



West Lothian
Council

BUILDING STANDARDS

LETTERS OF COMFORT

Service Standard

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

On 1 May 2005 the Building Standards procedures changed for unauthorised work

Application for "Letter of Comfort"

West Lothian Council will consider a "Letter of Comfort" application for the following works only:

- Works which have been completed before the 1st May 2005 without the required building warrant being obtained (Unauthorised),
- Works which have been carried out with a building warrant which was applied for before the 1st May 2005, but no certificate of completion was obtained before this building warrant expired (Expired Warrant),
- Works which have been carried out as exempt works and no permission was required (Exempt),
- Replacement windows were installed for which no building warrant was required (Replacement Window Survey). NOTE : These windows must be either
 - (i) completed by the 30th April 2005, or
 - (ii) had a contract signed by 30 April, work started by 1 June and complete by 3 September 2005.

These letters are only issued when we are satisfied that the works carried out complied fully with the building legislation that was in place when the work was undertaken.

These letters are in no way a means of by passing the correct procedure of obtaining a building warrant before starting work on site.

Please bear in mind that we do take statutory legal action against unauthorised work. (See separate Unauthorised Work leaflet)

We will:

- Provide a unique reference number to assist in finding the up to date position of all applications for a letter of comfort.
- Provide the case officer's name, telephone number and e-mail address to allow discussion of any aspect of the application.
- Visit the property or make contact to arrange an inspection within ten days of receipt of a valid application for a letter of comfort.

We are always delighted to receive suggestions for improving our standards and performance. Contact us at:

**Building Standards
County Buildings
LIDLITHGOW
WEST LOTHIAN
EH49 7EZ**

Office Opening Hours

Monday to Thursday 8.30am – 5.00 pm
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WEB: <http://www.westlothian.gov.uk/1210/161/BuildingStandards>