

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
BUILDING CONTROL QUESTIONNAIRE

SMALL WORKS – HOME OWNERS

1. Was this the first time you had applied for Building Regulations Consent?

Yes

No

2. Do you consider that your Building Regulation application was processed?

Very promptly

Fairly promptly

Fairly slowly

Very slowly

3. Did you seek advice from the department before submitting your application?

Yes

No

b) If yes.. Would you agree or disagree that the advise you received was ?

Helpful

Strongly agree

Tend to agree

Tend to disagree

Strongly disagree

Clear

Strongly agree

Tend to agree

Tend to disagree

Strongly disagree

4. Were there any problems relating to the deposited 'full plans'?

Yes

b) If yes... Would you agree or disagree that in dealing with these problems, the Building Control Officer was ...?

5. How easy or difficult do you find the office to contact by telephone?

Very Easy	<input type="checkbox"/>	Fairly easy	<input type="checkbox"/>
Fairly difficult	<input type="checkbox"/>	Very difficult	<input type="checkbox"/>

6. Overall, how good or poor do you rate the service?

Very good	<input type="checkbox"/>	Fairly good	<input type="checkbox"/>
Fairly poor	<input type="checkbox"/>	Very poor	<input type="checkbox"/>

7. Overall, how satisfied or dissatisfied are you with the service?

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>

8. Please write any further comments or suggestions below

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Please return this questionnaire in the prepaid envelope or Fax both sides to 01639 764129

Thank you for your cooperation.