

SEVEN HILLS BUILDING DEPARTMENT SURVEY RESULTS

Thank you to everyone who responded to the recent survey about the performance of the Seven Hills Building Department! The Department strives to preserve life and property and maintain the City's quality of life and property values through the administration and enforcement of building, plumbing, electrical and housing codes.

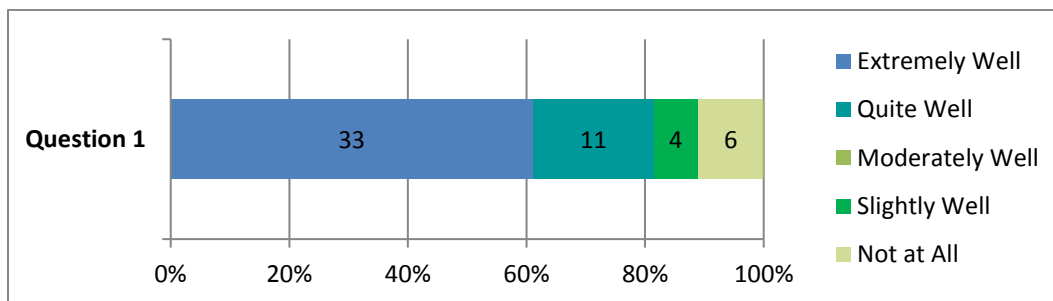
The Building Department currently operates at an extremely low net cost to the city, with a part time Building Commissioner and inspectors, and two full time staff members. With the anticipated large construction projects this summer, the city is considering outsourcing some or all of the Department's functions, and your responses will be an important part of that process.

The Building Department enforces building and technical code provisions to ensure those structures within the City conform to uniform standards, issues permits, performs plan reviews and field inspections, and regulates contractor registration. The staff also answers questions relating to construction and code compliance.

In conjunction with other departments and outside agencies, the Building Department reviews building permit applications prior to construction, issuance of mechanical and plumbing permits, as well as inspections related to those permits. It enforces the ordinances, rules and regulations relating to the construction, use, maintenance, and occupancy of real property, buildings and structures in the City.

Over the past few weeks a letter went out to about 2000 residents who took out building permits in the past two years, requesting your overall impressions of the Building Department. There was also an online invitation on the City's website. Here are the results of the survey answers on a scale of 1 to 5 ("Extremely Well" to "Not at All"). The labels indicate the number of residents who responded with a particular answer:

Question 1: How well did our building representative answer your question or solve your problem?

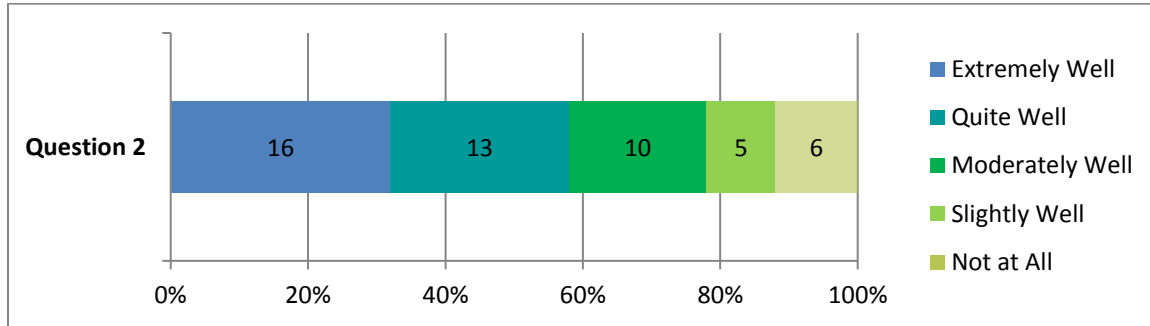


Answered Question: 54

Skipped Question: 0

Rating Average: 1.87, Quite Well

Question 2: How helpful was the city website and/or handouts and the information provided?

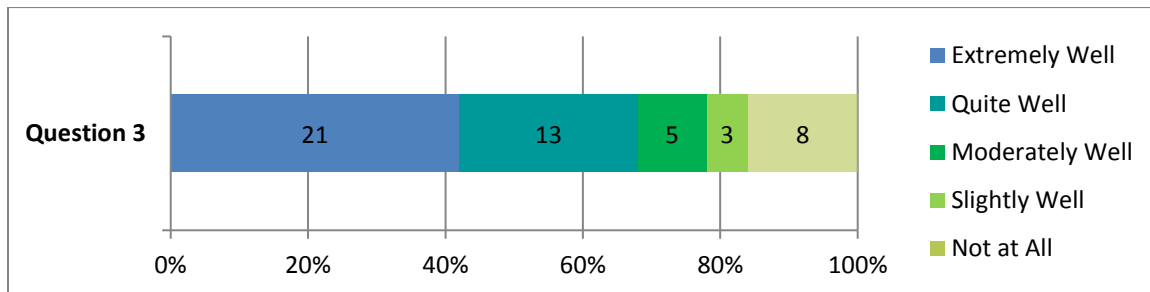


Answered Question: 50

Skipped Question: 4

Rating Average: 2.44, Moderately Well to Quite Well

Question 3: How would you rate the plan review and approval process?

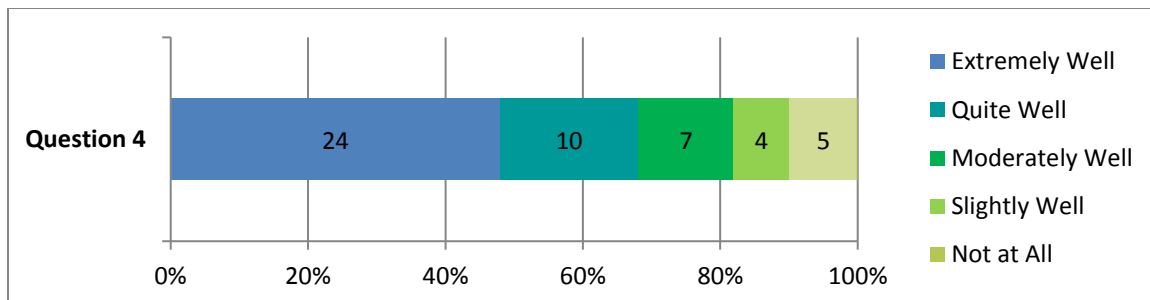


Answered Question: 50

Skipped Question: 4

Rating Average: 2.28, Moderately Well to Quite Well

Question 4: How would you rate the Building Department application and permit process?

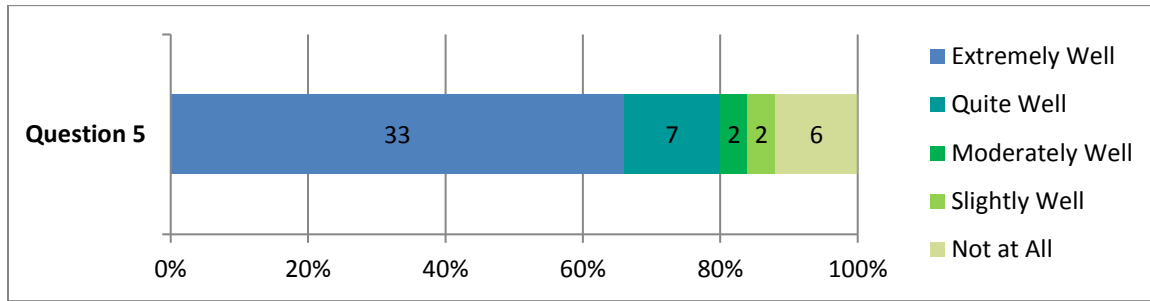


Answered Question: 50

Skipped Question: 4

Rating Average: 2.12, Quite Well

Question 5: Was your permit approved and issued in a timely manner?

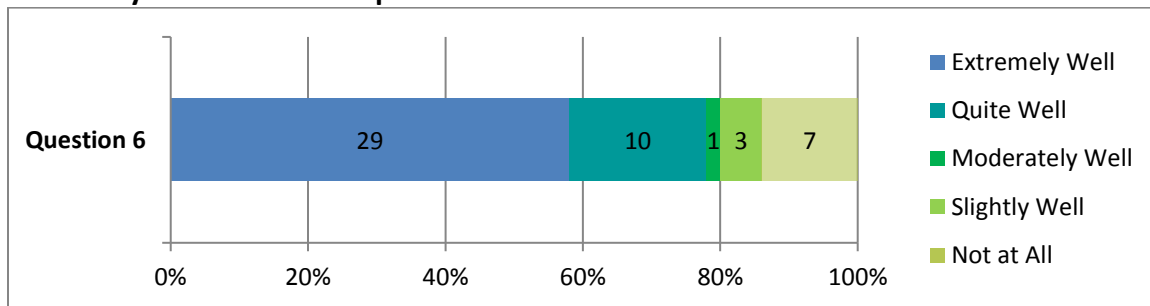


Answered Question: 50

Skipped Question: 4

Rating Average: 1.82, Quite Well

Question 6: How would you rate the inspection and approval process, were they completed in a timely manner and comprehensive?

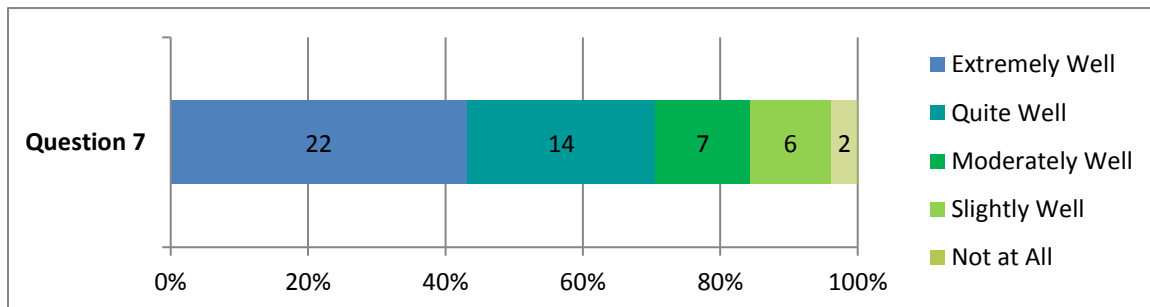


Answered Question: 50

Skipped Question: 4

Rating Average: 1.98, Quite Well

Question 7: How convenient are the business hours the Building Department is available?

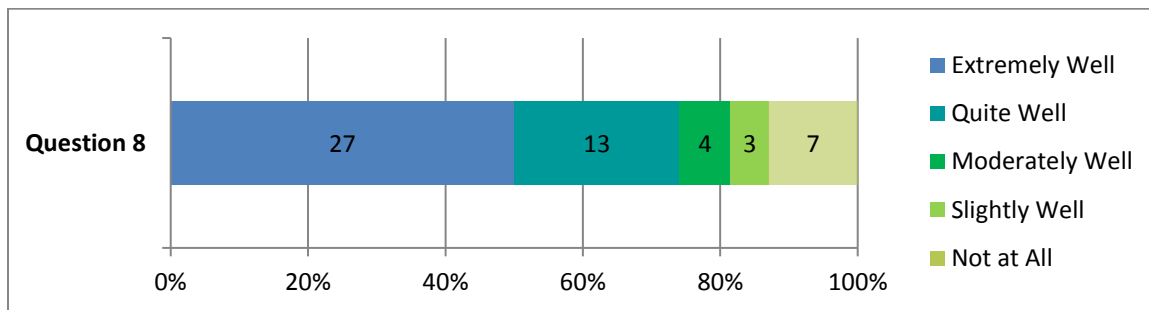


Answered Question: 51

Skipped Question: 3

Rating Average: 2.06, Quite Well

Question 8: Overall, how satisfied were you with the City of Seven Hills Building Department?



Answered Question: 54

Skipped Question: 0

Rating Average: 2.07, Quite Well

CONCLUSION

Although there are always areas for improvement, the resident ratings of the Building Department's performance are generally very good. There were some "Not at All" responses received from some, as for example, the last question regarding overall satisfaction with the Department.

Of the 54 responses to the survey from throughout the city in the past month or so, the same respondents generally answered this question and most of the other questions with a "Not at All."

The goal of the Department is to assure resident satisfaction where feasible and to explain, in those cases where required, the necessity for enforcement of the city's codes. These code enforcement functions can sometimes lead to misunderstandings and complaints from property owners.

Where possible, the Building Department has or will contact these residents to help them in whatever way they can. The Building Department will also be considering areas for improvement based upon your answers. Thank you again for taking the time to reply and helping the city to serve you better.

HERE ARE THE INDIVIDUAL RESPONSES TO THE SURVEY

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8	NOTES
1	Extremely well	Quite well		Quite well	Extremely well	Quite well	Quite well	Quite well	
2	Extremely well		Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	
3	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	
4	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well		Quite well	Extremely well	
5	Extremely well	Quite well	Quite well	Extremely well	Extremely well	Extremely well	Quite well	Extremely well	
6	Slightly well	Moderately well	Slightly well	Not at all	Moderately well	Slightly well	Slightly well	Slightly well	
7	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Quite well	Extremely well	
8	Extremely well	Moderately well	Quite well	Quite well	Extremely well	Extremely well	Extremely well	Extremely well	
9	Extremely well	Quite well	Quite well	Moderately well	Extremely well	Extremely well	Quite well	Quite well	
10	Slightly well	Slightly well	Not at all	Slightly well	Not at all	Not at all	Slightly well	Not at all	Fence & Sprinkler No Final Inspection
11	Extremely well	Quite well	Quite well	Quite well	Quite well	Quite well	Moderately well	Quite well	
12	Extremely well	Moderately well	Extremely well	Quite well	Quite well	Extremely well	Extremely well	Extremely well	
13	Extremely well				Extremely well	Extremely well		Extremely well	
14	Quite well	Not at all	Slightly well	Slightly well	Extremely well	Slightly well	Quite well	Moderately well	
15	Quite well	Moderately well	Moderately well	Moderately well	Slightly well	Moderately well	Moderately well	Moderately well	
16	Extremely well	Quite well	Extremely well	Extremely well	Extremely well	Extremely well	Quite well	Extremely well	
17	Extremely well	Moderately well	Extremely well	Quite well	Extremely well	Extremely well	Quite well	Extremely well	
18	Not at all	Not at all	Not at all			Not at all	Slightly well	Not at all	Drive & Apron No Final Inspection

19	Extremely well	Not at all						Quite well	
20	Quite well	Quite well	Quite well	Quite well	Quite well	Quite well	Quite well	Quite well	
21	Slightly well	Moderately well	Not at all	Moderately well	Not at all	Extremely well	Extremely well	Slightly well	
22	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Quite well	Extremely well	
23	Quite well	Quite well	Quite well	Quite well	Quite well	Extremely well	Quite well	Quite well	
24	Quite well	Quite well	Moderately well	Moderately well	Quite well	Quite well	Extremely well	Moderately well	
25	Quite well	Slightly well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Quite well	
26	Quite well	Quite well	Quite well	Quite well	Extremely well	Quite well	Moderately well	Quite well	
27	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	
28	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	
29	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	
30	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	
31	Slightly well	Not at all	Slightly well	Slightly well	Slightly well	Slightly well	Slightly well	Slightly well	
32	Quite well		Quite well	Extremely well	Extremely well	Not at all	Quite well	Extremely well	
33	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	
34	Extremely well	Moderately well	Quite well	Quite well	Extremely well	Quite well	Quite well	Quite well	
35	Extremely well	Extremely well	Quite well	Extremely well	Extremely well	Extremely well	Extremely well	Extremely well	
36	Quite well	Quite well	Quite well	Quite well	Quite well	Quite well	Quite well	Quite well	
37	Not at all	Slightly well	Not at all	Not at all	Not at all	Not at all	Slightly well	Not at all	Hot Water Tank Passed Inspection
38	Quite well	Moderately well	Moderately well	Slightly well	Not at all	Quite well	Moderately well	Moderately well	
39	Extremely well						Extremely well	Extremely well	
40	Extremely well	Moderately well	Moderately well	Moderately well	Extremely well	Extremely well	Moderately well	Quite well	

