



**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
BUILDING CONTROL CUSTOMER SERVICE QUESTIONNAIRE**

We would be grateful if you could take a few minutes to complete the following questionnaire and return it in the FREEPOST envelope provided. Your feedback will enable us to improve the service we provide to our customers.

1. Which best describes you?

- Property Owner / Tenant Architect / Agent
 Builder / Developer Engineer

2. What parts of our service have you experienced?

- Building Regs Approval Site Inspections Admin

3. On a scale of 1-5, where 5 is very good and 1 is very poor, please rate the following aspects of our service (Please Circle).

Speed of Initial Receipt	5	4	3	2	1
Speed of Building Regs Approval	5	4	3	2	1
Promptness of Inspections	5	4	3	2	1
Quality of Advice Given	5	4	3	2	1
Helpfulness of Officers	5	4	3	2	1
Number of Site Inspections	5	4	3	2	1
Attitude of Staff	5	4	3	2	1
Overall Value for Money	5	4	3	2	1

If you did not score us a 5, what could we have done better for you to do so?

4. If you have used our service before, have we

- Improved Remained Unchanged Got Worse

Thank you for taking the time to complete the questionnaire.