



## Customer Charter and Corporate Care Standards

Waltham Forest Building Control is committed to providing a high quality service to all our customers. This Customer Charter sets out the level of service you can expect when using the Building Control Service.

The Building Control Service carries out a number of functions, primarily the implementation of the Building Regulations 2000, which cover health and safety in buildings, thermal standards and access for people with disabilities. We also deal with dangerous structures, certification of sports stadia, provide fire safety advice, administer the Approved Inspector regulations, carry out technical assessments of licensed premises, advise licensing authorities, contribute to local land charge searches and deal with enquiries regarding historical building regulation applications.

To provide the best possible service to our customers, we will:

- Inspect relevant work on site for compliance with the building regulations and associated legislation
- Make every effort to accommodate 'special' arrangements such as out of hours inspections.
- Carry out other statutory duties and responsibilities under the Building Act 1984 and associated legislation.
- Offer pre-application advice to ensure your project is on the right lines before you make a formal application.
- Encourage a 'Development Team' approach, bringing the other regulatory bodies involved in the construction process to you, in order to provide the most co-ordinated service possible.

We promise our customers that we will:

- Be helpful, courteous, prompt and efficient in all our responses .
- Make the process of applying for, and obtaining a decision under the Building Regulations as straight forward as possible .
- Provide the name and telephone number of the Building Control Team dealing with an enquiry, application or other matter.
- Provide clear concise correspondence both via letter and electronic mail.
- Send an acknowledgement to you or your agent where applicable, within 3 working days of receiving your deposit.
- Process all applications and issue decisions within the statutory period specified in the Building Act 1984.
- Respond to all requests for a site visit on the same day where notification is received by 10.00 am.
- Issue a completion certificate within 5 working days of the satisfactory completion of your scheme.
- Treat everyone that we deal with fairly.

We continually monitor our performance to ensure we are meeting our promises. We also benchmark ourselves against other London Boroughs, participate in Customer Fora, and operate a Customer Questionnaire Policy.



**In addition to our own Charter, Building Control is also committed to the Council's Customer Care Standards:**

### **1. On Contact**

We will be polite and courteous

We will guarantee confidentiality and equality

We will provide an interpreter, where appropriate

We will do our best to provide information and advice about other local services, not provided by the Council.

### **2. Telephone Contact**

We will answer your calls within five rings.

We will greet and give our name and service area.

When we pass your enquiry to a specialist, we will pass on your personal details and the nature of your query so that you do not have to repeat it to another person

### **3. Written Contact**

We will reply to all correspondence, including Councillors' enquiries, within 10 days

We will provide a contact name, office address, email address and direct dial number in the letter.

We will acknowledge complaints within 5 days and complete the investigation within 28 days.

We will write in plain language and provide translations where appropriate

We will provide information in community languages, on tape or in Braille at customers' request

### **4. Face to Face Contact**

#### **(a) At a Council Office**

We will have uniformed front line staff

We will have name badges for all staff

We will use community language signage

We will attend to callers within 5 minutes and provide the required information or complete the required transaction within 15 minutes.

We will keep the appointment that you have made and will inform you in advance if we have to cancel it

#### **(b) In your Home**

We will make an appointment to meet you in your home and will inform you in advance if we have to cancel it

We will wear and show identification



If you want to know more about Building Control please contact us:-

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Open between 9am and 5pm.

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[www.walthamforest.gov.uk/environment-building-control](http://www.walthamforest.gov.uk/environment-building-control)

