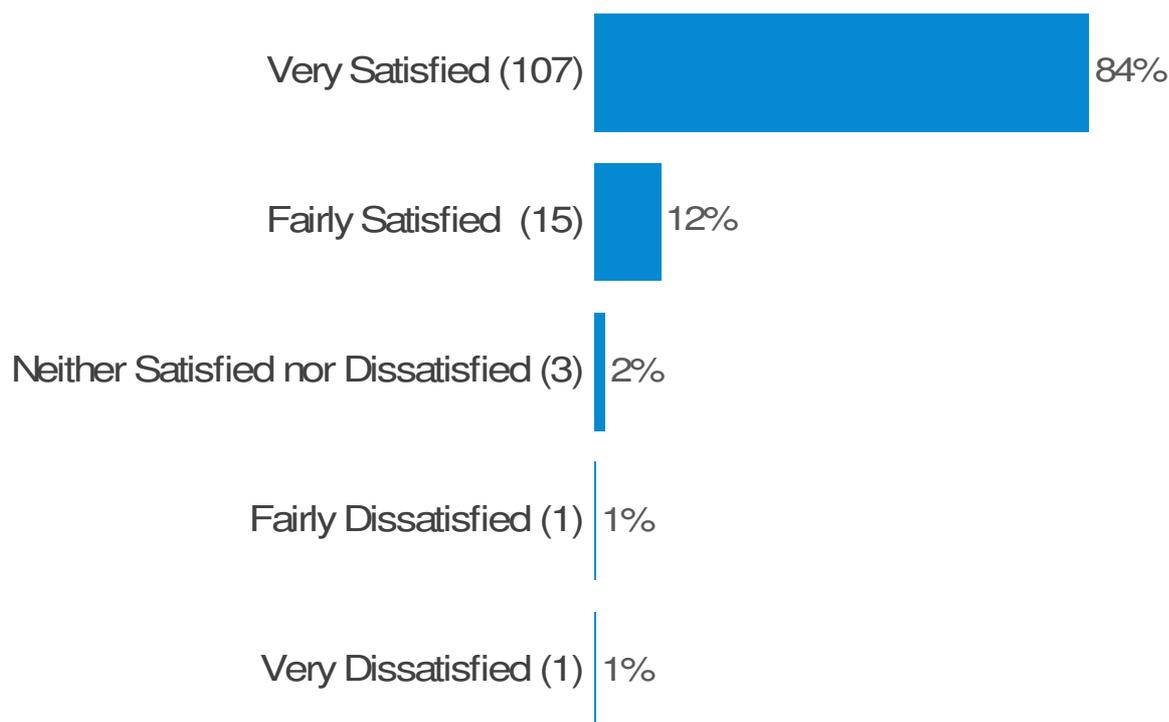


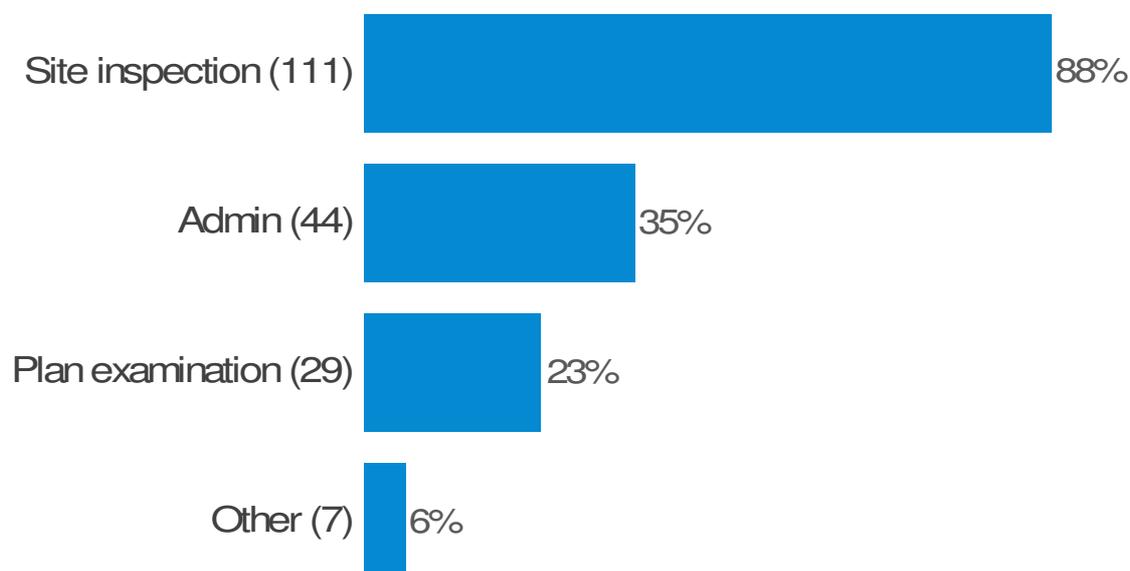
North Yorkshire Building Control - Customer Satisfaction Survey

This report presents the results for respondents from 1 April 2018 to 31 December 2018.

What were your initial impressions of the Building Control Service?



As a user of the service what areas do you come into contact with? (tick all that apply)



Please specify

fitted new upvc back door

Regularisation

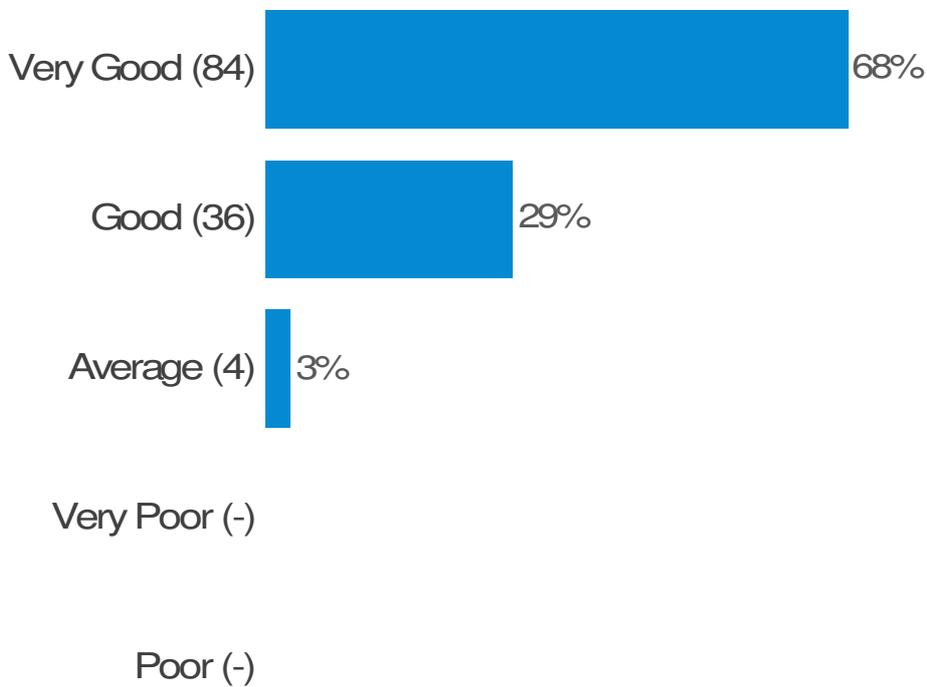
Regularisation of work undertaken

customer of a building company

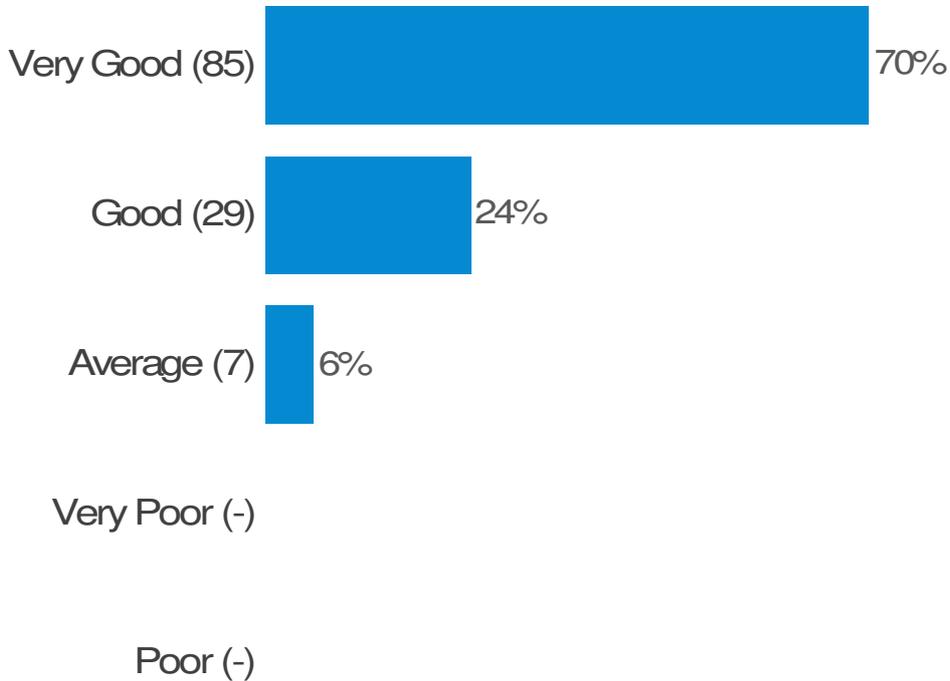
copy certificates

Window installation and wood burning stove installation.

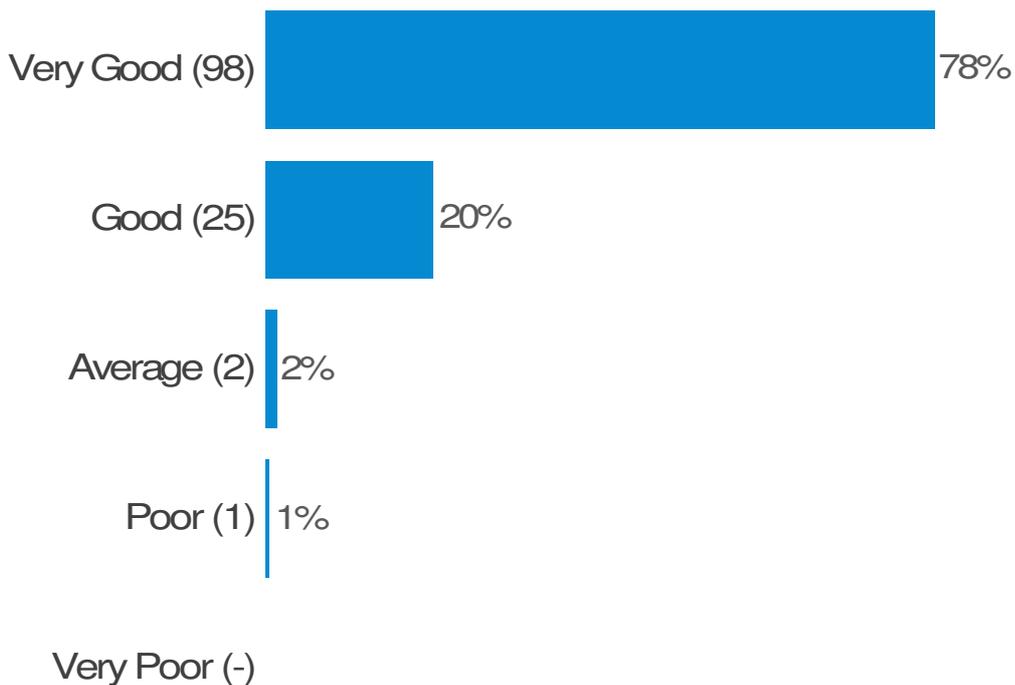
**Please rate the following aspects of the service:
(Advice given)**



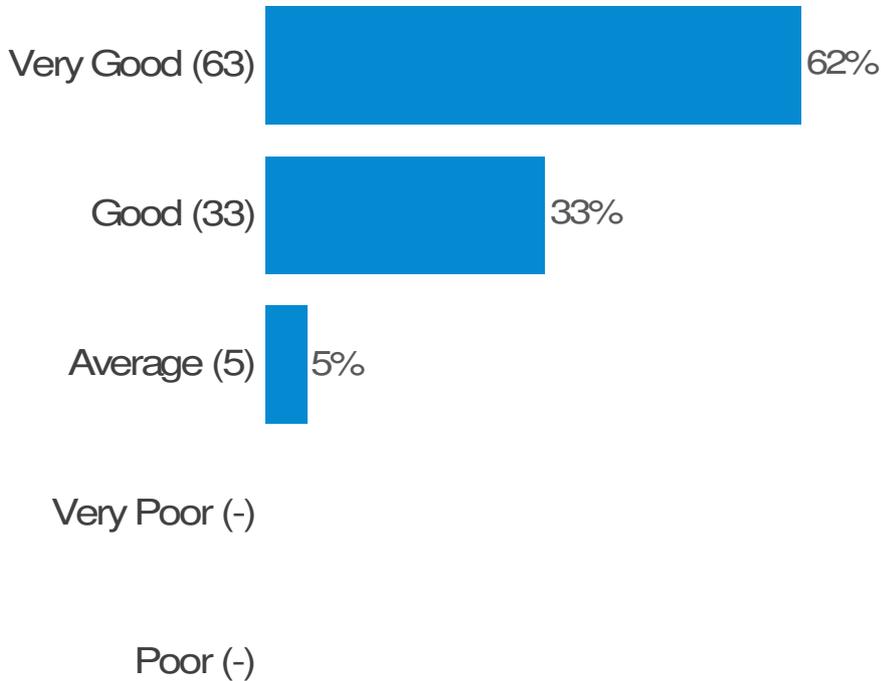
**Please rate the following aspects of the service:
(Availability of staff)**



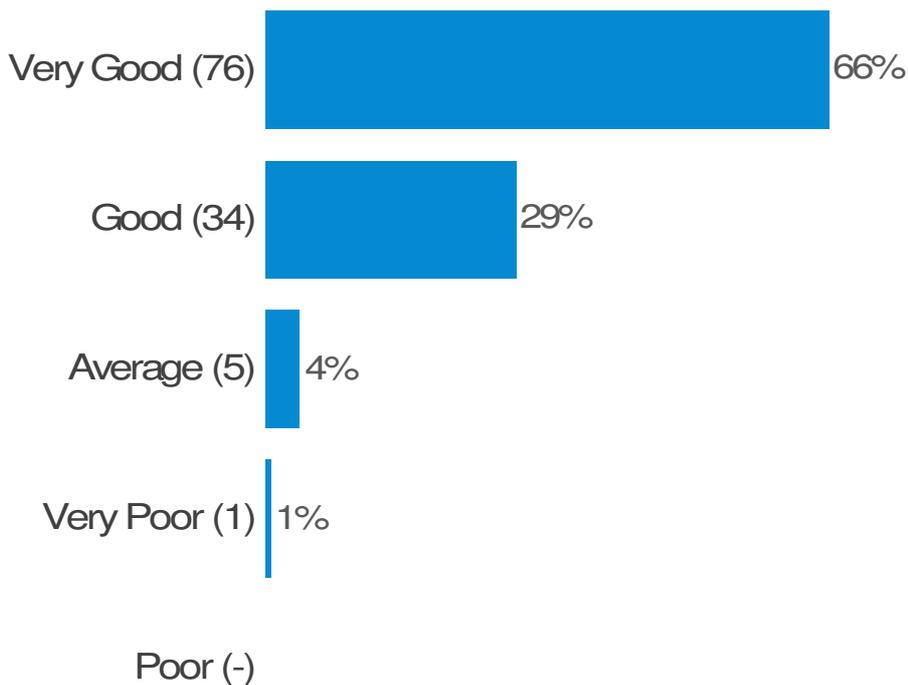
**Please rate the following aspects of the service:
(Attitude of staff)**



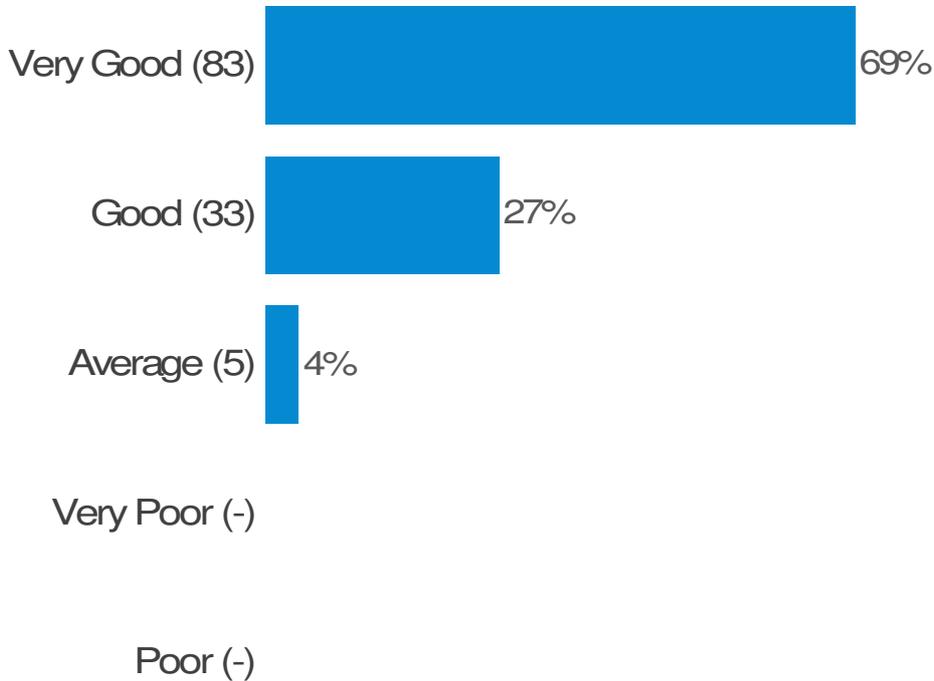
**Please rate the following aspects of the service:
(Speed of plans examination)**



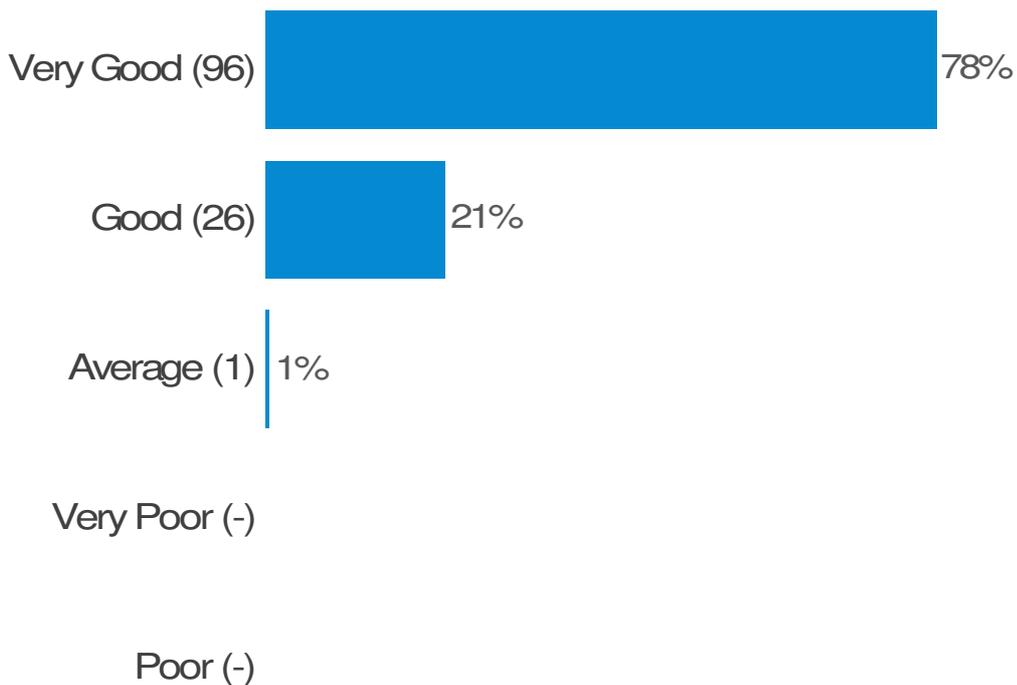
**Please rate the following aspects of the service:
(Number of site inspections)**



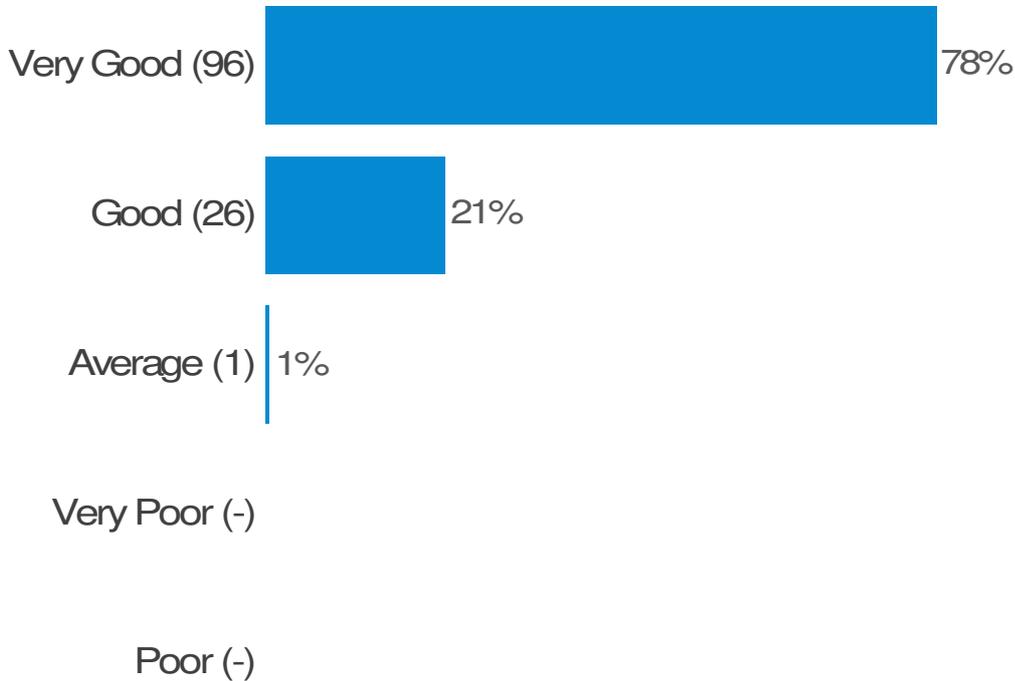
**Please rate the following aspects of the service:
(Quality of service)**



**Please rate the following aspects of the service:
(Speed of response to site inspection requests)**



**Please rate the following aspects of the service:
(Speed of response to site inspection requests)**



What aspects of the service did you find particularly good?

Telephone response & forwarding of paperwork

To build a safe house to last many years

Attitude of staff

Advice given by building control

Response to an issue.

professional attitude of inspectors

Helpful advice

Clear explanations throughout the process

the inspector talked to me and the customer

Speed of visits and advice given

efficient

Julie Chapman and her attitude

site inspector very approachable and happy to give advice on issues.

site inspections

quick response

Julie Chapman was extremely helpful throughout.

ease of use

Response of Building Inspector

Helpful advice offered

we felt valued as customers and very much helped by the professional advice



What aspects of the service did you find particularly good?

rapid response to my questions , and professional and polite service .

Friendly staff. Practical helpful advice and guidance

advice and discussion on points of the build

Inspector

Prompt and speedy service

Administration

Everyone responded very quickly and were helpful on site

responsiveness, pragmatism

Helpful

SPEED OF RESPONSE

The initial advice and help given by a lady called Karen at Easingwold

Inspection identifying areas which needed improvement

All very speedy and efficient.

Prompt site visits

Very good service all round

Pleasant attitude ,friendly service

The professional help and support from Mike Healm and his team.

help in finding solution to problems with siting of drain

Advice from the inspectors

FRIENDLY AND HELPFUL STAFF WENT THE EXTRA MILE TO HELP A NOVICE

Mike Hetherington was great and always came on time and offered first class advice.

site inspections

Advice given and help with from filling

Helpful Inspector

Prompt service.

getting piece of mind that the inspector checks the building work

Good communication with Mr Morris.

Simon is very approachable and helpful

All aspects were very good

Knowledge and advice from site Inspections

speed of response and simplicity of the system

valuable suggestions to be incorporated into build which architect had missed

Visited on days asked

Speedy response

Website easy to follow given complexity and range of potential buildings works

Responsiveness of staff

Liked Mike. Admin staff all very pleasant too

David Morris is excellent, approachable, helpful, responds very quickly and always turns up very quickly.

Very quick to respond and very helpful

Site inspection



What aspects of the service did you find particularly good?

Speed and response

very prompt service

N/A

Simon Peart exceptional

Speed of responses

The prompt site visits and guidance from the building control inspector

SpeedNone

Freindly and helpful staff .

Helpfulness and speed

Speed

site inspections and advise

Speed and relevance of advice

Polite gentleman arrived on time

Helpful knowledge of staff I came in to contact with.

Communication using up to date technology.

general positive approach by staff

ease of arranging and speed of inspections

Speed of response to visit requests

ALL

Professionalism, politeness

Response time - inspector availability and friendliness - Website - etc...

Sensible advice given.

To be honest ALL of it

Very quick, pleasant staff to deal with

All very quick and efficient

The quick response and co-operation of the Planning Officer was first class

The person I spoke to to organise the site visits within the office & the competence, sound knowledge & helpful attitude of the inspectors who came to our house.

EVERYTHING

GIVING OF ADVICE REGARDING STAIRS

Good advice and quick response

Quick response time and advice

Help on phone and quick responses

dealing with the inspectors

All good

Their attention to detail

THE BLEND OF PRACTICABILITY AND KINDLY ATTITUDE

COMMUNICATION AND AVAILABILITY

Prompt response all round

Pointing out things that the Archtect had missed, finding errors at the final inspection

Good advice and knowledge



What aspects of the service did you find particularly good?

I found the inspector (Julie Chapman) to be incredibly knowledgeable and very helpful.

All of it

all

Communication

Good communication and advice

Advice of inspectors

What aspects of the service do you think could be improved (please make specific comment)?

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

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



What aspects of the service do you think could be improved (please make specific comment)?

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

Perhaps could be clearer on the 50% surcharge for regularisation. Assume this is due to additional time required to inspect vs if done whilst work in progress

lower price for what took 15 minutes

None

Maybe reminders of what was applied for and what still needs to be done, for long building projects it's very easy to forget and you don't get any paperwork until the end really.

continuity of inspectors

N/A

None - fully satisfied

none

None

none

N/A

Cannot think of any

nothing comes to mind

none that I can think of

Cheaper applications

NONE

None leave it as it is . Don't ruin a perfect service with change

Reading the regulation and the stove supplier, no concrete base was required under the base slab but the inspector insisted on it, which I had to comply with

Cost. Simplify on line application.

None keep doing what you do (spot on)

none

None. . . Very happy

I have nothing to add, everything was first rate.

NONE

NONE

None

none



What aspects of the service do you think could be improved (please make specific comment)?

None

Maintain present support and attitude.

None all has been good for us

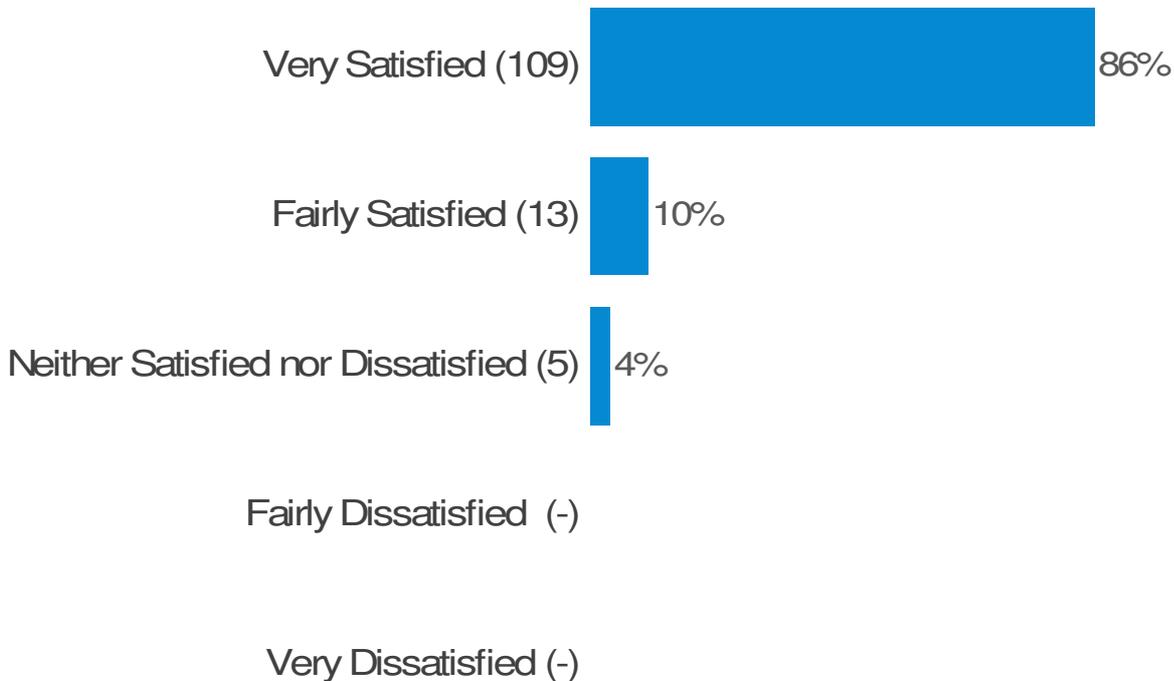
I am completely satisfied with the service.

None

none

Fees could be reduced

How would you rate building control staff in being helpful and responsive to your needs?



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

Any comments:

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 !

Initial contact with office staff at Easingwold, very pleasant, helpful and efficient. Simon's availability liaising with our builder/joiner in obtaining regularisation for our loft conversion very good..

Helpful staff

Christy provided invaluable advice and was very efficient

Friendly, professional and available/accomodating

Appreciate helpful advice.

Sound knowledge, approachable & informative.

Friendly, knowledgeable and polite

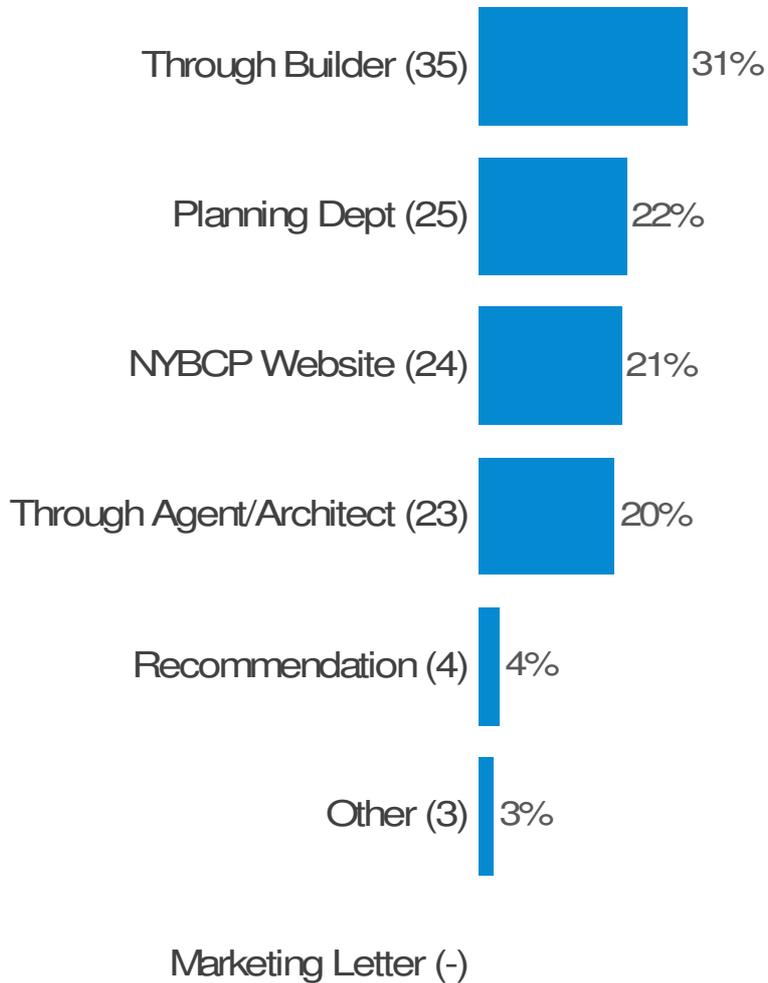
Do you consider that the Building Control process has added value to the finished development/project?



Did the Building Control Officer apply the Building Regulations in a professional manner?



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



Please specify

RDC

Member of my team

Used Neil before a number of times

NOTICE ABOUT NEED FOR REGULISATION

Insurance broker

Local knowledge

Through neighbour who had recent site survey for similar works

Mike Paxton architect

previous project

WORKED WITH THEM FOR YEARS

used before

we have been working with NYBC for over 35,years

Through RDC



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

Overall an excellent service and much less onerous than I expected.

All very good



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

We were a bit worried about building control having never come into contact with it and heard horror stories about things they 'made' people do. Have been very pleasantly surprised and always found your service very helpful, especially David Morris. Perhaps you need to work on your image as people often perceive you as scary beaurocracy.

once we had a specific inspector we were advised of current regulations, mrs chapman was very professional

Good service

Keep up the good work .

N/A

Impressive service, had a great experience with you, wishing all services were like this!

Brill ,,, , thank you

Rosindale, 4 Saxon way, LS25 6PP

I think lay people (not builders, architects, etc) are concerned that building control will stop developments or alterations unreasonably. Standards are there to be met & they were communicated really well during our time with your staff at our home. With the sound reasoning behind some of the standards it makes understanding them & in turn working toward them so much easier. The process was well managed from start to finish, thankyou.

I'm happy with the service provided

SIMPLY TO AY THAT THE YOUNG MAN WHO CAME TO US DID CREDIT TO YOU AND YOUR STANDARDS

Fast, efficient and friendly service where staff did exactly what they said they would. Thank You

I honestly can not see how it could be improved. I found the inspector to be the most knowledgeable and professional person I have ever come across during any renovation.

Couldn't improve.

For our small window enlargement we consider the service to be excessively expensive.