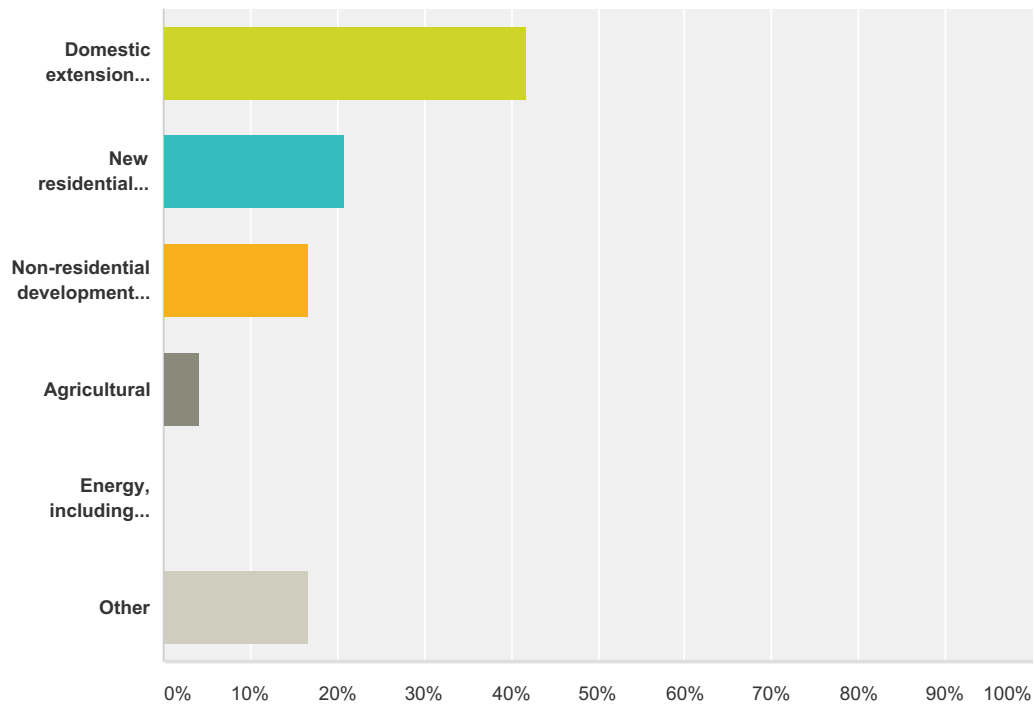


Q1 Please indicate below what type of application you submitted.

Answered: 24 Skipped: 0

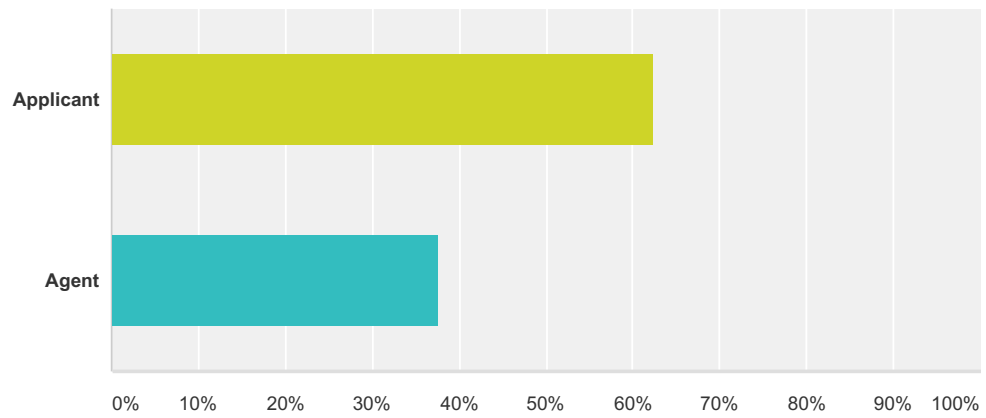


Answer Choices	Responses
Domestic extension including garages, windows and alterations	41.67% 10
New residential development including conversions	20.83% 5
Non-residential development including businesses, industrial and retail	16.67% 4
Agricultural	4.17% 1
Energy, including commercial and domestic wind turbines	0.00% 0
Other	16.67% 4
Total	24

#	Other (please specify)	Date
1	summerhouse	4/3/2017 5:17 AM
2	Section 75	3/23/2017 6:34 AM
3	Permitted Development	3/23/2017 1:52 AM
4	Community Maintenance Facility	3/23/2017 1:43 AM

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

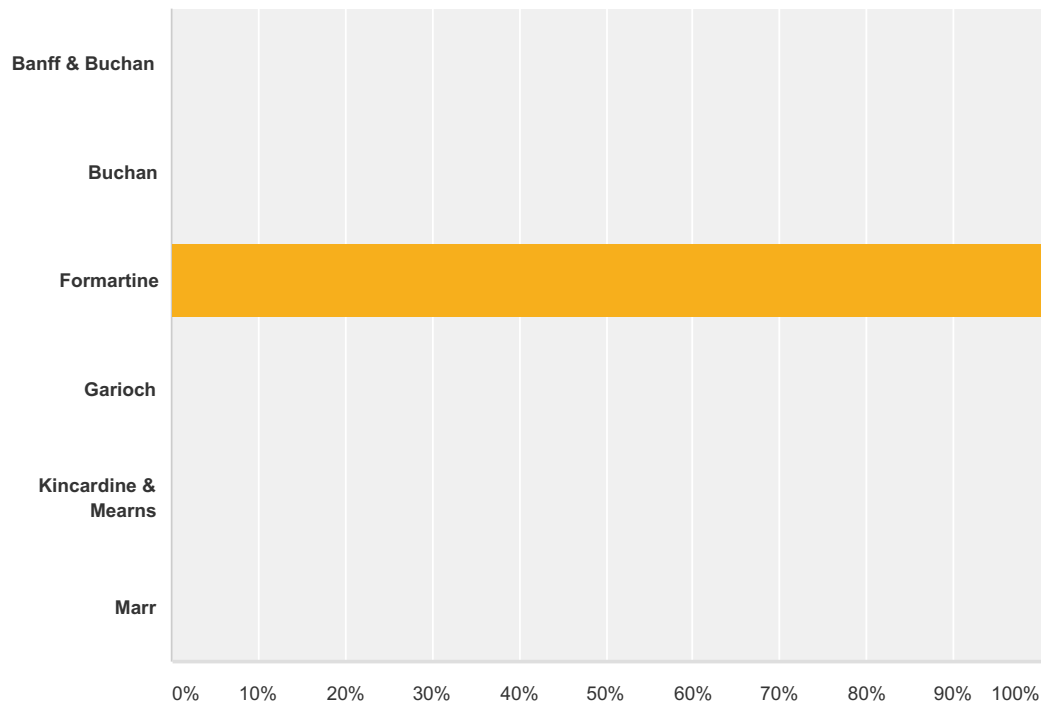
Answered: 24 Skipped: 0



Answer Choices	Responses
Applicant	62.50% 15
Agent	37.50% 9
Total	24

Q3 In which area did you submit your planning application?

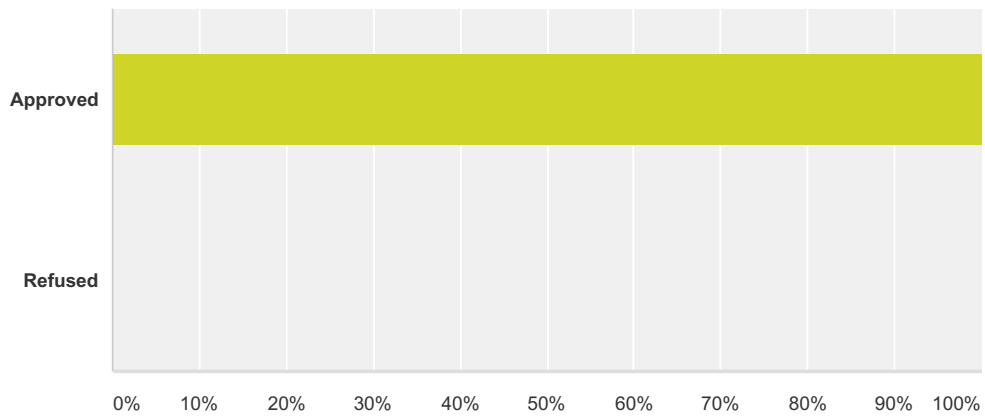
Answered: 24 Skipped: 0



Answer Choices	Responses
Banff & Buchan	0.00% 0
Buchan	0.00% 0
Formartine	100.00% 24
Garioch	0.00% 0
Kincardine & Mearns	0.00% 0
Marr	0.00% 0
Total	24

Q4 Please indicate the decision on your application.

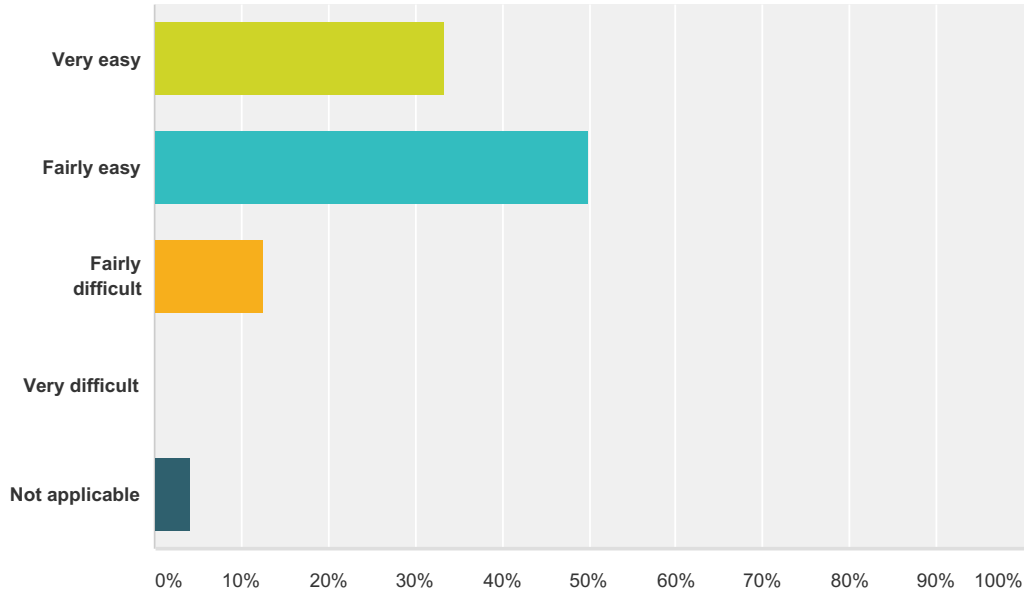
Answered: 22 Skipped: 2



Answer Choices	Responses
Approved	100.00% 22
Refused	0.00% 0
Total	22

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

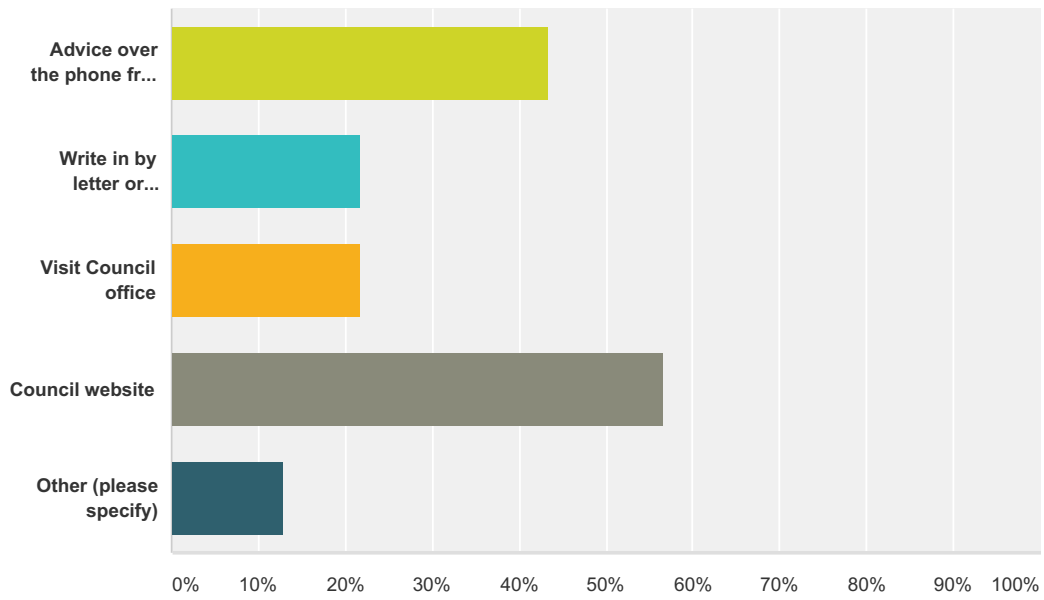
Answered: 24 Skipped: 0



Answer Choices	Responses	Count
Very easy	33.33%	8
Fairly easy	50.00%	12
Fairly difficult	12.50%	3
Very difficult	0.00%	0
Not applicable	4.17%	1
Total		24

Q6 In what ways did you access this information?

Answered: 23 Skipped: 1

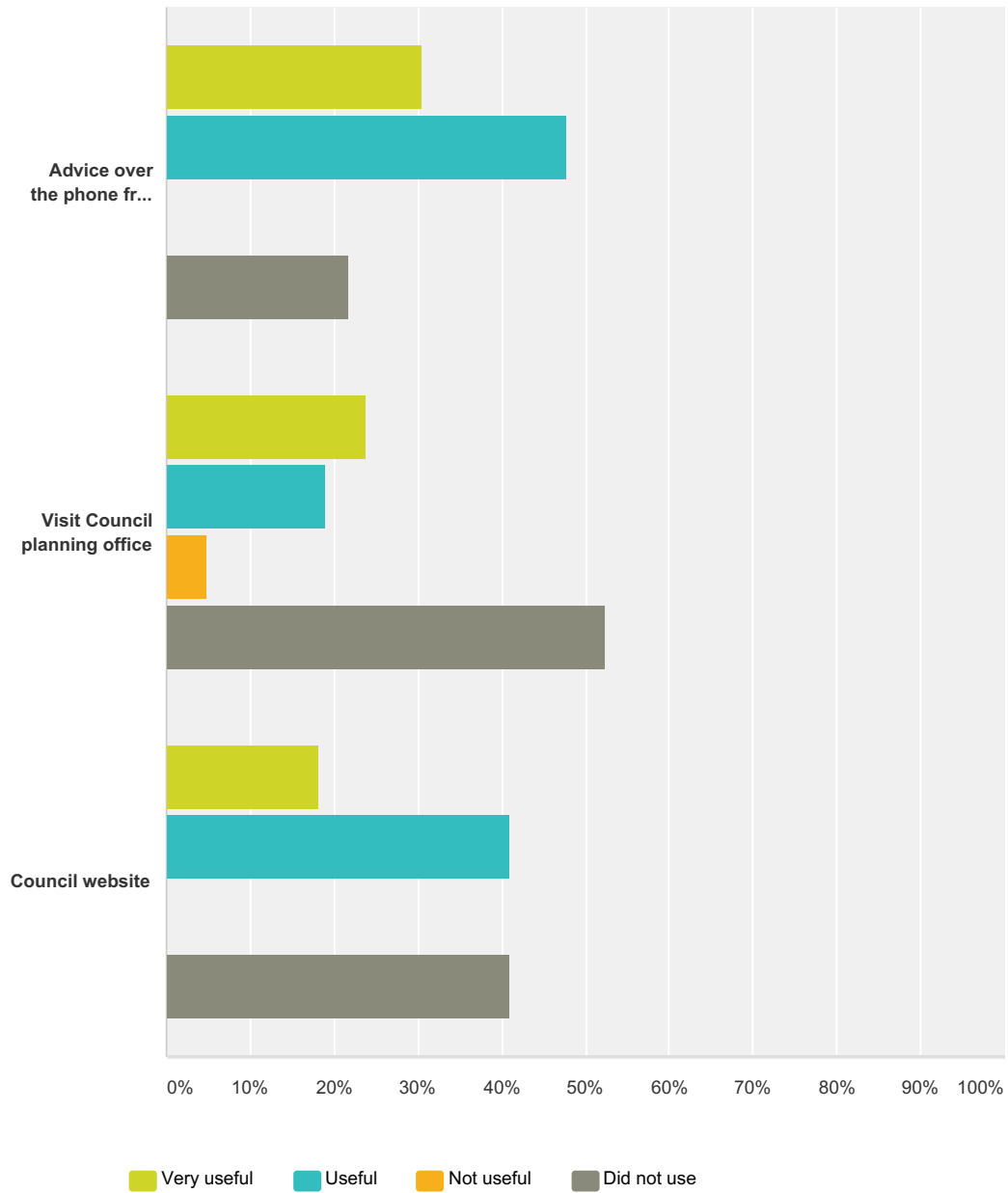


Answer Choices	Responses
Advice over the phone from the Council planning service	43.48% 10
Write in by letter or e-mail	21.74% 5
Visit Council office	21.74% 5
Council website	56.52% 13
Other (please specify)	13.04% 3
Total Respondents: 23	

#	Other (please specify)	Date
1	Professional Advice	4/3/2017 4:04 AM
2	Family member - architect	4/3/2017 2:33 AM
3	Planning Agent	3/23/2017 6:40 AM

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

Answered: 24 Skipped: 0



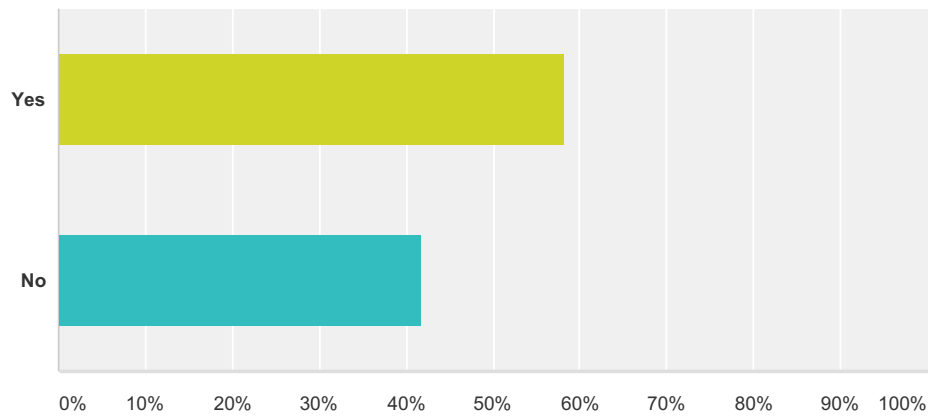
	Very useful	Useful	Not useful	Did not use	Total
Advice over the phone from a Council planning office	30.43% 7	47.83% 11	0.00% 0	21.74% 5	23
Visit Council planning office	23.81% 5	19.05% 4	4.76% 1	52.38% 11	21
Council website	18.18% 4	40.91% 9	0.00% 0	40.91% 9	22

Development Management Customer Survey - April 2017

#	Other (please specify)	Date
	There are no responses.	

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

Answered: 24 Skipped: 0

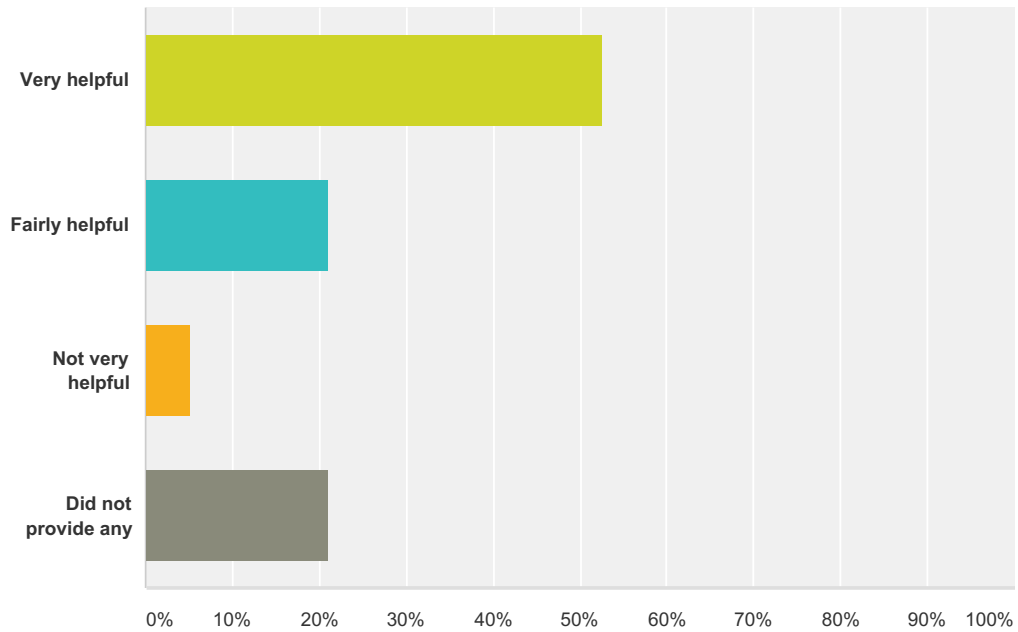


Answer Choices	Responses
Yes	58.33% 14
No	41.67% 10
Total	24

#	If yes, what type of advice did you seek?	Date
1	Re design, timber use & red line definition.	5/10/2017 8:35 AM
2	Flood advice & design advice	5/10/2017 8:33 AM
3	Thoughts & comments on the proposal and any potential impacts. A Thorough response from the LPA was always provided.	4/12/2017 2:45 AM
4	Problem with application was that pre-app was positive and then app was refused. Had to change and resubmit and was then approved. Process was difficult but staff here helpful.	4/6/2017 1:51 AM
5	Sought confirmation that Planning permission was required.	4/5/2017 3:13 AM
6	Whether or not planning was necessary.	4/3/2017 5:17 AM
7	Family member - architect	4/3/2017 2:33 AM
8	Weather the proposal would generally be supported.	3/24/2017 4:16 AM
9	question concerning whether or not a full application was required	3/23/2017 3:58 AM
10	Sought advice on the site development and whether planning were OK in principal with the development.	3/23/2017 2:00 AM
11	To see if a planning application was needed.	3/23/2017 1:43 AM
12	general advice on the principle of development	3/22/2017 1:25 AM

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

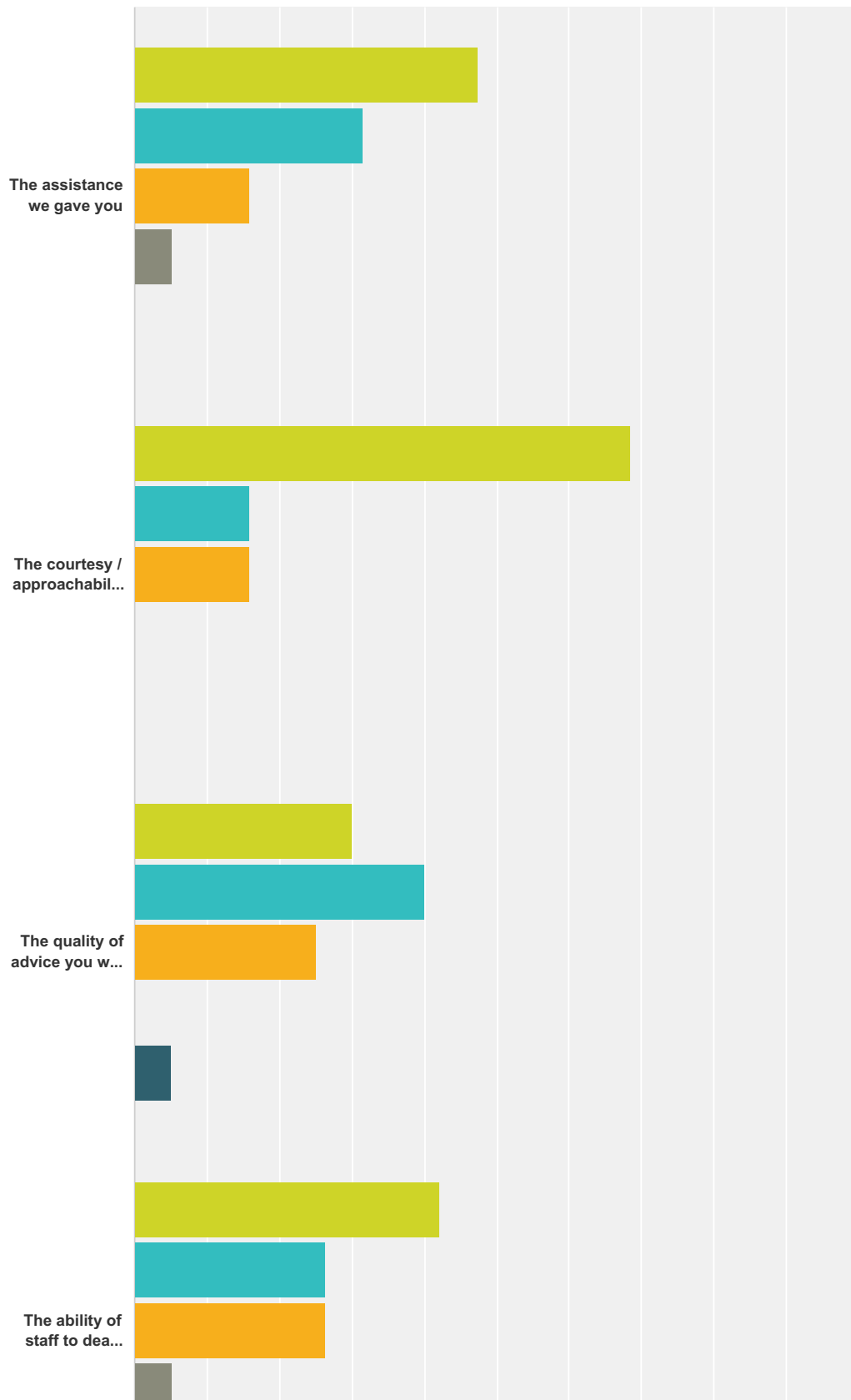
Answered: 19 Skipped: 5



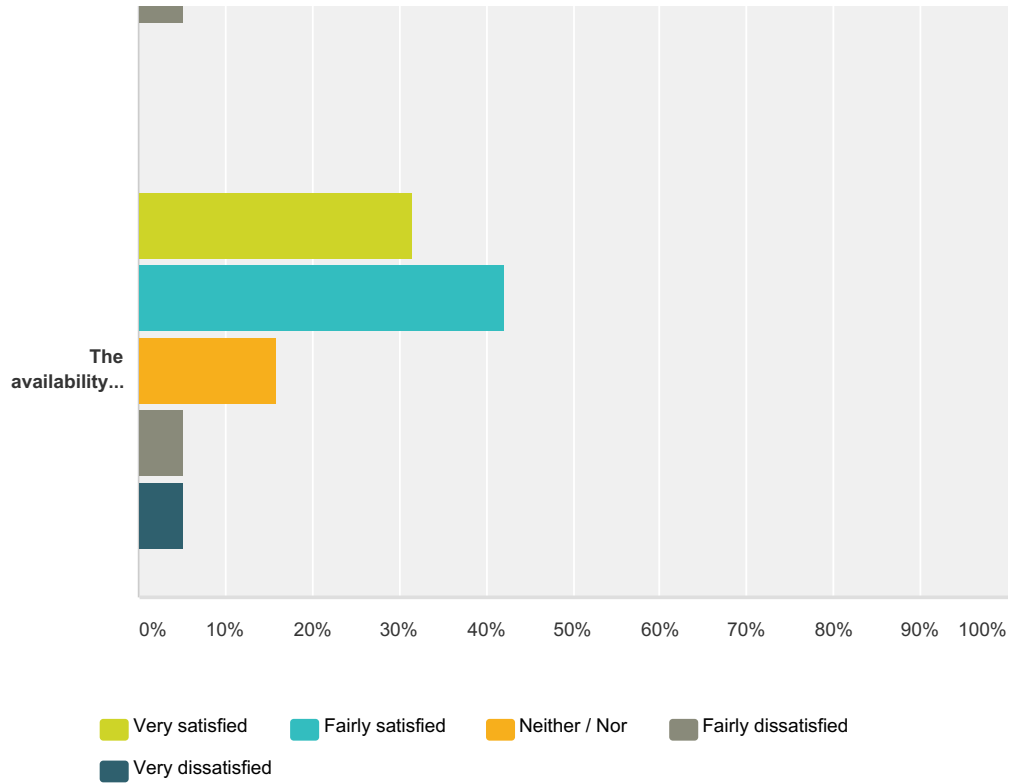
Answer Choices	Responses
Very helpful	52.63% 10
Fairly helpful	21.05% 4
Not very helpful	5.26% 1
Did not provide any	21.05% 4
Total	19

Q10 How satisfied were you with the following:

Answered: 20 Skipped: 4



Development Management Customer Survey - April 2017

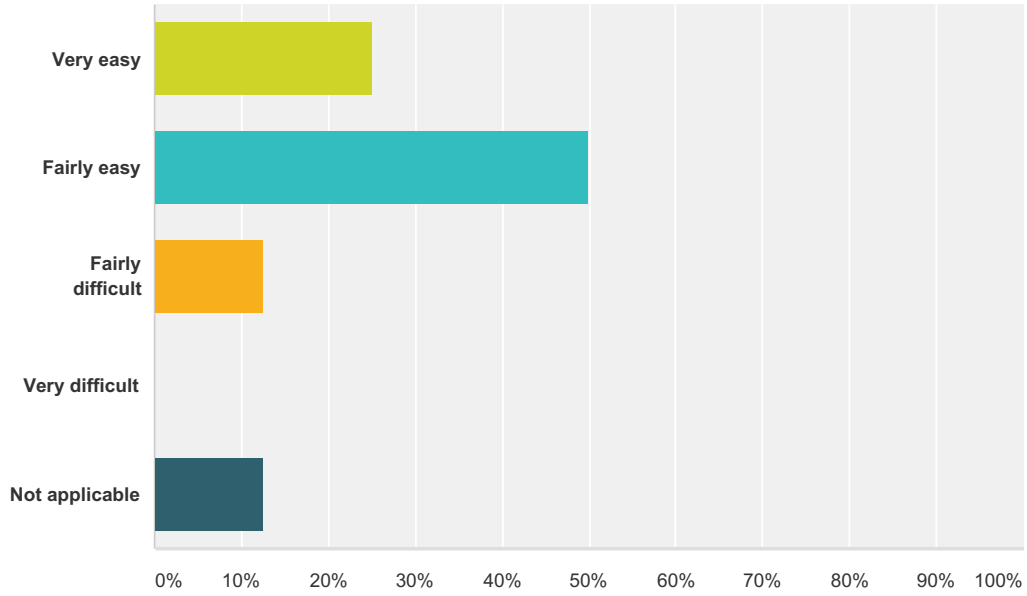


	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The assistance we gave you	47.37% 9	31.58% 6	15.79% 3	5.26% 1	0.00% 0	19
The courtesy / approachability of staff	68.42% 13	15.79% 3	15.79% 3	0.00% 0	0.00% 0	19
The quality of advice you were given	30.00% 6	40.00% 8	25.00% 5	0.00% 0	5.00% 1	20
The ability of staff to deal with an issue	42.11% 8	26.32% 5	26.32% 5	5.26% 1	0.00% 0	19
The availability of staff	31.58% 6	42.11% 8	15.79% 3	5.26% 1	5.26% 1	19

#	If you wish please expand on your answer below	Date
1	General staff were indeed helpful but certain planners very unhelpful.	3/24/2017 4:16 AM
2	Didn't ask for assistance	3/23/2017 6:42 AM
3	Staff holidays	3/23/2017 3:58 AM
4	Initial response purely quoted policy reasons for advising proposal would not be approved. Pre-planning application gave mitigating reasons why approval was necessary but response made no attempt to address why these were not considered appropriate. A councillor had to take up the matter on our behalf thereafter.	3/23/2017 1:43 AM

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

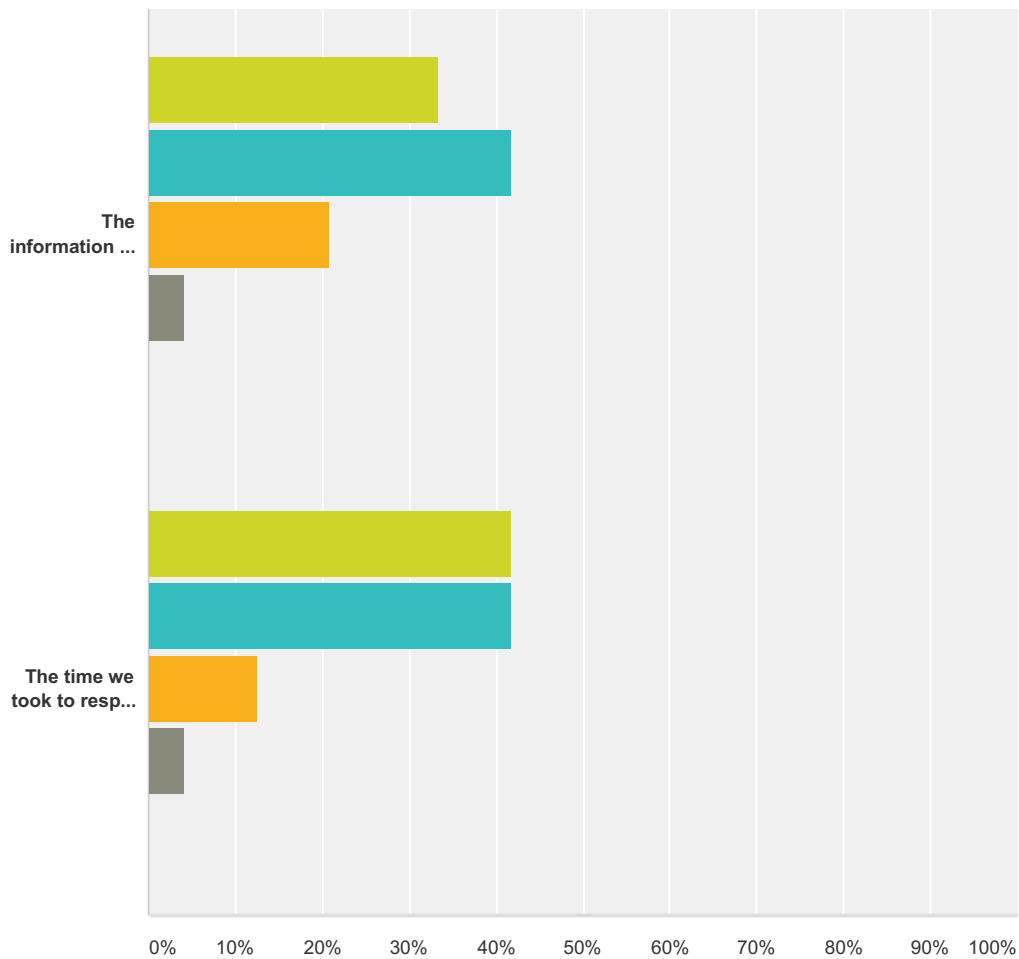
Answered: 24 Skipped: 0



Answer Choices	Responses	
Very easy	25.00%	6
Fairly easy	50.00%	12
Fairly difficult	12.50%	3
Very difficult	0.00%	0
Not applicable	12.50%	3
Total		24

Q12 How satisfied were you with the following

Answered: 24 Skipped: 0



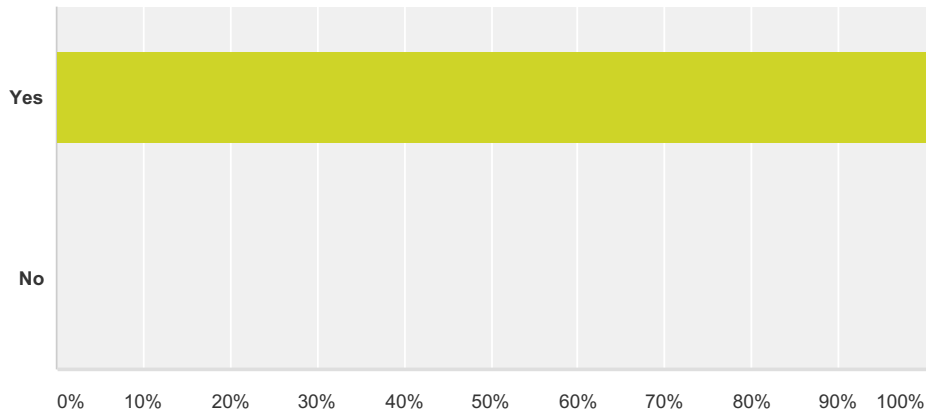
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither / Nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The information you received on the progress of your application?	33.33% 8	41.67% 10	20.83% 5	4.17% 1	0.00% 0	24
The time we took to respond to your messages, letters or e-mails?	41.67% 10	41.67% 10	12.50% 3	4.17% 1	0.00% 0	24

#	If you wish please expand on your answer below	Date
1	Only once a Councillor had made representations on our behalf did matters progress satisfactorily.	3/23/2017 1:43 AM

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

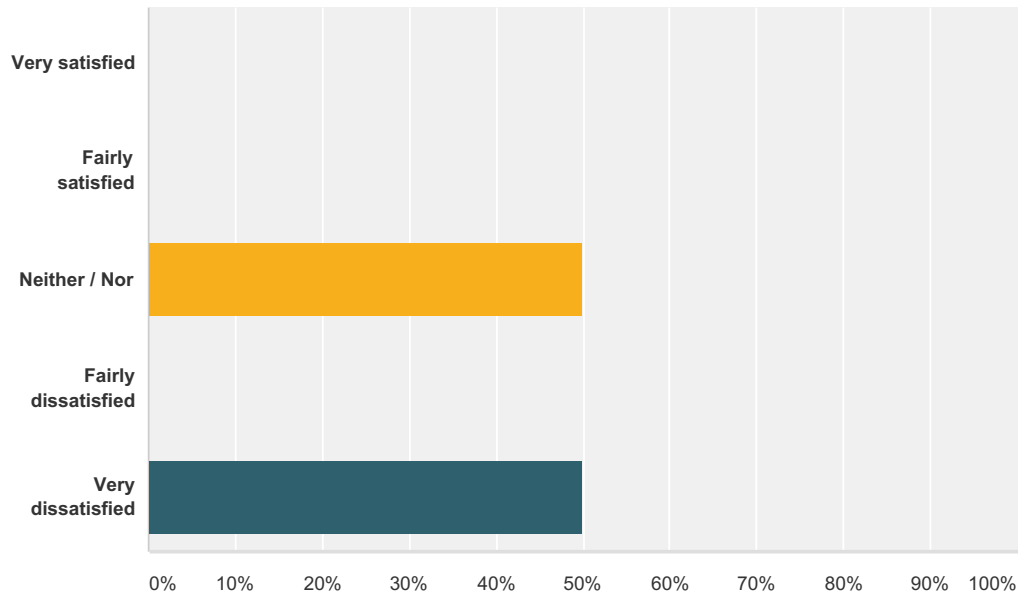
Answered: 2 Skipped: 22



Answer Choices	Responses	
Yes	100.00%	2
No	0.00%	0
Total		2

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

Answered: 2 Skipped: 22

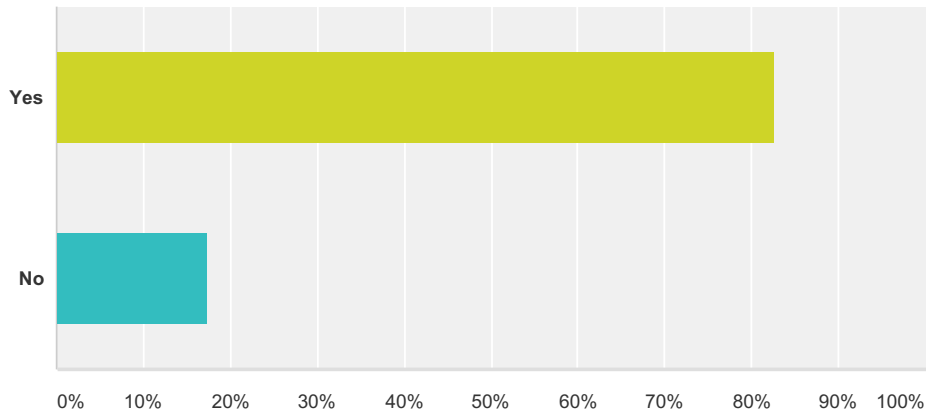


Answer Choices	Responses
Very satisfied	0.00% 0
Fairly satisfied	0.00% 0
Neither / Nor	50.00% 1
Fairly dissatisfied	0.00% 0
Very dissatisfied	50.00% 1
Total	2

#	If you wish please expand on your answer below	Date
1	The Aberdeenshire Councils policies structure on the section 75 contributed sums "endorsed" on my client has caused him huge complications and a huge loss of time and money! With not sympathy to my client at all.	3/24/2017 4:16 AM

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

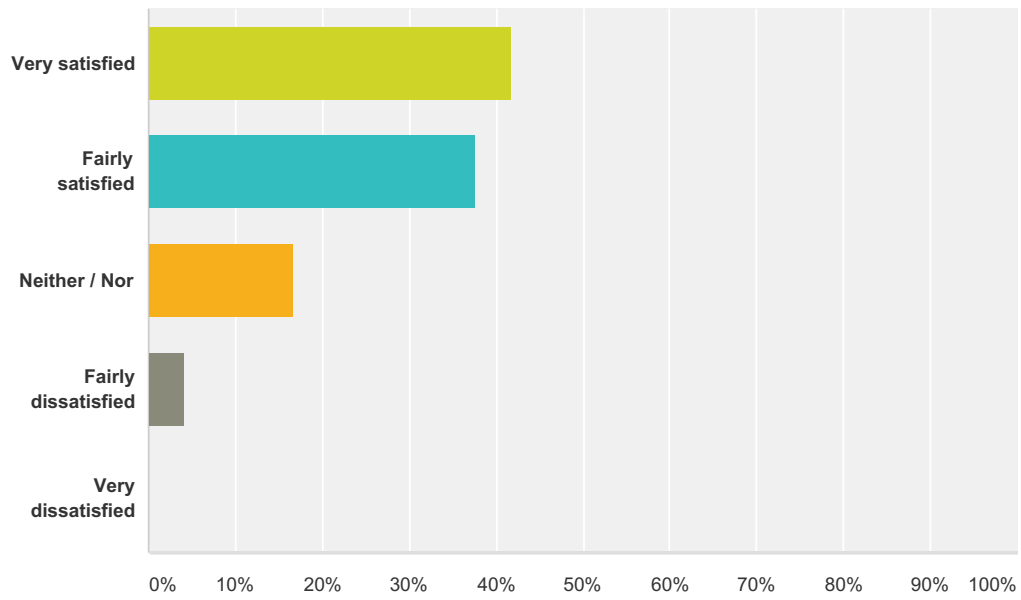
Answered: 23 Skipped: 1



Answer Choices	Responses	
Yes	82.61%	19
No	17.39%	4
Total		23

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

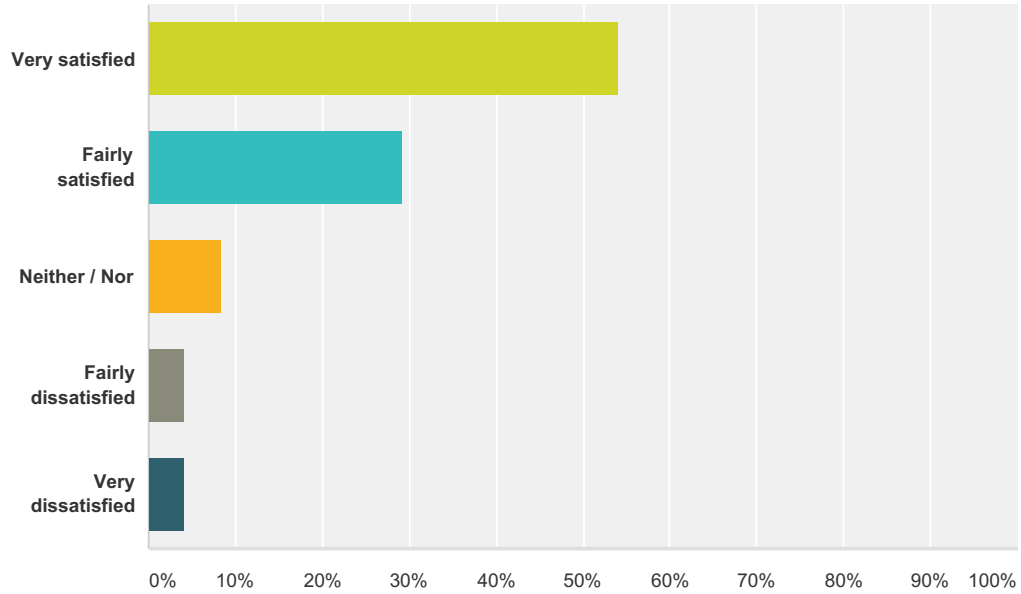
Answered: 24 Skipped: 0



Answer Choices	Responses	
Very satisfied	41.67%	10
Fairly satisfied	37.50%	9
Neither / Nor	16.67%	4
Fairly dissatisfied	4.17%	1
Very dissatisfied	0.00%	0
Total		24

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

Answered: 24 Skipped: 0



Answer Choices	Responses	
Very satisfied	54.17%	13
Fairly satisfied	29.17%	7
Neither / Nor	8.33%	2
Fairly dissatisfied	4.17%	1
Very dissatisfied	4.17%	1
Total		24

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

Answered: 4 Skipped: 20

#	Responses	Date
1	The officer and senior were helpful and contactable. Initial refused to get to a point of approved. Process could have much quicker.	4/6/2017 1:51 AM
2	I am the agent for Mr Richard King and dam as he had to jump through some hoops with your system and is now in grave ganger of loseing his property to the banks. My client has a large morggage on his property from his divorce from his wife and now lives and works in Yorkshire. I was asked to do some plans with a view to him selling the lot so he can pay the morggage off entirely. I must say your fees are greater than any other Council we have delt with. On determmation od said plans I was told mu client had to agree to pay the Council more money before they would release the approval -(blackmail springs to mind) and when questioned Laura was "very" unsympathetic to my clients position as a section 75 is a legal agreement act against my clients property so was duty bound to tell his morggages in which they have delcined! What a perdicament! I rang earlier to speak to your legal team for my client to ask simply if you could condition such a sangtion so my client can at least sell it, but was met again by a nasti lara!! All we ask is that the Council be helpful in this instance - we appreciate Aberdeenshire Council have to somehow raise funds but I ask at what cost to others and the possibility he could lose everything hes worked for. It is to far away for my clients and would be a local builder developer whom does the pproject anyway, the existing house is damp and fallen into disrepair mainly due to bad tenants and the fact my client is to far away to keep an eye on it! It would make perfect sense to simply condition on the approved plans that prior commencement a section 75 agreement be done in order for the Council to ensure there money and hopefully my client a sale an end to his costly misery. I Please, please employe you to help simply on this was so all can benefit. Kind regrds Mr Simon Russell, S.A.R Architects, Tel 07814213992.	3/24/2017 4:16 AM
3	Handled with ease	3/23/2017 6:34 AM
4	Our biggest concern at the pre-planning stage was that no attempt was made to look at the "bigger picture" or mitigating reasons and a clear indication that planning would not support what was proposed was made purely on policy.	3/23/2017 1:43 AM