

**Building Control Services**  
**Customer Care Survey: Building Warrant:**



Now that your building warrant has been approved, I would appreciate a few moments of your time to complete and return this questionnaire to allow the Council to assess and evaluate the quality of service provided by Building Control. A reply paid label is enclosed for your use in this respect.

**Section A:**

Ref: 04/00488/ALT

1. What was your involvement with this application?

- Applicant
- Agent
- Contractor

**Section B:**

1. While the application was being considered by Building Control did you receive a letter?

- Yes
- No

2. If yes, how easy was the letter to understand?

Easy to understand

Very difficult to understand

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Section C:**

1. Did you visit a Building Control office to discuss the application?

- Yes
- No

2. If yes, which office did you visit?

Council HQ	Duns	Galashiels	Hawick	Peebles
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Section D:**

1. How do you feel Building Control performed in the following areas?

	Performed very well	Performed well	Performed adequately	Performed quite badly	Performed very badly
	1	2	3	4	5
• Courteous Approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Guidance and Advice Notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Knowledgeable Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Office / Reception Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. If badly, I would welcome your comments on how the service could be improved.

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Thank you for taking the time to complete this form.

Robert A Renton  
**Head of Building Control**