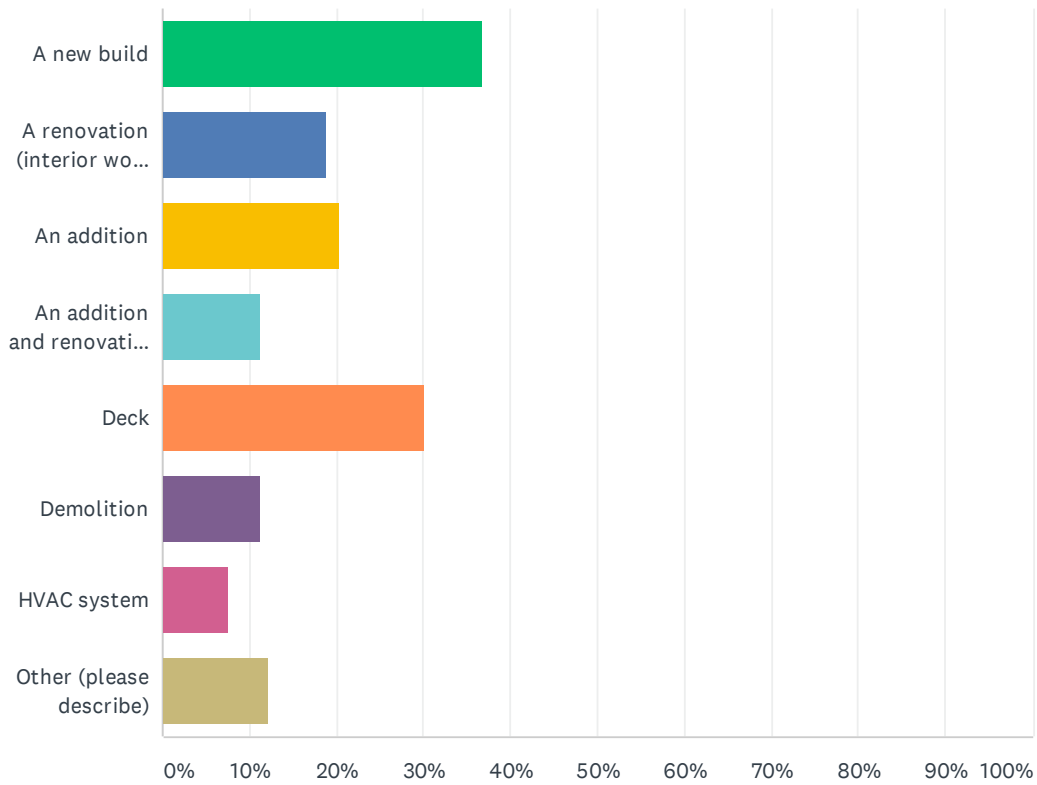


Q1 According to Township records you made an application for a building permit. Was your project (check all that apply)

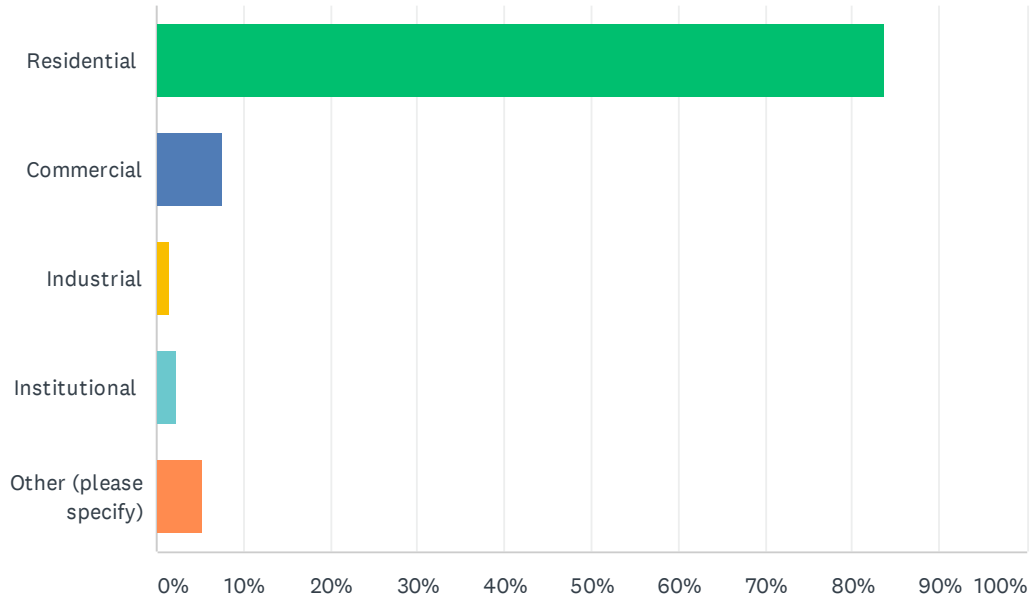
Answered: 133 Skipped: 1



ANSWER CHOICES	RESPONSES	
A new build	36.84%	49
A renovation (interior work to an existing structure)	18.80%	25
An addition	20.30%	27
An addition and renovation to existing structure	11.28%	15
Deck	30.08%	40
Demolition	11.28%	15
HVAC system	7.52%	10
Other (please describe)	12.03%	16
Total Respondents: 133		

Q2 Was your project:

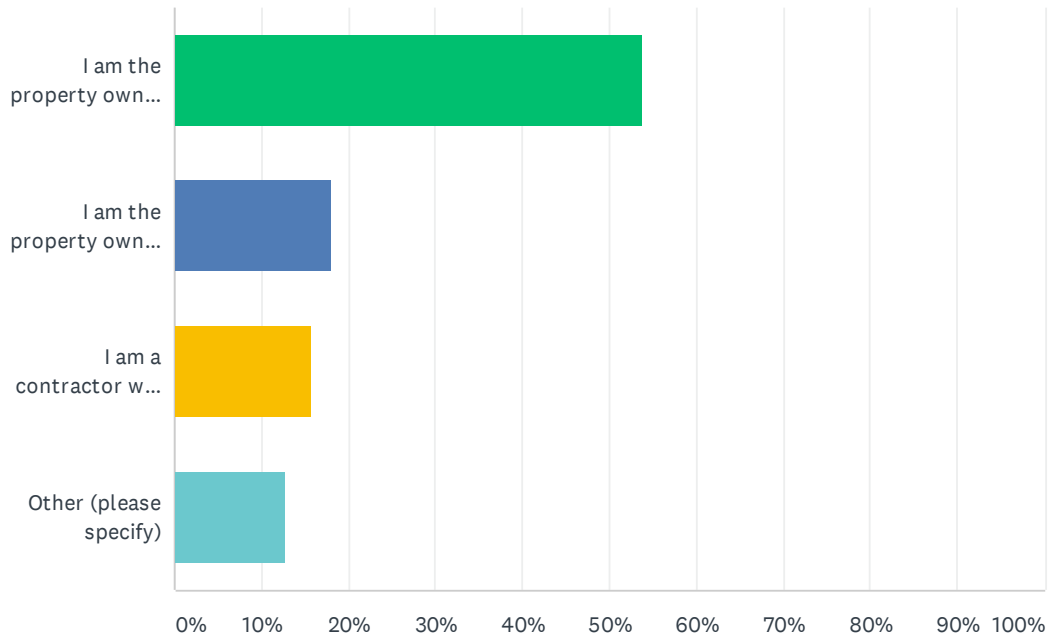
Answered: 134 Skipped: 0



ANSWER CHOICES	RESPONSES	
Residential	83.58%	112
Commercial	7.46%	10
Industrial	1.49%	2
Institutional	2.24%	3
Other (please specify)	5.22%	7
TOTAL		134

Q3 Who completed the permit application?

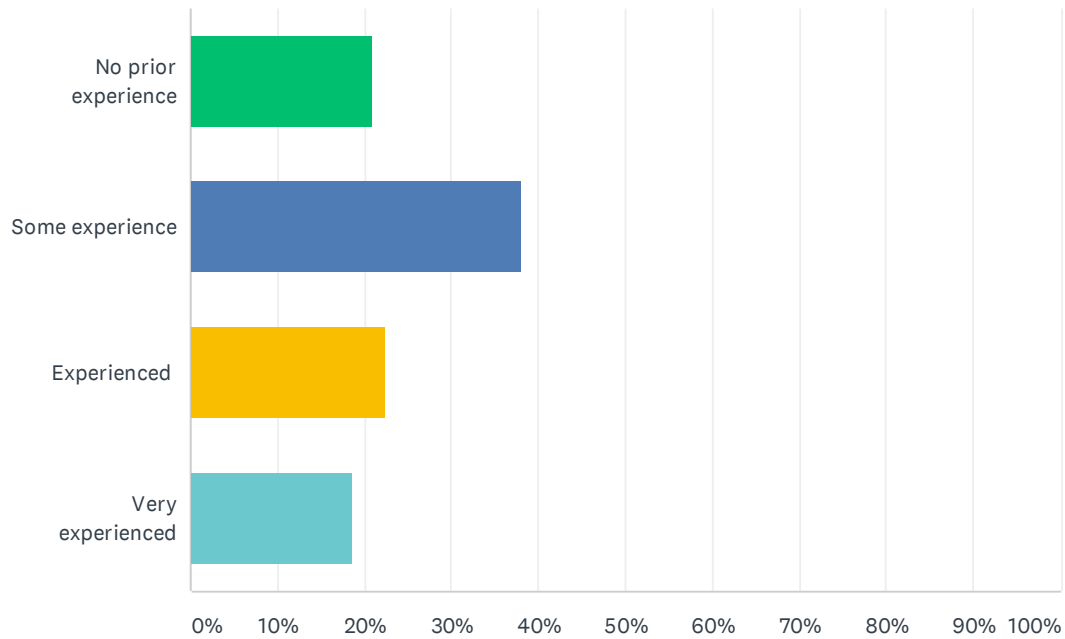
Answered: 134 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am the property owner and personally completed the permit application and managed the project	53.73%	72
I am the property owner and the application was completed by a contractor or other professional	17.91%	24
I am a contractor who completed the permit application and managed the project for a property owner	15.67%	21
Other (please specify)	12.69%	17
TOTAL		134

Q4 Building Permits are required under the Ontario Building Code. How would you rate your understanding of the Ontario Building Code?

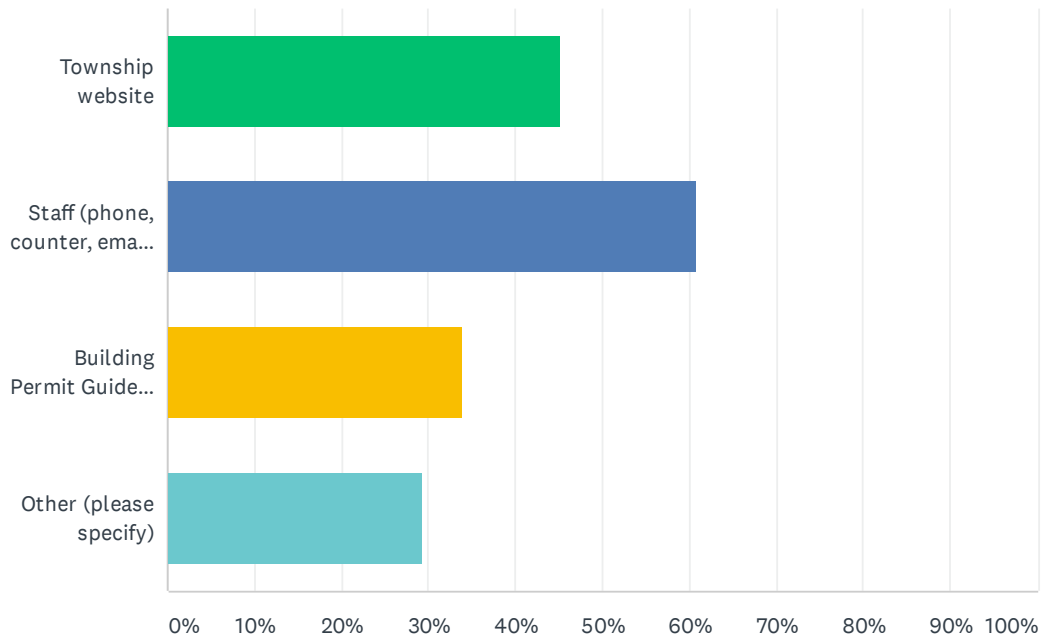
Answered: 134 Skipped: 0



ANSWER CHOICES	RESPONSES	
No prior experience	20.90%	28
Some experience	38.06%	51
Experienced	22.39%	30
Very experienced	18.66%	25
TOTAL		134

Q5 What resources did you access to understand the Building Code and Permitting requirements? (check all that apply)

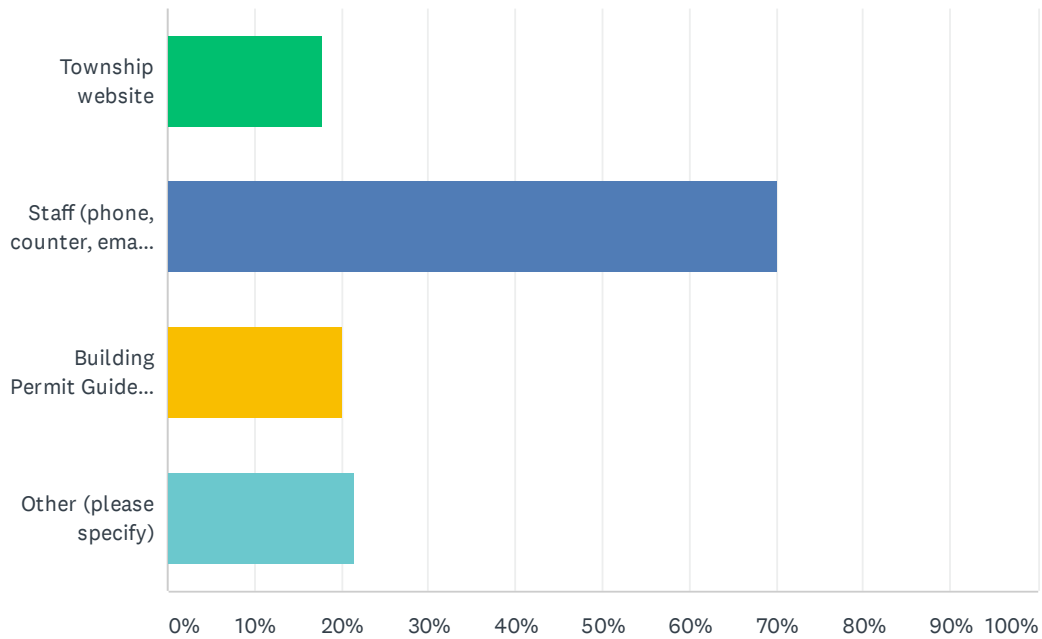
Answered: 133 Skipped: 1



ANSWER CHOICES	RESPONSES	
Township website	45.11%	60
Staff (phone, counter, email, etc.)	60.90%	81
Building Permit Guides available at the Township office	33.83%	45
Other (please specify)	29.32%	39
Total Respondents: 133		

Q6 Which permit resources did you find the most helpful? (check all that apply)

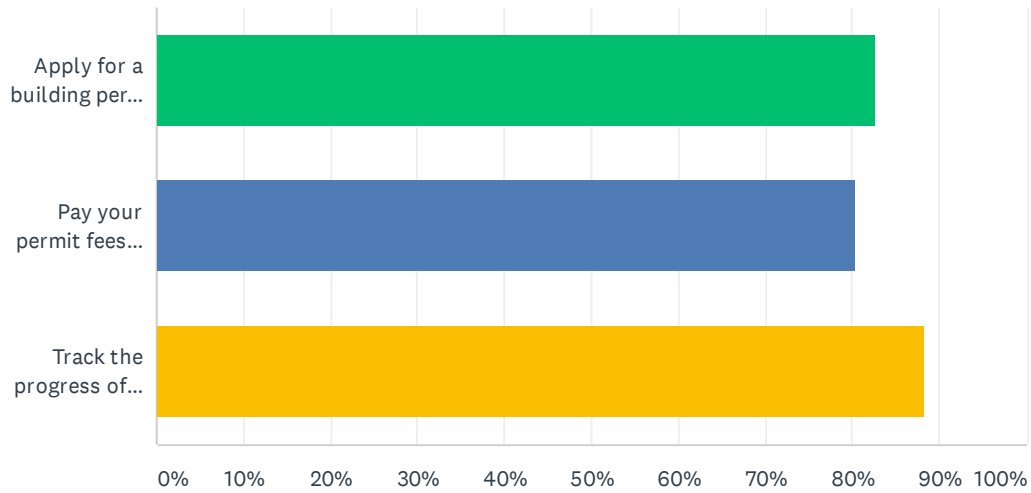
Answered: 130 Skipped: 4



ANSWER CHOICES	RESPONSES	
Township website	17.69%	23
Staff (phone, counter, email, etc.)	70.00%	91
Building Permit Guides available at the Township office	20.00%	26
Other (please specify)	21.54%	28
Total Respondents: 130		

Q7 If there was e-permitting available would you (check all the apply)

Answered: 127 Skipped: 7



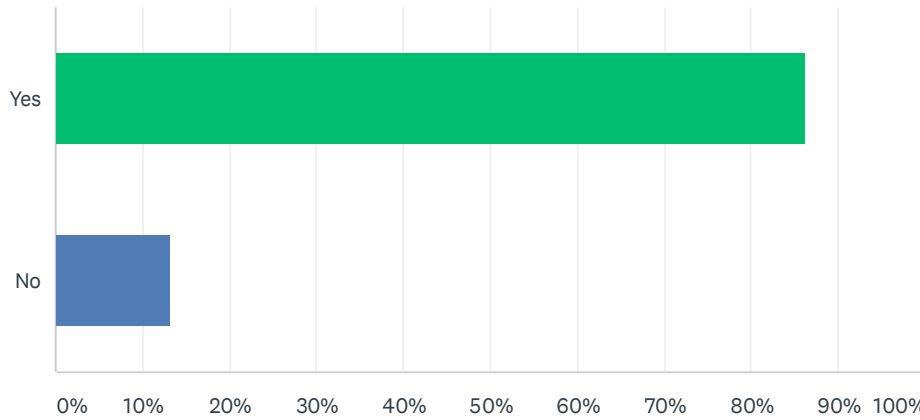
ANSWER CHOICES	RESPONSES	
Apply for a building permit on-line	82.68%	105
Pay your permit fees on-line	80.31%	102
Track the progress of your permit on-line	88.19%	112
Total Respondents: 127		

**Q8 Do you have any recommendations to improve these resources?
Please explain.**

Answered: 90 Skipped: 44

Q9 Inspections are required at prescribed stages of a build (e.g. foundation stage, framing, insulation etc.). Did the permit materials clearly set out the timelines for this process?

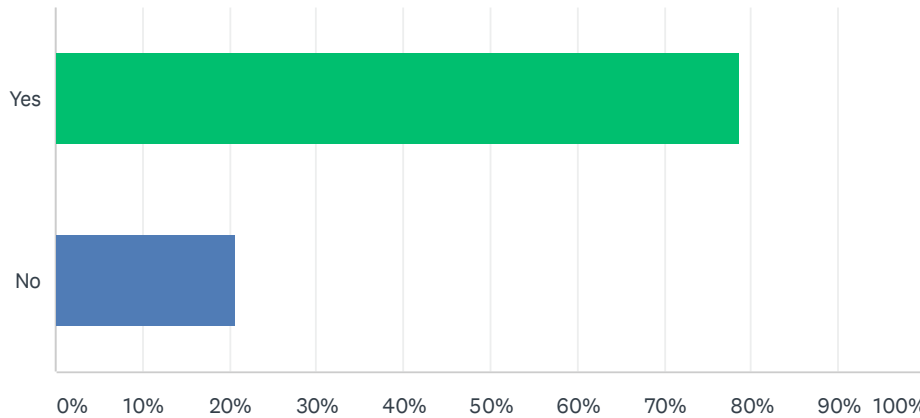
Answered: 130 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	86.15%	112
No	13.08%	17
TOTAL		130

Q10 We require notice of 2 business days to book an inspection by contacting the Township office and scheduling a morning or afternoon inspection. Does this process work well?

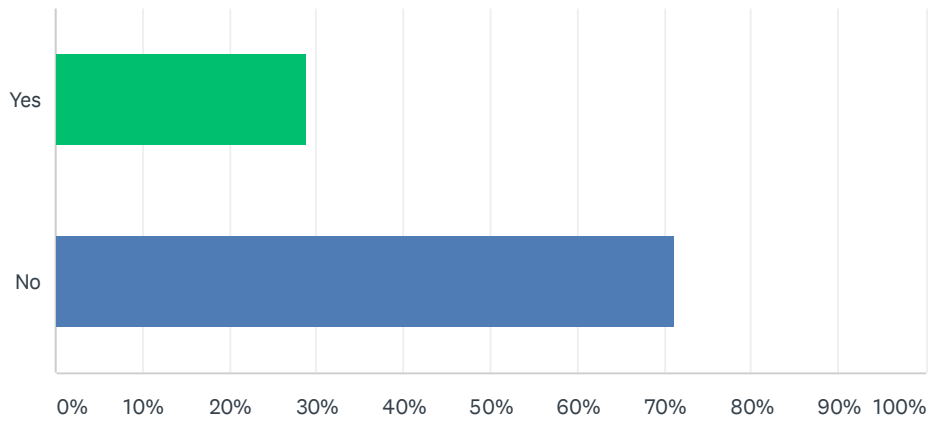
Answered: 131 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	78.63%	103
No	20.61%	27
TOTAL		131

Q11 Did you encounter any unexpected problems or delays with your application?

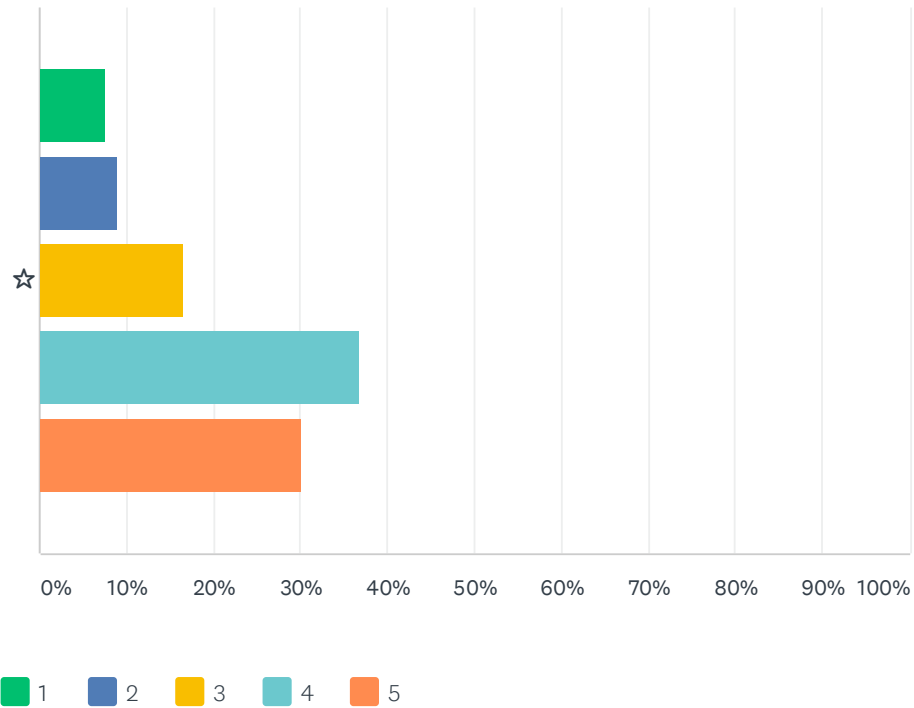
Answered: 132 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	28.79%	38
No	71.21%	94
TOTAL		132

Q12 On a scale of 1 – 5 where one reflects a poor experience and five reflects an excellent experience, how would you rate the planning review process in Selwyn Township?

Answered: 133 Skipped: 1



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	7.52% 10	9.02% 12	16.54% 22	36.84% 49	30.08% 40	133	3.73

Q13 Please provide any other feedback about the building permit process?

Answered: 65 Skipped: 69