



## **Durham County Council Building Control**

### **Customer Charter**

#### **A Quality Service for all**

This leaflet outlines the services that we provide and explains the standards of service you can expect from us. Our aim is to provide an effective, professional and value-for-money service at all times, which is flexible enough to meet the needs of all our customers.

#### **What services does Building Control provide?**

We provide services to ensure the safe construction and condition of all types of buildings. In this way, we help protect the health and safety of everyone who uses those buildings.

We offer first-rate technical expertise together with excellent local knowledge. As part of the Council's Regeneration and Local Services Directorate we have direct links with the Development Control service and other local authority services and support its development management initiatives.

We check that new building work within the County meets the standards contained in the Building Regulations. These are national standards which apply to all types of buildings, from major new developments to an extension to your home. They cover all aspects of construction, including foundations, damp proofing and the overall stability of the building, insulation, ventilation, heating, fire protection and means of escape in case of fire. They also ensure that adequate facilities for people with disabilities are provided in certain types of building.

Building Regulation approval is the means by which we check that a building is built to these standards. If you want to carry out any building work, you must find out whether Building Regulations apply. If so you must apply for Building Regulation approval.

Fees have been payable for the Building Control Service since 1981. If the work is solely for the benefit of a disabled person it may qualify for exemption.

#### **We will:**

- Give you information and free advice on Building Regulation matters, determining whether approval is required and if so, providing help in calculating the appropriate fee.

- Guarantee to provide a decision notice (Full Plans Submission Applications) within statutory time limits.
- Give a decision on your Building Regulation Application within 25 working days or up to 2 calendar months on your agreement, if we fail then at your request we will repay your plan submission fee in full. Note: This does not apply to Building Regulation re-submissions.
- Provide an acknowledgement letter and receipt for the fee paid within 4 working days of deposit of an application.
- Consult with other interested parties such as Northumbrian Water Ltd and the Fire Authority and inform you of any comments.
- Carry out site inspections on the date you have requested, if you make your request for an inspection at any time prior to 3.30 p.m. on the day before the requested date.
- Work with you to find solutions if problems arise.
- Give you a Completion Certificate when your work has met Building Regulation standards.
- Investigate all reports of dangerous structures within 24 hours.
- Issue demolition notices within 10 working days on receipt of notification of intended demolition.

## **The Standards of Service you can expect.**

We aim to deliver an efficient and effective service, in the following ways:

- Examine 100% of Full Plan Applications and make contact with the Applicant/Agent within 15 working days from validation of your application.
- Carryout Inspections well presented, and in a punctual, polite, helpful, fair and sensitive matter.
- Respond to any letter or written query with a substantive written reply within 10 working days from receipt of the letter.
- Answer all incoming telephone calls efficiently in a polite helpful fair and sensitive manner.

## **Online services:**

Please visit [www.durham.gov.uk](http://www.durham.gov.uk) where you can find information relating to all our services and the facility to submit the following applications:

- Submission of Building Regulation applications
- Demolition notice
- Apply for a Sports Ground Safety Certificate

## **Please Remember:**

Building Regulation approval may not be all you need. For some types of development you will also need Planning Permission. This is entirely separate from Building Regulation Approval. If Planning Permission is required, it must also be obtained before commencing work.

If you wish to contact the Planning Development Service to discuss the possible need for a Planning application then you can do so in the following ways:-

E-mail - [planning@durham.gov.uk](mailto:planning@durham.gov.uk)

Telephone - 03000 262 830

We are committed to providing the best possible service to all our customers.

Complaints and comments in relation service improvements are taken very seriously and anyone wishing to comment on our service can do so by downloading the relevant questionnaire / comment form available on our website or by contacting us direct in any of the following ways

## **Building Control Service Contact Details**

### **Postal Address**

Building Control  
Planning Development Management  
Regeneration and Local Services  
Room G/10-16  
County Hall  
Durham  
DH1 5UL

### **Telephone**

03000 262 832

### **E-mail Address**

[buildingcontrol@durham.gov.uk](mailto:buildingcontrol@durham.gov.uk)