

**The building standards team is committed to the continuous improvement of the services we provide to you, our customers.**

**The delivery of an efficient service is essential to ensure that the service is acceptable and accessible to all.**

### **Livingston Civic Centre Move**

As you may have read in the local press the County Buildings in Linlithgow is no longer closing but will remain in use as a Council Office. As a result of this revised proposal, Development & Regulatory Services, which includes Building Standards, are to remain for the immediate future at our current location in the County Building Linlithgow.

### **Customer Satisfaction Surveys**

It is that time of the year when we ask you our customers how we have done over the past year. This follows on from changes that were introduced following consultation with our customers last year.

Over the next 2 –3 months we will be sending out customer satisfaction questionnaires with all approved building warrants. We would urge you to reply to these questionnaires and if you have any comments or suggestions please let us know. We need to know where things are not going right in the way we deal with you, our customers. If you do not tell us where you see possible improvements then things will not improve. In this area we rely on your honest opinion. You are helping to help others going for building warrant approval.

### **New Legislation – “Fees Regulations”**

The amended fees regulations come into force on the 4<sup>th</sup> January 2009. These regulations remove the refund available for using an “approved certifier of construction” and replace this system with an upfront discount.

Please note that there are strict criteria for gaining this discount, which must be met upfront and followed through at the completion submission, or the discount becomes repayable to the verifier before any completion submission can be accepted. As a result of this new application forms are being produced and these will be available for download from the web early in to New Year and will be sent out to anyone who requests an application form from the section.

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Our office is open from Monday to Thursday 8.30am to 5.00pm and Friday 8.30am to 4.00pm.

The office does not close for lunch and an officer is available at all time to deal with general enquiries. Should you wish to discuss a specific application or proposal it is recommended that you speak to the relevant case officer, in which case it would be helpful to arrange an appointment in advance of your visit.

Contact telephone number 01506 775222