



BUILDING STANDARDS

NEWSLETTER



Team Changes

Following a restructure Beverly Smith took up the post of Development Management and Building Standards Manager earlier this year.

Daniel Last and Michael Andrew took up the posts of Senior Building Standards Officer within a new two team structure.

September Performance

First reports issued or warrant approved within 20 working days: 95% (target 95%)

Building warrants and amendments issued within 10 working days from receipt of all satisfactory information: 100% (target 90%)

Completion certificates responded to within 10 working days: 100% (target 95%)

eBuilding Standards

During September 82% of our applications were received through the building standards portal. Link to eDevelopment portal below.



Annual Customer Survey

The Scottish Government (Building Standards Division) has appointed Pye Tait Consulting to undertake the National Customer Satisfaction Survey 2019. This applies to customers of the system from 1 April 2018 to 31 March 2019.

The online survey will run from 30 September to early November 2019 and will measure customer service performance in line with KPO4 of the new National Performance Framework - Understand and respond to the customer experience

Look out for updates on the Moray Council twitter and Facebook sites over the coming weeks.



The new [2019 technical handbooks](#) have been published. The handbooks apply to a building warrant submitted on or after 1 October 2019 and to building work which does not require a warrant commenced from that date.

A new version of the Building Standards [Procedural Handbook](#) has also been published. The Procedural Handbook provides clarification on the procedures underpinning the Scottish building standards system as set out in the Building (Procedures) (Scotland) Regulations 2004 and the Building (Scotland) Act 2003 to assist with practical operation.

Changes to Procedural and Technical Guidance

Feedback

We aim to continually improve our service. Should you wish to provide feedback on any aspect of building standards in Moray then please contact:

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Website Links

[Moray Council Building Standards](#)

[Scottish Government Building Standards Division](#)

[Local Authority Building Standards Scotland](#)

Social Media Links



Moray Council



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Scot Gov Bldg Standards

