

Total Building Control Business Policy



Corporate Approved Inspectors

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Building Control Performance Standards and Code of Conduct Policy

Total Building Control (TBC)

TBC will adopt this policy for the provision of its Building Control services to all enquirers. The basis for this policy is the Building Control Performance Standards (Department of Communities and Local Government, July 2014) as amended January 2017.

1. Resources

TBC will ensure that the staff undertaking the Building Control function on our behalf are suitably qualified to perform the type of work being undertaken to meet the duties under the Building Act. We are committed to discharge our duties in accordance with the Building Control performance standards.

2. Project Acceptance

TBC will accept projects that we are able to technically and functionally resource.

3. Pre-application Advice.

TBC will provide, where requested, pre-application advice on projects. This can range from on-site discussions to office based meetings in relation to major schemes. A point of contact will be referenced at TBC and initial discussions and/or agreements will be recorded for continuity in the fee/advice project folder. TBC reserve the right to make a charge for this service.

4. Consultation

All consultations as required by statute will be undertaken in a timely manner. We will ensure that all advice received from consultees will be passed on to the client or their representative. It is our policy that we collaborate with client, designer and consultee to ensure that client interaction with controls and duties placed upon them by other legislation in the continuing control of buildings is as smooth as possible.

5. Assessment of plans

TBC will assess plans and designs and in accordance with our quality management system and clearly communicate to our clients: • non-compliance with the Building Regulations • views of all statutory consultees • conditions pertaining to the approval of plans • remedies available in the event of a dispute over compliance.

6. Records of plan checking

TBC will keep clear records of all checking and consultation activities, including design philosophies adopted by designers for future reference.

These records will be kept for at least 15 years after project completion.

7. Site Inspections & Records

TBC will maintain an appropriate inspection regime which takes account of the following factors: • the degree of detail in design assessment process • the nature and complexity of the work • experience of the builder • high risk design features • notification arrangements • key construction stages.

Records will be kept on the case file for future reference for a period of at least 15 years.

8. Contraventions

Non-compliant work shall be communicated to the relevant person, verbally on site, and in



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writing via email or recorded letter.

Suitable return visits will be arranged/requested to ensure that the contravention has been rectified.

9. Notification of Consultees

During the construction phase TBC will inform the statutory consultees of any significant departure from the approved plan.

10. Certificates at completion

Upon satisfactory completion of the relevant work TBC shall give a Final Certificate to the local authority. The Final Certificate will be copied to the client and their approved representatives.

11. Archiving of records

All records and case files will be kept in a referenced store for at least 15 years from project completion.

12. Continuing Professional Development

As part of our ongoing commitment to staff TBC will ensure that all staff receive suitable and appropriate training in accordance with our internal training plan.

13. Review of performance

TBC shall review its performance as an approved inspector.

14. Management System

TBC is registered Quality Management Standard, ISO 9001.

15. Building Control Performance Indicators

TBC is committed to excellent service performance and files annual returns to the Construction Industry Council's Approved Inspector Registrar on an annual basis in accordance with their adopted procedure.

16. Business Ethics

TBC shall observe the highest professional standards and business ethics expected of service providers.

17. Complaints procedure

TBC operates, maintains and will make available on request, to any interested party, its complaints procedure.

Persons dissatisfied with the Building Control service they receive shall be able to complain and have their complaint dealt with fairly, transparently and in a manner that can be independently audited. A copy of the complaints procedure may be viewed at: <http://total-buildingcontrol.co.uk/useful-links/355105>

18. Code of Conduct

As an Approved Inspector it is Total Building Control's commitment to comply with the Code of Conduct for Approved Inspectors, and the Building Control Performance Standards (Department of Communities and Local Government,)

We shall not attempt to supplant a competitor, or win work, on the basis of interpretation of the regulations.

The principle of the Building Control function being independent shall not be compromised.

TBC adopts into practice the following relevant codes of conduct:

Code of Conduct for Approved Inspectors.

