

## Building Control Customer Satisfaction Survey 2-19: Summary report

This report was created on Monday 01 July 2019 at 08:30.

The consultation ran from 01/04/2019 to 30/06/2019.

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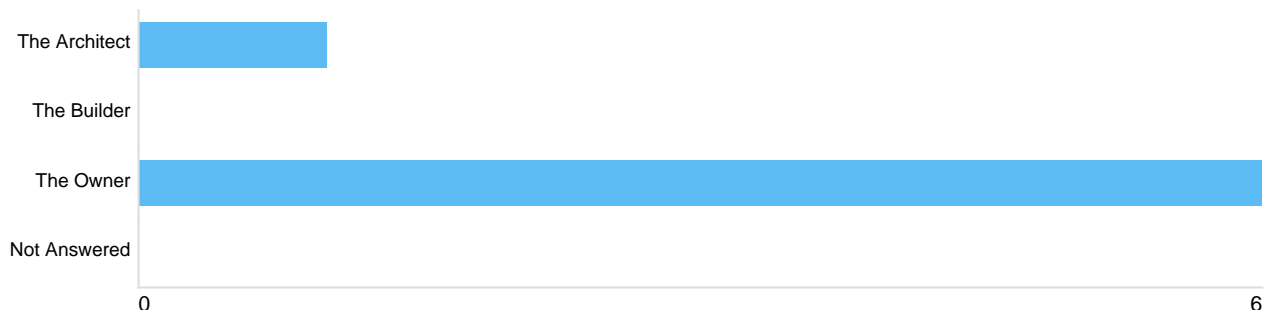
**Question 1: Please provide the reference number of your Building Control application. If you prefer you do not have to answer this question but it will be very helpful to us in improving the service if you do.**

#### ***Application reference number***

There were 7 responses to this part of the question.

#### **Question 2: Are you:**

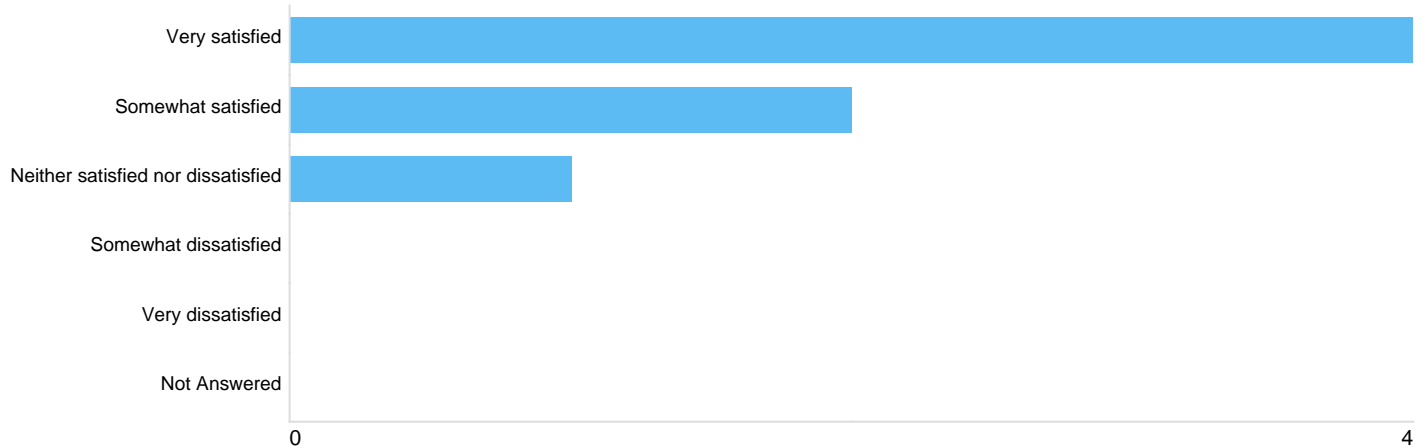
##### ***Please select***



Option	Total	Percent
The Architect	1	14.29%
The Builder	0	0%
The Owner	6	85.71%
Not Answered	0	0%

**Question 3: Overall, how satisfied are you with the way Camden Building Control performed on your project?**

*Matrix 1 - Please select*



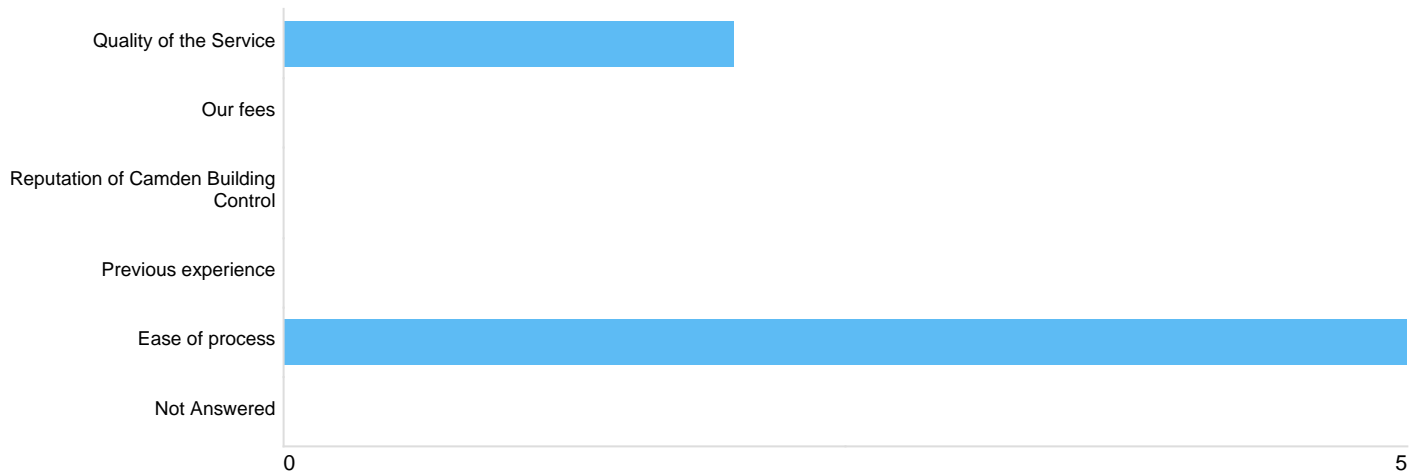
Option	Total	Percent
Very satisfied	4	57.14%
Somewhat satisfied	2	28.57%
Neither satisfied nor dissatisfied	1	14.29%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
Not Answered	0	0%

**Overall comments**

There were **6** responses to this part of the question.

**Question 4: What was the primary reason for choosing Camden Building Control service?**

*Matrix 1 - Please select*



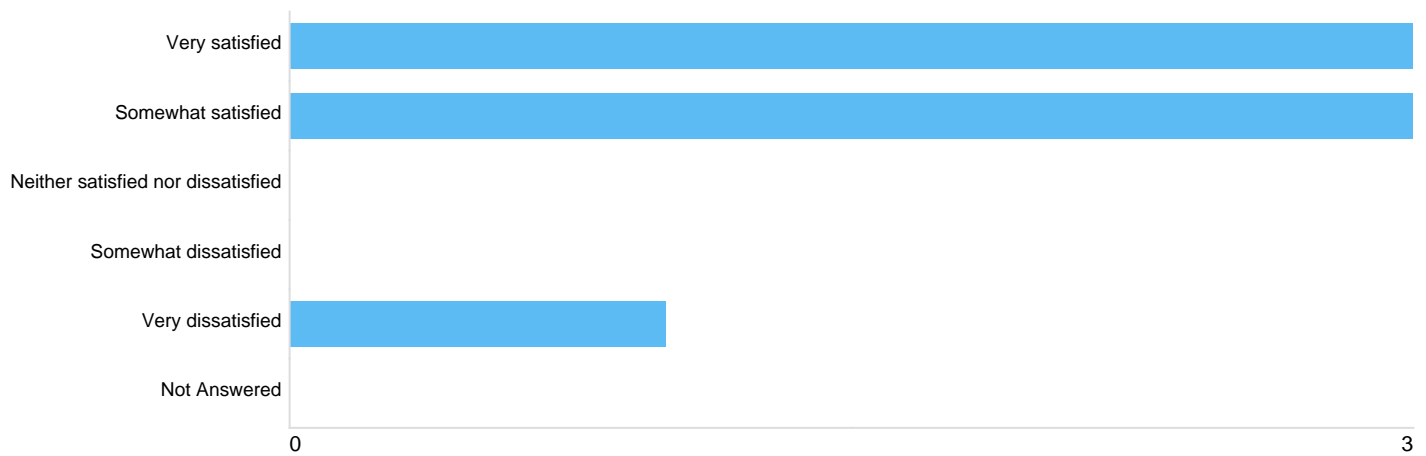
Option	Total	Percent
Quality of the Service	2	28.57%
Our fees	0	0%
Reputation of Camden Building Control	0	0%
Previous experience	0	0%
Ease of process	5	71.43%
Not Answered	0	0%

**Other (please specify)**

There were 3 responses to this part of the question.

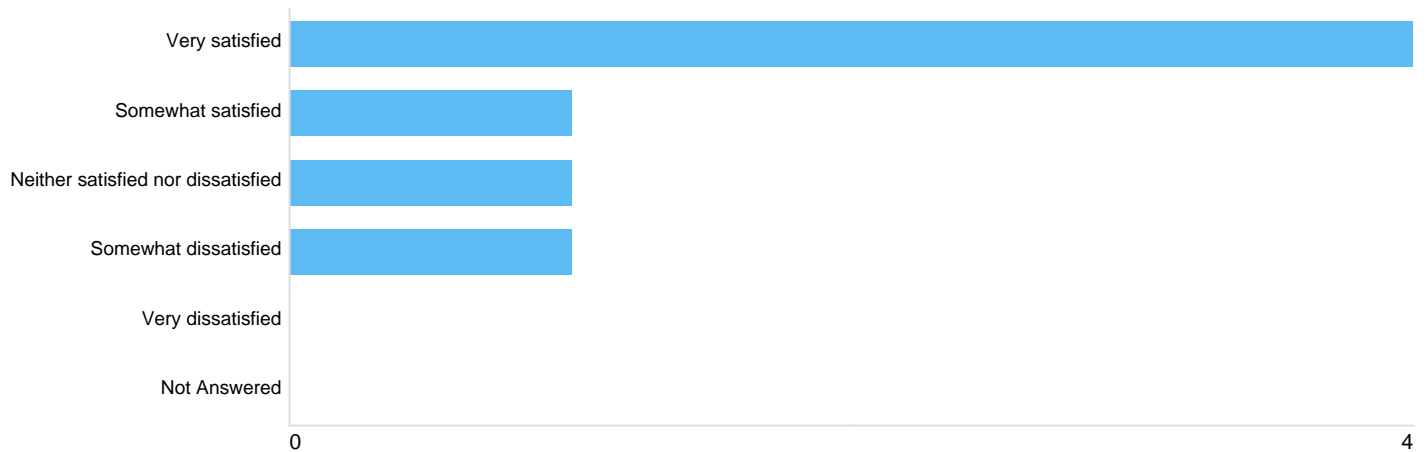
**Question 5: How do you rate the following elements of our Service?**

**Matrix 1 - Process of submitting an application**



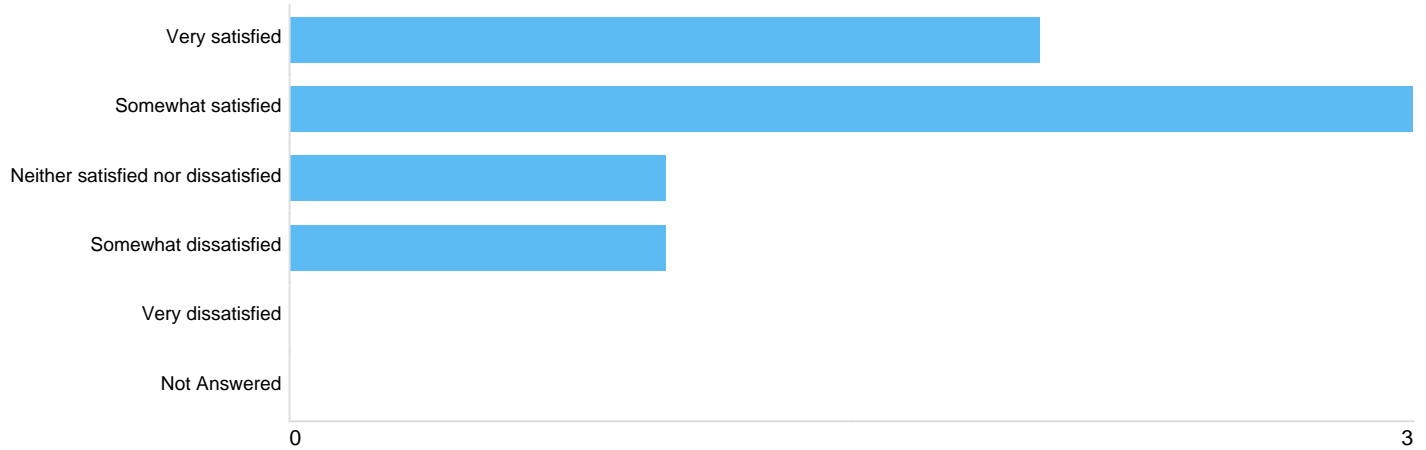
Option	Total	Percent
Very satisfied	3	42.86%
Somewhat satisfied	3	42.86%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	1	14.29%
Not Answered	0	0%

**Matrix 1 - Ease of making payment**



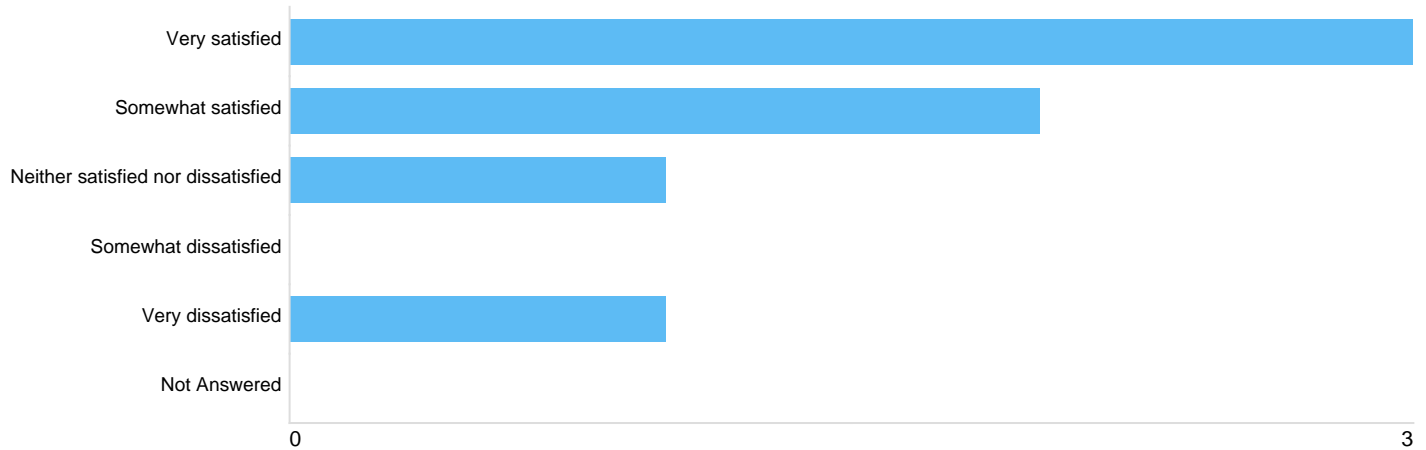
Option	Total	Percent
Very satisfied	4	57.14%
Somewhat satisfied	1	14.29%
Neither satisfied nor dissatisfied	1	14.29%
Somewhat dissatisfied	1	14.29%
Very dissatisfied	0	0%
Not Answered	0	0%

**Matrix 1 - Ease of communication with the surveyors**



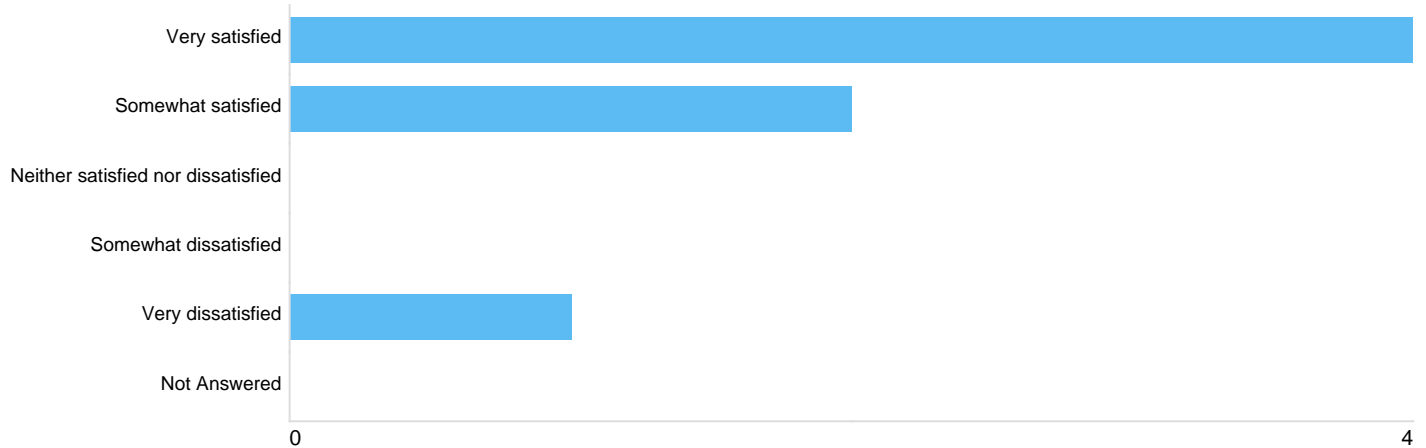
Option	Total	Percent
Very satisfied	2	28.57%
Somewhat satisfied	3	42.86%
Neither satisfied nor dissatisfied	1	14.29%
Somewhat dissatisfied	1	14.29%
Very dissatisfied	0	0%
Not Answered	0	0%

**Matrix 1 - Technical knowledge of surveyors**



Option	Total	Percent
Very satisfied	3	42.86%
Somewhat satisfied	2	28.57%
Neither satisfied nor dissatisfied	1	14.29%
Somewhat dissatisfied	0	0%
Very dissatisfied	1	14.29%
Not Answered	0	0%

**Matrix 1 - Ease of booking site visits**



Option	Total	Percent
Very satisfied	4	57.14%
Somewhat satisfied	2	28.57%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	1	14.29%
Not Answered	0	0%

**Question 6: Do you have any additional suggestions or comments about our Service?**

**Suggestions or comments**

There were 3 responses to this part of the question.

**Question 7: If you would like us to contact you with further details please provide your preferred contact details**

**Email address**

There were 2 responses to this part of the question.

**Telephone number**

There were 2 responses to this part of the question.