

# Building and Construction Authority (BCA)

## WHO WE ARE

The Building and Construction Authority (BCA) came about through the Building and Construction Act of 2021. The BCA is responsible for safeguarding third parties and safe working practices by ensuring that core aspects of a building's life cycle are developed effectively and follow up-to-date regulations applied in a controlled environment. The BCA is also responsible for spearheading the creation of a construction eco-system and embracing good governance, as well as developing policies and tailor-made practices that support networking platforms promoting compliant and sustainable buildings.

The BCA's mission is to ascertain that the core aspects of a building's life cycle are executed through the generation of up-to-date regulations implemented effectively and efficiently in a controlled environment. Furthermore, the BCA spearheads the creation of a construction-related eco-system embracing good governance, policies and tailor-made practices that support networking platforms promoting compliant and Sustainable Buildings.

## OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link: <https://bca.gov.mt>

## WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

### When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

### When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 15 - 20 minutes under normal circumstances.

## CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

## WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: [complaints@bca.org.mt](mailto:complaints@bca.org.mt)
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 5 working days

### When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

### Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 5 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

## HOW TO CONTACT US

- o The Exchange, Spencer Hill, Marsa, MRS 1982, Malta
- o Monday to Thursday Winter (1<sup>st</sup> Sept-30<sup>th</sup> June): 07:30-15:00; Friday: 07:30-13:30; Monday to Friday Summer: (1<sup>st</sup> July-31<sup>st</sup> August): 07:30 - 12:30 Weekends, & Public Holidays: Closed
- o <https://bca.gov.mt>
- o Contact us: [info.bca@bca.org.mt](mailto:info.bca@bca.org.mt) - +356 138
- o Through Social Media:

