



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 points 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

Please be aware of the following service information:

Phone calls:

When phoning the Building Control office please be aware that the surveyors may be out on site and your call may be taken by an administrative assistant or go to the answer machine.

If you speak to an assistant they will be able to deal with booking site inspections or fee and application enquiries but may not be able to deal with technical queries.



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If your call goes to answer machine and you require a site inspection please leave full details of the site address, application number, the type of visit required (i.e. foundations) and your contact details (including phone number).

Requests for inspections should be with us before 9:30am on the day the inspection is required (office closed over weekends).

Please do not request a specific time for the inspection and please do not book expensive materials such as concrete deliveries without having confirmed the visit with one of the surveyors.

To book an inspection or contact one of the Building Control Team please phone us on:

01509 634757/924

Or after 5pm Mon – Thu or 4:30pm Fri, and at weekends:

01509 634749 (answer machine).

Or if you have an enquiry please email:

Email: building.control@charnwood.gov.uk

Do not try to book inspections by email.

For other enquiries please look at our web site:

<http://www.charnwood.gov.uk/pages/buildingcontrol1>



CUSTOMER SERVICE STANDARDS BUILDING CONTROL

If you wish to find out how the service is performing against its targets this information is available on the website at www.charnwood.gov.uk/CSS3

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。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (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

