



Village of Paw Paw
Satisfaction Survey

1. Are you the?

Property Owner Contractor Agent

2. Type of permit you applied for:

Commercial Residential

3. During the process of acquiring a permit, my questions were answered by the inspection staff in a clear and concise manner:

Strongly agree

Agree

Disagree

Strongly disagree

Didn't work with Inspection Dept. staff

If disagree, why?

4. How would you rate the ease of acquiring a permit?

Very easy

Easy

Difficult

If difficult, why?

5. Please rate the "turn around" time for your permit approval:

Excellent

Good

Average

Poor

If poor, why?

6. How would you rate the administrative and counter staff in the Building Inspection Department in professionalism and courtesy?

Very professional

Professional

Unprofessional

Didn't work with administrative or counter staff

7. Which method did you use to request your inspection?

Phone Fax Email In person Didn't schedule an inspection

8. How would you rate the Inspectors in the Building Inspection Department in professionalism and courtesy?

Very professional and courteous

Professional and courteous

Unprofessional and discourteous

I had no interaction with a Building Inspector

If unprofessional and discourteous, why?

9. If a disapproved inspection notice was issued for your project, was it clear and concise?

Yes No

10. Please rate the overall quality of the services you have received from the Building Inspection or Zoning Department:

Excellent

Good

Average

Poor

If poor, why?

Please provide your contact information:

Email:

First and last name:

Phone number:

Address: