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Permit Process Customer Satisfaction Survey

What type of permit did you receive?

- Residential
 - Commercial
 - Multifamily
 - Other
-

2. Are you?

- The owner
 - The General Contractor
 - Other (please specify)
-

3. Did you or your agent meet with anyone in the Code Office prior to filing for a permit?

- Yes
- No

4. How helpful were the following individuals in assisting you through the permit process?

Code Enforcement Officer?

Not Helpful	Somewhat Helpful	Helpful	Very Helpful	N/A
○	○	○	○	○

Director Planning and Development?

Not Helpful	Somewhat Helpful	Helpful	Very Helpful	N/A
○	○	○	○	○

Administrative Assistant

Not Helpful	Somewhat Helpful	Helpful	Very Helpful	N/A
○	○	○	○	○

Fire Dept.

Not Helpful	Somewhat Helpful	Helpful	Very Helpful	N/A
○	○	○	○	○

Electric Dept.

Not Helpful	Somewhat Helpful	Helpful	Very Helpful	N/A
○	○	○	○	○

Public Works

Not Helpful	Somewhat Helpful	Helpful	Very Helpful	N/A
○	○	○	○	○

Sewer and Water

Not Helpful Somewhat Helpful Helpful Very Helpful N/A

Please provide any additional comments that will help us improve the process.

5. How did you find the permit application Process?

	Not clear at all	somewhat clear	clear, easy to understand	Extremely clear
The Permit application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Building Codes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Zoning Ordinance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any additional comments that will help us improve the process.

6. Were you aware or made aware of the difference between locally adopted Zoning Standards and State Regulations, how these codes differ and whether the Town has authority to granting relief from various codes?

- Yes
- No

Please provide any additional comments that will help us improve the process.

7. Were the inspections performed in a timely manner?

	Yes	No
Plumbing	<input type="radio"/>	<input type="radio"/>
Electrical	<input type="radio"/>	<input type="radio"/>
Building	<input type="radio"/>	<input type="radio"/>
Fire	<input type="radio"/>	<input type="radio"/>

Please provide any additional comments that will help us improve the process.

8. How was your experience in applying for a building permit?

- Very pleasant
- Moderately pleasant
- Slightly pleasant
- Not pleasant at all

Please provide any additional comments that will help us improve the process.

9. Did you have any code issues during the construction process?

- Yes
- No

10. If yes, was the issue identified early in the project and resolved in a timely manner?

- Yes
- No

Please provide specific information if possible:

11. Please provide any additional information that will assist us in the improving the permitting process.

You may fill out this survey online if you prefer. Please use the following link:

<http://www.surveymonkey.com/s/PGLL7LB>

Please return to:

Wolfeboro Department of Planning and Development

PO Box 629

Wolfeboro, NH 03894