

## **CUSTOMER SURVEY FORM**

*Solebury Township is committed to providing excellent service to our customers. The information you just received is part of an on-going effort to improve our service to the community. It is important to know if we are being effective in this effort to better serve you in the future. Your help would be greatly appreciated by completing this brief survey. It should take no more than five minutes and you may drop the completed survey off when applying for your permit project or you may fax this form to (215) 297-8402. The township office is open Monday thru Friday, 8:00 AM to 4:00 PM. Thank you for your time.*

### **PLEASE TELL US ABOUT YOUR EXPERIENCE:**

**What information packet did you receive:**

- Step by Step Guide to the Building Permit Process
- In-ground Swimming Pools
- Decks
- Basement Renovations
- Fences
- Accessory Structures
- Pavers, Patios, Retaining Walls
- Residential New Construction/Additions
- Road Occupancy Permit
- Well Permit
- Grading Package
- Hot Tub Guidelines
- Projects Done without Permits or Inspections
- HARB Application
- Zoning Hearing Board Application
- Sub-Division and Land Development/Conditional Use Application
- Building Permit Package

**Does the information packet adequately provide information which addressed your questions?**

- No, it did not address my questions.
- It addressed some of my questions but not the majority.
- It addressed the majority of my questions.

**How would you rate the presentation of the information?**

- There was not enough information.
- There was too much information.
- I found the amount of information to be just about right for my needs.

**How would you rate the clarity of the information provided?**

- I found the information difficult to understand.
- I found the information clear and understandable.

**Provide us with more information.**

- The information was too technical for my needs.
- The language was confusing or hard to follow.
- The information was too basic and I needed more substance.

**Overall, how would you rate the information packet?**

- Not at all informative or useful.
- Good in concept but failing in execution.
- A useful tool which answered many questions and saved time.

**Please provide any written suggestions for improvement or other comments you may have:**

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***Please tell us something about yourself that will help us understand the type of applicant who is applying for permits in Solebury Township and their needs:***

***Who are you?***

- Resident/Homeowner.*
- Builder/Contractor.*
- Engineer/Architect.*
- Other (please specify).*

***What is your history in dealing with Solebury Township?***

- This is my first experience with the Township.*
- I have had at least one other experience within the last five years.*
- I have had more than two experiences within the last five years.*
- I have had more than three experiences within the last five years.*