

## BUILDING CONTROL SERVICES : CUSTOMER FEEDBACK QUESTIONNAIRE

### SUMMARY OF RESULTS : AUTUMN 2009 : (35% Return Rate)

We wish to assess whether or not your needs are being met and to ensure a value for money service is provided. We would appreciate it if you could complete this questionnaire and return it in the pre-paid envelope provided. (Please tick the appropriate box.)

1. Being helpful and responsive to your needs

Very Satisfied	91%
Fairly Satisfied	9%
Neither	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>
Very Dissatisfied	<input type="checkbox"/>

2. Applying the Building Regulations professionally

Very Satisfied	89%
Fairly Satisfied	11%
Neither	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>
Very Dissatisfied	<input type="checkbox"/>

3. Added value to the finished product \*

Very Satisfied	71%
Fairly Satisfied	19%
Neither	10%
Fairly Dissatisfied	<input type="checkbox"/>
Very Dissatisfied	<input type="checkbox"/>

\* Not all returns answered this section

4. The overall service

Very Satisfied	86%
Fairly Satisfied	14%
Neither	<input type="checkbox"/>
Fairly Dissatisfied	<input type="checkbox"/>
Very Dissatisfied	<input type="checkbox"/>

5. Did any action of our Building Control Surveyors deserve particular praise/cause you concern during the carrying out of your project?

Excellent advice and service  
 Particularly helpful  
 First Class  
 Very helpful advice  
 Good service  
 Good sound advice  
 Open and honest discussions  
 Very helpful  
 Excellent  
 Praise  
 Very helpful and imaginative  
 Excellent service all round  
 Excellent solutions to unusual problems  
 Help prior to application  
 Response to visit requests very good  
 Very positive attitude  
 Very professional  
 Proactive in a timely manner  
 Good job all round  
 Improved outcome of scheme and very accommodating

6. What further improvements in service delivery do you consider our Building Control Surveyors should offer?

Advice on CDM  
 Prepare agenda prior to meeting  
 Very happy with service  
 Keep up the good work  
 Telephone to discuss defects in submitted details  
 Keep it up  
 Receptionist able to book appointments effectively  
 Monthly phone call updating any issues  
 Full Building Regulation fee payable at time of submission  
 CPD updates

Please tick box and complete the above section if you wish to receive a summary of the survey

## BUILDING CONTROL SERVICES : CUSTOMER FEEDBACK QUESTIONNAIRE

### FEEDBACK 2009

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1. Being helpful and responsive to your needs

Very Satisfied	<input type="text" value="32"/>
Fairly Satisfied	<input type="text" value="3"/>
Neither	<input type="text"/>
Fairly Dissatisfied	<input type="text"/>
Very Dissatisfied	<input type="text"/>

2. Applying the Building Regulations professionally

Very Satisfied	<input type="text" value="31"/>
Fairly Satisfied	<input type="text" value="4"/>
Neither	<input type="text"/>
Fairly Dissatisfied	<input type="text"/>
Very Dissatisfied	<input type="text"/>

3. Added value to the finished product \*

Very Satisfied	<input type="text" value="22"/>
Fairly Satisfied	<input type="text" value="6"/>
Neither	<input type="text" value="3"/>
Fairly Dissatisfied	<input type="text"/>
Very Dissatisfied	<input type="text"/>

\* Not all returns answered this section

4. The overall service

Very Satisfied	<input type="text" value="30"/>
Fairly Satisfied	<input type="text" value="5"/>
Neither	<input type="text"/>
Fairly Dissatisfied	<input type="text"/>
Very Dissatisfied	<input type="text"/>

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