

## Building Control Customer Charter

The aim of Douglas Borough Council's Building Control Section is to ensure the delivery of safe, healthy, accessible and sustainable buildings for current and future generations.

In order to achieve our aims we will seek to:

- be helpful, courteous, prompt, efficient and professional in our responses;
- give free advice at the design stage and during the preparation of applications;
- have professional advice and guidance available to you at all reasonable hours;
- make the process of applying for approval, as simple and as easy as possible;
- register all applications and provide a dedicated Building Control Officer to your project;
- assess the level of fees and acknowledge receipt of your application within three working days;
- determine all applications within statutory time periods;
- request any necessary further information as soon as apparent;
- provide a full technical appraisal of 80% of applications within 15 working days;
- liaise with other agencies to help ensure that the work complies with applicable statutes;
- conduct a full inspection regime and to give you help and advice on complying with the regulations as the work proceeds;
- inspect the same day if requests are received before 10.00am and within 2 hours in special cases;
- given reasonable notice, carry out inspections in line with the builders work programme so that delays on site are kept to a minimum;
- issue a 'Completion Certificate' within three days of satisfactory completion of your project;
- facilitate ease of contact with direct dial phone lines together with answer phone, e-mail and fax services for 24 hours a day messages and inspection requests;
- provide up to date information on the scale of charges, guidance notes and application forms available on the Council's web-site for downloading;
- investigate any dangerous structures reported;
- treat everyone fairly and equally.

In an effort to maintain and improve our service we welcome feedback from our clients and will send you a form upon which to gather your feedback. If however you feel our service is failing to meet the standards set out in this charter or if you have any comments concerning its delivery please contact:

N J Kaighin, Building Control Manager

Direct Line: 01624 696376

E mail: [nkaighin@douglas.gov.im](mailto:nkaighin@douglas.gov.im)