



Building Standards Service Customer Charter

Building Standards,
Burns House,
Burns Statue Square,
Ayr,
KA7 1UT.

Phone - (01292) 616253.

E-mail – building.standards@south-ayrshire.gov.uk



Purpose of the Building Standards Customer Charter:

The Building Standards Customer Charter provides information about the standards of service that all verifiers should meet. This gives customers the reassurance that a consistent, high quality service will be delivered no matter which verifier provides the service.

It is divided into two parts: 1) National Charter; and 2) Local Charter.

National Charter

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 verifiers will:

1. Seek to minimise the time it takes for customers to obtain a building warrant or amendment to a building warrant.
2. Ensure continuous improvement around the robustness of verification assessments to ensure compliance.
3. Meet and seek to exceed customer expectations.
4. Carry out local customer satisfaction research, such as surveys, focus groups etc.
5. Address feedback obtained through local and national customer satisfaction research (including a National Customer Satisfaction Survey) to improve the customer experience.
6. Provide information on local formal complaints procedures, the LABSS Dispute Resolution Process, and the BSD Customer Performance Reporting Service, and refer customers as appropriate.
7. Provide accurate financial data that is evidence-based.
8. Engage and participate in partnership working at local and national level to identify and embed service improvements at a national level.

9. Adhere to a national annual performance report outlining our objectives, targets and performance.
10. Fully adhere to the commitments outlined in this Charter (including information on customer dissatisfaction in relation to building warrant processing timescales, processes and technical interpretation).
11. Use a consistent format for continuous improvement plans.

Our targets:

KPO1 Targets	
1.1	95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).
1.2	90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).
KOP2 Targets	
	Targets to be developed as part of future review of KPO2.
KPO3 Targets	
3.1	National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).
3.2	95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.
KPO4 Targets	
4.1	Minimum overall average satisfaction rating of 7.5 out of 10.
KPO5 Targets	
5.1	Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).
KPO6 Targets	
6.1	Details of eBuilding Standards to be published prominently on the verifier's website.
6.2	75% of each key building warrant related process being done electronically <ul style="list-style-type: none"> • Plan checking • Building warrant or amendments (and plans) being issued • Verification during construction • Completion certificates being accepted
KPO7 Targets	
7.1	Annual performance report published prominently on website with version control (reviewed at least quarterly).
7.2	Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2016 – March 2017).

Information:

National information on the verification performance framework. can be found at the Scottish Government website. www.gov.scot/bsd



Local Customer Charter

Who Are We?

Building Standards has been in existence for many years and was previously known as Building Control. The primary role known as Building Standards Service is to protect and improve the health, safety and convenience of people using buildings. This is achieved by promoting compliance with specific legislation relating to buildings.

Services Provided

- Process Building Warrant Applications
- Inspect Construction Work relating to Building Warrants
- Requests for alternative solutions to meet Building Standards
- Carry Out Enforcement of Building Standards
- Process Housing Grant Applications
- Inspect and Assess Dangerous Buildings
- Provide Licensing Consultations
- Assess and Inspect Certifiable Sports Grounds and Regulated Stands
- Maintain Street Nameplates, Street Naming and Numbering
- Issue Property Enquiry Information

We have a team of courteous and experienced staff who will be happy to offer advice and assistance with any enquiries you may have.

Service Standards

When you contact us either in writing or by email we will aim to:

- Give you the name and direct dial telephone number of the staff dealing with your enquiry
- Provide you with a full reply with as much information as possible.
- Deal with general correspondence within 10 working days of receipt

When You Contact Us By Telephone:

- We will give our name and Section when answering the telephone
- We will try to deal with your telephone enquiry at the time or pass you to staff who can
- If the person you need to speak to is not available, you can choose to speak to someone else who can help. If you leave a message we will get back to you within 1 working day.



You can expect us to:

- Be courteous and professional at all times
- Give you as much information and immediate advice as possible
- Observe privacy and confidentiality, when appropriate
- Monitor and evaluate our performance
- Give you a quality service at all times
- Endeavour to provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and facilitate access for disabled people and people with additional support needs

Specific Service Standards

We will endeavour to:

- Provide a response to your Building Warrant Application within 4 weeks
- Respond to requests for drain tests within 24 hours (Monday to Friday)
- Provide a response to your request to accept a Certificate of Completion within 2 weeks
- Respond immediately to reports of Dangerous Buildings
- Respond within one working day to requests for 'one stop' property enquiries
- Have staff available who can deal with your enquiry
- Explain how and why a decision was reached

Building Standards staff are always available during office hours (8.45am - 4.45pm Monday to Thursday, 8.45am - 4.00pm on Friday) to provide general information and advice. The advice given will be objective and as helpful as possible without prejudice to the formal consideration of an Application by the Council

When You Ask For An Appointment

If you wish to meet staff to discuss any aspect of the Service please contact [01292 616253](tel:01292616253) to arrange a mutually convenient appointment.

Identification of Staff

All Council staff are issued with identification cards, which they are expected to display prominently. The cards give the name, position and department of the cardholder and they also include a photograph.

If Council staff are calling at your home or place of business, you are entitled to ask to see their identity card so you can satisfy yourself that they represent the Council. The details on the identification card can be verified by contacting the telephone number printed on the identification card.

Treating Everyone Fairly

Economy, Neighbourhood and Environment is committed to promoting equal opportunities for the community it serves.

What You Can Do To Help

- Keep us informed of any changes in your personal circumstances that may affect any service that we provide to you.
- Attend any appointment on time, or let us know if you cannot do so
- Behave in a considerate and polite way so we can give you and other customers the standard of service you would expect.
- Provide the information we ask for when we ask for it. This will help speed up the process.
- Read information sent to you carefully and follow any instructions given.
- Ensure that you read all information that we provide for you, it is to your benefit.
- Please be patient as there will be times when we are exceptionally busy. We will however, make every effort to keep waiting times to a minimum.

What If I Am Not Satisfied?

If you are unhappy with any aspect of our service, please contact us and we will try to resolve any problems quickly, and explain what we have done and why.

You can also make a complaint in any one of the following ways:

- Online using the [Customer Complaint Form](#)
- Email listeningtoyou@south-ayrshire.gov.uk
- Come into one of our [Customer Service Centres](#), or any local office.
- Phone our Customer Services Team on [0300 123 0900](tel:0300 123 0900)
- In writing to: Customer Services, South Ayrshire Council, Freepost NAT 7733, Ayr, KA7 1DR
- Emergency Services Monitoring Station (Out Of Hours): [0300 123 0900](tel:0300 123 0900)

Advice On A Dispute Resolution Process

If you disagree with an interpretation of the Building Standards that the Building Standards Authority is adopting in the consideration of a building warrant that you have submitted or will require to submit you may request an interpretation through Local Authority Building Standards Scotland.

For details of the process and relevant application forms follow this link www.labss.org/advice-building-projects/advice-dispute-resolution-process

Any Suggestions?

We hope you will find this information helpful and that we continue to meet the standards we have set. Please let us know what you think by using the Council's feedback procedure or by contacting us directly at the address below.

How And When You Can Phone Or Visit Us

We are based at County Buildings, Wellington Square, Ayr, KA7 1DR.

Opening Hours: 08:45 – 16:45 Monday to Thursday,
 08:45 – 16:00 Friday.

Telephone Number: [01292 616253](tel:01292616253).

Email: building.standards@south-ayrshire.gov.uk

