

Building Control Customer Charter



A guide to the aims, service standards, and procedures of the building control service.

The building control service seeks to ensure that building work carried out is in accordance with the Building Act and the building regulations. The building regulations seek to secure the following:

- The health, safety and welfare of building users and others affected by them
- The conservation of fuel and power
- The provision of access and facilities to enable all people to use buildings

This guide sets out how the Council operates its Building Control Service in an equitable, timely, consistent and open manner so that building work carried out within South Gloucestershire achieves the Council's aim of protecting and improving the built environment. The aims and standards of the service are explained and a guide to the procedures is set out on the following pages, together with contact details.

Service Aims

The aim of the Building Control service is to promote the safety, accessibility and sustainability of buildings; in particular by operating the service in a timely, consistent and open manner both for applicants and those who may be affected by building works and development

Service Principles

Standards

To operate the service in accordance with our service standards which set out the level of service and performance the public and businesses can expect. We will regularly review these standards taking account of the views of stakeholders.

Openness

To provide information and advice in plain language on the policies and procedures of the service, and to communicate this mainly by electronic means whilst giving access for all.

Partnership

To work with the community on developing and improving consultation processes to ensure the appropriate level of community involvement is achieved.

Helpfulness

To provide a courteous and efficient service with appropriate publicised contact points.

Feedback about the service

To operate the council's compliments, suggestions and complaints procedure in an accessible, effective and timely manner.

Consistency

To exercise the building control powers of the council in a fair and consistent manner.

Effectiveness

Above all to protect and improve the built environment of South Gloucestershire by active and responsible use of the Building Control powers available to the Council.

Service Standards and Targets

These are the standards and targets that the service seeks to achieve in the handling of all building control enquiries and applications. The performance of the service against the targets will be monitored and results published.

Pre-application advice

1. We will provide up-to-date information relating to our service both in written form and via the Council Website.
2. Where a pre-application meeting is requested (and any required information/plans have been provided by the applicant), a meeting will be arranged within 15 working days.
3. We will acknowledge written pre-application queries within 2 working days and provide a full response within 10 working days.

Receipt and processing of applications

4. We will acknowledge receipt of your valid application within 3 working days. This acknowledgement will provide you with full contact details, including the name and telephone number of your area surveyor.
5. We will provide an initial appraisal of your application within 15 working days. If your application requires amendment prior to approval we will provide you with a full written list of defects and omissions.
6. We will issue a decision on your application within the statutory 5 week (extended to 2 months with your agreement) time limit as laid down under the Building Act 1984.

Site inspections

7. If you make your request for an inspection before 10.00am we will carry out that inspection the same day.

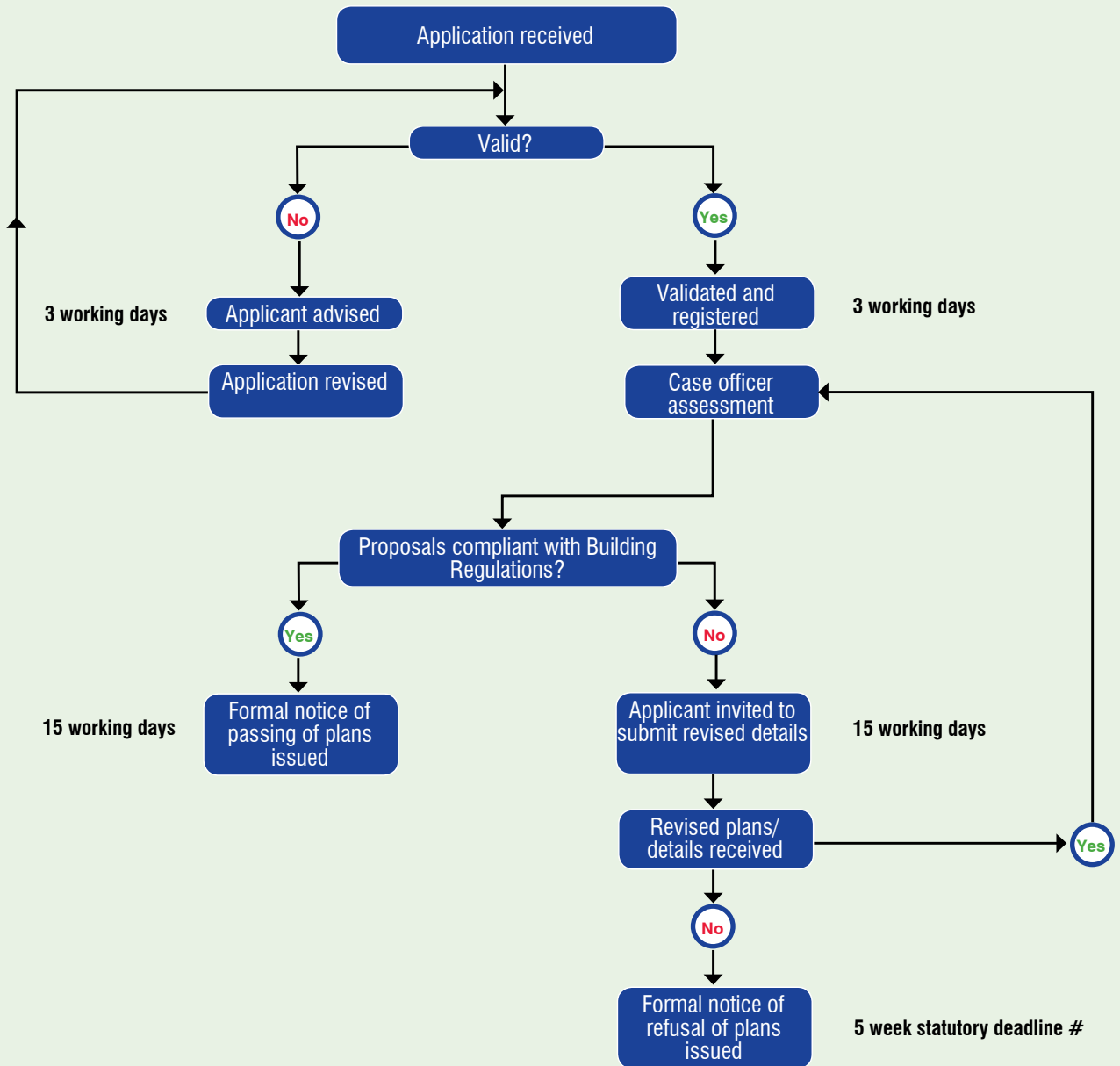
Dangerous structures and unauthorised works

8. We will respond to all reports of dangerous structures within 2 hours of notification even if the report is received out of office hours.
9. We will carry out an initial site visit and investigation in respect of any report of unauthorised works within 5 working days and will provide a substantive response within 20 working days.

General Customer Care Standards

Please consult the South Gloucestershire Council Corporate Customer Care Charter to see the common standards which apply across all of the council's services.

Building Control Full Plans Process Flowchart



Statutory deadline can be extended to 2 months with the written agreement of the applicant

To make a building control enquiry & for building control advice

How to get in touch

Phone:

01454 868004 (Standard rate applies)
8.45am – 5.00pm
(4.30pm on Fridays)

Letter:

Write to:

**South Gloucestershire Council
Department for Environment and Community
Services
PO Box 299
Building Control
Civic Centre
High Street
Kingswood
Bristol BS15 0DR**

Email: buildingcontrol@southglos.gov.uk

Website:

Visit our on-line planning service at
www.southglos.gov.uk for viewing applications,
on-line advice and on-line subscription service.

In person:

General advice can be obtained from any of the
Council's one-stop-shops. If you require detailed advice
please contact us.

Cover photo

The New Council Offices at Badminton Road which
opened in April 2010 are pictured on the front cover.
The Building Control team worked in partnership with
Kier Western, the main contractor on the project to
deliver this BREEAM excellent rated building which
has been nominated for a number of LABC Built
Quality awards.

Feedback about the service:

In the first instance phone, send a letter or email
to the Building Control Manager at the address
shown.

If dissatisfied contact:

Head of Development Services at the address
shown.

Council's Compliments, Suggestions, and Complaints service

See the Council's website for details or write to:

**The Departmental Complaints Officer
South Gloucestershire Council
Planning, Transportation & Strategic
Environment
PO Box 2081
Bristol
BS35 9BP**



This information can be
made available in other
languages, in large print,
Braille or on audio tape.

Please phone 01454 868004
if you need any of these or
any other help to access Council
services.

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Councils in South Gloucestershire together with agents and customers involved in the Building Control
process.