

Southampton and Eastleigh Building  
Control Partnership  
Customer Survey



2008

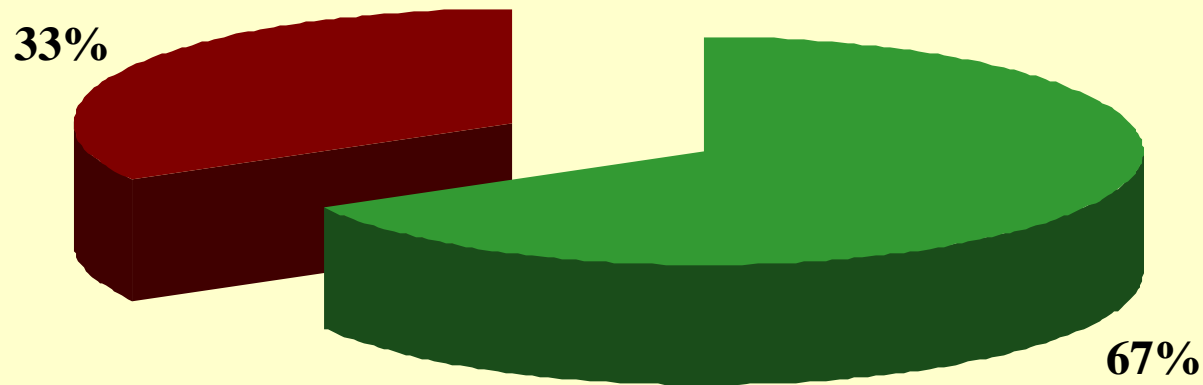
# Introduction

- The purpose of this customer questionnaire is to help determine the level of customer satisfaction with regard to the plan checking element of the building control service.
- 90 questionnaires were completed and returned by persons in receipt of the service i.e. builders or property owners.
- The results reflect the full range of projects i.e. domestic, commercial and industrial sectors.

## Question 1

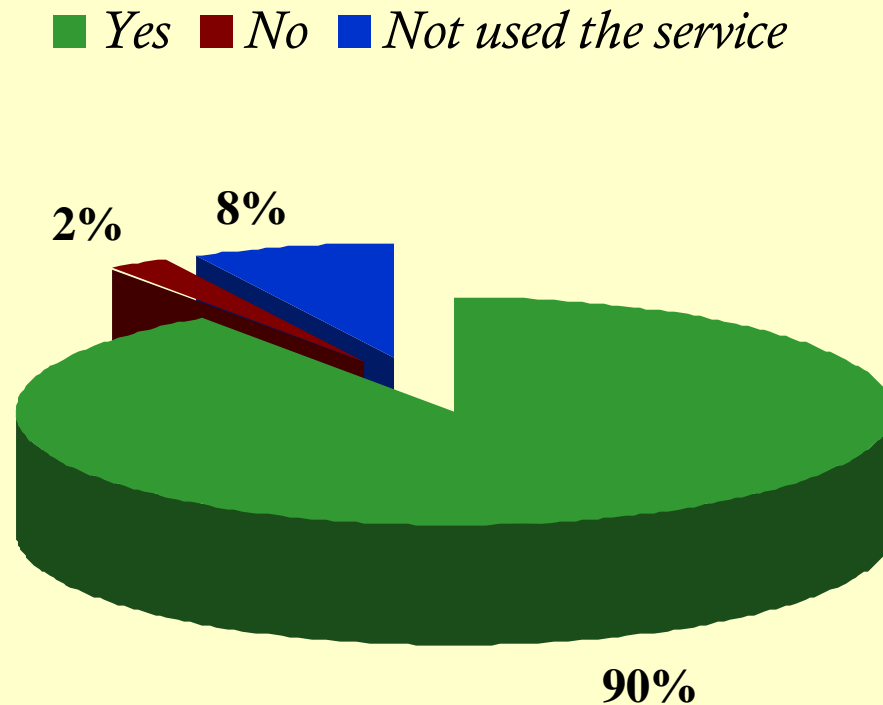
Are you aware that Southampton and Eastleigh Councils now operate a joint building control service

■ *Yes* ■ *No*



## Question 2

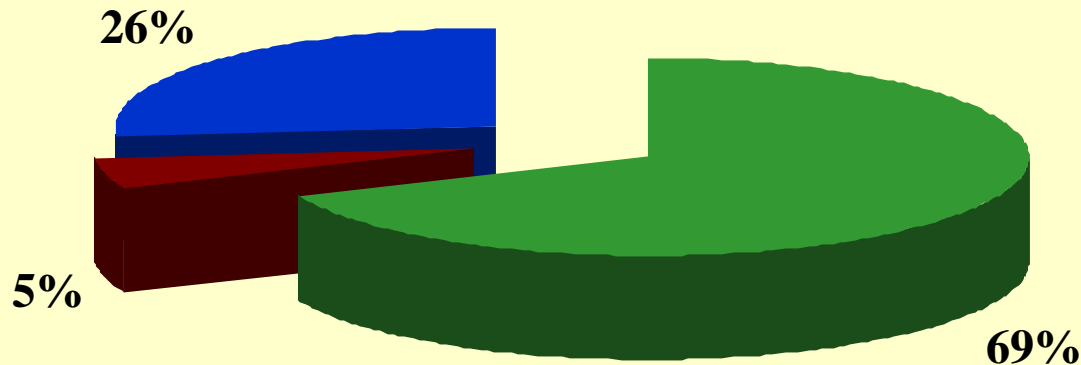
Are you satisfied with the building control service from the Southampton office?



### Question 3

Are you satisfied with the building control service received from the Eastleigh office?

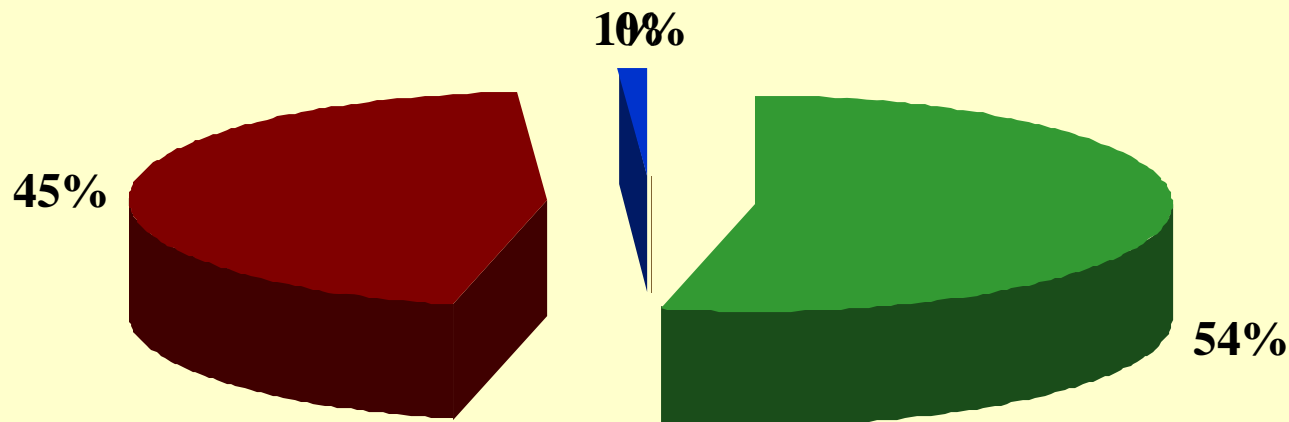
■ Yes ■ No ■ *Not used the service*



## Question 4

When issues arise with meeting the requirements of the building regulation, do you find the building control surveyor ?

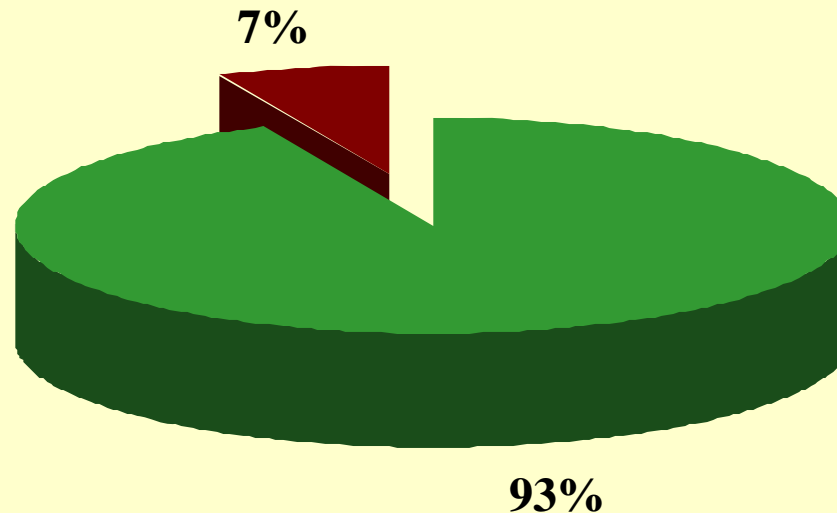
■ *Very Helpful* ■ *Helpful* ■ *Unhelpful* ■ *Very Unhelpful*



## Question 5

A Duty Building Control Surveyor is available for general enquiries each week day afternoon. Is this a useful service feature that has assisted you with your project

■ *Yes- useful service* ■ *No - not a useful service*

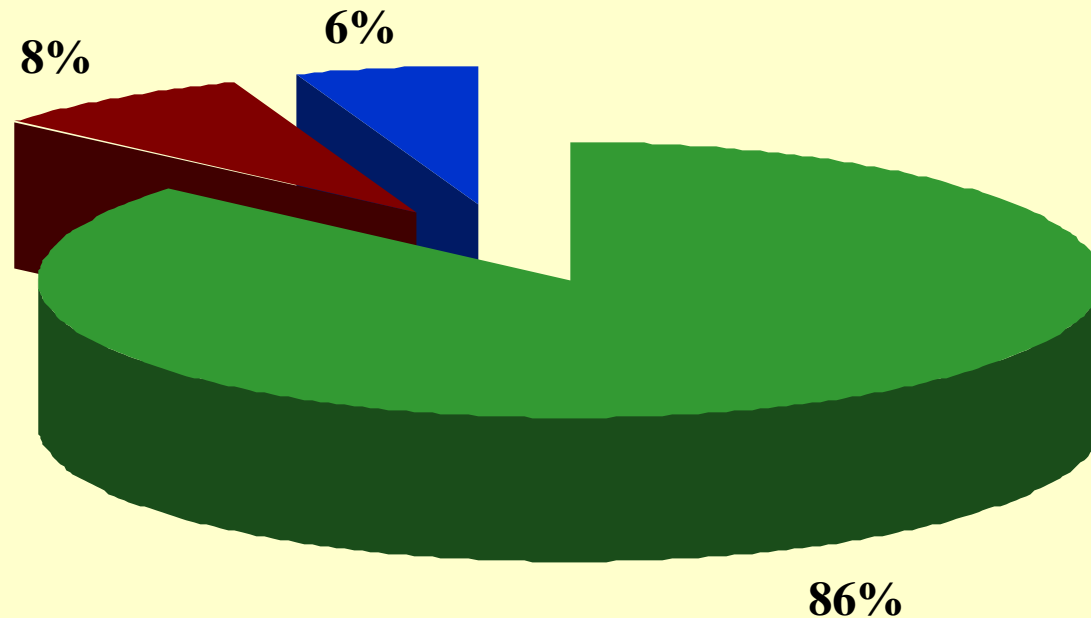


## Question 6

We aim to provide a technical response to Full plan applications within 21 days.

Do you consider this response to be:

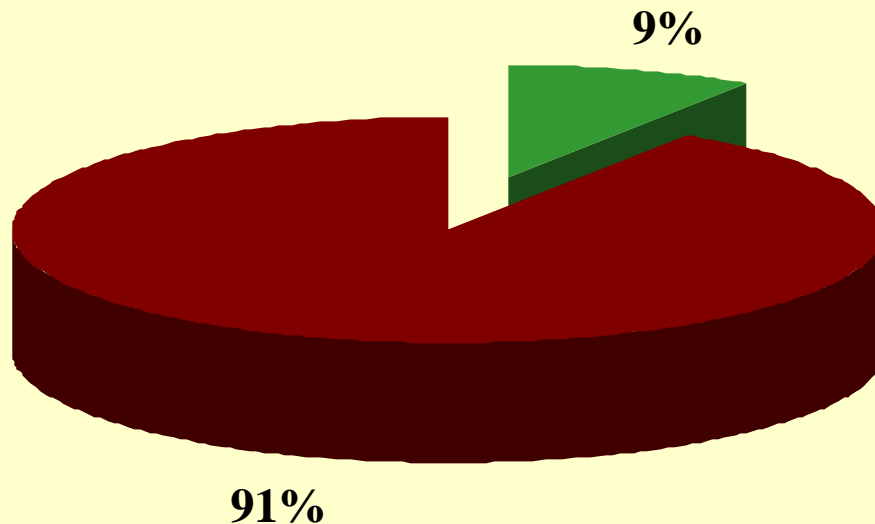
■ *Prompt and helpful* ■ *Slow and unhelpful* ■ *Other*



## Question 7

Have you had any difficulties in arranging inspections or contacting the building control office for information?

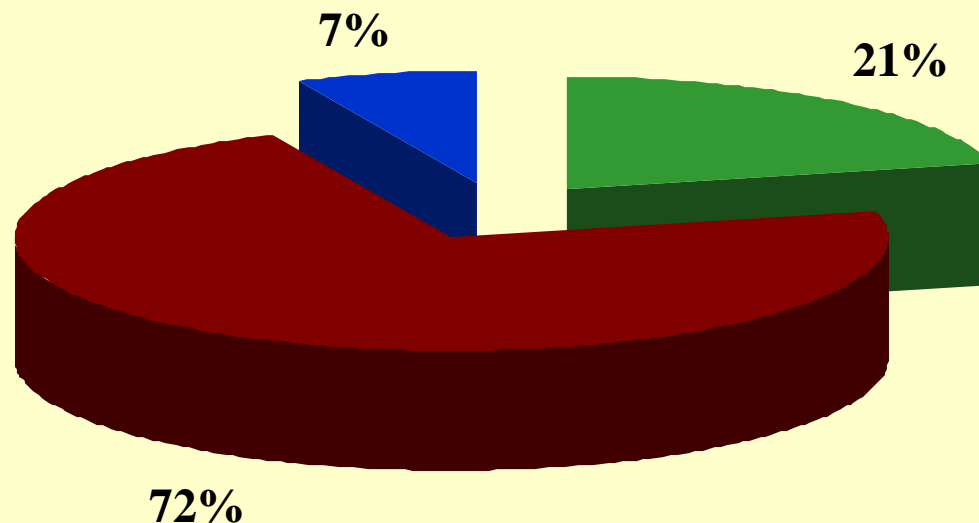
■ *Yes - had diffilculties* ■ *No diffilculties*



## Question 8

Our web site provides information and guidance on our service. Do you find this service feature:

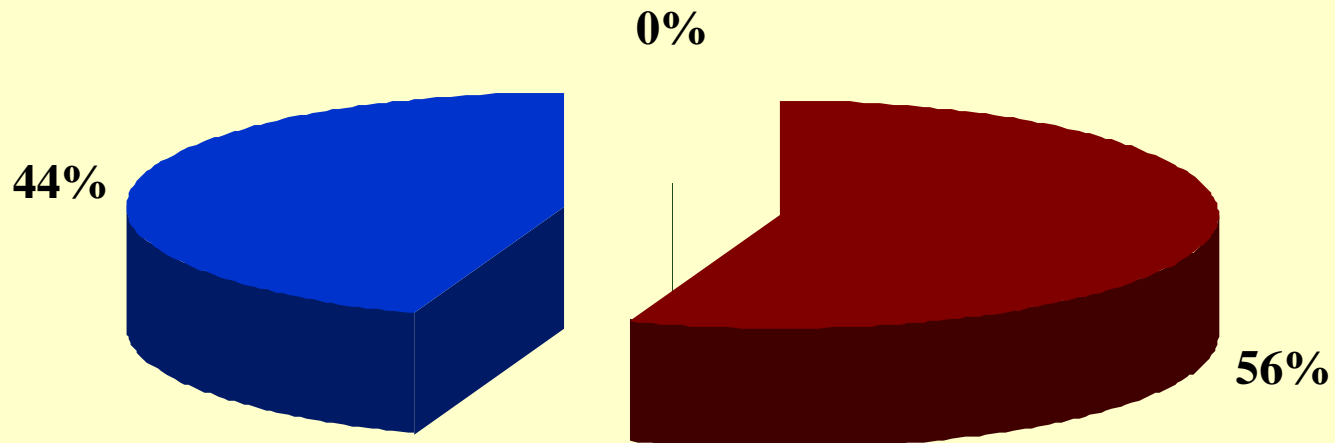
■ *Very useful* ■ *Useful* ■ *Not useful*



## Question 9

Do you consider the overall service provides value for money?

■ *Poor value* ■ *Reasonable value* ■ *Good value*



Thank you for your time.