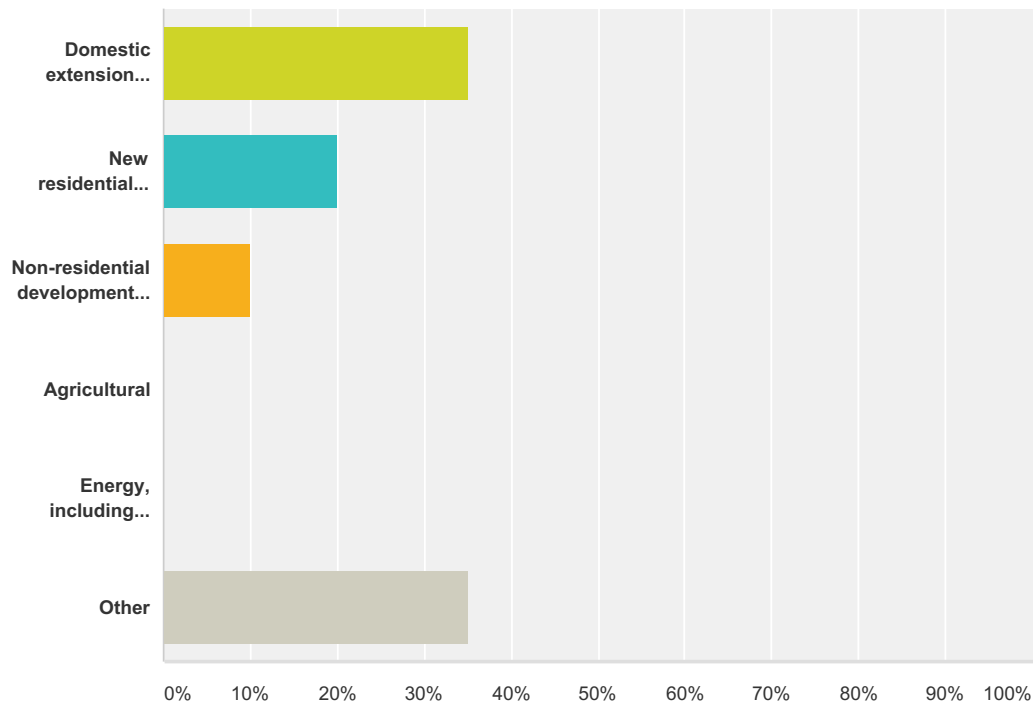


Q1 Please indicate below what type of application you submitted.

Answered: 20 Skipped: 0

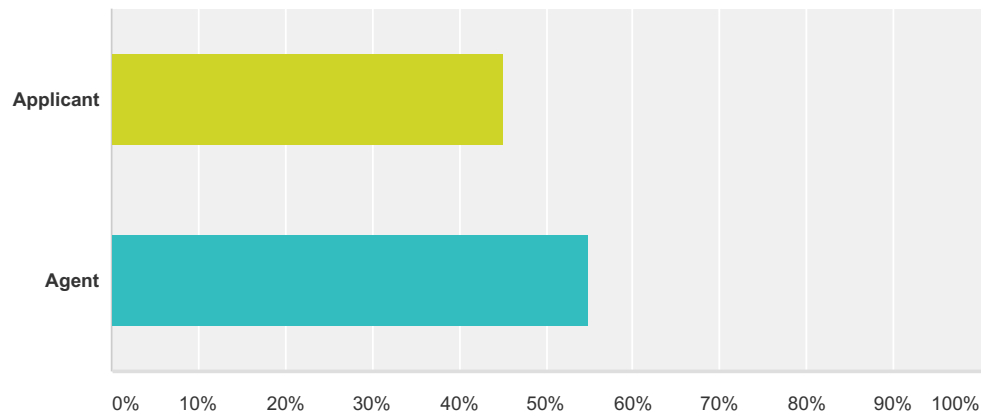


Answer Choices	Responses
Domestic extension including garages, windows and alterations	35.00% 7
New residential development including conversions	20.00% 4
Non-residential development including businesses, industrial and retail	10.00% 2
Agricultural	0.00% 0
Energy, including commercial and domestic wind turbines	0.00% 0
Other	35.00% 7
Total	20

#	Other (please specify)	Date
1	Display of Advertisement in a conservation area	5/3/2017 2:54 AM
2	Display of Advertisement in a conservation area	5/3/2017 2:52 AM
3	Display of Advertisement in a conservation area	5/3/2017 2:50 AM
4	Caravan Park - pods	4/20/2017 3:25 AM
5	Gypsy/Traveler site	4/17/2017 1:46 AM
6	Summerhouse in garden	4/5/2017 3:16 AM
7	Flag Pole	4/3/2017 5:00 AM

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

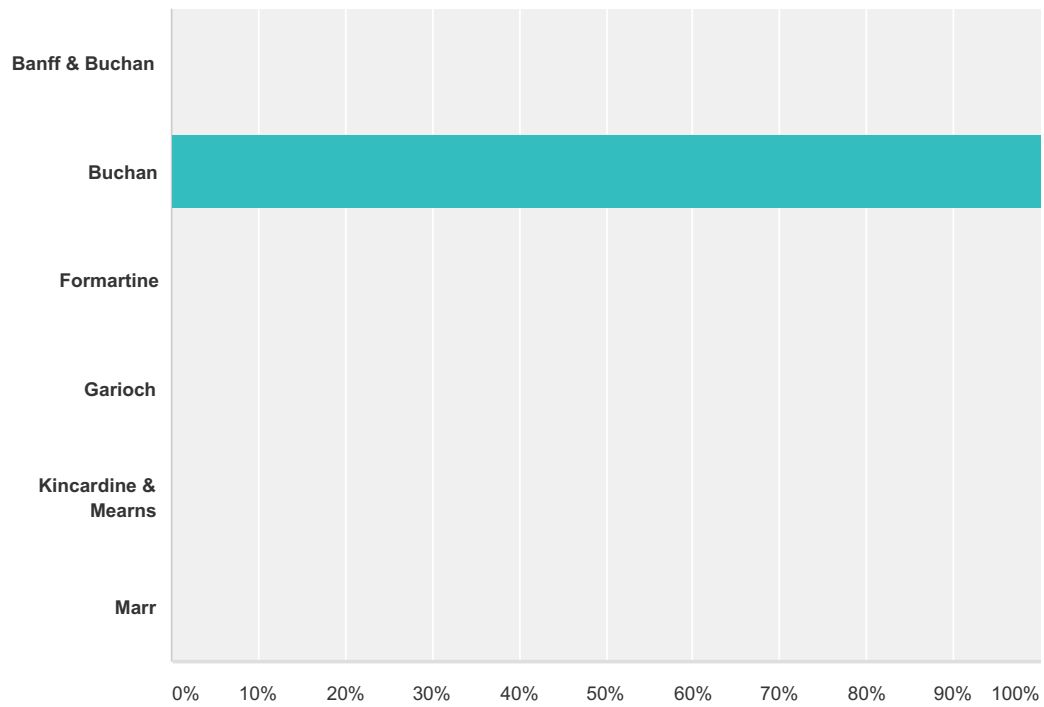
Answered: 20 Skipped: 0



Answer Choices	Responses
Applicant	45.00% 9
Agent	55.00% 11
Total	20

Q3 In which area did you submit your planning application?

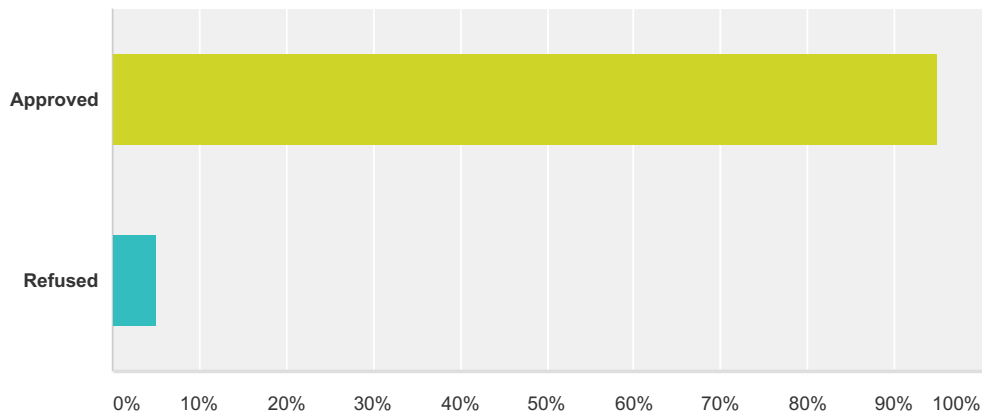
Answered: 20 Skipped: 0



Answer Choices	Responses
Banff & Buchan	0.00% 0
Buchan	100.00% 20
Formartine	0.00% 0
Garioch	0.00% 0
Kincardine & Mearns	0.00% 0
Marr	0.00% 0
Total	20

Q4 Please indicate the decision on your application.

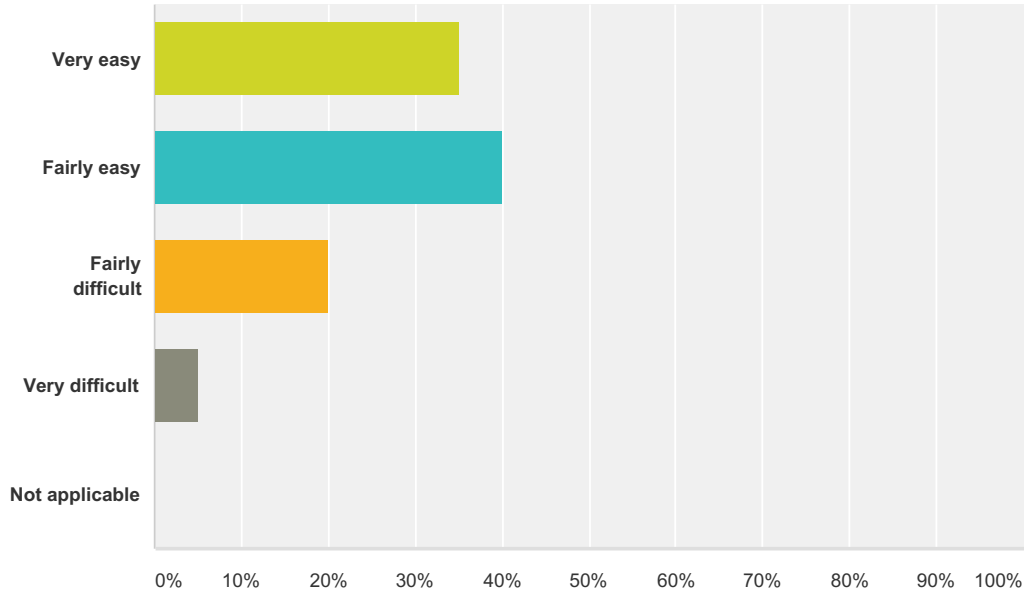
Answered: 20 Skipped: 0



Answer Choices	Responses
Approved	95.00% 19
Refused	5.00% 1
Total	20

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

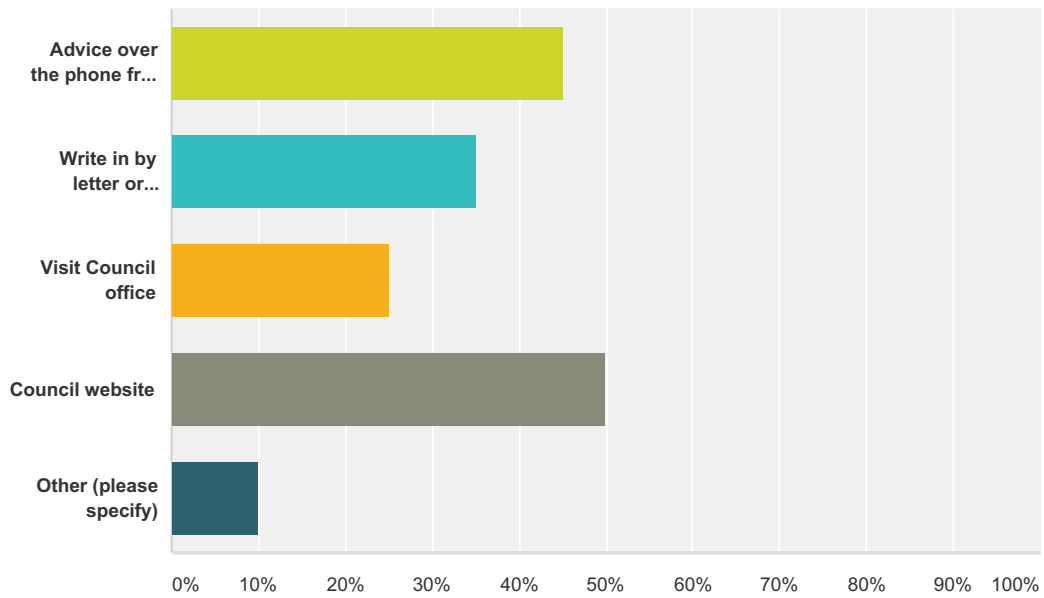
Answered: 20 Skipped: 0



Answer Choices	Responses	Count
Very easy	35.00%	7
Fairly easy	40.00%	8
Fairly difficult	20.00%	4
Very difficult	5.00%	1
Not applicable	0.00%	0
Total		20

Q6 In what ways did you access this information?

Answered: 20 Skipped: 0

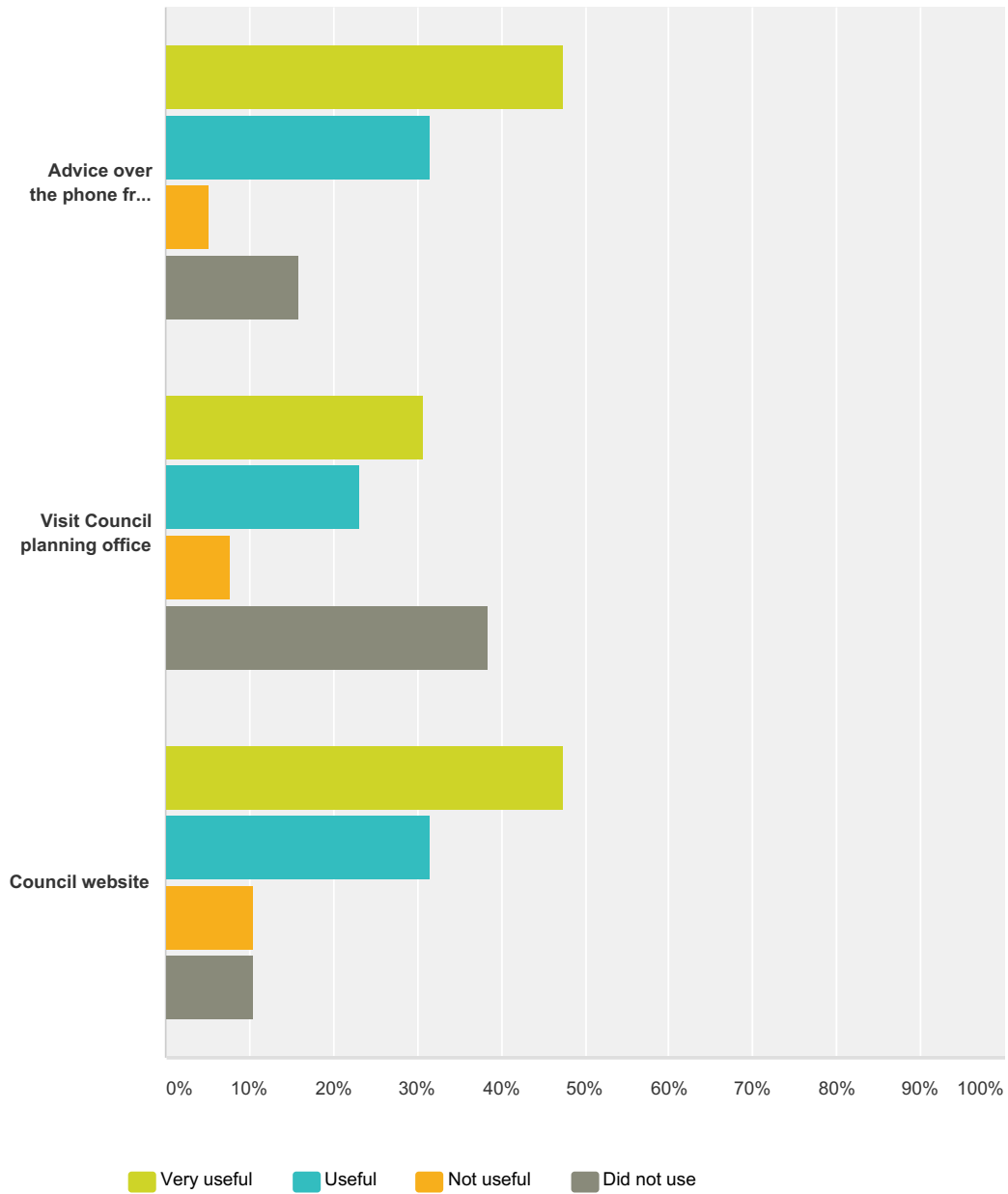


Answer Choices	Responses
Advice over the phone from the Council planning service	45.00% 9
Write in by letter or e-mail	35.00% 7
Visit Council office	25.00% 5
Council website	50.00% 10
Other (please specify)	10.00% 2
Total Respondents: 20	

#	Other (please specify)	Date
1	No guidelines on movable procedure available	4/20/2017 3:25 AM
2	My architect talked me through it	3/23/2017 6:52 AM

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

Answered: 20 Skipped: 0



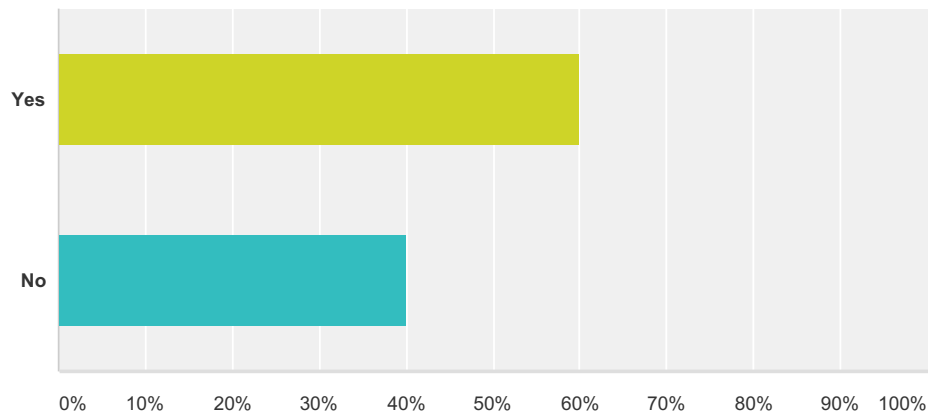
	Very useful	Useful	Not useful	Did not use	Total
Advice over the phone from a Council planning office	47.37% 9	31.58% 6	5.26% 1	15.79% 3	19
Visit Council planning office	30.77% 4	23.08% 3	7.69% 1	38.46% 5	13
Council website	47.37% 9	31.58% 6	10.53% 2	10.53% 2	19

Development Management Customer Survey - April 2017

#	Other (please specify)	Date
1	as above (NO 6)	3/23/2017 6:52 AM

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

Answered: 20 Skipped: 0

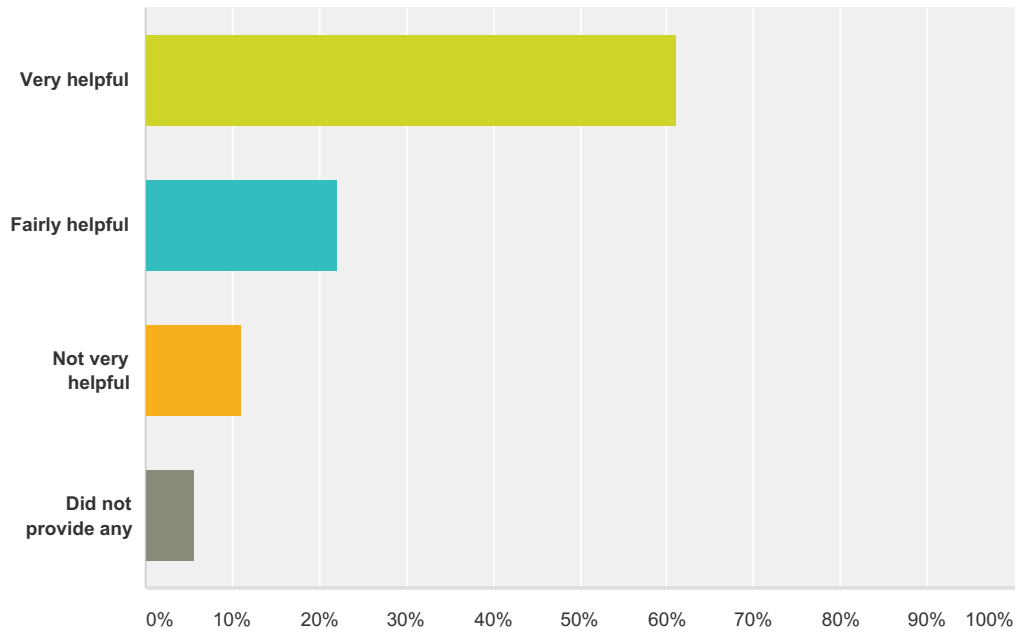


Answer Choices	Responses
Yes	60.00% 12
No	40.00% 8
Total	20

#	If yes, what type of advice did you seek?	Date
1	Guidance on correct application to use	5/3/2017 2:56 AM
2	As this was not a straight forward project very helpful advice was given by the planning officer, who also liaised with the historic buildings officer	5/3/2017 2:54 AM
3	As this was not a straight forward project very helpful advice was given by the planning officer, who also liaised with the historic buildings officer	5/3/2017 2:52 AM
4	As this was not a straight forward project very helpful advice was given by the planning officer, who also liaised with the historic buildings officer	5/3/2017 2:50 AM
5	meeting	4/20/2017 3:25 AM
6	Guidance on permissible alterations for listed building	4/18/2017 1:39 AM
7	Meeting ref scale & location of site	4/17/2017 1:46 AM
8	Thoughts & comments on the proposal and any potential impacts. A Thorough response from the LPA was always provided.	4/12/2017 2:44 AM
9	Whether proposed required a planning application to be completed.	4/5/2017 3:16 AM
10	telephone, email	3/23/2017 8:36 AM

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

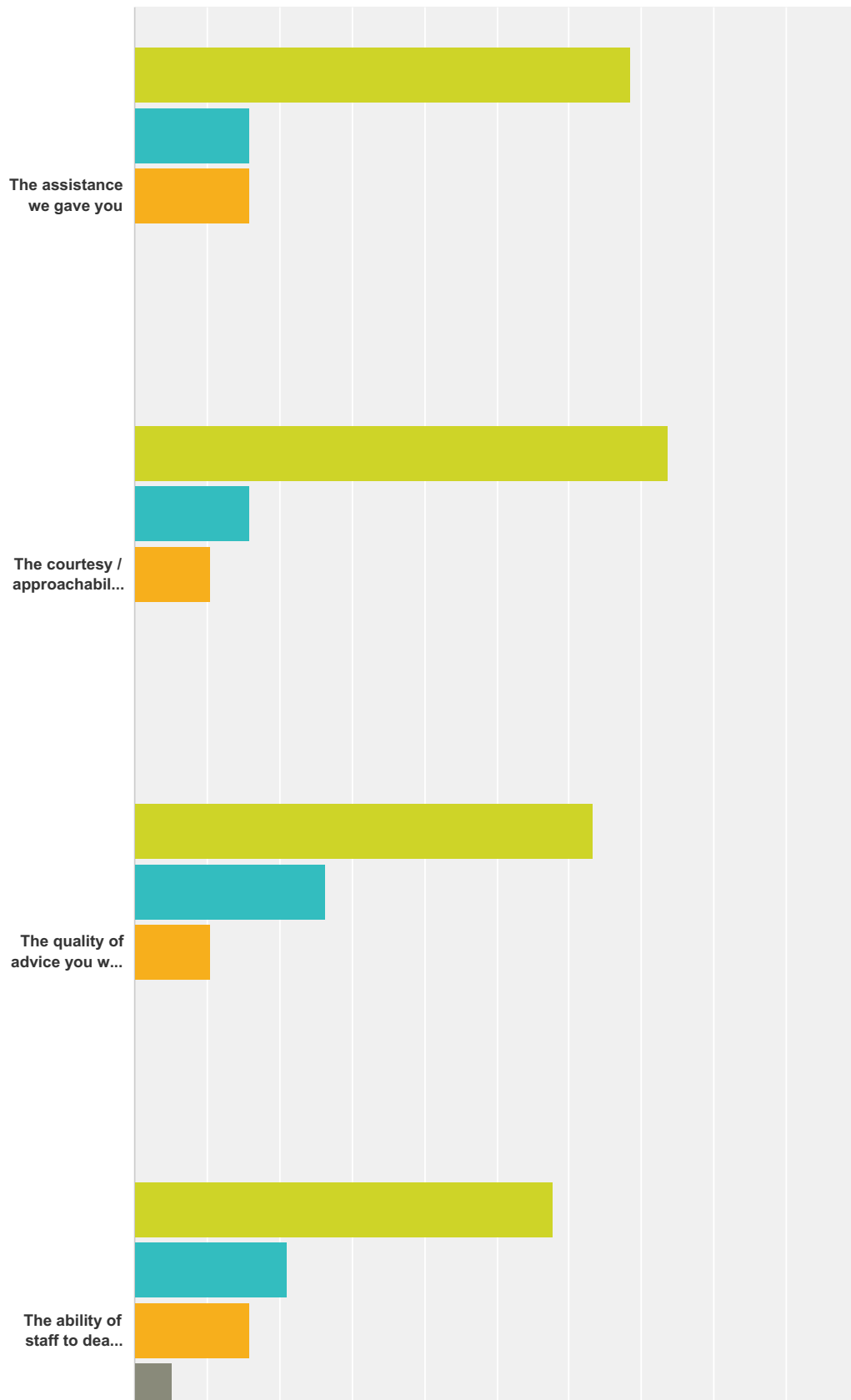
Answered: 18 Skipped: 2



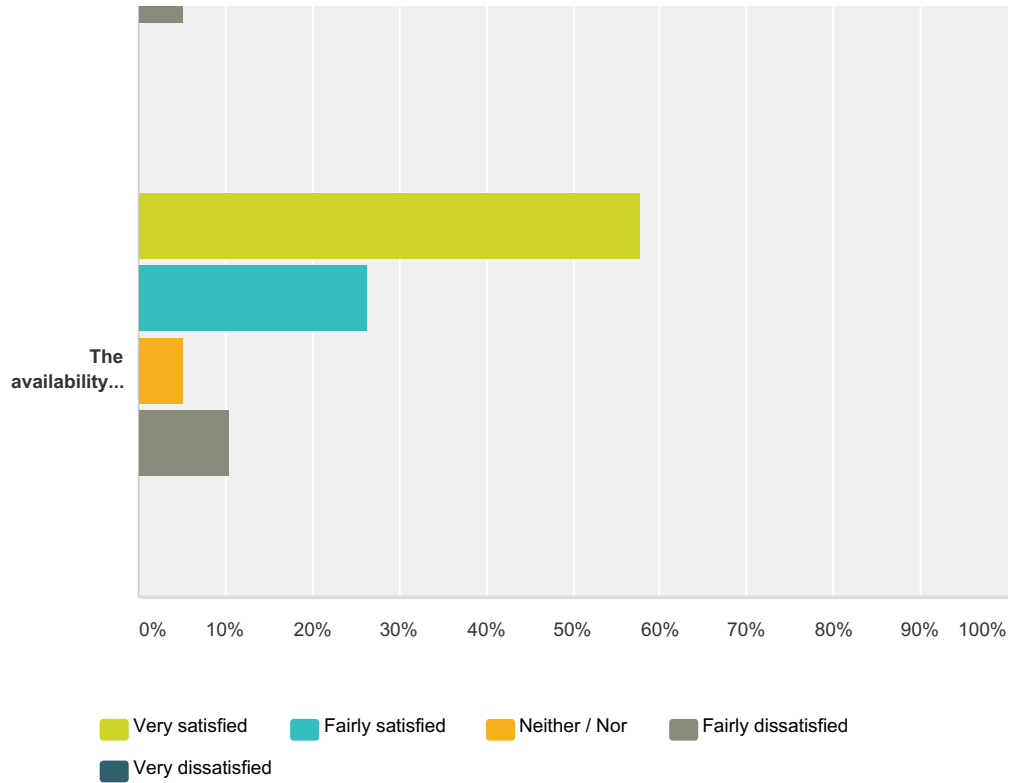
Answer Choices	Responses
Very helpful	61.11% 11
Fairly helpful	22.22% 4
Not very helpful	11.11% 2
Did not provide any	5.56% 1
Total	18

Q10 How satisfied were you with the following:

Answered: 19 Skipped: 1



Development Management Customer Survey - April 2017

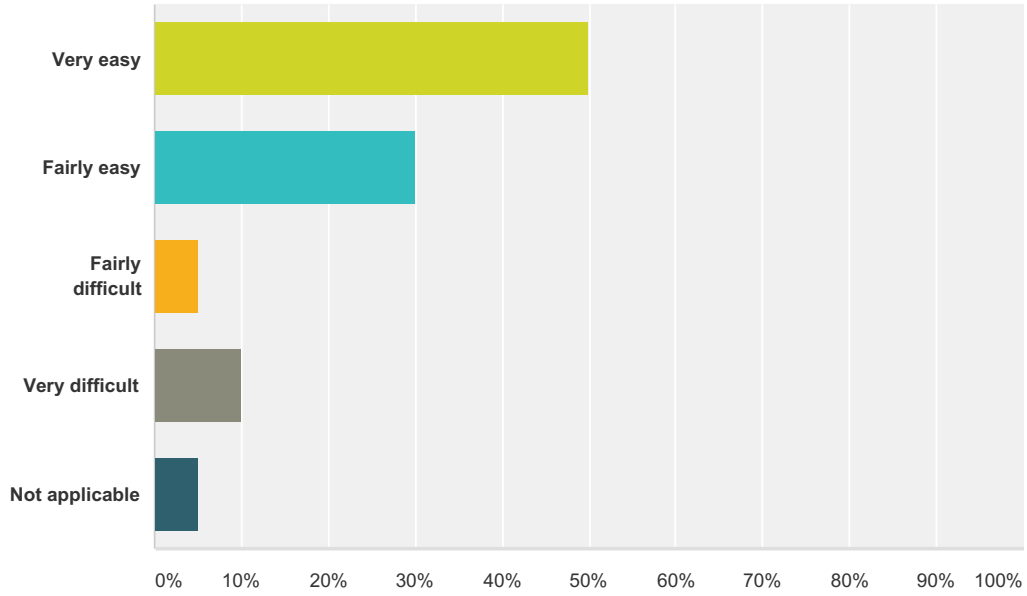


	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The assistance we gave you	68.42% 13	15.79% 3	15.79% 3	0.00% 0	0.00% 0	19
The courtesy / approachability of staff	73.68% 14	15.79% 3	10.53% 2	0.00% 0	0.00% 0	19
The quality of advice you were given	63.16% 12	26.32% 5	10.53% 2	0.00% 0	0.00% 0	19
The ability of staff to deal with an issue	57.89% 11	21.05% 4	15.79% 3	5.26% 1	0.00% 0	19
The availability of staff	57.89% 11	26.32% 5	5.26% 1	10.53% 2	0.00% 0	19

#	If you wish please expand on your answer below	Date
1	We were able to discuss a range of options with the officer to arrive at a solution which met our client's aspirations whilst being in sympathy with the building and location	5/3/2017 2:54 AM
2	We were able to discuss a range of options with the officer to arrive at a solution which met our client's aspirations whilst being in sympathy with the building and location	5/3/2017 2:52 AM
3	We were able to discuss a range of options with the officer to arrive at a solution which met our clients aspirations whilst being in sympathy with the building and location	5/3/2017 2:50 AM
4	The staff did not know is permission was required as they were movable.	4/20/2017 3:25 AM

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

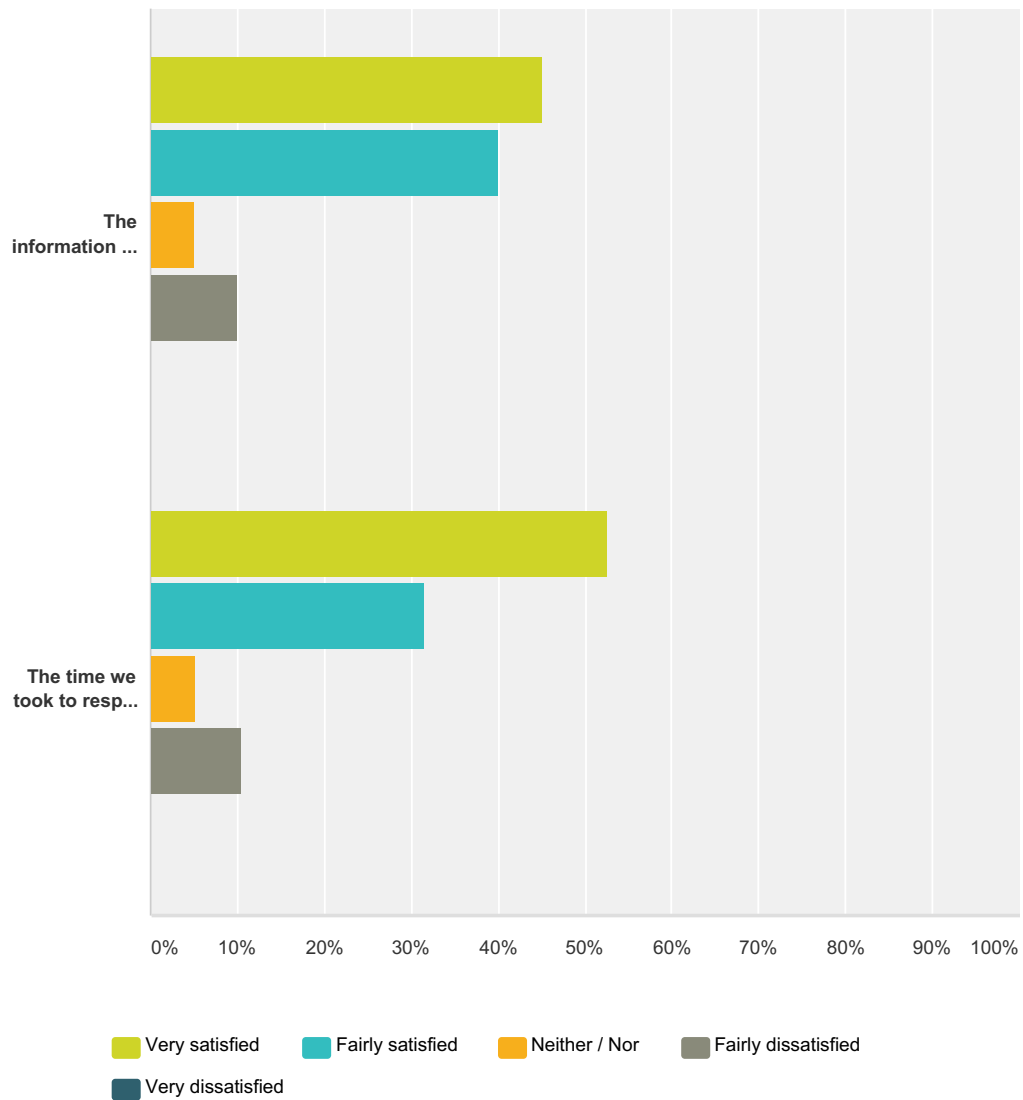
Answered: 20 Skipped: 0



Answer Choices	Responses	Count
Very easy	50.00%	10
Fairly easy	30.00%	6
Fairly difficult	5.00%	1
Very difficult	10.00%	2
Not applicable	5.00%	1
Total		20

Q12 How satisfied were you with the following

Answered: 20 Skipped: 0

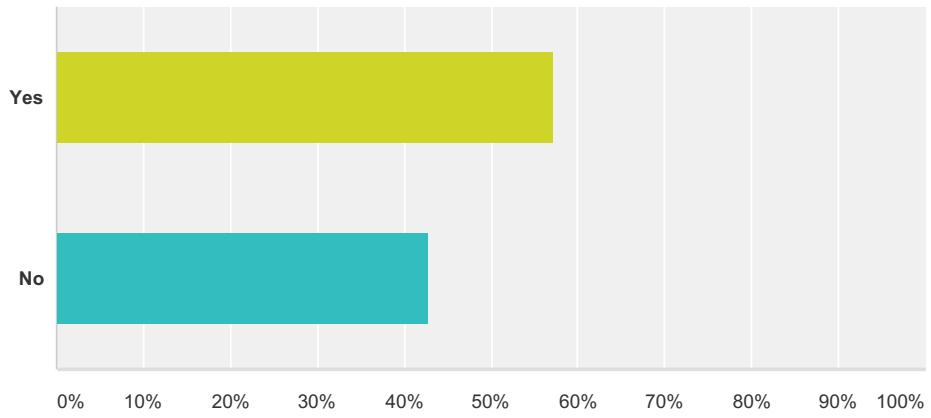


	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The information you received on the progress of your application?	45.00% 9	40.00% 8	5.00% 1	10.00% 2	0.00% 0	20
The time we took to respond to your messages, letters or e-mails?	52.63% 10	31.58% 6	5.26% 1	10.53% 2	0.00% 0	19

#	If you wish please expand on your answer below	Date
1	I was kept fully informed by all concerned	5/3/2017 2:54 AM
2	I was kept fully informed by all concerned	5/3/2017 2:52 AM
3	I was kept fully informed by all concerned	5/3/2017 2:50 AM

Q13 If your application was refused did you receive contact prior to the decision?

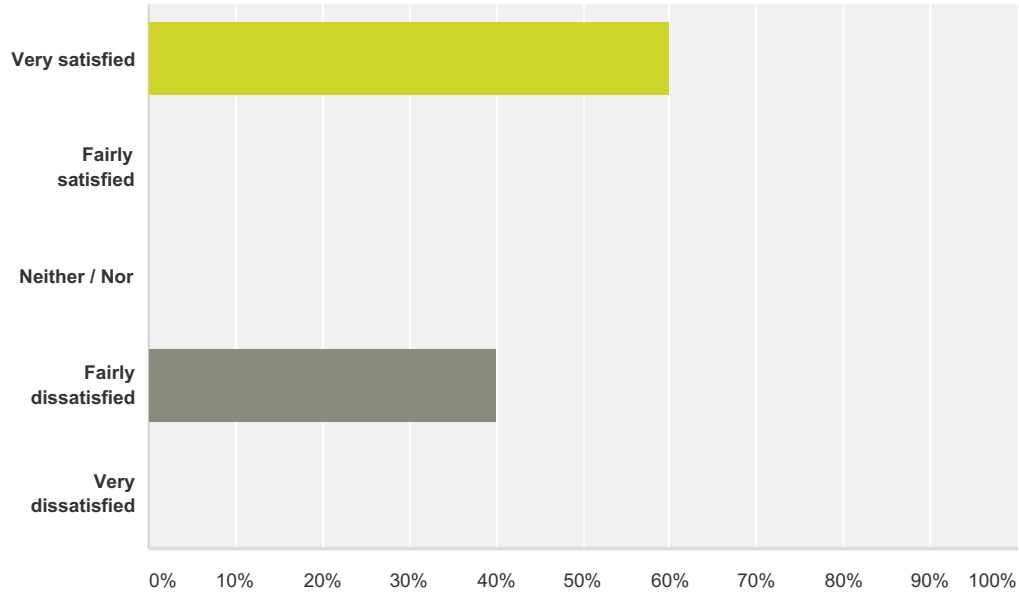
Answered: 7 Skipped: 13



Answer Choices	Responses	
Yes	57.14%	4
No	42.86%	3
Total		7

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

Answered: 5 Skipped: 15

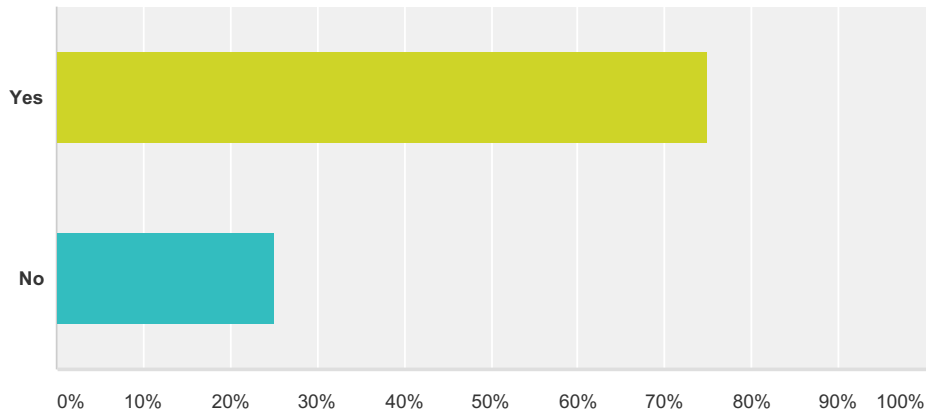


Answer Choices	Responses	
Very satisfied	60.00%	3
Fairly satisfied	0.00%	0
Neither / Nor	0.00%	0
Fairly dissatisfied	40.00%	2
Very dissatisfied	0.00%	0
Total		5

#	If you wish please expand on your answer below	Date
1	Our initial application was refused, we certainly discussed the result and options for a re-submission, regardless of who picked up the phone first. I was very happy with advice.	5/3/2017 2:54 AM
2	Our initial application was refused, we certainly discussed the result and options for a re-submission, regardless of who picked up the phone first. I was very happy with advice.	5/3/2017 2:52 AM
3	Our initial application was refused, we certainly discussed the result and options for a re-submission, regardless of who picked up the phone first. I was very happy with advice.	5/3/2017 2:50 AM

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

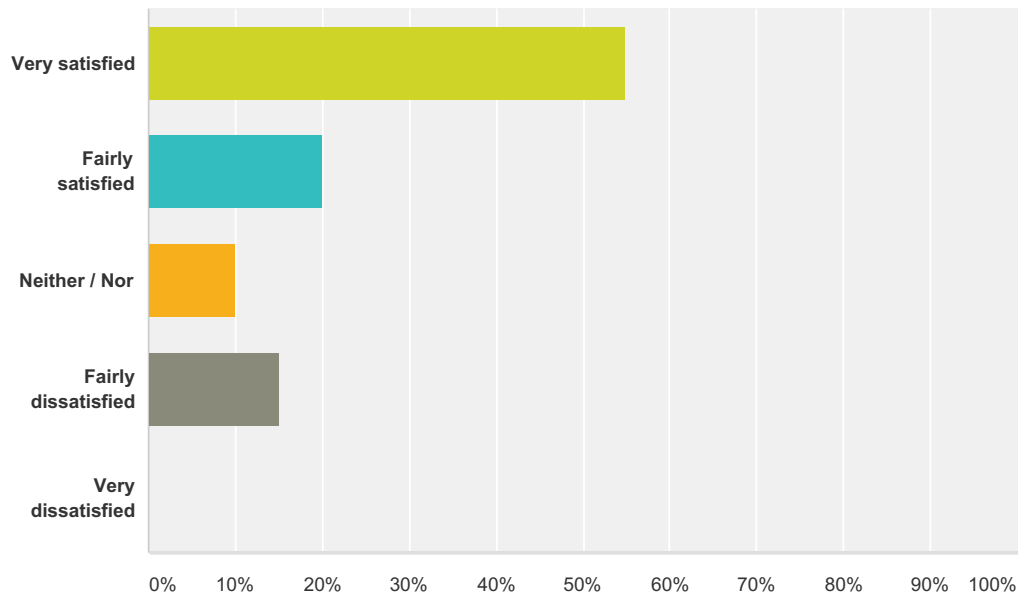
Answered: 20 Skipped: 0



Answer Choices	Responses	
Yes	75.00%	15
No	25.00%	5
Total		20

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

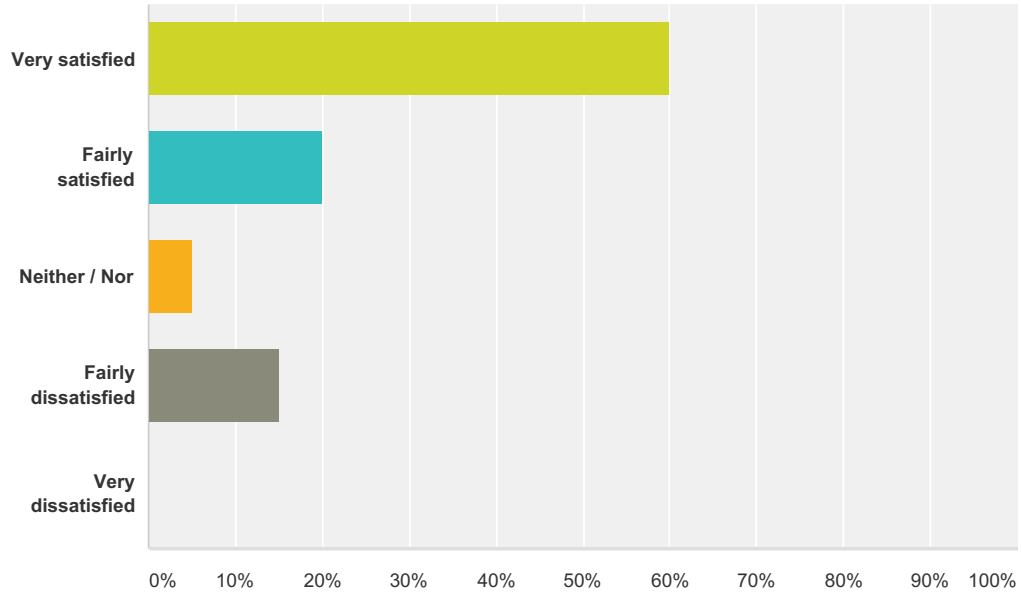
Answered: 20 Skipped: 0



Answer Choices	Responses	Count
Very satisfied	55.00%	11
Fairly satisfied	20.00%	4
Neither / Nor	10.00%	2
Fairly dissatisfied	15.00%	3
Very dissatisfied	0.00%	0
Total		20

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

Answered: 20 Skipped: 0



Answer Choices	Responses	
Very satisfied	60.00%	12
Fairly satisfied	20.00%	4
Neither / Nor	5.00%	1
Fairly dissatisfied	15.00%	3
Very dissatisfied	0.00%	0
Total		20

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

Answered: 5 Skipped: 15

#	Responses	Date
1	Though the applications were not straight forward as might be the case outside a conservation area and the initial proposal was refused, I felt the attention and advice was extremely professional. I wish to record my thanks to the planning officers and all concerned for the advice, guidance and attention received.	5/3/2017 2:54 AM
2	Though the applications were not straight forward as might be the case outside a conservation area and the initial proposal was refused, I felt the attention and advice was extremely professional. I wish to record my thanks to the planning officers and all concerned for the advice, guidance and attention received.	5/3/2017 2:52 AM
3	Though the applications were not straight forward as might be the case outside a conservation area and the initial proposal was refused, I felt the attention and advice was extremely professional. I wish to record my thanks to the planning officers and all concerned for the advice, guidance and attention received.	5/3/2017 2:50 AM
4	I was very surprised at how friendly and helpful the planning staff were. It has changed my mind on how I see yor team.	4/3/2017 5:00 AM
5	Delays determination caused by very slow internal consultees.	3/23/2017 8:36 AM