

Building Control Customer Survey to 31st July 2007

SUBJECT	COMMENTS					
Number of responses received	86					
How did you first contact Building Control	Telephone	50.5%				
	Writing e-mail	1.25%				
	At First Stop Reception	1.25%				
	Writing Post	7.5%				
	Submitted an application	34.5%				
	Council contacted you	3.75%				
	Other Reason	1.25 %				
How easy was it to contact Building Control Division or a specific member of staff	Very easy	Fairly easy	Neither	Fairly difficult	Very Difficult	
	84.5%	13.5%	00.00%	2.00%	00.00%	
How satisfied or dissatisfied were you with	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	None of these
The politeness of staff	88.75%	8.75%	1.25%	1.25%	0.00%	0.00%
The helpfulness of staff	91.0%	5.25%	1.25%	2.50%	0.00%	0.00%
The time taken to respond to initial request	86.0%	10.25%	2.50%	1.25%	0.00%	0.00%
Being kept informed of progress/outcome	73.0%	18.25%	7.50%	1.25%	0.00%	0.00%
The quality of the information	85.75%	11.75%	1.25%	1.25%	0.00%	0.00%
The accuracy of the information given	82.25%	15.25%	1.25%	0.00%	1.25%	0.00%
How satisfied were you with the service provided	90.00%	6.25%	2.5%	1.25%	0.00%	0.00%
Did we meet the standards specified in our customer charter "Our Promise to You"	Yes		No	Have Not Seen It		
	78.5%		0.00%	21.5%		
Would you consider the surveyor who visited your building works to be:	Professional	78%		Polite	56%	
	Knowledgeable	67%		Co-operative	49%	
	Helpful	60%		Fair	36%	
	Difficult	1.%		Strict	13%	
	Over Critical	2.25%		Punctual	57%	
Are you aware of the procedure to make a comment or complaint	Yes			No		
	53.5%			46.5%		
Do you think our services are value for money	Yes		No	Don't know		
	85.5%		13%	1.5%		