



BUILDING INSPECTION EVALUATION

BUILDING SERVICES



Date: _____

In our continuing efforts to enhance and improve customer service, Building Services is seeking, and encourages, customer feedback. Please take a moment to respond to the following quick survey. Feel free to add any additional comments you desire. Fold the survey and return it in person, by mail, or fax it to us at (925) 838-0360 at your convenience. Thanks in advance for your input. Direct questions to Development Services Director at (925) 314-3319.

Was your building inspector...

- Professional?
 - Always
 - Generally Yes
 - No
 - Generally No
 - Not Applicable
- Dependable?
 - Always
 - Generally Yes
 - No
 - Generally No
 - Not Applicable
- Courteous?
 - Always
 - Generally Yes
 - No
 - Generally No
 - Not Applicable
- Helpful in solving problems?
 - Always
 - Generally Yes
 - No
 - Generally No
 - Not Applicable
- Clear in providing direction?
 - Always
 - Generally Yes
 - No
 - Generally No
 - Not Applicable
- Quick?
 - Always
 - Generally Yes
 - No
 - Generally No
 - Not Applicable

How would you rate our building inspection process overall? (Check one)

- Excellent
- Above Average
- Good
- Below Average
- Poor
- No Opinion

How does our building inspection process compare to that of other jurisdictions? (Check one)

- Excellent
- Above Average
- Good
- Below Average
- Poor
- No Opinion

Where more than one inspector was used, the calls of the inspectors were... (Check one)

- Most Often Consistent
- Frequently Inconsistent
- Generally Consistent
- Not Applicable
- Often Inconsistent
- No opinion

Have you had a Danville building inspector who had inadequate building inspection experience? (Check one)

- No
- On Occasion
- Frequently

For answers other than "No", please explain: _____

Was flexibility given to allow work to continue, even if a "fix" was in the works? (Check one)

- Yes
- On Occasion Not Flexible
- Frequently Not Flexible

Comments: _____

Has your inspector ever "re-designed in the field" (i.e., called for a re-design despite the fact that work was progressing as per approved plans)? (Check one)

- No
- On Occasion
- Frequently
- Not Applicable

For answers other than "No" or "Not Applicable", please explain:

How coordinated was the plan check process with the inspection process? (Check one)

- Very Coordinated
- Generally Coordinated
- Generally Not Coordinated
- Not Coordinated
- No Opinion

Do you have suggestions on how we could improve our building inspection process?

Would you like a follow-up phone call? Yes No Phone Number: _____

OPTIONAL INFORMATION: Building Permit Number: _____

Job Site Address: _____

Your Name: _____

Company (if applicable): _____