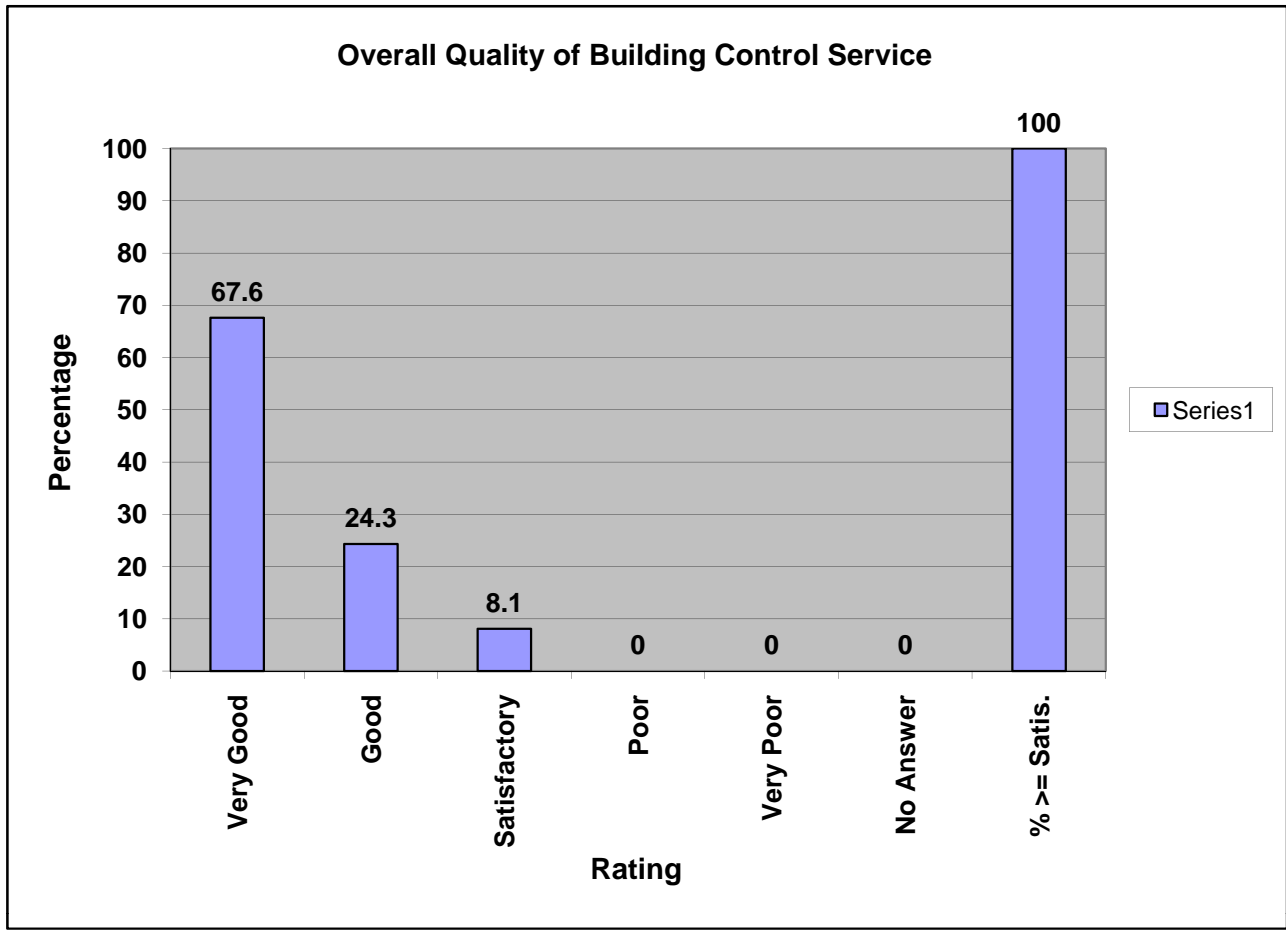
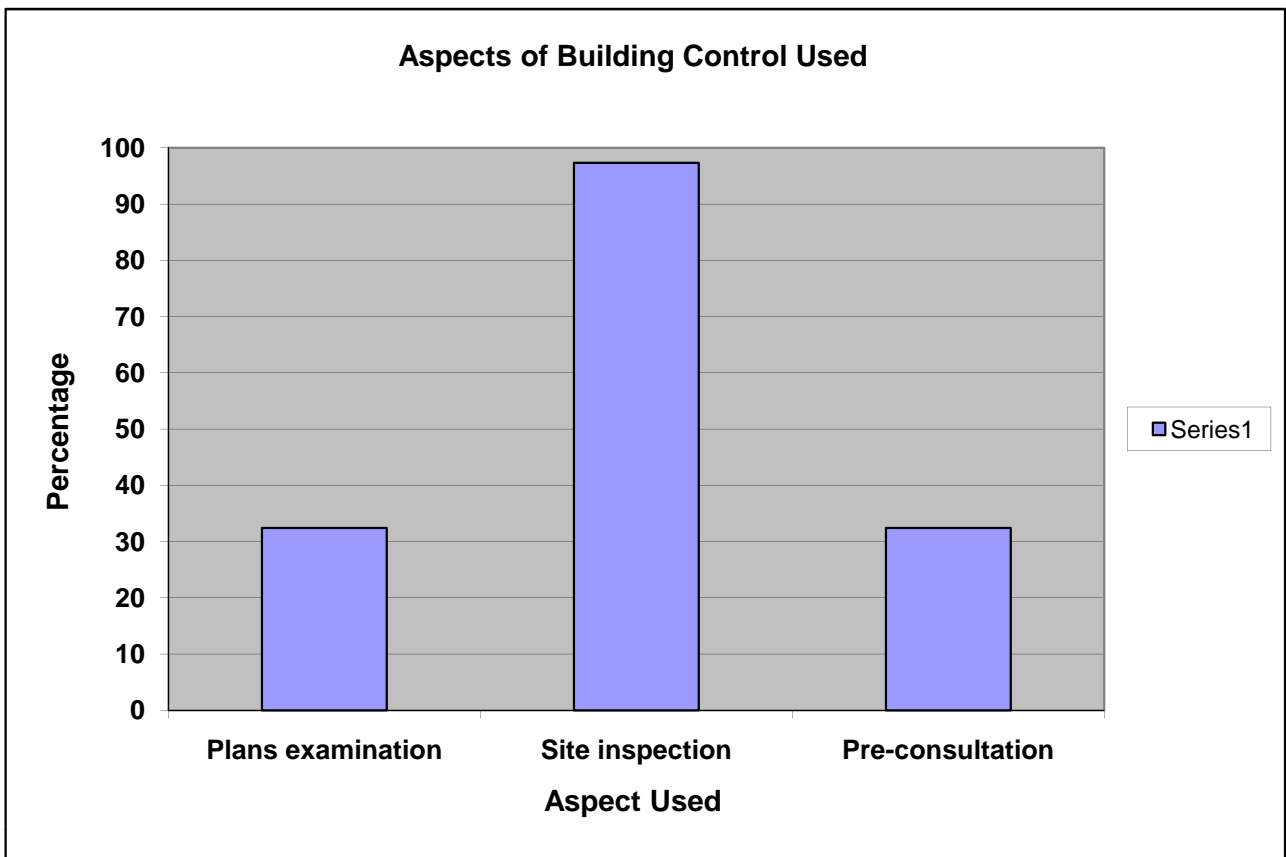
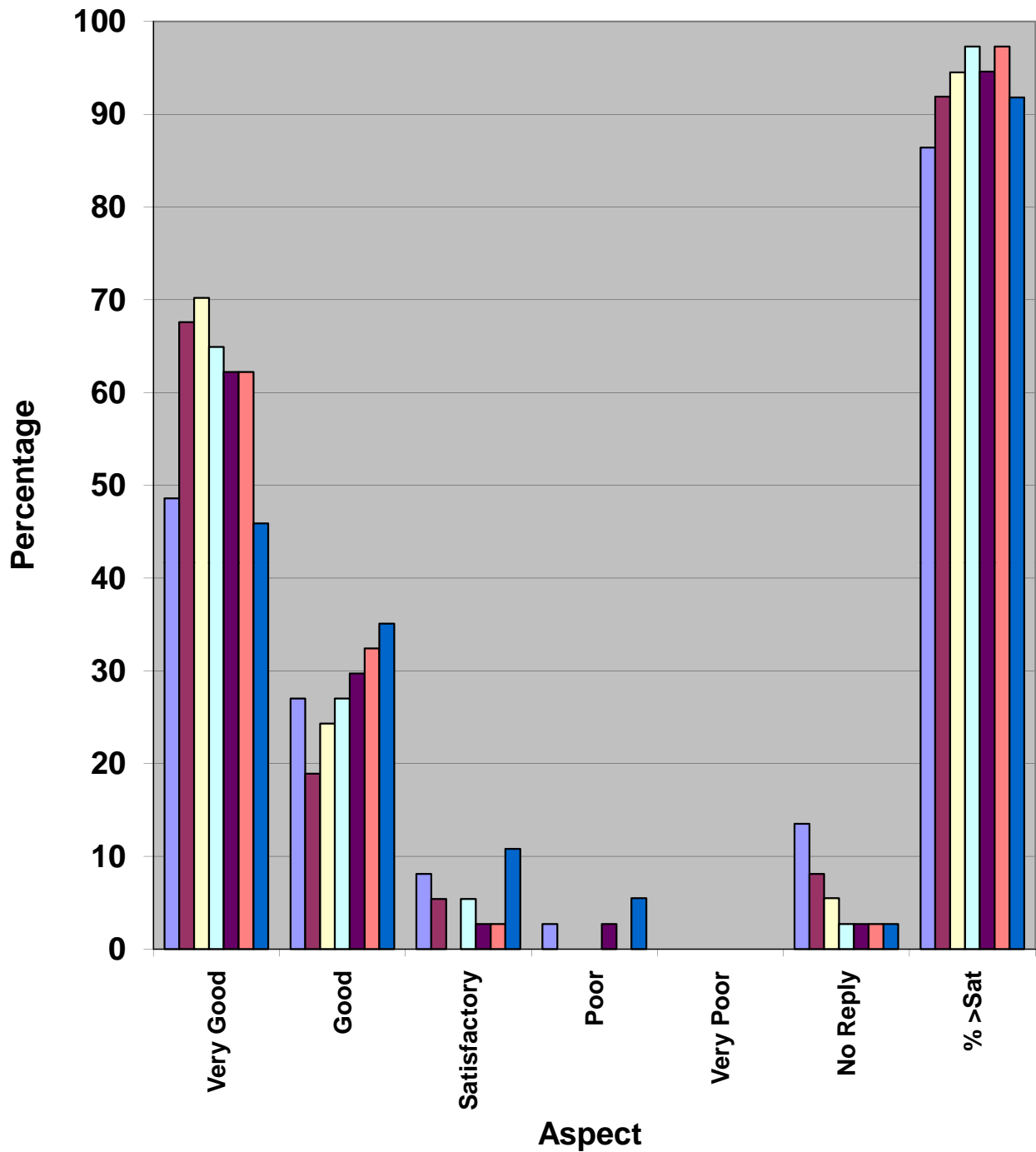


BUILDING CONTROL QUARERLY CUSTOMER SURVEY

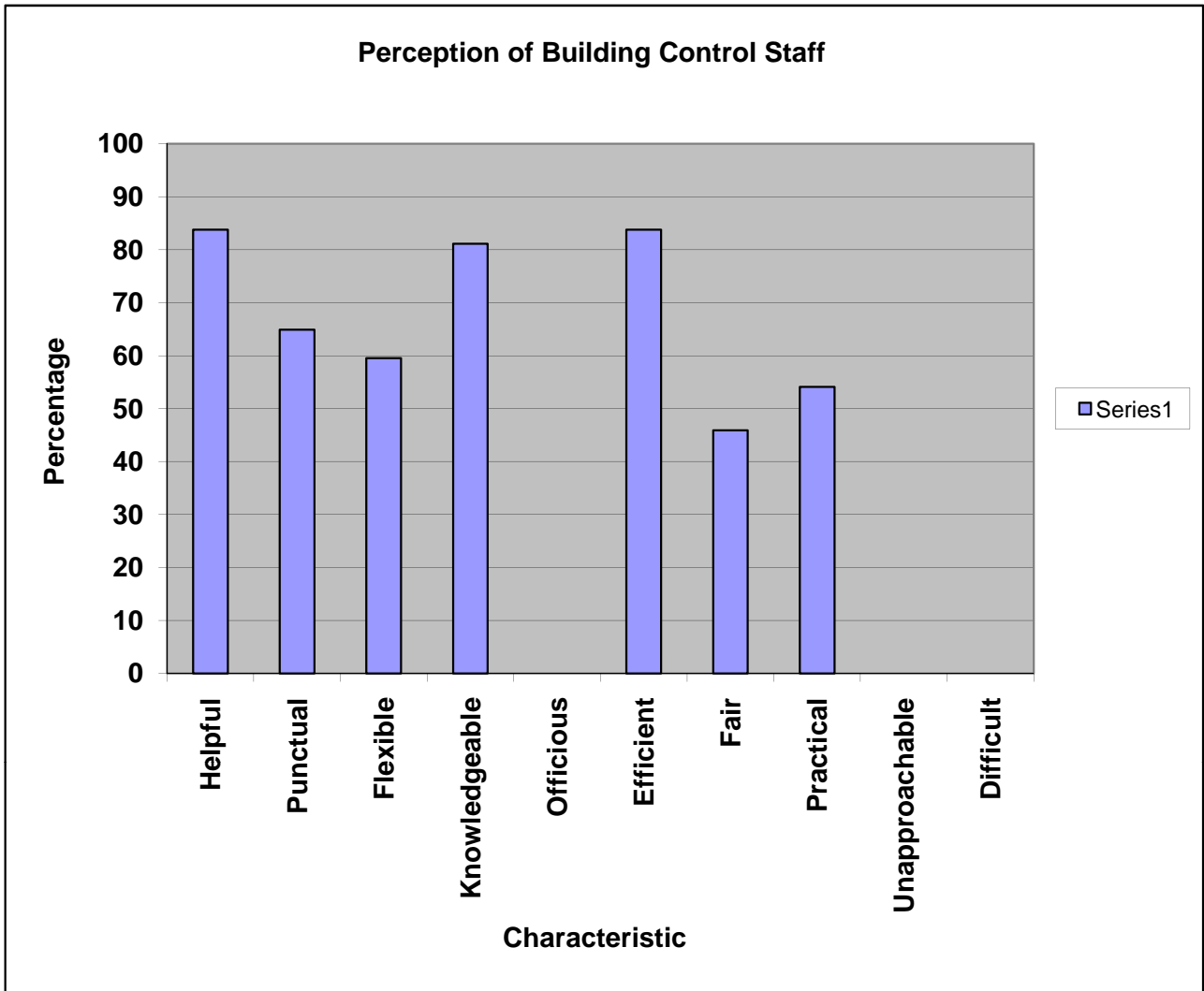
Results for the Period 01 January 2010 to 31 March 2010



How Do Customers Rate Aspects of the Service?



- Pre Application Advice
 Availability of Staff
 Attitude of Staff
- Number of Inspections
 Quality of Inspections
 Knowledge/Experience
- Value for Money



CUSTOMER COMMENTS FOR THE PERIOD 01 OCTOBER 2009 TO 31 DECEMBER 2009

- 7 Staff have always been helpful and polite
- 8 Clint (Building Inspector) was very good. Office staff I contacted weren't very helpful. Came in to Council offices to deliver form and reception staff didn't know what it was or what to do with it. (Note: Score changed to satisfactory as comment has nothing to do with Building Control.)
- 9 All Building Control Staff are always helpful either on site or for advice at the end of a phone.
- 10 Would have no problem in dealing with them again
- 14 All my questions were answered in an efficient and clear way
- 25 Building Control Officer made the building of our extension a lot less stressful by his friendly fair and helpful approach. A credit to your service. Reference the ethnic and religion questions -"I find this type of question offensive"
- 26 Fantastic service as always
- 30 Request for payment sounded more like a demand than a pleasant please (relates to finance invoice - not BC)
- 36 All inspections carried out on or day after request which was very surprising