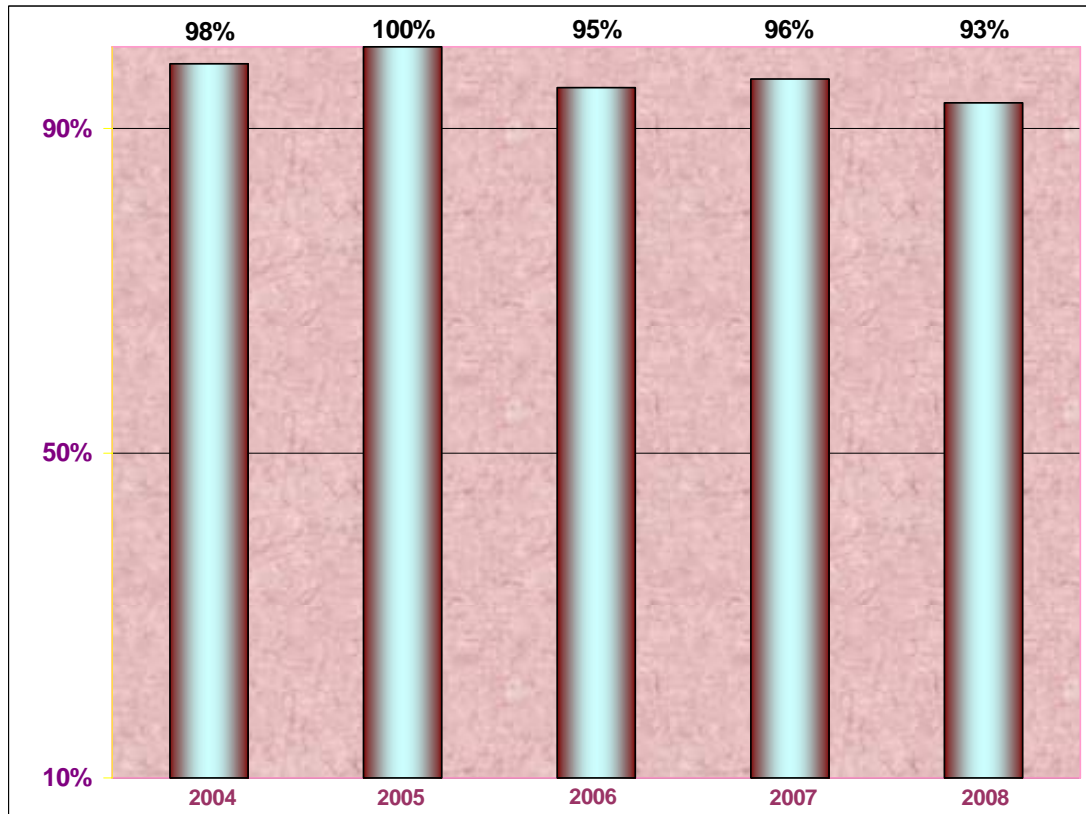


Building Control Service

Customer satisfaction ratings questionnaire results 2004 – 2008



Customer comments:

'Excellent service'

'Absolutely superb. You exceeded my expectations with your straightforward and speedy approach. Thank you'

'Very good service'

'Extremely pleased with the firm but fair advice from our case officer, he couldn't have been more helpful'

'I found the whole experience more than adequate in every way'