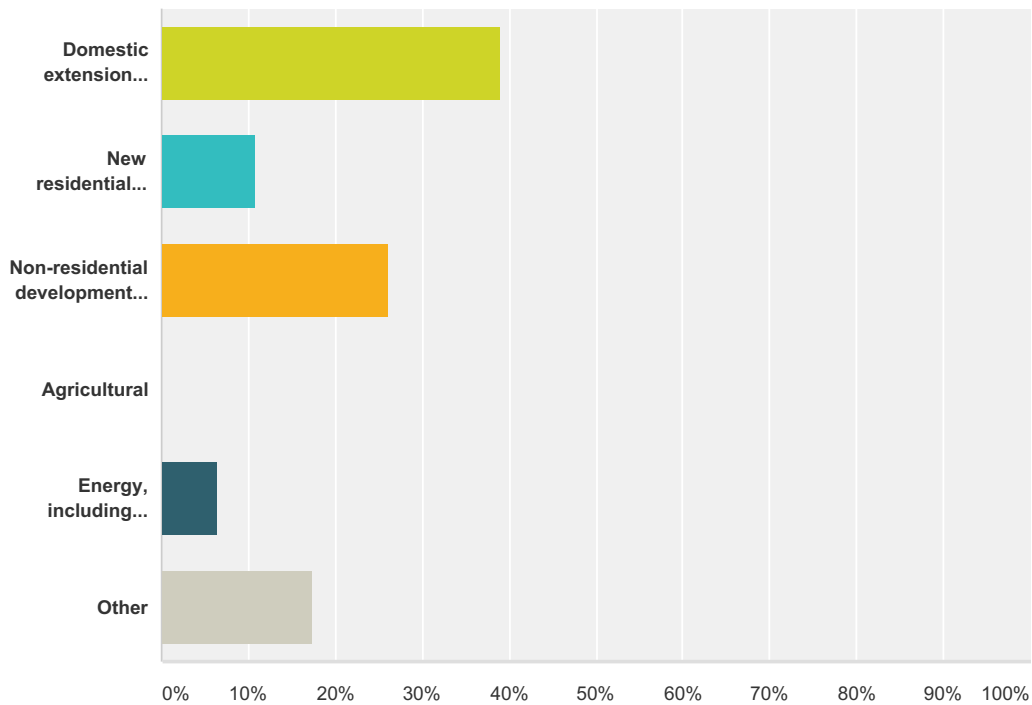


### Q1 Please indicate below what type of application you submitted.

Answered: 46 Skipped: 0

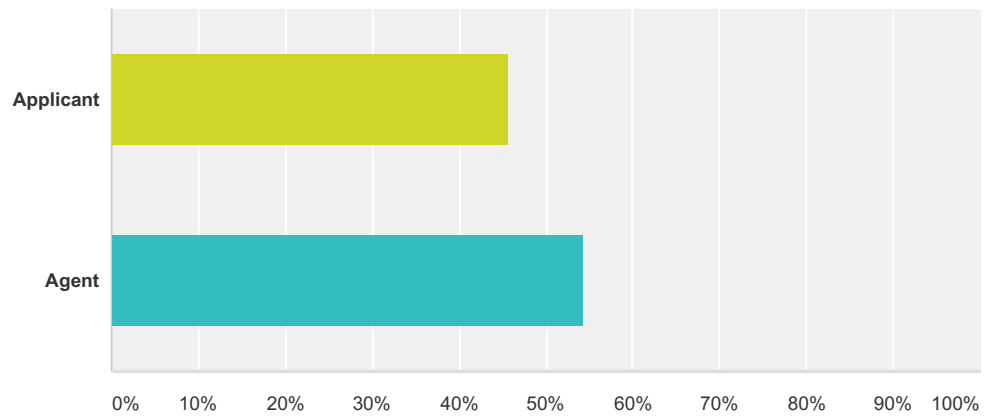


Answer Choices	Responses
Domestic extension including garages, windows and alterations	39.13% 18
New residential development including conversions	10.87% 5
Non-residential development including businesses, industrial and retail	26.09% 12
Agricultural	0.00% 0
Energy, including commercial and domestic wind turbines	6.52% 3
Other	17.39% 8
<b>Total</b>	<b>46</b>

#	Other (please specify)	Date
1	Replacement Dwelling	4/12/2017 2:54 AM
2	S42 for non compliance with condition (time limit)	4/6/2017 1:19 AM
3	Erection of Summer House in Garden	4/3/2017 5:54 AM
4	Heritage information sign for Aboyne village	3/24/2017 8:00 AM
5	External alteration in Conservation area	3/23/2017 7:18 AM
6	Listed Building	3/23/2017 3:42 AM
7	Heating Flue	3/23/2017 3:41 AM
8	Change of use	3/21/2017 9:49 AM

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

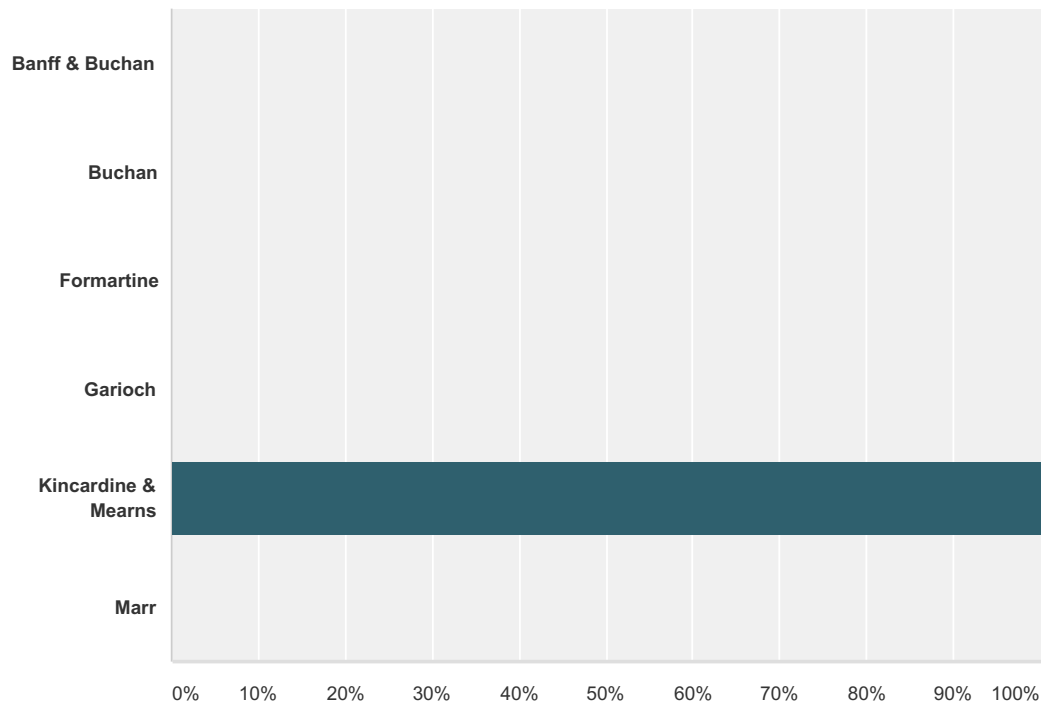
Answered: 46 Skipped: 0



Answer Choices	Responses
Applicant	45.65% 21
Agent	54.35% 25
<b>Total</b>	<b>46</b>

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

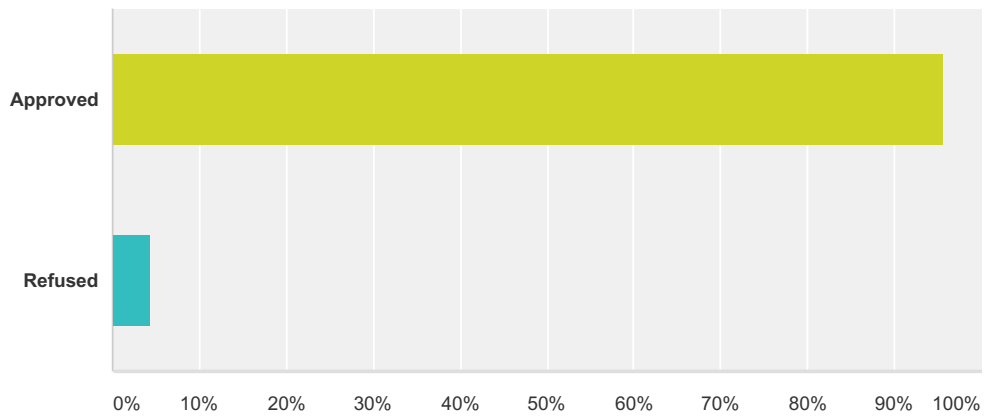
Answered: 46 Skipped: 0



Answer Choices	Responses	Count
Banff & Buchan	0.00%	0
Buchan	0.00%	0
Formartine	0.00%	0
Garioch	0.00%	0
Kincardine & Mearns	100.00%	46
Marr	0.00%	0
<b>Total</b>		<b>46</b>

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

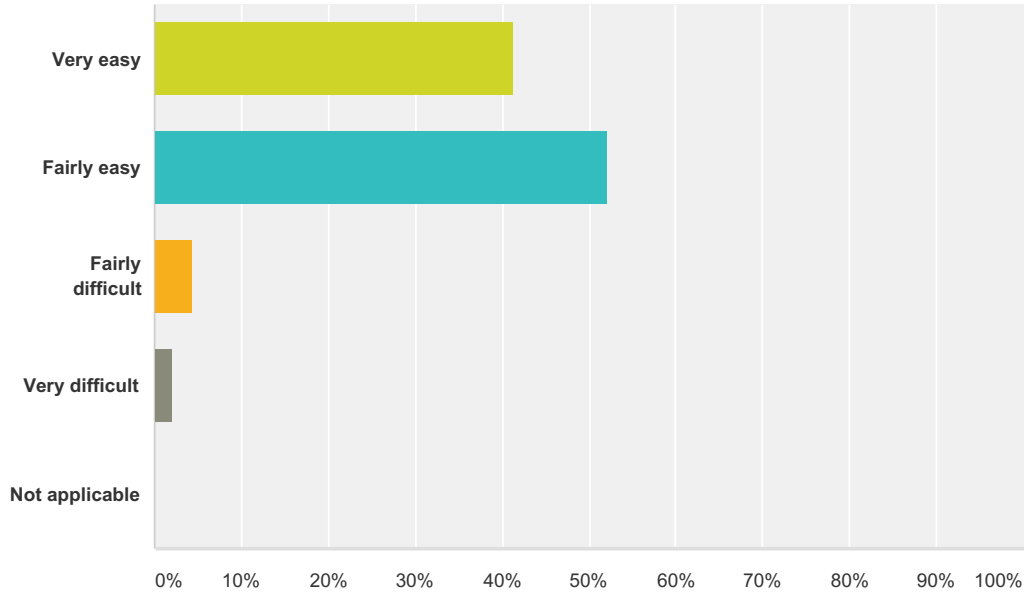
Answered: 46 Skipped: 0



Answer Choices	Responses	
Approved	95.65%	44
Refused	4.35%	2
<b>Total</b>		<b>46</b>

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

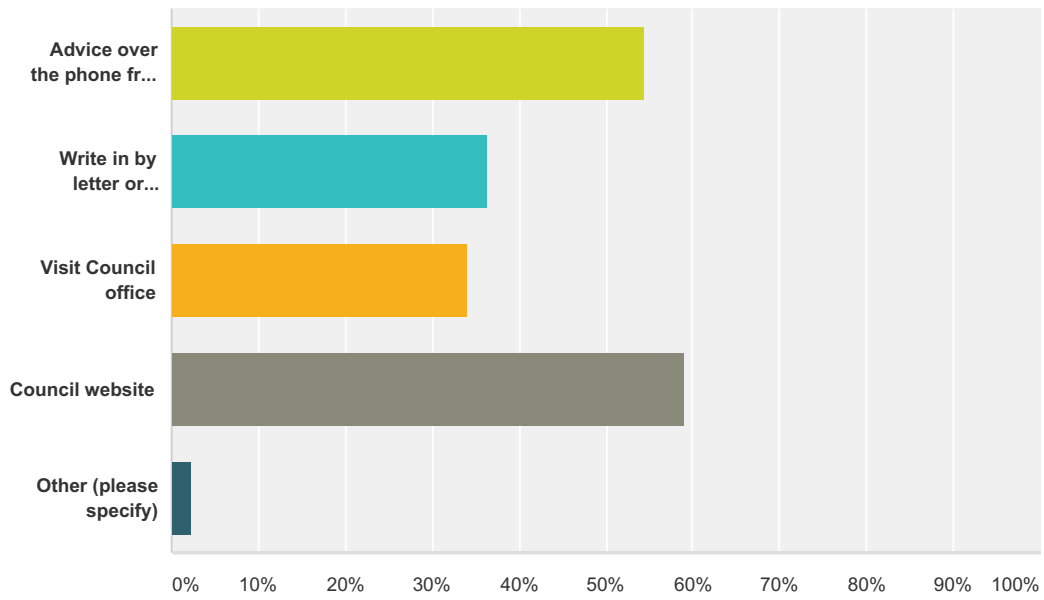
Answered: 46 Skipped: 0



Answer Choices	Responses	
Very easy	41.30%	19
Fairly easy	52.17%	24
Fairly difficult	4.35%	2
Very difficult	2.17%	1
Not applicable	0.00%	0
<b>Total</b>		<b>46</b>

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

Answered: 44 Skipped: 2

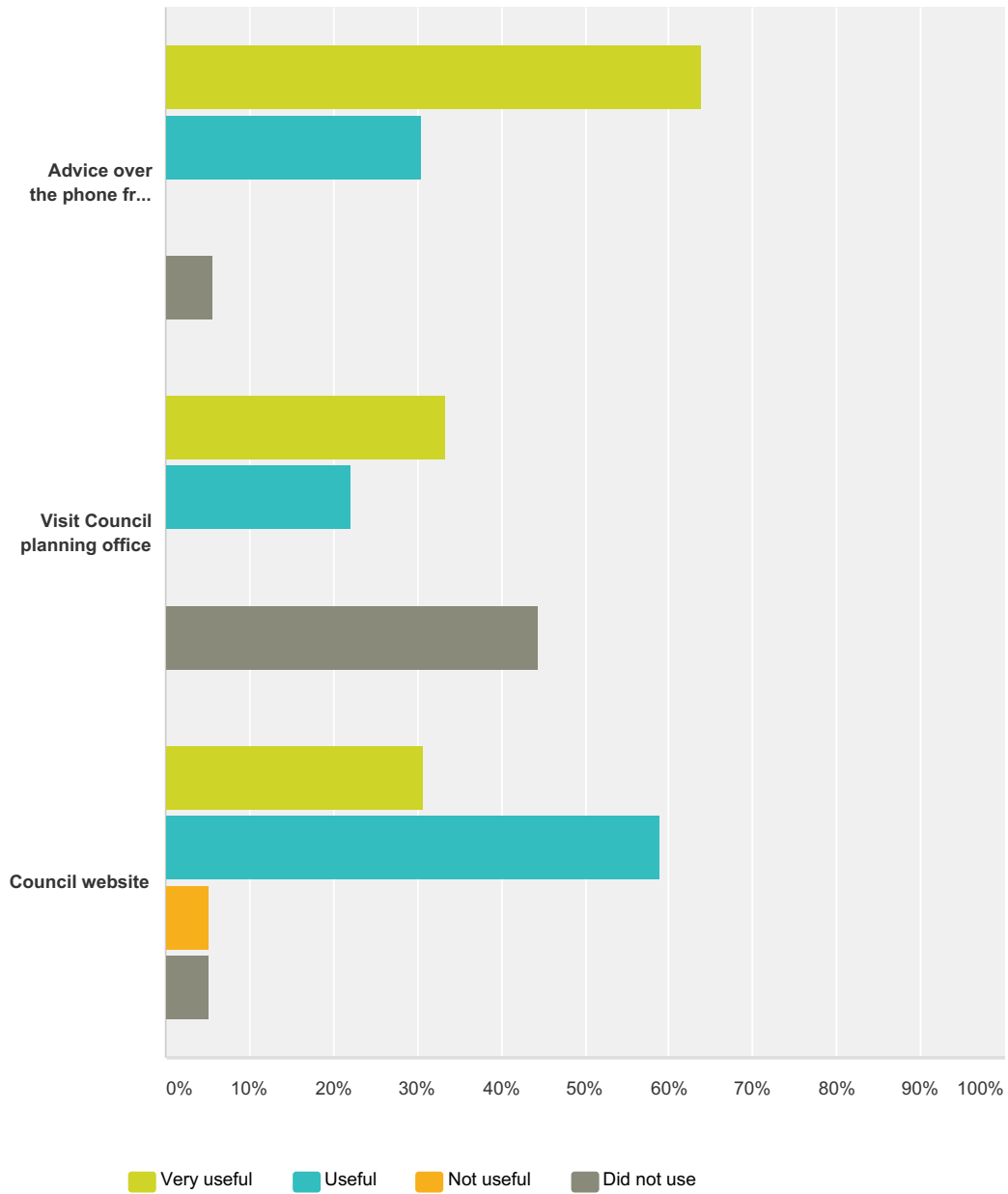


Answer Choices	Responses
Advice over the phone from the Council planning service	54.55% 24
Write in by letter or e-mail	36.36% 16
Visit Council office	34.09% 15
Council website	59.09% 26
Other (please specify)	2.27% 1
<b>Total Respondents: 44</b>	

#	Other (please specify)	Date
1	Gout electrical application	3/23/2017 4:07 AM

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

Answered: 46 Skipped: 0



	Very useful	Useful	Not useful	Did not use	Total
Advice over the phone from a Council planning office	63.89% 23	30.56% 11	0.00% 0	5.56% 2	36
Visit Council planning office	33.33% 12	22.22% 8	0.00% 0	44.44% 16	36
Council website	30.77% 12	58.97% 23	5.13% 2	5.13% 2	39

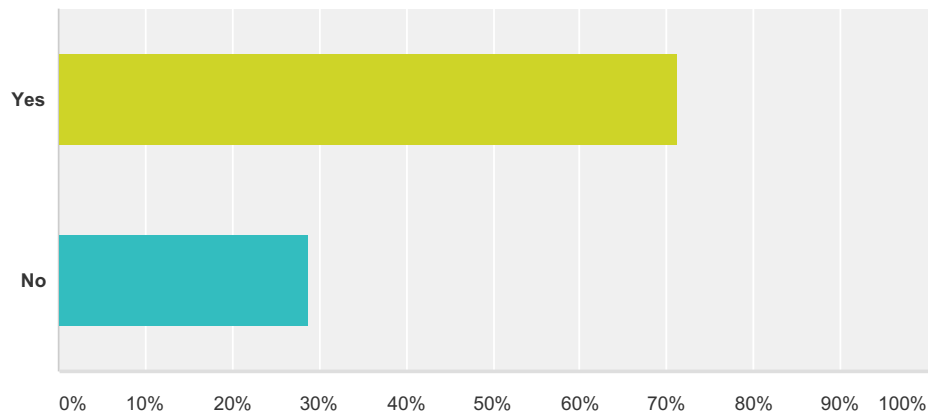
## Development Management Customer Survey - April 2017

#	Other (please specify)	Date
1	Website provides good basic information - Ann Grant in person / phone / e-mail provided excellent assistance and information.	4/12/2017 2:30 AM
2	Finding information on the Council's website can be difficult, particularly if you are not familiar with it.	4/6/2017 1:19 AM



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

Answered: 45 Skipped: 1



Answer Choices	Responses
Yes	71.11% 32
No	28.89% 13
<b>Total</b>	<b>45</b>

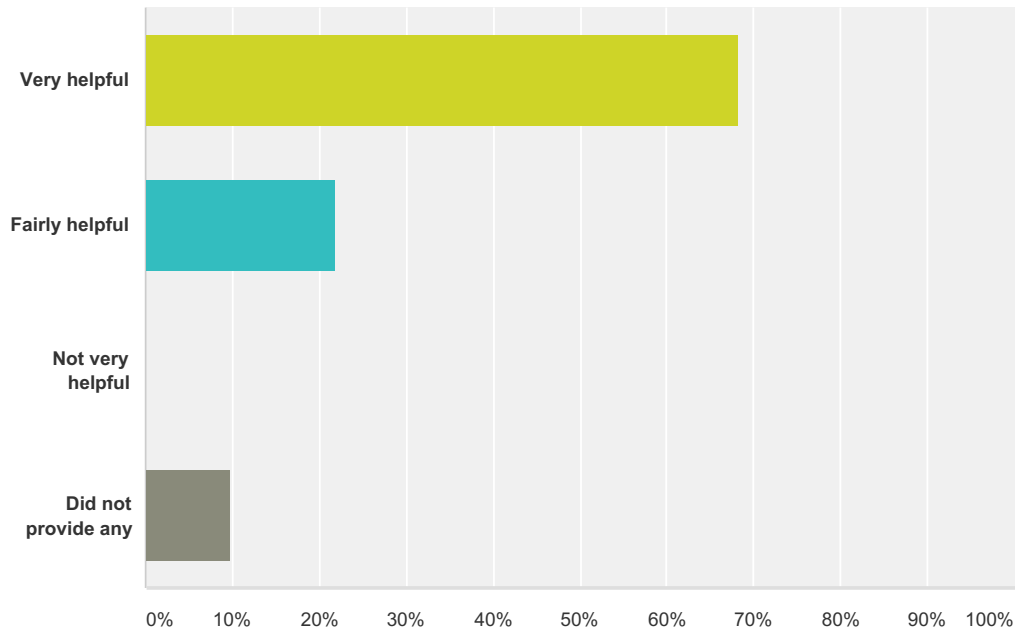
#	If yes, what type of advice did you seek?	Date
1	Met with Gregor Spence to discuss proposal	5/3/2017 2:37 AM
2	Letter and drawing including materials to be used	4/12/2017 3:26 AM
3	Drawing of structure, site measurements, materials proposed	4/12/2017 3:08 AM
4	Thoughts & comments on the proposal and any potential impacts. A Thorough response from the LPA was always provided.	4/12/2017 2:47 AM
5	To verify the likelihood of approval of my proposed application.	4/12/2017 2:30 AM
6	2x meetings with councillor.	4/6/2017 3:07 AM
7	Spoke with the planning officer.	4/6/2017 1:19 AM
8	Phone	4/4/2017 2:32 AM
9	Discussions relating to proposals.	4/4/2017 2:27 AM
10	Whether permission was or not for a Garden of listed property.	4/3/2017 5:54 AM
11	Detail of application, supporting information.	4/3/2017 5:35 AM
12	The principle of development in relation to policy and design issues. Advice sought by e-mail as ENQ.	4/3/2017 4:12 AM
13	Meeting with Planning Office	4/3/2017 4:08 AM
14	To get Guidance on whether application would be looked on Formably.	4/3/2017 3:18 AM
15	We attended meeting regarding storm Frank damage, what was said at meeting different to what happened at time of application.	4/3/2017 2:39 AM
16	The precise requirements in terms of support documentation and the various services (roads, transportation, etc). Plus the planning sequence & timings.	3/24/2017 8:00 AM
17	Discussion with planner	3/24/2017 4:40 AM

## Development Management Customer Survey - April 2017

18	Discussion with planner	3/24/2017 4:39 AM
19	How to submit an application and advice regarding a plan drawing	3/24/2017 4:37 AM
20	Format of application	3/24/2017 4:32 AM
21	I asked about the process	3/23/2017 9:35 AM
22	General advice on what forms needed completed.	3/23/2017 8:27 AM
23	Telephone call to discuss if Planning was required.	3/23/2017 7:18 AM
24	preliminary approval	3/23/2017 4:24 AM
25	Did I need planning permission.	3/23/2017 4:07 AM
26	Listed building so needed extra info re filling flue pipe	3/23/2017 3:42 AM
27	What regulations were to see if consent was needed and price.	3/23/2017 3:41 AM
28	Did I need planning approval & building warrant.	3/23/2017 1:50 AM
29	Advice on size and appearance of extension	3/21/2017 4:25 AM
30	Emailed a planner that I know socially to ask about likelihood of success and what would be required for an application.	3/19/2017 6:05 AM

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

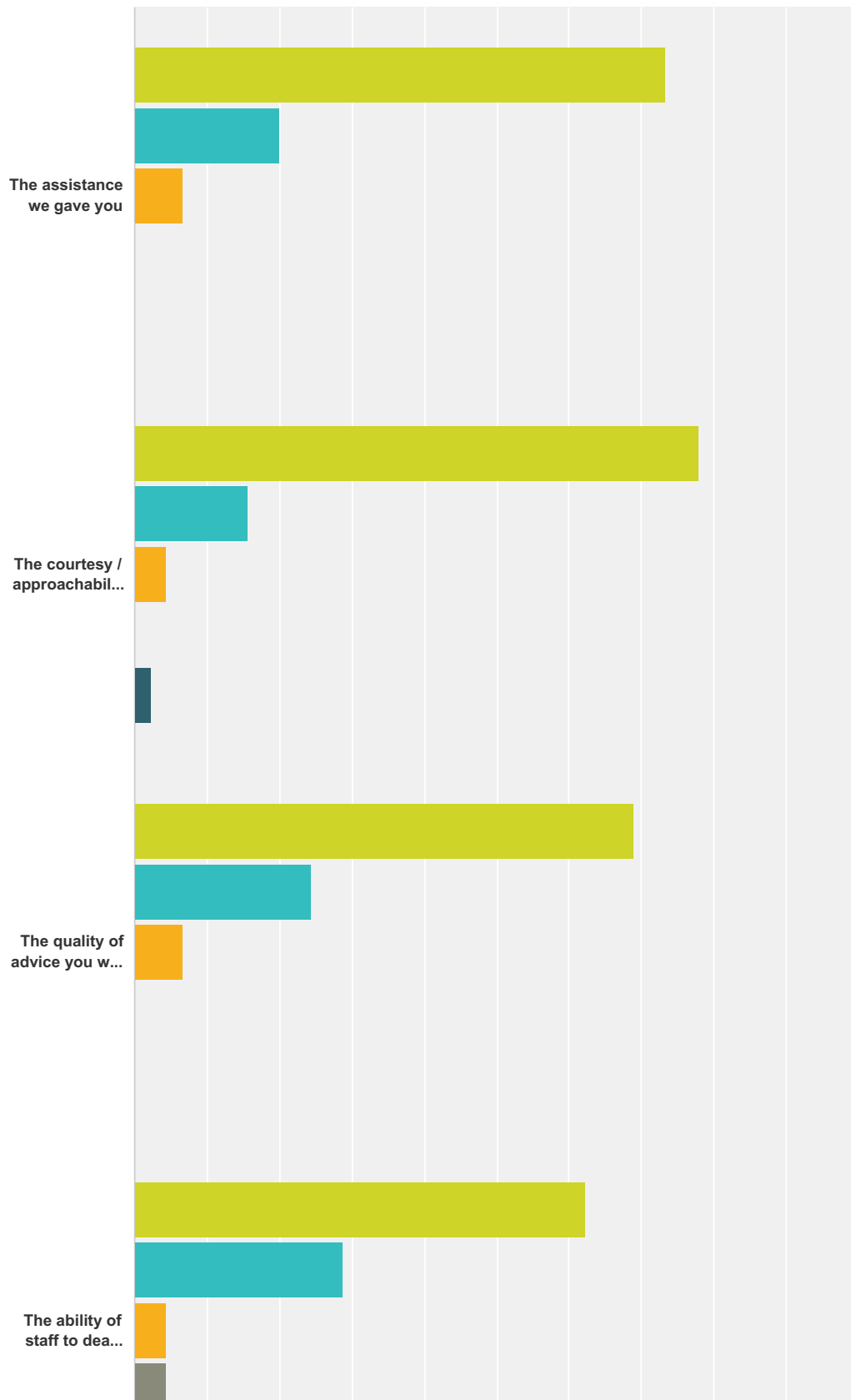
Answered: 41 Skipped: 5



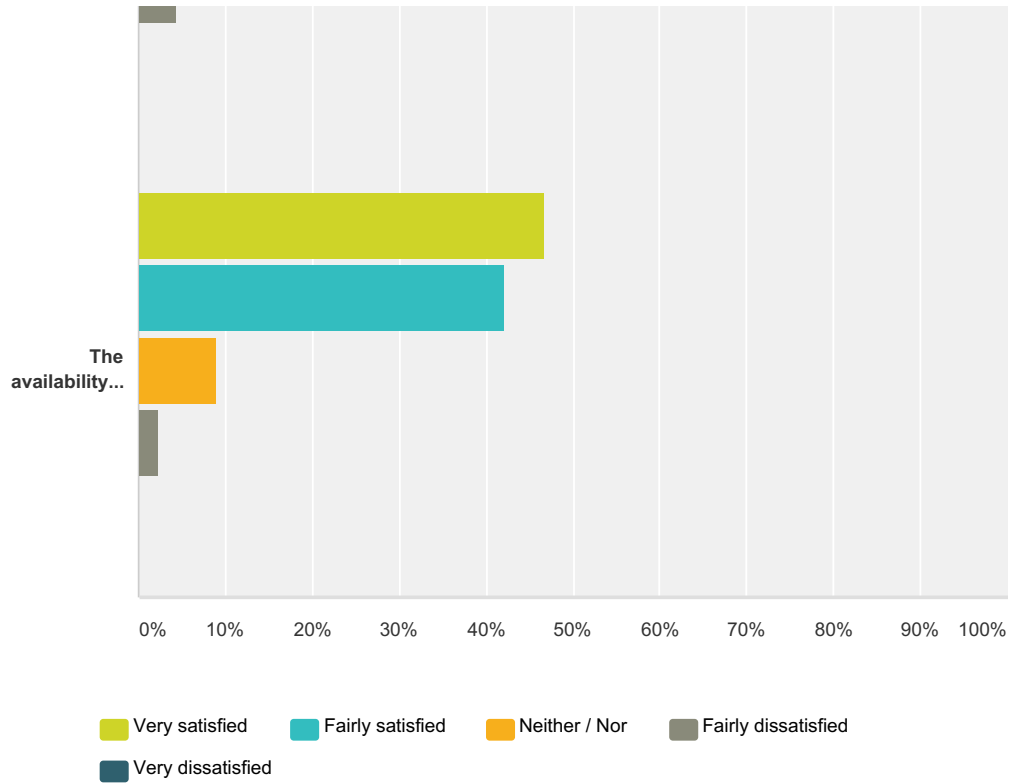
Answer Choices	Responses	
Very helpful	68.29%	28
Fairly helpful	21.95%	9
Not very helpful	0.00%	0
Did not provide any	9.76%	4
<b>Total</b>		<b>41</b>

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

Answered: 45 Skipped: 1



## Development Management Customer Survey - April 2017

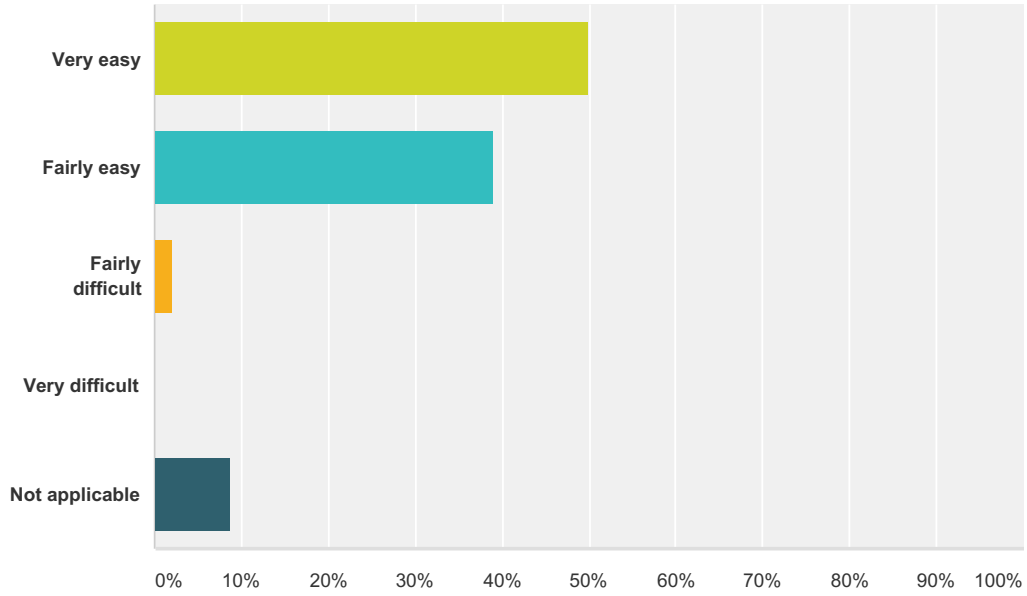


	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The assistance we gave you	73.33% 33	20.00% 9	6.67% 3	0.00% 0	0.00% 0	45
The courtesy / approachability of staff	77.78% 35	15.56% 7	4.44% 2	0.00% 0	2.22% 1	45
The quality of advice you were given	68.89% 31	24.44% 11	6.67% 3	0.00% 0	0.00% 0	45
The ability of staff to deal with an issue	62.22% 28	28.89% 13	4.44% 2	4.44% 2	0.00% 0	45
The availability of staff	46.67% 21	42.22% 19	8.89% 4	2.22% 1	0.00% 0	45

#	If you wish please expand on your answer below	Date
1	Gregor always available and very helpful	5/3/2017 2:37 AM
2	All credit to Ann Grant	4/12/2017 2:30 AM
3	Ann Grant at the time Stonehaven Office was extremely helpful and very approachable	4/6/2017 3:07 AM
4	Both face-to-face and online, the information given was clear and constructive.	3/24/2017 8:00 AM
5	The staff were very helpful.	3/23/2017 1:50 AM

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

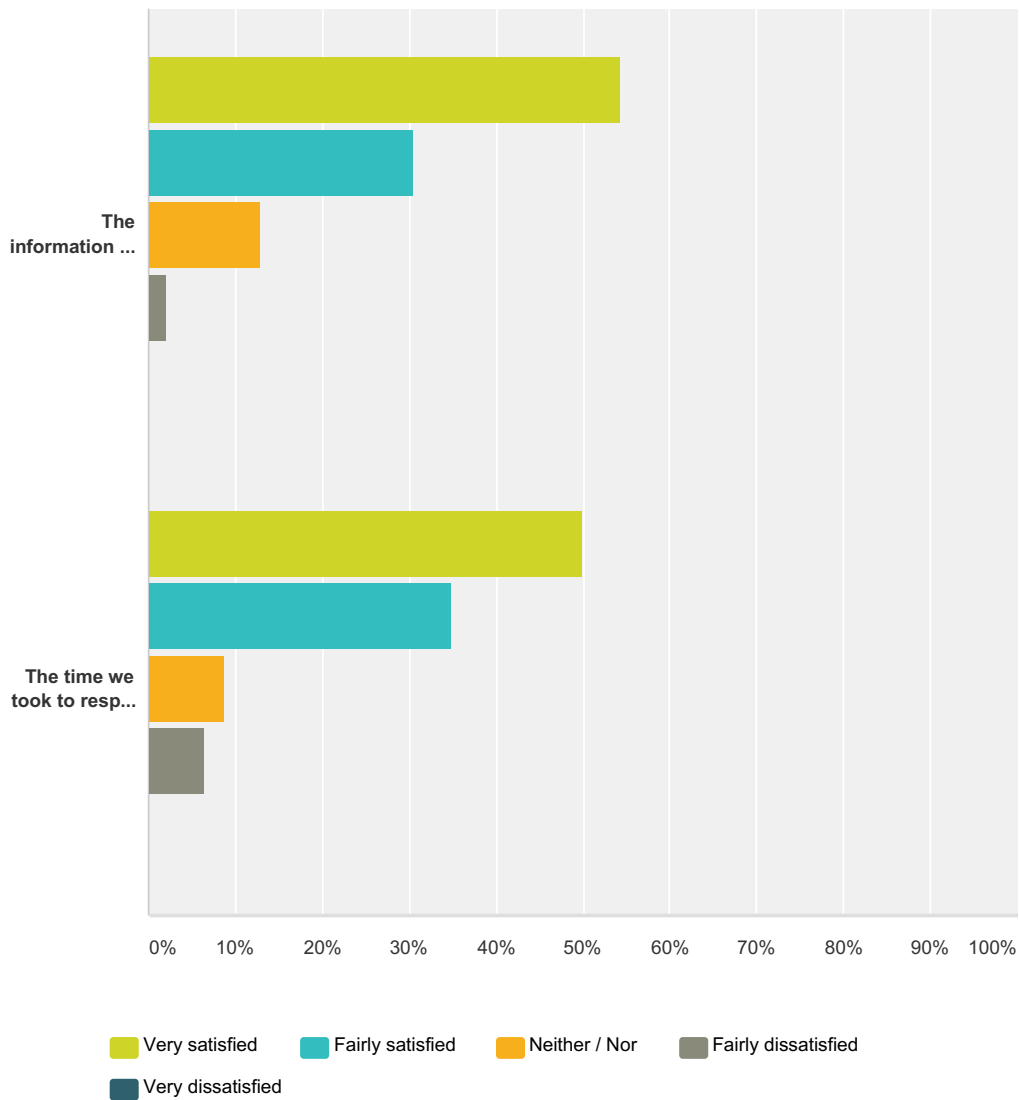
Answered: 46 Skipped: 0



Answer Choices	Responses	
Very easy	50.00%	23
Fairly easy	39.13%	18
Fairly difficult	2.17%	1
Very difficult	0.00%	0
Not applicable	8.70%	4
<b>Total</b>		<b>46</b>

### Q12 How satisfied were you with the following

Answered: 46 Skipped: 0

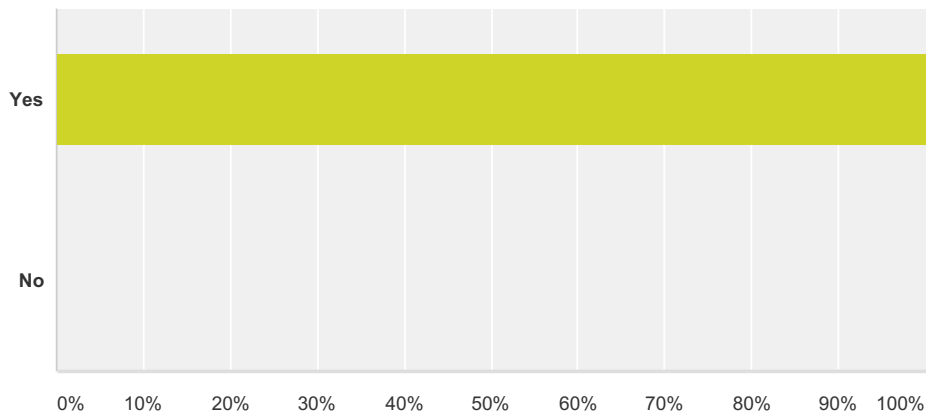


	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The information you received on the progress of your application?	54.35% 25	30.43% 14	13.04% 6	2.17% 1	0.00% 0	46
The time we took to respond to your messages, letters or e-mails?	50.00% 23	34.78% 16	8.70% 4	6.52% 3	0.00% 0	46

#	If you wish please expand on your answer below	Date
1	It is appreciated that officers deal with a large workload but it can at times be difficult to get hold of the Planning Officer and get updates.	4/6/2017 1:19 AM
2	We were told process would be fast tracked. No it wasn't.	4/3/2017 2:39 AM
3	Very clear and responsive.	3/24/2017 8:00 AM
4	Could respond to queries quicker.	3/24/2017 4:44 AM

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

Answered: 4 Skipped: 42

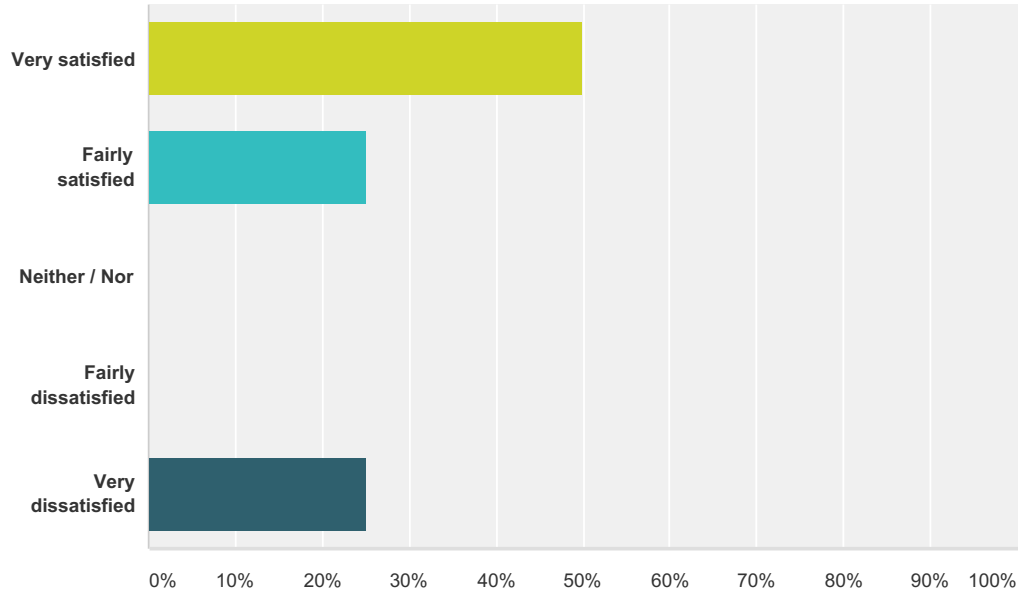


Answer Choices	Responses	
Yes	100.00%	4
No	0.00%	0
<b>Total</b>		<b>4</b>



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

Answered: 4 Skipped: 42

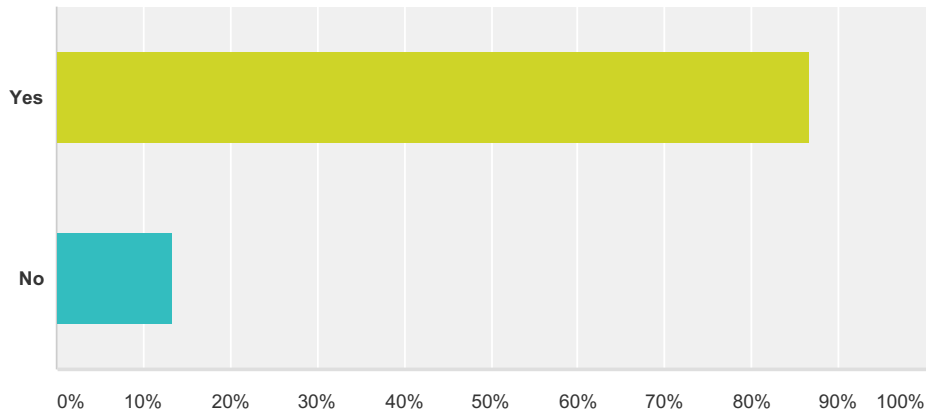


Answer Choices	Responses
Very satisfied	50.00% 2
Fairly satisfied	25.00% 1
Neither / Nor	0.00% 0
Fairly dissatisfied	0.00% 0
Very dissatisfied	25.00% 1
<b>Total</b>	<b>4</b>

#	If you wish please expand on your answer below	Date
1	see 18	4/12/2017 3:08 AM
2	Application was refused contrary to director Infrastructure Services recommendation. Poor, unsupported reasons for refusal by Planning Committee.	4/3/2017 5:35 AM

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

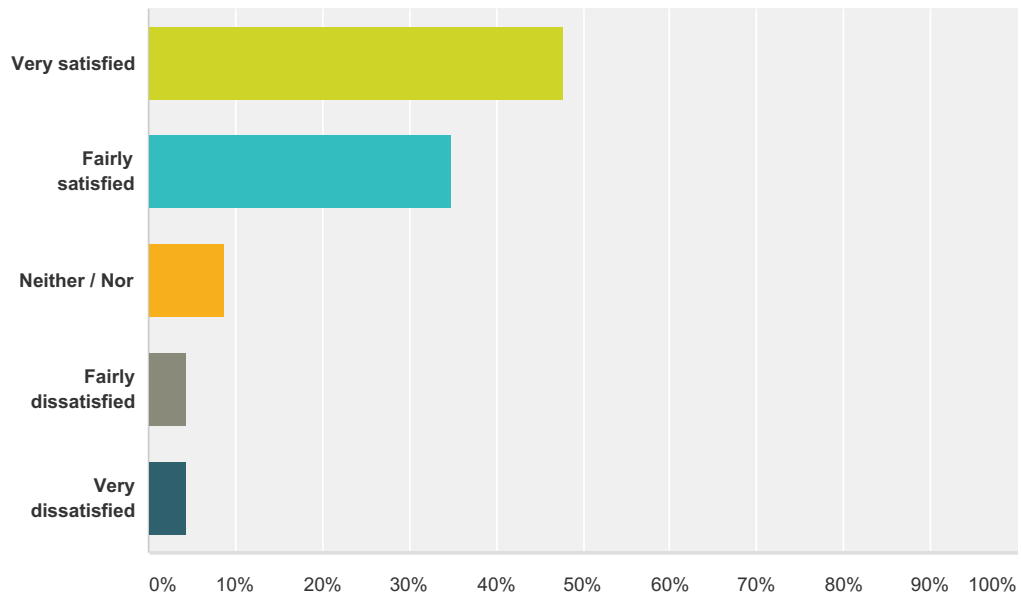
Answered: 45 Skipped: 1



Answer Choices	Responses	
Yes	86.67%	39
No	13.33%	6
<b>Total</b>		<b>45</b>

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

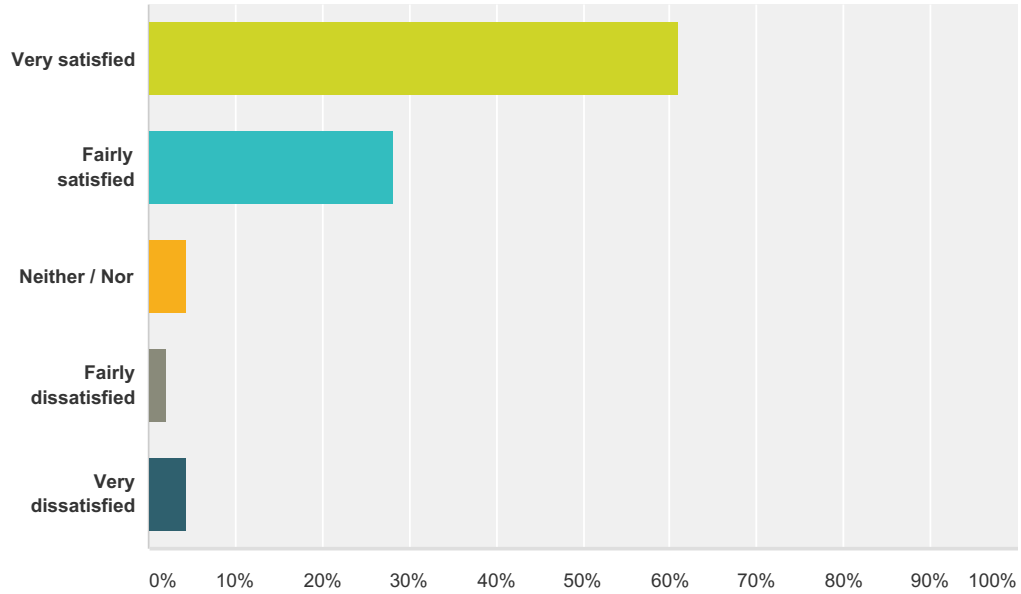
Answered: 46 Skipped: 0



Answer Choices	Responses
Very satisfied	47.83% 22
Fairly satisfied	34.78% 16
Neither / Nor	8.70% 4
Fairly dissatisfied	4.35% 2
Very dissatisfied	4.35% 2
<b>Total</b>	<b>46</b>

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

Answered: 46 Skipped: 0



Answer Choices	Responses	
Very satisfied	60.87%	28
Fairly satisfied	28.26%	13
Neither / Nor	4.35%	2
Fairly dissatisfied	2.17%	1
Very dissatisfied	4.35%	2
<b>Total</b>		<b>46</b>

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

Answered: 10 Skipped: 36

#	Responses	Date
1	With no Public objections to the development, progress was straight forward, even to the point of accepting pains that showed measurements, but would need to be enhanced by an architect at a later time.	4/12/2017 3:26 AM
2	1) Roads Dept initially supported the development but was swayed by an objector, causing a delay in the process. 2) The Community Council told lies in objecting to the application for Planning - causing it to go to Committees, NO redress was taken by the Planning Department or Area Managers (responsible for the conduct of Community Councils) No financial recoupage has been offered for the additional delay + inconvenience. No apology has been forthcoming from Area Managers for the conduct. 3) Planning Dept reproduced ALL the comments of the objectors, even when totally irrelevant to the Application, Planning Dept MUST BE accountable for any entries placed on their own website - Public or other wise, and must conform to the Law, or risk being sued.	4/12/2017 3:08 AM
3	Ann Grant provided great support, very approachable and pragmatic.	4/12/2017 2:30 AM
4	Not so much about how app was handled as such I feel like the Aberdeenshire Council website is very outdated and could do with upgrade and new lease of life to make for a better user - interface, for easier navigation and a clear and flowing experience. Lots of text on pages this could be broken up with images regarding the topic.	4/6/2017 3:07 AM
5	We are happy with the way in which the application was handled. The application was fairly straightforward, but we experienced no major issues. The application had to be reported to Committee, and this was done as soon as practicable and did not result in too much delay.	4/6/2017 1:19 AM
6	Very quick and efficient	4/3/2017 5:54 AM
7	Detailed & precise requirements as the absolutely needed to be and the process itself was followed in a timely manner.	3/24/2017 8:00 AM
8	The service received (overall) could not have been bettered	3/23/2017 7:04 AM
9	We were within touching distance of approval when the case officer left. The officer who took over more or less "through everything in the air" so much so that we had to start again. The final design of the house - influenced greatly by the new officer - was not to my clients liking, so much so, it will not be built!	3/23/2017 4:23 AM
10	Consider the survey could have been sent by e mail to save on paper and postage.	3/21/2017 4:25 AM