

Service Standards

"West Lothian Council is committed to providing the people of West Lothian with services which are reliable, courteous and effective."

Applying for Licences for a House in Multiple Occupancy

Description of our Service:	Processing applications for licences for a House in Multiple Occupation
Our Customers Are:	All those who wish to apply for licences for the above.
Our Business Address is:	Licensing Service Legal Services West Lothian House Almondvale Boulevard Livingston EH54 6QG Telephone: 01506 777229/777230/777187 Various e-mail addresses, including – Licensing Team
Business Hours:	Monday to Thursday 8.30am – 5.00pm Friday 8.30am – 4.00pm
Application Lodging Hours:	Monday, Tuesday and Thursday 9.00am – 4.00pm Wednesday 11.00am – 4.00pm Friday 9.00am – 3.00pm
	N.B. Applications <u>must</u> be lodged at the District Court Office, Almondvale Boulevard, Livingston

We Will:

- Provide all documents and assistance needed to make an application, including information about procedures and fees.
- Provide a receipt for your application fee, either immediately if the application is made in person, or within 3 working days if the application is made by post.
- Provide an acknowledgement advising that your application has been received.
- Invite comments on your application, where required, from other Council services and outside agencies, such as the Police, within 1 working day of the date of acknowledgement that your application has been received.
- Contact you within 3 working days if any problems come to light with your application.
- Issue your licence within 12 months of its being lodged with the Council provided it presents no problems.
- Inform you of any objection(s) to your application and of the date, time and place of the Licensing sub-committee meeting where your application will be considered. We will give you at least 7 days notice and explain your rights to attend or to be represented at the meeting. We will also give you a copy of any objection(s) received in connection with your application. Note: Licensing Sub-Committee meetings are

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CUSTOMER SERVICE EXCELLENCE



normally held every 6 weeks.

- Issue your licence/permission within 3 working days of its approval.
- Inform you in writing within 5 working days of the decision being made if your application is refused, giving the reasons for refusal.

If you wish to make a complaint or a comment about the service, please write to:

Chief Solicitor,
Legal Services (Taxi.),
Free Post
West Lothian Council
West Lothian House,
Almondvale Boulevard
Livingston.
EH54 0BR

Your complaint will be recorded and investigated. You will be advised of the outcome of the complaint.

Customer Feedback

The Licensing Service is committed to providing a client focussed quality service to you, the client. The service welcomes all feedback, positive and negative in respect of the commitment contained within this standard. If you wish to comment on the standards or quality of service please do so in writing and forward to the address below

Licensing Services (Civic)
Free Post
West Lothian Council
West Lothian House
Almondvale Boulevard
Livingston
EH54 0BR