

# BUILDING STANDARDS CUSTOMER SERVICE CHARTER

*The customer service standards  
that you can expect us to deliver*

2024 - 2025



**moray**  
council

July 2024



# National Building Standards Customer Charter:

## Purpose:

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.

## 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 National Targets:**

95% of first reports (for building warrants and amendments) issued within 20 days of all first reports (including BWs and amendments issued without a first report).

90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information of all building warrants and amendments (not including BWs and amendments issued without a first report).

**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)



# Moray Council Building Standards Customer Charter:

## Purpose:

Our Charter underpins the aims of the National Customer Charter. It sets out the standard of service customers can expect when using Moray Council as a Building Standards Verifier for Building Warrant applications and Completion Certificate submissions and for other Building Standards services.

## The Services we Provide:

- Assessment and processing of applications for building warrant to ensure proposals comply with building regulations.
- Pre-application consultations to give advice and guidance are welcomed to allow higher quality building warrant applications. This will allow those applications to be dealt with as efficiently as possible.
- Inspection of works during construction in accordance with your Construction Notification and Compliance Plan provided advance notification is received.
- Verification of Completion Certificate submissions.
- Responding to reports of dangerous or defective buildings
- Taking steps to regularise unauthorised building work or taking enforcement action as necessary.
- A dedicated duty officer to provide free advice and guidance between 2pm and 4pm each day.
- An enquiry system to provide a written response to any query regarding building standards, the building act or building regulations.
- A Letter of Comfort process for regularising work carried out prior to May 2005 that had no building warrant or completion certificate issued.
- A search and copying of documents service, subject to conditions, for building warrants, completion certificates and plans.

## In Providing these Services we will:

- Be polite, helpful and attentive and treat customers fairly and respectfully.
- Ensure that advice given is as accurate as possible.
- Treat all enquiries confidentially.
- Strive to meet all targets and expectations.
- Communicate by email rather than letter unless you advise us otherwise.
- Assist with any forms that need to be completed.
- Endeavour to put things right should they have gone wrong.

## Our Commitments and Performance Targets

- Issue a first report in response to your building warrant application within 20 working days of it being validated. Reports for minor applications where the value of work is less than £5000 and alterations to homes necessary for health or disability reasons issued within 10 working days.
- Applications for building warrant involving proposals that will have a major economic benefit for the area will be prioritised.
- Respond to revised or amended plans, following a first or subsequent report, within 10 working days.
- Provide a reminder to applicants/agents after 6 months if a reply has not been received to the building warrant first report.
- Refuse to issue a building warrant where technical comments remain unanswered after a period of 9 months unless a longer period has been agreed.
- Respond to your completion certificate submission within 10 working days.
- Application of our Acts and Regulations will be in line with the Scottish Regulators Strategic Code of Practice.

## Compliments, Comments and Complaints

Our aim is to provide our customers with a quality service and get things right first time. However, we recognise that sometimes things do go wrong and problems arise. Most problems can normally be resolved informally simply by contacting us.

If you do wish to make a formal complaint the Council operates a formal complaints procedure. Leaflets can be obtained at any of the Council's offices or from our website [www.moray.gov.uk/complaints](http://www.moray.gov.uk/complaints)

Customers views and opinions are important to help us improve our service. Your views on our service are important to us, please take a moment to share your experience in the **National Customer Satisfaction Survey** for Building Standards, or by emailing [buildingstandards@moray.gov.uk](mailto:buildingstandards@moray.gov.uk)

If you have submitted a building warrant application and have not received either the warrant or a technical response within 35 working days of receipt of your valid application you have the right to request a resolution to the matter. This can be done by contacting the Building Standards Manager. You can also report the issue to the Building Standards Division of Scottish Government at: [buildingstandards@scotland.gsi.gov.uk](mailto:buildingstandards@scotland.gsi.gov.uk) or by telephoning 0131 244 6511.

## How to contact us

The Building Standards Service is based at the Council's headquarters in Elgin. Contact details are given below:

**Email:** [buildingstandards@moray.gov.uk](mailto:buildingstandards@moray.gov.uk)

**Post:** Building Standards, Environmental Services, The Moray Council, PO Box 6760, Elgin, Moray IV30 9BX

**Telephone:** 0300 123 4561

**Website:** [www.moray.gov.uk/buildingstandards](http://www.moray.gov.uk/buildingstandards)

**Opening Hours:** Monday to Friday 8.45am - 5:00pm

Building Standards staff can be available by appointment 7:00am - 7:00pm

