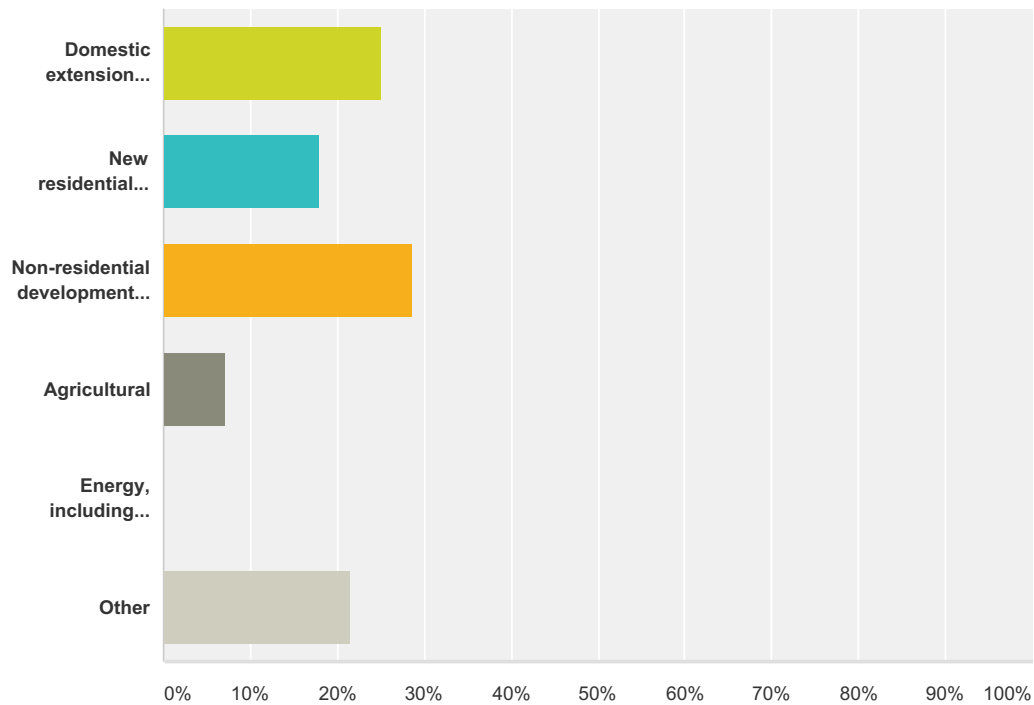


### Q1 Please indicate below what type of application you submitted.

Answered: 28 Skipped: 0

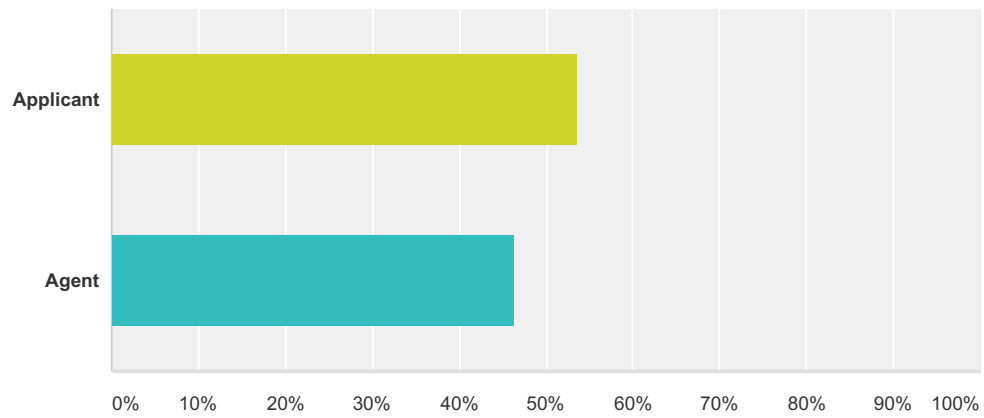


Answer Choices	Responses
Domestic extension including garages, windows and alterations	25.00% 7
New residential development including conversions	17.86% 5
Non-residential development including businesses, industrial and retail	28.57% 8
Agricultural	7.14% 2
Energy, including commercial and domestic wind turbines	0.00% 0
Other	21.43% 6
<b>Total</b>	<b>28</b>

#	Other (please specify)	Date
1	New Footbridge	4/6/2017 3:26 AM
2	Ref APP/2016/3042	4/3/2017 3:42 AM
3	Domestic Fire damage Reinstatement	3/27/2017 3:30 AM
4	Installation of Defibrillator	3/23/2017 6:23 AM
5	Removal or occupancy condition	3/23/2017 4:20 AM
6	Lifting of a Section 75	3/23/2017 1:56 AM
7	Change of use of domestic house to holiday let.	3/23/2017 1:36 AM

### Q2 Were you the applicant or were you acting as an agent for the applicant?

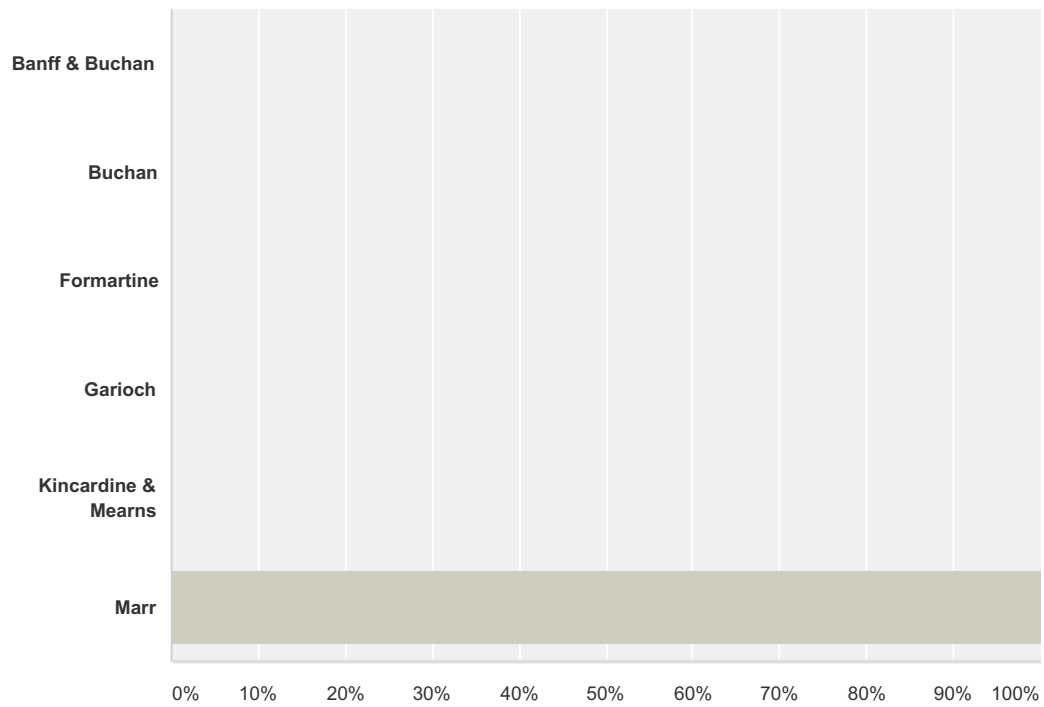
Answered: 28 Skipped: 0



Answer Choices	Responses	Count
Applicant	53.57%	15
Agent	46.43%	13
<b>Total</b>		<b>28</b>

### Q3 In which area did you submit your planning application?

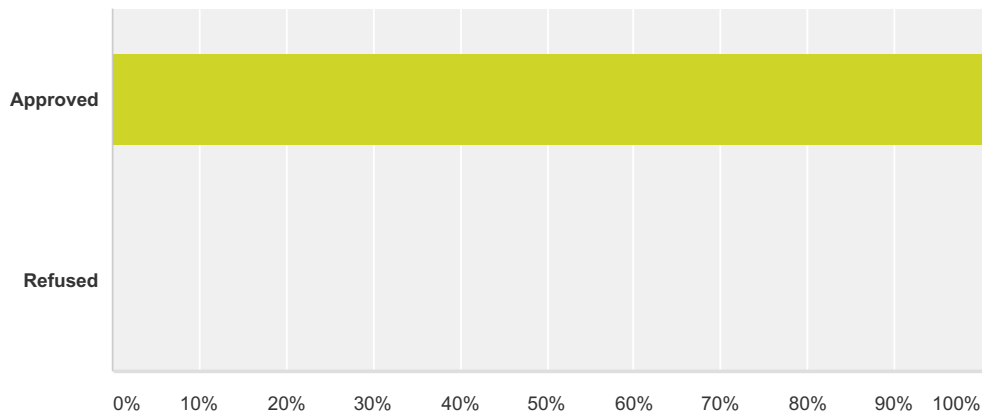
Answered: 28 Skipped: 0



Answer Choices	Responses
Banff & Buchan	0.00% 0
Buchan	0.00% 0
Formartine	0.00% 0
Garioch	0.00% 0
Kincardine & Mearns	0.00% 0
Marr	100.00% 28
<b>Total</b>	<b>28</b>

### Q4 Please indicate the decision on your application.

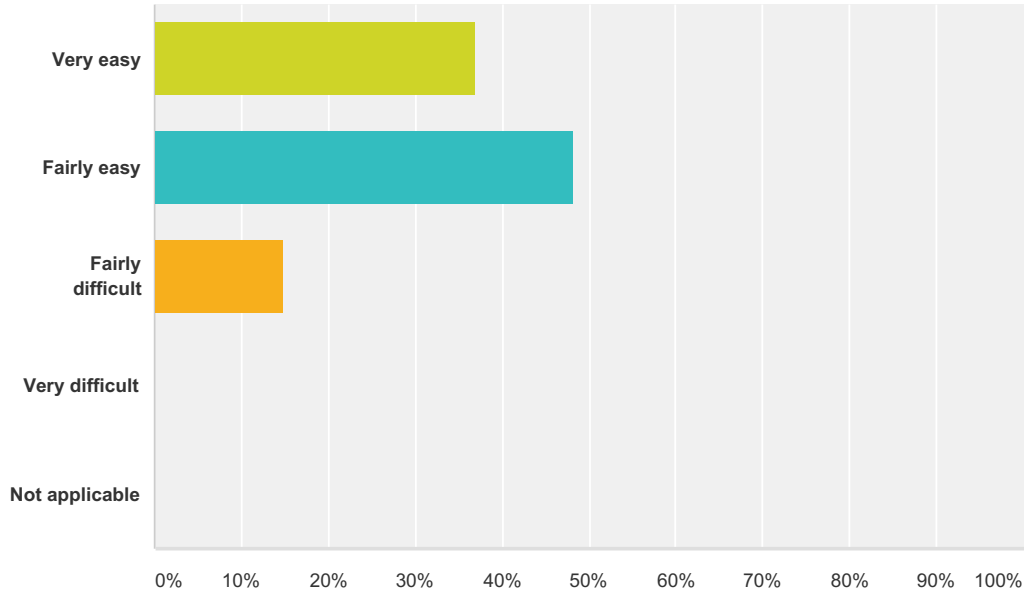
Answered: 27 Skipped: 1



Answer Choices	Responses
Approved	100.00% 27
Refused	0.00% 0
<b>Total</b>	<b>27</b>

### Q5 How easy or difficult was it to find information or guidance about the planning application process?

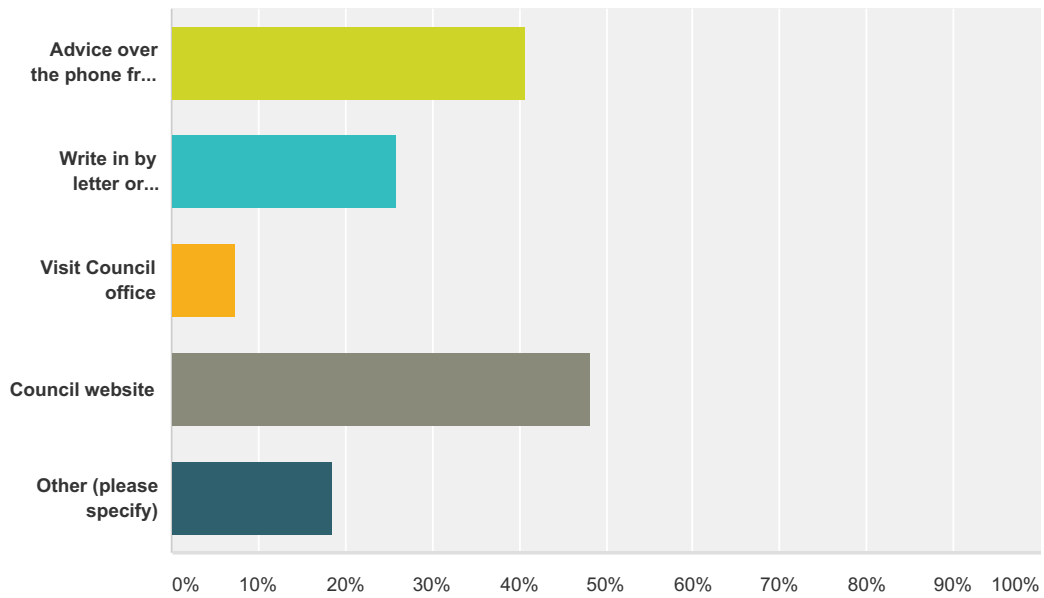
Answered: 27 Skipped: 1



Answer Choices	Responses	
Very easy	37.04%	10
Fairly easy	48.15%	13
Fairly difficult	14.81%	4
Very difficult	0.00%	0
Not applicable	0.00%	0
<b>Total</b>		<b>27</b>

### Q6 In what ways did you access this information?

Answered: 27 Skipped: 1

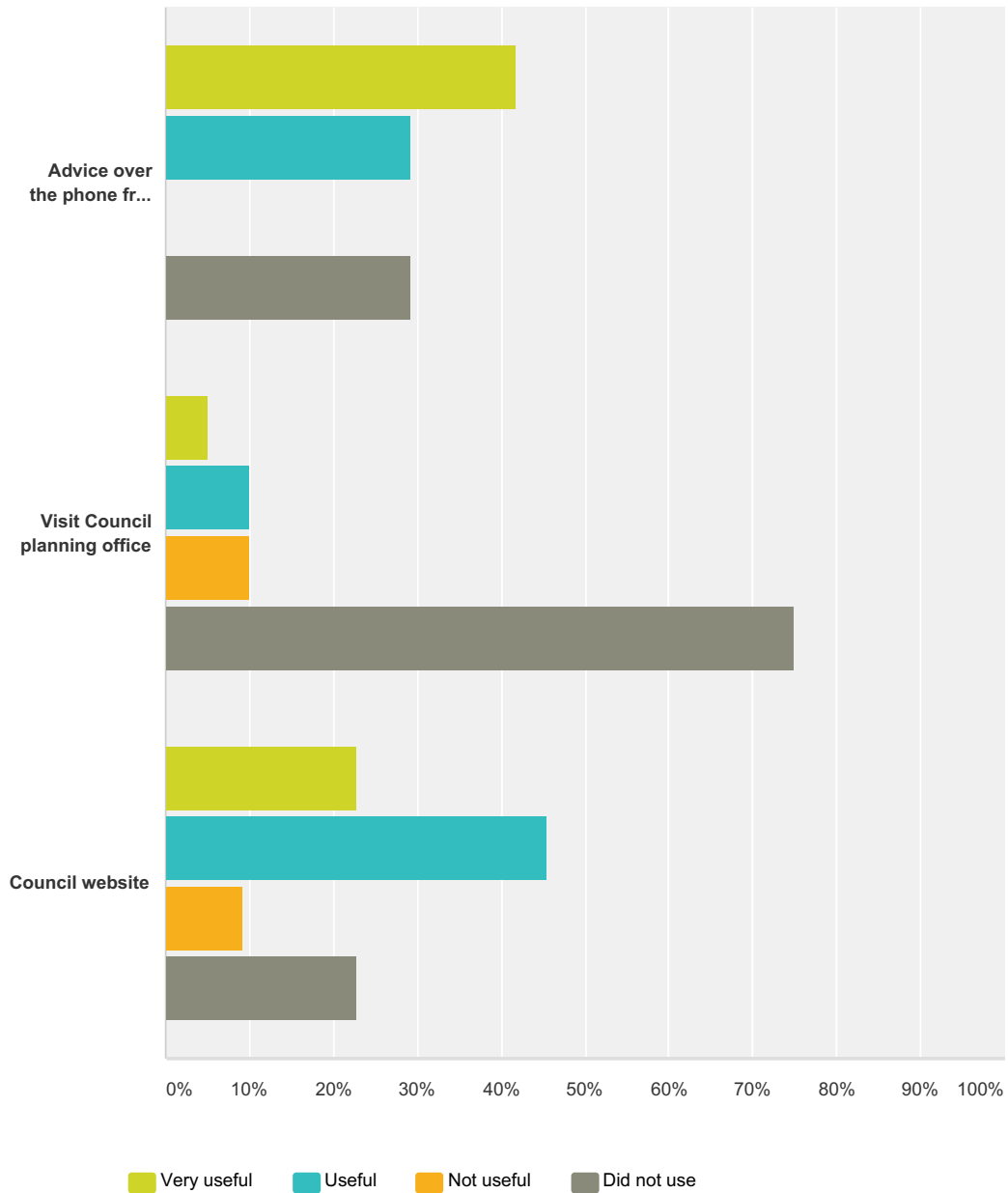


Answer Choices	Responses
Advice over the phone from the Council planning service	40.74% 11
Write in by letter or e-mail	25.93% 7
Visit Council office	7.41% 2
Council website	48.15% 13
Other (please specify)	18.52% 5
<b>Total Respondents: 27</b>	

#	Other (please specify)	Date
1	e-planning	4/6/2017 3:26 AM
2	Through Architect	4/3/2017 5:26 AM
3	ePlanning	3/27/2017 3:30 AM
4	Planning portal	3/25/2017 12:29 AM
5	Cairngorm National Park strategic plans	3/23/2017 1:36 AM

### Q7 How useful were each of the following sources of information or guidance you used?

Answered: 27 Skipped: 1



	Very useful	Useful	Not useful	Did not use	Total
Advice over the phone from a Council planning office	41.67% 10	29.17% 7	0.00% 0	29.17% 7	24
Visit Council planning office	5.00% 1	10.00% 2	10.00% 2	75.00% 15	20
Council website	22.73% 5	45.45% 10	9.09% 2	22.73% 5	22

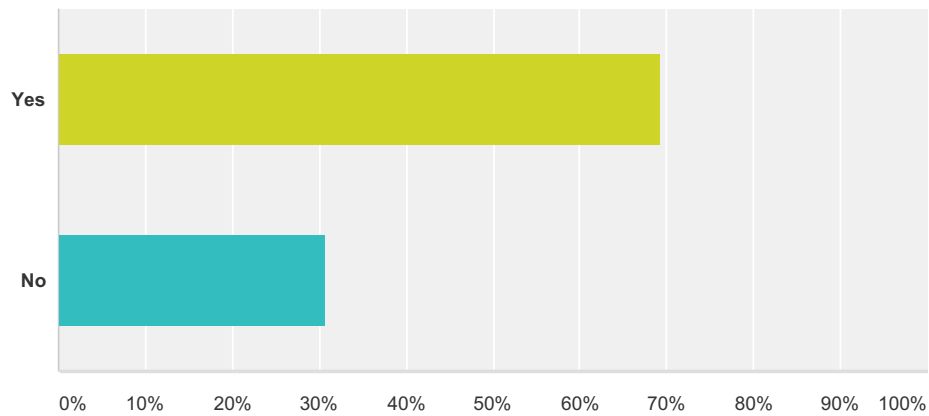
## Development Management Customer Survey - April 2017

#	Other (please specify)	Date
1	e-planning is ok if all goes well and no further information is required	4/6/2017 3:26 AM
2	P.O only comes to Huntly for 4 hours a month (2 Visits) & you cant book an appointment.	3/23/2017 3:53 AM
3	planning once comes to huntly fo only 2 hours a fortnight & you cant book appointments.	3/23/2017 3:51 AM
4	Very helpful emails from planning office.	3/23/2017 1:36 AM



### Q8 Did you seek pre-application advice prior to submitting your application?

Answered: 26 Skipped: 2

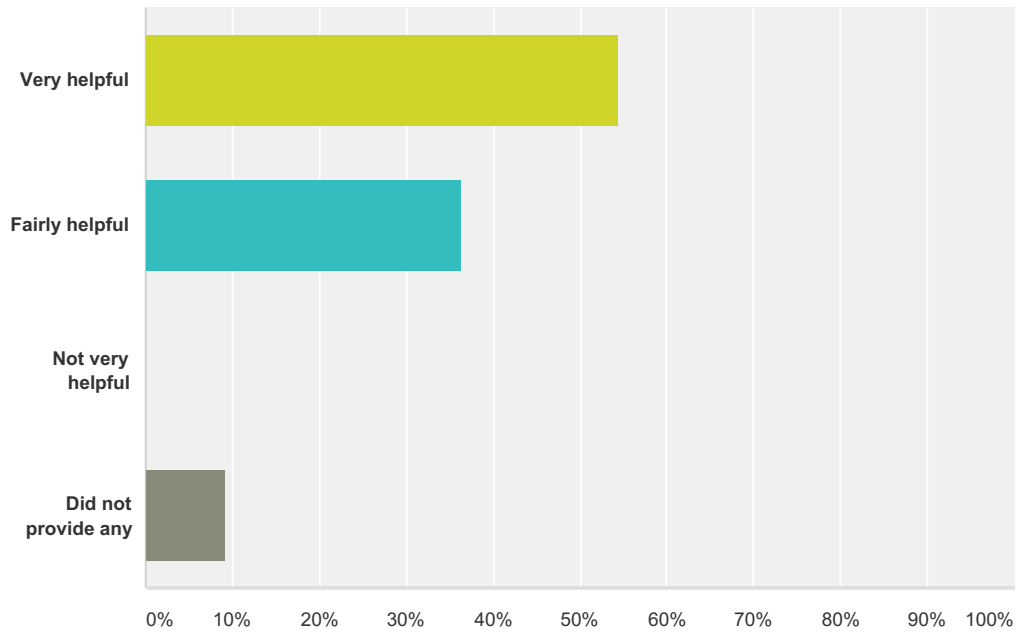


Answer Choices	Responses
Yes	69.23% 18
No	30.77% 8
<b>Total</b>	<b>26</b>

#	If yes, what type of advice did you seek?	Date
1	Thoughts & comments on the proposal and any potential impacts. A Thorough response from the LPA was always provided.	4/12/2017 2:48 AM
2	Advice on information required with application, detail to be included on drawings.	4/5/2017 3:09 AM
3	Preapp enquiry	4/4/2017 2:23 AM
4	E-mail + phone	4/3/2017 4:55 AM
5	Whether or not planning permission was needed.	4/3/2017 4:16 AM
6	Meeting with Neil M , senior planner very useful in setting context and slope for application. Excellent communication.	4/3/2017 3:42 AM
7	If planning would be required as this property was existing then required to be demolished due to fire damage.	3/27/2017 3:30 AM
8	Whether a garden shed required planning permission	3/25/2017 12:29 AM
9	Initial thoughts on whether proposed development would be looked at favourably,	3/24/2017 4:42 AM
10	whether or not Planning permission was required	3/23/2017 6:57 AM
11	The telephone call to ACC Planning Office to explain the procedure.	3/23/2017 6:23 AM
12	Confirmation that planning permission was required.	3/23/2017 4:03 AM
13	What was required for sending an application for full planning, plans, maps etc	3/23/2017 1:48 AM
14	We were advised to put in this application (requested by council) so we needed information/advice about the reasons for having to do this and what precisely was required.	3/23/2017 1:36 AM
15	Whether it was a Major Application or not	3/21/2017 9:33 AM
16	Visit to council office to open sessions.	3/20/2017 7:39 AM

### Q9 Thinking specifically about the pre-application process, how helpful were we in providing guidance and support?

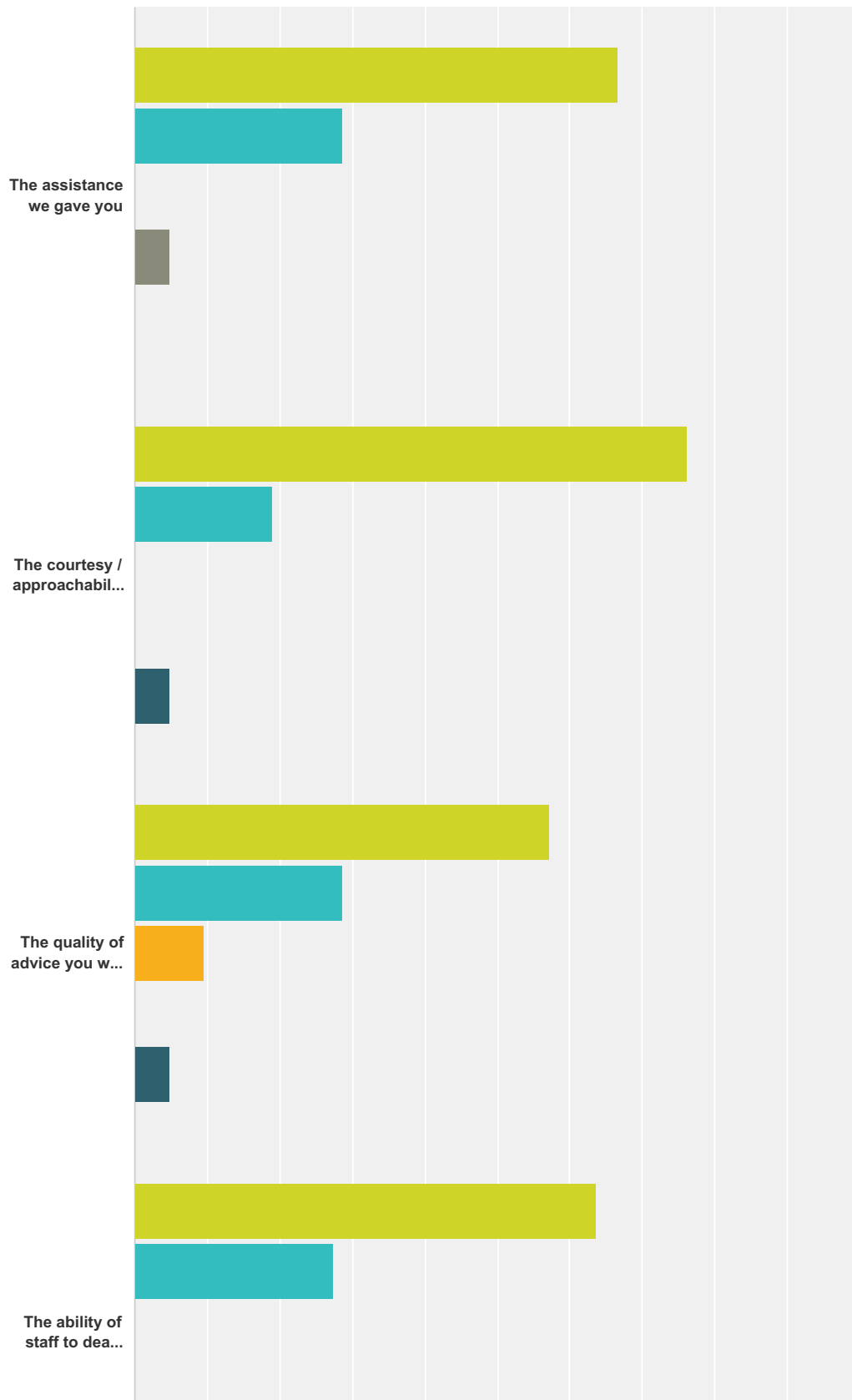
Answered: 22 Skipped: 6



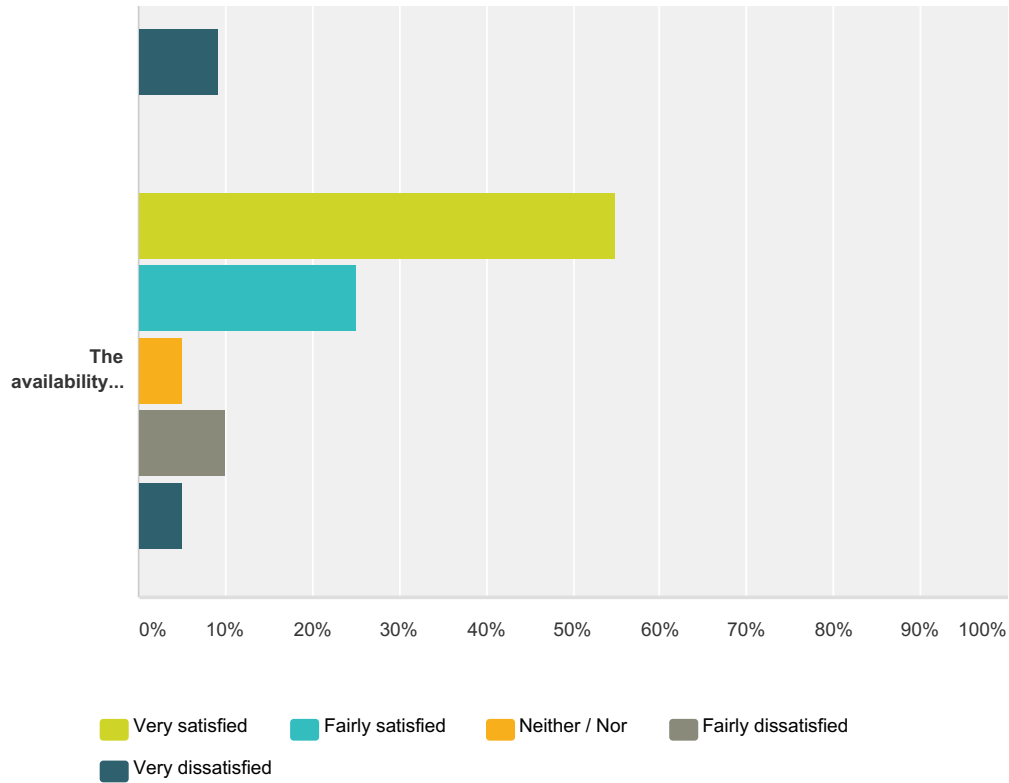
Answer Choices	Responses	
Very helpful	54.55%	12
Fairly helpful	36.36%	8
Not very helpful	0.00%	0
Did not provide any	9.09%	2
<b>Total</b>		<b>22</b>

### Q10 How satisfied were you with the following:

Answered: 23 Skipped: 5



## Development Management Customer Survey - April 2017

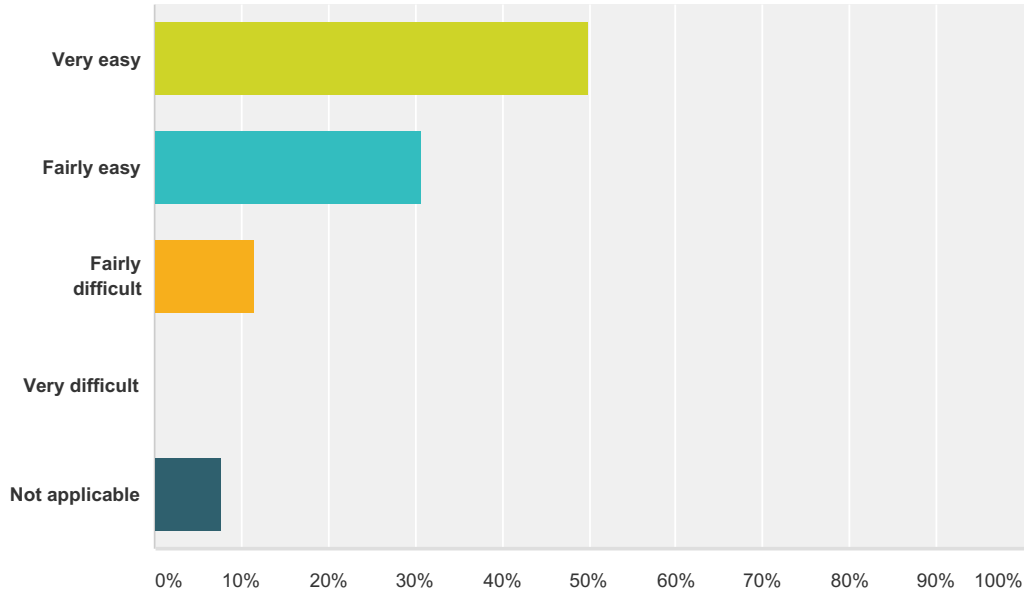


	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The assistance we gave you	66.67% 14	28.57% 6	0.00% 0	4.76% 1	0.00% 0	21
The courtesy / approachability of staff	76.19% 16	19.05% 4	0.00% 0	0.00% 0	4.76% 1	21
The quality of advice you were given	57.14% 12	28.57% 6	9.52% 2	0.00% 0	4.76% 1	21
The ability of staff to deal with an issue	63.64% 14	27.27% 6	0.00% 0	0.00% 0	9.09% 2	22
The availability of staff	55.00% 11	25.00% 5	5.00% 1	10.00% 2	5.00% 1	20

#	If you wish please expand on your answer below	Date
1	Felt victimised in our village due to environmental planning officer advising planning was required for a garden shed. Funny how the rest of the village just put sheds up without any hassle.	3/25/2017 12:29 AM
2	It was straightforward as we know the planning officer.	3/24/2017 3:47 AM
3	The staff was informed & professional. At times the assistance/communication could feel a bit "in your face" but I presume they were trying to follow the rules to the letter.	3/23/2017 1:36 AM

### Q11 How easy was it for you to contact the Planning Officer dealing with your application?

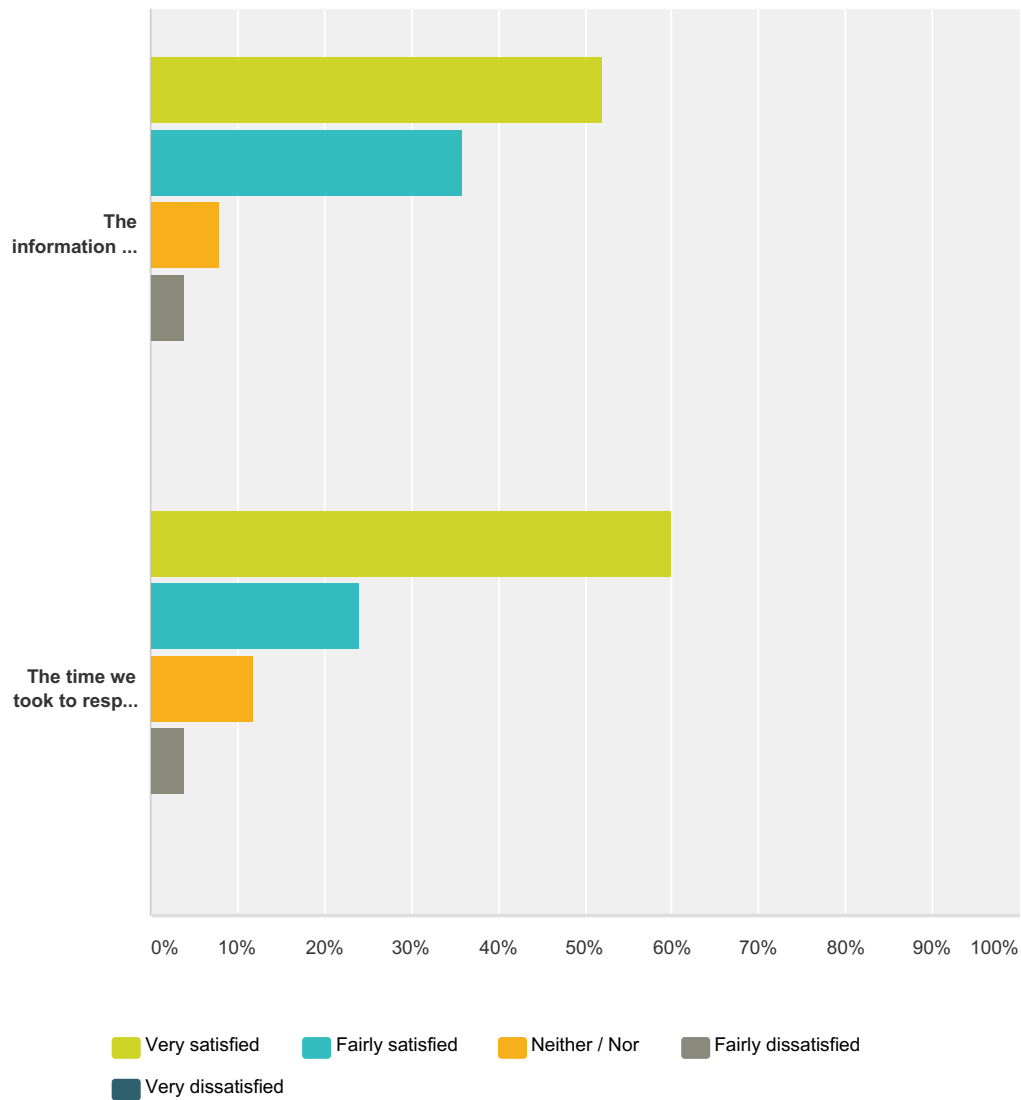
Answered: 26 Skipped: 2



Answer Choices	Responses	
Very easy	50.00%	13
Fairly easy	30.77%	8
Fairly difficult	11.54%	3
Very difficult	0.00%	0
Not applicable	7.69%	2
<b>Total</b>		<b>26</b>

### Q12 How satisfied were you with the following

Answered: 25 Skipped: 3



	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The information you received on the progress of your application?	52.00% 13	36.00% 9	8.00% 2	4.00% 1	0.00% 0	25
The time we took to respond to your messages, letters or e-mails?	60.00% 15	24.00% 6	12.00% 3	4.00% 1	0.00% 0	25

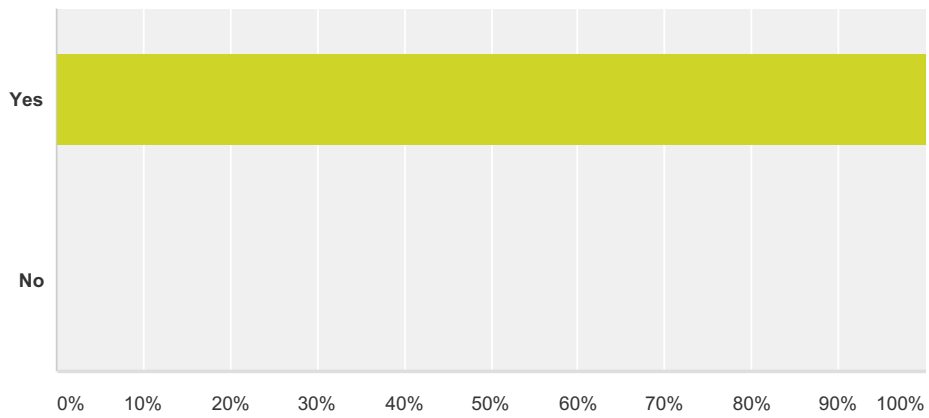
#	If you wish please expand on your answer below	Date
1	Request was for location plan of a specific scale. This is a bit irrelevant nowadays will digital submission. Plans can be blown up to any scale.	4/6/2017 3:26 AM
2	Neil Mair's communication with us and with an of the consultants was excellent. Issues were dealt with quickly and matters resolved sensibly.	4/3/2017 3:42 AM
3	Don't know why something so simple took so long to approve	3/25/2017 12:29 AM

## Development Management Customer Survey - April 2017

4	Generally response in a day or so to emails. Phone calls generally answered instantly or called back.	3/23/2017 1:36 AM
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**Q13 If your application was refused did you receive contact prior to the decision?**

Answered: 2 Skipped: 26

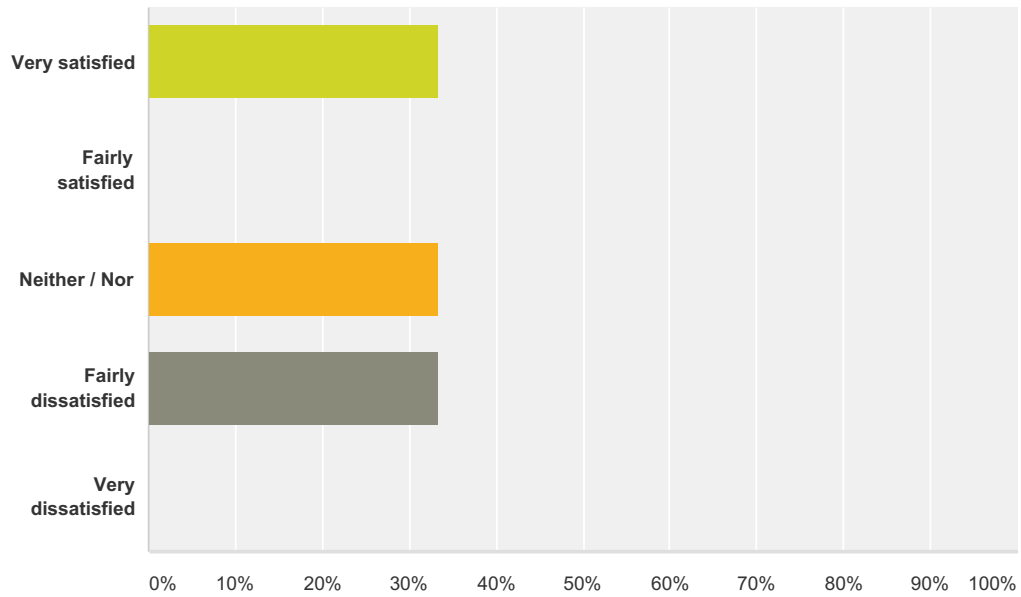


Answer Choices	Responses	
Yes	100.00%	2
No	0.00%	0
<b>Total</b>		<b>2</b>



### Q14 If your application was refused, how satisfied were you with the explanation of the decision?

Answered: 3 Skipped: 25

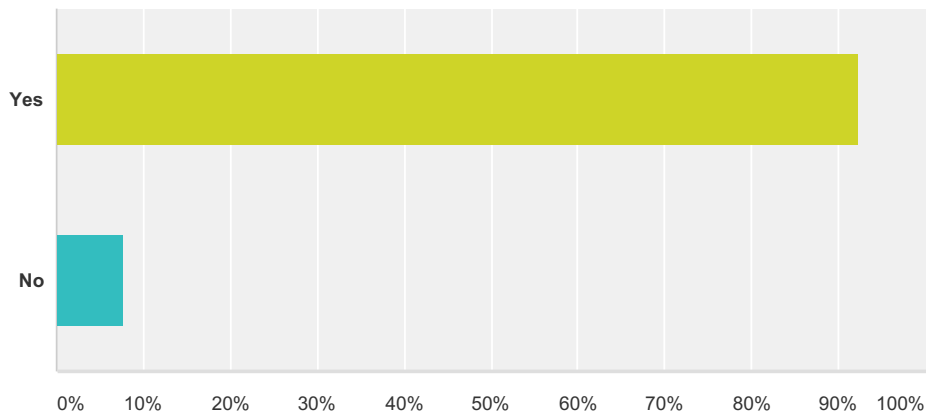


Answer Choices	Responses
Very satisfied	33.33% 1
Fairly satisfied	0.00% 0
Neither / Nor	33.33% 1
Fairly dissatisfied	33.33% 1
Very dissatisfied	0.00% 0
<b>Total</b>	<b>3</b>

#	If you wish please expand on your answer below	Date
	There are no responses.	

### Q15 Did the Council deal with your application within the expected timescale?

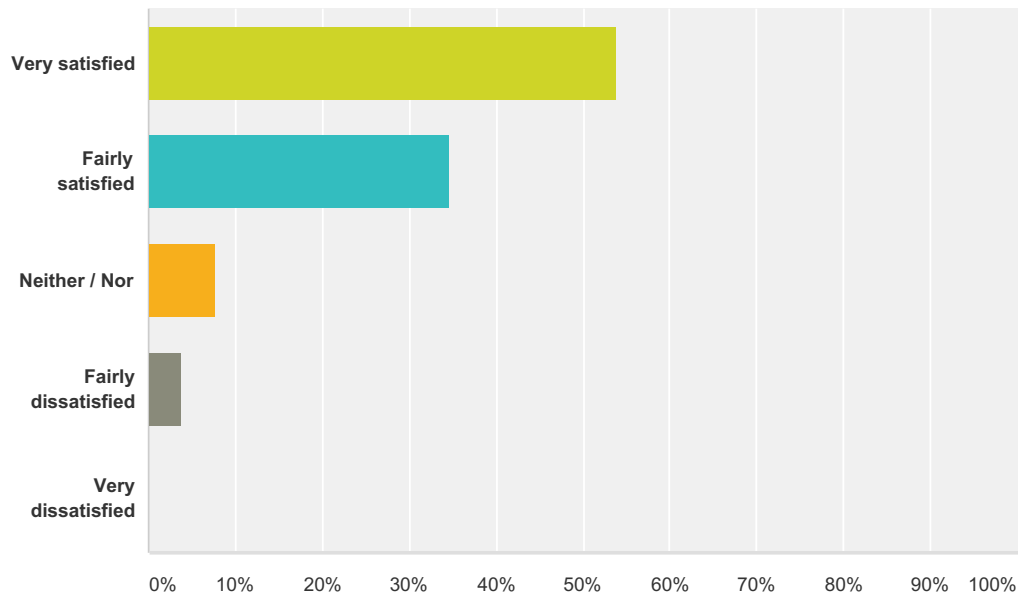
Answered: 26 Skipped: 2



Answer Choices	Responses
Yes	92.31% 24
No	7.69% 2
<b>Total</b>	<b>26</b>

### Q16 Overall how satisfied were you with the time taken to process your application?

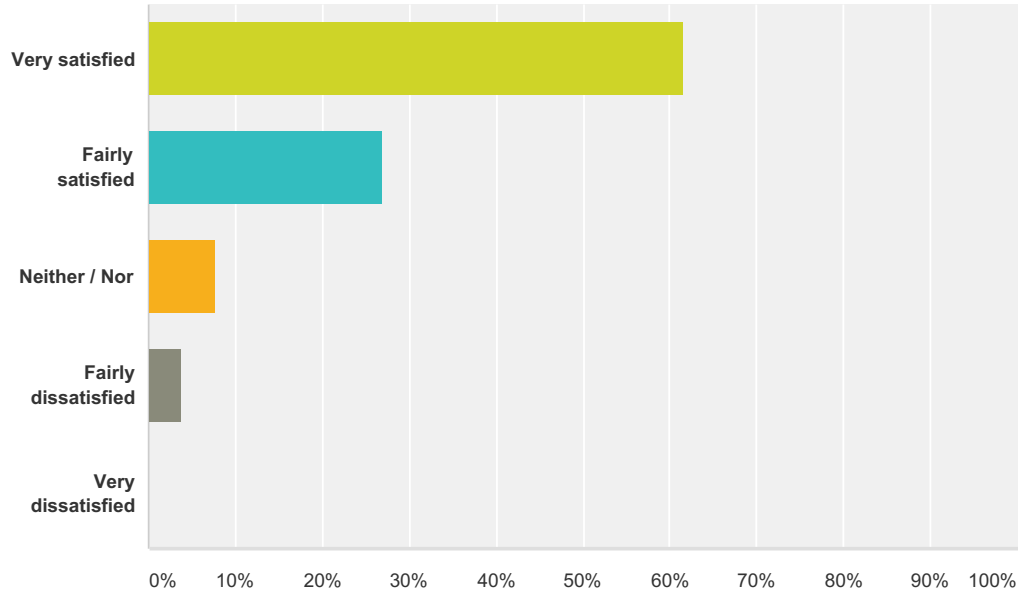
Answered: 26 Skipped: 2



Answer Choices	Responses	
Very satisfied	53.85%	14
Fairly satisfied	34.62%	9
Neither / Nor	7.69%	2
Fairly dissatisfied	3.85%	1
Very dissatisfied	0.00%	0
<b>Total</b>		<b>26</b>

**Q17 Overall how satisfied were you with the service you received from us in dealing with your application?**

Answered: 26 Skipped: 2



Answer Choices	Responses	
Very satisfied	61.54%	16
Fairly satisfied	26.92%	7
Neither / Nor	7.69%	2
Fairly dissatisfied	3.85%	1
Very dissatisfied	0.00%	0
<b>Total</b>		<b>26</b>

**Q18 If you wish to comment on your application and how it was handled please comment below**

Answered: 4 Skipped: 24

#	Responses	Date
1	Agressive, unhelpful staff member. Had to involve Local Councillor to introduce ..... and impartiality.	4/3/2017 5:26 AM
2	Excellent advice/support by case officer.	4/3/2017 4:55 AM
3	It is essential to retain the telephone advice system as the was based equivalent is a long and arduous process.	3/23/2017 6:23 AM
4	The process itself was stressful because we did not really understand why we recieved an instruction to apply for change of use. We were advised by our solicitor there was no need and we still think this instruction was in response to a complaint from a neighbour. It was all very stressful and although I cannot fault the help of the planner and the eventual outcome was good, I wish there had been no need for this application.	3/23/2017 1:36 AM