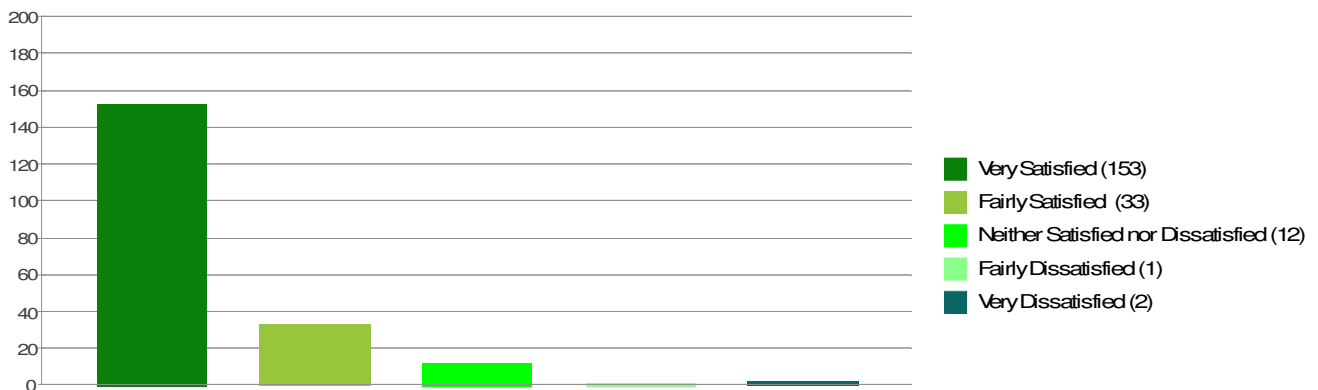


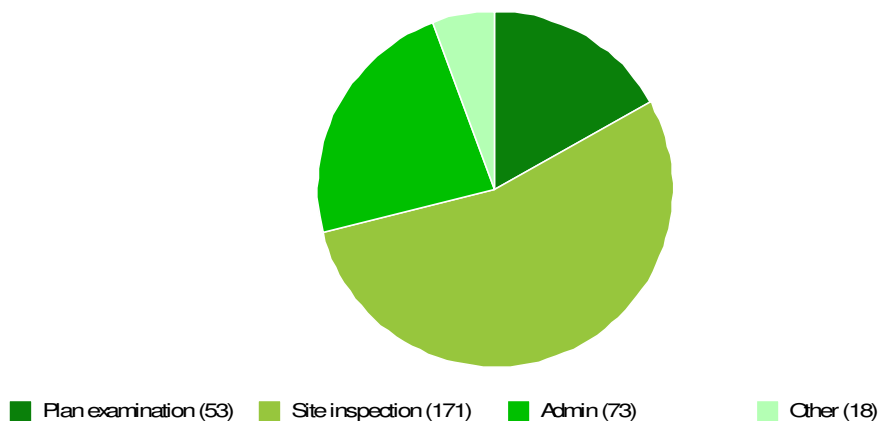
## Service Delivery Questionnaire

This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2019 to 31 March 2020, showing the results of the 202 responses received.

### 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**

Regularisation for completion certificates  
 Property Owner  
 Sign off for extension  
 Householder  
 Developer  
 window inspection  
 Requested pre-application advice when visited by Area Building Control Officer  
 owner  
 Builder  
 Wood burner installation  
 It was a one off query regarding a completion certificate  
 owner of property  
 developer  
 Obtain completion certificate  
 liaising with building contractor for relevant areas  
 Householder

**3. Please rate the following aspects of the North Yorkshire Building Control Partnership service**

	Very Poor	Poor	Average	Good	Very Good
Advice given	3	3	9	47	128
Availability of staff	1	2	7	46	138
Attitude of staff	1	2	4	32	156
Speed of plans examination	2	-	10	41	115
Number of site inspections	1	-	9	45	131
Quality of service	2	4	8	39	141
Speed of response to site inspection requests	2	-	7	34	146
Overall value for money	4	6	25	52	105

**What aspects of the service did you find particularly good?**



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

nothing particular, all seems to work well for us

I had to chase a few times to get the certificate sent through

Cost

Initial contact with Building Control to make arrangements for visits can be difficult.

Issuing of the completion certificate - I had a real problem getting mine after mistakes were made

Charges quite high for a small job

All great

None

Initial request for info

None

None.

Basically if the (first) builder said he had done something the inspector took his word for it - for example cavity tray installation, first builder claimed he had installed one, but he had not! Insulation in the new roof cavity - none Insulation in the external new walls - hardly any Proper roof leading - end section was missing As a result we had to have all these aspects re-done at extra cost.. And the roof structure had to be re-built as it was not level When I submitted full plans to building control I expected that you would use them to check that things were done properly. Obviously I was wrong!

none

Nothing on this occasion.

CAN'T FIX WHAT IS NOT BROKEN

JUST KEEP IT AS IT IS.

I am very happy with the service provided by NYBCP. Many thanks.

None

quicker final inspection

Have a planned time for the inspector to arrive as we had to stay and wait all day for him to arrive and had to stop work, waiting for him to arrive so that he could see the correct things.

There were a number of small things that could have have been mentioned much earlier in the process but otherwise very good

I couldn't say there would be anything that I have seen that would require improvement

Having paid for a service, expected service, not to have to chase up completion certificate 3 months after job completed, then again another 3 months later.

Difficult to book in a specific time

Forms need to be more explanatory

Nonr

none very pleased with everything

The info I was given at initial contact was a little over the top and very alarming (eg told we needed soundproofing). But overall, i have been impressed with the service and have found all members of the team I have dealt with to be professional and helpful.

Happy with overall process, no complaints.

The knowledge and competence of the building inspector on site

not sure , all seems just fine to me

Cost is extortionate

From my point of view nothing, can not criticise in any way

the surveyor told us we would still be able to use our blinds, we couldnt and we had to buy new at a cost

nil

none

none

Reduce fees

None less fees

no aspects to note, all seemed fine

None very happy

None come to mi d

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

Reduce cost

Happy with all aspects of the service.

Need to employ more on site building inspectors to ensure adequate cover for illness

None

N/A

The building inspector needs sacking

The online application system and procedure, as rather unclear in places for the domestic householder application.

Long delays regarding planning communication

None

Everything went perfectly no improvements come to mind

Your process is based on a tick box mentality. In my particular case some of the requirements I found to be totally unnecessary. Your focus on U values for insulation is too simplistic

It could not have been improved

We didn't know we had to get a completion certificate. Better education of public via architects etc

None Excellent service all round

NONE

online difficult to navigate

N/A

None as experienced over duration of the works involved.

Not applicable

All ok

None Just perfect

just keep it as it is.

None

No comment

Cannot believe the difference in inspectors as of now to a few years ago. So much more helpful

It took repeated phone calls to obtain a certificate of completion, no reason was given for the delay.

Nil

None

Communication from relevant inspector in respect of contact following additional information sent.

None

More staff to reduce individual workloads

maybe advance notice of site visits as we missed your employee on a couple of occasions

N/A

Clearer Costing Matrix

Cost rather high.

From my end, nothing

Nothing at the moment

none, great service

None

None

None

Nothing to be improved.

The original phone call - I didn't find it easy to understand what I was being told or what the responsibilities were

Think you should have a staged certificate so each inspection is recorded and signed off as they occur

You did not provide any legal link between my application for building consent, the actual drawings, and the certificate until I phoned you up. You only demonstrated that you had approved a reference number which I had no access to and could not legally demonstrate that it meant anything specific until I had received the actual drawings with your stamp on. I had to phone you up to request this crucial legal link in the legal evidence chain.

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

£30 plus vat for a single A4 page is expensive particularly when you consider that most planning decisions are available on line now .

None

Make it cheaper :)

none

Accessing application form online( aware though this is being updated)

Fair/clear pricing

Because our contractor had chosen to use Aedis which went into liquidation, It took some months before we were able to get the certificate. But once we had contacted NYBCP our problem was resolved very quickly.

None

Keeping appointments

None that I can think of.

No recommendations

None

None.

Possible morning or afternoon appointments

nil

none

none

Reduce fees

None less fees

see comment over

Cost is extortionate

From my point of view nothing, can not criticise in any way

the surveyor told us we would still be able to use our blinds, we couldnt and we had to buy new at a cost

none

I cannot find fault. As stated above the service was faultless.

Confusion after 1st site visit as to who arranged 2nd site visit

OK really, plan approval took time though.

-

Advanced timed appointments

Nothing

None

N/A

N/a

None

None

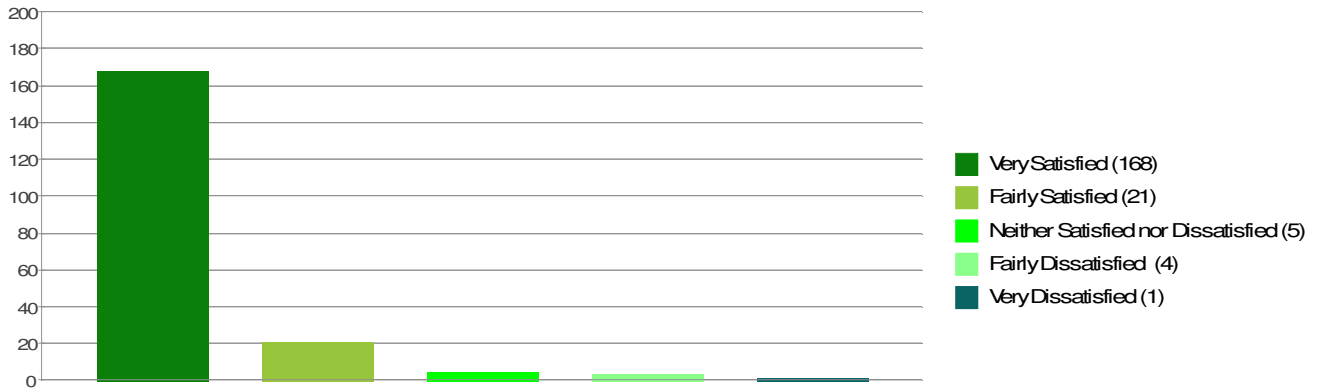
An appointment system would be useful so we know exactly when the inspector would be on site.

Non

None

From our perspective as the client having the building work done there's nothing I can think of.

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



### Any comments:

excellent

My issues were with issuing of completion certificate

A personable group of people

10/10.

More satisfied than very satisfied. NYBCP deserve a 5 star award for offering and providing far more than other BC bodies that I work with.

As said friendly, courteous and helpful

very very good

We were very impressed with Dave Morris our building inspector.

Went out of his way to cause problems on site, spoke to my staff like they were dirt, so much so the customer who heard is writing to complain. asked us to call to arrange appointment then refused to answer phone. I called 17 times over the duration of the works and he never answered phone once or replied to my messages. He had numerous un-necessary inspections. We deal with 80 different inspectors each year and this one is the worst we have ever encountered, coupled with being out of his depth and not knowing the actual regulations for what he is inspecting.

Your inspector was very good

None

All very helpful

Whenever and whoever I spoke to they were always very polite, cheerful and extremely helpful

Very helpful!

Ivan Wooler and Aaron Bridges at the Easingwold branch were exceptional in their helpfulness, speed and professionalism,

Everyone I have dealt with have been fantastic and helpful

Neil Youll was superb. Great communication of requirements and speed of response on site visit requests was above and beyond what we were expecting.

you supplied swift evidence

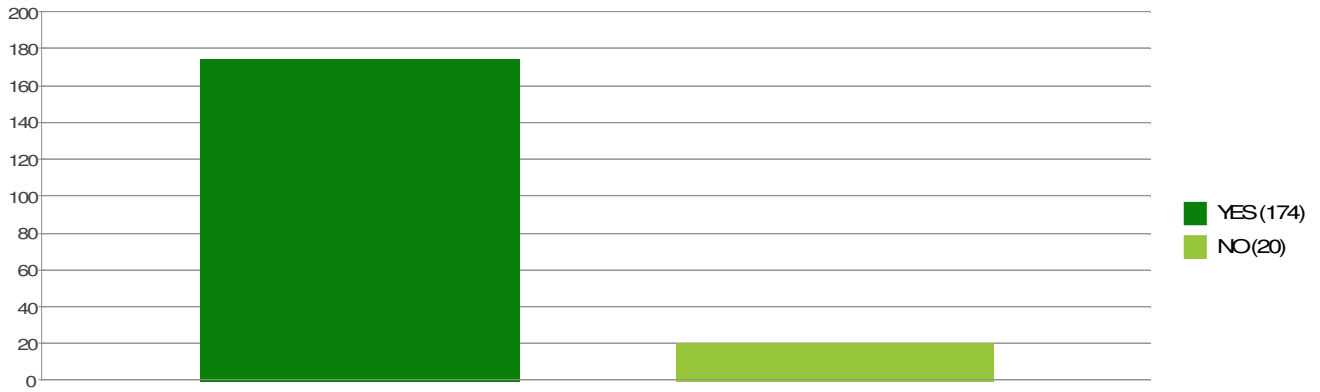
All staff we came contacted were very efficient and helpful.

Very friendly and good advice

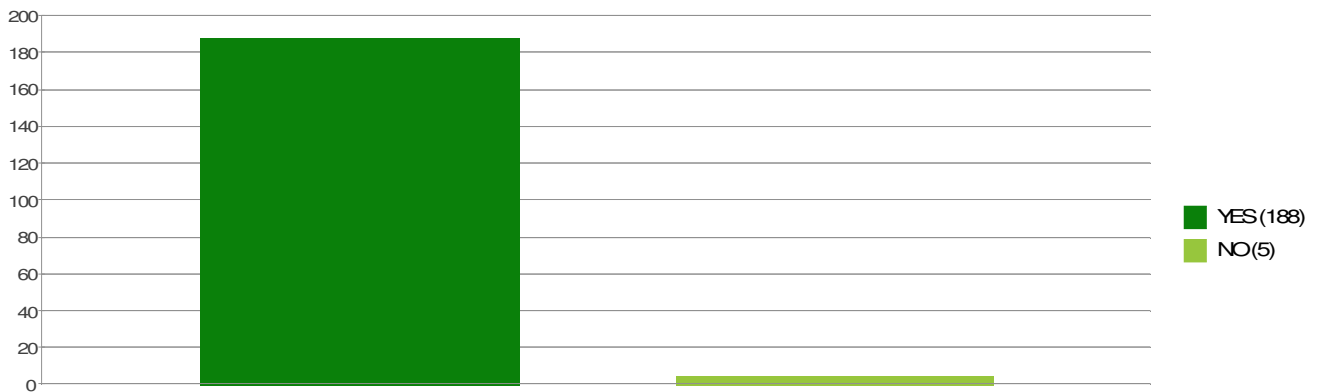
Thank you.

See previous comment - very grateful for helpful and clear feedback.

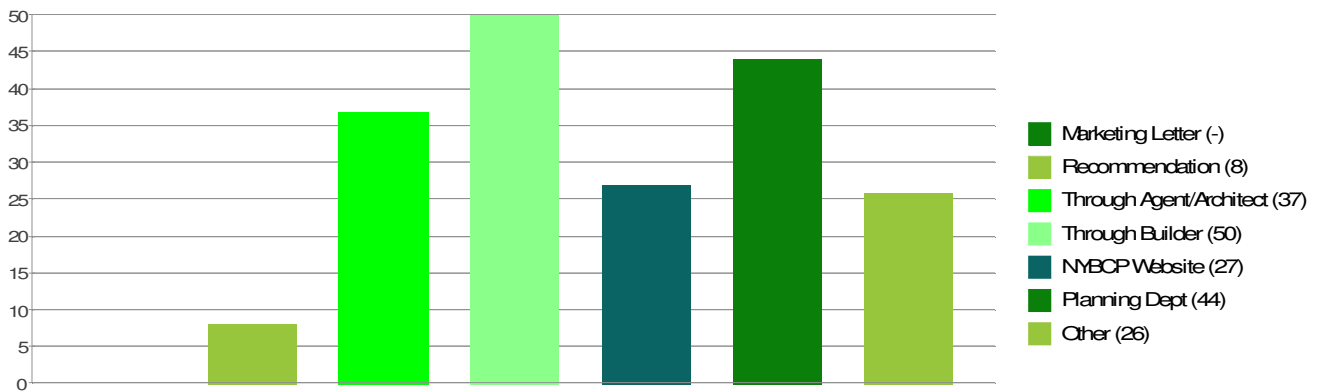
**7. Do you consider that the Building Control process has added value to the finished development/project?**



**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.

I cannot fault the service - very pleased with the input.

Thank you for being so helpful and responsive to our enquiry. We really appreciated your time and help.

Ms Julie Chapman was extremely helpful and friendly, my thanks to her

I am very pleased with the service particularly the professionalism of Julie Chapman. She has been very helpful throughout.

Excellent service from start to finish

If I need building control again I will DEFINITELY not come to you

Thanks for a great service

Thank you for your prompt courteous service.

FANTASTIC SERVICE FROM START TO FINISH !

Many thanks for providing such a professional service.

None

I pleased that there is traceable proof of compliance with regulations which will help in the eventual sale of the property.

Just keep up the good work - as I am not a professional you acknowledged my inexperience and assisted us to a fine outcome, Thank you

I cannot fault it.

Glad we were given a prompt inspection and further advice for the rest of our development.

The building inspector was always polite and attended the site on all occasions required, however we were disappointed with his lack of knowledge to the job been carried out, it was very frustrating when after a visit he gave the go ahead and then he the changed his mind and made the contractors dig right across our drive which he had said would not happen on his second visit. May we suggest in future you send a building inspector to the job in hand with appropriate knowledge and understanding of the regulations at the currant time.

will use again very soon

We are pleased with the service we have received and will recommend to others.

Very expensive!!

Lightweight roof placed upon brick orangery replacing glass roof. Inspector requested m2 inspection hole to be dug into drive to confirm footings - unnecessary

as previously mentioned everything went smoothly from start to eventual finish

A good service

A very good service.

Overall very happy, friendly service and officiant

I thought that the charge for the service was rather excessive.

Because of the positive experience I've had, I cannot think of any way you could improve the service.

none needed very efficient service

None

N/A

Mike Hetherington was always very reliable and always arrived to site when requested

Excellent service

The office support by Karen was first class

Great service will be sure to return for future building control

Keep up the great attitude from staff

Julie Chapman, the BCO, was a welcome visitor to the site, and her input constructive and pleasantly delivered - not always the case when the project manager had dealings with the old BC regime of other York and North Yorkshire local authorities.

North Yorkshire building control , the best I have ever used Thank you

fantastic service yet again !!

Keep up the good work!

Very pleased no problems.

Overall very satisfied with the service received.

At this moment in time excellent

Thank you so much for making the entire process easy.



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

The responses in this questionnaire relate to all 5 dwellings covered by the application 17/20620/DOM

Just a huge thank you to all staff, particularly Simon and Ivan, all help and advice much appreciated.

Friendly & efficient service from start to finish. We can't thank you enough.

None at this stage

We were advised by our architect to use their usual people but the speed of response and advice by Neil and Liam to our initial contact was so good we decided that was the team for us

A very efficient service with helpful staff

Very helpful advice over the phone, second inspector from Leyburn was brilliant- thanks

We are grateful to the building control officers who visited the site and explained clearly what had to be done. We feel that their advice has made sure that the whole building has integrity

none

None, thanks.

Responsiveness to queries was particularly impressive

I am sorry but I do not feel I am able to provide accurate feedback for you on your service. All contact with building control was done by my builder who kept me informed of dates for visits and the results of the visit. I was quite happy with this arrangement. I do know that visits were arranged at different stages of the project and that the standard of work was approved according to building control regulations. My impression was that building control were helpful and encouraging.

Mr Morris was professional and helpful.

A good service

Excellent service

I was surprised to find it didn't operate from the Scarborough planning dept

all very professional thank you

we had two visits from two different inspectors both gave a cursory glance at the work done and left site all within a couple of mins

Very expensive!!

Lightweight roof placed upon brick orangery replacing glass roof. Inspector requested m2 inspection hole to be dug into drive to confirm footings - unnecessary

as previously mentioned everything went smoothly from start to eventual finish

A good service

First site visit inspector wanted hole digging to view foundations. Builders did that and we waited and waited. In the end builders wanting their money had to chase up. 2nd inspector identified separate issue to first and wanted again full electrical certificate obtained. Inconsistency frustrated the builders.

-

Thank you for a prompt and professional service

Thank you for a quality service.

See previous comments. Really useful visits from knowledgeable officer.

Very satisfied overall

Very satisfied

Thanks for continuing to provide a vital service during what are difficult times for us all.