

Type of application	Initial response	Latest response
General application	20 working days	35 working days

The response times for all of the services we provide are listed in our service standards and can be found at the following link: [Service Standards for westlothian.gov.uk](https://www.westlothian.gov.uk/service-standards)

#### NOTE

If you have not received a response for an application within 35 working days from the date of acknowledgement;

Please contact the Building Standards Manager direct on 01506 282399 or by email at [chris.rae@westlothian.gov.uk](mailto:chris.rae@westlothian.gov.uk) to resolve this matter.

#### Complaints

If you are unsatisfied with our performance in relation to our published service standards then please contact us as soon as possible. We will deal with your complaint in line with the councils published complaints procedure.

Further details of the complaints procedure can be found at:

[Make a Complaint - West Lothian Council](#)

#### Compliments or suggestions

You, our customers that use our service, are in a unique position of being able to help us improve our overall service to other users.

If you have any compliments or suggestions on how we can improve then please let us know in writing so that we may improve for everyone's benefit.

#### How to contact the council

E-mail: [buildingstandards@westlothian.gov.uk](mailto:buildingstandards@westlothian.gov.uk)

Website: [www.westlothian.gov.uk](http://www.westlothian.gov.uk)

Telephone: 01506 280000  
Monday to Thursday 8.30am – 4.30 pm  
Friday 8.30am – 4.00pm

Postal address:  
Building Standards, Civic Centre, Howden South Road, Livingston EH54 6FF.



## Building Standards Customer Charter

April 2024– March 2025

Chris Rae Building Standards Manager



[westlothian.gov.uk](http://westlothian.gov.uk)

## **Purpose of a National Customer Charter**

A National Customer Charter for Building Standards Verification provides information about the minimum standards of service that all local authority verifiers should meet. This gives customers the reassurance that a consistent, high quality service will be delivered no matter which local authority provides the service.

### **Our aims:**

To grant building warrants and accept completion certificates:

- to secure the health, safety, welfare and convenience of persons in and about buildings and others who may be affected by buildings or matters connected with buildings
- furthering the conservation of fuel and power; and
- furthering the achievement of sustainable development.

### **Our vision/values**

To provide a professional and informative service to all our customers.

### **Our commitments**

Nationally all local authority verifiers will:

- seek to minimise the time it takes for customers to obtain a building warrant;
- ensure continuous improvement around the robustness of our verification assessments to ensure compliance;
- meet and seek to exceed customer expectations;
- carry out local customer satisfaction surveys;
- address feedback obtained through local and National Customer Satisfaction Survey to improve the customer experience;
- provide information on local formal complaints procedures, the LABSS Dispute Resolution Process, and the BSD Customer Performance Reporting Service, and refer customers as appropriate.
- provide accurate financial data that is evidence-based;
- engage and participate in partnership working at local and national level to identify and embed service improvements at a national level.
- Work collaboratively with the Building Standards Hub
- adhere to a national annual performance report outlining our objectives, targets and performance
- fully adhere to the commitments outlined in this Charter (including information regarding the escape route process for dissatisfied customers in relation to building warrant processing timescales); and
- use a consistent format for continuous improvement plans

### **Information**

National information on verification performance can be found at the Scottish Government website: [Building standards - gov.scot \(www.gov.scot\)](http://www.gov.scot)

## **Who are Building Standards?**

Building Standards is one of the units of the Planning Services section of West Lothian Councils Planning, Economic Development & Regeneration Service.

### **What do Building Standards do?**

- the purpose of Building Standards is to ensure that the minimum requirements for the health, safety and welfare of people who use and live in buildings are met through the legal processes around the approval of building warrants and the acceptance of completion certificate submissions.

### **If you contact us by telephone we will:**

- answer your call promptly giving either our name or service name;
- be polite, respectful, helpful and treat you fairly;
- take responsibility for the call and only transfer you if necessary; and
- return all calls/messages within two working days.

### **Making an appointment:**

by emailing [buildingstandards@westlothian.gov.uk](mailto:buildingstandards@westlothian.gov.uk) or by telephoning 01506 280000 or contact the surveyor direct if you wish to

- talk to a specific building standards officer;
- discuss an ongoing building warrant application
- arrange a site visit for ongoing approved works

If you visit without an appointment you may not be seen by a building standards officer. This is because they are most probably on site or dealing with other applications.

### **What if we can't answer your question?**

We will always try and answer your question when you visit us, however this is not always possible. If we can't give you an immediate answer, we will give you a date when we will get back to you.

### **If you contact about an ongoing application we will strive to:**

- contact you within 10 working days of receiving your information.

### **Service Standards / performance levels. We will:**

- Notify you by acknowledgment letter / email within 3 working days of receiving your valid application or if your application is "invalid" explain what is required before it can be registered as "valid"; and
- Assess your application and notify you of the technical comments that require to be answered based on the timescales as published by the Building Standards Division (BSD) in their [Building Standards - Performance Framework for Verifiers \(www.gov.scot\)](http://www.gov.scot)