

# Building Control Service

## Our Customer Charter – Your service standards

### We promise:

- To make obtaining Building Regulation Approval for your project as simple as possible.
- To help you ensure that the work is carried out in accordance with Building Regulations and other standards.
- To provide the best possible professional service founded on quality, impartiality and value for money.
- To monitor and actively help maintain the safety of the built environment in North Herts.

### To achieve this, we aim:

- To deal with your application as quickly and efficiently as possible.
- To provide a consistent and reliable service.
- To provide an out of hours answer phone service for inspection requests and messages.
- To carry out all necessary inspections booked by 10am on the day requested.
- To respond to emails within 2 working days and telephone calls within one.
- To reply to enquiry letters within 4 working days.
- To make all our surveyors contactable by mobile phone.
- To liaise effectively with relevant agencies to help ensure that the work complies with all relevant requirements.

### To contact us:

If you have any questions or you wish to make any other comments about the service, please do not hesitate to contact us:

- by telephone on 01462 474355
- by fax on 01462 474229
- by minicom on 01462 685375
- write to us at Building Control, PO Box 480, M33 0DE
- or email us at [building.control@north-herts.gov.uk](mailto:building.control@north-herts.gov.uk)

**Important Reminder : Planning Permission may be required for your proposals – if you are uncertain please call Development Control on 01462 474000**

# What happens now – what service can I expect from Building Control?

## I made a FULL PLANS application

### Within 5 days we aim to

- Acknowledge the application to you and your agent with our reference number
- Confirm the inspection charges to be paid when work starts
- Let you know if the application is invalid in any way

### Within 10 working days we aim to

- Have a Building Control Surveyor carefully assess your application and details
- Write to you or your Agent to advise of any necessary amendments to your proposal or to ask for additional information to complete our check
- Carry out, where necessary, consultations with the Fire, Water and Sewerage authorities.

### Within 5 weeks

- We will issue a decision to pass or reject your plans or agree to a Conditional Approval
- Agree to an extension of time to 2 months to give more time for you to provide enough information and for us to check it

## I sent a BUILDING NOTICE

### Within 5 days we aim to

- Acknowledge the receipt to you and your agent with our reference number
- Let you know if the application is invalid in any way
- Remind you about our inspection of the project as works starts and during the build

### Also

- You have chosen not to have detailed plans approved before work starts
- You may still be asked to submit specific technical information, such as structural calculations, to enable us to be satisfied about your scheme
- Reliance is placed on the technical expertise of your builder as we will not be able to agree the entire works in advance
- Compliance with Regulations is achieved through the inspection process. This can sometimes result in alterations to completed work and to additional cost unless our Surveyor is fully involved with the building work
- A Completion Certificate will be issued at the end of the work when we are satisfied that the building work complies with the Regulations

## Inspection of the work

Building Regulations require that anyone carrying out building work must inform the Council at certain key stages of construction so that the work can be checked for compliance.

## IMPORTANT

The following are the most likely stages when you need to ask for an inspection, please request a visit as soon as works relating to one of the stages below requires an inspection. On their first inspection our surveyors will confirm what further inspection stages are required for your project. If you are unsure what the first stage will be please contact us.

- Foundation excavation (before concrete is placed)
- Ground floor preparation (slab base, damp-proofing and insulation)
- Damp proof course
- Structural elements such as floor joists, roof structure, beams etc
- Underground drains before being covered up
- Certain electrical works
- Completion

Our team of Surveyors provides a daily on-request service to ensure that inspections are made in a convenient way that meets your construction schedule. Once we have made an inspection we will let you or your builder know if there are any problems.

At completion of the work you should arrange for adequate access to all areas and for any new drainage to be placed on test.

You can request an inspection **at any time** via telephone or our website. If you require an inspection the same day, please call before 10.00am Monday to Friday

### For Inspections please call Tel: 01462 474533 giving the following details;

- Application number and site address
- Contact name and number
- Inspection stage and date you require the visit

## My Project is finished

We will provide a **Completion Certificate** for the works as soon as possible, when

- We have made enough inspections to be satisfied that the work complies with Regulations
- Any alterations or changes previously advised to you have been completed
- There are no outstanding payments or other matters that prevent us issuing the certificate e.g. electrical installation certificates

### A Completion Certificate is important

- Your bank or building society may need it to release funding raised for the work
- You may need confirmation that your builder has had the work checked
- You will need to show future owners of the property that the work meets the minimum standards of the Regulations – future sales may be affected without one