

PROPERTY SEARCH SERVICE - CUSTOMER SURVEY 2006

(2005, 2004, 2003, 2002, 2001, 2000 & 1999 results shown
for comparison where applicable)

1.

	2006	2005	2004	2003	2002	2001	2000	1999
No. of questionnaires issued	1000	1000	1000	1000	1000	1000	1000	1000
No. of questionnaires returned	98	168	202	145	199	260	367	198
Percentage	9.8%	16.8%	20.2%	14.5%	19.9%	26%	36.7%	19.8%

2. How do you rate the time to get through to our help-line staff and the friendliness, helpfulness, knowledge and efficiency of our staff in helping you with your enquiries:

	2006	2005	2004	2003	2002	2001	2000	1999
excellent	42%	36%	42%	33%	21%	22½%	23%	9½%
good	44%	55½%	49½%	54%	64½%	61½%	56%	42%
satisfactory	5%	8%	8%	12%	14%	15%	18½%	39%
poor	0%	½%	½%	1%	½%	1%	2%	9%
unacceptable	0%	0%	0%	0%	0%	0%	½%	½%
no reply	9%	See customer comments below						

Customer comments:

- The service is so efficient, I can't remember the last time I had to contact your offices directly
- Do it by internet don't ring
- Use internet only
- We have never had to call

3. How would you rate the current overall turnaround time for mining reports?

	2005	2005	2004	2003	2002	2001	2000	1999
excellent	68½%	66½%	65%	57½%	43½%	41%	43%	27%
good	27½%	28½%	31%	35½%	46%	44½%	46%	56%
satisfactory	4%	5%	3½%	6½%	8%	12½%	11%	15%
poor	0%	0%	½%	½%	2½%	1½%	½%	1½%
unacceptable	0%	0%	0%	0%	0%	½%	0%	½%

4. How would you rate the overall mining reports service provided?

	2006	2005	2004	2003	2002	2001	2000	1999
excellent	56%	56%	47%	49%	34%	35%	36%	23%
good	40%	38½%	48%	44%	60%	55%	54½%	63½%
satisfactory	2%	5%	5%	7%	6%	9½%	9½%	13%
poor	1%*	0%	0%	0%	0%	½%	0%	½%
unacceptable	0%	0%	0%	0%	0%	0%	0%	0%
no reply	1%							

* "I'm having problems sending this fax"

5. How does our service compare with other information provider services in the conveyancing process?

	2006	2005	2004	2003	2002	2001	2000
better than average	74%	80%	81%	76½%	79½%	71½%	76%
average	13%	20%	17½%	22%	19%	27½%	24%
worse than average	1%	0%	1½%	1½%	1½%	1%	0%
no reply	12%						

Customer comments

- Excellent – other searches take longer to be returned and are not as detailed and easy to understand
- One of the best
- Competitive and good quality
- Not a conveyancer - **response to a “no reply”**
- Don't use any other than SPH for property enquiry certificates and would confirm both services to be relatively efficient

6. Following feedback from last year's customer survey we've enhanced our web ordering service. Customers can now view their order history, the status of orders and request or download copies of reports. Have these improvements been of value?

- of significant value 27½%
- of some value 38%
- of no value 11%
- no reply 23½%

What further improvements would you like to see to our online ordering service?

- None
- None at present
- None the service is excellent as it is
- No improvements needed
- Search facility within order history section so that we don't have to scroll through all the pages to find the relevant report. The radial button always defaults to the Ground Stability Report which can be annoying and slows down the ordering process when keying an order for 20-30 coal reports. Facility to create your preferred ordering template would be useful.
- Speed
- Cleveland is missing as a county
- Would be helpful to be able to search via National Grid reference or easting/northing reference
- Very difficult to fax plans to you as your fax line is always engaged. You need more fax lines

- Make acceptance of your terms automatic on entering site, substitute: logging on implies acceptance of terms etc. (i.e. take away need to accept conditions with tick in box)
- Move address screen up so that there is no need to scroll down to arrow. (these amendments would make managing site easier)

7. In October 2006 in collaboration with British Geological Survey (BGS), the Authority introduced a new Ground Stability Report. The report includes information and expert advice and interpretation from BGS on natural ground subsidence hazards, in addition to the usual CON29M coal mining and brine subsidence, and ScotForm coal mining, report information.

- **Were you aware of this new Ground Stability Report?**

yes	66½%
no	24½%
no reply	9%

- **If yes, have you ordered any Ground Stability Reports?**

yes	8%
no	71½%
no reply	20½%

- "In error because the dot is in the wrong place" (Note: radial button defaults to the Ground Stability Report on report options list on online service)
- **If yes, what are your views as to the usefulness of the Ground Stability Report?**
 - Very useful
 - Very helpful
 - Very useful
 - Can't comment at present but will once ordered in the future
 - Not very

- **Did you need any additional interpretation or clarification from our technical advice line regarding any of the new information contained within the Ground Stability Reports?**

yes	3%
no	51%
no reply	46%

- **If yes, how helpful did you find this technical support service?**
 - Very helpful and fully explained the Ground Stability Reports
 - Good
- **If you haven't ordered any Ground Stability Reports, why not?**
 - No – has not been necessary yet
 - No need for their info – yet!
 - No requests received from clients
 - We haven't had the need to
 - There hasn't been any reason to do so
 - Clients not requested it
 - It has not been necessary yet
 - Not felt it necessary as yet
 - Not required
 - Not needed as yet
 - No demand from our clients as yet
 - Not Required
 - No need yet
 - Clients only request mining searches
 - Not been required so far
 - Not required by lender
 - Has not been requested by purchasers agents
 - No need at present
 - Not required
 - Not been necessary
 - Unless our lenders request such a report, we will not be using this service
 - We haven't required these

- Not asked for yet
 - Not required
 - Have not had the occasion and not essential in most cases
 - Haven't required any
 - The need has not yet arisen
 - It has not been required
 - Not found necessary
 - Not requested by our engineers
 - Demand from Clients is slow
 - Not instructed by Solicitors
 - My clients have not requested
 - Relied on usual report and where necessary a mine interpretive report
 - We just use the standard mining reports
 - Mining search clear
 - This is a physical rather than legal issue and should be used by surveyors
 - We are unsure as to whether ground stability reports include a mining report or whether this will need to be carried out separately (**position clarified with respondent**)
 - Didn't know they exist
 - Wasn't aware of their existence
 - Did not know about the service
 - Not aware of them
 - Not aware
 - Not aware of service
 - Unaware of this
 - Need further information not sure what it is
 - Need to know costs
 - Part of the Environmental Report
- **Do you intend ordering Ground Stability Reports in future?**

yes	42%
no	14%
possibly	15½%
don't know	8%
no reply	20½%

8. What other products, services or changes, if any, would you like to see introduced to improve our current service?

	2006	2005	2004	2003	2002	2001	2000	1999
other products, services or changes suggested (see feedback below)	9%	21%	20%	19%	19%	22%	17%	29%
no other products, services or changes suggested	91%	79%	80%	81%	81%	78%	83%	71%

Suggestions, Comments & Feedback

- None at the moment
- None – very happy with the service provided
- None
- No improvements needed very happy with service
- Happy with current provision as requests done via web site
- Cancellation and re-credit facility for incorrect reports (mistakes do happen)
- On occasions, we have not received reports via email due to complex email problems – now sorted. Fax problems still prevail
- A grading of subsidence claims in terms of value so that we can differentiate between trivial claims and substantial claims mentioned in the mining report
- More detail and information (if available) on the interpretive reports
- Some way of cancelling reports if ordered accidentally many other providers do this
- The map at the back should be just a black line around the property – no hatching. Provide detailed mineshaft reports facility on commercial properties and sites not just domestic
- It would be helpful if Mine Interpretive Reports had a faster turnaround time
- How can you provide a report on a property in 2003 and not be able to find it in 2006
- Not all ordered reports are received, but are usually on history when checked (even when ordered as same time)

Joe Dearden
Head of Customer Services
24th January 2007