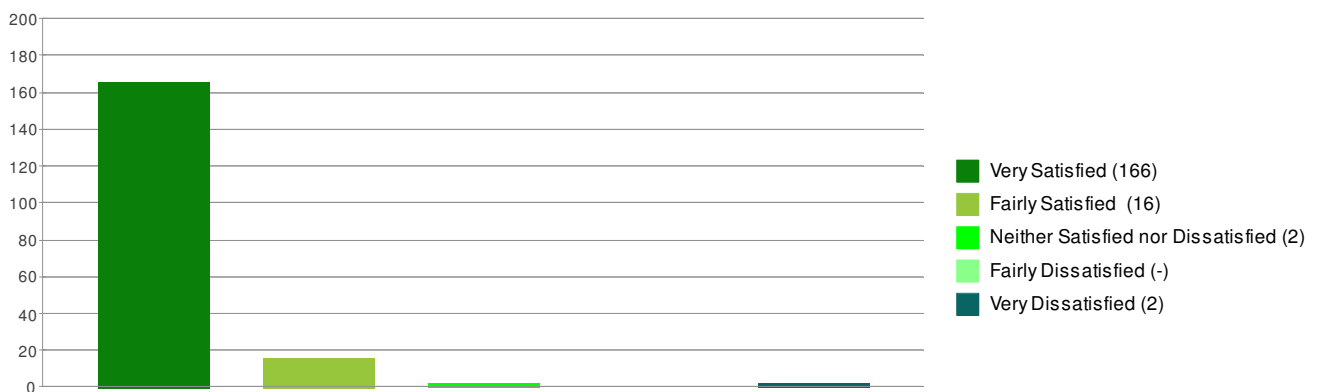


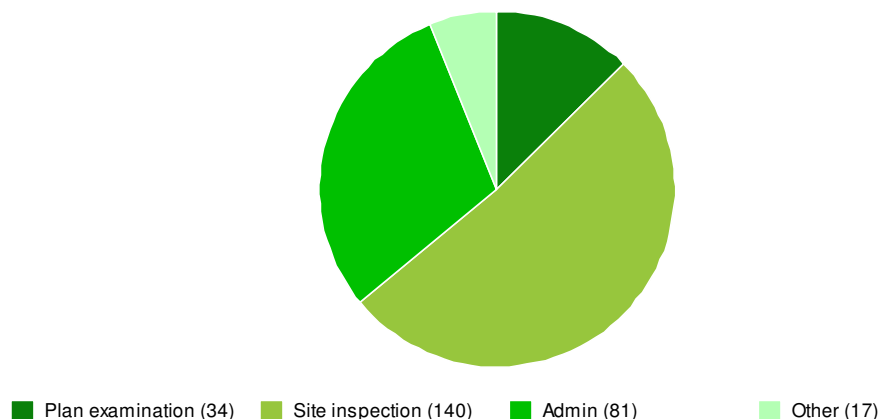
Service Delivery Questionnaire

This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2020 to 31 March 2021, showing the results of the 186 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

2a. If Other, please specify

My builder dealt largely with the building inspector though I received feedback via my builder.
 Covid distance inspection
 applicant of the planning process
 Required a certificate
 covid 19 restricted contact
 Regularisation application for domestic electrical installation not notified by NICEIC contractor
 Property owner wanting previous documents to enable a sale
 virtual site inspection
 Regularisation done via photos and email
 first time of use.
 House owner
 Regularisation
 none of the above
 obtaining duplicates of old completion certificates
 Completion Certificate
 Requested building regulations form
 Building control site officer who answered queries.
 Required certification of completion
 Building regulation certificate info
 Regularisation
 End user

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

	Very Poor	Poor	Average	Good	Very Good
Advice given	3	1	5	40	131
Availability of staff	3	3	3	49	123
Attitude of staff	3	-	3	31	148
Speed of plans examination	2	-	7	35	111
Number of site inspections	4	-	5	37	116
Quality of service	4	-	3	37	137
Speed of response to site inspection requests	3	2	3	32	136
Overall value for money	4	4	14	49	104

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
- 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.

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

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

None

none

Nothing.

none

Happy as it stands

None at the moment.

nothing

All good

If a date, time for a visit is agreed, I don't expect my builder to have to ring and then wait 2 hours for you to arrive!

None

N/A

none that I experienced under covid 19 restrictions.

Nothing of note

None

N/ A

The SBC Planning Dept website is very user unfriendly. For a lay person it is extremely complicated to navigate.

None

None

To explain and break down more technical matters to be more supportive for the applicant.

I had a site inspection booked, I don't live at the property and had taken the day off work to wait for the inspection. I got a phone call on the day to say that they were not doing site inspections and to send photos - this could have been communicated beforehand so that I did not have to take the day off and wait around.

Nothing

The final inspection should have been done when the work was completed. I was not aware that this had not been done. Chasing up the relevant paperwork after twenty years has not been easy.

Availability of staff

Nothing

Seems a bit unfair that we have to pay to make adjustments to our own home, but I guess everyone moans about that!

Nothing.

This was a retrospective inspection of work completed 16 years ago. I paid all the required fees at the time but no explanation of why it wasn't done at the time is available, so I had little choice but pay £120 now in order to help sell my house. I feel that the service should have chased final inspection/completion 16 years ago.

More communication. Attention to be paid to materials supplied and if these materials are fit for purpose.

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

All good

Not sure.

Site visits during covid-19

I have no complaints .the service was excellent

None

Given the current Covid problems we thought your team managed extremely well and there were no areas we felt needed improvement.

none - it all worked perfectly

None that I can think of

all good

An automatic response indicating when certificate should be expected would be helpful.

None-in respect of this particular service

I may be out of touch but thought the fee was disproportionate to the amount of time and work involved.

Quicker with the plan check, although this aspect was not bad overall

none

Unknown

none

N/As

none.

None

Absolutely fine as it is thank you!

Nothing to add here

Nothing

None

None

Archive system at Northallerton although not under NYBC

Nil

No comments as every thing has been handled

Cost (one 15 minute visit and an emailed certificate for £300+ ...)

None

No site visits (due to covid) which I understand however we were not living at the property and as the applicant it felt like I was doing most of the work with emailing pictures of the work. On a number of occasions the building control officer needed more pictures. Despite this I still payed the same as if a building control officer came out to the build and did a site visit. I feel as though if there is no site visit the application should be at a reduced rate as no member of staff were willing to come and see the property and it is difficult for me to take pictures as I am unaware of what the building control officer needs. Throughout the whole process I made it clear we were new to building work and not once did anyone from building control who I spoke to or emailed explained that we would need building calculations. Our builder who has done the same job more than 6 times last year on a bigger scale explained that York City Council did not need calcs however our officer insisted even though the steel put in was well over what the calcs came back at. I understand this is maybe something Hambleton building control need however this should have been made clear at the start as cost us an additional £300.

cost

None, it's excellent already

I was very happy with the service

Risk assessments, wrt fire.

None

I cannot find any faults in the way in which my request was dealt with

N/A

Was well impressed with the service

None

none

Nil specific identified

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

I did see someone who visited when the extension was being built. She came onto our property without acknowledging either my wife or me, and I think that she could have shown a little more courtesy than that. We are, after all, paying for her to do her job.

More availability of staff, quicker turnaround for plan inspection

None

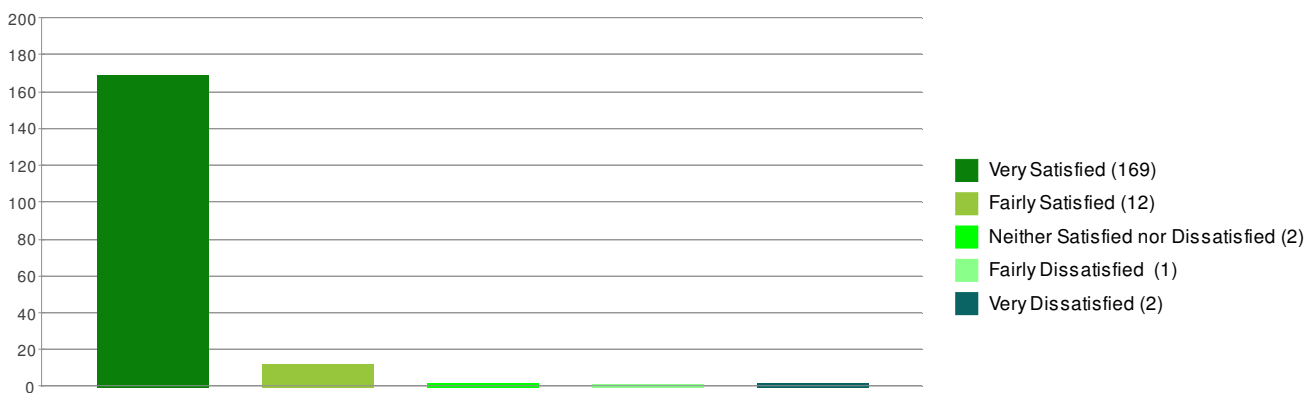
No negative aspects at all

Pricing

There was a delay of four months in issuing the certificate as the inspector was awaiting pictures from the builder. However, the pictures were not chased-up and it was only when I enquired whether we should have received a certificate that the reason for the delay was identified. From that point, it was organised within a week.

Nothing obvious.

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.

No complaints. But difficult to assess under restrictions.

Even during the challenging times of COVID the service has been strong

Excellent - timely response to queries and to inspections

When I needed advice and asked questions, people got back to me and were pleasant.

Maria and Simon did what was needed efficiently.

I have emailed with my problems and not even had a response. When talking on the phone have been told this has nothing to do with them if my conservatory roof is leaking and not fitted correctly.

Ivan Wooler was extremely helpful

Inspector was very pleasant and helpful

All dealings with Simon Peart were very good, professional courteous and sensible

The Inspector arrived quickly and gave clear direction and advice.

Brilliant service. Other organisations should learn from them

Any comments:

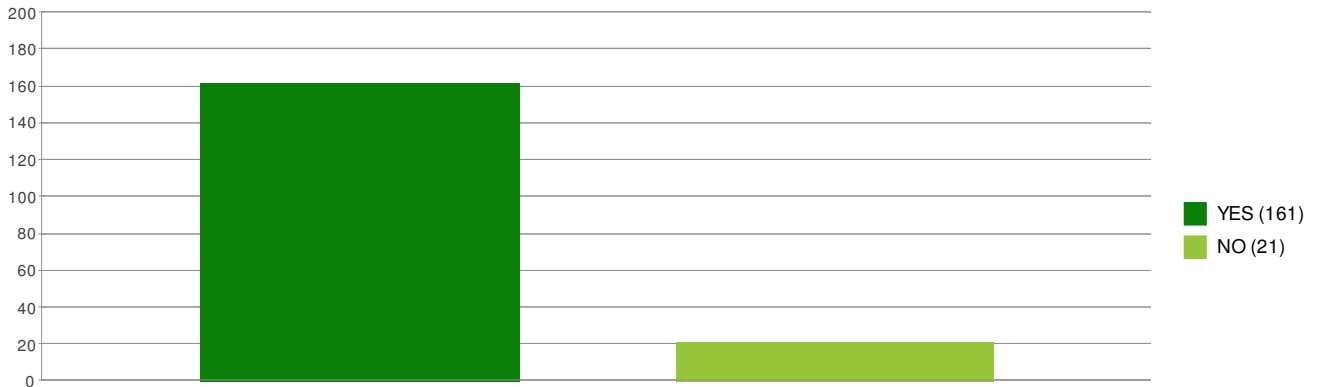
I'm not a builder and their help and advice was much appreciated.

Very helpful, friendly, professional staff

Very fast action

As just noted, the first person we saw never even acknowledged us; the person who signed off was the very opposite in the most positive of ways: courteous, professional, competent. So very satisfied with him; less so with the first.

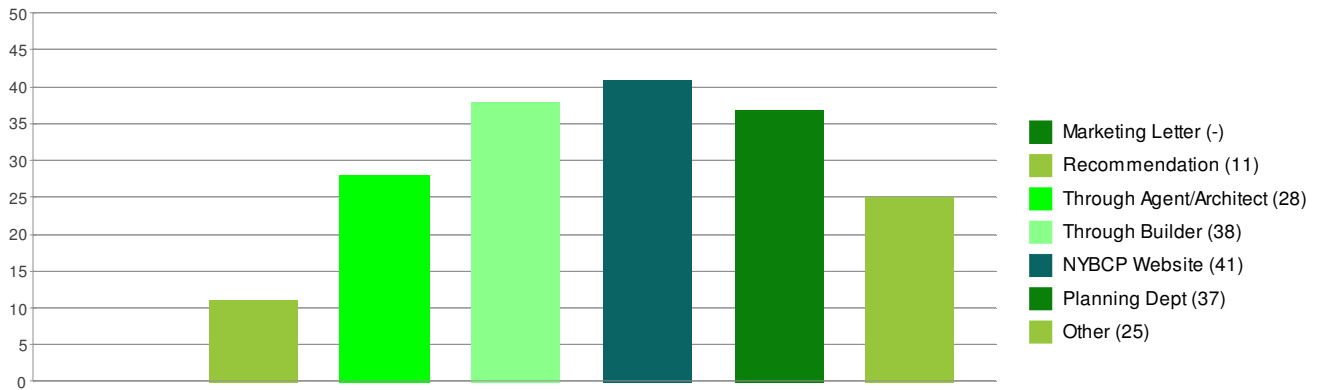
7. Do you consider that the Building Control process has added value to the finished development/project?



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

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 advice 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.

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

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 be fair

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

Excellent.

Same as other comment

All staff have been very helpful and efficient, I would happily recommend you

Very professional services in these difficult times. Thank you.

Would prefer one inspector to continue on project from start to finish where possible.

Brilliant service

In general very good under the covid 19 restrictions.

Superb speed of response and outstanding service.

All good. Clear website that supports ease of use . Very polite, professional and COVID compliant site visit .

Very helpful and efficient

Trying to get in contact with Mike Helm (Building Control Officer) has been difficult. I don't know where he lives but trying to keep a signal going when speaking to him on his mobile has proved very difficult.

From my perspective as end user i.e. the home owner, just to say how helpful and responsive building control were.

I am not sure that there is a need for the app, it seems like a fancy diary management system

Before starting to sell my house I was not aware that the service existed.

Office staff unhelpful during pandemic

Extremely satisfied with the service received.

none thanks,.

I would like some communication and response regarding the supply and fitting of my conservatory roof. I'm very dissatisfied with it.

All good

Mr Peart understood the urgency of our situation and responded amazingly. Thank you!

None.

I cant fault it

Great support and service

Thanks for your continued efforts at this difficult time.

Polite professional service

Being an older person I found the whole process far less stressful than anticipated due to the patience and consideration of the staff concerned

Ivan Wooler was v helpful

Overall very good, thank you very much to all that helped

Very pleased with the service - thank you very much

Thank you for your swift response and clarity

excellent service

Very professional.

Very professional service from your Mr Simon Peart.

Very helpful

Excellent service from start to finish, thank you very much!

Nothing to add

Thank you for your time and help

The team were all very helpful.

All staff generally very helpful and mindful of covid restrictions

Great team, running an excellent service.

As previously mentioned all phone calls and site visits have been handled professionally and very friendly

Thanks for reacting so quickly

satisfied

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

Very pleased

The organisation is very lucky to have such helpful and efficient staff. I wish I could have the same experience with other companies and organisations I have and are having to deal with

Ivan provided me with the information I required and acted promptly with my requests.

Would like to thank the staff that have attended our site for their help and advice

Service very good overall

If staff would just say 'hello', and introduce themselves, that makes all the difference! Such a small thing. You deal with people primarily, and then buildings.

First class Service