



Herefordshire Council Building Control Customer Charter



Herefordshire Council Building Control is committed to providing a quality, cost effective service delivering standards to our clients based on:

- Customer Care
- Attention
- Professionalism
- Impartiality
- Public accountability

We endeavour to meet these objectives for both Building Regulatory and Public Safety functions. **You are entitled to expect the service:**

To be Fair

- By considering your application impartially.
- By expecting you to carry out only what is required under the law.
- By treating everyone equally.

To help you

- By giving free advice about whether an application is needed.
- By explaining the Building Regulation process as simply as possible.
- By providing a free pre-application consultation service for Building Control.
- By giving you the opportunity to amend your application so it can be approved.
- By returning a copy of the approved plans where more than one set has been deposited.
- By providing an easily accessible service.
- By provide technical seminars and workshops when necessary to share and update knowledge.
- By ensuring up to date information regarding the scale of fee charges, guidance notes and application forms are available on the web-site for downloading or by post if requested.
- By conducting customer care surveys to ensure the service offered is a reflection of customer requirements.

To provide an efficient service

- By ensuring that all staff are helpful, well informed and properly trained.
- By registering all applications, assess the charges and acknowledge their receipt within 4 working days.
- By determining all applications within statutory periods.
- By confirming acceptance of Building Notices within 4 working days and request any necessary further information as soon as apparent.
- By providing a full technical appraisal of 75% of full plans applications with 15 working days.
- By inspecting all relevant requests for site visits the same day if received before 10am (except completion inspections).
- By carrying out inspections, when given reasonable notice, in line with the builders work programme so that delays on site are kept to a minimum.
- By responding to emergency call out in respect of dangerous structures within 2 hours and respond to all other notification of dangerous structures within 24 hours.
- By providing advice where contraventions are found.
- By issuing a completion certificate within 5 working days when works are satisfactorily completed.
- By issuing a demolition counter notice within 10 days on receipt of notification of intended demolition.
- By producing and maintaining accurate records, in line with the Council's Record Retention Schedule, of the work we have inspected and make these available to applicants if requested.

If you are not satisfied

- We will tell you exactly how to complain.
- We will deal with the problem fairly.
- We will give you a written reply.
- You can refer your complaint to the Ombudsman.

If for any reason you feel our service is failing to reach the undertakings stated or if you have any comments concerning our delivery to you the customer then please contact:

Chris Jenner,
Building Control Manager,
PO Box 230
Blueschool House
Blueschool Street
Hereford
HR1 2ZB

