

## **East Renfrewshire Council Building Standards Customer**

### **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.

### **PART 1: 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 [verification 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:**

#### PO1 Targets

- 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).
- 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).

#### KPO2 Targets

- Targets to be developed as part of future review of KPO2.

### KPO3 Targets

- National customer charter is published prominently on the website and incorporates version control detailing reviews (reviewed at least quarterly).
- 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

- Minimum overall average satisfaction rating of 7.5 out of 10.

### KPO5 Targets

- Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).

### KPO6 Targets

- Details of eBuilding Standards to be published prominently on the verifier's website.
- 75% of each key building warrant related process being done electronically; Plan checking; Building warrant or amendments (and plans) being issued; Verification during construction and Completion certificates being accepted.

### KPO7 Targets

- Annual performance report published prominently on website with version control (reviewed at least quarterly).
- 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.scotland.gov.uk/bsd](http://www.scotland.gov.uk/bsd)

## **PART 2: Local Charter**

We are committed to providing a caring, cost effective service, encouraging and ensuring the creation and continued existence of a healthier and safer built environment for the well-being of our community and customers.

We believe that our most important responsibility is to our customers; primarily those of you who design, build, live, work and socialise in buildings within East Renfrewshire. In meeting with your needs, everything we endeavour to do will be of the highest quality at value for money cost. Your problems, requirements and complaints will be dealt with promptly and professionally, with courtesy and consideration at all times.

### **Building Standards Service Pledge**

- We will issue a warrant within 6 working days where possible on receipt of all the necessary information after the plans have been assessed.
- We will approve a Completion Certificate and issue confirmation where possible within 3 working days for all works carried out in accordance with the Building Regulations after a satisfactory final inspection has been carried out.
- Provide a response to your Building Warrant Application where possible within 20 working days. For larger more complex projects we may contact you to agree to extend this period.
- Respond to requests for inspections within 48 hours (Monday to Friday)
- Provide a response to your Completion Certificate submission for an inspection within 10 working days
- Respond immediately to reports of Dangerous Buildings
- Have staff available who can deal with your enquiry

For all applications for building warrants and amendments to building warrants received on or after 1st October 2012 (domestic and non-domestic) all building warrant applicants can report any dissatisfaction of a verifier failing to meet the appropriate level of service for their building warrant first response time.

For all applications, other than those applications covered by a customer agreement, if you have not received a full response requesting further information or a building warrant approval within 35 working days from receipt of your valid application, you have the right to request a resolution to the matter. This may be done, in the first instance, by contacting the Planning & Building Standards Manager detailing your

concerns. If you are subsequently still dissatisfied you can contact the Scottish Government Building Standards Division at [buildingstandards@scotland.gsi.gov.uk](mailto:buildingstandards@scotland.gsi.gov.uk)

Building Standards staff are available 8.45am – 1.00pm to provide general technical information and advice on building standards. The advice given will be objective and as helpful as possible without prejudice to the formal consideration of an Application to the Council. Our Customer First Service is open from 8.45am – 4.45pm Monday to Friday for general enquiries.

(Version 1 June 2024)