

Building Control Performance Indicators April – June 2017



Service and Customer Care Standards

- We will check your full plans Building Regulation Application within 15 working days
Target 98%
Performance 88%
- We will make a decision on Full Plans Applications within 5 weeks or 2 months if you agree
Target 100%
Performance 100%
- We inspect building work that is in progress on the same day if you contact us before 10:00 am
Target 100%
Performance 99%
- We will issue a completion certificate within 2 working days after satisfactory completion
Target 95%
Performance 99%
- We will rename or renumber houses within 10 working days
Target 100%
Performance 85%
- We will provide a response to letters within 10 working days and complaints within 5 working days
Target 100%
Performance 100%

Complaints Received

For the period April to June we received 2 complaints. One was a cross department complaint regarding enforcement which is currently unresolved. The other was a complaint regarding a technical interpretation and is not currently resolved.

How to Contact us

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Control in England and Wales