

Level of Service Document for Local Authority Building Control

April 2002



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1. Introduction

This document identifies the minimum level of service you will receive from Wrexham County Borough Council.

In addition to the contents herein, this authority is prepared to customise a level of service to your company's requirements for each of your developments.

Mission Statement:

*To provide an efficient,
cost effective customer
aware, quality Building
Control service with the
aim of achieving a healthy
and safe built environment.*

2. Cost Effectiveness

Cost effectiveness is not purely related to the fees charged.

It embodies the whole level of service concept, to enable your company to complete a project within the programmed time without additional costs. Actions of an unprofessional nature including fraud will result in the removal of the agent instantly. The Council reserves the right to remove any agent from its approved list at any time as the Council shall in its absolute discretion, think fit in accordance with paragraph 1.3.

- We appreciate that the level of fees is proportionate to the service provision. Wherever possible, we will negotiate our fees based on the level of service you require and agree stage payment arrangements, to suit your needs.
- We will encourage early discussion and informal consultations prior to the deposit of an application. The economic benefits of early consultation can be substantial in that plans can be deposited with the knowledge that major amendments to design should not be necessary and work can commence and progress quickly on site.
- We encourage the use of our Development Team approach (one stop shop) so that all relevant professional people can advise the design team at one meeting.
- We will work closely with your site management to tailor the inspection service, thus ensuring there are no unnecessary delays which will help to keep you within budget.
- We can, through the LANTAC National Type Approval Scheme, help you to secure nationally recognised approval of your designs which will result in substantial savings.



JCB extension



Wrexham Waterworld

- We will consult with other relevant enforcement authorities. This has the benefit of producing a co-ordinated response for your project.
- We have adopted the National Building Control Performance Standards and we are working towards full implementation.
- The use of the Partnership Scheme is promoted. Wherever your project is based, you can use Wrexham's Building Control service to process your application.

We believe our commitment to providing a customer orientated, cost effective service achieves standards that cannot be equalled.

3. Efficiency of Delivery

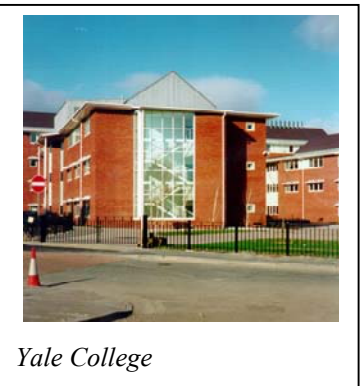
Our primary objective is to deliver an efficient service which will be beneficial to our customers. We believe that this is achieved in the following ways.

- We will acknowledge receipt of all applications within 2 working days.
- We will check your plans as speedily as possible and you will normally be contacted within 10 working days for residential applications in excess of 4 dwellings 3 weeks in all other cases.
- We can, for major projects, phase the plan deposit to suit your requirements.
- We regularly monitor our service to ensure a decision is made within the statutory time period.
- We will encourage you to make full use of conditional or stage approvals.
- We accept telephone request for all site inspections.
- We provide a same day inspection service and all inspections are guaranteed within 24 hours.

We believe that the efficient delivery of our service allows our clients to proceed without delay and with the confidence that all the work satisfies the Building Regulations.

*In addition 80% of site inspections will be carried out within 4 hours providing the request is received prior to 10.30am. Please call 01978 292050 to arrange an inspection or for all general enquiries.

A 24 hour answering service also available on: 01978 292567.



Yale College

4. Quality of Service

Local Authority Building Control has always recognised the importance of quality and have created a level of service upon it. We believe the quality we provide is second to none:

- We provide help and advice on any matter regarding Building Regulations.
- We can offer advice on proposed technical changes to Building Control legislation.
- We hold within our staff resources a wealth of local knowledge and experience.
- We issue formal Approval Notices.
- We always inspect key elements, including:-
 - a) *Commencement of work*
 - b) *Excavations for foundations*
 - c) *Foundation concrete*
 - d) *Prior to covering damp proof membrane*
 - e) *Prior to covering drains*
 - f) *Final completion*
- We will provide and maintain a Site Record Book verifying site inspections.
- We will provide you with a Building Regulation Completion certificate on the satisfactory conclusion of your project.

We continually monitor procedures to ensure that the quality of our Building Control Service is maintained and improved whenever necessary.

- We maintain clear, accurate and detailed records of your work.

5. And finally....

With the wealth of experience and local knowledge available within the Building Control section of Wrexham County Borough Council, those who take advantage and use this independent service to the full can be assured that their best interests will always be of primary consideration.

6. Contact Information

For further information on the high quality level of our service we can provide for you, please contact Building Control. Arrangements can be made for you to visit the offices and discuss a level of service to suit your needs.

Your Local Authority Building Control contacts are:-

Dave Sharp **Principal Building Control Surveyor** 01978 292551
 e-mail: dave.sharp@wrexham.gov.uk

Western Area

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Industrial units



Housing Development

