



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: