

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

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 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

***Escape Route:**

In most cases, we aim to provide a technical response, or issue the building warrant within 20 working days from receipt of a valid application. In some cases, applications for a building warrant will result in a “customer agreement” between the applicant and building standards where the performance outcomes, including the target first response period, will be specifically agreed

Other than those applications covered by a customer agreement, if a technical response or a building warrant has not been received within 35 working days from receipt of the valid application you have the right to request resolution to the matter. This may be done, in the first instance, by contacting the Senior Manger Protective Services on 01294 324347.

You may also contact the Scottish Governments Building Standards Division at buildingstandards@scotland.gsi.gov.uk

Information:

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

Locally:

North Ayrshire Council's Building Standards section also has a Local Customer Charter which is available on the Councils Web site along with other information relating to the Building Standards Service.

<http://www.north-ayrshire.gov.uk>

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