

IMPROVEMENT STRATEGIES FOR BUILDING STANDARDS

Outcomes from review of the West Lothian Annual Survey carried out January 2022.

Customer Comments / Improvement Initiative (You said)	Progress (We Did)
<p>The completion certificate was needed for the sale of a house to be finalised. Timescales were critical but as with all councils over the last 2 years, nothing happens quickly. Having no telephone contact and the slow processing of submitted information is causing unnecessary delays.</p>	<p>In calendar year 2021 we accepted 1,767 (100%) completion certificates within 3 days of all works on site being satisfactory, with our average response time to a completion certificate of 1.39 days.</p>
<p>Use of the government portal for submitting drawings and information can be rather cumbersome at times, so it would have been helpful if some of the supplementary information requested for Building Warrant submission could have been submitted direct to the Building Inspector</p>	<p>We understand the portal can be cumbersome for some customers who rarely interact with building standards and as such have introduced an email address completions@westlothian.gov.uk to help customers submitting completion certificates and associated information.</p>
<p>Lack of clarity in communication. I am not a builder, architect, so speaking in professional speak did not clarify what was happening or required. There is a need to communicate in a clearer manner as we are not all experts on the building trade.</p>	<p>We understand the building standards process can be a technical undertaking and as such would advise customers to employ the use of a professional agent to navigate the process on their behalf – our staff will however provide general advice to our customers to help them through the process – however building standards staff cannot design the proposals on a customer’s behalf.</p>
<p>Thought it was super, particularly the way you have used a zoom facility to avoid site visits. good for everyone for simple cases.</p>	<p>Officers are encouraged to use video technology when appropriate – Along with MS Teams, officers also have access to NearMe video technology – similar to that used by NHS. If you wish a video call and it is appropriate please contact the case officer.</p>