



11-01-08

NEWS FROM THE MECHANICAL INSPECTORS

City of Winston-Salem

The following information is provided from the Mechanical Inspection Department of the City of Winston-Salem.

I would like to take this time to thank you for all the e-mail questions and comments. Last month I had 37 questions and or comments and I welcome all of them. This month I would like to get feed back from all of you on the following questions so we can see how we can give better service.

- 1. How is the response time for your inspection request?**
- 2. Does the fax back and e-mail on the results of your jobs help and is it complete.**
- 3. Are our comments easy to understand or do we need to change the way we post the results?**
- 4. Can you reach an inspector for questions and answers?**
- 5. Are my inspectors polite and helpful?**
- 6. When you reach an inspector are you getting the help you need?**
- 7. How can we help you better with code information?**
- 8. Are the inspectors uniform in their inspections? Please explain why or why not.**
- 9. What can we change to help you better in getting the inspections you need?**
- 10. How is our overall communication with you and your customers?**

Please take time to drop me a brief e-mail because we are concerned with our performance.

Please send any comments to miken@cityofws.org we would like to hear from you.

Thanks

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