

Building Control Service standards What you can expect from our service

PROVISION OF SERVICE	OUR STANDARD SET	OUR PERFORMANCE TARGET
<u>Receipt of Applications</u>		
All applications	To be acknowledged in writing within 2 working days of receipt	90%
<u>Applications</u>		
Full plans applications	To be examined within 10 working days of receipt	90%
Building Notices	To be accepted if valid within 2 working days of receipt	100%
Regularisation applications	To be examined within 10 working days of receipt	100%
Resubmitted applications	To be examined within 10 working days of receipt	90%
Pre-submission advice	To be examined and replied to within 2 working days of receipt	90%
<u>Amendment Detail</u>		
Received prior to decision	To be examined within 10 working days of receipt	90%
Received after decision	To be examined within 10 working days of receipt	90%
Received after conditional approval	To be examined within 10 working days of receipt	90%
<u>Site Inspections</u>		
Commencement inspections Intermediate site visits Regularisation inspections Completion inspections	All offered same day visits if requested before 10.30am, otherwise by 4pm of following working day following request. Timed appointments available on request.	100%
Completion Certificates	To be issued within 5 working days, when the work has been satisfactorily completed.	100%
<u>General</u>		
Dangerous structures	To be dealt with between 1 and 24 hours dependent on urgency.	100%
Notice of intent to demolish	To be replied to within 2 working days of receipt	100%
General correspondence	To be replied to within 10 working days of receipt	100%
Telephone calls	To be answered within 10 seconds (between 9am and 5pm)	100%
Complaints	To be acknowledged within 3 working days and a full response given within 10 working days of receipt	100%

We are committed to continuous improvement and we are constantly reviewing our service. We welcome your views about any aspect of the service we have provided for you or ideas as to how we can improve further.

If we fall short of what you expect, please contact me on 01253 476212 or by email: david.clarke@blackpool.gov.uk

I would be delighted to hear from you at anytime with your thoughts, either positive or negative. Your comments will be treated seriously and respectfully.

Thank you, **David Clarke** (Head of Building Control)

