

# BUILDING STANDARDS WHAT YOU, OUR CUSTOMERS, ASKED FOR 2005- 2006

## ***YOU SAID***

**“Can you keep us, as applicant, informed when you contact our agent?”**

**“Can we make payments online rather than send in cheques?”**

**“Can you let us know when the officer dealing with our application is available as it can be difficult to contact them?”**

**“It can be difficult to visit the office at the time when the officer dealing with my application is in. Can we see anyone else rather than make specific appointments?”**

## ***WE DID***

We introduced a procedure where a letter is sent to every applicant when their agent either:

- Makes an application on their behalf, or
- We send a letter to their agent requesting further information.

As part of our Electronic Service Delivery we introduced the ability to make any initial or subsequent payment for building warrant online.

We introduced a leaflet showing:

- which officer deals with which area,
- when the officer is available in the office and on site,
- the officers e-mail addresses and direct dial telephone numbers.

This leaflet is sent out with applications, is available on the web and at the reception.

While it is always beneficial to make an appointment with the case officer we understand that this is sometimes unsuitable. Accordingly we have appointed a dedicated duty officer to deal with all our customers enquires.

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West Lothian  
Council

UK Council of the Year 2006