Downloading and setting up the LABC Inspection Booking App

Downloading the App
For Apple devices please download from the;  
App Store
For Android devices please download from the;  
Play Store
In both instances search the stores for;  
labc inspection'

Setting up your profile
On the first opening of the App, you will be prompted to set up your profile. This is important for several reasons, the App sends you an acknowledgement email every time you send a request.
These details also allow us to make easy contact with you if necessary for example when you request to be phoned before we visit.

Setting Guernsey as your Building Control provider
On the next page you will see that ‘Your local Building Control Authority’ is shown as ‘Not Specified’
Tap on this orange bar to move to the search page.
Tap on the search bar and then spool through the list of names displayed until you find Guernsey.
Once you have selected Guernsey, this will be set as the default for all your inspection requests.
You are now ready to request site inspections using the App

Contacts
Sir Charles Frossard House  
La Charroterie  
St Peter Port  
Guernsey  
GY1 1FH
Tel: 01481 717200
Email: planning@gov.gg

A duty building control surveyor is normally available to provide general guidance at our Frossard House offices between 9am - 10.30am and 3pm - 5pm Monday to Thursday (4.30pm on Friday), during which telephone calls are welcome. Between 10.30am and 3pm, reception staff will be able to take a message to pass onto the surveyor for their later response.
Please note, the duty building control surveyor is able to provide general guidance only. For site specific guidance, please contact the allocated officer.
Please be advised that this guidance note relates only to the situation with regard to Building Control. This app cannot be used to arrange meetings with the planning section you are advised to contact planning directly. You are reminded that development should not be commenced until and unless all necessary statutory consents have been obtained.
Requesting an inspection using the LABC Inspection Booking App

Tap on the ‘Request Site Inspection’ bar to open the request form. Fill in the information required, **note that the ‘Reference Number’ is important to include.** This number is on the Building Licence and looks similar to —FP/2017/1234

When complete tap on the orange ‘Request Site Inspection’ bar.

HINTS
- Usually a house name
- Use Guernsey parish names
- Use the drop down to select
- If booking a visit after 10am then select the next working day
- This yes/no question sends the site location coordinates used by Google maps
- Please use the FP number
- Add information such as access details or phone to arrange a time request etc.

You will receive an acknowledgment email confirming that your inspection request has been received. We may tailor this message to send specific daily information concerning inspections.

A duty building control surveyor is normally available to provide general guidance at our Frossard House offices between 9am - 10.30am and 3pm - 5pm Monday to Thursday (4.30pm on Friday), during which telephone calls are welcome. Between 10.30am and 3pm, reception staff will be able to take a message to pass onto the surveyor for their later response.

Please note, the duty building control surveyor is able to provide general guidance only. For site specific guidance, please contact the allocated officer.

Please be advised that this guidance note relates only to the situation with regard to Building Control. This app cannot be used to arrange meetings with the planning section you are advised to contact planning directly. You are reminded that development should not be commenced until and unless all necessary statutory consents have been obtained.

Contacts

Sir Charles Frossard House
La Charroterie
St Peter Port
Guernsey
GY1 1FH

Tel: 01481 717200
Email: planning@gov.gg