


# BUILDING STANDARDS NATIONAL CUSTOMER CHARTER

## 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 reassurance that a consistent, high quality service will be delivered no matter which local authority provides the service.

## Our Aims:

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- 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:

*working for you*

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

## Our Commitments:

Nationally all local authority verifiers will:

1. Seek to reduce the average time it takes for customers to obtain a Building Warrant

2. Ensure continuous improvement around the robustness of our verification assessments to ensure compliance
3. Meet and seek to exceed customer expectations
4. Carry out local customer satisfaction surveys
5. Address feedback obtained through a National Customer Satisfaction Survey to improve the customer experience
6. Provide accurate financial data that is evidence based
7. Engage with our peers and stakeholders through a National forum that will identify and embed service improvements at a National level
8. Develop and adhere to a Balanced Scorecard approach outlining our objectives and targets
9. 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)
10. Provide a consistent format for our continuous improvement plans

**Information:**

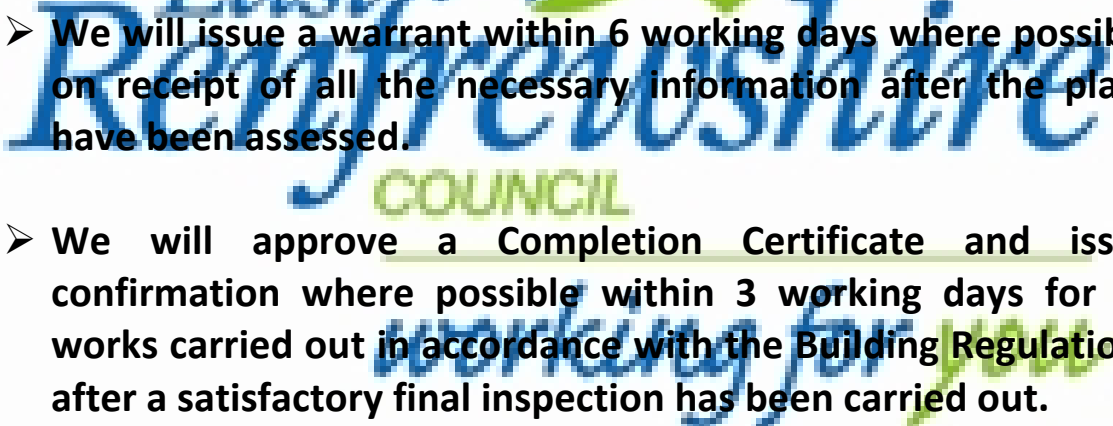
National information on verification performance can be found at the Scottish Government website [www.scotland.gov.uk/bsd](http://www.scotland.gov.uk/bsd)

## Locally:

We are committed to providing a caring, cost effective service, encouraging and ensuring the creation and continued existence of a healthier and safer built environment for the well-being of our community and customers.

We believe that our most important responsibility is to our customers; primarily those of you who design, build, live, work and socialise in buildings within East Renfrewshire. In meeting with your needs, everything we endeavour to do will be of the highest quality at value for money cost. Your problems, requirements and complaints will be dealt with promptly and professionally, with courtesy and consideration at all times.

## Building Standards Service Pledge

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- We will issue a warrant within 6 working days where possible on receipt of all the necessary information after the plans have been assessed.
  - We will approve a Completion Certificate and issue confirmation where possible within 3 working days for all works carried out in accordance with the Building Regulations after a satisfactory final inspection has been carried out.
  - Provide a response to your Building Warrant Application where possible within 20 working days\*. For larger more complex projects we may contact you to agree to extend this period.
  - Respond to requests for inspections within 48 hours (Monday to Friday)

- Provide a response to your Completion Certificate submission for an inspection within 10 working days
- Respond immediately to reports of Dangerous Buildings
- Have staff available, in the office, who can deal with your enquiry

For all applications for building warrants and amendments to building warrants received on or after 1st October 2012 (domestic and non-domestic) all building warrant applicants can report any dissatisfaction of a verifier failing to meet the appropriate level of service for their building warrant first response time.

For all applications, other than those applications covered by a customer agreement, if you have not received a full response requesting further information or a building warrant approval within 35 working days from receipt of your valid application, you have the right to request a resolution to the matter. This may be done, in the first instance, by contacting the Planning & Building Standards Manager detailing your concerns. If you are subsequently still dissatisfied you can contact the Scottish Government Building Standards Division at [buildingstandards@scotland.gsi.gov.uk](mailto:buildingstandards@scotland.gsi.gov.uk) or 01506 600400.

Building Standards staff are available 8.45am – 1.00pm to provide general technical information and advice on building standards. The advice given will be objective and as helpful as possible without prejudice to the formal consideration of an Application to the Council. Our Customer First Service is open from 8.45am – 4.45pm Monday to Friday for general enquiries.