

## Service Level Agreement

Stroma Building Control is committed to providing our clients with the best possible service in the execution of our duties as an Approved Inspector. Whilst Stroma Building Control performs an essential statutory service there are several things that we cannot provide, for example:

- Provide quality control of the works carried out on the property.
- Provide a 'clerk of works' service monitoring every stage of the construction process.
- Provide services relating to the finish and aesthetics of the works completed.
- Provide a service offering contractual protection between the person carrying out the work and the parties engaged in the design/ construction work.
- Provide a guarantee of compliance with the Building Regulations.

It is important to remember with the last point that the appointment of Stroma Building does not remove the legal obligation of the person carrying out the work to ensure it meets compliance. If you have recently purchased a property where Stroma Building Control has provided the Building Control service for works undertaken, we would ask you to take this up with the person(s) from whom you purchased the property.

Any plans and other details such as certificates etc. provided to us by clients or other third parties, such as the designer or architect remain their property. We are unable to provide copies of these to you as this would be a breach of the owner's copyright.

To meet our licence obligations Stroma Building Control must act fairly and impartially at all times in performing our functions as an Approved Inspector. We use any complaint received to improve the standards we uphold and look to meet and exceed those expected by our Regulator.

Receiving a completion certificate or final certificate is not a complete guarantee of compliance with the Building Regulations. The legal meaning of the certificate is that it is 'evidence but not conclusive evidence' of compliance. The Building Control Officer or Approved Inspector will not have checked every piece of building material and how it has been fitted or every aspect of submitted documents. It is the responsibility of those carrying out building work to comply with the Building Regulations. Stroma Building Control will inspect the work on-site at appropriate stages; however, you cannot rely on this as the only method of ensuring that the work complies with the Building Regulations. The responsibility for ensuring compliance rests with the parties carrying out the work.

Stroma Building Control provides a transparent complaints process and the following sets out some example instances of complaints that we are able to deal with:

- Failure to provide a service in line with our terms and conditions or to the standard expected of the service.
- Failure to fulfil our statutory responsibilities.
- Failure to implement a decision.
- Failure to comply with the Building Control Performance Standards issued by the Government.
- Failure to comply with our licensing bodies Code of Conduct CICAIR.
- Dissatisfaction with the answer to a query or a response to a request for a service.
- Failure to take proper account of relevant matters in coming to a decision.
- Discourtesy or unacceptable behaviour by a member of staff.
- Harassment, bias or unfair discrimination.

Some complaints fall outside of our remit and we would Matters that are not considered complaints:

- Criticisms of the scope or context of the Approved Inspector service.  
We must take such steps as are reasonable to enable us within the limits of professional skill and care to be satisfied that your building work is likely to meet the minimum requirements of the Building Regulations.

We are not in a position, nor required, to inspect every aspect of your building work. It is important to note that we are not a Clerk of Works, Project Manager or a Contract Manager/Administrator. Should a post-construction defect occur, such as uninspected works, or difficult-to-see works such as defective flashings etc. you must take this up with the builder with whom you would have a contract. You should also contact us where the defect is potentially non-compliance with the Building Regulations and we will help you in any way we can to resolve the issue and ensure that compliance with the regulations is achieved.

- **Criticisms regarding a Building Regulation technical assessment**  
It is our role to ensure your work likely complies with the minimum requirements of the building regulations. If we judge that your work does not comply, we are obliged by law and license to inform you, and if the non-compliant works remain unaddressed, we may refer works back to Local Authority where they can enforce the Regulations. We would draw your attention to the fact that the Building Regulations are functional requirements. There are many different ways to satisfy the requirements. The Government published a set of approved documents that if followed will imply compliance. However, these documents are for guidance only and other solutions are possible.
- **Quality of the contractor's workmanship**  
Building Regulations are not a guarantee or warranty that the works comply with all standards. Our Surveyors only see your works in a snapshot of time. An assumption exists that your builder observes good building practices such as appropriate mortar or concrete mixes for instance. And also follows the plans and details you have prepared. Stroma Building Control cannot get involved in the design of your project; however, we will do our very best to facilitate solutions that comply.

If it is evidenced that your builder has used inappropriate materials or has not undertaken work in a workmanlike manner, we will support your claim with respect to Materials and Workmanship. However, the quality of construction work cannot be enforced under the Building Regulations.

- Our role as a Building Control Approved Inspector and our complaints process does not cover the following works. We have; however, provided recommendations on who you should direct your complaint to:
  - Party walls - Independent Party Wall Surveyor.
  - Noise levels - Local authority Environmental Health department.
  - Hours of work - Local authority Environmental Health department.
  - Parking issues - Local authority.
  - Dirt and rubbish - Local authority Environmental Health department.

If Stroma Building Control receives a complaint about the above reason(s), we will not be able to help and reporting it to us may delay suitable action being taken by the appropriate third party.

Please refer to our website for further details on our complaints process

<https://www.stromabc.com/contact/complaints>.