



factsheet

People Matter

Customer Service Standards

BUILDING CONTROL

Web: www.charnwood.gov.uk/environment/buildingcontrol1.html

Tel: 01509 634749

Email: building.control@charnwood.gov.uk

The Building Control Service is responsible for the application of Building Regulations and other statutory provisions of the Building Act 1984, to which the majority of building projects must comply. The service ensures the health, safety, welfare and convenience of people in and around buildings, and in so doing applies the mandatory standards for, amongst other things, energy conservation and access for people with disabilities. The service is also responsible for street naming and numbering.

In addition to the standards in the customer charter you can also expect us to deliver the following:



CUSTOMER SERVICE STANDARDS BUILDING CONTROL

When you:	We will:	Within: (Timescale)
Submit a fully complete application for building regulations (PLEASE NOTE: This should include correct payment of the appropriate fee, details of which can be obtained by visiting our website or using the contact details provided at the top of this page).	Acknowledge the application (CS 100)	5 working days
	Examine the plans and inform you of any difficulties that require amendment (CS 101)	15 working days (in most cases)
	Inform you of the decision (CS 102)	5 weeks (or 8 weeks by agreement)
Report a dangerous structure to us	Investigate and where necessary inspect the site (CS 104)	2 working days

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ माहिती जुही जुही पद्धतिओमां उपलब्ध छे. ते भेणववा माटे कृपा करी आ नंबर पर डोन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵਖ-ਵਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

