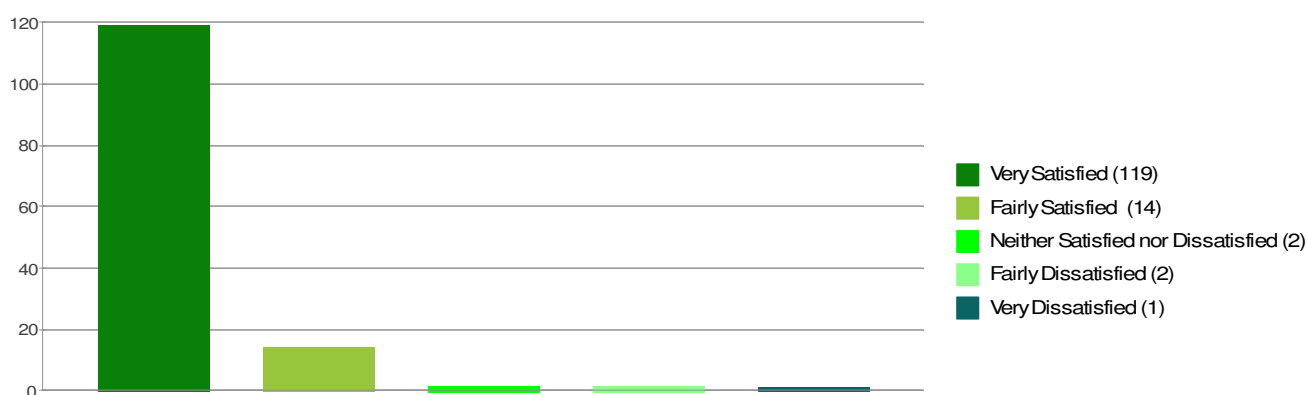




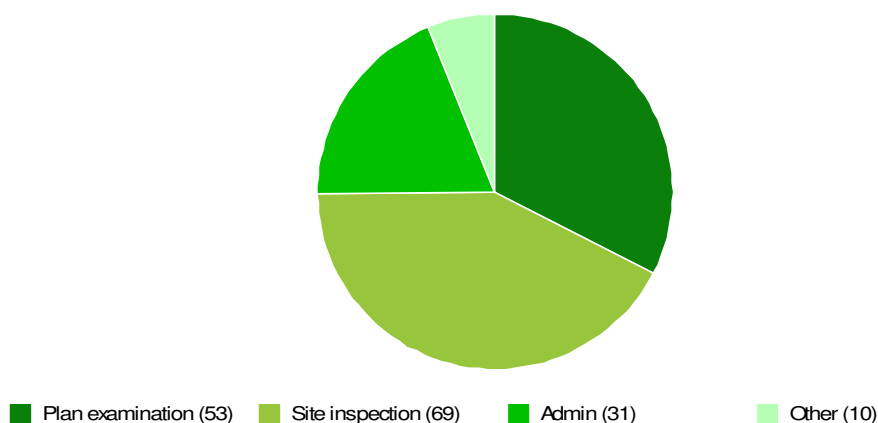
Service Delivery Questionnaire

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

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 p[r]ior to commencement

Advice

Until this request I have not had personal contact

Final inspection only (sign off)

Owner and self builder

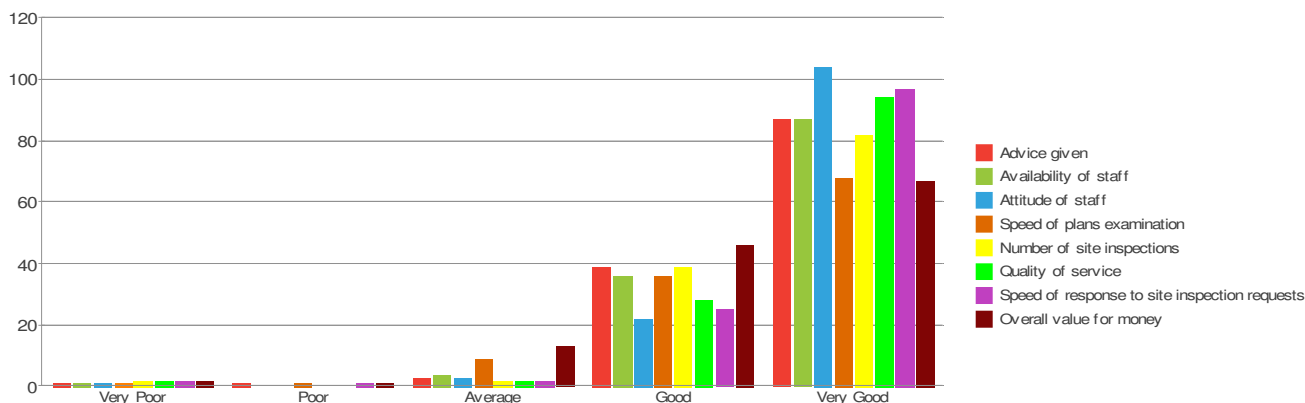
House holder

None

PHONE ADVICE FROM PLANNING OFFICER

Request for duplicate Certificate

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 borne 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

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

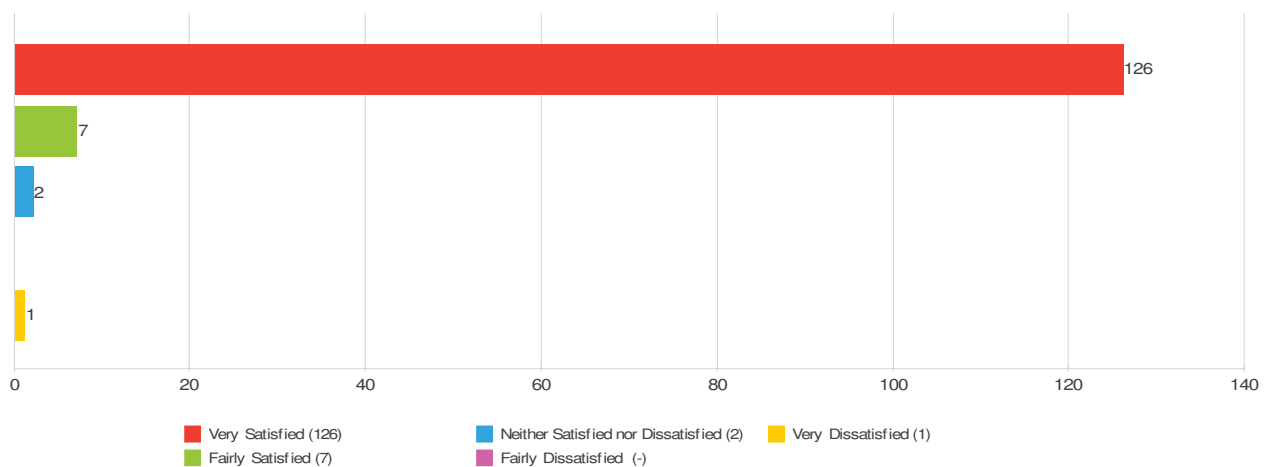
Costly

None, very pleased with service.

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

- 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 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

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.

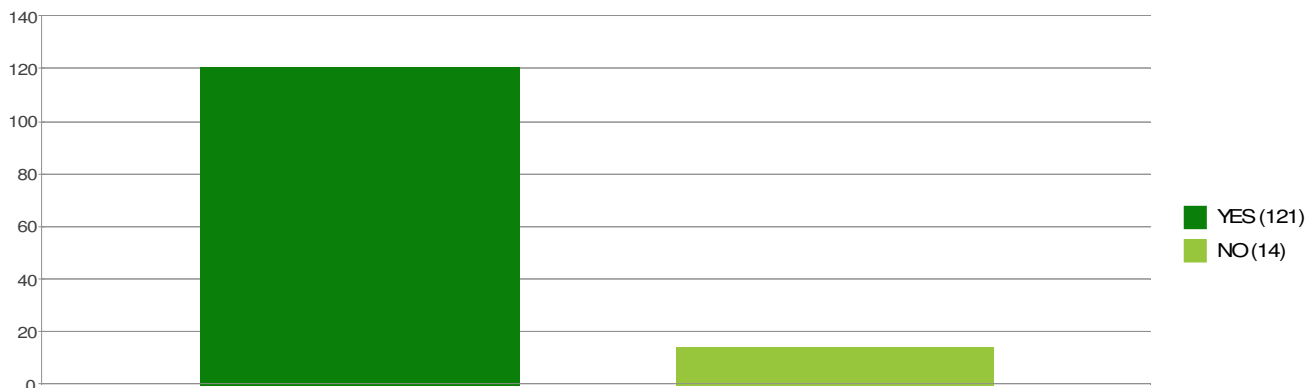
We never met any staff at all, just spoke on the phone, other things were dealt with by our builder.

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

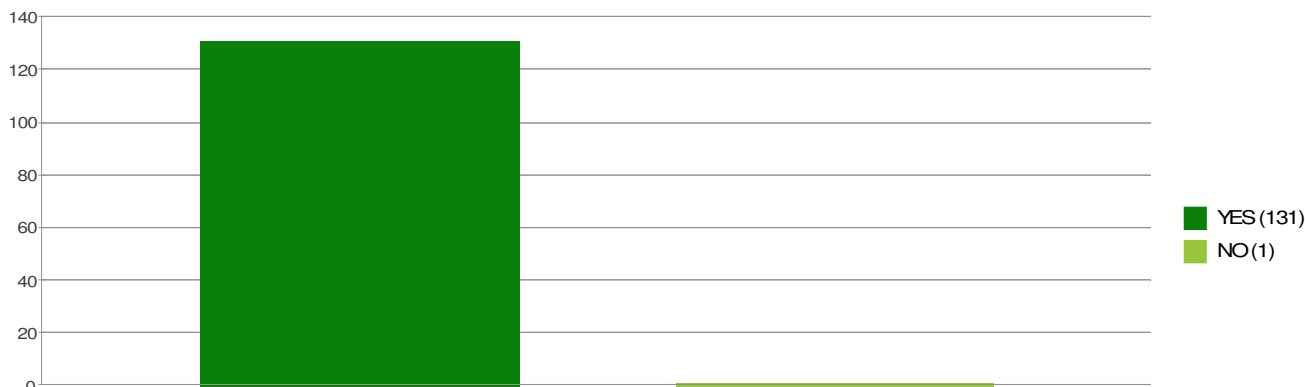
MARK COLLINS WAS EXCELLENT, PROFESSIONAL, FRIENDLY AND HELPFUL

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.

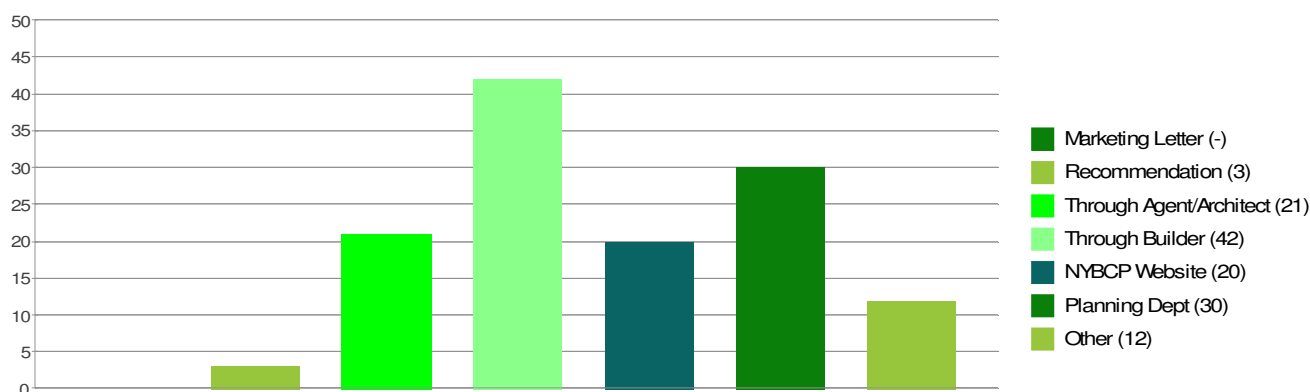
7. Do you consider that the Building Control process has added value to the finished development/project?



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

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.

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

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.

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