



**East Lindsey**  
DISTRICT COUNCIL

## **Consultation Report**

### **Building Control 2006/2007**

Prepared by the Performance and Consultation Team

26/4/2007



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## **1.0 INTRODUCTION**

- 1.1 Consultation has been performed with customers since 1999, this report outlines the performance for the year 1<sup>st</sup> April 2006 and 31<sup>st</sup> March 2007.
- 1.2 Questionnaires were issued to users of the service on completion of the work.

## **2.0 CONCLUSION**

- 2.1 The feedback received from this exercise once again highlights that the Building Control Service continues to be provided to a high standard and is well regarded by stakeholders, both long established and new customers alike.

## **3.0 RECOMMENDATIONS**

- 3.1 It is recommended that:
- **Feedback from this exercise be shared with staff at the earliest opportunity.**
  - **Feedback to stakeholders be given within three months of the date of this report**

## **4.0 RESPONSE RATE**

- 4.1 A Total of 339 responses were received during the year, this compares to previous years as follows:

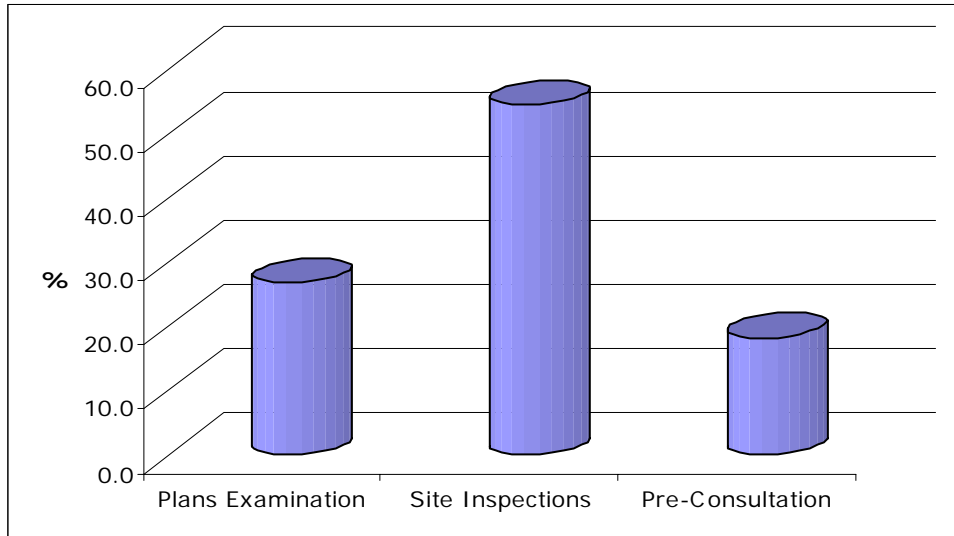
1999/2000	62	(Part Year)
2000/2001	157	
2001/2002	151	
2002/2003	227	
2003/2004	303	
2004/2005	248	
2005/2006	257	

## **5.0 DATA ANALYSIS**

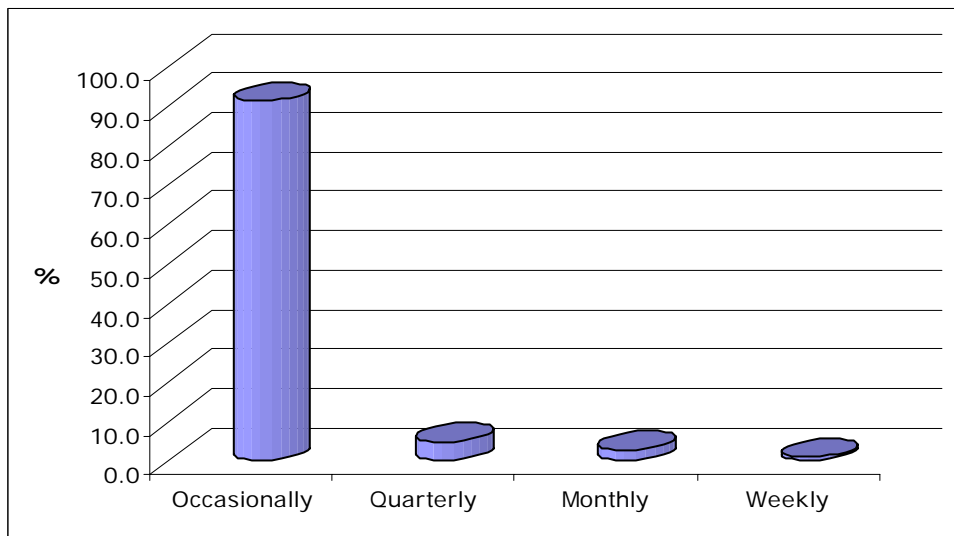
(Base data obtained from this exercise is attached at Appendix 'B')

### **5.1 Building Control Customer Care**

5.1.1 The graph below shows which aspects of the Building Control Service the respondents have come into contact with. As would be expected the majority of the respondents have used the service for site inspections.



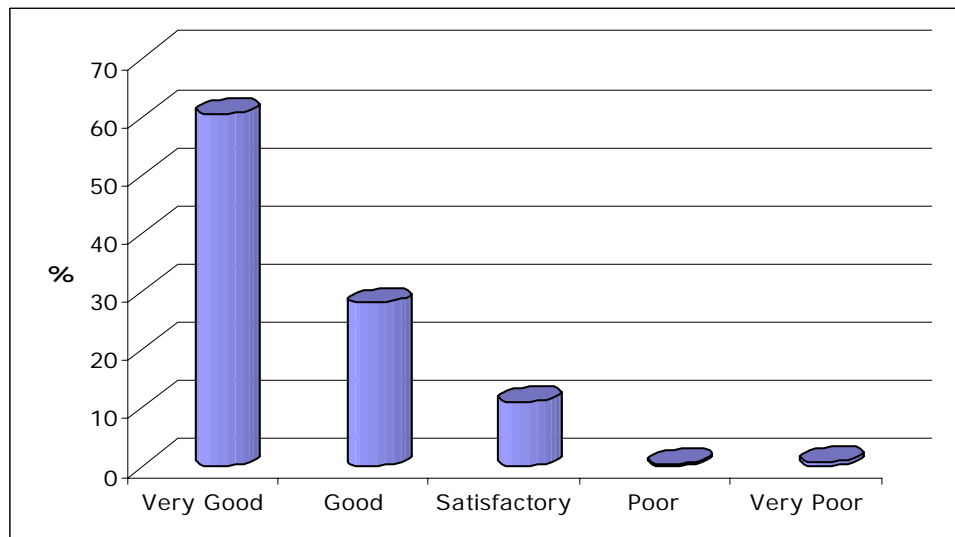
5.1.2 The graph below shows that the majority of the respondents submit Building Regulation applications occasionally, which demonstrates the importance of having straightforward processes and procedures.



5.1.3 93% of respondents found the Building Control application forms simple to use. The table below gives prior year comparisons.

1999/2000	96%
2000/2001	93%
2001/2002	97%
2002/2003	93%
2003/2004	93%
2004/2005	95%
2005/2006	94%

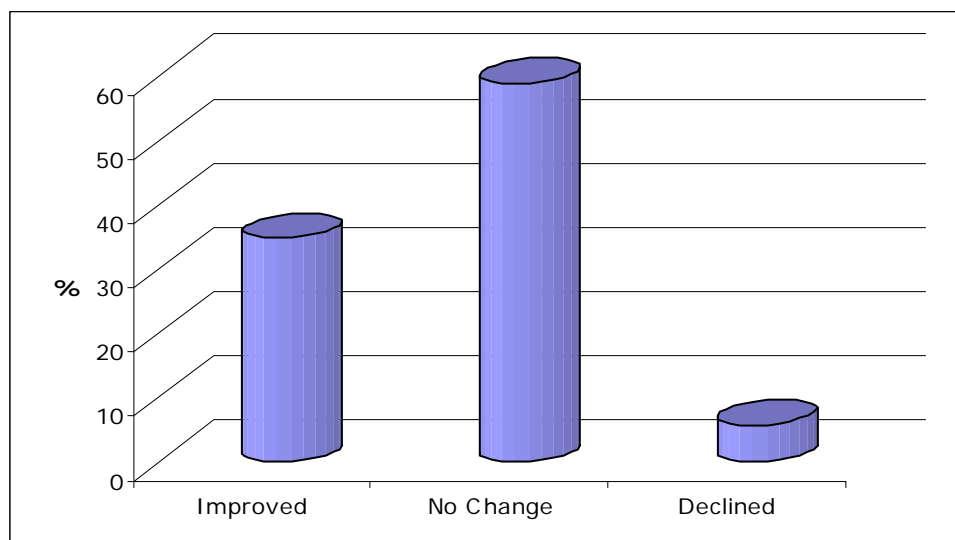
5.1.4 The graph below shows that a high percentage of the respondents found the quality of service to be very good or good. The level of respondents stating 'very good' has increased from 57% to 60%



5.1.5 The table below shows comparisons of the quality of service over previous years.

	Very Good %	Good %	Satisfactory %	Poor %	Very Poor %
1999/2000	<b>58</b>	28	13	0	0
2000/2001	<b>58</b>	29	10	2	1
2001/2002	<b>55</b>	36	9	0	0
2002/2003	<b>57</b>	32	10	1	0
2003/2004	<b>59</b>	32	8	0.5	0.5
2004/2005	<b>56</b>	38	4	0	1
2005/2006	<b>57</b>	32	10	1	0
2006/2007	<b>60</b>	28	11	0	1

5.1.6 The graph below shows that the majority of the respondents felt that the standard of service given had been maintained over the last year.



5.1.7 The table below gives prior years' comparisons and shows that the service had continued the position achieved in 2005/6.

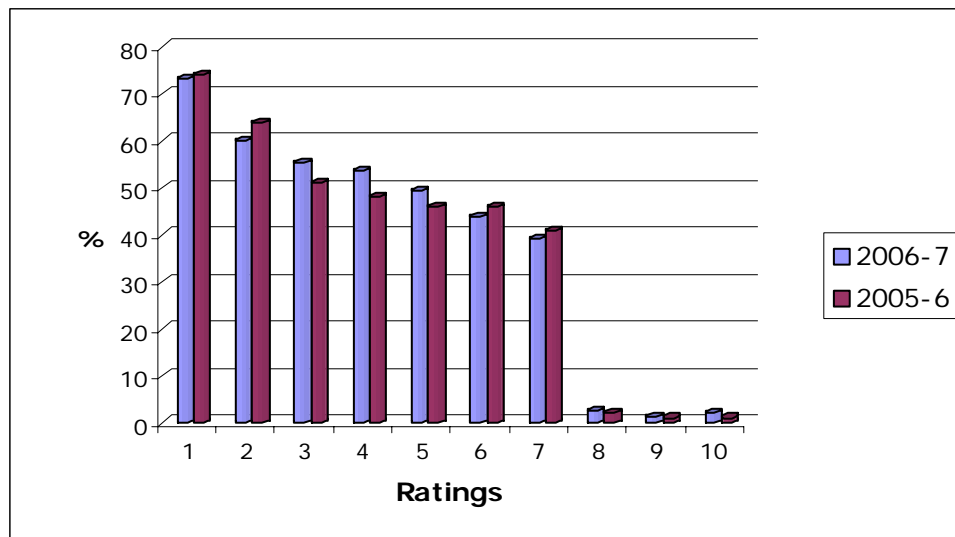
	2006/7 %	2005/06 %	2004/05 %	2003/04 %	2002/03 %	2001/02 %	1999/2000 %
Improved	35	35	25	43	33	31	32
Declined	6	5	9	3	1	2	0
Not Changed	59	60	66	54	66	67	68

5.1.8 The table below shows how the respondents rated individual aspects of the service, with most receiving a very healthy rating. A lower for value for money is always likely when canvassing opinion upon services and speed of calculation checking possibly reflects the pressure customers are under to get works completed.

	<b>Very Good</b> %	<b>Good</b> %	<b>Satisfactory</b> %	<b>Poor</b> %	<b>Very Poor</b> %
Advice given prior to application	46	39	12	3	1
Availability of staff	46	39	14	1	0
Attitude of staff	58	36	6	0	1
No. of inspections carried out	48	39	12	0	1
Quality of site inspection	56	33	9	0	1
Speed of response time to site visits	64	27	7	1	1
Quality and speed of plan checking	37	40	18	4	2
Local knowledge and experience	49	37	12	1	1
Quality of information provided	42	38	17	3	1
Contact officers	50	36	12	1	1
Overall value for money	31	33	28	7	2
Speed of calculation checking	32	38	27	2	1

5.1.9 In all but one category (contact officers) the performance in 2005/6 had been matched or exceeded.

5.1.10 Respondents were asked to provide feedback upon a range of staff attributes, this is summarised in the table below together with a prior-year comparison:



- |                   |                    |
|-------------------|--------------------|
| 1 – Helpful       | 6 - Practical      |
| 2 – Punctual      | 7 - Flexible       |
| 3 – Efficient     | 8 - Officious      |
| 4 – Fair          | 9 - Unapproachable |
| 5 – Knowledgeable | 10 - Difficult     |

5.1.11 Respondents were given the opportunity to make comment upon the service and the comments made were full of compliments towards the staff and the service with the occasional suggestion of where improvements could be made.

5.1.12 The full listing of comments is attached at Appendix 'C', some examples are shown below:

*'The service is very good. I cannot see any obvious means of improvement'*

*'The staff are very helpful and very efficient and I am very grateful for the service that they have given me. Thank you.'*

*'As a beginner I found all staff to be helpful and efficient'*

*'From submission of plans to completion of work, all aspects of the Building Control Service was excellent and could not be bettered'*

*As a builder for over 25 years in Leicestershire, your service is better than Charnwood Borough in Loughborough. Very satisfied, don't change anything.'*

*'I have worked very closely with Building Control over the past 30 years and found them very helpful in many ways'*



**East Lindsey District Council  
Building Control  
Service**

**Customer Care Questionnaire**

Please mark boxes with a  X

THANK YOU FOR YOUR CO-OPERATION

**Q1. What aspects of the Building Control Service have you come into contact with?**

- Plans Examination
- Site Inspections
- Pre-Consultation

**Q2. How often do you submit Building Regulation applications to East Lindsey District Council?**

- Occasionally
- Quarterly
- Monthly
- Weekly

**Q3. Did you find the Building Regulation application forms simple to use?**

- YES
- NO

**Q4. How would you describe the quality of service?**

- Very Good
- Good
- Satisfactory
- Poor
- Very Poor

**Q5. If you are a regular user of the service, has the quality of service over the last year**

- Improved
- No Change

**Q6. how would you rate the following aspects of the service ?**

	very good	good	satisfactory	poor	very poor
Q6a. Advice given prior to application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6b. Availability of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6c. Attitude of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6d. No. of inspections carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6e. Quality of site inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6f. Speed of response time to site visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6g. Quality and speed of plan checking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6h. Local Knowledge and experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6i. Quality of information provided (Guidance notes etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6j. Contacting officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6k. Overall value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6l. Speed of calculation checking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7. When dealing with Building Control Staff do you find them:

- Helpful**    
  **Punctual**    
  **Flexible**    
  **Difficult**    
  **Officious**  
 **Efficient**    
  **Fair**    
  **Practical**    
  **Knowledgeable**    
  **Unapproachable**

Q8. We are constantly searching for ways to improve our services. As a user of our service you are ideally placed to suggest improvements. Please use the space below to write your ideas or any other comments you may wish to make below.


Thank you for taking time to complete this questionnaire. All information provided would be kept in the strictest confidence. If you require any assistance or would like a personal response to any of your comments then please contact the Head of Building Control Mr. G. Winterton 01507 329545.

Name: .....	<b>THIS PROVISION OF INFORMATION IS OPTIONAL</b>
Address .....	
Tel: .....	

## Analysis Summary

1<sup>st</sup> April 2006 to 31<sup>st</sup> March 2007

What aspects of the Building Control Service have you come into contact with?

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Plans Examination</b>	<b>156</b>	<b>46</b>
<b>Site Inspections</b>	<b>316</b>	<b>93</b>
<b>Pre-Consultation</b>	<b>106</b>	<b>31</b>
<b>BLANK</b>	<b>5</b>	<b>1</b>

How often do you submit Building Regulation applications to East Lindsey District Council?

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Occasionally</b>	<b>285</b>	<b>84</b>
<b>Quarterly</b>	<b>15</b>	<b>4</b>
<b>Monthly</b>	<b>9</b>	<b>3</b>
<b>Weekly</b>	<b>3</b>	<b>1</b>
<b>BLANK</b>	<b>27</b>	<b>8</b>

Did you find the Building Regulation application forms simple to use?

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Yes</b>	<b>290</b>	<b>86</b>
<b>No</b>	<b>22</b>	<b>6</b>
<b>BLANK</b>	<b>26</b>	<b>8</b>
<b>MULT</b>	<b>1</b>	<b>0</b>

How would you describe the quality of service?

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very good</b>	<b>201</b>	<b>59</b>
<b>Good</b>	<b>93</b>	<b>27</b>
<b>Satisfactory</b>	<b>36</b>	<b>11</b>
<b>Poor</b>	<b>1</b>	<b>0</b>
<b>Very Poor</b>	<b>2</b>	<b>1</b>
<b>BLANK</b>	<b>6</b>	<b>2</b>

If you are a regular user of the service has the quality of service over the last year

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Improved</b>	<b>42</b>	<b>12</b>
<b>No Change</b>	<b>71</b>	<b>21</b>
<b>Declined</b>	<b>7</b>	<b>2</b>
<b>BLANK</b>	<b>219</b>	<b>65</b>

Advice given prior to application

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>132</b>	<b>39</b>
<b>Good</b>	<b>112</b>	<b>33</b>
<b>Satisfactory</b>	<b>34</b>	<b>10</b>
<b>Poor</b>	<b>8</b>	<b>2</b>
<b>Very Poor</b>	<b>2</b>	<b>1</b>
<b>BLANK</b>	<b>50</b>	<b>15</b>
<b>MULT</b>	<b>1</b>	<b>0</b>

Availability of staff

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>143</b>	<b>42</b>
<b>Good</b>	<b>121</b>	<b>36</b>
<b>Satisfactory</b>	<b>44</b>	<b>13</b>
<b>Poor</b>	<b>3</b>	<b>1</b>
<b>Very Poor</b>	<b>1</b>	<b>0</b>
<b>BLANK</b>	<b>27</b>	<b>8</b>

Attitude of staff

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>185</b>	<b>55</b>
<b>Good</b>	<b>114</b>	<b>34</b>
<b>Satisfactory</b>	<b>18</b>	<b>5</b>
<b>Poor</b>	<b>0</b>	<b>0</b>
<b>Very Poor</b>	<b>2</b>	<b>1</b>
<b>BLANK</b>	<b>20</b>	<b>6</b>

No. of inspections carried out

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>139</b>	<b>41</b>
<b>Good</b>	<b>114</b>	<b>34</b>
<b>Satisfactory</b>	<b>34</b>	<b>10</b>
<b>Poor</b>	<b>0</b>	<b>0</b>
<b>Very Poor</b>	<b>3</b>	<b>1</b>
<b>BLANK</b>	<b>49</b>	<b>14</b>

Quality of site inspection

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>171</b>	<b>50</b>
<b>Good</b>	<b>102</b>	<b>30</b>
<b>Satisfactory</b>	<b>29</b>	<b>9</b>
<b>Poor</b>	<b>1</b>	<b>0</b>
<b>Very Poor</b>	<b>3</b>	<b>1</b>
<b>BLANK</b>	<b>32</b>	<b>9</b>
<b>MULT</b>	<b>1</b>	<b>0</b>

Speed of response time to site visits

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>199</b>	<b>59</b>
<b>Good</b>	<b>85</b>	<b>25</b>
<b>Satisfactory</b>	<b>22</b>	<b>6</b>
<b>Poor</b>	<b>2</b>	<b>1</b>
<b>Very Poor</b>	<b>3</b>	<b>1</b>
<b>BLANK</b>	<b>28</b>	<b>8</b>

Quality and speed of plan checking

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>102</b>	<b>30</b>
<b>Good</b>	<b>110</b>	<b>32</b>
<b>Satisfactory</b>	<b>50</b>	<b>15</b>
<b>Poor</b>	<b>11</b>	<b>3</b>
<b>Very Poor</b>	<b>5</b>	<b>1</b>
<b>BLANK</b>	<b>61</b>	<b>18</b>

Local knowledge and experience

<u>Response</u>	<u>Total</u>	<u>Percent</u>
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<b>Very Good</b>	<b>146</b>	<b>43</b>
<b>Good</b>	<b>109</b>	<b>32</b>
<b>Satisfactory</b>	<b>35</b>	<b>10</b>
<b>Poor</b>	<b>3</b>	<b>1</b>
<b>Very Poor</b>	<b>2</b>	<b>1</b>
<b>BLANK</b>	<b>44</b>	<b>13</b>

Quality of information provided (Guidance notes etc.)

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>127</b>	<b>37</b>
<b>Good</b>	<b>114</b>	<b>34</b>
<b>Satisfactory</b>	<b>50</b>	<b>15</b>
<b>Poor</b>	<b>8</b>	<b>2</b>
<b>Very Poor</b>	<b>2</b>	<b>1</b>
<b>BLANK</b>	<b>38</b>	<b>11</b>

Contacting officers

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>153</b>	<b>45</b>
<b>Good</b>	<b>110</b>	<b>32</b>
<b>Satisfactory</b>	<b>36</b>	<b>11</b>
<b>Poor</b>	<b>3</b>	<b>1</b>
<b>Very Poor</b>	<b>3</b>	<b>1</b>
<b>BLANK</b>	<b>33</b>	<b>10</b>
<b>MULT</b>	<b>1</b>	<b>0</b>

Overall value for money

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>94</b>	<b>28</b>
<b>Good</b>	<b>100</b>	<b>29</b>
<b>Satisfactory</b>	<b>86</b>	<b>25</b>
<b>Poor</b>	<b>20</b>	<b>6</b>
<b>Very Poor</b>	<b>6</b>	<b>2</b>
<b>BLANK</b>	<b>33</b>	<b>10</b>

Speed of calculation checking

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Very Good</b>	<b>79</b>	<b>23</b>
<b>Good</b>	<b>92</b>	<b>27</b>
<b>Satisfactory</b>	<b>67</b>	<b>20</b>
<b>Poor</b>	<b>5</b>	<b>1</b>
<b>Very Poor</b>	<b>2</b>	<b>1</b>
<b>BLANK</b>	<b>94</b>	<b>28</b>

When dealing with Building Control Staff do you find them:

<u>Response</u>	<u>Total</u>	<u>Percent</u>
<b>Helpful</b>	<b>248</b>	<b>73</b>
<b>Efficient</b>	<b>188</b>	<b>55</b>
<b>Punctual</b>	<b>203</b>	<b>60</b>
<b>Fair</b>	<b>182</b>	<b>54</b>
<b>Flexible</b>	<b>133</b>	<b>39</b>
<b>Practical</b>	<b>149</b>	<b>44</b>
<b>Difficult</b>	<b>7</b>	<b>2</b>
<b>Knowledgeable</b>	<b>167</b>	<b>49</b>
<b>Officious</b>	<b>8</b>	<b>2</b>
<b>Unapproachable</b>	<b>4</b>	<b>1</b>
<b>BLANK</b>	<b>30</b>	<b>9</b>

**Building Control Quarter 1 2006/2007****Form No. Q8 COMMENTS**

- 4 The service we received and the help in preparing for this project during and at completion was first class. Adrian Warrant was excellent and very professional. We could not have asked for more.
- 6 The only comment we have is that it seemed to take a long time to get plans passed. But in all truthfulness, we have only had a garage built and this is the first time we have used the Planning office so we are not really very experienced.
- 8 More discussion with home owners when inspecting the site.
- 22 We wanted to be correct with our building so we sought advice regarding the forms (from your office). I thought the cost was expensive, but then I find everything expensive.
- 25 I cannot complete Q7 as I saw 3 different people concerning our property. The first person was unapproachable and difficult to deal with, the 2nd person was practical and knowledgeable and the 3rd person was helpful and efficient. The 3rd person was OK and very helpful.
- 32 The above only reflects direct personal experience. Most of your applications have been made through an architect. Graham Lenton has been particularly helpful and fair.
- 34 Sorry but not able to give an informed opinion on the service. Ross Davy did most of the work on our behalf.
- 38 We were very impressed with the way the people did their job. Carry on this way. We are satisfied.
- 40 No, at this stage I feel everything is running as well as it could. Thankyou.
- 46 Very impressed with the prompt and helpful service provided. Thank you for all your help.
- 49 The service is very good. I cannot see any obvious means of improvement
- 52 We thought it was a long time between applying for and gaining permission, and wondering if this could be speeded up in any way.
- 53 More info & guidance available on line
- 56 When ringing the main switchboard (601111), often a long time before the call is answered.
- 58 Personally, for people not in the building trade, I feel prices should be reduced as all these extra costs implemented by Government are eating into people's disposable income more year on year. In fact, it should be a free service to be honest. It's just a slimy way for central Government to take more money off people
- 66 Keep up the good work
- 67 I have completed this questionnaire to the best of my ability but I think the contractor is better placed to make comments on your services.
- 68 Overall I found the service good, but with the intervention of the civic society I found them most difficult to deal with.
- 70 It would have been more efficient to have sent the invoice to the correct address. The occupants of 113 have been away and the original bill has just been passed to us. The correct address is 121 Station Road. 113 is a tenanted cottage.
- 71 The staff are very helpful and very efficient and I am very grateful for the service that they have given me. Thank you.
- 73 Do not advise that the plans are satisfactory prior to application and then find a problem with them to justify delays in considering.
- 78 Car crash in Oct 2004 killed my husband and badly injured me so I cannot fill in the boxes. Smith & Stones finished Granary Cottage for me. My husband and I were impressed that when we phoned Manby the call was answered quickly and we were dealt with efficiently and kindly. When we needed to buy copies of maps at Manby, everyone was helpful. During the visit I turned dizzy - I was given a chair and a glass of water and asked if I needed a first aider or doctor. My husband was very happy with the way we were helped. Dieter Nelson came on site to discuss details and was very patient with me, a clueless, impractical woman. The building inspectors were fair and helpful.

## Building Control Quarter 2 2006/2007

### Form No. Q8 COMMENTS

- 83 More flexibility
- 85 The cost of inspection seems excessive at £96 for a 5 minute visit. Not a bad earner, on top of the Council Tax I pay!
- 87 I found it helpful, with an ability to apply judgement based on experience
- 89 I find John Storr to be a very nice individual who is not only knowledgeable but plesaant. Some people in this type of role can appear to be officious and unapproachable, and it is refreshing to see otherwise! Miss Becky Hodgson has also dealt with paperwork promptly and efficiently.
- 90 many thanks to Andrew Cole. First Class service. Will use again.
- 91 The Admin Dept took 2 weeks+ to send out our already approved certificate.
- 92 Eight weeks to wait for decision on permission. £143 for a fairly small job and 2 five-minute visits is a little extortionate.
- 95 Always found to be efficient
- 97 Pvery pleased with the service overall. First planning inspector was very officious regarding the planning application but the rest of your staff were excellent. Thank you again for all your help.
- 98 I am not experienced enough to comment, but as a beginner I found all staff to be helpful and efficient.
- 102 Adrian Warrant was very helpful
- 106 How about on-line guidance and forms that may be submitted?
- 107 I think it may be advisable to check applications and planned work etc prior to the starting date. Our plans were held up for 2 months because there was no objection raised by yourselves until we rang to give the 2 days notice of starting and was told we couldn't go ahead as planned.
- 108 The whole process is lengthy and expensive. The number of copies of plans and information required by different departments is excessive. Mr Calvert was extremely helpful throughout.
- 111 Liaising with local officers with local knowledge (buildings and ground) would be beneficial and save time in particular at pre-application stage.
- 117 When ringing the main switchboard I find it often takes a long time before the call is answered
- 120 I have not received a receipt for 14 Cleveland Street
- 122 This is a mandatory service about which the customer has no choice. Value for money does not come into the relationship therefore.
- 124 Neil Calvert has served me extremely well on this project. Always a good working relationship between him and the builder. Thankyou
- 128 From submission of plans to completion of work, all aspects of the building control service were excellent and could not be bettered.
- 129 This building was the first I have carried out in this area and I found all the staff I have met during this project to be very helpful and I would like to thank every-one involved.
- 134 The level of support from Building Control was very good and I have no complaints
- 135 I found the services to me very good and the persons on the phone were very polite. As a builder for over 25 years in Leicestershire, your service is better than Charnwood Borough in Loughborough. Very satisfied. Don't change anything.
- 140 I can't fault - an excellent service
- 141 I found the inspectors on site visits very helpful
- 143 Rather than just informing us what the 'book' says and leaving the solution to us, it would be constructive if together we could sort out any problems i.e. use your knowledge and experience to obtain a mutually acceptable solition to the problem.
- 147 Different officials have different views e.g. on what as an acceptable brick to use in a conservation area. Maybe this isn't a building reg's issue. Thank you for your service. In my view Shaun Dale was excellently professional
- 149 Although they are improving, some still speak 'at you' and not 'to you'. We all have knowledge and no-one has ALL the answers.
- 151 Not having had contact, I cannot comment. If Mr Winterton has the time I would be pleased to speak to him.
- 154 I have worked closely with Building Control over the past 30 yrs and found them very helpful in many ways.
- 158 I was very satisfied with the service I received from everyone involved.

## Building Control Quarter 3 2006/2007

### Form No. Q8 COMMENTS

- 163 Very good at spending other people's money as in insisting on 2 drain inspection chambers less than 3 metres from each other. Plumber was mystified by the requirement.
- 168 I like to talk to time-served tradesmen (become inspectors). They understand the job, not just from a book but by experience. Failed tradesmen make bad inspectors. Ask a good inspector (tradesman) any problem and it is talked through. After all, they are not there to make things difficult!! Thank you.
- 172 As customers we find it difficult to answer the questionnaire in the form in which it is presented - the architect and builder we used would be able to reply to most or all of the questions. Perhaps there should be a slightly different questionnaire just for the householder/customer?
- 174 The building inspector, Mr P Parott, could not have been more helpful, efficient and pleasant. Excellent.
- 175 We were surprised to come across an implacable attitude with a senior building control officer not prepared to adopt a reasonable approach. Generally the staff in the department are helpful.
- 179 Had a number of problems with Mark regarding previous plans already approved.
- 181 What is there to improve? Great service. Excellent staff.
- 187 Thank you to Kerry Walker and associates for visiting our property on inspections. We found them to be very efficient and punctual. Hope this system does not change. Nice to deal with people with common sense.
- 194 Speeding up of plan checking and advice from ladies checking plans.
- 196 All OK
- 197 Although I have marked poor value for money, this has no reflection on the quality of service I received. I just thought it was very expensive for what I received. All staff I had contact with were very helpful and returned my calls when they said they would
- 198 Suggest, if possible, that awareness of building regs/planning be put forward to the public in a more open way. Builders are to the most extent aware, but with all those TV programmes advocating 'You could knock this down and make the room bigger', I think the public may feel you are some agency we don't wish to get involved with if we think we can get away with it in case they make things too difficult, when I personally have found the opposite.
- 201 Nothing to improve
- 202 I notified Building Regs that the re-roofing of the property was to take place and attached a cheque/fee and did not hear any more until I received acknowledgement and receipt of the cheque. This was the only contact made to my knowledge.
- 206 Difficult to make an accurate assessment as new management are now in place. Gradings based on interviews with staff present at time of construction.
- 211 Could check plans before starting, as one of their's was different to our's.
- 214 Everyone at Tedder Hall was very helpful and polite, especially the girl that gave me all the advice I needed. When I met Mr Keighley, he could not have been more helpful. It was a joy to speak to someone who knew what he was talking about. Excellent.
- 223 Building inspectors arrived before the builders had started work to inspect the site. Then building inspectors x2 came - one on Tues, the other on Wed and they had no idea each other had been! Final building inspector came 4 months after work had been completed.
- 224 We were not here when the building site inspector surveyed the site. The builder was here.
- 225 If it ain't broke, don't fix it!!
- 226 It took 9 personal visits to Manby to gain full building regs. I was told building notice permission was all that was required. After getting that they changed their minds saying full building regs were needed. After that a structural engineers report was necessary. I spent £900 getting various permissions before a brick was laid for a single storey, 7' x 11' extension.
- 228 We were very satisfied with the work carried out, so have no comments to make
- 229 Lack of proper inspection, especially on brickwork and pointing. Photo supplied if needed, but why should I have to point this out?
- 234 It would be nice if certain things could be agreed before an inspection i.e. an extractor fan in the utility room required by the inspector but not shown on the plans,

## Building Control Quarter 4 2006/2007

### Form No. Q8 COMMENTS

- 279 I think it would be fairer if there was a lower fee for small jobs like my one room in the roof space.
- 280 The charging scale could be better tailored to the task being carried out. Having to pay over £200 to have it confirmed that the footings for a bay window are deep enough seems a little excessive.
- 281 Most of this form is not applicable to us. However, I would like to say that your building inspectors have been very helpful both with advice and direction. A great help to me. Many thanks.
- 284 The first time I have used planning/building control. I have found it efficient for my needs
- 286 The interface between Building Control and the conservation dept cold be improved. Particular concerns with regard to conversions of listed buildings and how they will meet current regulations.
- 291 I have always found everyone I have dealt with to be very helpful and professional.
- 292 Never have had any significant work done to our house, we appreciated the help given by Mark Stothard (in the early days) and more recently Zoe Winter.  
Q6 - We weren't told that we needed Building Regs prior to commencement - all info went to our Architect who didn't inform us.
- 298 I found Mr Storr's advice very helpful on the project. Thank you.
- 300 Having only used the service once, I have found all the inspectors so helpful and giving very useful guidance - a credit to the service.
- 306 The service that has been provided has been very good. In my opinion there is nothing wrong with the system.
- 316 Please inform me of any events/meetings that you may be holding that would be useful for an Agent. Post useful tech info on ELDC website, perhaps.
- 317 Worked with Sean Dale and Adrian Warrant. Both seemed very good at their jobs
- 321 Neil & John are very efficient and personable. Can't think how you could possibly better the service now. You could perhaps encompass the Planning Dept too in order for it to work with the same efficiency?
- 322 This form is for the builder, as we had very little input during the build and had to contact him to gain some of the answers.
- 323 A very efficient service.
- 327 The service was very good and one which I look forward to using in the future.
- 328 We are the owners and we only dealt with the plans and building reg. forms which were handed to us, and some advise. All staff were very helpful.
- 337 As far as it goes, don't change. G Lenton the inspector helped you to find the best way, The build went well. Thanks.

