

Building Control Customer Charter

- Provide a sustainable and improving, high quality Building Control Service based on professionalism, care, attention, impartiality and public accountability
- Provide pre-application consultancy and advice
- Provide a Development Team Approach for larger or more complex projects
- Have qualified, approachable, helpful, courteous, prompt and efficient surveyors available during normal office hours (08:45 – 17:15, Monday – Friday)
- Provide access to our service through a variety of different channels
- Check all deposited Building Regulations applications within 15 working days
- Provide a same day inspection service for inspections requested before 10:00 am
- On larger projects tailor our inspection service to fit the construction programme
- Consistently seek to minimise the complexity of the customer journey
- Keep customers informed at all times
- Achieve and maintain high customer satisfaction levels for all customer groups
- Issue completion certificates on all satisfactorily completed projects
- Respond to all reported dangerous buildings within 1 – 2 hours day or night
- Partner with local businesses, architectural practices and building contractors to improve the service we offer
- Maintain registration to ISO 9001:2008 quality assurance and performance monitoring
- Respond to all complaints received within 15 working days
- Continuously consult with our customers in a way that suits them, to enable service improvements to be made

