

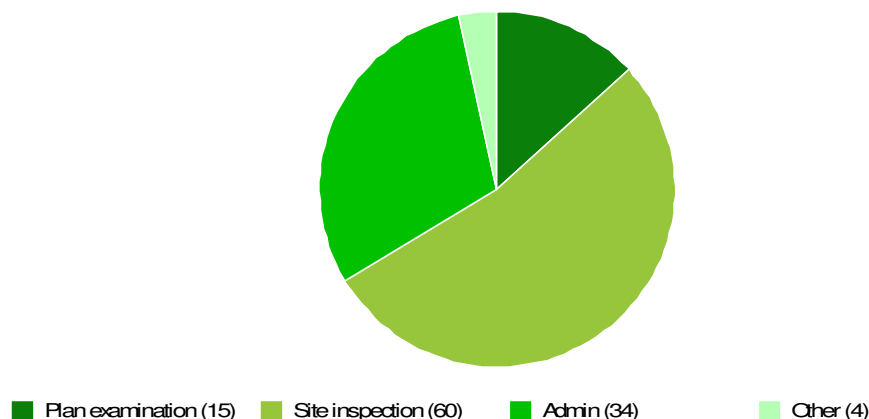
Service Delivery Questionnaire

This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2020 to 30 September 2020, showing the results of the 75 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

owner builder assistant
 Copy of a Completion Certificate
 House sale
 Building reg inspection
 My builder dealt largely with the building inspector though I received feedback via my builder.
 Covid distance inspection

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

	Very Poor	Poor	Average	Good	Very Good
Advice given	2	-	2	17	52
Availability of staff	2	-	-	22	51
Attitude of staff	2	-	1	10	62
Speed of plans examination	1	-	1	15	44
Number of site inspections	1	-	-	17	49
Quality of service	2	-	1	14	56
Speed of response to site inspection requests	2	-	-	14	57
Overall value for money	2	-	4	22	42

What aspects of the service did you find particularly good?



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

None
 N/A
 None more than happy.
 Unable to comment as most of dealings done with my builder.
 None so far
 none, but as building increases there will need to meet the demand with more people
 None
 None
 We had a couple of officer changes during our build. It would have been useful to have new contact details at the time of change
 the corona virus did effect us as it did delay things but no more than one would expect hope fully never to happen again

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

N/A

-

Price.

Nothing really

nothing

n/a

I was very satisfied with the service received.

None - it was absolutely excellent

cannot think of anything

Satisfied with all aspects

A time slot for site visits would be good, while I can see this can be awkward perhaps some way of tracking visit in a similar way to home deliveries via your smart phone..

N/A

Non that I've come across.

Nothing in particular to improve on.

Clarity and consistency of policy regarding Covid 19

None

Cannot comment

-

Answering service when no one available

Difficult to find a contact number online

Happy with it

None very good service.

Value for money! I paid £734 to received 3 or 4 emails from the building control inspector. There were no visits due to Covid. I feel that the certificate that arrived today cost £734 as only one email from the inspector was helpful.

None

I cannot really comment as my contact was minimal

None. Due to Covid19 the system is as good as it can be.

I think a list of the stages that need to be concluded and more understanding about completion would be useful. Just a one pager on the process from start to finish for the homeowner who is engaging the service on a small building project.

No negative comments

None

Its a minor point but it was difficult to find the right individual to deal with initially. this won't be an issue for people who use the service on a regular basis. Once i got over this no issues.

None

no suggestions can be made

Not sure - too new to comment really

None

None

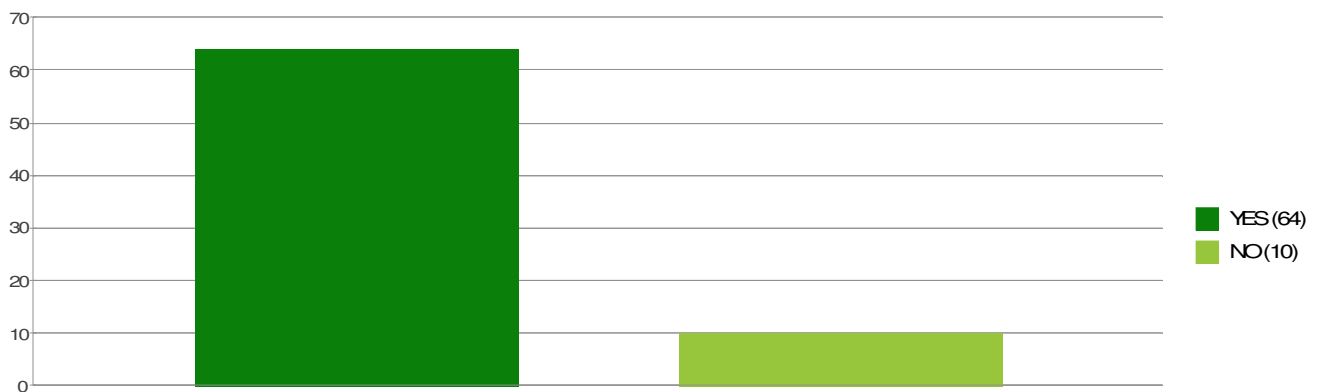
6. How would you rate the Building Control staff in being helpful and responsive to your needs?



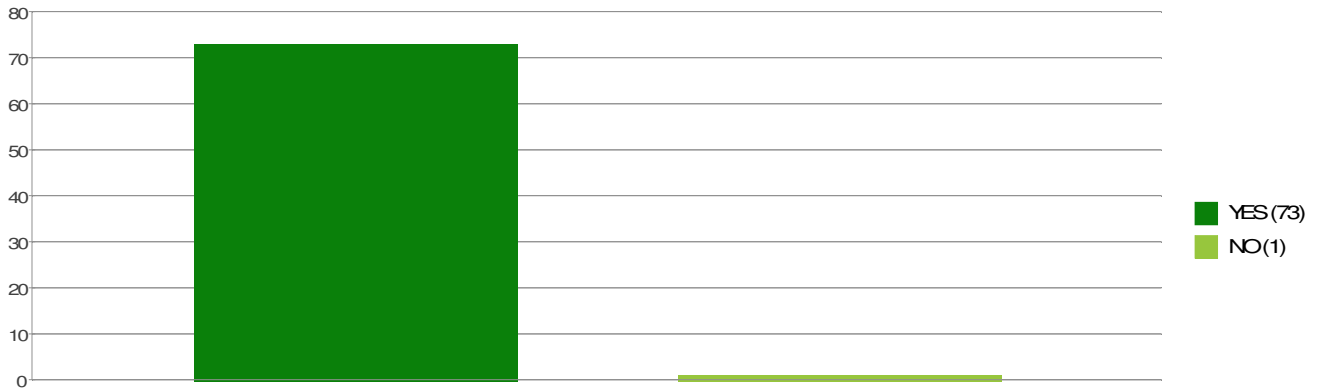
Any comments:

- Neil was outstanding, so helpful informative.
- Great support and guidance all round, thank you
- easy to contact always ready to talk
- Prompt, efficient, courteous service.
- Very quick response.
- See previous comments
- Again Ivan was very helpful.
- Very professional, friendly and helpful staff. Excellent communication from all departments.

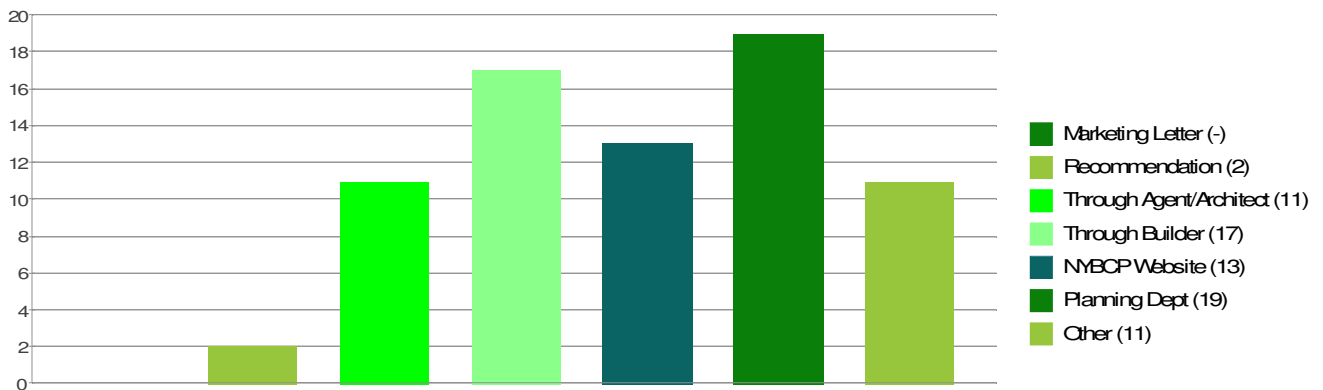
7. Do you consider that the Building Control process has added value to the finished development/project?



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.

Service much better and easier than expected

very helpful department.

Thank you.

Excellent professional service,no issues

Most dealings done through my builder but I was present on site when surveyor attended. He was always polite pleasant, professional and efficient.

Very prompt response to my query on the Certificate

Prompt site visits, fair comments, good communications and pleasant people to deal with. Thank you!

Nothing to add , thank you all for your support

We wish you could replace the Planning Dept.

i have a further house to build next door to stable view and look forward to again dealing with you thanks paul

very satisfied

-

It is a good system for self builds and competent people who carry out their own work. Good advice from the start avoiding regularisation fees.

Carry on the good work

Dave Morris was very efficient, prompt, informative and courteous

As said previously, I was very happy with all aspects and I have to say that Helen Winfield was exceptionally helpful

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

Happy with the overall process

Thank you for helping me to meet regularisation requirements as quickly as possible.

Very happy with service and very impressed with willingness of all staff to be of help.

No further comments

Very satisfied Completion certificate issued after understandable delay from Covid.

extremely satisfied with Building Control the service and helpful advise was welcomed.

Given that my builder had more contact with the building inspector, he might have been able to provide more comprehensive feedback than me.

Excellent - first rate.

Completed and conducted in a professional manner helpful throughout

Very helpful and polite service.

very pleased with prompt service

Extremely poor value for money. Can you please justify the £734 with detailed costs?

Very happy and fast response times

It is a really good system in times of Covid I found it easier and quicker than I thought it would be. The NYBCP have adapted well to the current pandemic situation.

Nothing further to add except thank you for an efficient service.

I support the service as it is independent and professional and you can rely on the local authority to to fair

I was totally unaware of the need for this process before being told by a colleague. Perhaps better advertising?

Excellent.