



Lincs Building Consultancy Customer Care Questionnaire

Please only complete this customer feedback form if you have used Building Control in the last 12 months.

In respect of your IP Address, we have carefully chosen the controls and necessary steps to ensure that your privacy and personal data is controlled and respected at all times. All cookies used by East Lindsey District Council are used in accordance with current regulatory and legislative requirements. For further information on our Data Protection Polices, please click on the following link: <https://www.e-lindsey.gov.uk/article/6192/Data-Protection-Act-Your-Rights>

Please Note: The questions specifically relate to Lincs Building Consultancy and does not relate to Development Control or Planning.

1 Please provide the following:

Building Regulation Application Number	100%
Site location/address	100%

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

Plans Examination	40%	Site Inspections	90%	Pre-Consultation	30%
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3 How often do you submit Building Regulation applications to Lincs Building Consultancy?

Occasionally	100%	Quarterly	0%	Monthly	0%	Weekly	0%
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4 Did you find the Building Regulation application forms simple to use?

Yes	78%	No	22%	N/A	0%
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5 How would you describe the quality of service?

Very Good	60%	Good	20%	Satisfactory	20%	Poor	0%	Very Poor	0%
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6 If you are a regular user of the service, has the quality of service over the last year

Improved	13%	No Change	13%	Declined	0%	Not Applicable	75%
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7 Have you considered submitting your application online via our website?

Yes	25%	No	75%
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8 How would you rate the following aspects of the service?

	Very Good	Good	Satisfactory	Poor	Very Poor	Not Applicable
Advice given prior to application	50%	20%	10%	0%	0%	20%
Availability of staff	33%	44%	11%	0%	11%	0%
Attitude of staff	60%	30%	0%	0%	10%	0%
Inspections carried out when requested	70%	20%	0%	10%	0%	0%
Quality of site inspection	70%	20%	10%	0%	0%	0%
Speed of response time to site visits	60%	30%	0%	10%	0%	0%
Quality and speed of plan checking	40%	30%	10%	0%	0%	20%
Local Knowledge and experience	70%	20%	0%	0%	0%	10%
Quality of information provided (Guidance notes etc.)	60%	20%	10%	10%	0%	0%
Ease of contacting Officers	60%	30%	0%	0%	10%	0%
Value for money	20%	20%	30%	10%	10%	10%
If you had to make a complaint how did you find the complaint process?	0%	0%	0%	0%	0%	100%
If you have submitted an application online how did you rate it?	25%	13%	0%	0%	0%	63%

9 When dealing with Building Control Staff do you find them:

Helpful	80%	Flexible	50%	Officious	0%
Efficient	60%	Practical	50%	Unapproachable	0%
Punctual	60%	Knowledgeable	80%		
Fair	50%	Difficult	0%		

10 We regularly review and update our website layout and content (available at www.e-lindsey.gov.uk/lbc). If you have used our website did you find the information that you required?

Yes	44%	No	0%	N/A	56%
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11 Please could you tell us why?

0%

12 If you have any other comments regarding the service you received or required any additional information then please write below.

100%

Thank you for taking the time to complete this questionnaire. If you require any assistance or require a response to any of your comments then please contact the Building Control Team by telephone on 01507 613188 or email: lbc@lincsbc.gov.uk

Please press submit now