

Our Customer Charter



Who to contact for information

- You can pick up an application form, any of our Customer Guides or get Building Control advice at our customer contact centre in Shute End, Wokingham; or alternatively in Market Street Offices, Newbury. Alternatively you can phone us on 0118 974 6239 (RBWM/Wokingham) or (01635) 519356 (West Berks).
- We will make sure that advice and guidance is available on our website at: www.buildingcontrolsolutions.co.uk
- If you want to arrange a site inspection, you can: Text your Site Inspection Service Simply text BCS to 61009 with your Site address, stage you want inspecting and date you want the inspection. We will text you back to confirm that the inspection has been arranged. Or Request online at: www.buildingcontrolsolutions.co.uk Phone us on: 0118 974 6239 (RBWM/Wokingham) or (01635) 519356 (West Berks) Email your request to: building.control@wokingham.gov.uk If you are concerned about possible unauthorised work, phone us on: 0118 974 6239 (RBWM/Wokingham) or (01635) 519356 (West Berks).
- If you want to report a dangerous structure, phone us on: 0118 974 6239 (RBWM/Wokingham) or (01635) 519356 (West Berks).
- If you want to ask about planning permission, phone the relevant Development Control team.

Listening to your views

- We will ask our customers what they think about the service we provide through regular customer surveys.

- We will use customer feedback and complaints to help us to continually improve our services.

If you are not satisfied

- We will tell you exactly how to complain.
- We will deal with the problem fairly and openly.
- We will give you a written reply.

Please let us know as soon as possible. We will welcome the opportunity to put things right and also make any necessary changes to ensure that it does not happen again. We are constantly developing new service improvements, by keeping in touch with the views of our customers. We welcome your views about how we may improve our services further for our customers.

If we fall short of what you expect please contact me on **0118 974 6239** or by email at: **roger.paine@wokingham.gov.uk**.

I would be delighted to hear from you at any time with your thoughts.

Your comments will be treated seriously and respectfully.

Roger Paine Building Control Commercial and Operational Manager



Wokingham Borough Council
Building Control Solutions
Shute End, Wokingham,
Berkshire RG40 1WW

Tel: (0118) 974 6239 (RBWM/Wokingham)
Tel: (01635) 519356 (West Berks)
Email: building.control@wokingham.gov.uk
Web: www.buildingcontrolsolutions.co.uk

What does Building Control do?

Whenever building work is carried out, it has to meet with the Building Regulations and minimum technical requirements. There is some work that the regulations do not apply to (known as exemptions), but it is best to check with us before you carry out any work.

Building Regulations exist to make sure that buildings are designed and built to be safe for those using them. Building Control Surveyors carry out this work.

We are committed to providing a consultancy approach for our customers with a courteous, prompt and helpful service delivered in a professional and user-friendly manner. The team strives to deliver an excellent service which is reflected in our Quality Management System accreditation.

What you can expect

- We welcome pre-submission consultancy advice about the Building Regulations and guidance on the technical information that needs to be included with your application.
- We will explain the Building Regulation process as simply as possible.
- We will provide on-line services including an application submission and fee payment facility.
- Provide you with an informative website that is up to date.
- On its receipt, if your application is missing any information, we will let you know within two working days.



- We will provide written acknowledgement of your application within three working days of receiving it.
- We will let you know if we need any extra technical information, what that information is, and give you an opportunity to amend your application so it can be approved. We aim to respond to you within 15 working days of receipt of your application.
- When we contact you, we will identify the name and contact details of the surveyor dealing with your application.
- We will issue a decision on your application speedily, as soon as we have sufficient information.
- We inspect building work on site to make sure that it meets the technical requirements of the Building Regulations. We will carry out inspections on the following day, if you ask us to do so before 4pm on the previous day.
- We will give clear advice and pro-active practical guidance as work proceeds to identify non-complying works at an early stage. Legal proceedings will be taken as a matter of last resort.

- We will supply a Completion Certificate (including individual plots) within 5 working days of the satisfactory completion of your project.
- We issue notices under the Building Act, giving the conditions of demolition and any work needed as a result. We will supply this within 5 working days of receipt of notification of intended demolition.
- We provide an emergency service to deal with dangerous structures.

By:

- Explaining the Building Control process as simply as possible.
- Setting standards for ourselves and ensuring we meet them by continually monitoring our performance.
- Considering your application impartially and treating everyone equally.
- Providing a helpline to ensure your enquiries are dealt with efficiently.
- Using the information you give us only as required by the law.

Contacting our staff

- We will deal fairly and politely with everyone who contacts us.
- We will answer all phone calls within 6 rings with staff giving their name so you know who you have been talking to.
- We will respond to all letters, faxes and emails within 10 working days.