

LABC Customer Service Commitments



*Helping customers throughout
the design and build*

These 12 service commitments are standard for LABC's 'relationship' customers:

Fair value. Local authorities are 'not for profit' and we guarantee to provide fair value to customers including the provision of our expertise and practical experience. This includes accessing our site knowledge and local authority records for sites with history or unusual ground conditions or consulting with other professionals.

Efficient working. Our service level obligations as a local authority set minimum response times for building control processes. Our performance in this local authority exceeds these performance targets and, therefore, we are able to offer "fast-track" responses when requested in advance or through customer liaison with a nominated member of our staff.

Free registration with the LABC Partner Authority Scheme. This allows us to provide any customer with plans approval on projects in other local authority areas. It suits developers, architects and contractors that work across a number of different local authorities either within the region or across England & Wales. There is no cost and it improves consistency of advice and project management.

Account management. Customers can opt to have a named person provided as their primary contact for all projects. The named contact will monitor the project and provide a single point of contact even if other surveyors, or local authority professionals or even other local authorities in different areas are involved. Invoicing and other documents or processes can be managed to suit the customer's needs.

Project management. Where customers opt for an "account managed" approach, we provide regular feedback on progress – especially outstanding documents and unresolved issues.

Pre-submission advice. Before drawings or building plans are formally deposited with us for 'plans approval' we will provide meetings or respond to technical queries to help improve the building design in matters relating to the Building Regulations. This may be handled by telephone, email or formal review meetings.

Large project development team coordination. For major or complex projects, we can provide a “Development Team” involving colleagues from Planning, Access and Conservation, Environmental Health, Fire Service, Highways and Police to coordinate regulatory feedback on initial designs and to streamline feedback on the design development all the way through from initial concept to construction.

Technical opinions. On complex or innovative designs, we offer additional technical consulting through the LABC national network. This provides a good value route to design input especially in matters relating to fire engineering, structural, acoustic, access or energy conservation matters. This commercial advice is handled through LABC’s Technical Working Group and Technical Forum or through LABC partner organisations. Customers can access the LABC website and are able to have passwords for entry into the LABC members’ area.

Planned inspection regimes. Where accounts are managed and we have been able to provide advice and feedback early in the process, we work with customers to agree a regime of critical inspections. This can include complex or difficult build details, checking the specification of materials and systems installed by sub-contractors as well as scheduling acoustic tests etc. The regime is designed to provide the developer, main contractor and LABC with a streamlined pathway to completion based on quality and confidence.

Troubleshooting. Using the account management system and project management framework, we can work with customers to change schedules and/or provide feedback from specialist surveyors when unexpected issues arise during the build. It’s the nature of the building business and we will respond to changing circumstances and priorities.

Training and professional development. We regularly provide customers with practical training and updates on changes to the Building Regulations before these changes are implemented. Depending on the level of content these are either free or supplied at a nominal cost. In-depth training on specific topics is provided at low cost by LABC Regions and LABC Training.

Health & Safety. Whilst H&S is not a function of LABC, we do have a duty to protect our employees and Associates and will liaise with Site Managers, contractors and sub-contractors to ensure that potential risks are recognised and assessed for action. Our approach is to engage with customers and support site managers in the quest for safe working.