

Building Control Customer Survey to 31st January 2008

SUBJECT	COMMENTS					
Number of responses received	73					
How did you first contact Building Control	Telephone	55.5%				
	Writing e-mail	1.5%				
	At First Stop Reception	1.5%				
	Writing Post	7.0%				
	Submitted an application	25.0%				
	Council contacted you	0.00%				
	Other Reason	4.0%				
How easy was it to contact Building Control Division or a specific member of staff	Very easy	Fairly easy	Neither	Fairly difficult	Very Difficult	
	64.5%	29.0%	4.5%	2.0%	0.00%	
How satisfied or dissatisfied were you with	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	None of these
The politeness of staff	89.0%	11.0%	0.00%	0.00%	0.00%	0.00%
The helpfulness of staff	89.0%	11.0%	0.00%	0.00%	0.00%	0.00%
The time taken to respond to initial request	80.0%	17.0%	3.00%	0.00%	0.00%	0.00%
Being kept informed of progress/outcome	71.50%	24.0%	4.50%	0.00%	0.00%	0.00%
The quality of the information	80.50%	13.50%	4.50%	1.50%	0.00%	0.00%
The accuracy of the information given	76.00%	18.00%	4.50%	1.50%	0.00%	0.00%
How satisfied were you with the service provided	86.50%	13.50%	0.00%	0.00%	0.00%	0.00%
Did we meet the standards specified in our customer charter "Our Promise to You"	Yes	No	Have Not Seen It			
	75.00%	2.50%	22.50%			
Would you consider the surveyor who visited your building works to be:	Professional	83.5%	Polite	64.0%		
	Knowledgeable	54.5%	Co-operative	50.5%		
	Helpful	63.0%	Fair	26.0%		
	Difficult	0.00%	Strict	2.50%		
	Over Critical	0.00%	Punctual	49.0%		
Are you aware of the procedure to make a comment or complaint	Yes	No				
	47.50%	52.50%				
Do you think our services are value for money	Yes	No	Don't know			
	77.50%	22.50%	0.00%			