

BUILDING CONTROL CHARTER

This charter aims to inform you about the Building Control function, the service we offer, the standard you can expect from us and the input we require from you.

FUNCTION

Building Control is a statutory function contained in the Building Act 1984. It ensures that all new building work, whether for a house, office, superstore or home extension is checked and inspected to confirm that its design and construction complies with the Building Regulations and allied legislation. We also provide other services such as enforcements, dangerous structures, demolitions and giving general advice.

STANDARDS OF SERVICES

CUSTOMER CARE, we aim to:

- Provide a quality assured local Authority Building Control Service, whilst remaining cost effective.
- Treat all our customers fairly and ensure a prompt, professional and courteous service.

IN THE OFFICE, we aim to:

- Answer the telephone within five rings.
- Give pre-application advice on all building regulation related design aspects. (In the case of a specific proposal, it is preferable to make an appointment to ensure that enquiries can be dealt with more promptly and effectively.)
- Respond to solicitors' enquiries within 5 days of receipt of a letter, and all other correspondence requiring a reply within 10 working days.

BUILDING REGULATION APPLICATION, we aim to:

- Provide advice and guidance on the completion of application forms.
- Assess, register and acknowledge receipt of 'full plans' submissions within 3 working days. (It is the customers responsibility to ensure the application is submitted correctly, with full detailed plans, specifications and payment etc).
- Check plans and issue a decision within the statutory 5 weeks (or 2 months when extended).
- Consult with London Fire Brigade where necessary within 3 weeks.
- Examine plans and to notify the applicant of any amendments (inc. structural) within 15 working days. (It is the customers/applicant responsibility to provide the required information 3 working days before the statutory period expires).
- Reject applications in situations where the required information is not provided 3 working days before the statutory period expires. (A further payment is not required if the application is resubmitted, providing the work is the same).
- Conditionally approve applications where minor information is missing.
- Stage approval applications where specific information is not available at the time of the application.
- Acknowledge and reject where necessary initial notices given by an approved inspector within 5 days.
- Assess, register and acknowledge receipt of 'Building Notice' submissions within 2 working days. (A Building Notice and the appropriate payment must be submitted to us at least 2 days prior to commencement of the works).

SITE INSPECTIONS, we aim to:

- Provide a prompt and efficient service for inspection of works in progress. (It is the customers/builders responsibility to notify us of inspection stages).
- Carry out commencement inspections within 2 working days of written notification.
- Carry out other site inspections within 1 day of notification. Our aim is to carry out same day inspections if notified before 10.00am (Monday - Friday).
- Carry out completion inspections within 5 working days of written notification.
- Issue completions certificates on all satisfactorily completed projects within 28 days of inspection.

DANGEROUS STRUCTURES, we aim to:

- Provide a 24 hour, 365 days emergency inspection service on all privately owned dangerous buildings and structures reported to us. (if you suspect a building or structure is in a dangerous condition you should contact the council, during office hours on 020 8379 3624, outside office hours on 020 8379 1000.
- Respond to a reported dangerous structure within 1 hour (day or night).

DEMOLITIONS, we aim to:

- Respond to a demolition notice within 2 working days notifying relevant services within the council, including legal who will serve a counter notice with conditions.

CONTRAVENTIONS, we aim to:

- Make a visit to a notified contravention within 10 working days.
- Treat complaints about alleged breaches of building regulations by the public confidentially within the Council as far as is practicable.
- Give the owner the opportunity to regularise contravening works, where possible, so that court action is avoided.

PROVISION OF INFORMATION, we aim to:

- Maintain an archive of all applications for the last 15 years.
- Provide duplicates of plans with the written permission of the company/ agent who produced them. They can be viewed by the property owner (fee payable).
- Provide copies of approval and completion certificates to customers or their agent with proof of ownership of property (fee payable).

RELATED ISSUES

Planning permission

Building Control should not be confused with the requirements under planning legislation. Some projects may need approval under both, others will need either one or the other. Failure to obtain the necessary consents may lead to wasted work, costly alterations or enforcement action being taken. For further advice on Planning matters telephone on 020 8379 1000, or call in at the Civic Centre.

The Party wall etc. Act 1996

This provides the legal framework under Civil Law for preventing and resolving disputes between neighbouring owners in respect of party walls and other similar matters. You are advised to ensure your architect or surveyor advises you how to satisfy the requirements of the Act.

As it is a civil law matter between the adjoining owners, we cannot give advice on the Act. However, our information sheet No. 5 is available to offer further guidance.

IF YOU ARE NOT SATISFIED WITH THE SERVICE

- If you feel the standards in this charter are not being met or have any complaints about the way we have handled an application request etc. please let us know so that we can put things right.
- In the first instance contact the person dealing with the matter. If you are unhappy with the response, ask for your complaint to be reviewed, which will be carried out by a senior manager.
- You may complain by telephone, in writing or by visiting the Council offices. In addition, our leaflet "Your guide to Enfield Council's Complaints Scheme" is available on request and in reception.

COMMENTS ON THE SERVICE

We want to ensure that we are maintaining our standards and welcome any comments or suggestions you may have.

Please write to: **Building Control Manager
London Borough of Enfield
Building Control Services
PO Box 53
Civic Centre
Silver Street
Enfield EN1 3XE
Tel: 020 8379 3624**