



# Village of Glendale Building Department

## Process Evaluation Form

I am an:     Applicant         Contractor     Other (\_\_\_\_\_)

**Please indicate your impressions of the items listed below.**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The Building Permit process was understandable and easy to use _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The Administrator and his staff were helpful in giving clear instructions and provided accurate expectations of the overall process _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. After my approval, the Village contacted me in a reasonable time frame and was helpful as I retrieved my approved permit _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The Building Department was helpful and timely in their review process _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The Building Dept. made timely inspections and communicated well through all stages of my permit. _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. During the overall process I was reasonably aware of what to expect _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I would not hesitate to repeat the process if another permit is needed _____ _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer 8-10 if your application was in the Historic District

8. The Guideline book and other materials distributed were pertinent and useful.

\_\_\_\_\_       
\_\_\_\_\_

9. The Glendale Planning & Historic Preservation Commission (GPHPC) was helpful and considerate.

\_\_\_\_\_       
\_\_\_\_\_

10. The GPHPC Commission members ruled fairly in my case.

\_\_\_\_\_       
\_\_\_\_\_

How do you rate the overall Glendale Permit process?

Excellent       Good       Average       Poor       Very poor

What aspects of the process could be improved?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other comments?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The Village may want to follow-up with you in order to improve its service to its citizens. If you are willing to be contacted for this purpose, please provide the following:

Name (optional) \_\_\_\_\_

Address (optional) \_\_\_\_\_

Daytime Phone (optional) \_\_\_\_\_

Nature of your application \_\_\_\_\_

Date of final action on your application \_\_\_\_\_

Please drop off, mail or fax your thoughts to:

Village of Glendale  
30 Village Square  
Glendale, Ohio 45246

Fax: 513-771-7318  
Ver. 1.31.2011

Thank you for your valuable feedback!