

**The building standards team is committed to the continuous improvement of the services we provide to you, our customers.**

**The delivery of an efficient service is essential to ensure that the service is acceptable and accessible to all.**

### **Staff Reassignment**

Due to one of our area officers taking maternity leave early in the new year, Judi Ferguson, one of the building site inspectors will be acting up as assistant building standards officer until January 2009.

The building site inspector post, which is then vacant, is being filled by extending the existing temporary contract of the temporary building site inspector. This post had originally been for 6 months to help smooth the performance around the surge in applications prior to new legislation being implemented on 1<sup>st</sup> May 2007.

### **Customer Satisfaction Surveys**

It is that time of the year when we ask you our customers how we have done over the past year. This follows on from changes that were introduced following consultation with our customers last year.

Over the next 2 –3 months we will be sending out customer satisfaction questionnaires with all approved building warrants. We would urge you to reply to these questionnaires and if you have any comments or suggestions please let us know.

We need to know where things are not going right in the way we deal with you, our customers. If you do not tell us where you see possible improvements then things will not improve. In this area we rely on your honest opinion. You are helping to help others going for building warrant approval.

The returns from this survey will be analysed and a summary will be produced to let you know how you have rated our performance. The summary will also show your satisfaction levels with our performance and compare it to previous years satisfaction levels.

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Our office is open from Monday to Thursday 8.30am to 5.00pm and Friday 8.30am to 4.00pm.

The office does not close for lunch and an officer is available at all time to deal with general enquiries. Should you wish to discuss a specific application or proposal it is recommended that you speak to the relevant case officer, in which case it would be helpful to arrange an appointment in advance of your visit.

**Contact telephone number 01506 775222**