

RESULTS

This analysis is based on the 19 surveys that were completed by builders.

The following table shows the percentage of respondents who answered yes to questions 1 to 4 and the comparison figures from the 2014 survey.

	Yes	
	2015	2014
Q1. Are Building Control easy to contact?	100%	100%
Q2. Did you know that if you contact the office before 10.00am you can have an inspection on that day?	95%	88%
Q3. Are inspections carried out at the right time?	100%	100%
Q4. Do you use our website?	11%	59%

Q5. How satisfied or dissatisfied are you with the overall performance of the Building Control service?

100% of respondents said they were 'very satisfied' with the overall performance (the same as in 2014).

Q6. Is there any else we can do to help?

The following responses were received:

- Fantastic service
- Nothing, service is brilliant. thank you
- very helpful, much appreciated, thanks
- no but Mick Venn is awesome
- Very pleased with the service, exemplary
- Always very helpful and easy to deal with
- Service is excellent thanks
- No not really anything to add other than extremely helpful on all areas, thank you
- No service/advice always good and helpful
- No service good
- Good service
- Informative and approachable through inspections
- No but very pleased with overall performance
- No - service is good
- Very good service from Mick
- I find building control helpful and Mr Venn is always very helpful and only a phone call away if needed. Many thanks don't change.
- Excellent service, punctual very pleasant to talk to

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- excellent service, inspection on time. very satisfactory.
- Very good service inspection on time, overall very very good

Q7. How do you prefer to be contacted?

The following table shows the percentage responses and the comparison figures from the 2012 survey (respondents were able to give more than one answer):

	2015	2014
Telephone	79%	76%
Face to face	58%	59%
Email	0%	6%
Newsletter	0%	6%