

PROPERTY MANAGEMENT & DEVELOPMENT

Property Management & Development looks after West Lothian Council's operational and non-operational properties. (Non-operational properties are those that the council owns, but are not used for the direct delivery of council services). We engage with a variety of external customers. Our activities include the following:

1. Selling property by:
 - A programmed disposal of development sites and surplus properties;
 - The allocation of industrial and office development sites to expanding businesses; and
 - Responding to requests from local residents for extensions to their garden ground.
2. Managing and letting over 500 office, industrial and retail properties throughout West Lothian.
3. Granting wayleaves and servitudes over council land.
4. Maintaining the council's property records and providing information on the council's property ownership.
5. Providing advice to new and expanding businesses to help them meet their property needs.

Our Customers include West Lothian residents; local and migrant businesses; residential property developers; and the utility service providers.

SERVICE STANDARDS

Property Management and Development aims to provide a quality service that is continually improving. To help us achieve this we will:

- Manage the council's properties effectively and efficiently, to improve performance; to guarantee best value; and to ensure suitability to meet strategic needs.
- Effectively programme the disposal of surplus property assets to generate sufficient capital receipts to meet targets and to secure the best terms reasonably obtainable
- Efficiently and effectively manage the council's non-operational (tenanted non-residential) property portfolio to maximise financial returns
- Provide efficient and effective tailored professional services to our internal & external customers, including the provision of new business space, and property advice for expanding and migrant businesses
- Monitor consumption of, and expenditure on energy and utilities to ensure efficiency and value for money, and promote activities to reduce consumption
- Ensure that the council's Headquarter buildings are fit for purpose, providing a safe working environment, accessible for our internal and external customers

CUSTOMER STANDARDS

Property Management and Development is committed to providing the highest quality of service to all our customers, focussing on their needs. We shall achieve this by:

- Providing equal and fair access to all our services
- Maintaining high standards of professionalism, attitude, communication and timeliness.
- Asking customers regularly if our service is meeting their needs and how we can improve, acting on the feedback received

We will publish our performance against these standards on www.westlothian.com/pmd



CUSTOMER FEEDBACK

As well as obtaining feedback through regular customer and tenant surveys, we are happy to receive views on how we can improve our service at any time. Please do not hesitate to contact us with suggestions at the addresses overleaf. We will keep customers informed of changes we make as a result of their comments.



DATA LABEL: PUBLIC



CONTACT DETAILS

ESTATES MANAGER

Jack Orr

ECONOMIC PROPERTY DEVELOPMENT MANAGER

Paul Furbank

Property Management & Development
West Lothian Council
West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

Tel 01506 281836

E-mail:

propertymanagement@westlothian.gov.uk

Online: www.westlothian.com/pmd

Complete our Customer Survey at:
www.pmdfeedback.co.uk

HEAD OF FINANCE AND ESTATES
Donald Forrest

Our business hours are:

Monday – Thursday 8:30 – 5:00 pm
Friday 8:30 – 4:00 pm

WHAT IF I AM NOT SATISFIED?

Our complaints procedure is available on our website or a copy can be sent to you on request. If you have a complaint about our service please tell us using the contact details on the previous page, and we will try to resolve it immediately.

Full information on West Lothian Council's complaints procedure is available at www.westlothian.gov.uk

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SERVICE PROFILE AND STANDARDS



Customers with special requirements
Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on 01506 775000
هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية. الرجاء الإتصال بخدمة الترجمة على الهاتف 01506 775000
এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ই-টোলসেটেশান অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 01506 775000
這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話： 01506 775000
ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨਿਕੁੰਨ ਦੇ ਪਾਠਕ ਹਾਸ਼ੀ ਰਿਮੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਨ ਟੀਪਾ ਟੇਪ ਟਾਮਬਲਾ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਸੇਵਾ ਕਰਨੇ ਲਿ:ਟੋਲਫ੍ਰੀ ਸੇਵਾ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ : 01506 775000
یہ معلومات بریل (اندھوں کے سامان)، ٹیپ، بڑے حرف کی طاعت اور کمیونٹی میں دیگر زبانوں میں دستیاب ہے۔ براہ مہربانی براہ ریٹنگ آئیڈنٹیفیکیشن سروس سے ٹیلیفون نمبر 01506 775000 پر رابطہ قائم کریں۔
Informacje te mogą być przelozzone na jezyk Braille'a, dostepne na tasmie magnetofonowej lub wydane duzym drukiem oraz przetlumaczone na jezyki mniejszosci narodowych. Prosimy o kontakt z Uslugami Tlumaczeniowymi pod numerem 01506 775000
Text phones offer the opportunity for people with a hearing impairment to access the council. The text phone number is 18001 01506 464427 . A loop system is also available in all offices.
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