

# Building Standards Customer Survey

November and December 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 November and December 2010.

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

Out of 146 forms sent out, 33 were returned; a return rate of 23%. 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	88
Completion Certificate	58

**Table 2: Survey forms returned**

Building Warrant	19
Completion Certificate	14

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...

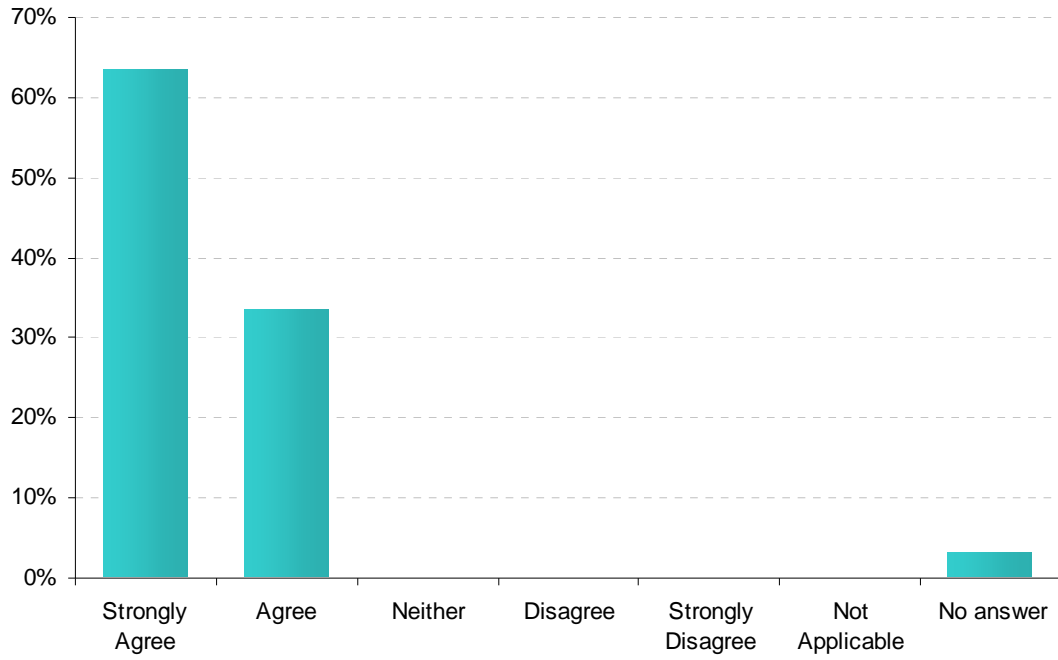
**Speed**

The response to my application was...

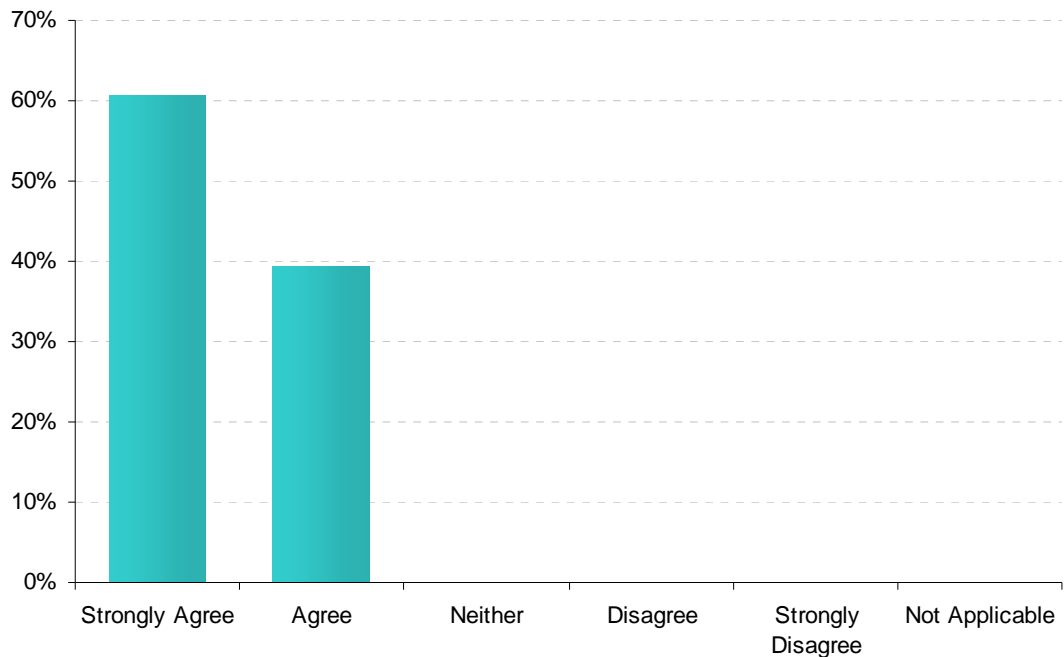
**Overall Satisfaction**

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

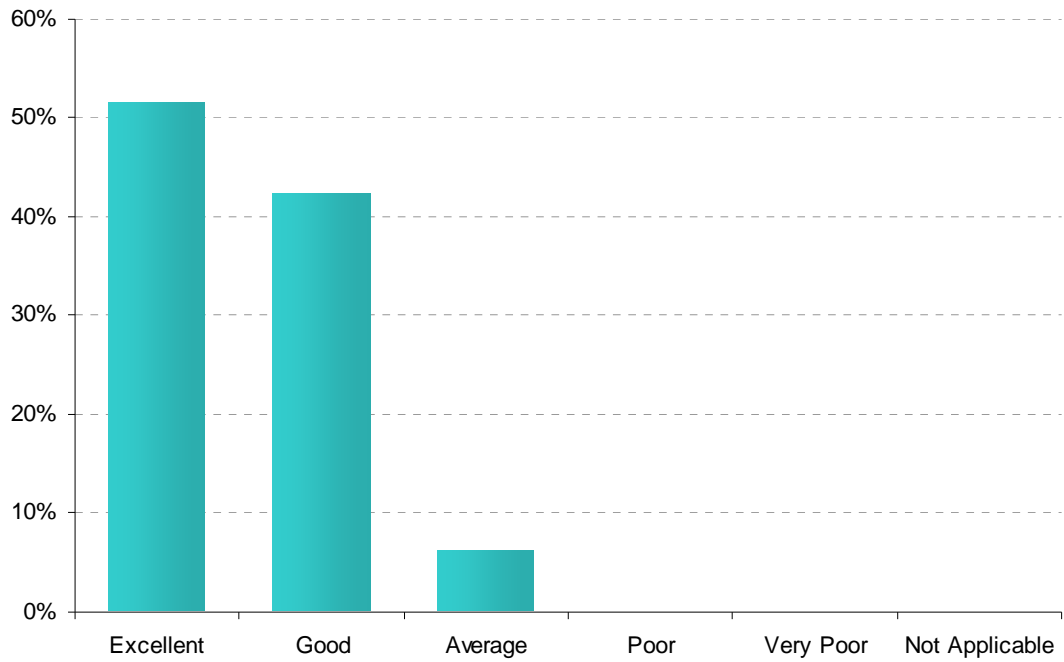
The responses received are summarised in the following charts.



**Figure 1: Staff members were able to give the necessary information to submit the application**  
97% of respondents agreed or strongly agreed that staff members were able to give them the necessary information to submit their application.

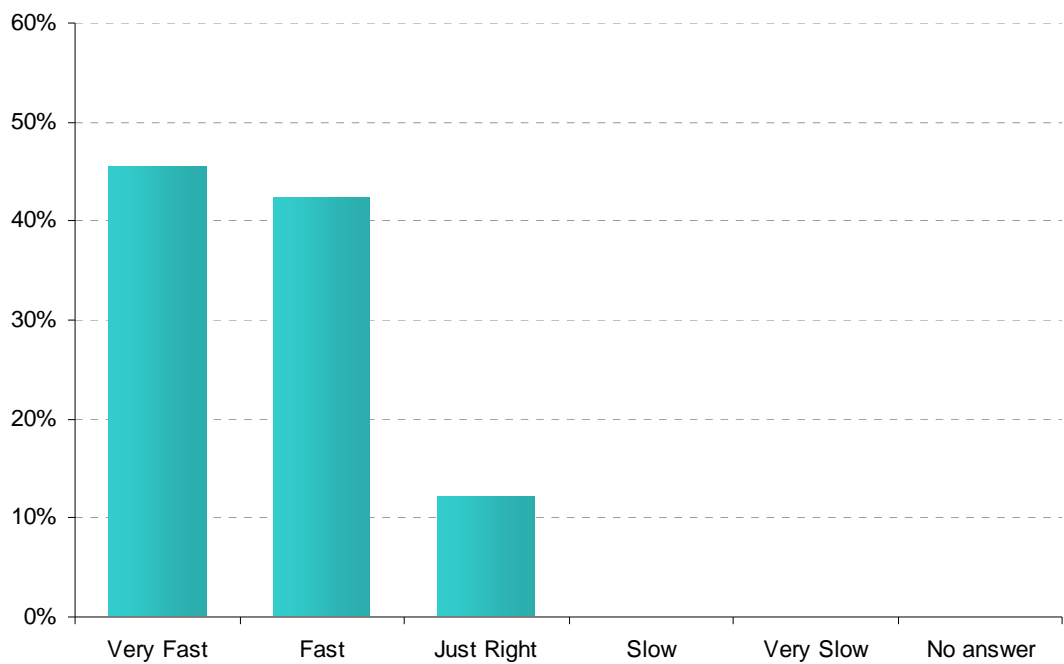


**Figure 2: Staff members had a polite, pleasant and helpful approach**  
100% of respondents agreed or strongly agreed that Dundee City Council staff members had a polite, pleasant and helpful approach.



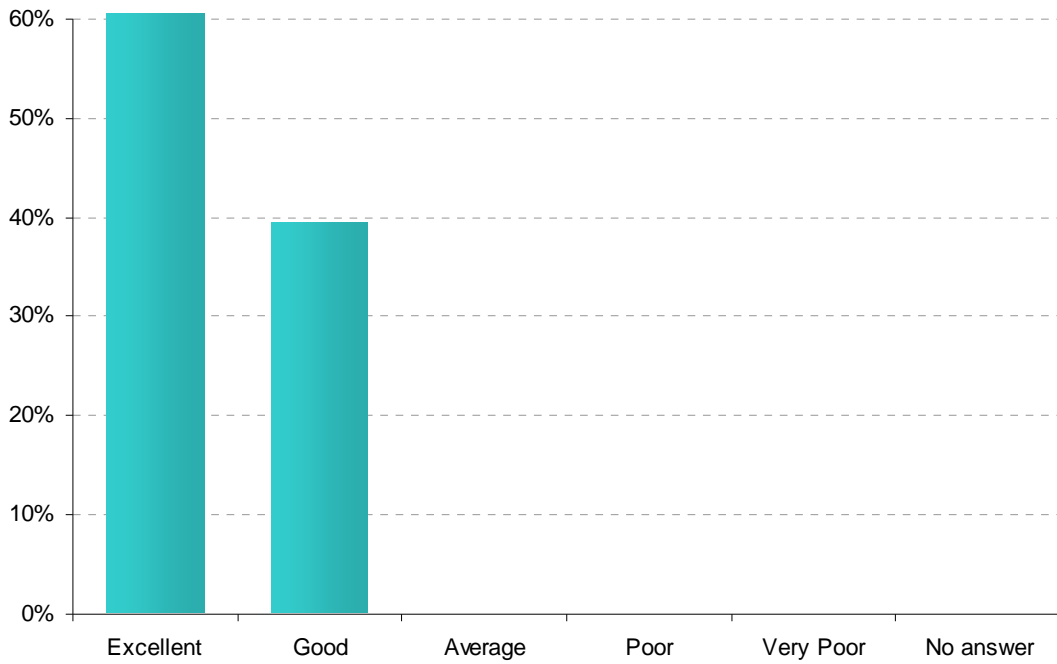
**Figure 3: The quality and accuracy of the information/advice given**

94% of respondents found the quality and accuracy of the information and advice given to be good or excellent.



**Figure 4: Speed of response**

100% of respondents found the speed of response to be just right or better.



**Figure 5: Overall satisfaction**

100% of respondents found their overall satisfaction with the service to be good or excellent.

Table 3 shows the proportion of applicants and agents within the 33 respondents. 64% of respondents indicated they were acting as agents.

**Table 3: Applicant or agent**

Applicant	12
Agent	21