

Hubbardston Building Department Customer Satisfaction Survey

In the town of Hubbardston, we strive to maintain a satisfactory level of service within our Building Department. We ask that you assist our efforts by completing this brief Customer Satisfaction Survey.

- 1) For what address, did you apply for a permit? _____.
- 2) What type of permit did you apply for?
 - Building Permit
 - Plumbing
 - Gas
 - Electric
- 3) Were you able to obtain the permit application easily in our office, or on our website?
 - Yes
 - No
 - Explain_____.
- 4) Was the permit application easy to use?
 - Yes
 - No
 - Explain_____.
- 5) Did you have any complications or setbacks, relative to the timely processing of your application?
 - Yes
 - No
 - If yes, please explain_____.
- 6) Were you able to reach an inspector and schedule your inspection in a timely manner?
 - Yes
 - No
 - If no, please explain_____.
- 7) Do you have any comments regarding the Building Dept. Inspectors?
 - Building_____.
 - Plumbing & Gas_____.
 - Electric_____.
- 8) Do you wish to be contacted regarding this survey?
 - Yes
 - No
 - If yes, please give your name and phone number or email address_____.

Please return this survey to the Hubbardston Building Dept.

by email to inspect@hubbardstonma.us,

or by fax to 978-928-1402,

or by mail to: Hubbardston Building Dept., 7 Main St, Unit #7, Hubbardston, MA 01452