

Service Standards

Building Regulation Guidance Note

The Building Control Service aims to give the best service possible. This guide has been prepared to give you, the customer, details of the standard of service you can expect and an understanding of the procedures operated by the service.

We are always looking to improve standards and welcome any constructive advice or suggestions you may have.

It is our aim to deal with your applications and queries in a fair manner. If you are not satisfied with a decision or feel you have not received the service you expected, please contact the Building Control Manager.

- **How to Contact Us**

Building Control Manager
Building Control
Darlington Borough Council
Town Hall
Darlington
DL1 5QT

- **Opening Hours**

Monday – Thursday 8.30am – 5.00pm
Friday – 8.30am – 4.30pm

- **Telephone Number**

General Enquires - (01325) 406214

E-mail – buildingcontrolenquiries@darlington.gov.uk

- **Information**

You can obtain information and advice about the Building Control Service at our reception or by telephoning us.

A handbook giving a comprehensive guide to Building Regulations is available.

In addition, leaflets covering many aspects of Building Control are available and a full range is listed on the back of this leaflet.



The handbook, leaflets and necessary application forms can be obtained from reception or by telephoning (01325) 406214, we will send them to you within 24 hours of your call.

- **Service Standards**

Our aim is to provide a good quality efficient service, in a polite and courteous manner.

We will offer straightforward, free advice to help you meet Building Regulations standards, both when preparing and submitting your application and carrying out building work.

- **Processing Your Application**

When we receive your application:-

We will check you have filled the form in correctly and sent the right fee – and we will acknowledge it within 3 days, or let you know if there's a mistake, so you can put it right.

Our intentions are that all applications will be processed within 3 weeks of us receiving all the necessary information.

We will carry out statutory inspections and non statutory inspections on the same day, providing the request is made before 10.00am.

Once your work has been completed, inspected and found satisfactory, we will issue a Certificate of Completion within 5 days.

- **If You Call Into The Office**

Our aim is to provide a quick efficient service and not keep you waiting.

Our receptionists are well trained and experienced to give you general information regarding Building Control legislation and procedures.

Should you require more detailed information, you may be able to consult a Building Control Surveyor whilst you are in the office.

- **If you Telephone**

We will answer your call promptly.

If we cannot deal with your enquiry immediately, we will take your number and call you back within 24 hours.

Should the person to whom you wish to speak to is not available, then we will contact the officer concerned who will then contact you as quickly as possible.

You can contact the Building Control Service outside normal hours by telephoning (01325) 406214 and leaving a message on our answering machine. We will contact you within 24 hours of taking your message, should it be necessary.

- **If your Write to Us**

You can expect a response to your letter within 10 days of us receiving it.

If we cannot respond in full within that time we will acknowledge receipt of your letter within 3 days, and advise you of when you will receive a full reply.

We will send out information you request within 1 day of contacting us.

- **Other Available Leaflets**

Building Control Fees
Full Plans Application
Building Notice Application
Exemptions
Condensation in Roofs
Loft Conversions
Stairs to Dwellings
Smoke Detectors in Dwellings
Safety Glazing
Re-Covering of Existing Roofs
Foundations Close to Trees
Avoiding Problems with Builders
Accessible Housing

- **What Do You Think**

Only you can tell us your views on the quality of the Building Control Service we provide. Please let us know your experiences – good or bad – as our customer. We would also like your views on the targets for service delivery that we have set ourselves.

Do you think they are too low?
Do you think they are too high?
Is there anything we should be doing differently?

- **Please Note**

If you have something to say please write to:

Building Control Manager
Building Control
Darlington Borough Council
Town Hall Darlington DL1 5QT
We look forward to hearing from you.

Translation Information

If English is not your first language and you would like more information about this document, or if you require information in large print or Braille or on tape, please contact (01325) 406214.

اگر آپ کو یہ کتابچہ انگریزی کے علاوہ کسی دوسری زبان میں
درکار ہو تو براہ مہربانی ٹیلیفون نمبر 01325 406214
پر فون کر کے حوالہ نمبر بتائیں۔

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ
ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ 01325 406214
ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

यदि आप यह प्रकाशन अंग्रेज़ी के अलावा अन्य भाषा
में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरन्स नम्बर)
बताकर निम्नलिखित 01325 406214 पर संपर्क करें।

如果你需要其它語言的版本，請與以
下電話聯係並報出參考號碼：01325 406214

यदि आपनाइ इश्वरेजी छाड़ा अन्य कौन भाषाएँ एइ
प्रकाशनाटिइ दरकार थाके, ताहले 01325 406214
नम्बरे फोन करान एवंग सूत्र नम्बर उल्लेख करान।

إذا رغبتم الحصول على هذه النشرة
بلغة أخرى غير اللغة الإنجليزية نرجو
الاتصال بنا على رقم الهاتف التالي
مع ذكر رقم الإشارة. 01325 406214

Email: buildingcontrolenquiries@darlington.gov.uk