



Boston Borough Council's Building Control Survey Customer Care Questionnaire

1 What aspects of the Building Control Service have you come into contact with?

Pre-Application Advice 50% Site Inspections 100% Submit Applications 83%

2 Did you use an architect/designer for your scheme?

Yes 83% No 17%

3 Did you engage a builder to carry out the work?

Yes 67% No 33%

4 How would you rate the following aspects of the service?

| | Very Good | Good | Satisfactory | Poor | Very Poor | Not Applicable |
|---|-----------|------|--------------|------|-----------|----------------|
| Advice given prior to application | 50% | 17% | 17% | 0% | 0% | 17% |
| Availability of staff | 83% | 17% | 0% | 0% | 0% | 0% |
| Attitude of staff | 100% | 0% | 0% | 0% | 0% | 0% |
| Number of inspections carried out | 67% | 33% | 0% | 0% | 0% | 0% |
| Quality of site inspection | 100% | 0% | 0% | 0% | 0% | 0% |
| Speed of response time to site visits | 100% | 0% | 0% | 0% | 0% | 0% |
| Quality and speed of plan checking | 100% | 0% | 0% | 0% | 0% | 0% |
| Local Knowledge and experience | 83% | 0% | 0% | 0% | 0% | 17% |
| Ease of contacting Officers | 100% | 0% | 0% | 0% | 0% | 0% |
| How satisfied are you with the overall service you received | 100% | 0% | 0% | 0% | 0% | 0% |

5 When dealing with Building Control Staff do you find them:

| | | | | | |
|-----------|------|---------------|------|----------------|----|
| Helpful | 83% | Flexible | 67% | Officious | 0% |
| Efficient | 100% | Practical | 100% | Unapproachable | 0% |
| Punctual | 83% | Knowledgeable | 83% | | |
| Fair | 50% | Difficult | 0% | | |

6 How would you describe the overall quality of service?

| | | | |
|--------------|------|-----------|----|
| Very Good | 100% | Poor | 0% |
| Good | 0% | Very Poor | 0% |
| Satisfactory | 0% | | |

7 If you have any comments regarding the service you received then please write below.

100%

Thank you for taking the time to complete this questionnaire. If you require any assistance or require a response to any of your comments then please contact the Building Control Team by telephone on 01205 314295 or email: buildingcontrol@boston.gov.uk



**Boston Borough Council's Building Control Survey
Customer Care Questionnaire**

1 What aspects of the Building Control Service have you come into contact with?

Pre-Application Advice 3 Site Inspections 6 Submit Applications 5

2 Did you use an architect/designer for your scheme?

Yes 5 No 1

3 Did you engage a builder to carry out the work?

Yes 4 No 2

4 How would you rate the following aspects of the service?

| | Very Good | Good | Satisfactory | Poor | Very Poor | Not Applicable |
|---|-----------|------|--------------|------|-----------|----------------|
| Advice given prior to application | 3 | 1 | 1 | 0 | 0 | 1 |
| Availability of staff | 5 | 1 | 0 | 0 | 0 | 0 |
| Attitude of staff | 6 | 0 | 0 | 0 | 0 | 0 |
| Number of inspections carried out | 4 | 2 | 0 | 0 | 0 | 0 |
| Quality of site inspection | 6 | 0 | 0 | 0 | 0 | 0 |
| Speed of response time to site visits | 6 | 0 | 0 | 0 | 0 | 0 |
| Quality and speed of plan checking | 6 | 0 | 0 | 0 | 0 | 0 |
| Local Knowledge and experience | 5 | 0 | 0 | 0 | 0 | 1 |
| Ease of contacting Officers | 6 | 0 | 0 | 0 | 0 | 0 |
| How satisfied are you with the overall service you received | 6 | 0 | 0 | 0 | 0 | 0 |

5 When dealing with Building Control Staff do you find them:

| | | | | | |
|-----------|---|---------------|---|----------------|---|
| Helpful | 5 | Flexible | 4 | Officious | 0 |
| Efficient | 6 | Practical | 6 | Unapproachable | 0 |
| Punctual | 5 | Knowledgeable | 5 | | |
| Fair | 3 | Difficult | 0 | | |

6 How would you describe the overall quality of service?

| | | | |
|--------------|---|-----------|---|
| Very Good | 6 | Poor | 0 |
| Good | 0 | Very Poor | 0 |
| Satisfactory | 0 | | |

7 If you have any comments regarding the service you received then please write below.

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Thank you for taking the time to complete this questionnaire. If you require any assistance or require a response to any of your comments then please contact the Building Control Team by telephone on 01205 314295 or email: buildingcontrol@boston.gov.uk

Comments

Question 7 - If you have any comments regarding the service you received then please write below

First rate service - well done all

The service received was highly professional and informative. The officers were approachable and accommodating.

Excellent