

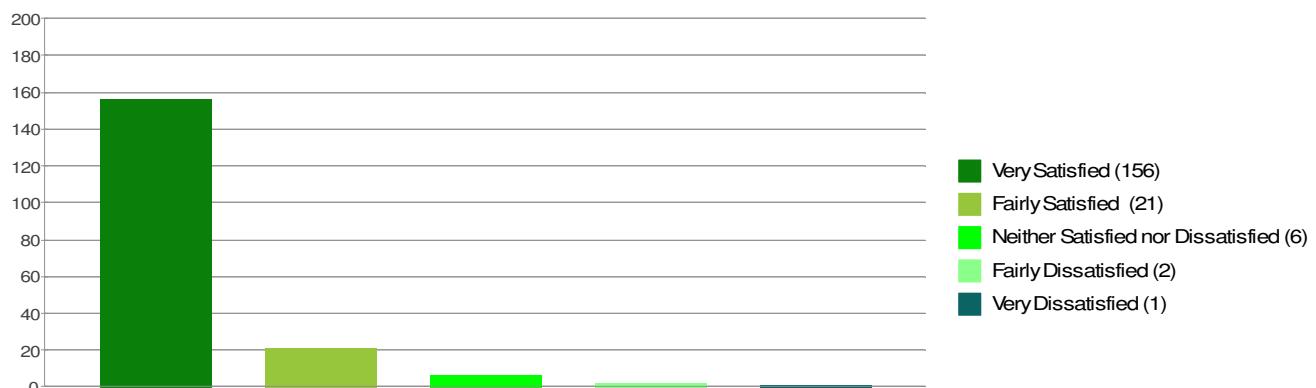


2017-18 Service Delivery Questionnaire

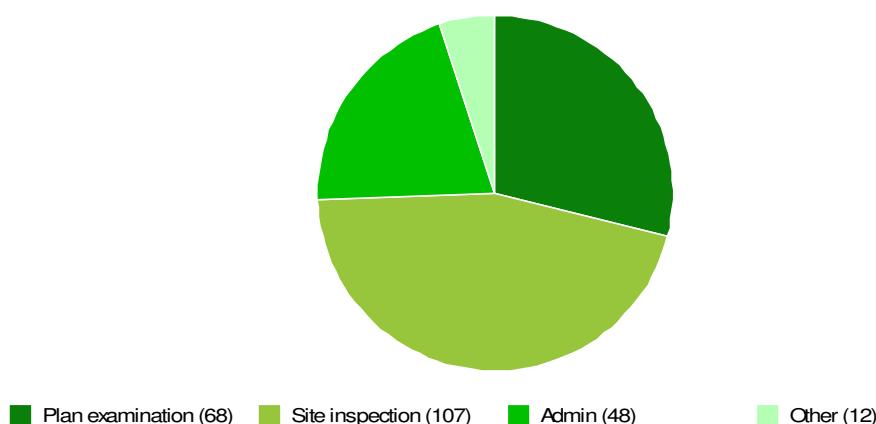
This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2017 to 31 March 2018.

A total of 186 responses were received during this period.

1. What was your initial impression of the Building Control Service?



2. As a user of the service, what areas did you come into contact with? (Tick all that apply)



2a. If Other, please specify

Just the online application and a telephone conversation with the office

Copy of completion certificate

As a householder who prepared my own plans based on the departments advice and comments.

Site and Admin There are more boxes than options!

property owner

Site inspection

Questions asked prior to commencement

Advice

Until this request I have not had personal contact

Final inspection only (sign off)

Owner and self builder

House holder

None

PHONE ADVICE FROM PLANNING OFFICER

Request for duplicate Certificate

Site inspection

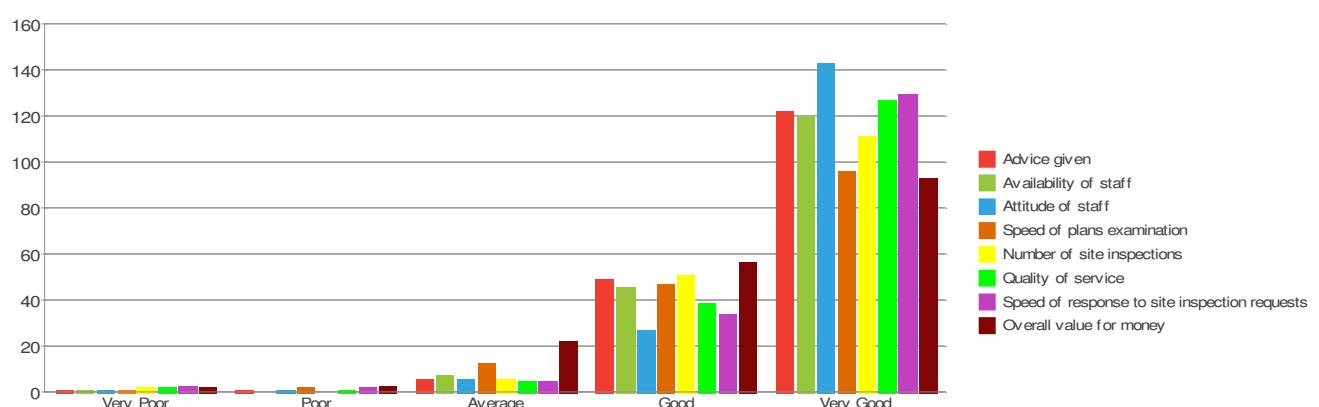
Home owner of new build so meeting building inspector

Regularisation for a stove

No contact at all, all undertaken via builder

first time used

3. Building Control Service Ratings



4. What aspects of the service did you find particularly good?



5. What aspects of the service do you think could be improved?

Cheaper

The service provided really came up to our expectations - good job well done!

None

None

return of information a bit slow

None

Not sure.

None

No certificate was issued after the work. I only followed up by coincidence to ask about this 6 months after. It's fine, but it may be better to have a follow-up for this.

None

I can't find any improvements in a very good service

asked for a thursday am initial inspection, got a friday pm actual inspection. (due to the highly qualified inspector being on local council election duties instead)

None

To provide customer with a list of basic requirements i.e. Thickness of insulation in floor and ceilings etc.

I'm never sure quite what needs to be put on a Building Control Application. Making this information more available to the public would be helpful.

Obviously the Inspectors are very busy

Hambleton Council should have explained to me the process needed

None for us

can not think of any

None good service

Better explanations of differences between planning and building regs for people who are new to service

I have doubts that the new Energy/CO2 (SAP) criteria are bourne out by reality.

speed of response- staff seem overwhelmed with work

None

none

none at the moment

The website could be clearer about which form to use for the uninitiated.

None

more on line access for service users

BC have NEVER introduced personnel when on my property nor approached me directly until this survey - I can't answer the questions

Nothing

5. What aspects of the service do you think could be improved?

costs

N/A

none

Would be better to have more detail on regulations readily available online

none

none, excellent

Don't know

Site visit. None were made

None

Excellent service, nothing to add

No comment

Nothing

I don't feel there is anything that needs improving

Costly

None, very pleased with service.

Every aspect we used was very good

Contacting them

All good from my experience

need to work out why many emails are ending up in junk folder (I was made aware that this was a problem so then was in the look out in junk folder when expecting an email)

Na

Only the cost, everything else was great.

Nothing as it worked perfectly for me.

Really could not fault the service.

Speed of reply following application

none spring to mind

None that I can think of

Yorlshire reply - reduce the cost

none

A little costly for the building regs certificate

This was our first experience of Building Regulations and everything went smoothly

Haven't received certificat as they said ,have to remind it.

none

Not sure as I did not deal personally with most aspects of the planning

na

TOO EXPENSIVE

N/A

none

None.

NONE

NONE

None

not much

TURNING UP FOR PLANNED APPOINTMENTS

Richmondshire District Council!

-

administration

5. What aspects of the service do you think could be improved?

Mike is well aware of my disgust at other BC companies signing works off without site inspection or any sort of building standard. Mike and my builder see this all the time and it needs legislation change to stop this malpractice, it is fraud and criminality. Double standards of those doing works properly and those cheating every time

Public access to documents

feedback to home owners

None

none

n/a

None

None

cost of inspection for small works is expensive. There should be a lower fee for small works , say to the value of £1000

better time slot accuracy for visit

Can not comment, had no involvement

Maybe been able to be more specific on time of visit as on one occasion I missed the inspector

None

Processing time

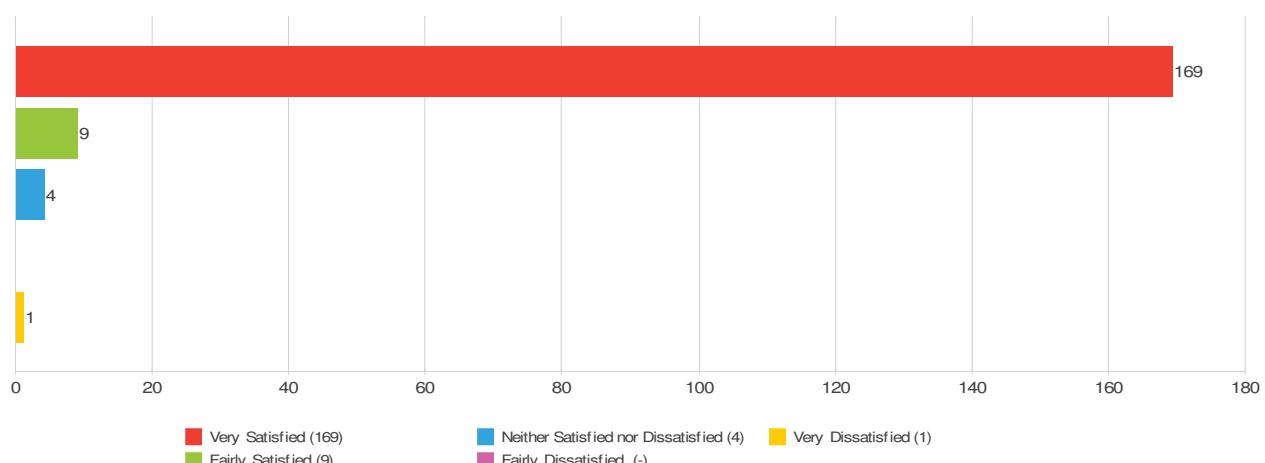
Clarity if charges

Communication

none

None

6. How would you rate the Building Control staff in being helpful and responsive to your needs?



6a. Any comments:

Very helpful and responsive

All staff are always very helpful, friendly and professional and are extremely responsive to our requests. We think the service is excellent.

See my comments above

Excellent

It appeared to be a paper exercise with no reason other than to extract money from the client.

The Building Control representative who attended had good customer skills

Always polite and helpful

Arrived on time

Neil Youll was very helpful and knowledgeable

Very responsive and prompt helpful service

Everyone I spoke to was so helpful, I've never done anything like this before and the people I spoke to were so understanding. Also the speed in which my application was processed was fantastic.

We never met any staff at all, just spoke on the phone, other things were dealt with by our builder.

everyone I spoke to was helpful and very understanding and very patient

MARK COLLINS WAS EXCELLENT, PROFESSIONAL, FRIENDLY AND HELPFUL

We didn't have any specific needs. Our builders arrived, carried out the works, then your colleagues inspected it. All very smooth, hence no further needs.

Excellent service, highly recommend it, from first contact with Admin staff to Mike on site. I know that the building works done are to a high standard and someone of professional standing and competence has guided us and signed them off. That means peace of mind and future problems avoided. Thank you all

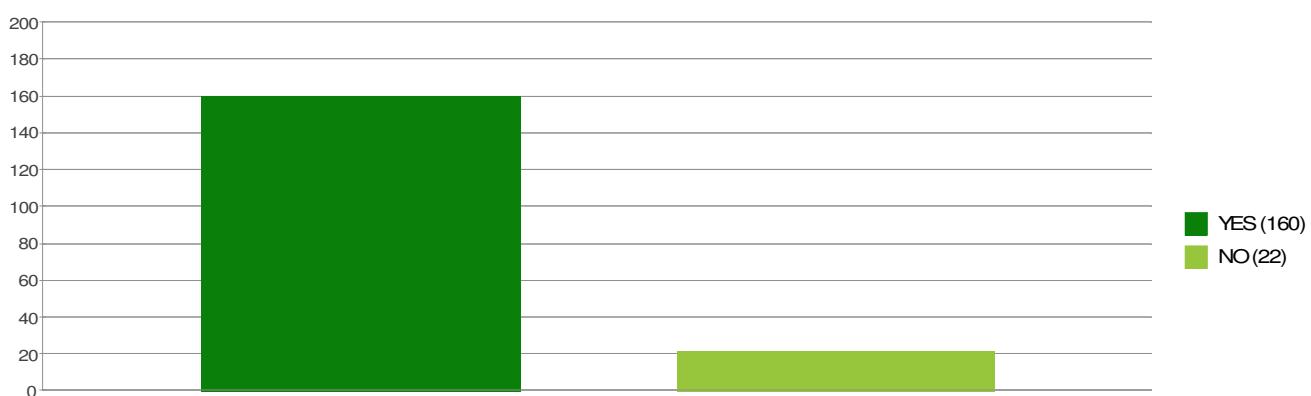
EXCELLENT SERVICE, PROFESSIONAL AND HELPFUL

Please see previous comments. The only way to describe Simon Peart was great

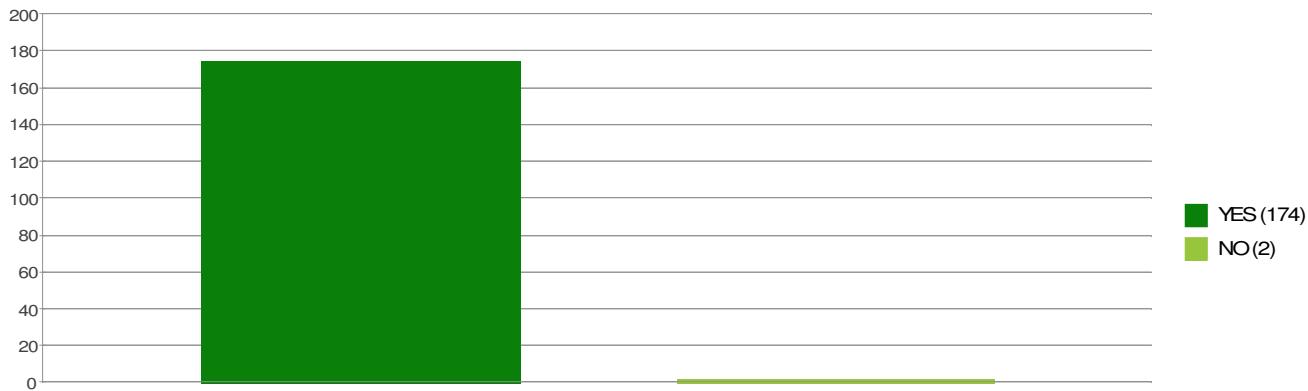
I cannot fault the service I received

I never met any of the staff

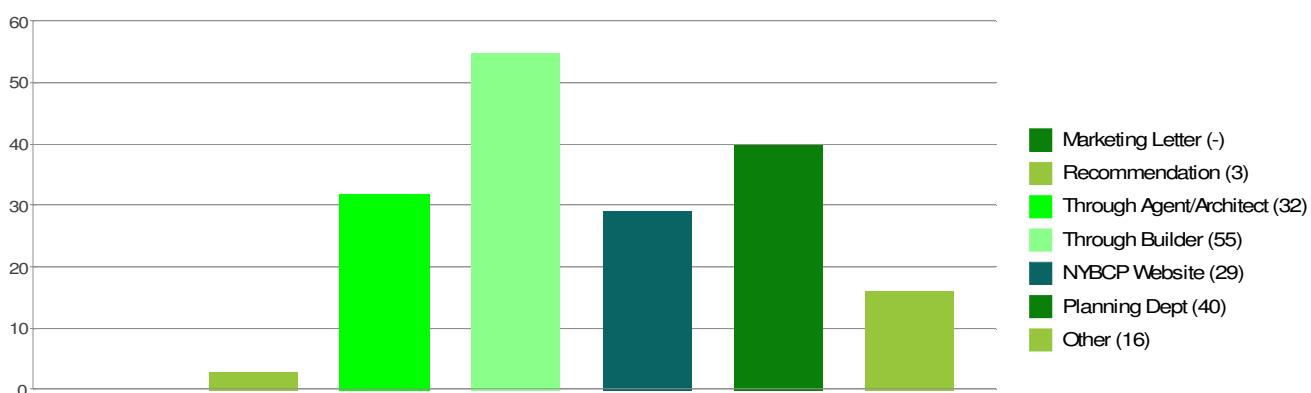
7. Do you consider that the Building Control process has added value to the finished development/project?



8. Did the Building Control officer apply the Building Regulations in a professional manner?



9. Where did you first hear about the North Yorkshire Building Control Partnership?



We would welcome any other comments you wish to make on our service.

The team were very helpful and constructive and actually saved us some work. Everyone had the positive attitude that all "problems" were solvable within the limits of the Building Regs.

N/A - from my perspective nothing could be improved

no comment

My initial application for this work was made in 2007 and was completed then and inspected. This comment is made in 20017, I have no reason to express anything other than complete satisfaction.

On completion of our build we were not sent our Final Certificate for a number of years, it was only when we checked and realised this was the case. It was promptly sent out but this should not have happened as it could cause problems later on if you wish to sell the property .

I've nothing to add to a very efficient and professional service

initial reaction, £150 steep for one ten minute site visit, but on reflection there is office work on top so appears it is worth it.

We just wanted to say thank you for the speedy, helpful and efficient service. Very impressed!

As it turned out, I was fortunate in having a good builder (although he was slow due to ill-health), but felt reassured that the Building Control services could help to protect me from cowboys. By contrast, during the extended period of this work, someone I know in Bradford was less fortunate and hadn't notified Building Control of an attic conversion to a dormer, so she ended up in a bad situation with all sorts of problems.

Good service and keep up the good work .

The process should have been outlined by Hambleton district - so my complaints are with them

good friendly service

The service was good and also advice given

We would welcome any other comments you wish to make on our service.

Very pleased to be entered for award .

Thank you!

The service is great! Keep up the good work and don't change!!

Very godd

See my comments above - I am not qualified/experienced to make judgements. What does 'add value'mean? Value to what? Have I paid you? Ask the architect/project manager not me!

Excellent, fast and responsive. Thank you

we appreciated all the help and advice given by mark. we would like to say a big thank you.

Overall excellent experience, supportive, but critical professional advice.

carry out the work that you have been paid to do.

Keep up the good work

Continue as you are!

Thank you for making the whole process easier.

Our regularisation application was prolonged by a number of communication errors largely because of the applicant's clerical system but in the end building control responded well and the matter is now dealt with. Given the earlier mis-communications over payment I don't think building control could have resolved it quicker.

Grateful and very appreciative of your excellent service

Very impressed. No issues what so ever

Polite and efficient

Just to say thanks - what I thought was going to be a complicated, long drawn out process quite simply wasn't because of the help and guidance I received from the staff.

The service was very good giving expert advice when needed and ensuring that all was as it should be for best results and safety.

we found simon peart very approachable, a good source of advice

faultless

More than happy thank you

Very satisfactory all round

I think overall the service is good from start to completion.

The ability to pay for your service online would be good.

Efficient friendly service

Thanks for the support

First class

NONE

Very satisfied

ours was only a small scheme - some of the larger housing developments could bear greater scrutiny over infrastructure repercussion especially in Easingwold.

easily contactable and clear communication in friendly and professional manner.

No problems

Thanks

Comments made already. Your service is excellent and true value for money. Building Regs needs tightening up and changing so that the fraudsters out there can't get away with building malpractice as they currently are doing. This leads to a poor quality building stock in the area. Selby DC need to get their act together and Petition Parliament and not carry on with their heads in the sand saying it isn't their problem.

I cannot add to the previous comments

nothing to add - simple and easy process

Very pleased with all aspects of service and consider fees reasonable

system works fine, cost for small works is expensive

Very happy with the service, would defintely ask for Christy again. I would used you on any further projects

Overall very satisfied

Thank you Simon for your prompt attention.

Very good service. When I found that I should have had building regulation control I applied and had a result in three days. Very very good service.

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