Charnwood Council Building Control Service Questionnaire

Please take a few moments to complete this questionnaire and help us improve the service we provide, once completed send back in the pre paid envelope.

1. In which capacity do you use the Building Control Service?
Architect ☐ Builder/Developer ☐ Homeowner ☐
Other (please specify)

2. What were your first impressions of the Building Control Service?

Very good (VG) ☐ Good (G) ☐ Satisfactory (S) ☐ Poor (P) ☐

3. Please rate the following services:

	Very good	good	satisfactory	poor
• Advice/guidance given	V.G ☐	G ☐	S ☐	(P) ☐
• Availability of staff	V.G ☐	G ☐	S ☐	(P) ☐
• Attitude of staff	V.G ☐	G ☐	S ☐	(P) ☐
• Guidance notes	V.G ☐	G ☐	S ☐	(P) ☐
• letters clear and easily understood	V.G ☐	G ☐	S ☐	(P) ☐
• Speed of response to site inspection requests	V.G ☐	G ☐	S ☐	(P) ☐
• Telephones answered and calls returned	V.G ☐	G ☐	S ☐	(P) ☐
• Quality of the service	V.G ☐	G ☐	S ☐	(P) ☐
• Overall impression of the service	V.G ☐	G ☐	S ☐	(P) ☐
• Speed of plans examination	V.G ☐	G ☐	S ☐	(P) ☐
• Website where used	V.G ☐	G ☐	S ☐	(P) ☐

4. What aspect of the service did you find good?

5. What aspect of the service do you feel could be improved? (Please be specific and constructive)

6. If you would to be contacted to discuss any of your comments or experiences regards our services please provide contact details?
(Please provide your name, contact number, email address and also an application number if specific to a particular site)

Name	Number
Address	
Email	

"We are asking for this monitoring information so we can ensure we are offering services to all sectors of the community in an open and accessible manner.

Equal Opportunities

The information provided will be treated in the strictest confidence and will only be used to monitor take up of services and ensure that no particular individual or group of people are discriminated against in the provision of services or employment opportunities. This monitoring information could be passed onto other services of the Council, who need to use it for the same purpose. Any answer you give will not affect the service you are receiving from the Council. Thank you for your assistance."

1. Are you: Male ☐ Female ☐ Prefer not to say ☐

2. What is your age? ☐

3. Are you disabled or do you have a long term limiting illness or condition?

   Yes ☐ No ☐ Prefer not to say ☐

Please give further details in the space below if you wish:

How do you describe your ethnic origin?

White ☐ British ☐ Irish ☐ Other white background – please specify: _____ Black or Black British ☐ Caribbean ☐ African ☐ Other black background – please specify: _____ Multiple Heritage ☐ Asian and White ☐ Black African and White ☐ Black Caribbean and White ☐ Other multiple heritage – please specify: _____	Asian or Asian British ☐ Indian ☐ Pakistani ☐ Bangladeshi ☐ Other Asian background – please specify: _____ Chinese ☐ Chinese Gypsy or Traveller ☐ Gypsy/Roma ☐ Irish Traveller ☐ Other gypsy or traveller background – please specify: _____ ☐ Prefer not to say

4. Are you from one of the following EU accession Countries? Yes ☐ No ☐ Prefer not to say ☐

☐ Bulgaria ☐ Estonia ☐ Latvia ☐ Poland ☐ Slovakia	☐ Czech Republic ☐ Hungary ☐ Lithuania ☐ Romania ☐ Slovenia

4. What is your religion/belief (if any)?

☐ Buddhism ☐ Hinduism ☐ Islam ☐ Sikhism ☐ other – please specify:	☐ Christianity ☐ Humanism ☐ Judaism ☐ None ☐ Prefer not to say

Thank you for completing this form. The information provided will help us to improve our services to you and others in Charnwood.