Building Control Service Questionnaire

We would be grateful if you could take a short time to complete the following questionnaire. This will assist us in our continuous programme of improving the level of service we give to our customers. Thank you.

1. Do you every experience difficulties contacting our office?

Never 

Occasionally 

At peak times, 

Frequently 

(Other comment)

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2. How do you find our business support team?

Very Friendly 

Helpful and professional 

Friendly, helpful and Professional 

Not very friendly, helpful or professional 

(Other comment)

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1. Do we keep you informed of the estimated time of the inspection or any delays and return calls?

Always 

Most times 

Occasionally 

Never 

(Other comment)

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1. How would you describe your relationship with your site surveyor?

Very Friendly 

Helpful and professional 

Friendly, helpful and Professional 

Not very friendly, helpful or professional 

(Other comment)

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5. How would you describe the Plan checking service?

Excellent-helpful and efficient 

Good reasonably helpful and within a reasonable time 

Poor, Slow or over zealous 

(Other comment)

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1. How would you describe the service you receive from Shropshire Building Control?

Excellent 

Good 

Not so good/ Poor 

(Other comment)

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1. Who in our team deserves a pat on the back?

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1. Why do you choose local authority Building Control? E.g. What do you like?, What you don’t Like? What would you change?

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1. Do you ever use a Private Approved Inspector? If yes, how would you compare the service?

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1. Is there anything which you think I (we) could do help improve our service?

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1. What organisation do you represent?

Agent.

Contractor

Developer

Client.

Email address or contact details.

**Thank you for your time and we look forward to working with you on your next project.**