

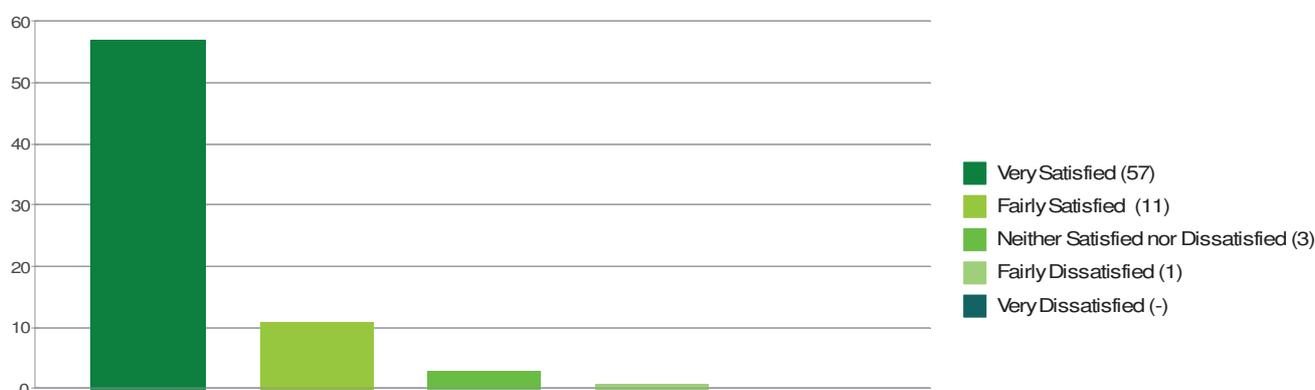


Mid-Year Service Delivery Questionnaire

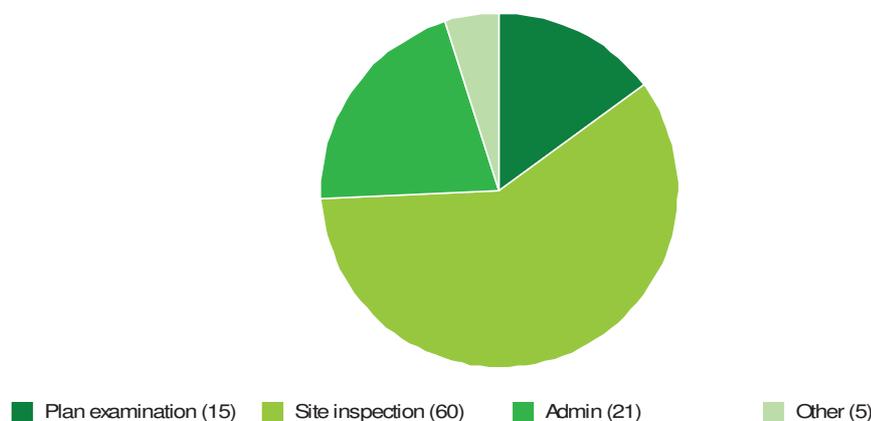
This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2018 to 30 September 2018.

A total of 72 responses were received during this period.

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



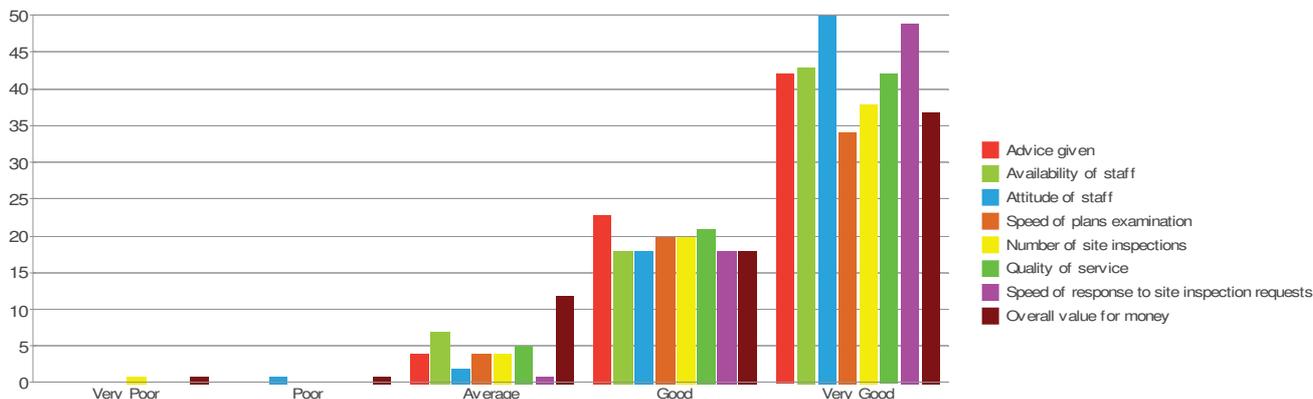
2. As a user of the service, what areas did you come into contact with? (Tick all that apply)



2a. If Other, please specify

fitted new upvc back door
 Regularisation
 Regularisation of work undertaken
 customer of a building company
 copy certificates

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?

Was told what I had to do to pass when inspection taking place, but not always far enough into other aspects needed. Finding many more jobs to do and moving the goal posts. iam more to blame for it resurching how much work is involved to compete a house build .help was given to me when I had problems, so overall good service provided.

Internet access

Loss of original planning records / inspections

None

None

None, ours was quite straight forward.

none

Was difficult to book in inspections due your surveyors being appointment based and my role too

none

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

None in my limited experience.

I found the online website confusing for my requirements

happy with service as it was

none

None. I think it runs really well

my builder used you but left me to arrange the final visit when i moved in. Final visit easily arranged and all done possible better plan checking

More emphasis on important elements rather than minutie

We missed a main drain so that hampered progress and cost time and money

NO COMMENT

Liason between junior and senior officers

none

None

I have no complaints.

None

None

All seems to be okay .

None

Nothing

FROM OUR POINT OF VIEW HAPPY WITH THE SYSTEM S IT IS.

None

None, excellent service. only quibble, found the whole thing expensive

an inspection should be more than a casual glance

None.

none

I have no reason to comment. All was good.

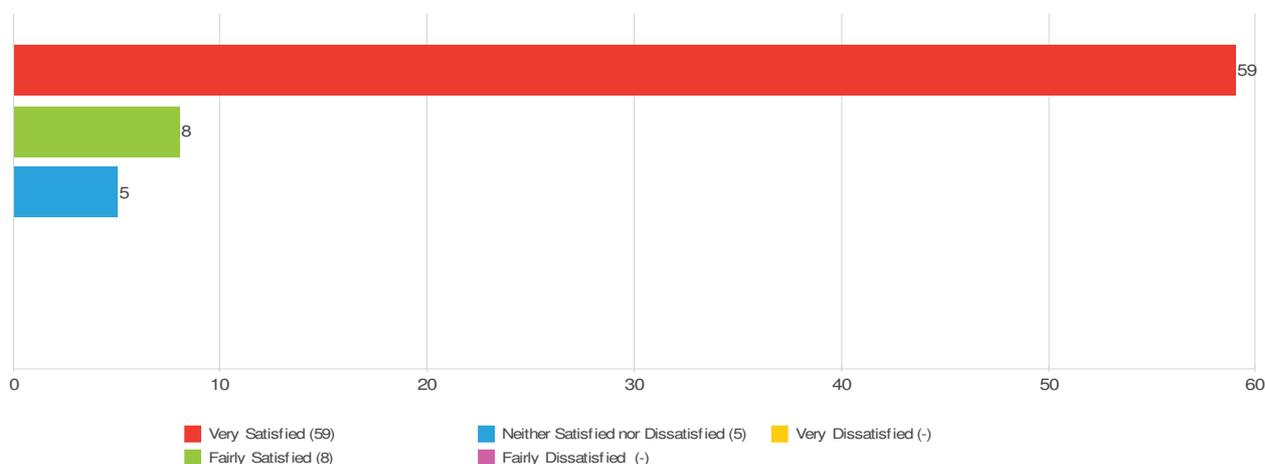
Na

no problems or difficulties to comment on

none - no complaints at all

None

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



6a. Any comments:

Only that when I asked what work was needed to complete, I do that work only to find more work needed doing. It was a first time house building for me, and I took on more than I could afford to.

Mr heatherington gave me good advice

Really friendly and good advice

everyone was a "real" person, helpful. professional and trustworthy

Mike Everington is a professional competent person who explains what is needed and why. He listens to the client and is able to offer cost effective practical solutions to meet the necessary standards required

the team that we dealt with could not have been better

Very prompt

Great attitude from inspector, was able to discuss way around problem area to meet requirements

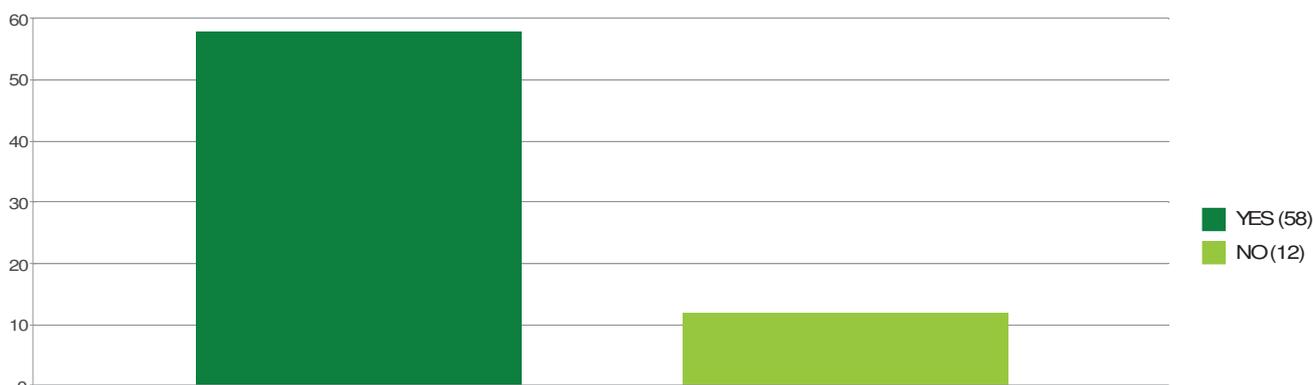
Very helpful and pleasant.

AGAIN CANNOT FAULT THEIR HELP AND RESPONSE

could not have been more helpful on site. absolutely brilliant on form filling help which I was not good at

My initial application was incorrect but that was my fault. I rang up and explained my mistake and within 48 hours the application was amended. Excellent service !

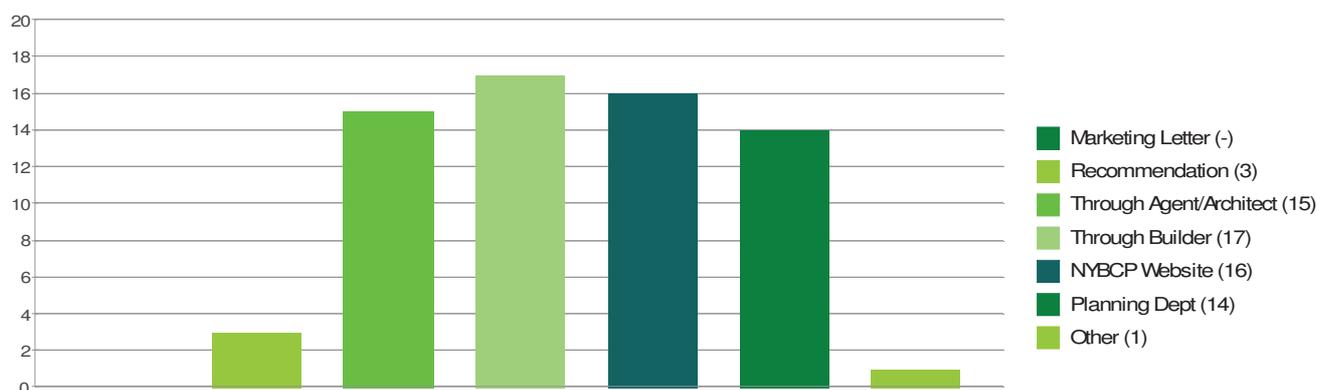
7. Do you consider that the Building Control process has added value to the finished development/project?



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.

Very good service keep it up many thanks

I would suggest that at the start of any Development you issue a list of all the steps that Building Control will action so that they may be ticked off as occurring to ensure none are missed. (with probable timescales)

Nothing

efficient response to builders request

The service we got was really really good there was no mess and the workmen were very polite and in all excellent

Everything was handled well.

It is almost impossible to answer much of the questionnaire properly when we have had virtually no contact with building control, other than my initial application. We didn't see the inspector on his first visit but my wife did meet the him on his second. The charge of £499.20 does seem a lot for two brief inspections.

thanks for your excellent service .

I would thoroughly recommend speaking to Building Control once you have an idea about what you want to do. They are friendly and helpful and no matter what your experience or knowledge will help guide you through a process to enable you to make the best decisions at any stage.

No it was fine for me

our best thanks for there help in getting a difficult job over the line to every ones satisfaction

It might be an idea to look at your pricing structure regarding g changing windows, instead of the fixed £190 why don't you do something like £20 for first two with does then £15 a window there after, you would get more work as if I'm fitting one window for someone I can't put £190 on for you, I'd lose the job. I know £20 is not a lot but if you do it on route to somewhere else it's 5min from your day and I personally would be putting g a lot more work your way

visit to inspect foundations and then only at the end of the project to pick holes in minor matters. ignored or did not inspect important elements of construction

NO COMMENT

None

All was good

First class from arranging a inspection to completed job and signing off

I had to request a copy of the completion certificate (that now I have just received it, I am certain I didn't receive the original). And I was told it would take 2 days - after 6 days, I emailed to chase it up, and got it by return.

Was satisfied with the service

No

THANKYOU FOR THE EXPERIENCE

First Class....don't change, unless you can offer a 10 year warranty.

considering the amount of council tax paid, I do think the whole thing is very expensive but its nothing to do with the building inspector.

I would hardly call the final inspection an inspection. the man came in and glanced at the roof

Site inspection personnel very knowledgable, helpful and always tried to be available ASAP

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

we had limited contact with your inspector and all other aspects were dealt with by our building contractor.