

# KIRKLEES BUILDING CONTROL AND LICENSING

## CUSTOMER CHARTER

This charter aims to tell you about Building Control, the service we offer, the standard you can expect and what we need from you. It is our commitment to our customers.

### THE SERVICE

The Service carries out many activities but has essentially two main elements, the Building Regulatory function and Public Safety/Licensing /General functions.

#### **Building Regulatory**

The statutory regulation and enforcement of (mainly private sector) building work by the checking of designs at plan stage and the inspection of works on site. The work is done in direct competition with providers in the private sector.

#### **Public Safety/Licensing/General**

The promotion of public safety through the application of statutory controls to deal with dangerous buildings and demolitions - to issue licences for controlled events and vehicles - to issue certificates for Sports Grounds, etc. - to name new streets, number properties and erect street nameplates.

## STANDARDS OF SERVICE

### **Customer Care**

We aim to

- Provide a local, quality assured and responsive service whilst remaining cost effective.
- Treat all our customers fairly and equally.

## **General**

We aim to

- Answer the telephone within 5 rings
- Be available to help you from 8:45 am to 5:15 pm, Monday to Thursday (4:45 pm Friday).
- Ensure a professional officer is available in the office during all working hours.
- Give free pre-submission advice on all building regulation matters including a local perspective where appropriate and point out areas of over specification.
- Receive plans for pre-submission advice electronically.
- Participate in the Development Team Approach offered by the Council.
- Engage in regular consultations with representative stakeholder groups.

## **Processing Applications**

Applications under the Regulations can be by either a 'Full Plans' submission or a 'Building Notice'. When we receive the plans under the first method, they are checked to see if they comply with the technical aspects of the Regulations. We have to make a decision on these plans within the statutory period of 5 weeks. This can be extended to 2 months with your agreement.

We aim to

- Provide advice on the completion of application forms
- Assess the charges and provide a cash receipt within 3 days
- Respond to domestic applications within 3 weeks.
- Respond to commercial applications within 5 weeks.
- Advise you of any necessary amendments to your application to enable approval by the means you prefer - correspondence, email, fax, or telephone.
- Issue a conditional approval where appropriate or where minor information is missing.
- Provide energy ratings for new dwellings free of charge.
- Issue nationally accepted house type approvals under the LANTAC scheme.

## **Site Inspections**

We inspect building work in progress to continually check for compliance with the Regulations. There is a legal requirement for persons carrying out building work to notify the Council once they have reached various key stages.

We aim to

- Provide a prompt and efficient service for the inspection of works.
- Respond to telephone requests for inspections.
- Provide a same day inspection service for requests received before 10 am.
- Carry out all necessary inspections within 24 hours.
- Inspect key elements of work and carry out additional inspections as agreed.
- Try our best to tailor our inspection service to meet developers specific needs.
- Issue a completion certificate when building works have been satisfactorily completed.
- Deliver a dependable, independent, confidential and value for money service
- Use in house structural engineers

## **Dangerous Structures**

The Council is legally obliged to respond to situations where people are considered to be at risk. These risks include dangerous or defective buildings or structures.

We aim to

- Provide a 24-hour, 7-day emergency call out service on reported imminently dangerous buildings and structures.
- Respond to reports of dangerous structures within 2 hours.
- Instigate necessary action to remove any danger to the public and to secure premises.

## **Demolitions**

Persons wishing to demolish a building or part of a building have to notify the Council under the Building Act 1984.

We aim to

- Respond to such notices within 10 working days notifying sister Council Services and other agencies.

## **Licensing**

The Council has a statutory duty to ensure public safety in connection with places of entertainment, taxis, street vendors, etc. through the issue of licences and the enforcement of conditions.

We aim to

- Deal with all applications quickly
- Consult and work together with all stakeholders when issuing and enforcing the conditions of a licence
- Carry out regular enforcement checks where licences have been issued

## **Safety at Sports Grounds**

The Council has a legal requirement to ensure public safety at specified sporting venues. This is achieved by issuing safety certificates for regulated stands and sports grounds.

We aim to

- Issue and have in effect a safety certificate prior to and during any controlled sporting event.
- Continually inspect the regulated venues and monitor the effectiveness of the safety certificate.
- Where necessary, instigate immediate actions to secure public safety.

## **Street Naming and Property Numbering**

The Council is empowered to issue street names and to allocate numbers to property following new building development.

We aim to

- Provide an effective property numbering service.
- Be accountable and take into consideration the views of others by use of the Council's consultative processes.
- Respond to requests for nameplates within 7 days.

## **Enforcement**

The Council is required to enforce Building Regulations and other matters of Public Safety/Licensing by Acts of Parliament. In the case of non-compliance with the Building Regulations we can prosecute.

We aim to

- Carry out our enforcement responsibilities in a fair, equitable and consistent manner in line with the Service Enforcement Policy.
- Provide an inspection service that can identify non-complying building works at an early stage.
- Provide proactive practical advice on how non-compliance with the Regulations can best be resolved and Licence conditions can be met.
- Instigate legal proceedings as a matter of last resort.

## **Provision of Information**

In order to carry out the function we require detailed information of construction works and other matters

We aim to

- Maintain an archive of all applications deposited since 1974
- Provide copies of plans with the written permission of the person or company who produced them.
- Provide copies of completion certificates to customers.

## **Related Issues**

### Planning Permission

Building Control should not be confused with the requirements under planning legislation. Some projects may need approval under both, others will need either one. Failure to obtain the necessary consents may lead to wasted work, costly alterations or enforcement action. If you contact us on 01484 221550 we will assist you where we can and point you in the right direction.

### The Party Wall Act 1996

This provides a legal framework under Civil Law for preventing and resolving disputes between neighbouring owners in respect of party walls and other similar matters. You are advised to ensure your architect or surveyor advises you how to satisfy the requirements of the Act.

As it is a Civil Law matter between the adjoining owners, we cannot give advice on the Act. However, we have copies of the CLG booklet on our reception or the same is available [www.communities.gov.uk](http://www.communities.gov.uk)

### If you are not satisfied with the Service

- If you feel that the standards in this Charter are not being met or have any complaints about the way we have handled an application request etc., please let us know so that we can put things right.
- In the first instance contact the person dealing with the matter. If you are unhappy with the response, ask for your complaint to be reviewed, which will be carried out by a senior manager.
- You may complain by telephone, in writing, or by visiting the Council offices. In addition you may use our [website](#).

## Comments on the Service

We want to ensure that we are maintaining our standards and welcome any comments or suggestions you may have.

Please write to:-

Neal Fearn  
Assistant Head of Service (Building Control)  
Kirklees Planning & Building Control Services  
PO Box B95  
Civic Centre III  
Huddersfield  
HD1 2NA  
Email:- [neal.fearns@kirklees.gov.uk](mailto:neal.fearns@kirklees.gov.uk)