

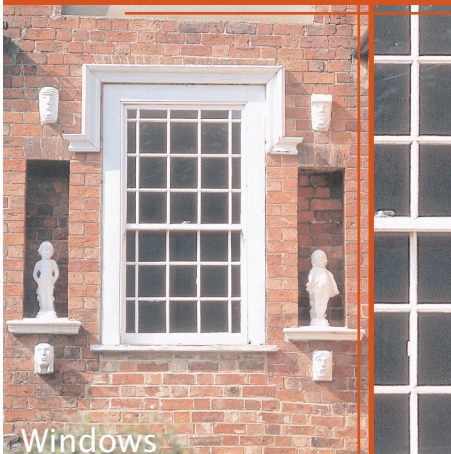
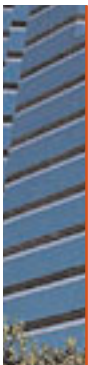


LINCS BUILDING
CONSULTANCY

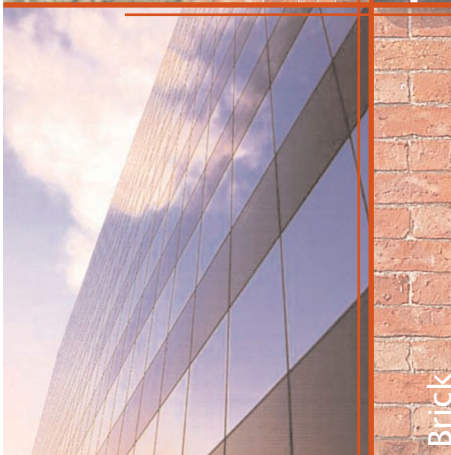
LEVEL OF SERVICE DOCUMENT FOR BUILDING CONTROL

 East Lindsey
DISTRICT COUNCIL


NORTH
EAST
LINCOLNSHIRE
COUNCIL
www.nelincs.gov.uk



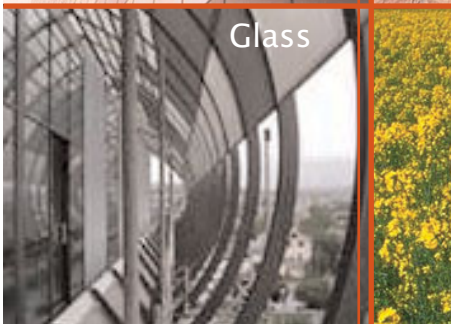
Windows



Glass



Brick



Innovation

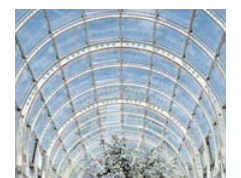

LABC



CUSTOMER SERVICE EXCELLENCE



FS 58945 003



March 2006

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Mission Statement

This document identifies the minimum level of service you will receive from Lincs Building Consultancy.

In addition to the contents herein, we are prepared to customise a level of service to your company's requirements.

The mission of Lincs Building Consultancy is a commitment to provide a positive, responsive, client oriented service, which is cost effective and constantly striving to deliver the highest possible quality of service.

Cost Effectiveness

Cost effectiveness is not purely related to the charges. It embodies the whole level of service concept; it enables your company to complete a project within the programme time without additional cost.

- Our charges will remain competitive when compared to other service providers. We can negotiate the most favourable payment arrangements to suit your needs.
- We will encourage early discussion and informal consultation 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 will work closely with your site manager to tailor the inspection service, thus ensuring that there are no unnecessary delays; helping to keep you within budget on your project.
- We can, through the LANTAC National Type Approval Scheme, help you to secure nationally recognised approval for your design.
- We will consult with other enforcement authorities. This has the benefit of producing a co-ordinated response for your project.
- We provide advice together with recommendations on access and facilities for all.
- We can provide the “One Stop Shop” for your development needs. Economic Development, Development Control, Conservation, Environmental Health, Fire Authority and Lincs Building Consultancy make up our Development Team.
- We actively support the National Partnership Authority Scheme.

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

Efficient of Service

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

- We will acknowledge 90% of applications within an average of 2 working days.
- We will check your plans as speedily as possible and you will normally be contacted within 9 working days of your application being made valid if further information is required.
- We can, for major projects, phase the plans approval process and provide stage approvals to suit your requirements.
- We provide a same day inspection service provided it is requested by 10:30 am.
- We provide a free pre-submission consultation.
- You will be notified of the officer who will be checking and inspecting your project.
- We will carry out all statutory inspections following notifications plus interim inspections as necessary.
- We will provide a high quality service, which is ISO 9000 accredited, which can be personalised where possible to meet your client's needs.
- Officers are contactable via:
 - Telephone (land line & mobile)
 - Fax
 - Email
- We hold regular focus group meetings together with seminars for the benefit of our clients.
- We are committed to help deliver higher standards of safety in the community through Lincs Building Consultancy.

Quality of Service

Lincs Building Consultancy has always recognised the importance of quality and has created a level of service built upon that principle.

- We provide help and advice on any matter regarding Building Regulations and allied legislation.
- 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 building elements when notified. Following notice of commencement of work we inspect:
 - Excavation of foundations
 - Foundation concrete
 - Prior to covering damp proof membrane
 - Prior to covering drains
 - Final completion.
- We will provide and maintain a site record book verifying site inspection details if required.
- We will provide a Building Regulation Completion Certificate together with a record of the inspections undertaken on satisfactory conclusion of your project.
- We will maintain clear, accurate and detailed records of your work for 15 years.

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

Our Customer Commitment

Lincs Building Consultancy is committed to making our services more accessible to all members of the community and providing a high quality service to our customers. Our promise to you is that we will provide our services to the best of our ability at all times. We will:

- Put the customer first.
- Be helpful, friendly, attentive and professional.
- Ensure that every customer receives individual and courteous attention.
- Ensure that we provide high quality services that give value for money.
- Consult with customers and adapt our systems and procedures wherever possible to meet your needs.

Our Service Standards

Staff - will be:

- Trained in customer care and when necessary receive training to be able to deliver a high quality service.
- Easily identifiable by their uniform and badge.
- Available to give additional assistance to customers with special needs.

Courtesy - we will at all times:

- Provide a welcoming, courteous and helpful service to all irrespective of age, gender, ethnic origin, disability, religion or sexual orientation.
- Handle all enquiries in a caring, efficient, professional manner.

Service – we will:

- Provide an efficient telephone and enquiry desk service.
- Answer telephone calls speedily.
- Respond to e-mails within 1 working day
- Reply to your letters within 5 working days.
- Aim to resolve an enquiry at the first contact.
- Telephone you back when we say we will.
- Continually monitor the quality of our services and work to improve them.

Consultation – we will:

- Check that you are happy with the service that you have received.
- Consult you regularly to check that you are happy with the services we offer.
- Continually review our performance standards to ensure that they continue to meet your needs.

Information – we will:

- Ensure that accurate and up to date information is available on our services.
- Publicise our service standards and customer charter and publish our performance against those standards.
- Use plain English, not jargon.

Complaints - we will:

- Publicise our complaints procedure.
- Make it easy for you to complain.
- Take your complaint seriously.
- Resolve it immediately if possible or tell you how your complaint will be dealt with.
- Acknowledge a written complaint within 2 working days.
- Tell you what improvements have been made to ensure that the reason for the complaint does not re-occur.

We aim to get things right first time but if you feel that we have not done something the way we should or that you have been treated unfairly or discourteously please get in touch.

and finally . . .

With the wealth of experience and knowledge available within Lincs Building Consultancy, those that take advantage and use this independent service to the full can be assured that their best interests will always be our prime concern.

Information

For further information on the high quality level of service that can be provided by Lincs Building Consultancy, please contact the Director of Lincs Building Consultancy.

Arrangements can be made to visit your offices and discuss a level of service that will meet your requirements.

We always recommend that before employing a builder, clients should always ask for references and ensure that they have all of the necessary permissions. It is the owner's responsibility to ensure that the requirements of the Building Regulations have been complied with. The inspections, which Lincs Building Consultancy undertake should not be confused with full site supervision.

For further advice on site management services you should contact your architect or builder. The approval notice and completion certificate, which Lincs Building Consultancy issue on behalf of the Council is not a guarantee or warranty and neither Lincs Building Consultancy or the Council are not responsible for any economic loss due to defects or failure to meet the minimum requirements of the Building Regulation.

Contact

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