



City of Seguin

205 N. River St.

Seguin, TX 78155

Code Compliance Customer Service Survey

Reason For Visit: _____ Date: _____	Name* _____ Email* _____ Phone* _____ * Optional
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City of Seguin requests your help. Please complete the following Customer Satisfaction Survey based on the service we recently provided for your request.

1. Which of the following best describes you?

- Property Owner
 Contractor
 Business Owner
 Home Owner
 Resident
 Other: _____

2. Are you a Seguin Resident or Business owner?

- Yes
 No
 Both

3. Are you reporting a Code Compliance issue or did you receive a Notice of Violation?

- Reporting Issue
 Received Notice of Violation

3. A. If either box is checked for #3, what type of Code Compliance issue/Violation?

- Abandoned Swimming Pool(s)
 Trash
 Junk Vehicle
 Weedy Lot
 Dilapidated/Abandoned Home
 Other: _____

4. Service Evaluation:

	1 - Excellent	2 - Very Good	3 - Acceptable	4 - Needs Improvement	5 - Poor
Staff Courtesy	1 []	2 []	3 []	4 []	5 []
Staff Knowledge	1 []	2 []	3 []	4 []	5 []
Wait Time	1 []	2 []	3 []	4 []	5 []
Processing/Service Time	1 []	2 []	3 []	4 []	5 []
Quality of Report	1 []	2 []	3 []	4 []	5 []
Overall Experience	1 []	2 []	3 []	4 []	5 []

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5. Method of contacting the Planning & Codes Department:

- Drop - In
 Appointment
 Email
 Phone
 Citizens Request Form
 (Website)/Other: _____

6. Name of Employee(s) that assisted you:

7. If a violation notice was received, was the violation explained?

- Yes
 No
 N/A (Reporting Issue)

8. Were the rules clearly explained in order to be in compliance?

- Yes
 No
 N/A (Reporting Issue)

9. If you reported a Code Compliance issue, was the issue resolved?

- Yes
 No
 N/A (Violation Notice Received)

10. If a call/message was left for staff, when did you receive a response?

- Same Day
 24 Hours
 Next Business Day
 Call Not Returned

11. Briefly describe what you most liked or disliked about your inspection experience and any suggestions for improvements.

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

For Office Use Only:	
Application Type: _____	Application Number: _____
Received By: _____	Action Taken: