

St Albans District Council Building Control is committed to maintaining and improving high quality standards for our customers based on:

- professionalism
- care
- attention
- impartiality
- public accountability

We will endeavour to:

- provide pre-application and general building control advice
- register applications, assess the charges and acknowledge their receipt within three working days
- determine all applications within statutory periods
- confirm acceptance of valid Building Notices within 3 working days
- request any necessary further information in a timely manner
- inspect the same day if requests are received before 9:30am
- given reasonable notice, carry out inspections in line with the builders work programme so that delays on site are kept to a minimum
- make inspections out of normal working hours by prior arrangements
- accept inspection requests by phone, email or the LABC app
- provide a scale of charges, guidance notes and application forms on our website
- determine all Initial Notices within 5 working days
- conduct customer care surveys to monitor our performance and make improvements where necessary

In an effort to maintain and improve our service we welcome feedback from our clients. If for any reason you feel our service is not satisfactory or if you have any comments concerning its delivery please contact

[buildingcontrol@stalbans.gov.uk](mailto:buildingcontrol@stalbans.gov.uk)