

FEEDBACK: You Said, We Did

Improvement strategies for **Building Standards**.

Outcomes from review of the West Lothian Annual Survey carried out January 2021.

Customer Comments/ Improvement Initiative YOU SAID	Progress WE DID
Getting in touch with an inspector can be very time consuming.	All officers contact details are provided in correspondence sent during the application process, we also have an email address – buildingstandards@westlothian.gov.uk that is monitored throughout the day where, if you do not have the officers or inspectors contact details our Building Standards Technician will provide these or can put you in contact with the case officer.
The “problem” that I have encountered is regarding the structural aspect of applications and NOT the technical standard aspect of the applications. In some applications I require to use the services of a structural engineer and on at least 3 applications we have encountered numerous “differences of opinion” with your in-house structural engineer regarding the submitted calculations and drawings. I know this appears to be one sided however I just know it takes a very long time to obtain a building warrant in WLC where structural calculations are submitted.	The application has the option to use a SER registered engineer who can certify the structural design, this a smoother option and speeds up the approval process as we as verifier are not required to assess the structural design. However, where the applicant decides to forego this route and use the other option to submit structural calculations, we use our structural engineer to carry out checks on the information provided to check that it meets the requirements and on occasion further information is requested leading to delays in the approval process.