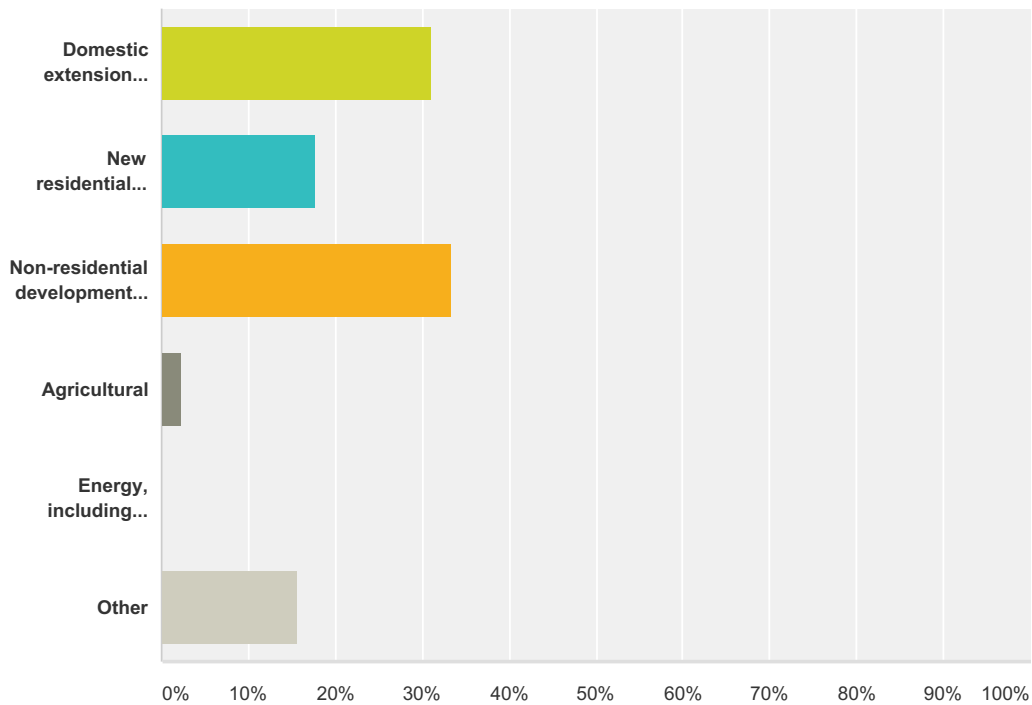


Q1 Please indicate below what type of application you submitted.

Answered: 45 Skipped: 0

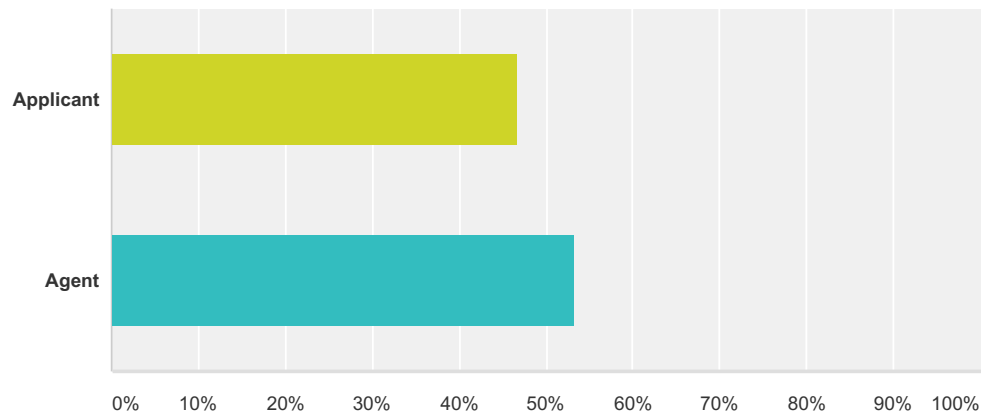


Answer Choices	Responses
Domestic extension including garages, windows and alterations	31.11% 14
New residential development including conversions	17.78% 8
Non-residential development including businesses, industrial and retail	33.33% 15
Agricultural	2.22% 1
Energy, including commercial and domestic wind turbines	0.00% 0
Other	15.56% 7
Total	45

#	Other (please specify)	Date
1	Gypsy/Traveler site	4/17/2017 1:48 AM
2	LBC	4/3/2017 5:41 AM
3	Signs	4/3/2017 4:50 AM
4	Path Development	4/3/2017 3:26 AM
5	Erection of temp sakes cabin	3/24/2017 4:50 AM
6	Temporay signage	3/24/2017 4:47 AM
7	2 x Temp Caravan Sitings	3/23/2017 6:12 AM
8	Commercial change of use Class 4 to Class 2.	3/23/2017 4:19 AM

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

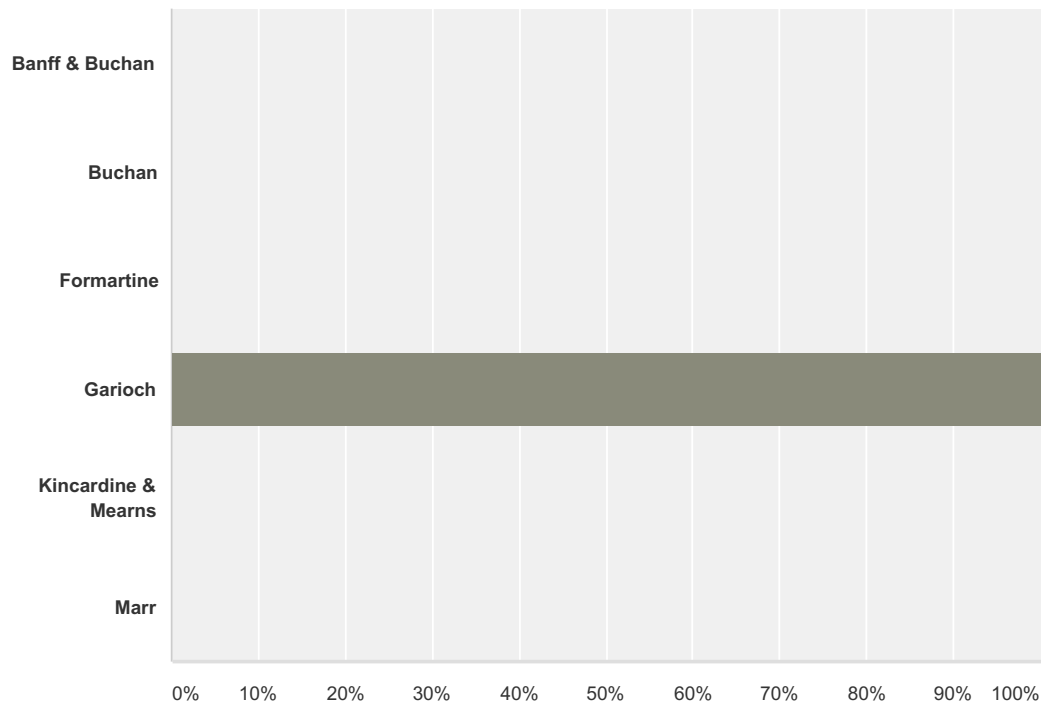
Answered: 45 Skipped: 0



Answer Choices	Responses
Applicant	46.67% 21
Agent	53.33% 24
Total	45

Q3 In which area did you submit your planning application?

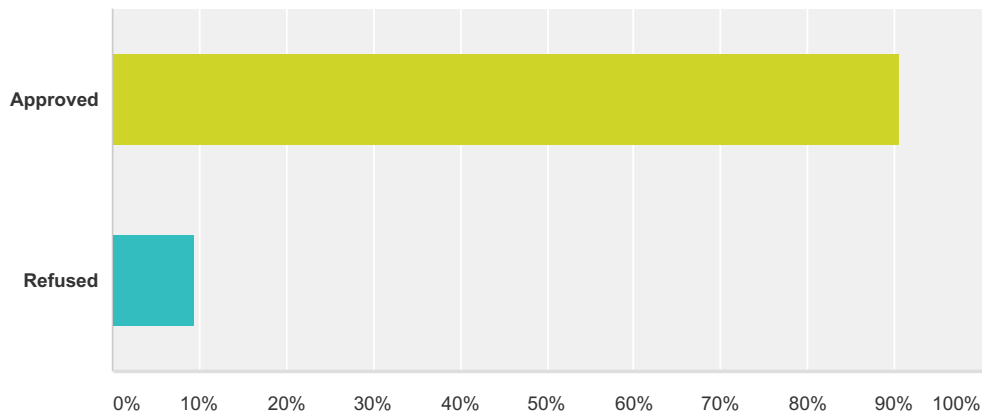
Answered: 45 Skipped: 0



Answer Choices	Responses
Banff & Buchan	0.00% 0
Buchan	0.00% 0
Formartine	0.00% 0
Garioch	100.00% 45
Kincardine & Mearns	0.00% 0
Marr	0.00% 0
Total	45

Q4 Please indicate the decision on your application.

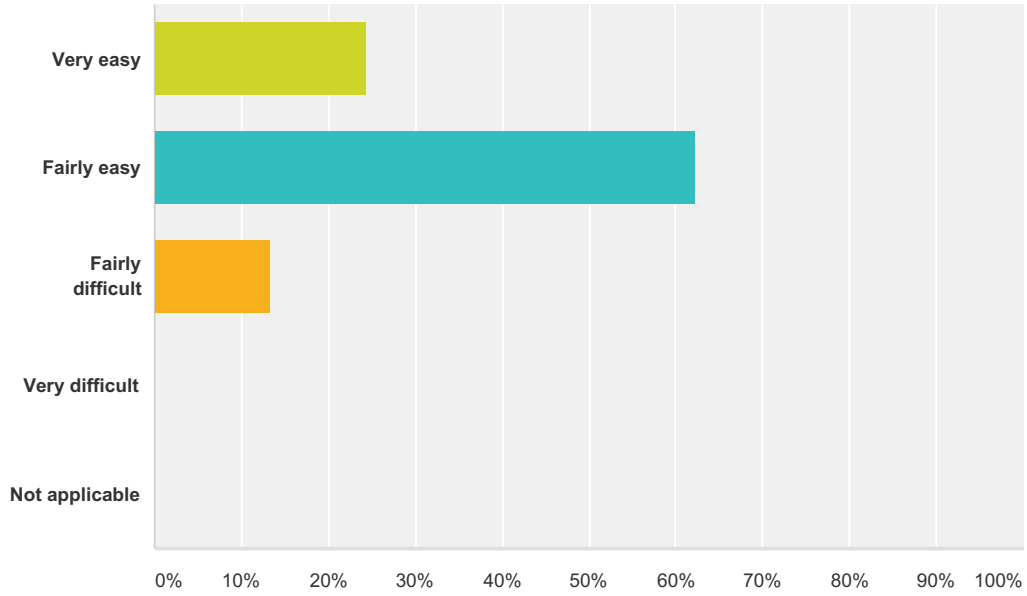
Answered: 43 Skipped: 2



Answer Choices	Responses
Approved	90.70% 39
Refused	9.30% 4
Total	43

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

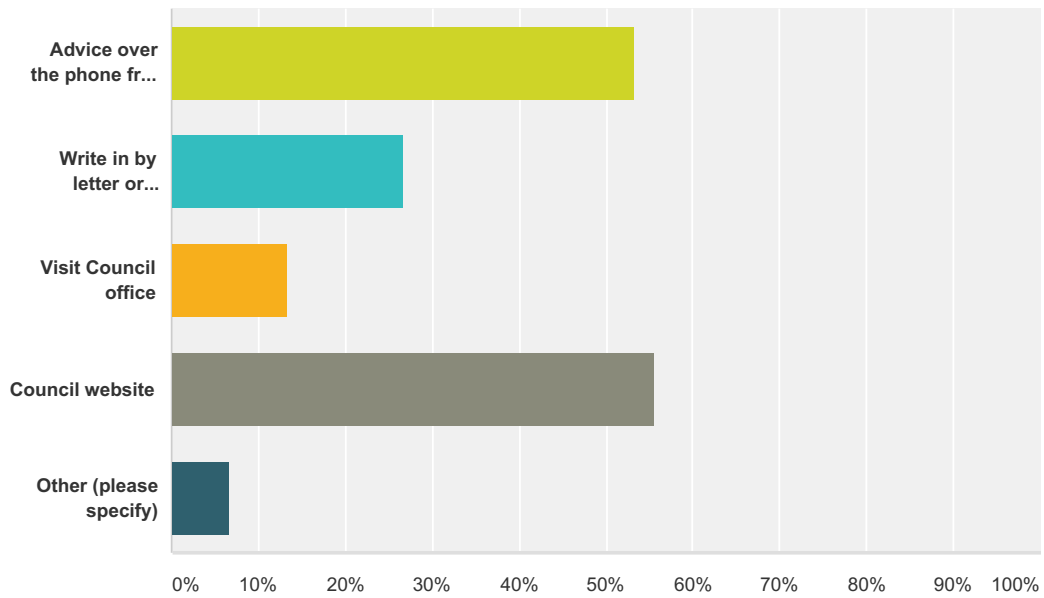
Answered: 45 Skipped: 0



Answer Choices	Responses	
Very easy	24.44%	11
Fairly easy	62.22%	28
Fairly difficult	13.33%	6
Very difficult	0.00%	0
Not applicable	0.00%	0
Total		45

Q6 In what ways did you access this information?

Answered: 45 Skipped: 0

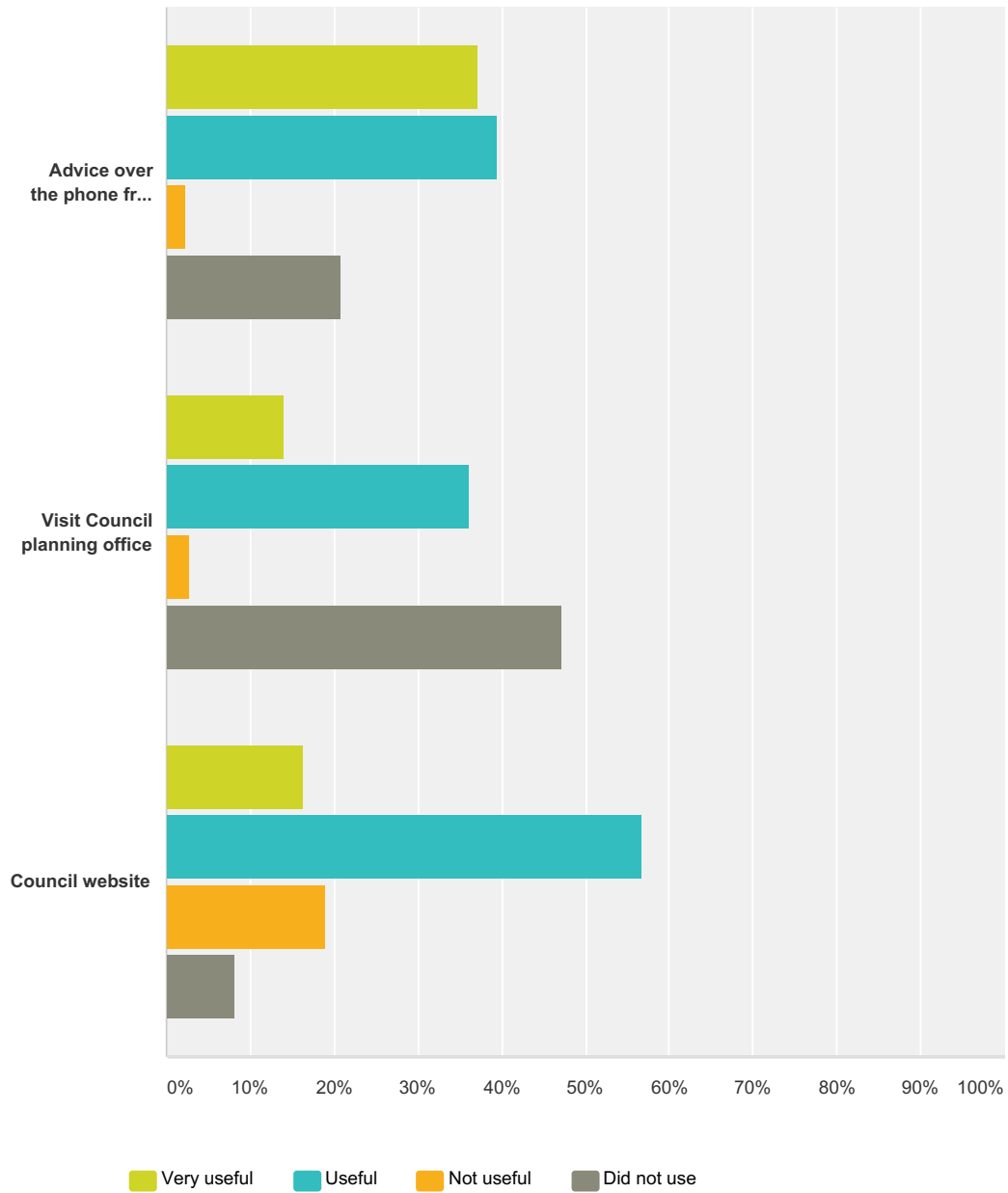


Answer Choices	Responses
Advice over the phone from the Council planning service	53.33% 24
Write in by letter or e-mail	26.67% 12
Visit Council office	13.33% 6
Council website	55.56% 25
Other (please specify)	6.67% 3
Total Respondents: 45	

#	Other (please specify)	Date
1	advised by person familiar with planning applications	3/23/2017 2:33 PM
2	All were neccessary to get the information required.	3/23/2017 4:19 AM
3	Client met & emailed planning service	3/23/2017 4:02 AM

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

Answered: 45 Skipped: 0



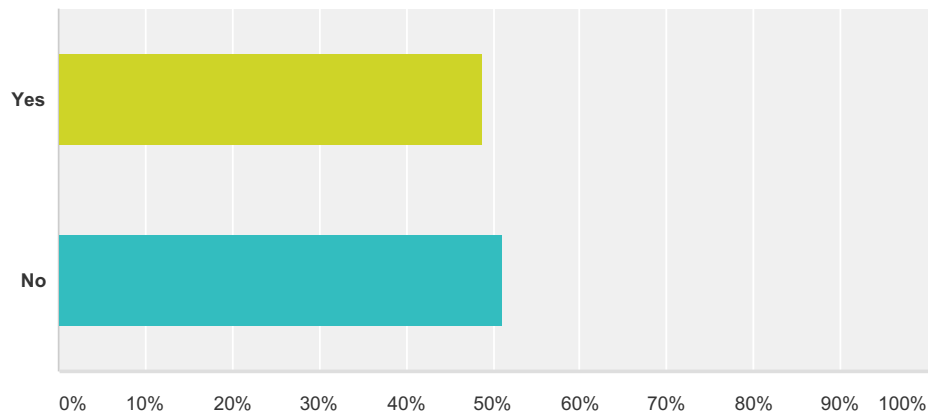
	Very useful	Useful	Not useful	Did not use	Total
Advice over the phone from a Council planning office	37.21% 16	39.53% 17	2.33% 1	20.93% 9	43
Visit Council planning office	13.89% 5	36.11% 13	2.78% 1	47.22% 17	36
Council website	16.22% 6	56.76% 21	18.92% 7	8.11% 3	37

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#	Other (please specify)	Date
1	All useful in their own right - but it shouldn't be necessary to have to have 3 modes of communication.	3/23/2017 4:19 AM

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

Answered: 45 Skipped: 0



Answer Choices	Responses
Yes	48.89% 22
No	51.11% 23
Total	45

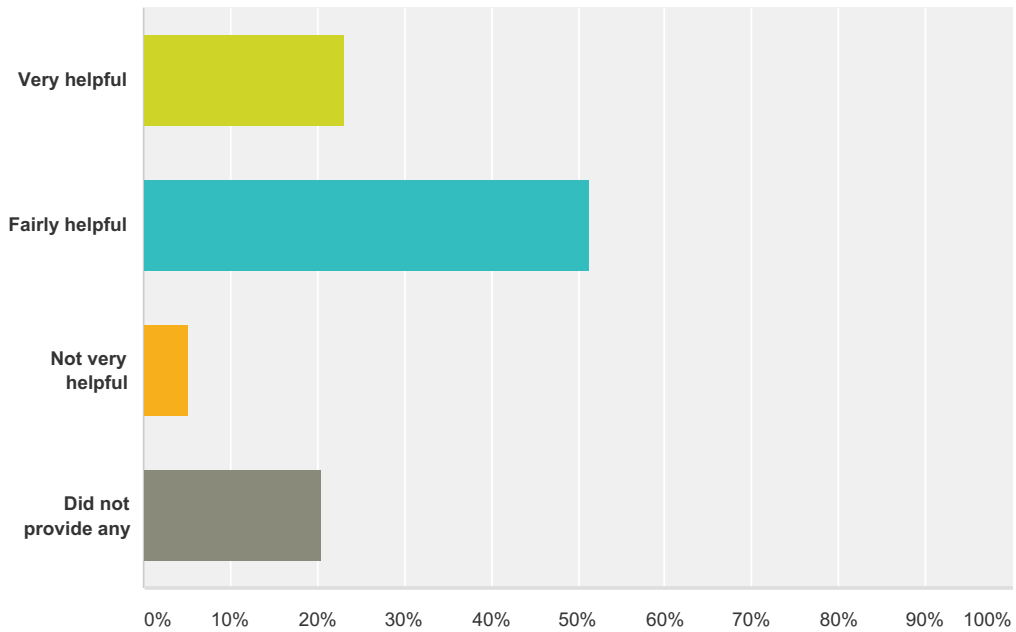
#	If yes, what type of advice did you seek?	Date
1	Meeting ref scale & location of site	4/17/2017 1:48 AM
2	Thoughts & comments on the proposal and any potential impacts. A Thorough response from the LPA was always provided.	4/12/2017 2:46 AM
3	Application was submitted to hopefully resolve a neighbour complaint/enforcement issue.	4/6/2017 2:43 AM
4	Principle of development and design.	4/6/2017 2:37 AM
5	Reply was that in principle it could not be supported. We did not agree ever if could not copy with policy in new of planning, it was certainly support also us a departure - which was eventually what happened with the application. Could have been dealt with much more effectively	4/6/2017 2:24 AM
6	Site visit with planners	4/3/2017 5:42 AM
7	Site visit	4/3/2017 5:41 AM
8	Likely issues to influence determination	4/3/2017 4:52 AM
9	Discussed the process with an Architect	4/3/2017 4:02 AM
10	Comments on proposats	4/3/2017 3:45 AM
11	Informal discussion with DM e-mapping requirements	4/3/2017 3:26 AM
12	Architect sought advice regarding the style of extension and whether this was likely to be successful	3/28/2017 4:39 AM
13	Design approval, number of Units, Landscaping Design.	3/23/2017 8:25 AM
14	By email to ask what into surveys would be necessary.	3/23/2017 6:30 AM
15	Clarity on what was required to be submitted for a change of use, timescales & departments involved.	3/23/2017 4:19 AM
16	Email on use classification.	3/23/2017 4:02 AM
17	Client had already carried out this process.	3/23/2017 3:45 AM

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18	If I needed planning permission for erecting a fence in my front garden	3/21/2017 12:14 AM
19	whether I needed a building warrant and planning permission	3/20/2017 4:00 AM

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

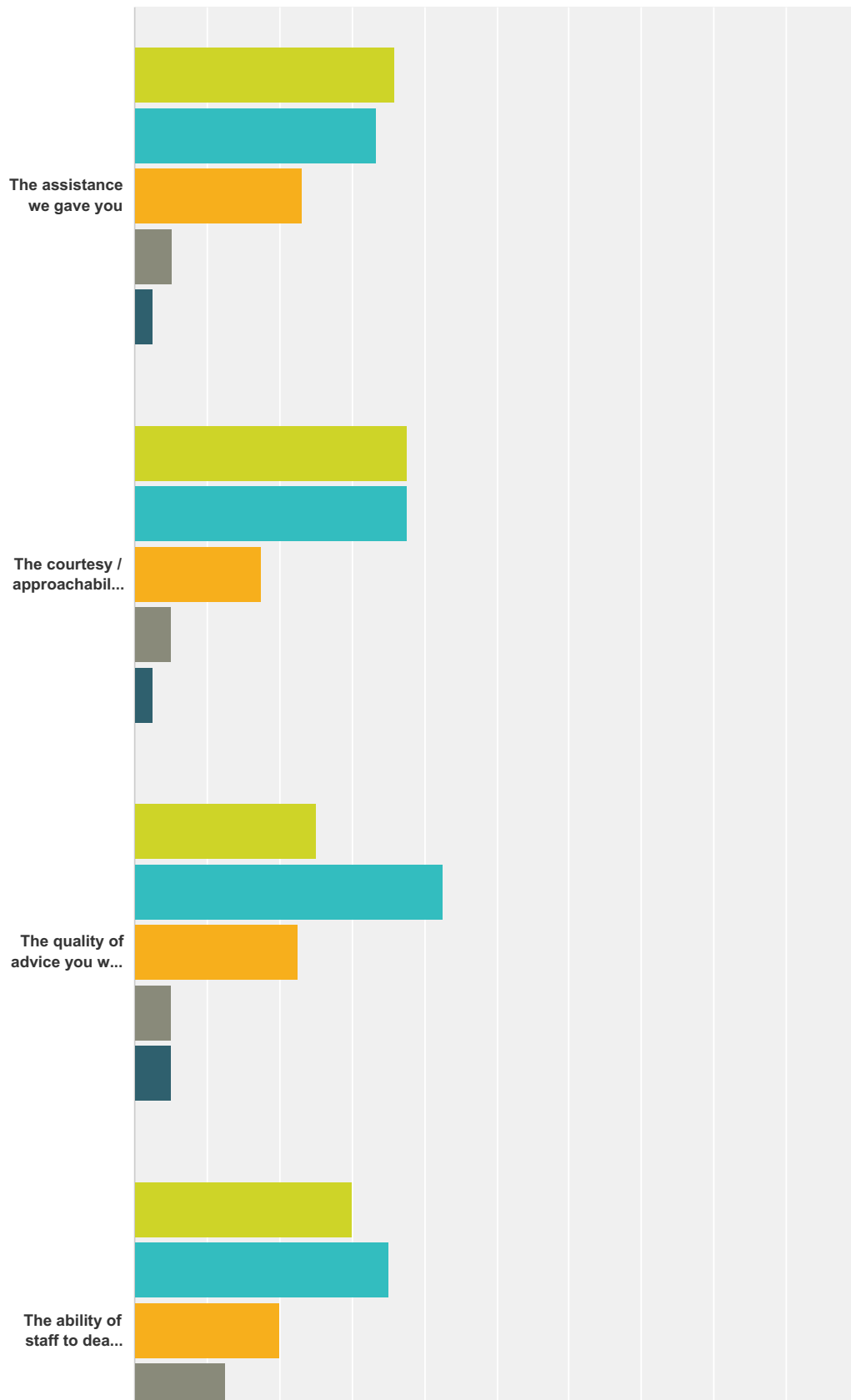
Answered: 39 Skipped: 6



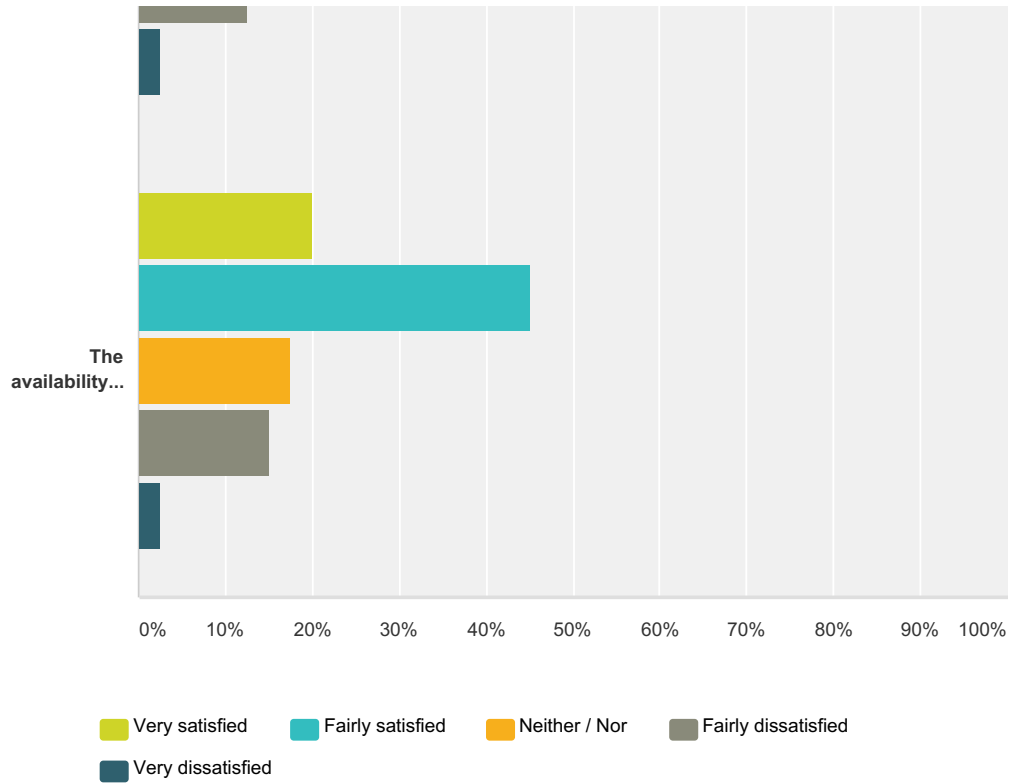
Answer Choices	Responses	
Very helpful	23.08%	9
Fairly helpful	51.28%	20
Not very helpful	5.13%	2
Did not provide any	20.51%	8
Total		39

Q10 How satisfied were you with the following:

Answered: 40 Skipped: 5



Development Management Customer Survey - April 2017

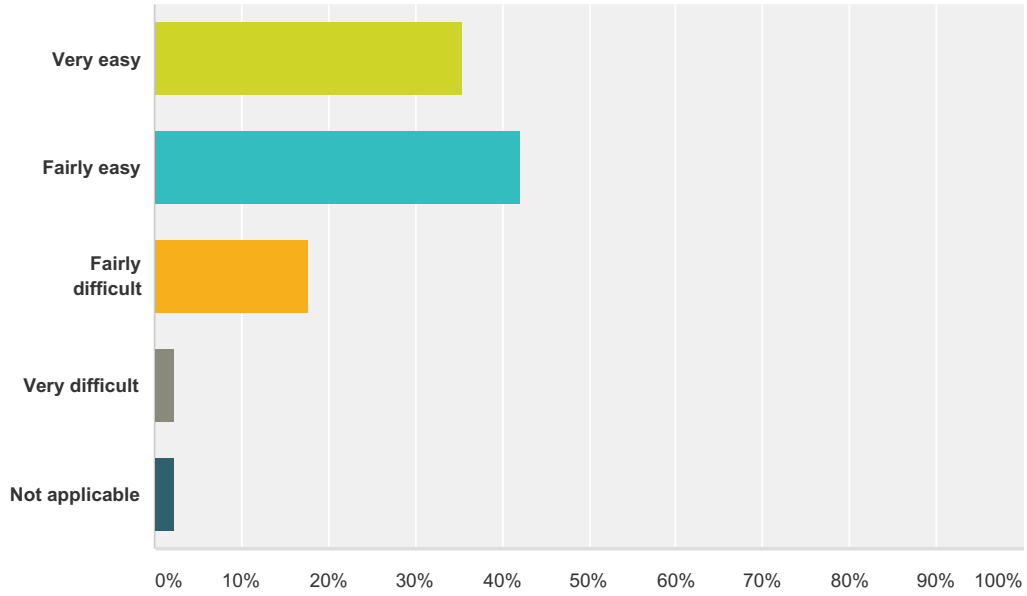


	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The assistance we gave you	35.90% 14	33.33% 13	23.08% 9	5.13% 2	2.56% 1	39
The courtesy / approachability of staff	37.50% 15	37.50% 15	17.50% 7	5.00% 2	2.50% 1	40
The quality of advice you were given	25.00% 10	42.50% 17	22.50% 9	5.00% 2	5.00% 2	40
The ability of staff to deal with an issue	30.00% 12	35.00% 14	20.00% 8	12.50% 5	2.50% 1	40
The availability of staff	20.00% 8	45.00% 18	17.50% 7	15.00% 6	2.50% 1	40

#	If you wish please expand on your answer below	Date
1	Unfortunately the pre-app was badly handled by the office involved and he did talk to the line manager about it. Poor advice and took too long e.g. of attempts to get a reply.	4/6/2017 2:24 AM
2	Advice varied depending on which member of staff was questioned.	3/28/2017 4:39 AM
3	8 weeks is far too long a target to be aiming for - 2 weeks would be acceptable. The planning officer made reference to "everything being that could be don't to expedite the application" but when we personally chased other departments time was saved. The applicant shouldn't have to do this.	3/23/2017 4:19 AM
4	Difficulty in getting different answers	3/23/2017 4:02 AM
5	It would appear that a lot of info on the website requires updated. It is difficult to know or find who to speak to.	3/21/2017 7:12 AM

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

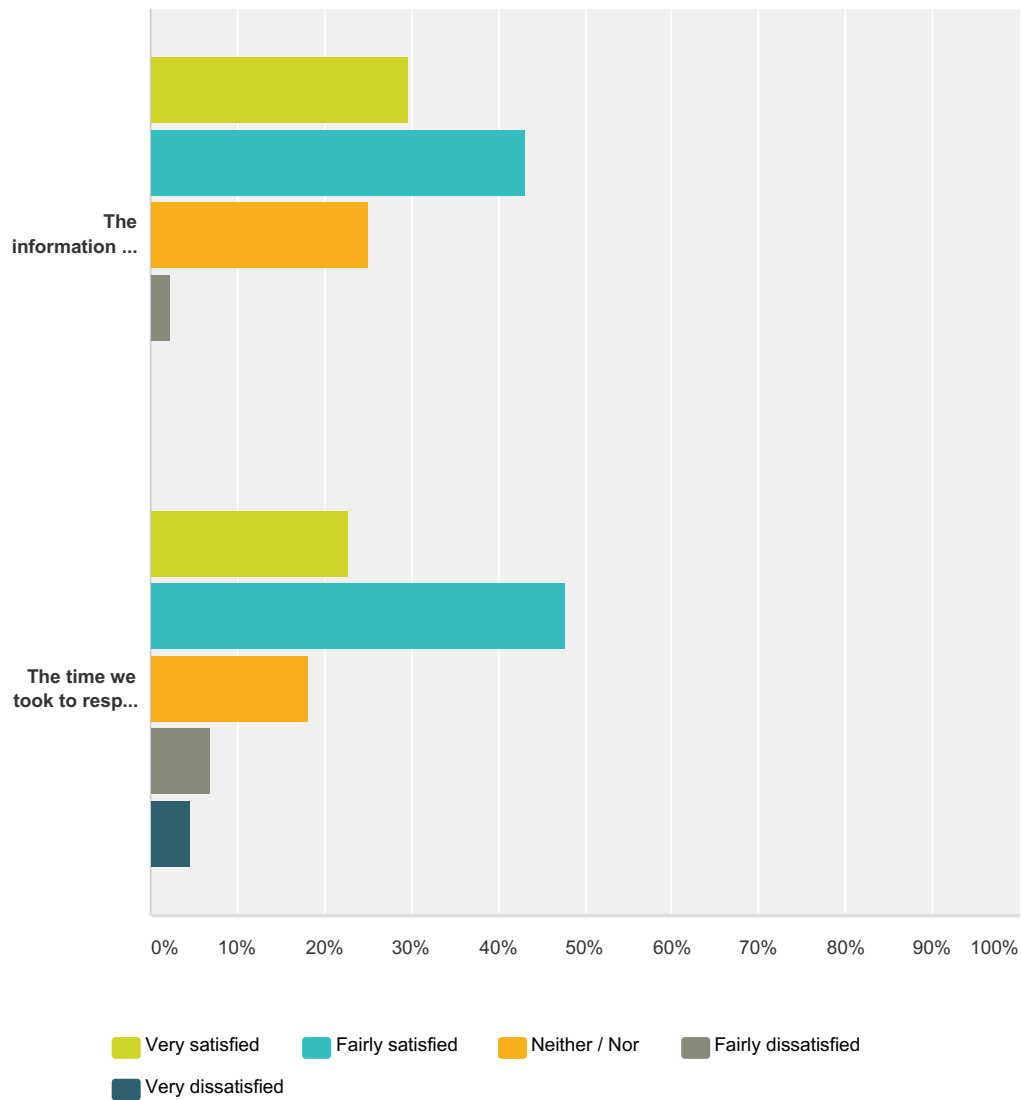
Answered: 45 Skipped: 0



Answer Choices	Responses
Very easy	35.56% 16
Fairly easy	42.22% 19
Fairly difficult	17.78% 8
Very difficult	2.22% 1
Not applicable	2.22% 1
Total	45

Q12 How satisfied were you with the following

Answered: 44 Skipped: 1



	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The information you received on the progress of your application?	29.55% 13	43.18% 19	25.00% 11	2.27% 1	0.00% 0	44
The time we took to respond to your messages, letters or e-mails?	22.73% 10	47.73% 21	18.18% 8	6.82% 3	4.55% 2	44

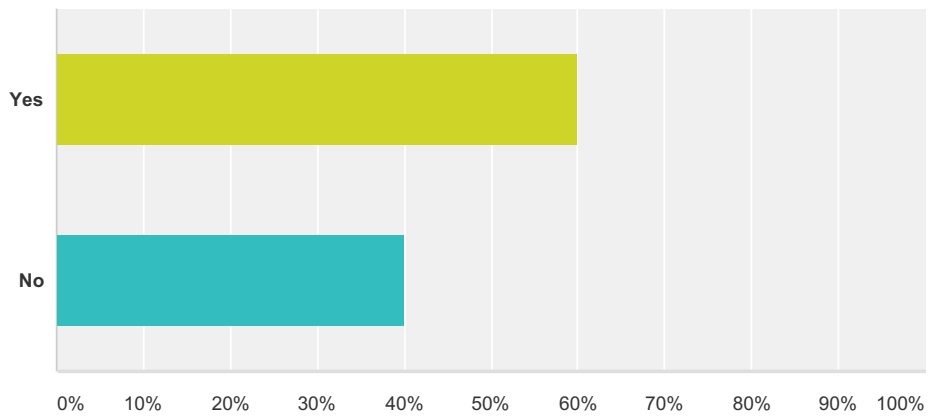
#	If you wish please expand on your answer below	Date
1	Response was poor at time when awaiting confirmation planning condition often needed several reminders.	4/3/2017 5:10 AM
2	No Complaints! system seems efficient.	3/23/2017 6:12 AM
3	Responses were timely enough but not reporting adequate progress.	3/23/2017 4:19 AM
4	There is still a lack of information coming forward soon enough about how an application is getting on from some officers	3/21/2017 7:12 AM

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5	The planning officer delegated the review of structural calculations to an external structural engineer, but did not follow up the progress of the engineer. I ended up speaking with the engineer directly, and I found out that the person looking at the calculations had left the engineering company a few months ago, and thus the application was at a standstill.	3/19/2017 2:17 PM
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Q13 If your application was refused did you receive contact prior to the decision?

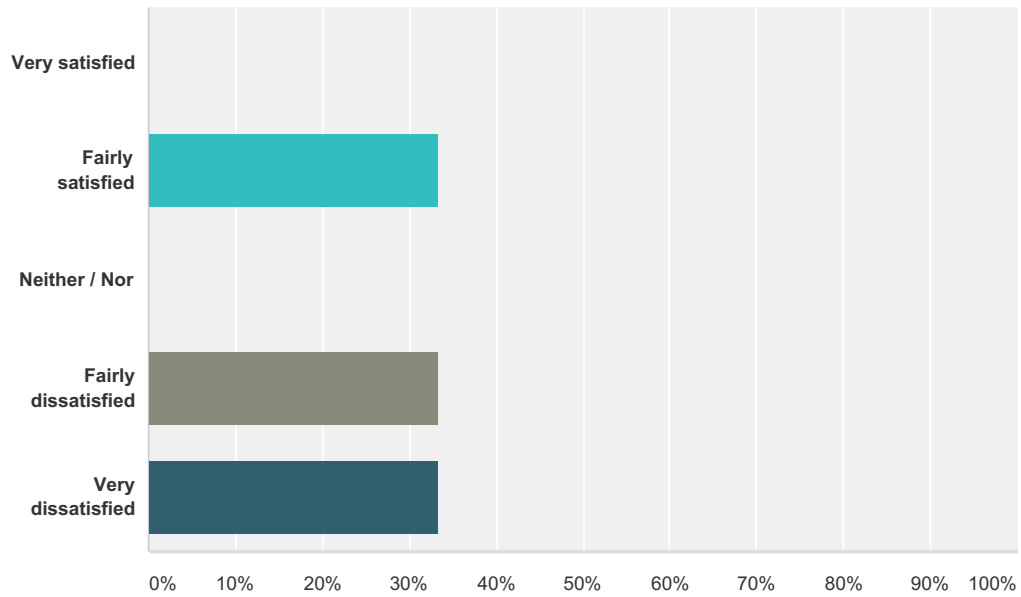
Answered: 5 Skipped: 40



Answer Choices	Responses	
Yes	60.00%	3
No	40.00%	2
Total		5

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

Answered: 3 Skipped: 42

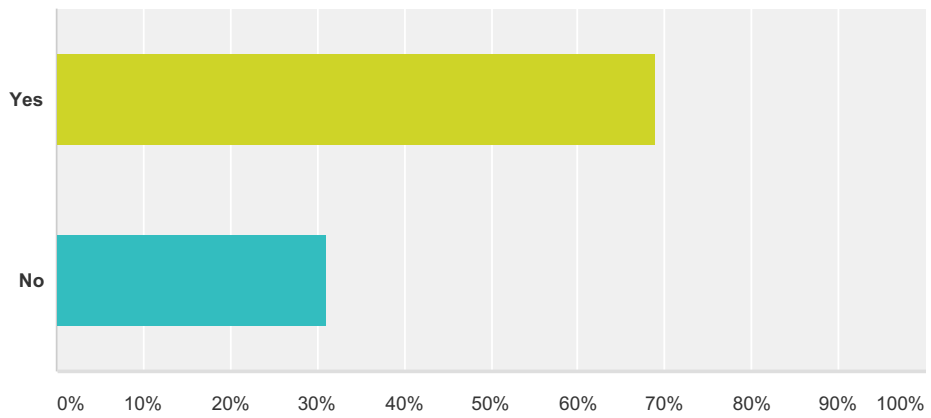


Answer Choices	Responses
Very satisfied	0.00% 0
Fairly satisfied	33.33% 1
Neither / Nor	0.00% 0
Fairly dissatisfied	33.33% 1
Very dissatisfied	33.33% 1
Total	3

#	If you wish please expand on your answer below	Date
1	My application was only refused due to an inability to reach an agreement with developer obligations. This is not a satisfactory explanation for me I tried to discuss the matter with D.O but repeatedly met with a to read an agreement.	3/23/2017 8:25 AM

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

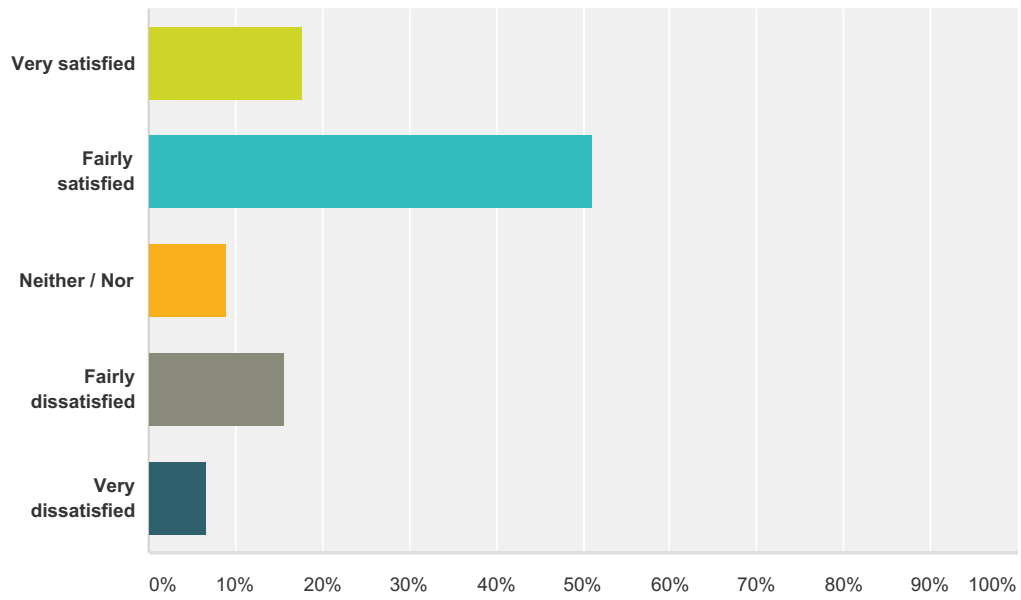
Answered: 45 Skipped: 0



Answer Choices	Responses	
Yes	68.89%	31
No	31.11%	14
Total		45

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

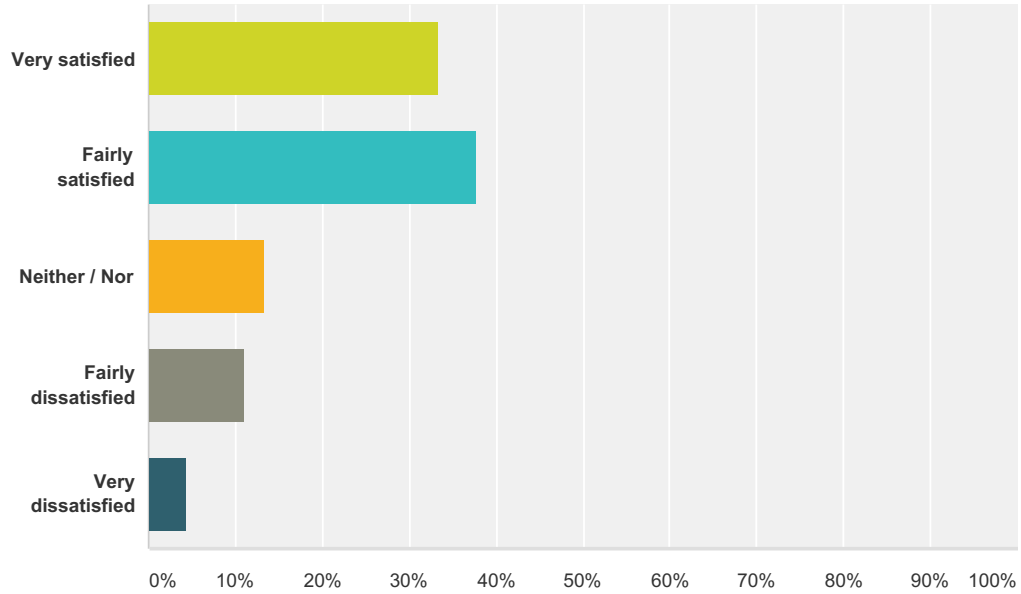
Answered: 45 Skipped: 0



Answer Choices	Responses	Count
Very satisfied	17.78%	8
Fairly satisfied	51.11%	23
Neither / Nor	8.89%	4
Fairly dissatisfied	15.56%	7
Very dissatisfied	6.67%	3
Total		45

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

Answered: 45 Skipped: 0



Answer Choices	Responses	
Very satisfied	33.33%	15
Fairly satisfied	37.78%	17
Neither / Nor	13.33%	6
Fairly dissatisfied	11.11%	5
Very dissatisfied	4.44%	2
Total		45

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

Answered: 5 Skipped: 40

#	Responses	Date
1	The Planning Officer made a forward application into a very complicated and unnecessary procedure.	4/3/2017 5:39 AM
2	It seems pretty clear that the success of an application depends on the member of the team dealing with it. Our original plans had to be amended as it was 'felt' without even a site visit that the design would dominate the street and was not in keeping, even though other properties in the street had already had this type of extension and were bigger. It's unfortunate that when people talk about the planning department, the anecdotes are always about it depending on 'who you get, whether you get it'. It's a shame, because otherwise the service was pretty good!	3/28/2017 4:39 AM
3	I was asked by D.O. to renegotiate a price with the seller for the site, (which I did), however, even with a renegotiated price the project was still unviable under the conditions of D.O to deliver 2 out of small units to be affordable. I was asked to submit a development appraisal, which I did. I ever asked at the time if this had to be professionally drafted and was told "no". So I did the appraisal and submitted it only to be told 6 weeks later that it needed to be produced by a qualified Surveyor. The application was already 3 months behind Schedule and had been pulled off two committee meetings already due to the time it took the Solicitor to reply to me. The planning officer supported the development but she was pressing me also due to her time constraints. So in the end it was refused. I feel my only route forward would be action against D.O but this PTO is costly and time consuming with no guarantee of a positive outcome. I lost thousands of pounds with this application and the village in question have been left with a deteriorating, unused, eyesore of a building. We have had to resort to converting the existing building instead of demolishing it and replacing it with a modern, inspiring design, all thanks to Developer Obligations Rob Mackintosh.	3/23/2017 8:25 AM
4	As a tax payer, I do not feel the change of use process delivered any value in the specific circumstances of a Class 4 to 2 change in a Business Park - inefficient & waste of valuable council resources.	3/23/2017 4:19 AM
5	The application could have been dealt with more quickly if the planning officer had followed up the progress of the external structural engineer.	3/19/2017 2:17 PM