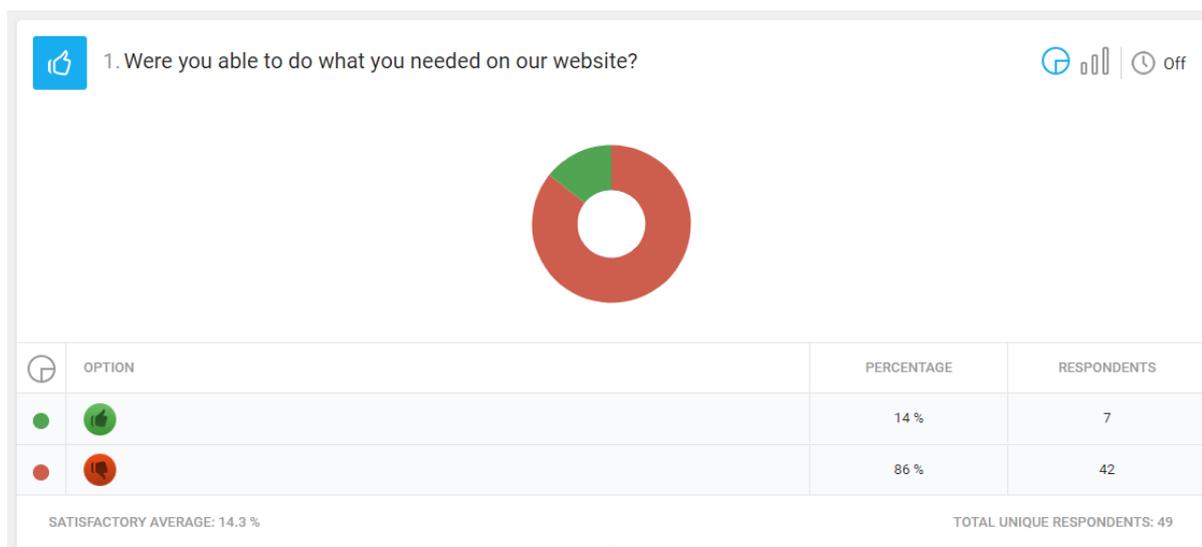


Appendix A – Website Survey Feedback



2. What could we improve?

2019-02-28 01:50:19 pm	<i>Rubbish and recycling was not collected on Monday but your website does not allow me to report that after Wednesday. Given the circumstances were unusual (temporary traffic flow system in place) some flexibility in your website would be helpful.</i>
2019-02-07 05:19:12 pm	<i>Fewer missed waste collections and quicker response when they are missed.</i>
2019-02-07 12:07:52 pm	<i>List parishes with the Ward they are in. I have no idea where Spreyton falls</i>
2019-02-05 11:09:51 pm	<i>Looking for details on Asbestos ex link from UK Gov't site. The page says to use the search facility. Ther was none</i>
2019-02-03 03:42:04 pm	<i>Update on waste and recycling collections only partially useful - it refers to "today" but no indication which day is/was "today"</i>
2019-02-01 01:13:08 pm	<i>include your address on your web site under "contact us". Is not that the whole point of inviting contact?</i>
2019-01-30 01:22:08 pm	<i>Cannot get an email address to contact you about residential rates</i>
2019-01-28 11:34:11 am	<i>Oops. Sorry! I just complained about a non-working link. I expected to see it on-screen. I now find that it was downloaded!</i>
2019-01-28 11:27:24 am	<i>The link to your letter (28/1/2019) regarding non payment of tax by second home owners did not work.</i>
2019-01-27 05:00:33 pm	<i>So far I have taken 20 min to find the council tax reduction review. Then it tells me the self-employed form is below which it isn't. It also tells me to search online for it, so I start again. Close to tears and cross!</i>
2019-01-25 09:38:14 pm	<i>weekly trash collection</i>
2019-01-25 03:06:09 pm	<i>council tax calculator for people thinking of buying or renting a property wishing to budget for ct bills</i>
2019-01-21 06:46:26 pm	<i>List of councillors by political party? Where is it?</i>
2019-01-21 06:34:58 pm	<i>More telephone numbers More specific directions e.g. Names that we could write to i.e. regarding changes in Totnes Square.. I still cannot locate someone in charge so that I can write what I want. Please put some information there.</i>

2019-01-21 06:21:08 pm	<i>List of councillors by political party - no designations are shown - hardly transparent!</i>
2019-01-21 10:28:39 am	<i>I am totally distracted by the adverts appearing on your site but when I try and block them I get a message in GERMAN!!</i>
2019-01-18 05:37:22 pm	<i>How to write to you regarding council tax</i>
2019-01-17 07:25:15 pm	<i>give me somewhere on your website where i can change my wife's maiden name as we have got married</i>
2019-01-17 09:23:25 am	<i>The page to order recycling sacks online isn't visible</i>
2019-01-15 02:46:18 pm	<i>I would like to ask what is the name of the tall pine trees that grow at the road entrance on the left as you drive out of Follaton House?</i>
2019-01-14 11:12:42 am	<i>Provide glass recycling Provide more robust containers to collect papers and plastic as foxes/dogs attack the plastic bags over a 2 week period. Collect more types of plastic</i>
2019-01-10 11:27:58 am	<i>The web site is not working for renewal of residents parking permits - Error Message "VRM do not match".</i>
2019-01-04 03:20:05 pm	<i>Provide a means of accessing data about Salcombe Harbour Authority.</i>
2019-01-04 11:58:05 am	<i>First time user</i>
2019-01-03 09:12:17 pm	<i>The new waste collection calended is not usable</i>
2019-01-02 04:47:32 pm	<i>Have a phone number which is answered by a live person</i>
2018-12-31 02:41:59 pm	<i>I've tried to register for council tax but having problems with the form as it won't recognise my postcode or sortcode. Please can someone call me about this.</i>
2018-12-29 12:18:28 pm	<i>The website is not designed very efficiently for mobile devices and should be of a "responsive" design like other government websites. I was unable to find out what waste service was being picked up on Monday as this information does not seem to be available.</i>
2018-12-27 05:15:50 pm	<i>have a professional website</i>
2018-12-27 04:13:34 pm	<i>It used to be simple to find refuse collection day but with the new site it is impossible!!!!</i>
2018-12-21 10:08:26 am	<i>ALL</i>
2018-12-19 01:32:31 pm	<i>A contact email address for the council should be clearly listed on your website</i>
2018-12-18 06:02:19 pm	<i>Make it simpler for people to find the correct information when trying to update benefits</i>
2018-12-17 11:53:04 am	<i>could find nothing about street cleaning</i>
2018-12-03 02:37:25 pm	<i>I asked for a replacement brown bin and received an e-mail telling me that it would arrive within 10 working days. That e-mail arrived on the 31st October no new bin - any news !!!!!</i>
2018-11-30 07:47:16 pm	<i>No way to contact Council Tax team</i>
2018-11-28 01:05:29 pm	<i>I am trying to locate the contact name and address for your Council Solicitor/Legal Department please?</i>
2018-11-28 12:10:59 pm	<i>I HAVE BEEN LOOKING FOR A WAY TO EMAIL THE COUNCIL/PLANNING. IT IS NOT CLEAR AND COULD BE SO EASY. WHY DO THE COUNCIL NOT PUT THE EMAIL ADDRESS WITH THE OTHER WAYS OF CONTACTING COUNCIL? TH EBUTTON "CONTACT US" HAS 'PHONE BUT NO EMAIL DISPLAYED.</i>