



# Building Control

## Customer Services Charter

Plymouth City Council

### Other advice leaflets available from Plymouth City Council Building Control

- Complaints and Comments Procedure
- Building Control Contact Numbers

We value our customers and welcome comments from you. If you consider that we have failed to meet these standards, or alternatively are unhappy with any aspect of our service, then please let us know.

Your views help ensure that we continue to improve our service. A senior member of staff will always investigate any concerns that you have and you will be advised of the outcome in writing.

Assistance and technical help is available at the main reception desk at the Civic Centre during the following hours:  
9.00am to 5.00pm Monday to Thursday  
9.00am to 4.30pm Fridays

**This leaflet is available in large print or Braille upon request.**



FS 39244

Awarded for excellence

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**Plymouth**  
*City of*  
[www.plymouth.gov.uk](http://www.plymouth.gov.uk)

Department of  
Development

## What we offer:

- A wide ranging knowledge of Plymouth.
- A dedicated group of professionals with a wealth of experience and a commitment to continued professional development.
- An excellent service from any pre-application consultation, right through to your project completion.
- A service externally certified by BSI and Chartermark.
- Free advice and comment throughout the pre-construction stages of your project, including visits to your office if preferred.
- Extremely competitive fees.
- We will undertake any necessary consultations not only with our in house services but also external organisations and co-ordinate their responses to you.
- Electronic drawings and payments accepted.
- Provision of advice on all disabled access issues.
- Ongoing improvement to meet new Building Control Performance Standards



## Exceptional Service Guaranteed Customer Services Charter

**We aim to provide high quality consistent services every time you contact us. To achieve this our processes and operations comply with:**

- ISO 9001 : 2000
- Chartermark
- Applicable legal and other requirements.

### We will make every effort to:

- Approve your domestic Building Regulation application, or inform you of what additional information is needed, within 15 working days.
- Reply in writing to all Building Notices within 2 working days.
- Provide Completion Certificates within 5 working days of a satisfactory inspection.
- Provide you with a responsive site inspection service.
- An out of hours answer phone for inspection requests and messages and a same day inspection service for requests received before 10am that day.
- Offer a technical advisory service throughout the normal working day.
- Deal with any complaints fairly, openly and speedily.
- Respond to urgent dangerous structure incidents within 2 hours of notification.
- Ensure all new buildings are compliant with building regulations.

Performance against the above objectives and targets is regularly monitored and reviewed.

### When you visit us:

- You can expect to be seen promptly normally within 10 minutes by our reception staff and within 30 minutes by our Surveyors.



- Be treated in a polite and courteous manner by all staff.

### When you telephone us:

- We will answer your call promptly.
- If the person you wish to speak to is unavailable we can take a message which will be replied to within 24 hours.

### When you write to us:

- You can expect a reply within 7 working days.
- The name and contact number of the person dealing with your correspondence will be included on all letters.

### When we visit your building works:

- You can expect an inspection on the day requested and every effort will be made to visit at the time required.
- You can expect accurate and constructive advice and comment.