

# What is Building Control?

## NHBC Building Control Services Limited

Building Control is a statutory requirement that exists to make sure that all new and newly converted buildings meet minimum health and safety standards as well as energy efficiency and accessibility criteria. These standards are the Building Regulations and it is the responsibility of the person carrying out the work, or commissioning the work, to comply with them.

In England and Wales, building control may be carried out by an Approved Inspector who is approved and regulated by the Construction Industry Council Approved Inspectors Register Limited (CICAIR) a body approved for this purpose by the Government.

NHBC Building Control Services (NHBC BCS) is an Approved Inspector, in operation since 1985, and is the largest single provider of building control. NHBC BCS will undertake design checking and site inspections to assist the person carrying out the work in achieving their obligations of complying with the Building Regulations.

NHBC BCS observe best practice in terms of professional standards and business ethics in order to act with integrity and independence at all times. We follow the CICAIR Code of Conduct for Approved Inspectors, as well meeting the Government's Building Control Performance Standards, to ensure we deliver a service that meets the necessary standards as well as customers' needs.

## How we deliver the building control service

### Plans assessment

Before a formal application is received, customers' can contact us for pre-application advice to discuss projects at an early stage. On receipt of a formal application for building control services, projects are allocated to a single point of contact dealing with both procedural and technical building control matters. Customers' regional offices are linked with our local technical teams so our customers can call upon the services of a Technical Manager and the local team resources should they need assistance.

### Consultations

Throughout the project NHBC BCS will undertake the necessary statutory consultations and ensure our customers are informed of the consultees views so they can be considered as part of the design. We will also provide a clear schedule of conditions setting out building regulation items that need consideration and our teams will be pleased to work with our customers to address these as early as possible to avoid any abortive work.

### Site inspections

NHBC BCS provides a site inspection regime that is matched to both project and customer needs. It takes into account relevant factors such as; complexity of the work, the speed of build, the experience of the builder, along with consideration of ground conditions and other relevant issues. Inspections are recorded in a site record book as well as electronically on the NHBC Portal. The site manager is kept informed at all times so any areas of good practice are identified as well as any improvements needed. At the end of a project we will provide a final certificate for the work.

### Our people

Building control services are delivered by experienced and qualified people matched to the complexity of the type of work undertaken. We review national demand to ensure that we have the right people in place to manage current and future work.

Our staff are experienced and knowledgeable and directly employed by NHBC. We undertake regular reviews of our in-house skills and knowledge and provide technical training to all involved in the Building Control Service. We require that all technical staff undertake Continuing Professional Development so that our people are kept informed of regulation changes and emerging methods of construction.

### Keeping Records

NHBC BCS operates a quality management system and provides a customer portal which receives all plans and document submissions in an easy to use manner. Using the NHBC Portal ensures that all project documentation and correspondence is recorded electronically and can be easily and quickly retrieved or reviewed as well as stored securely for up to fifteen years.

### Getting in touch

We welcome customer feedback, and we have a transparent complaints procedure within our Customer Charter. We will always take any complaint seriously and respond promptly. Contact us by telephone on **0344 6331000** and ask for consumer affairs or email [consumeraffairs@nhbc.co.uk](mailto:consumeraffairs@nhbc.co.uk)



NHBC Building Control Services Ltd  
NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP  
Tel: 0344 633 1000 [www.nhbc.co.uk/bc](http://www.nhbc.co.uk/bc)