

Service standards for Building Control

What you can expect from Building Control

Detailed below are the services and standards you can expect from Newtownabbey Borough Council's Building Control Section. The Council also has 'A Charter for Customers', detailing all its services, corporate standards and the complaints procedure. This is available on request.

You should expect the following **services** from Building Control:

- Enforcement of building regulations dealing with all practical matters relating to the construction of buildings, extensions or other works.
- Consideration of issues concerning health and safety in buildings with regard to resistance to moisture, structural stability, fire safety, resistance to sound, safety of stairs and landings, waste disposal, ventilation, heating appliances and flues, drainage, sanitary provision, and glazing. We also cover access and facilities for disabled people, and thermal insulation and controls;
- Vetting and approval of plans under the Full Plans procedure for all types of construction work, or under the alternative fast-track Building Notice procedure for simple domestic applications.
- Inspections made at key stages of construction to check that work complies with technical standards.
- Providing 'Regularisation Certificates', when appropriate, if we have not previously approved the work.
- Technical advice by phone Monday to Friday excluding public and bank holidays.
- Free pre-application consultation on compliance with the regulations, for any size or type of project.
- Property certificate information for buildings being sold.
- Street naming and postal numbering for new properties and developments.
- Applying the legislation about dangerous structures.

You should expect the following **standards** from Building Control:

- A same-day inspection service when notified before 10am, or next-day inspection if notified later in the day.
- Comprehensive technical assessment of plans within 19 days for 95% of cases.
- Issuing completion certificates within 7 days of inspecting satisfactorily completed work.
- Making contact within 4 days of receiving the correct information and fees to arrange appointments for 'regularisation' inspections.

Building Control
Newtownabbey Borough Council
Mossley Mill
Newtownabbey
BT36 5QA

Phone (Building Control):	028 9034 0140
Phone (property certificates):	028 9034 0141
Phone (switchboard):	028 9034 0000
Fax:	028 9034 0150
Textphone:	028 9034 0109
Send a text to:	078 16 225 290 (starting message with NBC)

Email: buildingcontrol@newtownabbey.gov.uk

Web: www.newtownabbey.gov.uk

NI Building Control Website: www.buildingcontrol-ni.com

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