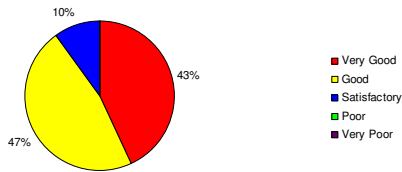




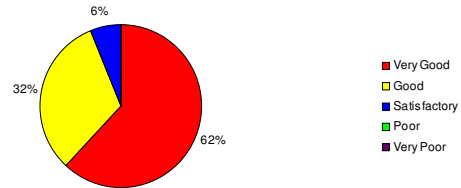
**LISBURN
CITY COUNCIL**

**LISBURN CITY COUNCIL
BUILDING CONTROL SERVICE
COMMUNITY GROUP FORUM
3RD DECEMBER 2009
QUESTIONNAIRE RESULTS**

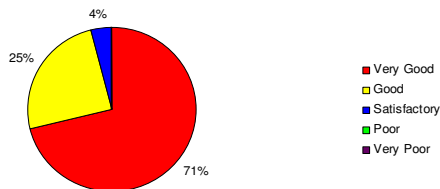
Quality of Service



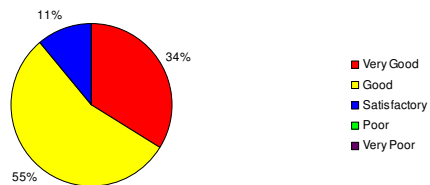
Quality of Advice Offered



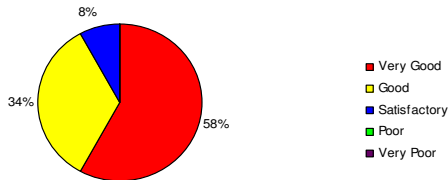
Professionalism of Staff



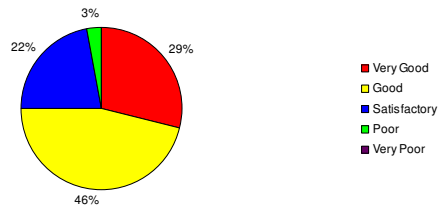
Timeliness of Communication



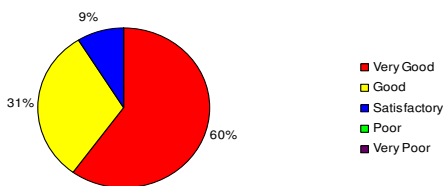
Helpfulness of Staff



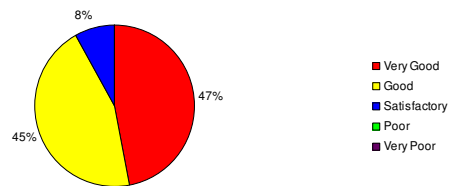
Overall Value for Money



Attitude of Staff



Fairness and Equality of Treatment



Overall Satisfaction Rating

