



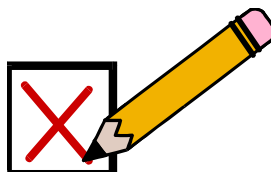
**CITY  
OF  
LONDON**

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**District Surveyor's Office**

**Report on Client Questionnaire**

**2011**

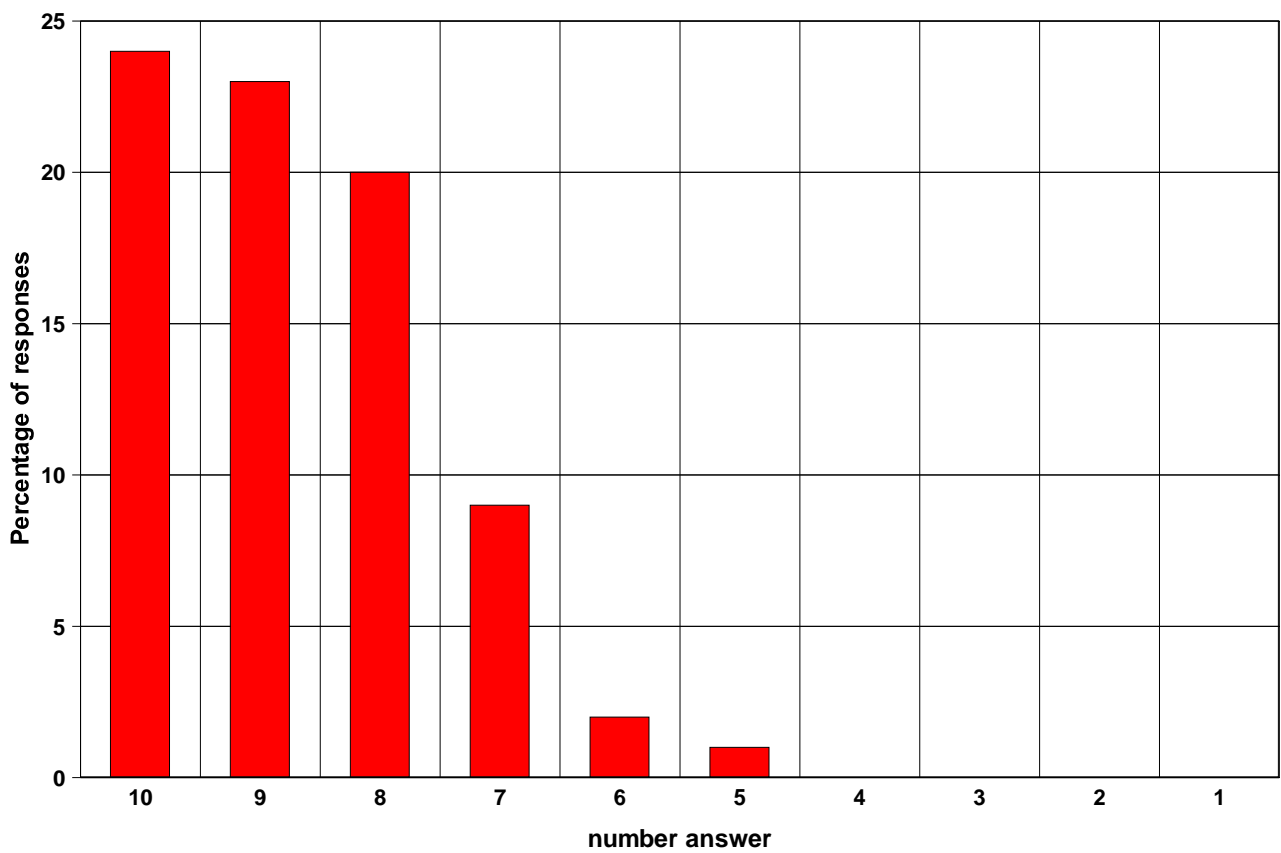


**Total Number of questionnaires sent;** 258  
**Total number of respondents;** 79  
**Percentage response rate** 31% Similar to previous surveys

Questions 1 to 6 were answered according to the scale below.

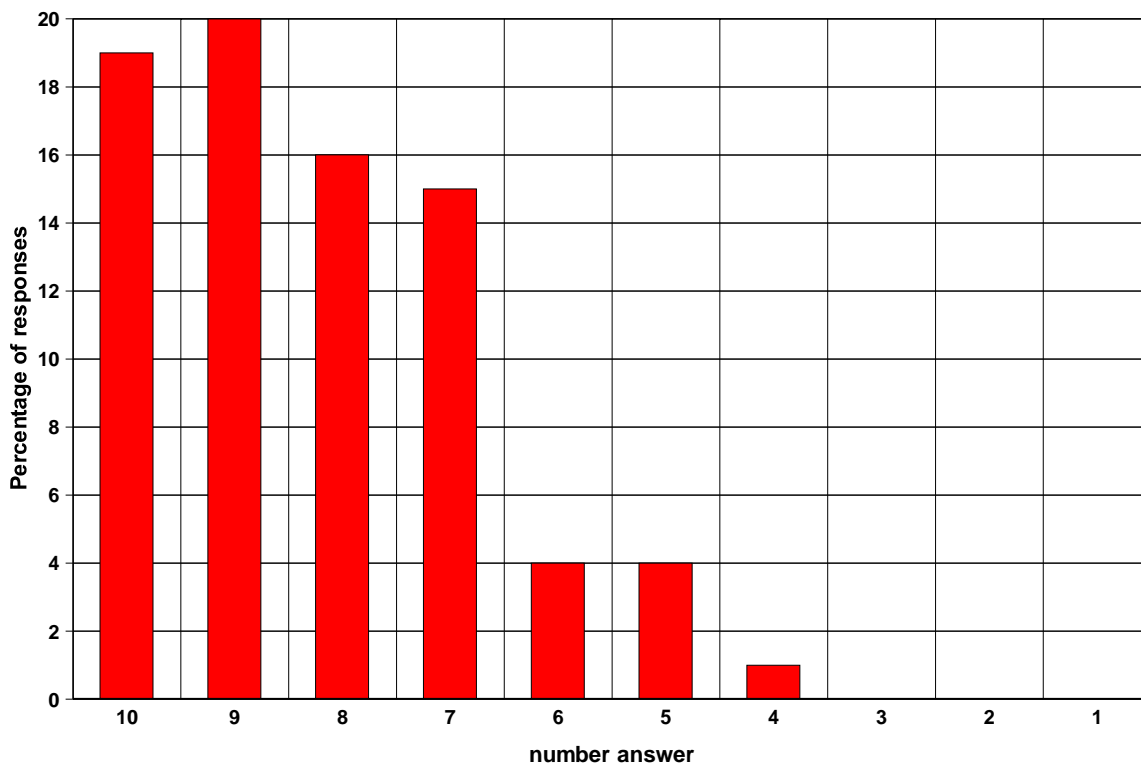
Very Good			Good			Satisfactory			Poor	
10	9	8	7	6	5	4	3	2	1	

**Q1. What is your overall impression of the City of London Building Control Service?**

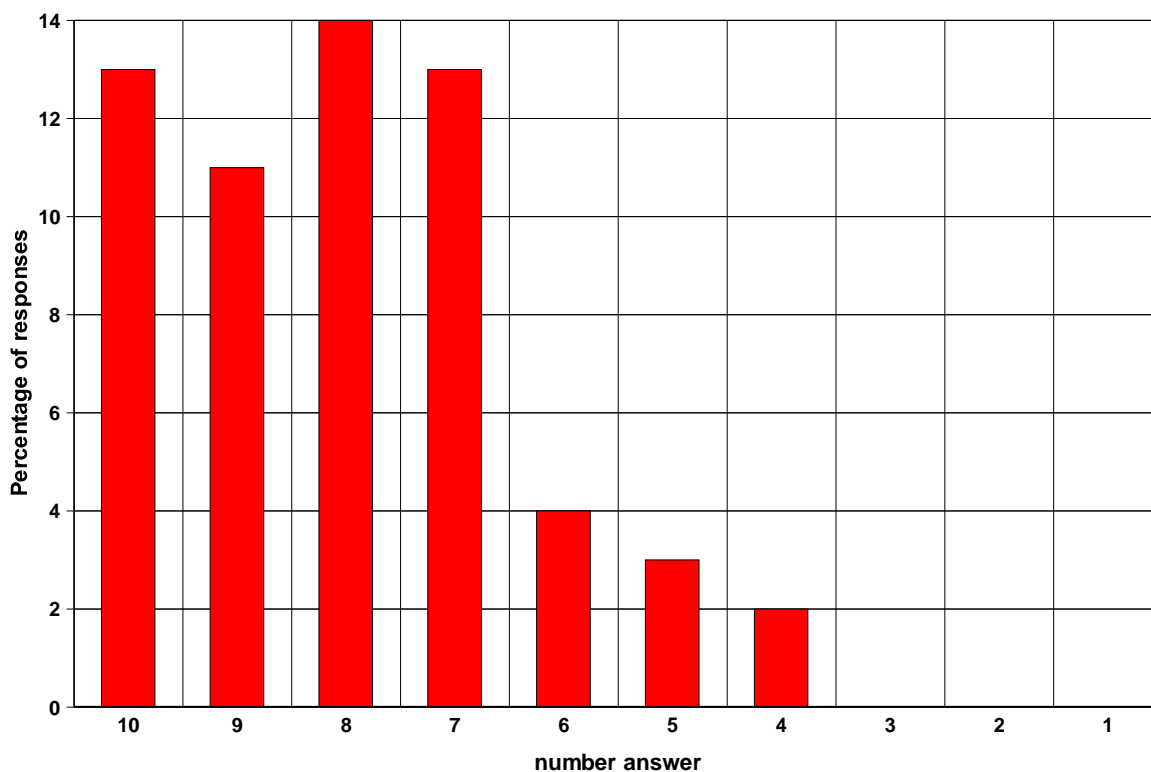


The average score was 8.7 which is slightly higher than previous surveys.

**Q2 How to you rate the ease of contact with the service?**

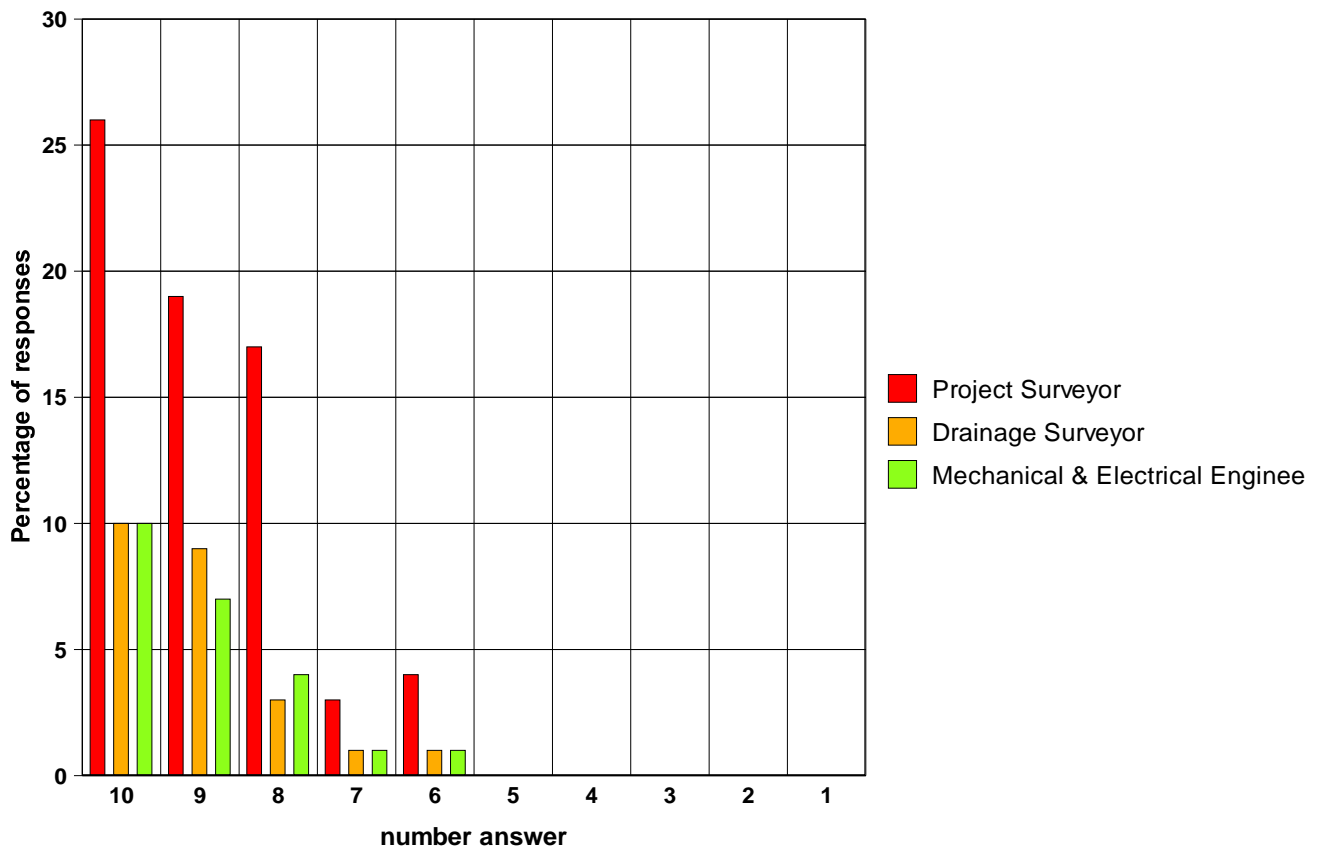


**Q3 If you made contact via the City of London contact centre, how do you rate the quality of service?**



The average score for this question was 8 which is slightly higher than previous surveys

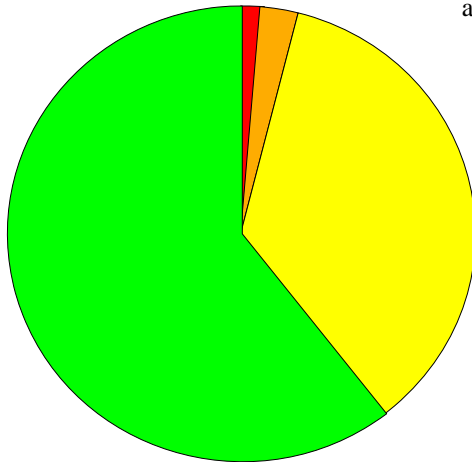
**Q4 How was the quality of advice given by...?**



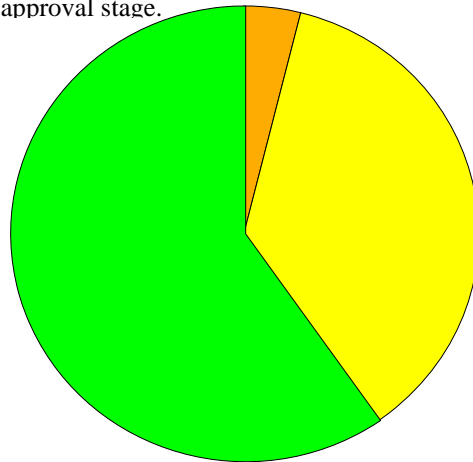
Scoring in all categories has increased from previous surveys

**Q5 Please indicate how important each aspect is to you..**

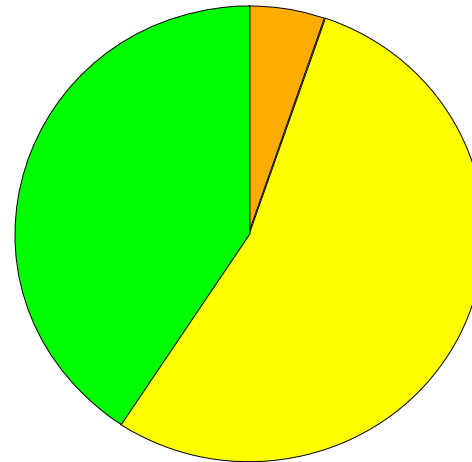
Pre-application advice



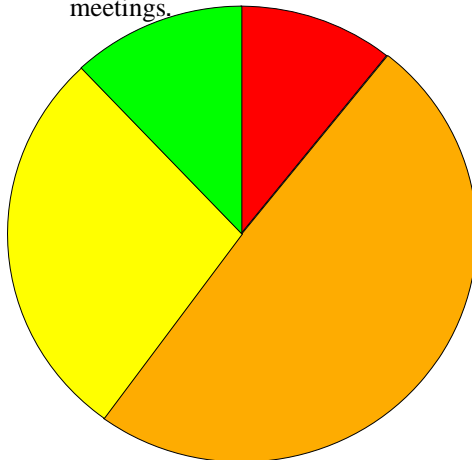
Clear technical comments & marked up plans at approval stage.



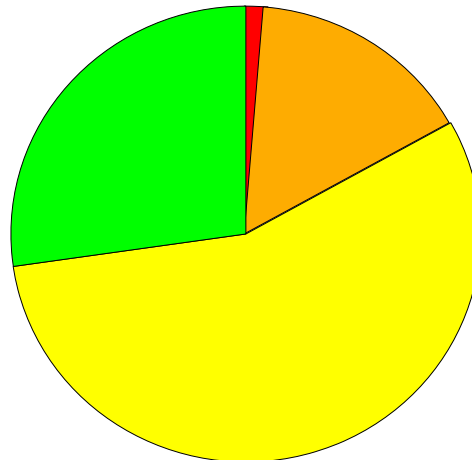
Regular site inspections and feedback.







Attendance at project meetings.



Qualified specialists available in all disciplines.



-  Not important at all
-  Not very important
-  Important
-  Very Important

Attendance at Project Meeting considered not important

**Q6 If we could do one thing to improve our service, what would it be?**

1. Perhaps host workshops covering changes in B Regs especially more complex issues surrounding Part L.
2. Inform contact centre operators ..???... provide with on screen detail of projects to enable better service.
3. I think your service was outstanding and cannot make comment on improvements
4. All good so far
5. I have marked it highly chiefly because of Ken Harrison whom I found provided an excellent service.
6. Very good service received to date so no suggested improvements.
7. Faster response to queries the better (though this generally very good)
8. Better ease of contact.
9. Online application facility.
10. Have a few more surveyors on large schemes as when a number of shops are fitting out at the same time it is difficult to meet up with surveyor understandably. When we did meet up it was excellent.
11. Nothing that comes to mind. Great Service with friendly and helpful advice.
12. Excellent service
13. Better inter-departmental communication.
14. We think you provide an excellent service, perhaps more staff available to make response times better.
15. On line application status.
16. Nothing really. Direct line contact rather than switchboard would be useful.
17. Cut the red tape a bit to come in line with up to date requirements of tenant.
18. Pleased with service thank you.
19. I'm happy with service provided, if I need advice I just contact Graham Stickings.
20. The contact centre in its present form doesn't work. While the staff answering the phones are pleasant they are obviously in a different building and have no specific knowledge about the people whom one is calling.
21. Very happy with service
22. I can't think of anything, i've always felt I could rely on your help and support. An excellent service.
23. I was very pleased with the service and advice thank you.
24. Speed up the issue of completion paperwork as this is used to demonstrate conformity.
25. It would be handy to have a guide to city of London specific things that affect interpretation of regulations and section 20 that a general knowledge of regulations application in other jurisdictions could not provide.
26. Continue to operate as existing
27. Your service is helpful no changes needed.
28. The surveyor for plantation place has a very good knowledge of the building and be contacted for regular discussion in relation to alterations at the property. We sometimes use approved inspectors on other projects we can build an ongoing relationship with these companies which is hard to do when we only do 1 or 2 projects a year in the city.
29. To our knowledge the current services are excellent. The only comment we have it is sometimes difficult to get in contact with the officer in charge due to their heavy and busy workload.

30. I have dealt with several building control services around the city and outskirts of London and in other areas of the country and I find the service excellent and cannot recommend any changes.
31. Pass on your experience and know how of how to provide a high level of professional service to other, less enlightened LA's.
32. Everyone involved was very helpful I was very satisfied with the service I received.
33. I has such an efficient and good experience. I am not sure what else needs to be improved. Thank you.
34. Speed up issuing of completion certificates
35. Online applications
36. These marks relate to a £300000 refurb project - for this project your service has been excellent, your building surveyor kerpall rihal has been particularly helpful with pre project advice and quite responsive to queries well done to him
37. Response time tends to be too long i.e. responding to emails and voicemails.
38. The experience on this occasion has been a tremendous improvement to the last 18 months.
39. Cannot think of anything
40. From my point of view as an onsite project manager the service is satisfactory
41. I don't find the online applications are that user friendly and prefer to submit applications via email.
42. Clear methods of calculating fees.
43. More user friendly website
44. If the surveyors were able to offer a variety of options to solve a given problem it would help our design process. Otherwise the service is excellent quick and easy. The individuals I work with are knowledgeable and helpful
45. For many years I have been dealing with ken Harrison who is very helpful and offers an excellent service to the LME. On this basis there is no need for improvement.
46. To reduce the cost on small works that need to be inspected.
47. Typical you ask questions that you understand but which the poor chap filling out the questionnaire does not. I spoke several times and exchanged emails with 2 people; David Withington, Sheila Delaney. Both were infallibly helpful. also DW turned up to meet my builder at the property and from what I could gather he was very helpful then.