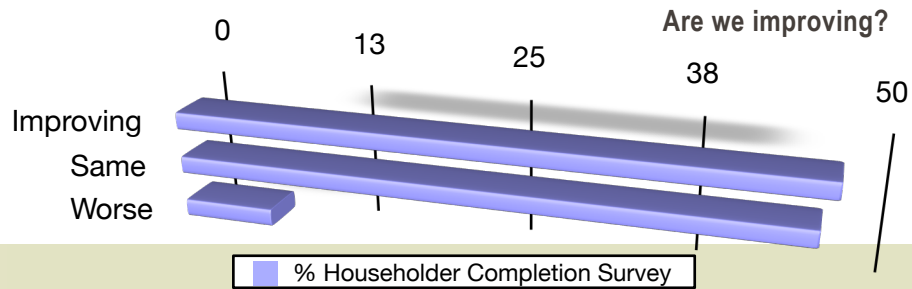
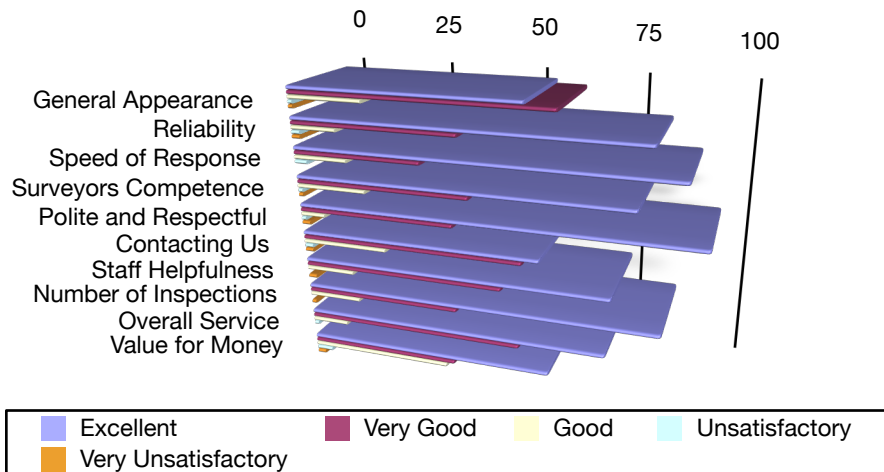


## OUR SERVICE REVIEW 2011



## Householder Completion Survey - 'Rate the service you received'



## THANK YOU FOR YOUR VALUABLE COMMENTS

Our service performance results will be published on our website and we will 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 we look forward to working with you throughout 2012.

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.



## OUR BUILDING CONTROL SERVICE REVIEW 2011

JANUARY 2012



Our latest review for 2011 takes a look at the key 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 achievements that have helped us enhance the quality and range of services that we can offer.

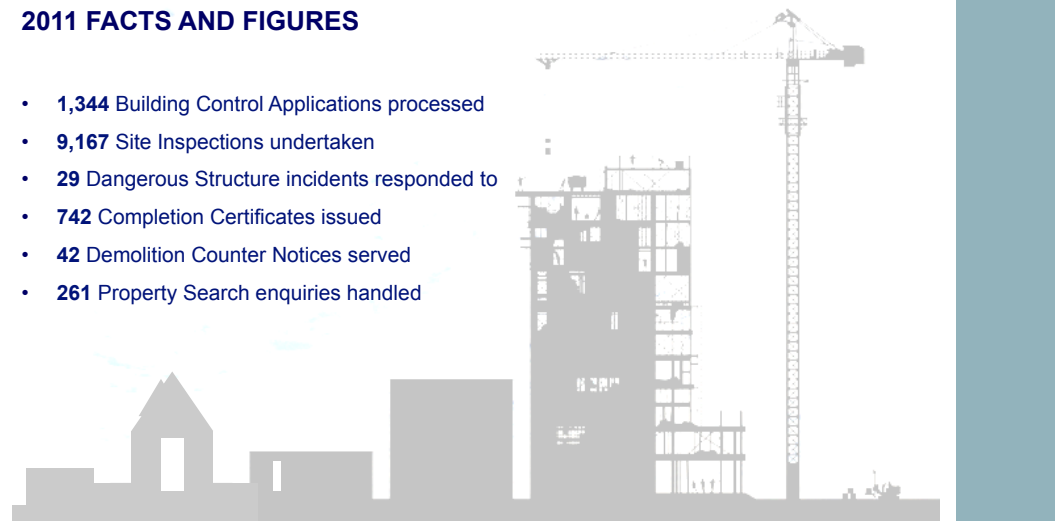
We are committed to keeping you first in everything we do, so please continue to be part of our feedback process to help deliver the local building control service that you need.

Please contact us today to discuss how we can help deliver your next project.



## 2011 FACTS AND FIGURES

- **1,344** Building Control Applications processed
- **9,167** Site Inspections undertaken
- **29** Dangerous Structure incidents responded to
- **742** Completion Certificates issued
- **42** Demolition Counter Notices served
- **261** Property Search enquiries handled



# 2011 Performance and Workload Review - The Basic Facts



The year 2011 presented a true challenge for the service, but we continued to further develop the range of services to support your application, and make the overall building control process easier to access and use. We have successfully maintained a good quality service and this achievement is the result of the hard work and commitment from our Surveying and Support teams throughout the year.

Our most significant achievement during the year included the two awards we received at the LABC Central Region 'Built-in Quality' Awards in May. We received 'Best Technical Innovation' award for the Manor Green Residential building at Elizabeth Hawks Way, Cox Green - developed by Rollalong Modular Solutions Ltd. RBWM were also highly commended within the 'Best Education' category for the new Manor Green School - developed by Willmott Dixon.

In November 2011, we successfully retained the ISO 9001:2008 Quality Assurance Management Standard. This is awarded by the British Standards Institution following their annual review and audit of our Building Control Service. We are very proud to retain this Standard each year and receive such external recognition of the professionalism and high standard of customer service that we are able to offer.

Throughout the year 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.

We are keen to promote the full benefits of using Local Authority Building Control and to fully utilise the LABC\* Consult services. Using RBWM Building Control will give you full access to LABC Consult and LABC Training - providing a number of valued services such as : New Home, Social Housing and Commercial Warranties; Code for Sustainable Homes and BREEAM assessments; SAP and SBEM Energy Assessments; Air Pressure and Acoustic testing. Please contact us if you would like further information in respect of these services.

\* LABC is the member organisation representing Local Authority Building Control departments in England and Wales. LABC membership includes over 3,000 professional surveyors and support technicians throughout 12 regions.

We recognise that 2012 will remain challenging for the construction industry, but we are here to support the successful delivery of your next project.

To see our full service brochure please scan this QR code with your smart phone



## OUR ACHIEVEMENTS IN 2011

- In November 2011 we successfully retained the BSI Quality Assurance Management Standard ISO 9001:2008.
- Continual development of key Customer and Partnering links to provide consistent technical support.
- A full 'Lean Systems' review was undertaken in February 2011 and this has resulted in a number of process efficiencies being implemented - to further improve the throughput of submitted applications.
- A greater volume of on-line application forms are now used. The process is easier and is now available for both registering full plans and building notice applications.
- Our on-line fee calculators have been updated and now include categories such as:
  - Garage & Carports, and Loft & Garage Conversions.
- Our Customer Guides 1 to 19 were revised and the following new guides have now been introduced:
  - Making the BC Process Easier - CG20
  - Commercial Building Projects - CG21
  - Home Improvements - CG22
  - Installing Solar Panels on your home - CG23
  - Using Competent Persons Schemes - CG24

All these Customer Guides are available to view and download from our website.

RBWM Building Control Consultancy, Town Hall, St Ives Road, Maidenhead SL6 1RF

Email : [building\\_control@rbwm.gov.uk](mailto:building_control@rbwm.gov.uk)

Tel: 01628 796880  
Fax: 01628 796886