

Building Control Customer Charter

Our commitment to you

'Blackpool Building Control is committed to providing the best service we can in a helpful and professional way, whilst providing value for money and ensuring impartiality and fairness in our dealings with all our customers and the wider community of Blackpool.'

We aim to achieve this commitment by:

- Operating fully to the targets set within our [Service Standards document](#) and as far as possible, operate to the [National Building Control Performance Standards](#)
- Giving free advice and guidance on whether your project requires Building Regulations consent and free pre-submission advice and guidance prior to submission
- Giving you clear and transparent guidance through the whole Building Regulations process and making it as straightforward as possible
- Providing you with the benefit of our considerable local knowledge along with professional advice on your building project from conception to completion
- Offering an individually tailored Building Control service which is matched to the needs of you and your project's specific requirements
- Responding quickly to your requests for our service, from general advice and guidance to same day site inspections and responding to correspondence promptly
- Respond to reports of dangerous structures without undue delay and take any appropriate action necessary to protect the public
- Keep in touch with the views of our customers and revise our methods of service delivery to meet your requirements
- Providing assistance with links into other council services if required by our customers

If you feel the service we have provided has not met these aims or our commitment, or you otherwise wish to comment on any aspect of our service, please contact David Clarke, Head of Building Control on 01253 476212, email: david.clarke@blackpool.gov.uk or in writing to:

Building Control
Blackpool Council
Municipal Buildings
PO Box 17
Corporation Street
Blackpool
FY1 1LZ