

Building Standards Customer Charter

Introduction

North Lanarkshire Council building standards is committed to giving our customers high quality service. The aim of our local charter is to inform you about the service we provide:

Services provided

- Process building warrant applications, including pre-warrant discussions and a 'fast assessment' service for low risk applications;
- An 'Outreach Service' for those who have difficulty reaching our offices;
- Inspection of construction work relating to building warrants in accordance with the tailored Construction Compliance and Notification Plan (CCNP) specific to your project;
- Verification of completion certificate submissions;
- A building standards enquiry system, including a search and copy document service;
- Inspections relating to licensed premises;
- A street naming and numbering service (please note; there is now a fee for this service. Further information can be found on our web site);
- Enforcement relating to unauthorised or dangerous buildings; and
- Maintaining a 24 hour emergency call out service on reported dangerous buildings.

Our commitment to you

We will:

- Be friendly, helpful, attentive, polite and treat customers fairly, sensitively and with respect;
- Take ownership of your enquiry;
- Treat all enquiries confidentially;
- Provide advice which is accurate and relevant;
- Deal with your enquiries, requests and concerns promptly;
- Offer help with any forms you may be asked to complete; and
- Telephone or email you when your application has been checked to provide you with information, e.g. to provide an update on your application, or to discuss the inspection regime for your project.

We aim to:

- Issue 100% of first reports within 20 days;
- Release 90% of approved building warrants within 6 days;
- Respond to 95% of completion certificate submissions within 6 days;

Our commitment to meeting customer expectation

For all applications received after 1 October 2012: All customers who are dissatisfied with our service provision within our prescribed standards, regarding the time taken to process a building warrant, will be able to report their dissatisfaction. Reporting will be through the Scottish Government Building Standards Division, who can be contacted by the applicant as follows; Buildingstandards@scotland.gsi.gov.uk or telephone: 01506 600400.

Our performance

Details of our performance are published in online in our [annual newsletter](#). You may also wish to visit the Scottish Government, Building Standards Division website for further information which may be of interest (www.scotland.gov.uk/bsd).



How you can help us

We are committed to providing a high quality customer focused service. We appreciate and value your feedback so from time to time North Lanarkshire Council and/or the Building Standards Division of the Scottish Government may contact you for research purposes.

Regular customer surveys are issued and consultation exercises undertaken. Our consultations, although limited in size, are open to the public. All feedback is welcome, so should you wish to participate, please contact us.

We aim to provide the best service for you. To assist us we ask you to:

- Please make sure that you come to your appointments on time or let us know if you are going to be late;
- Please make sure that you carefully read and follow the information and guidance which we provide;
- Please advise us of any changes that might affect the service which we provide to you e.g. if you change your contact details, your agent or your proposals;
- Please quote your reference number or application number, if you have one, when you contact us; and
- Please contact us at key stages as detailed in your Construction Compliance and Notification Plan (CCNP).

Complaints, comments and compliments

The councils system for complaints, comments and compliments offers the opportunity for you to give your views on the service we provide to you. You can use our website to [have your say on our service](#) or contact our office for a form.

How to contact us

- **In writing:** we aim to acknowledge written correspondence within 10 working days;
- **Via e-mail:** buildingstandards@northlan.gov.uk
- **Website -** www.northlanarkshire.gov.uk
- **By telephone** – a member of our team will be happy to take your call;
- **By visiting our office** – if you feel you need more information or help, then please contact our office. We would recommend that you make an appointment to avoid waiting at busy times, and to ensure that the officer you wish to see is available;
- **E-update service** – should you wish to receive electronic updates via our e-update service please send your contact details to buildingstandards@northlan.gov.uk .

Contact details are shown below:

By Telephone:

Tel: 01236 812440

Fax: 01698 403075

Opening Hours:

Monday to Thursday 8.45 – 16.15

Friday 8.45 – 16.15

By Email:

buildingstandards@northlan.gov.uk

Further useful information on building standards in Scotland can be found at www.scotland.gov.uk/bsd

By Post:

Building Standards
North Lanarkshire Council
Municipal Buildings
Kildonan Street
Coatbridge
ML5 3L

North Lanarkshire Council recognises that our communities are diverse, and we value each person, regardless of race, gender, disability, sexual orientation, religion or age. If you require information on our services in another language or format, please contact us to discuss your needs.

Website: www.northlanarkshire.gov.uk