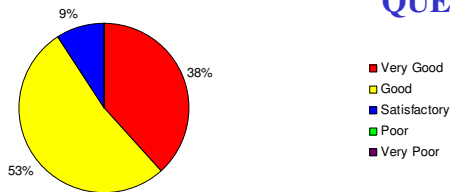


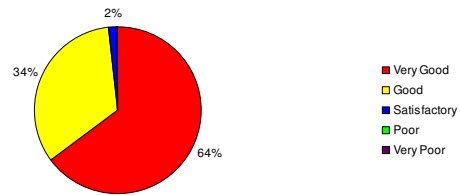


**LISBURN CITY COUNCIL
BUILDING CONTROL SERVICE
AWARENESS CLINICS
14TH JANUARY 2010
QUESTIONNAIRE RESULTS**

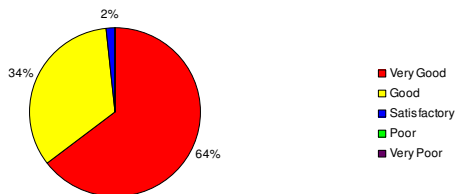
Quality of Service



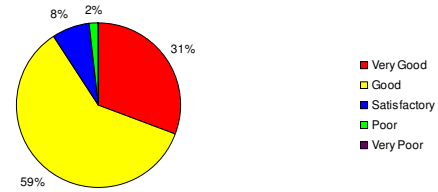
Quality of Advice Offered



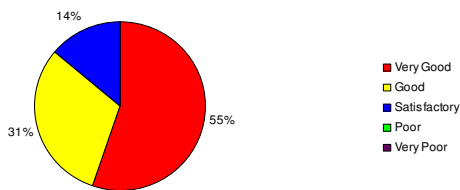
Professionalism of Staff



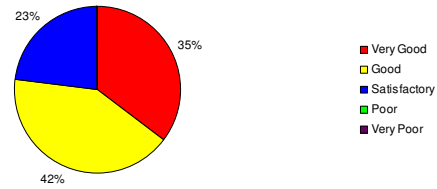
Timeliness of service



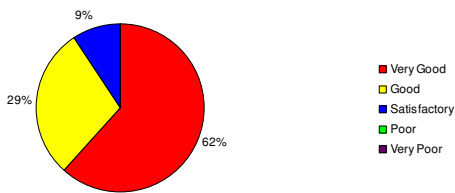
Helpfulness of Staff



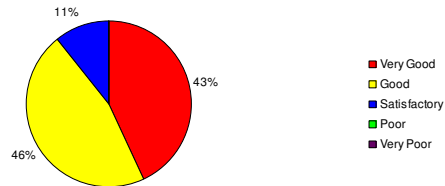
Access to Information



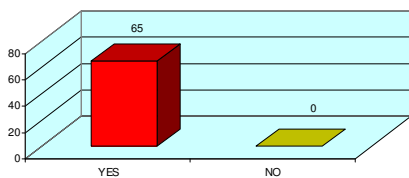
Attitude of Staff



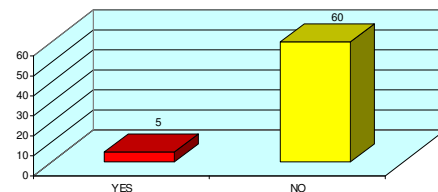
Information: Ease of Understanding



Did you always feel that you were treated fairly by our staff?



Were you aware of our alternative format forms and leaflets such as larger font size / Braille etc?



Are you aware of our Building Control Web-site?

