

# Building Control News

## No. 65 November 2017



### Season's Greetings

The building control team would like to thank all our customers for your business and support throughout 2017. We wish you a happy Christmas and a prosperous new year.



### Customer Satisfaction Survey

Please complete our new online survey. This will take a few minutes. Let us know of any changes we can make to improve our service. Your feedback is important to us. The link to our survey is here [Building control customer care survey](#)

### Wycombe Leisure Centre Wins National Award for Inclusivity



Wycombe Leisure Centre has won a prestigious national award. The Inclusive Environment Award is given by the Construction Industry Council (CIC), for the best example of inclusive design in a contemporary building or built environment project, is the top award of this kind in the UK.

Alan Switalski, Access Officer put a lot of effort into making sure the layout and facilities would be accessible for everyone, but the whole team at Wycombe who were part of this project worked hard to make sure that the leisure centre was designed and constructed to be as inclusive as possible.

### Changes to the Building Control Technical Support Team

From January 2018, the technical support teams for building control and planning will be merging. The aim is to provide more resilience and cover to the respective areas so we are able to deal more effectively with higher volumes of workload or unforeseen absences.

Tina Charlton-Jones will become the Customer Support Supervisor serving building control and planning and her team will be the first point of contact for customers accessing the building control and planning services.

We will keep all telephone numbers and email addresses the same.

Training is currently taking place across the technical support teams so we can make the transition in January as smooth as possible for everyone.

I thank you in advance for your patience while we embed this new structure. If you do experience any problems that cause you difficulties or inconvenience, please contact either Tina Charlton-Jones or Alison Pipes directly.

## Performance

Since our last newsletter in January 2017 we achieved the following performance standards:

88% of plans vetted within 15 working days (Target 98%)

99% of site inspections notified before 10.00 am were inspected on the same day (Target 100%)

92% of house renaming was carried out within 10 working days (Target 100%)

Since the last newsletter in January we have received 2 service specific complaints, both relating to service provision. One of which was justified. We dealt with a further 2 complaints which were multi department, both currently remain open.

## Building Control Team Changes

Neil Bullenthorpe left the team back in May and is now working for Chiltern and South Bucks Building Control. As we share many of our customers with our neighbouring authorities, you may have already seen Neil in his new area.

Rose Gomes is now working three days a week, Wednesday, Thursday and Friday. Alan Mason (who works Monday, Tuesday and Wednesday) and Rose are jointly covering the same area for inspections and are your first point of contact for each other on non-working days.

## Paying online for Applications

We have recently received numerous applications submitted by agents, who have informed their client they can contact building control to make a payment immediately.

Because we need to register the application so we can link the payment electronically, we are unable to take payment straight away.

We will telephone the applicant for payment which should be within 2-3 working days after we have received the application.



## Christmas Opening Times

Monday	25 December	Closed
Tuesday	26 December	Closed
Wednesday	27 December	Closed
Thursday	28 December	8.45 am to 5.15 pm
Friday	29 December	8.45 am to 4.45 pm
Monday	1 January	Closed
Tuesday	2 January	8.45 am to 4.00 pm
Wednesday	3 January	8.45 am to 5.15 pm

## Contact Building Control

### Site Inspection Requests

01494 412 245

### Administration/Technicians Team

01494 421 403

**Fax:** 01494 421 439

### Access Officer

Alan Switalski: 01494 421 438 (Mon – Wed)

### Customer Relations

Tina Charlton-Jones: 01494 421 436

### Building Control Manager

Alison Pipes: 01494 421 425

**Email:** Building\_Control@wycombe.gov.uk

[www.wycombe.gov.uk/building](http://www.wycombe.gov.uk/building)



LABC represents Local Authority Building Control  
in England and Wales