

# Building Control

## Goodbye to Steve

Steve Stanger, one of our longest standing team members is to retire in July this year.

Steve, a chartered surveyor, started his building control career at Baildon UDC prior to local authority reorganisation, before joining the City of Bradford and subsequently moving to Calderdale where he has risen to the role of team leader.

Steve is a well known face in building control, with considerable knowledge and skill which will be sadly missed when he leaves. We wish Steve all the best for a long and happy retirement, and thank him for all his efforts!



### Welcome Team Leader Paul

As Steve Stanger begins a new chapter in life, his role as team leader will be undertaken by Paul Bates. Paul has worked for Calderdale Building Control for 5 years as a Fire Safety and Access Surveyor, previous to which he worked at Bradford.

Despite the change in personnel we aim to continue to provide high quality, friendly, customer focused, effective, efficient value for money service to all our customers!

# *Smarter Working*

The council has initiated a new way of working across the authority entitled "Smarter Working" the idea is to increase customer satisfaction, improve service delivery and allow staff to work more flexibly. Building Control are a natural pilot in the scheme because of our current flexible working.

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## *New part G*

New approved document G (Sanitation, hot water safety and water efficiency) will come into force on the 1<sup>st</sup> October 2009, this will have a big impact on all future designs, requiring hot water controls to baths and the opportunity to flush the toilet with grey water in every development.

## *Quality Management Systems*

Good news our quality management system has recently passed a rigorous assessment and now meets the current best practice standard complying with BS EN ISO 9001:2008, for quality management systems.

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## *Online Applications*

We now have a facility for our customers to submit their Building Regulation applications online via our website at [www.calderdale.gov.uk/buildingcontrol](http://www.calderdale.gov.uk/buildingcontrol)



We can already accept payments via debit and credit cards but from this summer (July 2009) we should have an online fees payment facility to provide a one stop shop for your Building Regulations applications and information on all aspects of Building regulations can be found on this website.

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## *Can we improve our service?*

As a customer focused control service, we are always looking at ways to improve our services. To do so we use customer questionnaires to gather feedback. Please fill in a questionnaire and tell us how we are doing and what could be better.

Questionnaires can be found at both the Planning and Building Control Offices.

If you can not find a questionnaire just ring us, or send an email with your ideas and feedback to [building.control@calderdale.gov.uk](mailto:building.control@calderdale.gov.uk)

# Performance Indicators 2008/2009

Performance Indicator	Target %	Achieved by Teams		Overall
		North	South	
<b>Application Acknowledged within two days of Deposit.</b>				
Full Plans	98	100	100	100
Building Notices	98	100	100	100
Regularisation Application	98	100	100	100
<b>Applicant/Agent notified of amendments or decision, (Where no amendments are necessary) within three weeks of deposit (Full Plans Only).</b>				
Residential	93	98	94	96
All Other types	93	92	93	93
<b>Decision notified within statutory time period of five weeks and two months (Full Plans Only).</b>				
	100	100	100	100
<b>Requested Site Inspections shall be carried out within the statutory time limit or such longer time as agreed*</b>				
	100	100	100	100
<b>External correspondence (which requires a reply) to be acknowledged within two days of receipt.</b>				
	100	100	100	100
<b>External correspondence (which requires a reply) to receive a reply within 14 days of receipt.</b>				
	100	100	100	100
<b>Notified Dangerous Structures to be inspected within 12 working hours</b>				
	95	100	100	100
<b>Counter Notice on Demolitions to be served within 14 days of receipt of information</b>				
	91	97	100	99
<b>Percentage of customers satisfied with service</b>				
	90	-	-	90
<b>Initial Notices determined within 5 working days</b>				
	100	100	100	100

Our Statistics show how well we provide our service to you our customers. We pride ourselves on the consistency of quality services, and make every effort to exceed our challenging standards.

# Building Control Contacts:

Email: [building.control@calderdale.gov.uk](mailto:building.control@calderdale.gov.uk)

[www.calderdale.gov.uk](http://www.calderdale.gov.uk)



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## South Area Team:



**Phil Deacon**  
(Team Leader)  
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**Richard Newdall**  
(Senior Surveyor)  
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**Martin Sheehan**  
(Surveyor)  
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**Gerry McCarton**  
(Surveyor)  
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**Roger Holmes**  
(Surveyor)  
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**Sarah Evans**  
(Trainee  
Surveyor)  
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## North Area Team:



**Paul Bates**  
(Team Leader)  
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**Clive Green**  
(Senior Surveyor)  
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**Norman Fairbank**  
(Surveyor)  
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**Paul Harding**  
(Surveyor)  
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**Anthony Butler**  
(Surveyor)  
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**Natasha Hrab**  
(Trainee  
Surveyor)  
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**Roger Pitchforth**  
(Fire Safety and  
Access Surveyor)  
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## Administration:



**Sara Mills**  
(Admin. Officer)  
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**Christine Trippitt**  
(Technical Clerk)  
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**Jane Colbeck**  
(Technical Clerk)  
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**Diane Rigby**  
(Technical Clerk)  
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**Linda Lodge**  
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CUSTOMER SERVICE EXCELLENCE