



You can contact the Building Control Service outside normal hours by telephoning (01642) 526048 and leaving a message on our answering machine. We will contact you **within 24 hours of taking your message**, should it be necessary.

● **If You Write To Us**

You can expect a response to your letter within **10 days** of us receiving it.

If we cannot respond in full within that time we will acknowledge receipt of your letter **within 3 days**, and advise you of when you will receive a full reply.

We will send out information you request within **1 day** of contacting us.

● **Other Available Leaflets**

Charges for the Building Control Service

Full Plans Application

Building Notice Application

Exemptions

How to Complain

Condensation in Roofs

Loft Conversions

Stairs to Dwellings

Smoke Detectors in Dwellings

Safety Glazing

Ventilation

Re-Covering of Existing Roofs

Foundations Close to Trees

Avoiding Problems with Builders

Electrical Safety

Accessible Housing

● **What Do You Think**

Only you can tell us your views on the quality of the Building Control Service we provide. Please let us know your experiences - good or bad - as our customer. We would also like your views on the targets for service delivery that we have set ourselves.

Do you think they are too low?

Do you think they are too high?

Is there anything we should be doing differently?

If you have something to say please write to:

**The Building Control Manager
Building Control Section
Gloucester House, Church Road
Stockton-on-Tees TS18 1TW**

We look forward to hearing from you.

TRANSLATION INFORMATION

This document is available in other formats and languages for further information please contact the Diversity Team on 01642 528334

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe "Diversity" au n° 016 42 52 83 34

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطباعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'دايفرسيتي تيم' على هاتف رقم 01642 528334 [Diversity Team]

欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請致電 01642 528334 接洽 '多元化隊' (Diversity Team)

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا میخواهید لطفا با تیم دایورسیتی (گوناگونی) [Diversity Team] با شماره 01642 528334 به تماس شوید

नेहरू जर्मन लोन ये नेहरू रानिआरिबे बेदेसस्त नकेवित ये रमानेकानि बरान ये नसुवेकेयि त्रिउ नमोवे जायि गेवरे/यान बेमिनी नुमारकौ नकाने बेमोवेदी नके ये 'नमि दान्फरसि' [Diversity Team] ले सहर नुमारये तेलेफोन 01642 528334

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਬੋਲੀ ਵਿੱਚ, ਵੱਡੀ ਫ਼ਾਈਲ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸੀ ਡੀ 'ਤੇ ਸਾਂਝੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ Diversity Team 'ਤੇ 01642 528334 ਨੰਬਰ ਉੱਤੇ ਫ਼ੋਨ ਕਰੋ।

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز مثلاً بڑے پرنٹس/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں تو 'ڈائورسٹی ٹیم' (Diversity Team) کو اس نمبر پر فون کیجئے 01642 528334

Telephone (01642) 393939



Stockton-on-Tees
BOROUGH COUNCIL
www.stockton.gov.uk



Service Standards



Stockton-on-Tees
BOROUGH COUNCIL



SERVICE STANDARDS

The Building Control Service aims to give the best service possible. This guide has been prepared to give you, the customer, details of the standard of service you can expect and an understanding of the procedures operated by the service.

We are always looking to improve standards and welcome any constructive advice or suggestions you may have.

It is our aim to deal with your applications and queries in a fair manner. If you are not satisfied with a decision or feel you have not received the service you expected, please see advice leaflet 'How to Complain', which gives information regarding complaints.

● How To Contact Us

Building Control Manager
Building Control Section
Gloucester House
Church Road
Stockton-on-Tees
TS18 1TW

Opening Hours

Monday - Thursday 8.30 am - 5.00pm
Friday 8.30 am - 4.30pm

Telephone No's:

(01642) 526042

Stockton, Carlton, Redmarshall, Stillington,
Norton, Billingham, Wolviston, Wynyard

(01642) 526044

Thornaby, Ingleby Barwick, Eaglescliffe,
Yarm, Teesdale.

● Information

You can obtain information and advice about the Building Control Service at our reception, or by telephoning us.

A handbook giving a comprehensive guide to Building Control is available.

In addition, leaflets covering many aspects of Building Control are available and a full range is listed on the back of this leaflet.

The handbook, leaflets and necessary application forms are included in our information pack, which can be obtained from reception. Alternatively, if you telephone (01642) 526046 and request a pack, we will send it to you within one day of your call.

● Service Standards

Our aim is to provide a good quality efficient service, in a polite and courteous manner.

We will offer straightforward, free advice to help you meet Building Regulations standards, both when preparing and submitting your application and carrying out building work.

Staff speaking to you will give you their name, as you may find it useful to refer to that officer again, should you have a follow-up enquiry in the future.

● Processing Your Application

When we receive your application:-

We'll check you've filled the form in correctly and sent the right fee - and **we'll acknowledge it within 3 days**, or let you know if there's a mistake, so you can put it right.

If you are submitting a full plans application, and it is for a domestic extension, we operate a 'Fast Track' plan examination procedure. Your application will be **processed within 4 days** of bringing your application into reception, or from us receiving it in the post. For other applications they will be **processed within 3 weeks** of us receiving all the necessary information.

We will carry out statutory inspections and non statutory inspections **on the same day**, providing the request is made before 10.00 am.

Once your work has been completed, inspected and found satisfactory, we will issue a **Certificate of Completion within 5 days**.

● If You Call Into The Office

Our aim is to provide a quick efficient service and not keep you waiting.

Our receptionists are well trained and experienced to give you general information regarding Building Control legislation and procedures.

Should you require more detailed information, you will be able to consult a Building Control Surveyor whilst you are in the office.

● If You Telephone

We will answer your call promptly.

If we cannot deal with your enquiry immediately, we will take your number and **call you back within 24 hours**.

Should the person to whom you wish to speak to is not available, then we will contact the officer concerned who will then **contact you as quickly as possible**.