

BUILDING STANDARDS WHAT YOU, OUR CUSTOMERS, ASKED FOR 2006 - 2007

YOU SAID

“How can I obtain an application form quickly if I do not have internet access and do not stay in Linlithgow where your office is based?”

“The online application only allows me to apply for an initial building warrant. I need to apply for an amendment to warrant, can this be changed?”

“My house has been sold and I require a “Letter of comfort” quickly as this is holding up the sale. Why can I not apply online for this service?”

WE DID

You can now visit your local customer information service office (CIS) or council library and staff will download the required application form from there.

As part of improving our Electronic Service Delivery we introduced the ability to apply for amendments to warrant, stages to warrant, extend the validity of a warrant and pay make the payment online.

As part of improving our Electronic Service Delivery we introduced the ability to apply and pay the fee for “letters of comfort” online to assist our customers in speeding up these transactions.

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