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| **1.0 Building Standards National Customer Charter** | | |

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| **1.1** | **Purpose of a National Customer Charter:** | | | |
|  | The 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. | | | |
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| **1.2** | **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. | | | |
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| **1.3** | **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 | | | |
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| **1.4** | **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)  Details on Local Authority Building Standards can be found on the LABSS website: [www.LABSS.org.uk](http://www.LABSS.org.uk) | | | |
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| **1.5** | **Performance Outcomes for Building Warrants** | | | |
|  | In most cases, we aim to provide you with a technical response, or issue the building warrant, as applicable, within 20 working days from receipt of your valid application. In some cases, applications for a building warrant will result in a “customer agreement” between you and building standards where the performance outcomes including the target first response period will be specifically agreed. | | | |
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| **1.6** | **Dissatisfaction with response times performance** | | | |
|  | Other than those applications covered by a customer agreement, if you have not received a technical response, or a building warrant, as applicable, within 35 working days from receipt of your valid application you have the right to request resolution to the matter. This may be done, in the first instance, by contacting our Building Standards Manager : | | | |
|  |  | **Frank Fairgrieve** | | |
|  | Engineering Services & Building Standards |  | T: 01620827216 |
|  | Infrastructure |  |  |
|  | Place |  | E: [buildingstandards@eastlothian.gov.uk](mailto:buildingstandards@eastlothian.gov.uk) |
|  | Penston House |  | (marked for the attention of Frank Fairgrieve) |
|  | Macmerry |  | W: [www.eastlothian.gov.uk](file:///\\squirrel\users$\murdj\Docs\BC_System%20Legislation%20and%20Consultation_F_LEGIS_A1\A_Standard%20Lets_12_10_01\Charter_2012_2013\www.eastlothian.gov.uk) |
|  |  | EH33 1EX |  |  |
|  |  | **Office hours**: Monday & Thursday 9am to 5pm & Friday 9am to 4pm (**see 2.8 below**) | | |
|  | You may also contact the Building Standards Division at [buildingstandards@scotland.gov.uk](mailto:buildingstandards@scotland.gov.uk) | | | |
|  | Version: Final\_2025\_26\_Q1\_V1 | | | |

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| **2.0 Building Standards Local Customer Charter** | | |

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| **2.1** | Who we are? |
|  | Building Standards are part of Place department, Infrastructure division within East Lothian Council and appointed by the Scottish Government to act as a verifier under the Building (Scotland) Act to administer the Building (Scotland) Regulations & associated Technical Standards, within the East Lothian geographical area.  Other duties undertaken by Building Standards are:   * Enforcement of dangerous and defective buildings, * Enforcement of unauthorised work, * Enforcement of the display of Energy Performance Certificates (EPCs) for large public buildings, * Consultant on licensing applications for:   + Liquor premises,   + Sports grounds and venues,   + Entertainment venues, |
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| **2.2** | What we do? |
|  | * Verification of Building Warrant applications, * Site inspections leading to the acceptance / refusal of Completion Certificates, * Providing basic general advice on the application and interpretation of the Building Regulations, * Enforcement action on unauthorised or non compliant building works where required, * Enforcement action on dangerous and defective buildings where required, * Report on central & solicitors’ property enquiries, * Report on licensing applications, * Report on licensing of sports grounds and other sporting venues. |
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| **2.3** | What we do not do, act as: |
|  | * A Professional Advisor to an Applicant i.e. as a Clerk of Works, Designer, etc., * A Building Regulation consultant to an Agent, * A Mediation Specialist in Neighbour disputes, and * We are **NOT** responsible for the supervision of site works on behalf of an Applicant |
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| **2.4** | Our Local Aims |
|  | * Within the constraints of the service, provide a responsive, helpful, effective and accountable service to individuals, their professional agents/advisers, developers, builders and other stakeholders, * To review and adjust our service and charter through regular customer satisfaction surveys and monitoring of complaints,  When you write or email (other than in relation to your warrant application) we will acknowledge your letter within 10 working days and will aim to respond within 25 working days where possible or issue an extension letter confirming revised response date,When you telephone and we are unavailable, you can leave a voicemail message, which will be noted and your call will be returned within 2 working days,  * We acknowledge complaints within 5 working days and respond within 20 working daysor issue an extension letter confirming revised response date, * Response times to Building Warrant application, 95% of applications within 20 working days or provide a response in line with an agreed Customer agreement. * On receipt of a competent application Issue of Building Warrants, 100% within 10 working days, * Response times to Completion Certificate submission, 90% within 10 working days, * Issue of Completion Certificate acceptance / refusal, 100% within 3 working days. |
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| **2.0 Building Standards Local Customer Charter** | | |

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| **2.5** | Our Local Aims (cont’d) |

* Response time to dangerous building callouts:
  + - * + 90% of callouts received during the working day attended within 1 hour, and
        + 90% of callouts received out with the working day attended within 2 hours.

Where targets are identified as not being achieved then we will implement measures to limit the failing, subject to available resources. We will try to continuously improve our service to you.

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| **2.6** | What Standards of Service You Can Expect? | | |
|  | * We will treat you with politeness and respect, * In line with relevant legislation, we will not share any information you give us with anyone else unless you say we can, or where not to do so would put you or someone else at risk, * If you want to see your own personal information, we will meet your request within 40 calendar days where possible, * We will use plain language when talking or writing to you, * Where possible we will make sure that you have interpreters and signers if you need them to help you transact Council business, * We will make sure that you are able to have written material in the format you need on request, and * We will try to keep appointment times and tell you when there are delays | | |
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| **2.7** | What Can You Do To Help Us? | | |
|  | * Read all information that we provide for you, * Provide all documents, reference numbers and/or information we need to manage your enquiry, * Ensure that information given is correct and of an acceptable quality (incl. correct references to Building Regulations, Technical Standards, British Standards, Product references, etc.), * Ensure your Building Warrant application is accompanied by: * A fully completed application form, * The statutory fee (incl for discounts etc) appropriate to the value of works involved, and * Scaled drawings with clear and concise details & design to show compliance with the Building Regulations, * When identified in the correspondence sent to you, contact the Surveyor allocated to your case, * Engage suitable professional assistance to guide you through the process and supervise the works on site, * Treat all of our employees with politeness and respect, * Inform us clearly about how we can help you; ask us to explain anything you are not sure about, and * Keep appointments with us, or inform us promptly, if you are unable to do so. | | |
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| **2.8** | Availability | | |
|  | A Duty BS Surveyor is available for enquiries through appointment only at the reception: Generally, Tuesday & Thursday only 9am to 12pm (appoint. only) **Please note however out with duty days/times you will require a prearranged appointment with the Surveyor relevant to your particular warrant.**  **In the event of your allocated Surveyor being unavailable due to holidays or illness please make contact through the Building Standards e mail address**  In special circumstances, it may be possible to meet with you at your property out with these times. Please contact us to arrange a visit and we will try to accommodate you. | | |
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| **2.9** | **If You Visit Us:**  The reception has a wide range of facilities designed to enable access for all.  If you have other special needs please let us know when you arrange your visit and we will try to accommodate you. | | |
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| **2.10** | Suggestions and Complaints | | |
|  | If you have comment on our service, please:   * Raise the matter quickly or, * Use East Lothian Council’s “Feedback” Complaints Forms thatare also available.   Ask at Reception for details or alternatively you can comment through the Council’s website. | | |
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**2.11 How to Contact us:**

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| Engineering Services & Building Standards |  | T: 01620827216 |
| Infrastructure |  |  |
| Place |  | E: [buildingstandards@eastlothian.gov.uk](mailto:buildingstandards@eastlothian.gov.uk) |
| Penston House |  |  |
| Macmerry |  | W: [www.eastlothian.gov.uk](file:///\\squirrel\users$\murdj\Docs\BC_System%20Legislation%20and%20Consultation_F_LEGIS_A1\A_Standard%20Lets_12_10_01\Charter_2012_2013\www.eastlothian.gov.uk) |
| EH33 1EX |  |  |
| **Office duty days/hours**: see above | | |
| You may also contact the Building Standards Division at [buildingstandards@scotland.gov.uk](mailto:buildingstandards@scotland.gov.uk) | | | |

Or

LABSS – Local Authority Building Standards Scotland association and utilise the dispute resolution process, which can be accessed via the following link:

<https://www.labss.org/advice-building-projects/advice-dispute-resolution-process>

There is also now as of April 2022 an open survey where you can share your views and experience of the Building Standards service. This link is unique to the East Lothian geographical area and other Local Authorities Building Standards websites will have a link for their own area but these also feed into helping shape the service nationally as we go forward.

Your views are important to us, please take a moment to share your experience in the national customer satisfaction survey for building standards.

[https://www.smartsurvey.co.uk/s/BuildingStandardsNationalSurvey/?la=East Lothian](https://www.smartsurvey.co.uk/s/BuildingStandardsNationalSurvey/?la=East%20Lothian)

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