Building Control Customer Satisfaction Survey 3-26: Summary report

This report was created on Tuesday 27 October 2026 at 15:03 and includes **9** responses.

The activity ran from 01/07/2026 to 30/09/2026.

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- Please select 1

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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 **9** responses to this part of the question.

Question 2: Are you:

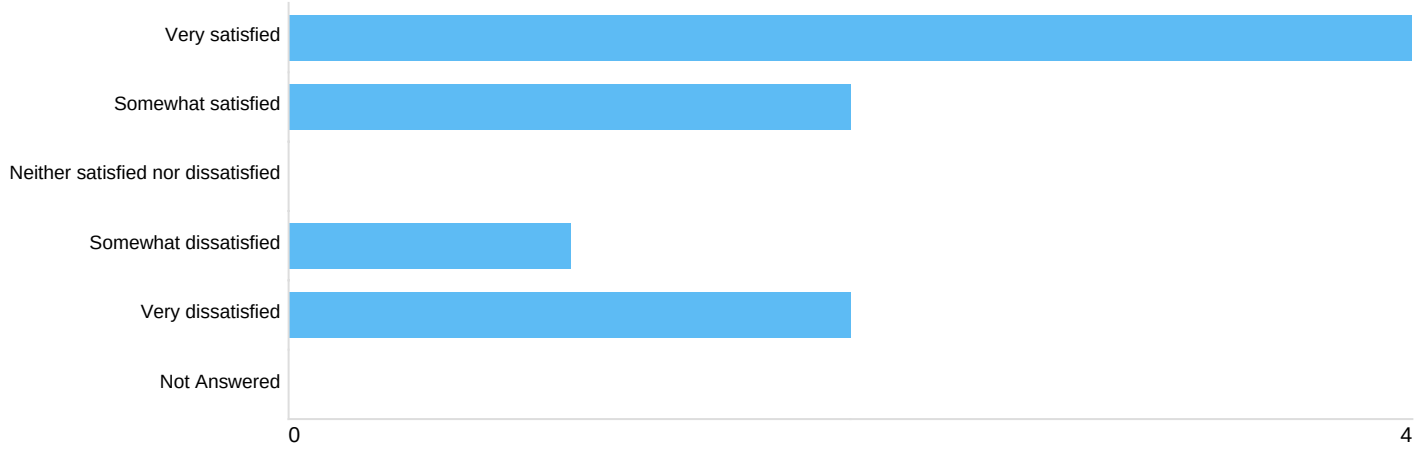
Please select



Option	Total	Percent
The Architect	1	11.11%
The Builder	1	11.11%
The Owner	7	77.78%
Not Answered	0	0.00%

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

Matrix 1 - Please select



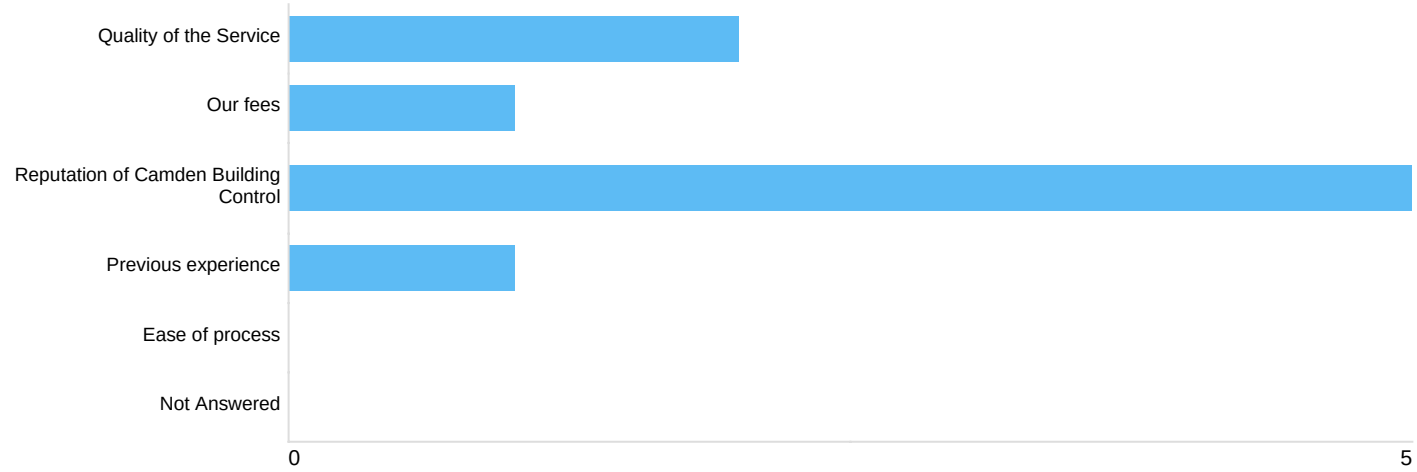
Option	Total	Percent
Very satisfied	4	44.44%
Somewhat satisfied	2	22.22%
Neither satisfied nor dissatisfied	0	0.00%
Somewhat dissatisfied	1	11.11%
Very dissatisfied	2	22.22%
Not Answered	0	0.00%

Overall comments

There were **8** responses to this part of the question.

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

Matrix 1 - Please select



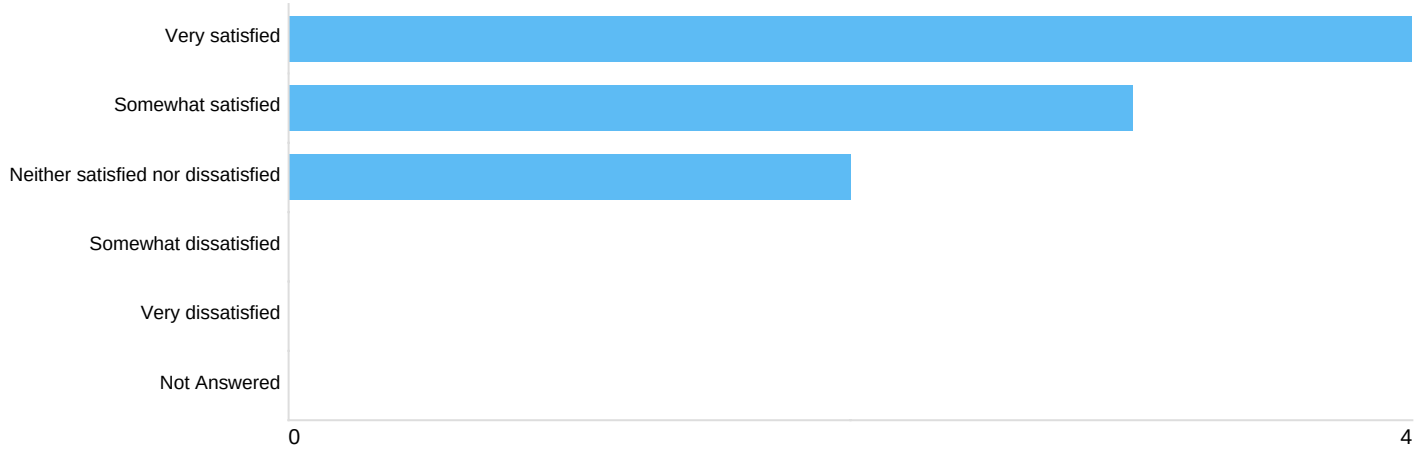
Option	Total	Percent
Quality of the Service	2	22.22%
Our fees	1	11.11%
Reputation of Camden Building Control	5	55.56%
Previous experience	1	11.11%
Ease of process	0	0.00%
Not Answered	0	0.00%

Other (please specify)

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

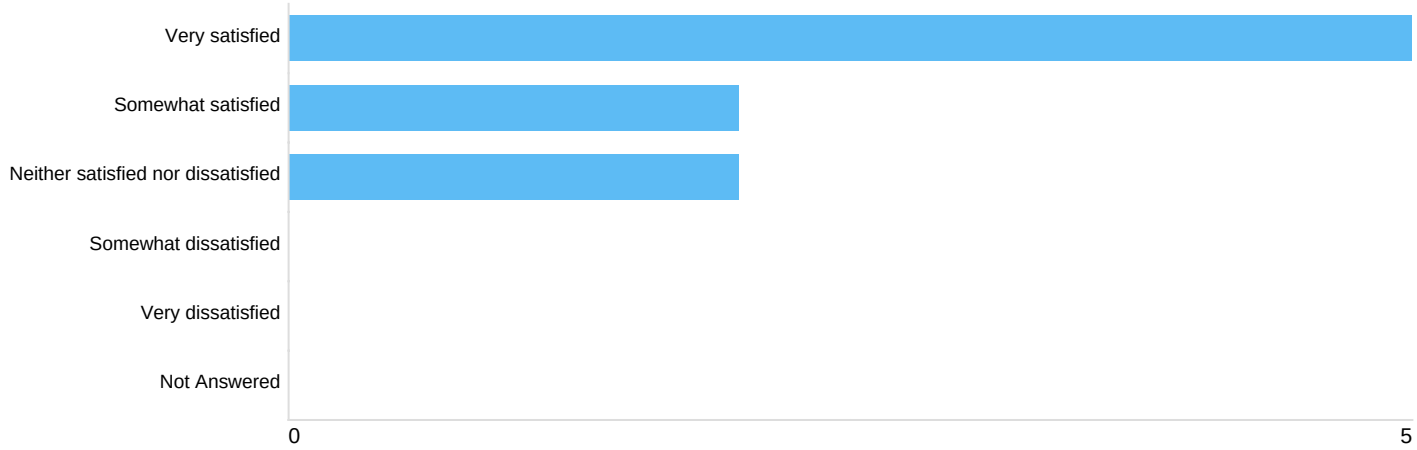
Question 5: How do you rate the following elements of our Service?

Matrix 1 - Process of submitting an application



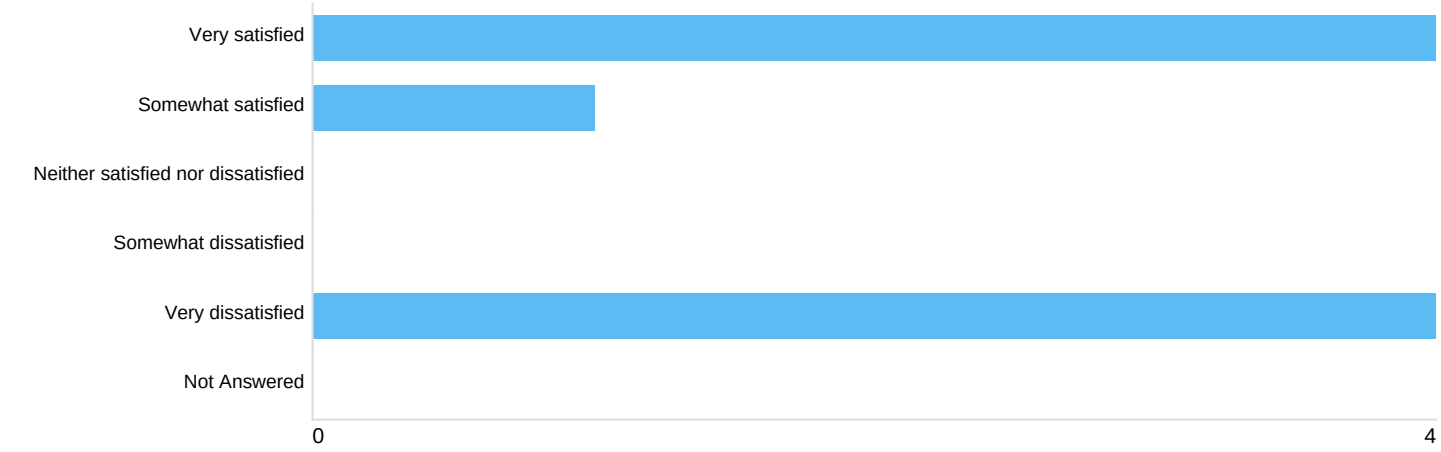
Option	Total	Percent
Very satisfied	4	44.44%
Somewhat satisfied	3	33.33%
Neither satisfied nor dissatisfied	2	22.22%
Somewhat dissatisfied	0	0.00%
Very dissatisfied	0	0.00%
Not Answered	0	0.00%

Matrix 1 - Ease of making payment



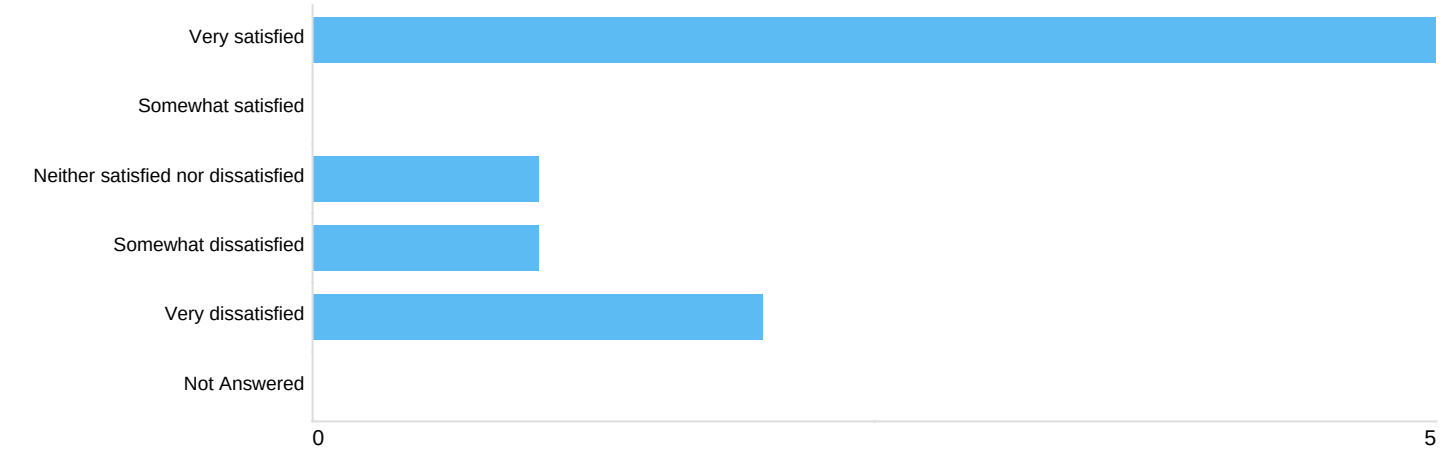
Option	Total	Percent
Very satisfied	5	55.56%
Somewhat satisfied	2	22.22%
Neither satisfied nor dissatisfied	2	22.22%
Somewhat dissatisfied	0	0.00%
Very dissatisfied	0	0.00%
Not Answered	0	0.00%

Matrix 1 - Ease of communication with the surveyors



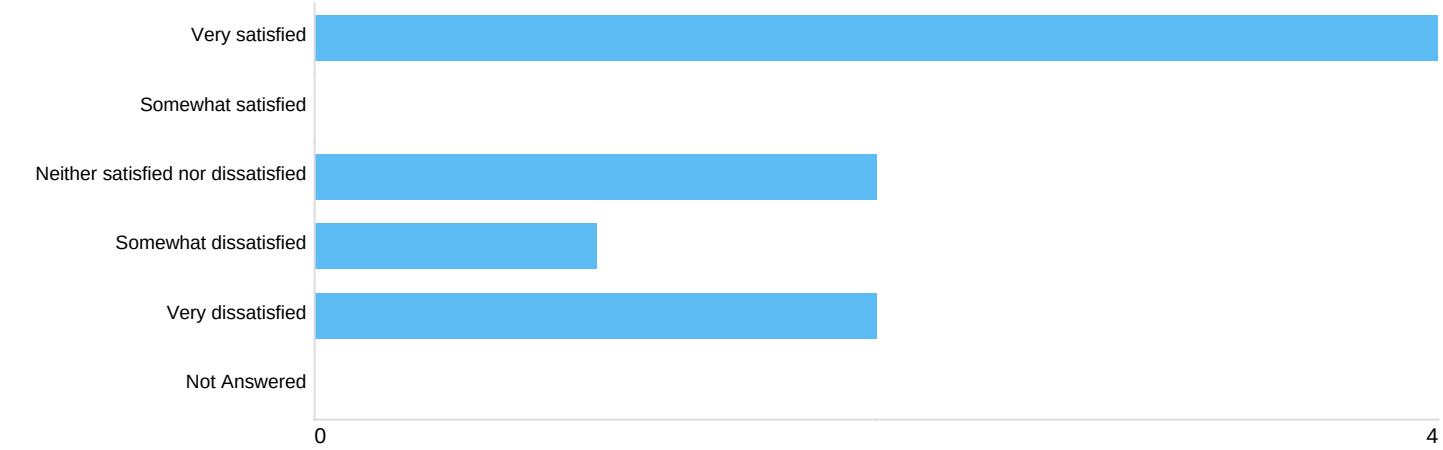
Option	Total	Percent
Very satisfied	4	44.44%
Somewhat satisfied	1	11.11%
Neither satisfied nor dissatisfied	0	0.00%
Somewhat dissatisfied	0	0.00%
Very dissatisfied	4	44.44%
Not Answered	0	0.00%

Matrix 1 - Technical knowledge of surveyors



Option	Total	Percent
Very satisfied	5	55.56%
Somewhat satisfied	0	0.00%
Neither satisfied nor dissatisfied	1	11.11%
Somewhat dissatisfied	1	11.11%
Very dissatisfied	2	22.22%
Not Answered	0	0.00%

Matrix 1 - Ease of booking site visits



Option	Total	Percent
Very satisfied	4	44.44%
Somewhat satisfied	0	0.00%
Neither satisfied nor dissatisfied	2	22.22%
Somewhat dissatisfied	1	11.11%
Very dissatisfied	2	22.22%
Not Answered	0	0.00%

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

Suggestions or comments

There were **4** 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 **3** responses to this part of the question.

Telephone number

There were **2** responses to this part of the question.