



NORTH YORKSHIRE  
BUILDING CONTROL PARTNERSHIP

# Christmas Newsletter

DECEMBER 2017

**Wishing all our customers a Merry Christmas and a Prosperous New Year and we look forward to working with you further in 2018**

### Christmas Opening Times

Monday 18 Dec	08:30-17:00
Tuesday 19 Dec	08:30-17:00
Wednesday 20 Dec	08:30-17:00
Thursday 21 Dec	08:30-17:00
Friday 22 Dec	08:30-15:00

Christmas Eve	Closed
Christmas Day	Closed

Monday 25 Dec	Closed
Tuesday 26 Dec	Closed
Wednesday 27 Dec	Closed
Thursday 28 Dec	Closed
Friday 29 Dec	Closed

New Years Eve	Closed
New Years Day	Closed
Tuesday 2 January	08:30 - 17:00

Business as usual from Tuesday 2 January

### Inspection Requests

If you need to contact an Officer for a site inspection over the Festive Period please phone the appropriate Officer below:

**Ryedale and Selby areas**  
Michelle Lanaghan (07929 331484)

**Hambleton, Richmond and Scarborough areas**  
Simon Nichol (07961 408053)

Requests for inspections are to be made at least one working day prior to the inspection and **only urgent calls will be undertaken.**

### Dangerous Structures

Any reports of dangerous structures or buildings should be notified direct to the appropriate Local Authority using their out of hours phone line:

**Hambleton** - 01609 779977  
**Richmondshire** - 0845 6015870  
**Ryedale** - 01653 697737  
**Scarborough** - 01723 351558  
**Selby** - 01653 600941



NORTH YORKSHIRE  
BUILDING CONTROL PARTNERSHIP

North Yorkshire Building Control Partnership

Suit 2 Coxwold House  
Easingwold Business Park  
Easingwold  
York  
YO61 3FB

Phone: 01347 822703

Fax: 01347 824279

E-mail: [enquiries@nybcp.org](mailto:enquiries@nybcp.org)

Web: [www.nybcp.org](http://www.nybcp.org)





NORTH YORKSHIRE  
BUILDING CONTROL PARTNERSHIP

# Christmas Newsletter

DECEMBER 2017

## Fantastic Feedback

Our customer satisfaction results are back!

The results, which were collated between 1 April 2016 and 31 March 2017, give great insight to our customers experience and what they think of North Yorkshire Building Control Partnership.

When looking at the Very Good and Good ratings together the 'Attitude of Staff' ranked top at 93.75%, with speed of response to site inspection requests' next at 91.41%.

Some of the comments received from our clients included:

*"Staff on phone very helpful indeed and very quick response times".*

*"Prompt response to attend on site with helpful and detailed advice given to builder"*

*"I felt that the Building Inspector was invaluable. So much more than a simple 'Inspection Service'. He was always accessible and approachable and willing to pass on his experience and expertise in a professional manner to ensure that any works were completed to the standard that he required".*

*"Very impressed with the level of service from start to finish. Helped us to navigate our way through a process we had not been involved with before".*

Robert Harper Head of Building Control at NYBCP, said "this feedback demonstrates the dedication and hard work of everyone at North Yorkshire Building Control Partnership. We have always been committed to excellence in everything we do and committed to continuous improvement. Customer feedback is invaluable in assessing how we are doing and these results confirm that a high quality service is provided by the partnership. Many thanks to everyone who took the time in responding to our survey and to all staff at NYBCP for their great work."

## REQUEST APP!

NYBCP are proud to announce the development of a Site Inspection Request App that has been produced by LABC. Details of the app can be found at [LABC](#)

Now you can request site inspections through your mobile device while out on site!

LABC have developed a free of charge site inspection request app that offers you the option to conveniently contact your local authority building control team to request a site inspection.

For any queries please contact Julie McNamee by email to [julie.mcnamee@labc.co.uk](mailto:julie.mcnamee@labc.co.uk)

*NYBCP are now a registered authority on the app within the 5 North Yorkshire districts. It's very simple to use and provides us with the details we need to ensure that inspection requests are carried out. If you do have any queries then please do not hesitate to contact our office or Julie McNamee at LABC.*

NYBCP

Suite 2 Coxwold

House

Easingwold Business

Park

Easingwold

York

YO61 3FB

Phone: 01347 822703

Fax: 01347 824279

E-mail:

[enquiries@nybcp.org](mailto:enquiries@nybcp.org)

Web: [www.nybcp.org](http://www.nybcp.org)