

Building Standards Customer Service Standards

We aim to ensure our customers receive a 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 will register all valid applications for building warrant within 5 days,
 - we will suspend all invalid applications for building warrant within 5 days notifying you of what is required to permit the application to be registered,
 - we will provide a full technical assessment within 20 working days, unless a bespoke separate customer agreement is agreed for the application,
 - we will issue 80% of applications which had a technical assessment which required points to be clarified within 6 days of receiving all necessary information,
 - we will carry out routine site visits, where requested, within 3 working days of the request.

- Completion Certificate Submission
 - we will:
 - carry out an inspection within 10 working days, or
 - arrange a definite appointment to inspect the works and temporarily suspend the application until the inspection is carried out, or
 - notify you in writing about arranging an inspection within 10 working days,
 - we will issue 80% 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.

- Enforcement Complaints
 - we will visit all buildings reported as being dangerous and 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.

Quality of Information

- 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,

- we will 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
- we will provide accurate and detailed information whilst keeping you informed of progress
- 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

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, quarterly performance committee and our customers through our "You Said, We Did" publication.

<http://www.westlothian.gov.uk/article/3649/Building-standards-performance>

http://www.westlothian.gov.uk/media/6908/You-Said-We-Did---Building-Standards/pdf/2015_You_Said_We_Did.pdf

<http://www.westlothian.gov.uk/media/3452/building-standards-customer-charter-2014/pdf/BScustomercharterNovember20141.pdf>

http://www.westlothian.gov.uk/media/3760/Balanced-Scorecard/pdf/BS_balanced_scorecard_2015_16.pdf

<https://www.pentanarpm.uk/CovalentWebModule/DashboardOverview?id=1516839>

Suggestions for Improving our Standards of Service:

We are always delighted to receive suggestions for improving our standards and performance. Please contact our Performance Officer Gosia.Lawes@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

How to Complain:

Complaints concerning any aspect of the work undertaken by the Building Standards team will be acknowledged and responded to under the council's Complaints Procedure.

A complaint is an expression of dissatisfaction, however made, which alleges failure on the part of the council to perform a function or provide a service in line with stated council practices and policies.

When you have a complaint we will fully and promptly investigate all complaints in line with the council complaints procedure. Fuller details and explanation of the complaints procedure are contained in the [How to make a Complaint](#) document available online or from any West Lothian Council office.

Hours of Business:

Building standards no longer provide a drop-in duty service. Surveyors can be seen only by prior arranged appointment at Civic Centre, Livingston, during office hours which are:

Monday – Thursday 8.30am – 5.00pm

Friday 8.30am – 4.00pm

If an appointment is not made you will not be seen.

Charging for Services:

We charge for the following services and the fees charged can be obtained online or from any West Lothian Council office.

- [Building Warrant Application](#)
- [Letter of Comfort](#)
- [Copy Documents / Plans](#)

Contact us:

The Service can be contacted at:

- Civic Centre, Howden South Road, Livingston, EH54 6FF
- Phone: 01506 280000
- Email: customer.service@westlothian.gov.uk
- Website : <http://www.westlothian.gov.uk/building-standards>

Date Standard was set: 11/11/2015

Review Due: February 2018