

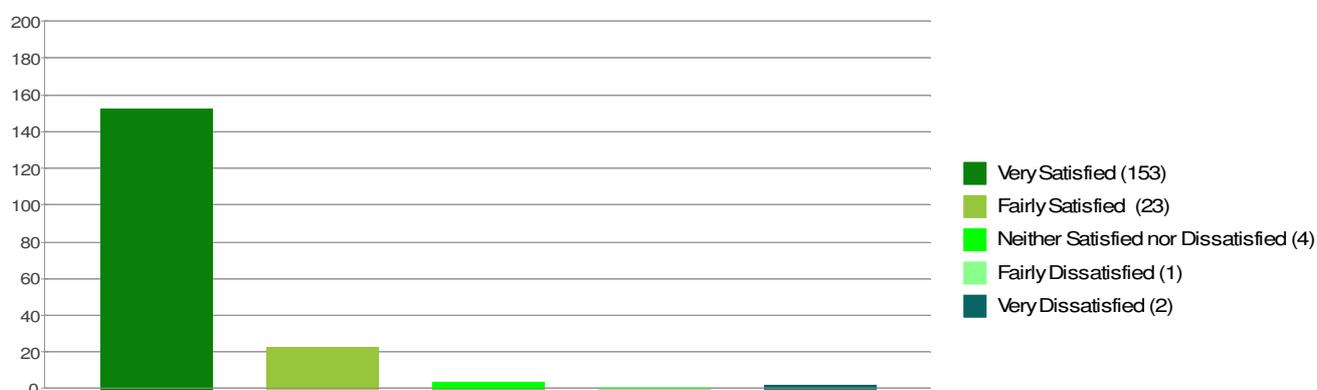


2018/19 Service Delivery Questionnaire

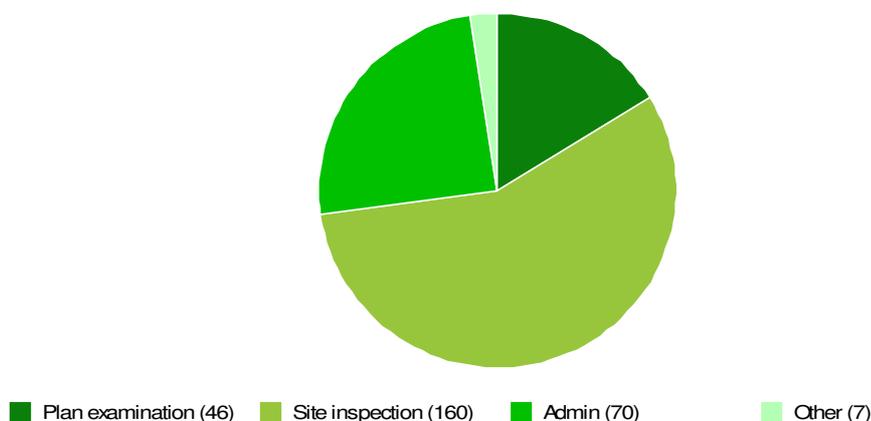
This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2018 to 31 March 2019.

A total of 183 completed responses were received during this period.

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



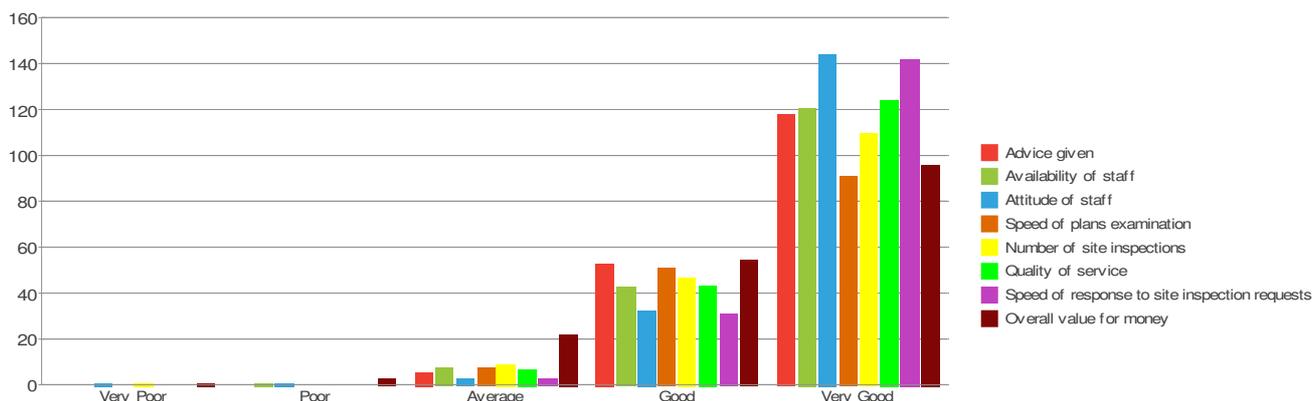
2. As a user of the service, what areas did you come into contact with? (Tick all that apply)



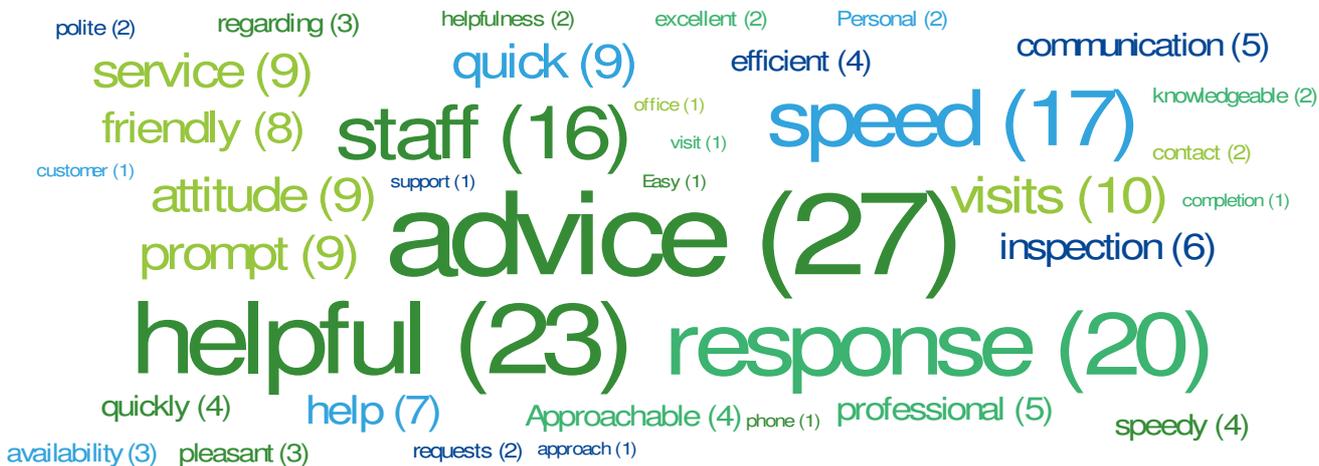
2a. If Other, please specify

fitted new upvc back door
 Regularisation
 Regularisation of work undertaken
 customer of a building company
 copy certificates
 Window installation and wood burning stove installation.
 officer Visit
 Final inspection

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.

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

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

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

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

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

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

Reduce price

all satisfactory

None

none

All fine

None

Checking all emails received

nothing everything was fabulous

We were very happy with the service and found no problems to comment on.

Scheduling site visits.

Nothing springs to mind

More understanding of the situation and giving practical support

None

A better forecast as to what would be required for the first time user.

can't think of anything

none

Need a better understanding of the proper approach re breathability and old buildings. I had to provide evidence but pleased to hear that a training day in this subject had been provided

none

Because I had two similar building control issues on the same site there was confusion as to which issue related to which enquiry. I suggest you consider allocating every incoming enquiry with a unique number in addition to the original planning number if there is one.

none

£120 is a lot of money for a pensioner to find.

All fine

difficult to say,

The speed at which permission was granted to carry out the building work after the initial application.

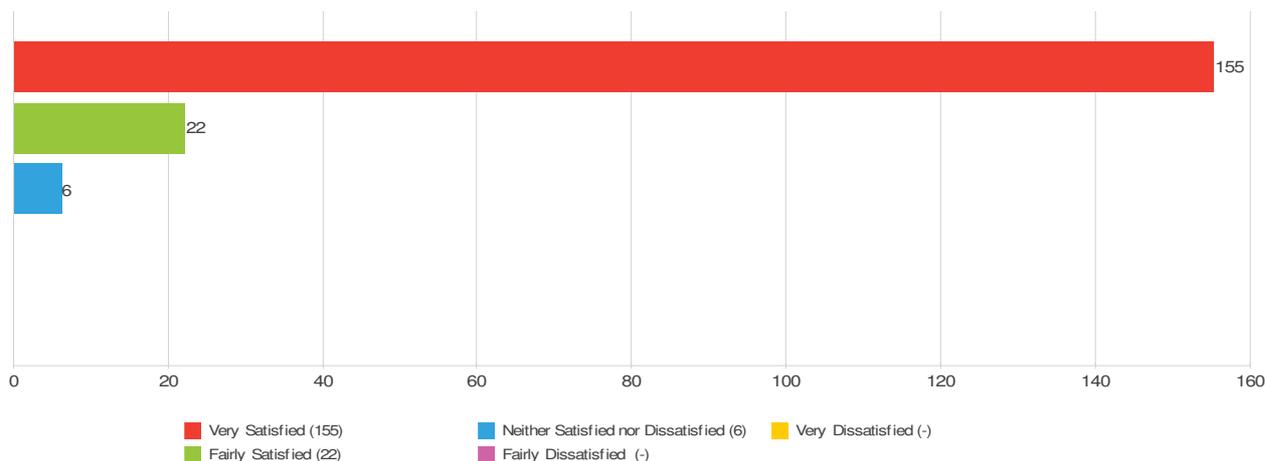
None

n/a

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

- _____ none
- _____ N/a
- _____ I was happy with everything
- _____ Nothing
- _____ None
- _____ 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 !
- _____ 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
- _____ Professional, friendly and helpful

6a. Any comments:

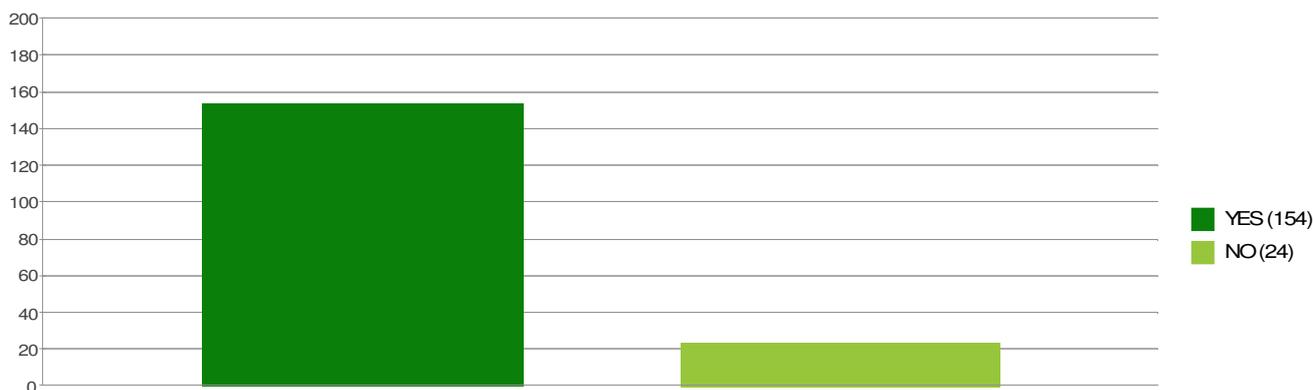
We found Deryk intelligent and flexible in constructive thought and suggestion, resulting in a better out come than the original design.

Mr. Helm took a lot of time and trouble to explain the process in terms that I could understand.

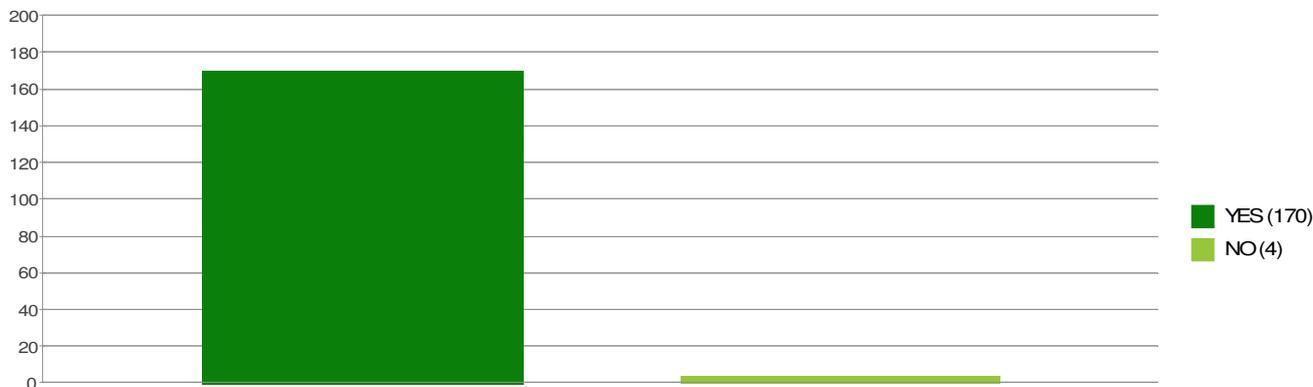
Julie was wonderful to deal with

Couldn't be better

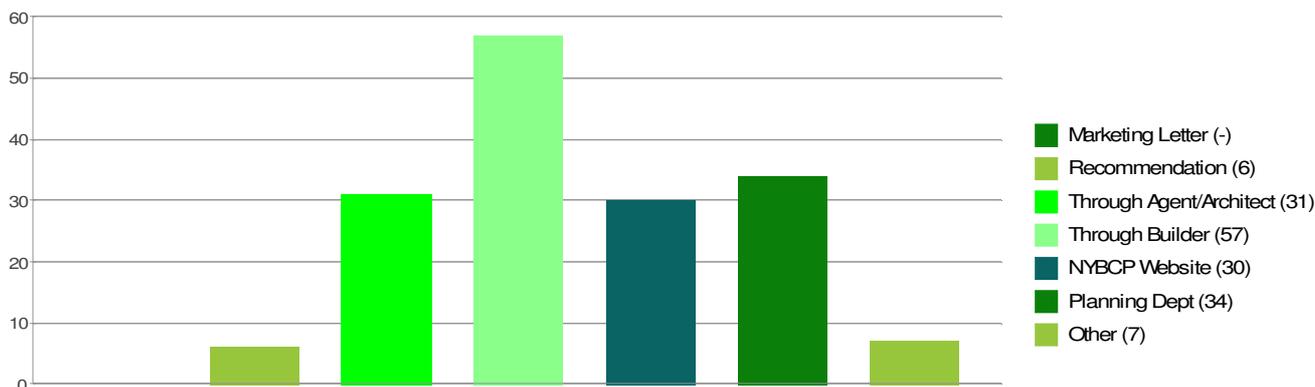
7. Do you consider that the Building Control process has added value to the finished development/project?



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.

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

All very good

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.

Dave was very professional and helpful

Very user friendly officer, my compliments to him.

best wishes to you all and good luck with your enterprise

Excellent service, simple and dealt with in a quick and efficient way.

This was a helpful addition to the planning and building of alterations to renovating our house, 10 Chapel Close, Helmsley,

no

Once your people have a knowledge of ancient and old building techniques versus the sealed modern box approach I think it will be fine

keep it up

very good, came when he said he would

None of any significance

can't say - happy with the service I got

The advice given by your service was excellent, especially the information passed on by the site inspector if any problems occurred.

Mike Heatherington gave good advice also very amicable to other aspects of the conversion.

Very Efficient service

N/a