

CUSTOMER SURVEY ON THE BUILDING CONTROL INSPECTION SERVICE

To aid us in improving our Building Control Service to you, I would be obliged if you could answer the following questions by circling the appropriate number which represents your views and return the questionnaire by post to **City of Durham, Building Control, 17 Claypath, Durham, DH1 1RH** or alternatively via e-mail on buildingcontrol@durhamcity.gov.uk

Thank you for your co-operation.

1 EXCELLENT 2 VERY GOOD 3 GOOD 4 AVERAGE 5 POOR 6 VERY POOR

	E	VG	G	A	P	VP
1. How satisfied were you at the ease of contacting Building Control to make arrangements for inspections?	1	2	3	4	5	6
2. Were the inspections carried out at a convenient time?	1	2	3	4	5	6
3. How satisfied were you with the Building Control Surveyor in the following areas?:-						
a) Helpfulness, fairness and sensitivity	1	2	3	4	5	6
b) Punctuality	1	2	3	4	5	6
c) Politeness	1	2	3	4	5	6
d) Presentation	1	2	3	4	5	6
4. How satisfied were you with the quality of advice given and professionalism of the Building Control Surveyor?	1	2	3	4	5	6
5. Did the Building Control Surveyor identify himself?	YES/NO					
6. Was the Inspection Pack useful?	YES/NO					
7. How do you consider the overall service to be?	1	2	3	4	5	6
8. Do you feel that you have received value for money?	YES/NO					
9. Do you feel that the service could be improved? If Yes, how? (Please comment on reverse side)	YES/NO					
10. As part of Best Value we have set up a Focus Group. Would you be interested in being a Member of the Group? If Yes, please fill in the name and address section on the reverse side.	YES/NO					

Comments

All comments will be treated confidentially.

Name: -----
Address: -----

Telephone: ----- E-Mail -----

If you require a reply to your comments, please tick the box.