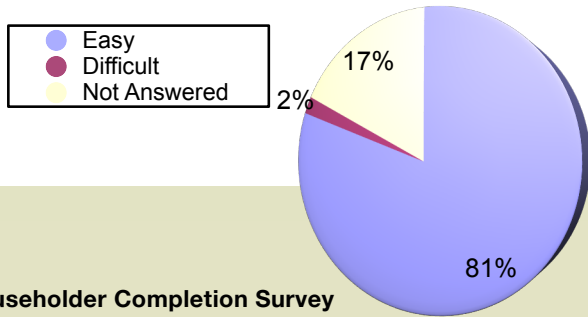


Plan Checking Survey : Contact with the Surveyor?

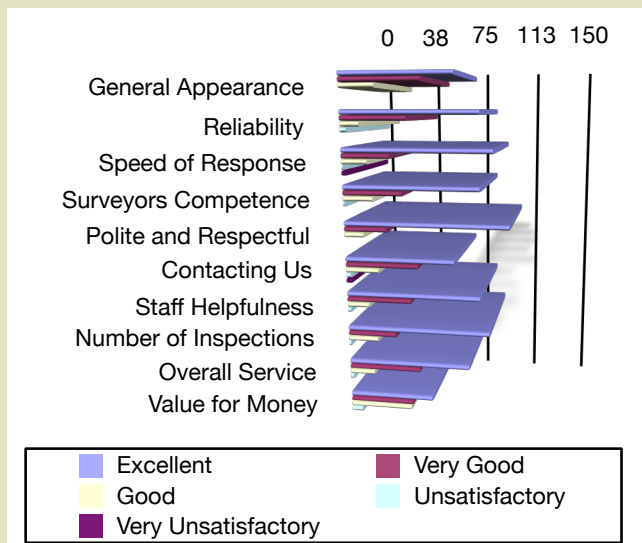


OUR SERVICE REVIEW 2010

THANK YOU FOR YOUR VALUABLE COMMENTS

Householder Completion Survey

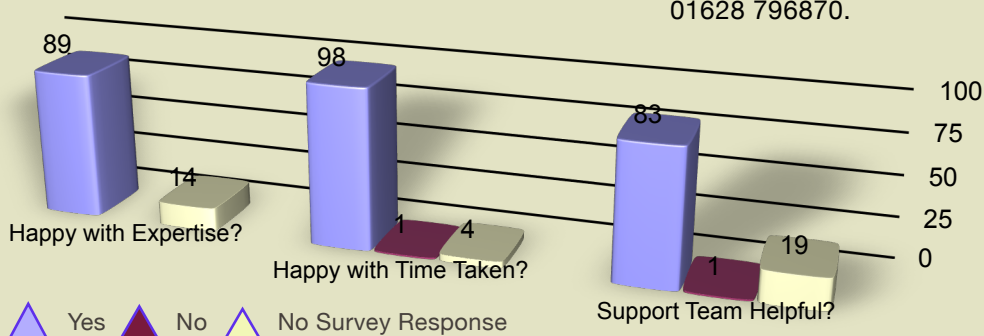
Rate the service you received



Our service performance results will be published on our website, but we will also continue to share our progress with you each year. We also look forward to hearing from you and welcome any additional feedback. The Service is grateful for your valued business and supporting us, and we look forward to working with you throughout 2011.

If you would like further details regarding the full range of services that we can provide, please do not hesitate to contact us on 01628 796870.

Plan Examination Service Received?



Our latest review for 2010 takes a look at the performance and workload achievements for RBWM Building Control Consultancy. We want to share the valuable feedback we have received over the past year. We have also included a snapshot of some of the improvements that have helped us enhance the quality of our service.

We are committed to keeping you first in everything we do, so please continue to be part of our feedback process to help deliver the local building control service that you need.

FACTS AND FIGURES

- 1,425 Building Control applications were assessed.
- 9,532 site inspections undertaken.
- 746 Building Control Completion Certificates issued.
- 60 Demolition Counter Notices were served.
- 25 dangerous structure incidents were responded to.
- 261 individual property search enquires were handled



2010 Performance and Workload Review - The basic facts

The year 2010 presented a true challenge for the service, as the general building and construction industry commenced recovery from the difficult market conditions the previous year. 2011 will remain challenging, however this environment has not discouraged us and we knew that we could further develop the range of services to support our applicants. We moved facilities from Tinkers Lane, Windsor to Maidenhead in July, but have successfully maintained a good level of service despite this temporary disruption. This is the result of the hard work and commitment from our Surveying and Support teams throughout the year.

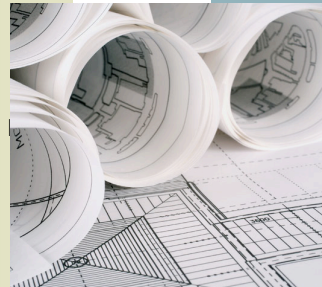
Our most significant achievements during 2010 included the two awards we received at the LABC Regional 'Built-in Quality' Awards in May 2010, and these projects went through as finalists at the National Awards in London. The nominated sites were the Horticultural and Science Building, Berkshire College of Agriculture (Best Education Project), and the residential development at Copper Horse Court, Windsor (Best Housing - Large Developer Category).

In November 2010, we successfully retained the ISO 9001:2008 Quality Assurance Management Standard. This is awarded by the British Standards Institution following their 'on-site' audit of our Building Control Service. We are very proud to retain this and receive such external recognition of the professionalism and high standard of customer service that we are able to offer.

Throughout 2010 we have enjoyed the support of our Key Agents and LABC Partners, together with the residents that have used our services. We have developed good relationships with both Architects, builders and their contractors, and have continued to attract new LABC Partnering agents. The LABC Partnering Scheme gives customers the opportunity to obtain consistent advice and Building Regulation approval for developments throughout England and Wales, and can both simplify and speed up the overall process.

A number of key changes to the Building Regulations were introduced last year, with new Approved Documents launched for Parts F, G, L and J, together with the new 2010 Building Regulations. Further information can be obtained from our website, or please contact us direct for technical assistance.

Fundamentally these changes introduce tighter energy efficiency and sustainability requirements, and we have trained Surveyors in both BREEAM and Code for Sustainable Homes, to further support your building control application from the initial design stage through to completion - in addition to the other Building Regulation requirements.



ACTIONS TAKEN IN 2010

- Continual development of key Customer and Partnering links to provide consistent technical support.
- Provided access to LABC Supporting Services - providing New Home, Social Housing and Commercial Warranties; Code and BREEAM assessments; SAP and SBEM Energy Assessments; Air Pressure and Acoustic testing - along side your Building Control application.
- We have expanded the Building Control Customer Panel to include our LABC Partnering companies. The Panel meets during the year, and offers an important mechanism to help channel thoughts and ideas, and provide useful updates on Building Regulation and technical issues.
- A greater volume of on-line application forms are now used, and these are now available for both registering full plans and building notice applications.
- New Building 'Local Authority Charge' Regulations came into force nationally in October 2010, and we have introduced revised guidance and new Standard Charge tables. Two methods are now used to establish the charge (either an individually determined or standard charge) to cover our costs, but also ensure that you are only paying for the appropriate service - based on the particular project's involvement and complexity.
- We have introduced two 'on-line' calculators to quickly assist applicants with appropriate standard charges.

