

East Devon Building Control

**National Standards
Local Service**

Our Customer Charter



Our goals:

- ◆ To make obtaining Building Regulation Approval for your project as simple as possible.
- ◆ To help you ensure that the work is carried out in accordance with Building Regulations and other standards, using our technical knowledge and local expertise.
- ◆ To provide the best possible professional service founded on quality, impartiality, best value and the recommendations of the national Building Control Performance Standards.
- ◆ To monitor and actively help maintain the safety of the built environment in East Devon.
- ◆ To be part of the excellent East Devon Development Team

To achieve these, we aim:

- ◆ To give you help and advice at design stage before you make an application.
- ◆ To deal with your application quickly and efficiently.
- ◆ To provide a consistent and improving level of service
- ◆ To provide an out of hours message service for inspection requests
- ◆ To provide a technical advisory service during office opening hours.
- ◆ To carry out all inspections booked by 10.00am on the day requested.
- ◆ To respond to all telephone calls within two working days.
- ◆ To reply to enquiry letters and emails within 4 working days.
- ◆ To make all our surveyors contactable by mobile phone.
- ◆ To liaise effectively with other agencies and Partners to help ensure that the work complies with all relevant requirements.

If you feel that any part of the service has not reached the above standards, or you wish to make any other comments, please let us know. Tel: 01395 517578