## ****Our Vision Statement and Service Pledge:****

**Our vision is for a building control system which ensures buildings are safe, healthy, accessible and sustainable for current and future generations.**

To deliver this vision, ToP Building Control Limited aims to provide the following service:

**We will:**

* Provide a plan assessment service to help achieve compliance with Building Regulations standards and issue a plans certificate if requested;
* Support and advise customers on how to end up with the result they want, but will not be a substitute for professional design and construction advice;
* Help, within the limits of our legal powers, with aspects of quality (workmanship and materials) where these affect compliance with Building Regulations standards;
* Ensure that all Building Regulations standards which are set in the interests of the wider public good have been complied with at completion;
* Work hand-in-hand with other regulatory systems where possible to provide a coherent service to customers;
* Ensure that our levels of inspection of building work is appropriate to the risk and need of the project;
* Use our legal powers to enforce Building Regulations standards where we consider appropriate and in the interest of the wider public;
* Ensure we regularly assess and continually improve our performance and effectiveness;
* Ensure we provide a professional, well-trained and managed building control service which uses resources effectively and efficiently.

**We will not:**

* Be responsible for Building Regulations compliance – that is the duty of the person carrying out the work;
* Manage every stage of the construction process on-site – that is a matter for the contracts and arrangements between the client and builder;
* Address issues such as the finish and aesthetics of the final project where these are not relevant to compliance with building standards – these are a matter for designers, developers, builders and, to some extent, new home warranty providers;
* Deal with contractual problems between client and builder – this is a matter of contract law;
* Deal with party wall matters or boundary disputes.

**In normal circumstances we will:**

* Be available to help you from 7:30 a.m. to 5:00 p.m (4:30pm Fridays), and provide an answering machine service outside normal working hours for all messages (and Building Control inspection requests). All messages left will receive early attention on the next working day;
* Respond to **essential** inspection requests received before 5:30 p.m. on the day prior to the request, the answer machine is always checked for inspection requests prior to the 07:30 am on the day, additionally all phones have a minimum of 100 caller received ID records;
* Ensure that a Building Control member of staff is available during all working hours to give general guidance, information and advice;
* Reply to any letter received that does not relate to a current application for Building Regulations consent within 10 working days of receipt;
* Acknowledge all applications received within 48 hours;
* Reply to all phone messages or emails within 48 hours, all replies will be more substantial than an automated acknowledgement message.

**What can our customers expect from ToP Building Control Limited?**

ToP Building Control Limited will:

* Manage your request promptly;
* Provide good quality services;
* Be helpful, fair, honest, professional, courteous and consistent;
* Provide the relevant information that you need;
* Take ownership of your query;
* Be realistic in what we say we can do, or can’t;
* Treat your personal information as confidential and keep it secure;
* Listen to your comments ~ and learn from them;
* Include contact details on all correspondence;
* Strive to go the extra mile to meet and/or exceed your expectations and deliver what you need regardless of your ethnicity, disability, gender, religion/belief, sexual orientation or age;
* Offer you initial advice on whether a Building Regulation application is required and give you the initial advice you need, what types of applications are available, fee consultation, and what the process is once the application is submitted;
* Offer a plan and site inspection service. An initial appraisal of your plan will be provided within 15 days of submission;
* Offer a flexible morning or afternoon site inspection service. All site inspections should be requested the day before (inspections should be logged between 7:30 am – 5:00 pm);
* Tailor site inspections to meet individual specific project needs;
* Give you further opportunities to ask questions and seek advice during site inspections. Site inspections are a fundamental part of ensuring your compliance with the current Building Regulations;
* Provide a written copy of the site inspections report carried out on site whilst at the site, or send to an email address of your choice;
* Offer a pre-application consultation service for larger projects. Also, it may be helpful on some developments for the Project Surveyor to attend any project meetings you may have. This will ensure the most effective use of the design process, to identify and resolve any problems early on and save you time and money;
* Provide a single point of contact for the assessment of larger scale developments.