

FOI number: **HBC\_FOI\_20190199**  
Date FOI Received: **07/03/2019**  
Department: **Building Control**  
Title: **Building Control FOI EIR processes**  
Description: **Information on how Building Control requests are processed under the FOI and EIR processes compared to the “accelerated” online process.**

**Request:** *(As Redacted sent by requestor)*

Good Afternoon

Further to the e-mail below we have received from Hertfordshire Building Control, we are looking to enquire how we go about ordering building regulations information from yourselves via EIR. We will be making ongoing enquiries for individual properties for confirmation of anything under questions 1.1 (J-L) of the CON29R.

**<REDACTED>**

Good afternoon **<REDACTED>**

Following on from **<REDACTED>** previous email relating to the above. You will recall that some months ago Hertfordshire Building Control Ltd. introduced the facility for property search agents to access our database through our website.

We are now in a position to implement a scheme of charging for the use of the portal access to our database.

We intend to implement the charges from Monday 11 March 2019. Please see link below relating to the charges.

<https://www.hertfordshirebc.co.uk/apply-here-for-building-control/>

It remains that those who do not wish to pay for the ‘accelerated’ process by using our website portal can ask the relevant local authority directly to provide the search information under the EIR route and you will still need to be able to resource this.

In conjunction with our software provider Tascomi we have tested the charges process as thoroughly as we can and are confident that users should have no difficulty using it. In the event that operational problems are identified our default position is that we will simply remove the charging regime until any issues have been resolved to prevent delays to search agents.

I should also advise that during the summer months we have made significant ground in correcting the data we hold where errors have been identified. This process is on-going. We are also working with Tascomi in respect of developing a proper facility for managing street naming and numbering changes. This will provide greater searching accuracy and resolve many of the queries that arise.

I would be grateful if you could cascade this information to the members you represent, on our behalf.

Should you have any queries relating to this please do not hesitate to contact me.

**Response:**                    ***(Response as Redacted sent by service)***

As set out in the email from Hertfordshire Building Control that you forwarded, individual requests may still be made directly to Hertsmere Borough Council by email to [foi@hertsmere.gov.uk](mailto:foi@hertsmere.gov.uk) or to our postal address: FOI, Democratic Services, Hertsmere Borough Council, Civic Offices, Elstree Way, Borehamwood, Herts, WD6 1WA.

These will be dealt with as EIR and FOI requests as appropriate and under the timescales set out in the legislation.

Regards  
Information Services