

Building Standards Customer Survey

February and March 2010

In order to help monitor performance the Building Standards team carry out a customer survey twice a year. This report summarises the survey results for February and March 2010.

Customer survey questionnaires with pre-paid reply envelopes were posted out with all approved building warrants and accepted completion certificates during February and March 2010.

Out of 231 forms sent out, 58 were returned; a return rate of 25%. Table 1 and Table 2 show the number of forms sent out and returned for each type of application.

Table 1: Survey forms sent out

Building Warrant	153
Completion Certificate	78

Table 2: Survey forms returned

Building Warrant	29
Completion Certificate	20
Both options ticked	9

The survey posed five statements with response scales for answers. The statements were:

Staff Help

The staff members who dealt with my application were able to give the necessary information to submit my application.

The staff member who dealt with my application had a polite pleasant and a helpful approach.

Accuracy

The quality and accuracy of the information/advice given was.

Speed

The response to my application was.

Overall Satisfaction

Please rate the overall service you received in dealing with your application.

The responses received are summarised in the following charts.

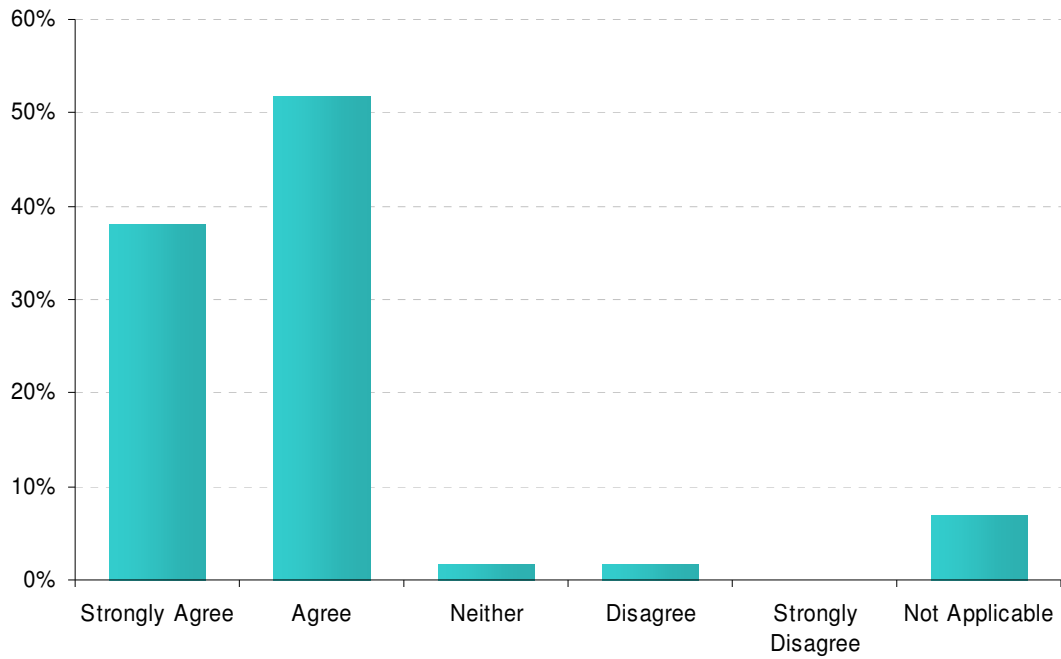


Figure 1: Staff members were able to give the necessary information to submit the application
90% of respondents agreed or strongly agreed that staff members were able to give them the necessary information to submit their application.

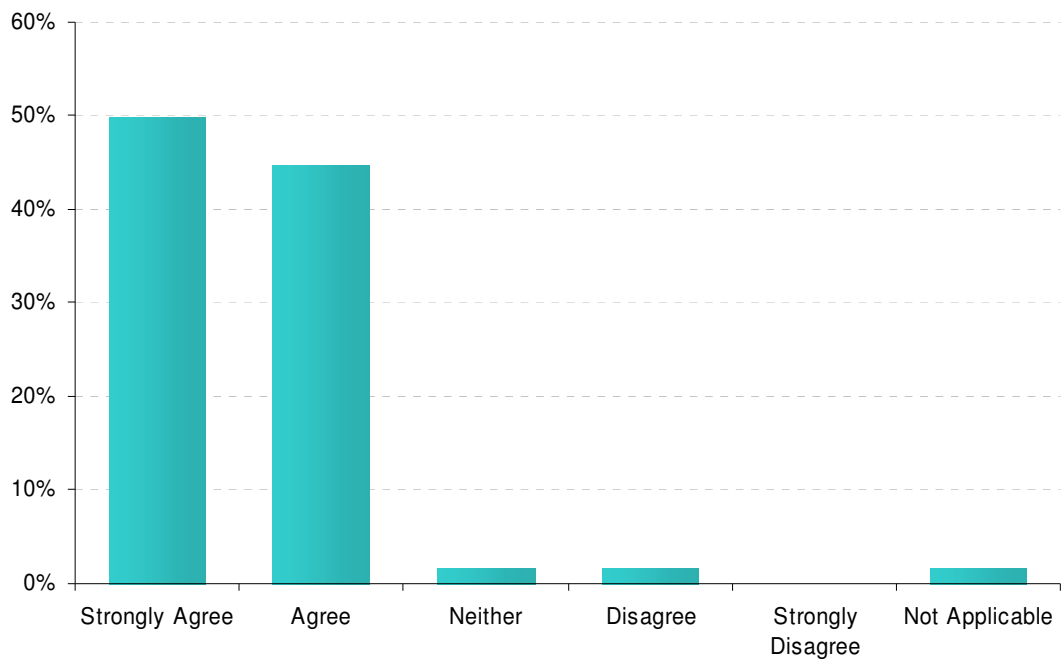


Figure 2: Staff members had a polite, pleasant and helpful approach
95% of respondents agreed or strongly agreed that Dundee City Council staff members had a polite, pleasant and helpful approach.

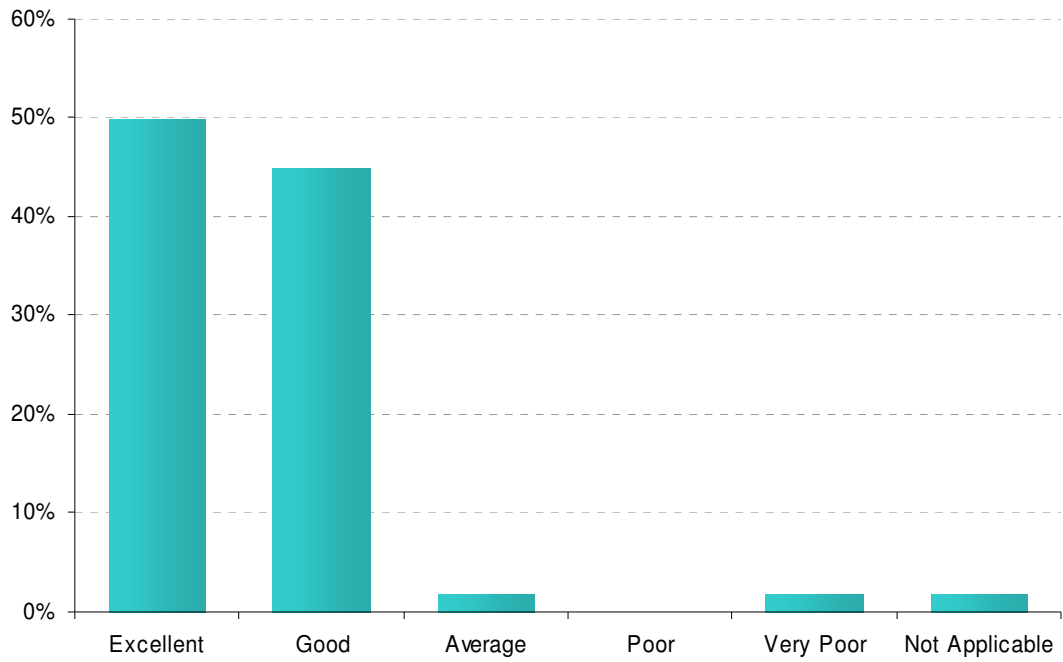


Figure 3: The quality and accuracy of the information/advice given

95% of respondents found the quality and accuracy of the information and advice given to be good or excellent.

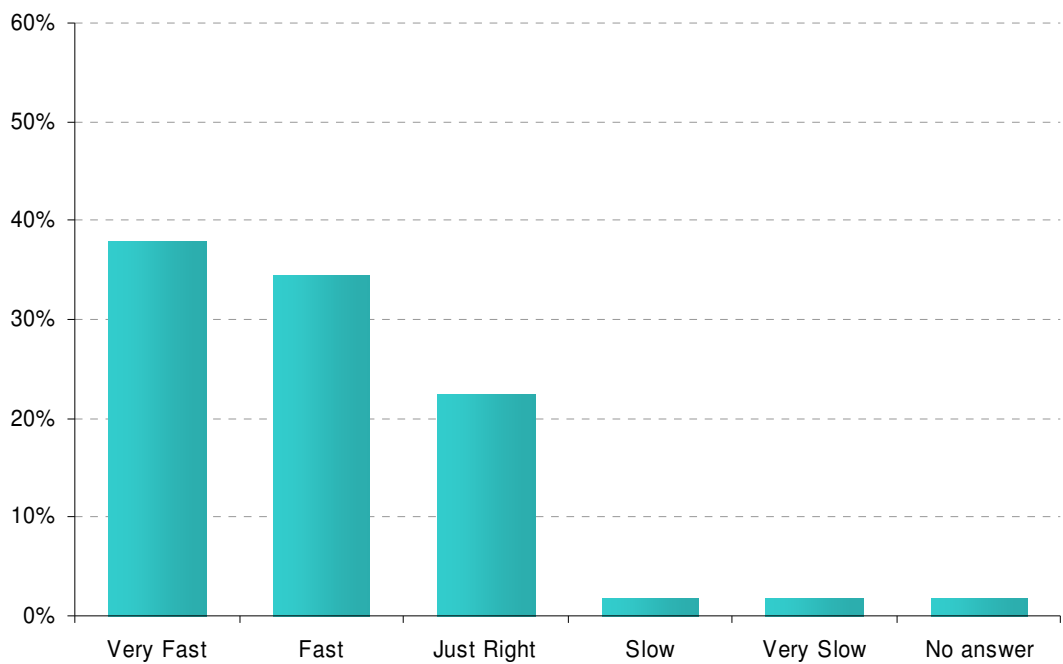


Figure 4: Speed of response

95% of respondents found the speed of response to be just right or better.

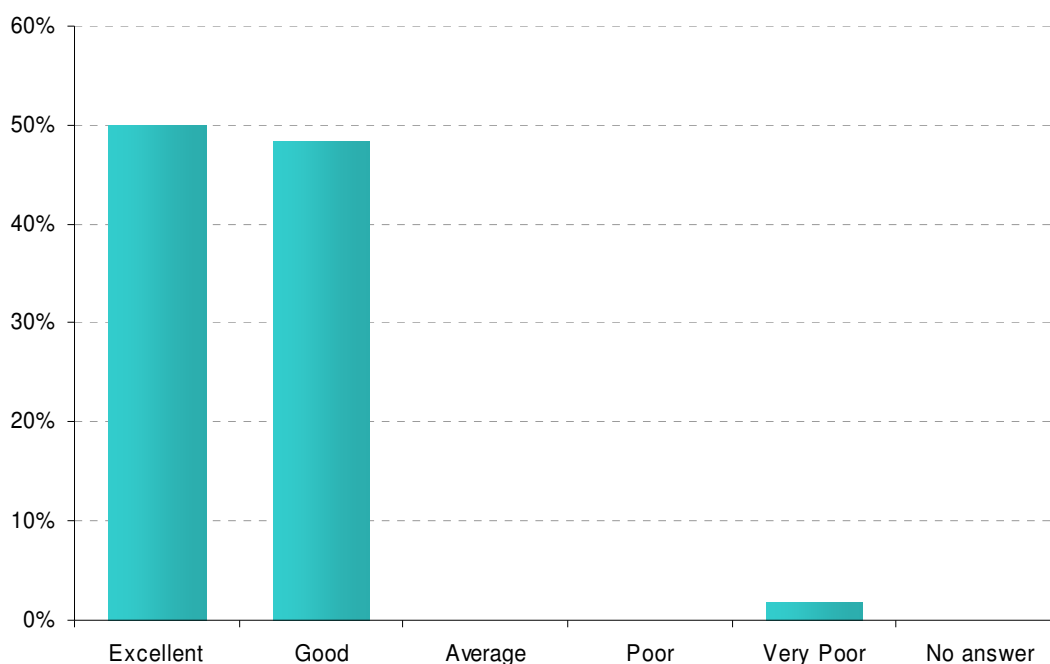


Figure 5: Overall satisfaction

98% of respondents (57 out of 58) found their overall satisfaction with the service to be good or excellent.

Table 3 shows the proportion of applicants and agents within the 58 respondents. 60% of respondents indicated they were acting as agents.

Table 3: Applicant or agent

Applicant	21
Agent	35
Both ticked	2