Customer Service Standards for Building Standards

We aim to ensure our customers receive a high quality service at all times and are satisfied with their customer journey when engaging with the building standards team. Below is an outline of the standards that our customers can expect from us.

Timeliness

- **Building Warrant Applications**
  - we aim to
    - register all valid applications for building warrant within 3 days,
    - suspend all invalid applications for building warrant within 3 days notifying you of what is required to permit the application to be registered,
    - provide a full technical assessment within 20 working days for all projects regardless of value,
    - issue 95% of applications within 10 days of receiving all information where this was required following an assessment,
    - carry out routine site visits, where requested, within 2 working days.

- **Completion Certificate Submission**
  - we aim to:
    - carry out an inspection within 10 working days, or
    - arrange a definite appointment to inspect the works, or,
    - temporarily suspend the application and notify you that a mutually convenient time must be agreed to inspect the works,
    - notify you in writing about arranging an inspection within 10 working days,
  - we aim to issue 95% of the acceptances of completion certificates within:
    - 3 working days of a satisfactory final inspection, or
    - 3 working days of receipt of the completion certificate submission for which a satisfactory final inspection has already been carried out.

- **Site Inspections**
  - we aim to:
    - carry out routine site visits, where requested, within two working days
    - carry out drain inspections/tests within two working days
    - if site visits reveal departures from approved plans or there are areas of work which do not comply with the Building (Scotland) Regulations 2005 the applicant/agent, if not notified on site, shall be notified of them in writing within three working days of the site visit.

- **Enforcement**
  - we aim to visit all buildings reported as being unauthorised or considered to be a danger to the public:
    - on the same day as the complaint is received if deemed appropriate, or
    - the next working day if appropriate in discussions with the complainant.

- **Letters of Comfort**
  - 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 (if required).

- **Copy Documents**
  - we aim to:
    - register all valid applications for copy documents within 3 days
    - suspend all invalid applications for copy documents within 3 days, notifying you of what is required to allow the application to be registered
    - provide you with your documentation within 20 days of your request
    - if fast track service is requested, provide you with your documentation within 5 days of receipt of your request

<u>Quality of Information</u>

- **Building Warrant Applications**
  - we will
    - provide a case officer's name, telephone number and email address to allow discussion of any aspect of the application,
    - issue a Construction Compliance and Notification Plan (CCNP) with a list of all stages of construction that you have to notify us about to allow verification of construction works on site to be carried out
    - issue a list of certification required from you to aid us in accepting the Completion Certificate
    - aim to provide accurate and detailed information

- **Completion Certificate Submission**
  - We will aim to provide accurate and detailed information whilst keeping you informed of progress.

Knowledge / Professionalism

- We will continue to develop our employees to ensure you benefit from their knowledge
- We will treat you fairly and with respect

Employee Attitude

- We aim to be understanding with all our customer's enquiries
- We will always aim to provide an excellent service
- We have a seek to approve attitude

How we make sure our standards are met

We monitor our performance against the customer service standards. Reports of our customer survey, complaints and local monitoring of standards are presented to the Council's senior managers

Annual Report, Performance & Customer Charter - West Lothian Council

Suggestions for Improving our Standards of Service:

We are always delighted to receive suggestions for improving our standards and performance. Please contact our Technical Assistant lisa.donald@westlothian.gov.uk with any comments/ feedback you may have.

We will:

- Actively seek suggestions about our service and the standards we set
- Give due consideration to all suggestions for the efficient and appropriate delivery of our service

Contact us:

The Service can be contacted at:

- Civic Centre, Howden South Road, Livingston, EH54 6FF
- Phone: 01506 280000
- Email: buldingstandards@westlothian.gov.uk
- Website : https://www.westlothian.gov.uk/building-standards

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Review period: Annually