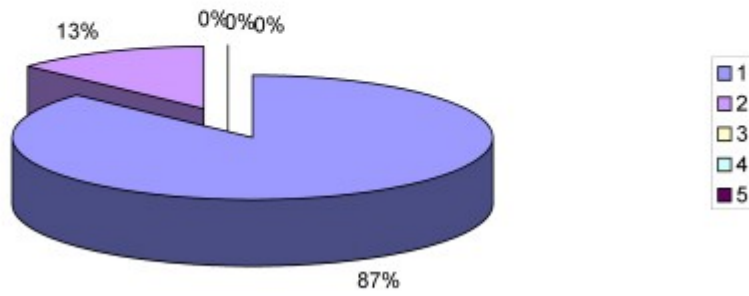


1st January 2011 - 31st March 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 3:
Applying the Building Regulations professionally

1 = Very satisfied

5 = Very dissatisfied

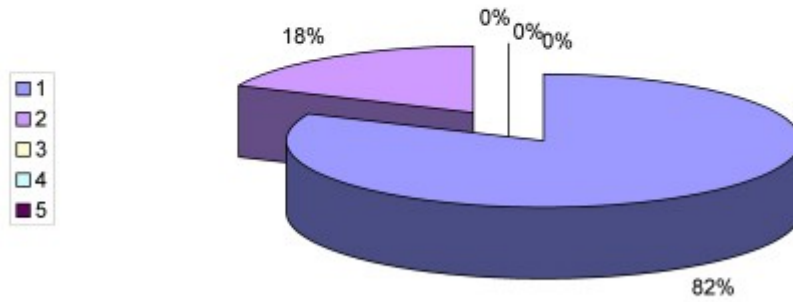


1st January 2011 - 31st March 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 4:
The overall service

1 = Very satisfied

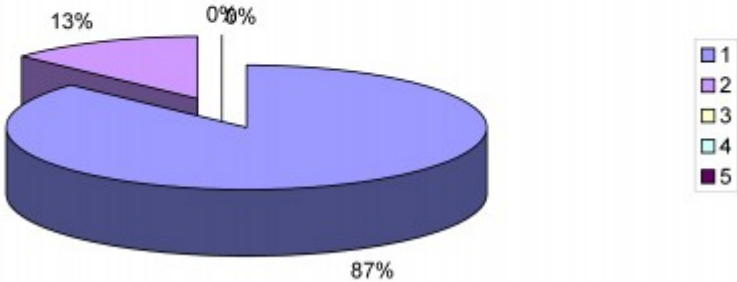
5 = Very dissatisfied



1st January 2011 - 31st March 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 5:
Response time to site visits

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



1st January 2011 - 31st March 2011
DOMESTIC & NON-DOMESTIC CUSTOMERS

Question 6:
The attitude of Building Control Staff

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

