

### **Policy, performance, and management systems**

Corporate Approved Inspectors Ltd (CAI) has created this policy for the provision of a building control service which supports customers, meets legal obligations, complies with the CICAIR Code of Conduct and the Building Control Performance Standards. CAI Ltd has a formal documented Quality Management System which is ISO 9001 registered.

### **Resources**

CAI shall deploy sufficient experienced and qualified staff, with competencies appropriate to the type of building control work undertaken and shall ensure that suitable arrangements exist for CPD and in-service training of its technical staff. Competency of technical staff will be monitored and reviewed through peer reviews, appraisals and maintaining the CICAIR Knowledge Base Matrix.

Building Control Bodies shall allocate sufficient resources to discharge its duties, having regard to its current and future workload, complexity and location of work, and changes in Building Regulations, Approved Documents, and other recognised guidance.

### **Consultation**

CAI will undertake all statutory consultations in a timely manner in line with our operational procedures and the observations of consultees should be communicated in writing to clients.

Additional consultations will be undertaken where appropriate in circumstances such as where significant departures from the plans are identified during construction. CAI will, where appropriate, co-operate in an integrated approach to consents relevant to development control.

### **Pre-application contact and provision of advice**

Pre-application discussion and early involvement with clients will in most cases be beneficial to both clients and CAI, affording the opportunity to identify problems at the earliest stage and providing advice on how they might be dealt with. It is also an opportunity to help the client follow the correct procedural requirements.

CAI will establish a single point of contact to deal with both procedural and technical building control enquiries on individual projects. This shall be supported by team working within CAI to ensure continuity throughout the construction project.

### **Assessment of plans**

Where assessment of plans is undertaken, clear information shall be communicated to the client in writing regarding:

- compliance and non-compliance with the Building Regulations
- views of statutory consultees
- conditions pertaining to the approval or passing of plans
- remedies available in the event of a dispute over compliance.

Records of plans assessment, design assessment philosophy, communications and consultations will be held within each project folder on CAI's database.

### **Site inspection regime**

CAI will provide clients with a site inspection regime that is tailored to meet the client and project needs which will be kept under review as the project proceeds.

All relevant factors will be assessed at the outset and regularly reviewed so that effective control is maintained for the duration of each project, with adequate site inspections and sufficient records, to demonstrate the application of reasonable skill and care by CAI. All sites will be inspected at sufficient frequency to ensure compliance with the Building Regulations.

CAI will maintain electronic records of each inspection which will identify the work inspected and any non-compliance together with any re-inspection. Where plans are not available for the work, these records will be more detailed.

Contraventions of Building Regulations shall be clearly and promptly communicated in writing, identifying the problem to the client, and included in the site inspection records. CAI will, where appropriate, discuss with clients measures which may need to be taken to achieve compliance. Decisions regarding Building Regulations compliance, especially formal notices, shall be clearly communicated to the responsible person, observing any statutory time periods. Any mechanisms for appealing against or disputing a decision of the CAI will be clearly made known to the responsible person.

During the inspection phase, CAI will ensure that all statutory consultees are notified of any significant departures from plans.

### **Communications and records**

CAI will communicate with clients, consultees, and others in writing by email or post.

Where the client is not the building owner, CAI will take reasonable steps to ensure that the building owner is aware of whether the local authority or an Approved Inspector is carrying out the Building Control function for the building work to their property.

CAI are required to provide site inspection records to the building owner on request for all building work that has been issued with a final/completion certificate or where an initial notice has been cancelled. The request must be in writing and made within 15 years of the final/completion certificate being issued.

All records relating to the building control service provided to individual projects will be stored in an electronically retrievable format for a minimum period of 15 years. Arrangements shall be made for their transfer into safe keeping in the event of a Building Control Body ceasing trading.

### **Business and professional ethics**

CAI and their professional consultants used in support shall observe best practice professional standards and business ethics expected of service providers. CAI are guided by the CICAIR code of conduct, building control performance standards and individually by those of relevant professional bodies.

We will not attempt to supplant a competitor, or win work, on the basis of interpretation of the Building Regulations.

The principle of the building control function being clearly independent shall not be compromised when delivering any design and/or support services. CAI will not carry out the building control function where there is a professional or financial interest as laid in Regulation 9 of The Building (Approved Inspectors etc.) Regulations 2010 (as amended).

### **Complaints procedure**

CAI operates and maintains an appropriate complaints procedure available online which can also be provided promptly upon request to any interested party. Where a party is dissatisfied with our building control service, a complaint can be made to CAI where it will be investigated in a fair and transparent manner that can be independently audited.