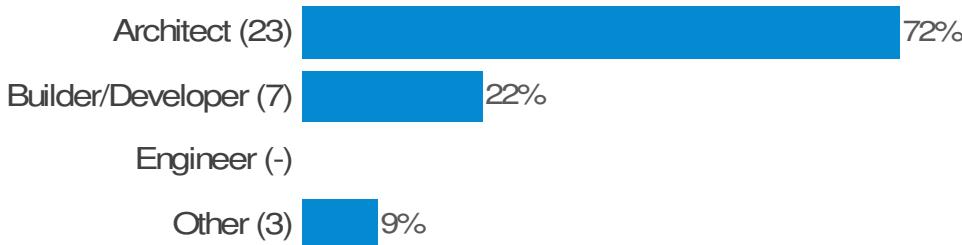


North Yorkshire Building Control

Agent Survey

This report was generated on 14/02/19, giving the results for 32 respondents.

In which capacity do you use the Building Control Service?



(If Other, please specify)

- Building Surveyor
- Energy assessor
- Architect and builder
- ARCHITECTURAL TECHNICIAN

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



(If Other, please specify)

- Sending SAP and EPCs to you
- pre app advice
- Advice at feasibility stage.

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

Very Poor (-)

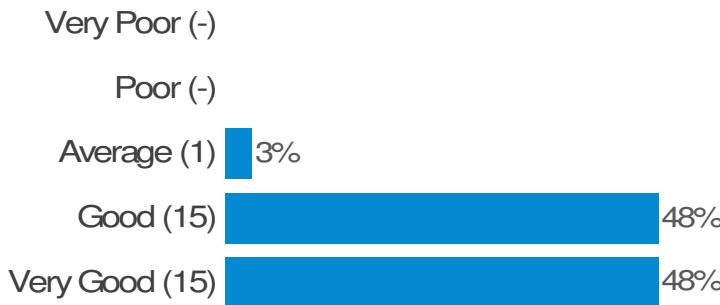
Poor (-)

Average (-)

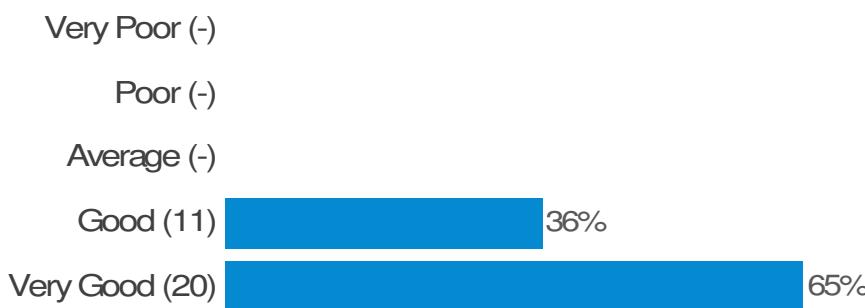
Good (12)  39%

Very Good (19)  61%

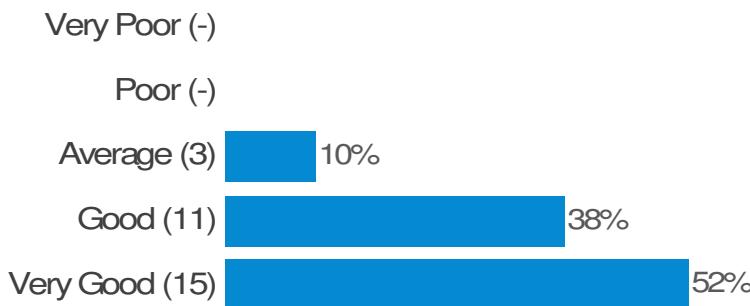
**Please rate the following aspects of the service:
(Availability of staff)**



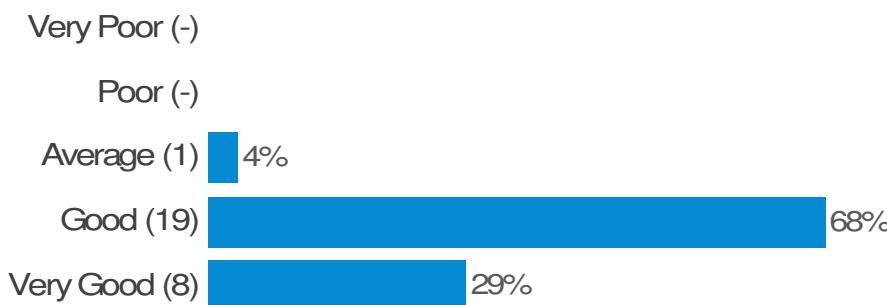
**Please rate the following aspects of the service:
(Attitude of staff)**



**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)**

Very Poor (-)

Poor (-)

Average (-)

Good (14)  47%

Very Good (16)  53%

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

Very Poor (-)

Poor (-)

Average (-)

Good (14)  50%

Very Good (14)  50%

**Please rate the following aspects of the service:
(Overall value for money)**

Very Poor (-)

Poor (-)

Average (2)  7%

Good (15)  48%

Very Good (14)  45%

**Please rate the following aspects of the service:
(Do you consider our staff to be helpful and responsive?)**

Very Poor (-)

Poor (-)

Average (-)

Good (10)  31%

Very Good (22)  69%

If you are a regular user, has the quality of the service in the last five years:



**Have you found any aspects of the Building Control service particularly good?
(Please make specific comment)**

telephone advice

Rapid plan checking.

Giving advice and speed of response in determining applications.

The response and availability of the local inspector along with his willingness to help and answer queries.

No Comment - don't use the service enough to comment.

Quick and helpful reactions to applications and queries

Office staff very helpful

Attitude of staff

Prompt response to querys, prompt price quotes

The response time to queries and availability of agents/ officers

Dealing with timescale overruns.

response to query's time and advice pre application

Advice in advance of plans submission. Technical advice and clarification of specific elements of the Building Regs. Flexibility and common sense approach to relaxation of Building Regs. when it is impractical or impossible to achieve compliance.

General preliminary advice

Technical help

The staff are helpful

Availability of staff and advice given

Generally very good all round.

always helpful advice always available

covered by question 3

Early advice and responses

Initial advice and communication during Plans Checking

Site inspections

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

Time taken for checking of structural calculations.

Including Conditions on Decision Notice's, when sufficient information has been provided, but appears to have been ignored.

Unfortunately the local inspector is extremely busy to the point where he is unable to provide the level of service he used to do . additional staff would be helpful.

No Comment - don't use the service enough to comment.

No - happy with overall service

A bit more information for clients as to the need for Building Regulations submissions from the outset and the involvement of other agencies that cause delay ie Yorkshire Water

Can't think of anything at present.

Continuity. When possible the same inspector should make site inspections throughout the duration of a project.

consultation with Yorkshire water on drainage

We sometimes have to chase for completion certificates, in some occasions more than once.

Communication between office based and site based staff. Sometimes things don't pass one from the other

None

sometimes need to think outside the box for solutions on confined sites

nothing particular

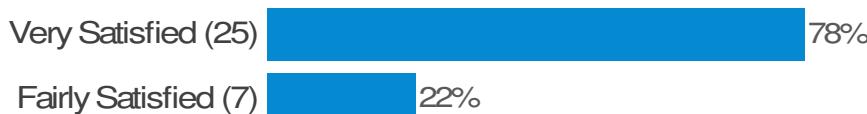
MAYBE A LITTLE COMMON SENSE / MORE LENIENT WITH REGARDS TO MINOR THINGS ?

Fire Engineering advise would be an advantage but I appreciate this is outside of your remit and may be considered a conflict

none really - all good

Plan checking

What is your overall impression of the North Yorkshire Building Control service?



Neither Satisfied or Dissatisfied (-)

Fairly Dissatisfied (-)

Very Dissatisfied (-)

Any further comments?

No

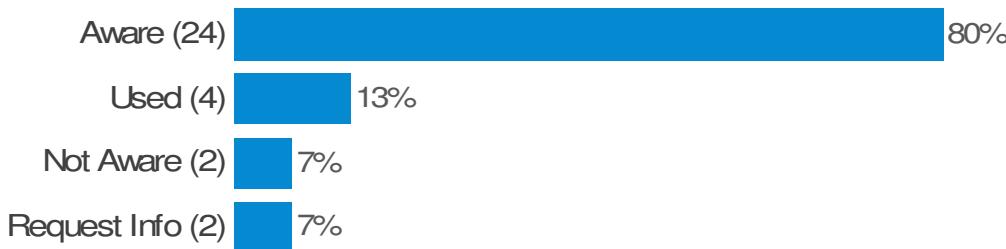
Great work thanks guys

Well done, keep it up and thank you.

Happy to continue to use NYBCP for all our projects, both Refurbs and New Builds

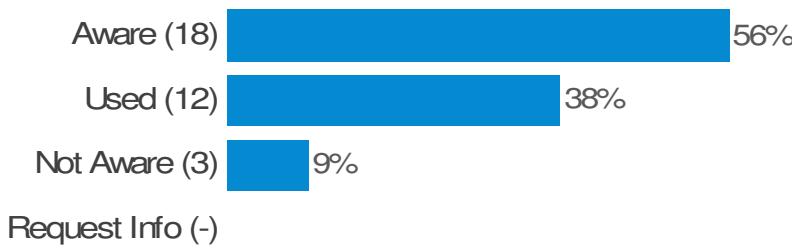
Have you used or are you aware of any of the following:

(LABC Warranty)



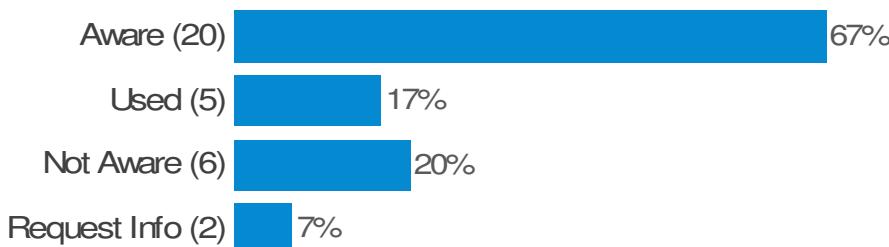
Have you used or are you aware of any of the following:

(LABC Building Excellence Awards)

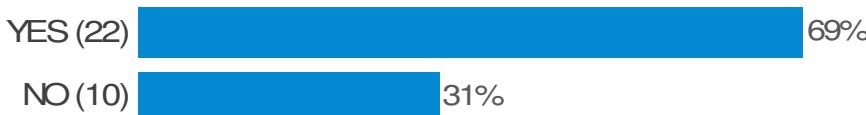


Have you used or are you aware of any of the following:

(Partnership Authority Scheme)



Have you used/do you use an Approved Inspector?



If YES, what aspects of their service do you consider they do better than ourselves?

None, far worse but clients appoint them

Usually Approved Inspectors are requested by the contractor

Checking of structural calculations.

Cheaper fees

Quicker at plan approvals.

None - only used an outside inspector once.

Nothing really, we only use them when specified as part of our contract arrangements ie client or Architect appointed

If YES, what aspects of their service do you consider they do better than ourselves?

Only used them for projects outside of your area

I have found very little difference.

usually availability and price but now a lot closer recently service has been very poor from some providers

More flexible in their interpretation of the Regs.

normally client led/previous use

I don't, This is usually at the request of a client as the perceive approved inspectors to be a softer touch

None, but some local builders have a negative view of the service and prefer to persuade clients to use private inspectors. This may be a perception problem. I always put forward NYBCP as my preference.

none

BASICALLY SOME CLIENTS AND BUILDERS PREFER TO USE THEM AS THEY CAN BE MORE PRACTICAL ABOUT CERTAIN THINGS?

Perhaps more flexible but scope can be weaker in terms of inspections

none particularly, in fact they are slow to issue Completion Certificates in comparison to NYBCP

Marginally cheaper. The choice of who undertakes building control in many cases is taken out of my hands and the choice is mostly driven not on cost but by the choice of the selected builder.

None

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?



Do you consider the Building Control service provides value for money?



If NO, please explain why:

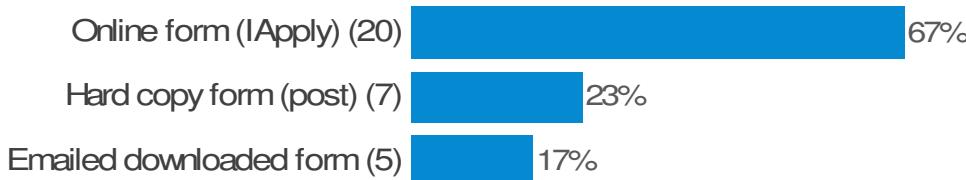
Approved Inspectors are often cheaper. By publicising your fees, you are giving the Approved Inspector the opportunity to undercut your fees.

All Local Authority Services should be freely available - as they used to be. Nothing personal against Building Control!

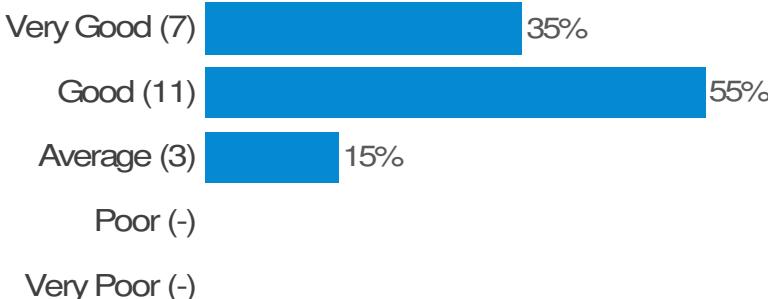
could always be better value especially on very small applications

Nothing personal - I resent all payments for Local Authority services

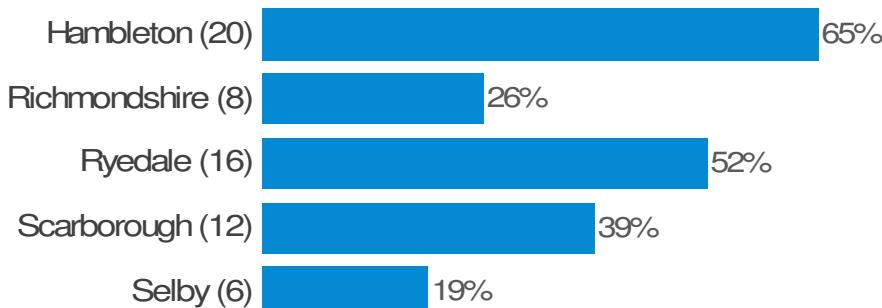
How did you submit your application?



If you used ONLINE (IApply) how did you rate it?



Which Council Area(s) do you predominantly work in?



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

Excellent professional and friendly service.

I do not wish you to reply to any specific comments made in this survey, but I am content for you to know who completed this survey.

I realise the difficulty, particularly with site inspections but would be happy if you could work further afield.

All good thank you

The staff at NYBCP are always helpful and willing to respond to queries and generally provide a quick response.

need to keep inspector availability for inspections

I HAVE NO DOUBT IN MY MIND THAT NYBCP PROVIDE THE BEST SERVICE WITH REGARDS TO BUILDING CONTROL (over private companies or NHBC). HOWEVER I CAN ALSO SEE WHY SOME CLIENTS / BUILDERS PREFER TO USE A PRIVATE BUILDING CONTROL AS IT APPEARS SOMETIMES TO BE THE LINE OF LEASET RESISTANCE ? (sometimes NYBCP comments are sensible / necessary but equally others can be nonsense / a bit picky ?)

We work generally outside of the areas listed