



Town of Amherst, New Hampshire
Office of Community Development
 Building · Code Enforcement · Planning · Zoning · Economic Development
 Colleen Mailloux, Community Development Director

Building Development Customer Service Survey

The Building Department is responsible for the review of building plans, issuance of permits and the inspection of all commercial and residential construction activity for compliance with the Town of Amherst Building Ordinance. We continually strive to provide excellent customer service to our residents and businesses. We value your opinions and request you to please take a moment to fill out our customer service survey. We would greatly appreciate any comments or concerns you would like to share about our department and your experience with us!

1. What types of permits did you obtain from the Town (please select all that apply):

<input type="checkbox"/> Building	<input type="checkbox"/> Mechanical
<input type="checkbox"/> Electrical	<input type="checkbox"/> Plumbing
<input type="checkbox"/> Septic	<input type="checkbox"/> Other (please describe) _____

2. Customer Type:

<input type="checkbox"/> Homeowner	<input type="checkbox"/> Business Owner
<input type="checkbox"/> General Contractor	<input type="checkbox"/> Trade Contractor (plumbing, electrical, etc)
<input type="checkbox"/> Developer	<input type="checkbox"/> Design professional (engineer/architect)
<input type="checkbox"/> Other (please describe) _____	

3. Please mark your responses:

	Strongly Agree	Agree	Disagree	Strongly Disagree
Department staff answered questions and/or returned calls promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Department staff was friendly and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Department staff handled my request in a reasonable amount of time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Department staff was knowledgeable and professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources on the website were useful and user friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, my most recent experience with APPLYING for a building permit was excellent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, my most recent experience with building permit PLAN REVIEW was excellent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, my most recent experience with SCHEDULING a building inspection was excellent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, my most recent experience with ONSITE INSPECTIONS conducted for my project was excellent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Did we meet your expectations? Yes No

5. If no, how could we better meet your requirements? _____



6. On a scale of 1 to 5, 5 being "excellent", how would you rate the service(s) you received?

1

2

3

4

5

7. Do you have any other comments or suggestions you might offer to help us improve our services?

Contact Information (Optional):

Name: _____

Address: _____

Phone: _____

Email: _____