

Building Control Performance Standard Policy

1. Policy

jhai Ltd adopt this policy for the provision of its building control services to all enquirers. This policy is reviewed annually.

The basis for this policy is the *Building Control Performance Standards* (Department of Communities and Local Government, January 2017).

2. Resources & project acceptance

We will ensure that the staff undertaking the building control function on our behalf are suitably qualified to perform the type of work being undertaken and to meet the duties of the company under the Building Act 1984. The company is structured in such a way that regular reviews of workload are undertaken by our Regional Managers, under Directors' supervision and agreement, to forecast and ensure sufficient resource allocation, in accordance with regularly reviewed regional business plans. We are committed to discharge our duties in accordance with the above Building Control performance standards.

Through correspondence and instructions monitored in accordance with our quality management system, and developing guidance such as the Initial Notice Protocol we will ensure that all relevant people cited within controlling legislation are kept informed in accordance with our procedures. Where reasonable possible the building owner, where that person is not our client, will be notified of our appointment as Building Control Body as close as practicable to the point of project acceptance.

3. Consultation

All consultations as required by statute will be undertaken in a timely manner. We will ensure that all advice received from consultees will be passed on to the client or their representative. It is our policy that we collaborate with the client, designer and consultee to ensure that client interaction with controls and duties placed upon them, by other legislation, in the continuing control of buildings is as smooth as possible.

4. Assessment of plans

jhai will assess plans and designs and in accordance with our quality management system clearly communicate to our clients:

- non-compliance with the building regulations
- views of all statutory consultees
- conditions pertaining to the approval of plans
- remedies available in the event of a dispute over compliance

5. Records of plan checking

jhai will keep clear records of all checking and consultation activities, including design philosophies adopted by designers for future reference. These records will be kept for at least 15 years after project completion.

6. Site Inspections & Records

jhai will maintain an appropriate inspection regime which takes account of the following factors:

- the degree of detail in design assessment process
- the nature and complexity of the work
- experience of the builder
- high risk design features
- notification arrangements
- key construction stages

Further details about the standard inspection regimes adopted may be found in our key information document "Inspections – when to call us" at the following web link [Jhai - Key Info Documents you may need](#)

Relevant factors shall be assessed at the design stage compliance appraisal and at site commencement of each project. This will ensure that effective control can be maintained for the duration of the project.

Site inspection records will identify the work stage(s) inspected and include the required core and site specific information. The inspection record will clearly detail general observations made during the course of the inspection and separately identify potential non-compliance issues requiring further action by the client/person undertaking the work.

In accordance with our quality management procedures, on completion of an inspection, a surveyor will either leave a hand written report of all observations made that affect compliance on site, or will email the report to the client or their representative as soon as practicable after the inspection.

jhai consider the need for post construction information and testing required as early as possible in the submission process. A copy of our "Completion checklist" document can be downloaded at the following web link [Jhai - Key Info Documents you may need](#)

For all live sites, subject to suitable notification by the persons undertaking the work, jhai aim to visit site at a frequency sufficient to maintain effective control. Such notification should be in accordance with our inspection framework plan "inspections – when to call us" which can be downloaded using the following link [Jhai - Key Info Documents you may need](#).

To ensure that legal control is maintained for projects which have entered an "inactive" phase, or those where no inspection have been requested for a period of 3 months, jhai will establish a suitable regime of contact with the project either by means of inspections at three month intervals or alternatively telephone/email contact with the client to establish the status of the works and this will be suitably recorded.

Records will be kept on the case file for future reference for a period of at least 15 years. Copies of all site inspection reports can be provided to a building owner post completion where this is requested in writing within 15 years of such completion and subject to a reasonable fee charged by jhai.

7. Contraventions

Non-compliant work shall be communicated on the site inspection record sheet left on site or sent via email. If thought necessary by the Project Manager, it will be followed up in writing to the client and the person responsible for the building work. Our record will clearly indicate the contravention and indicate, where possible, measures necessary to remedy the situation.

Suitable return visits will be arranged/requested to ensure that the contravention has been rectified.

In the event of dispute, jhai will observe statutory procedures and work collaboratively with the client where possible to help resolve the issues.

8. Notification of Consultees

During the construction phase, jhai will inform the statutory consultees of any significant departure from the approved plan.

9. Certificates at completion

Upon satisfactory completion of the relevant work jhai shall give a Final Certificate to the local authority. The Final Certificate will be copied to the client and their approved representatives.

jhai reserve the right to pass on legal paperwork to appointed agents with the consent of current owners or successors in title.

10. Archiving of records

All records and case file will be kept in referenced store for at least 15 years from project completion.

11. Continuing Professional Development

As part of our ongoing commitment to staff jhai will ensure that all staff receive suitable and appropriate training in accordance with our internal training plan.

12. Review of performance

jhai shall collect and monitor evidence of its performance, in terms of service delivery and compliance or non-compliance of building work with the Building Regulations. It shall have procedures in place to learn from its findings as a part of a process of continuous improvement. It shall also facilitate the sharing of any information which would be of benefit to other BCBs (Building Control Bodies) in recognising general areas of difficulty or failure in achieving compliance

13. **Management Systems**

jhai is registered and maintains a commitment through regular internal and external audit to Quality Management Standard BSEN ISO 9001, Environmental Management Standard BSEN ISO 14001 and Occupational Health & Safety Management Standard BS OHSAS 18001.

The management systems form the basis for our continual service delivery improvements.

14. **Building Control Performance Indicators**

jhai is committed to excellent service performance and files annual returns to the Construction Industry Council's Approved Inspector Registrar on an annual basis in accordance with their adopted procedure.

15. **Business Ethics**

jhai shall observe the highest professional standards and business ethics expected of service providers. We shall not attempt to supplant a competitor, or win work, on the basis of interpretation of the regulations. The principle of the building control function being independent shall not be compromised.

jhai formally adopts into practice the following relevant codes of conduct:

- *Code of Conduct for Approved Inspectors (CIC, January 2017)*
- *Building Control Performance Standards (DCLG, January 2017)*
- *Rules of Conduct for Firms (RICS, January 2012)*

16. **Complaints procedure**

jhai operates, maintains and will make available on request, to any interested party its complaints procedure. Persons dissatisfied with the Building Control service they receive shall be able to complain and have their complaint dealt with fairly, transparently and in a manner that can be independently audited.

A copy of the complaints procedure may be viewed at the following web link [Jhai - Key Info Documents you may need](#)

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