

# Building Standards Customer Charter



Aberdeenshire Council  
Environment and Infrastructure Services

Version 01.00 July 2024

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## Customer Charter Review Log

<b>Date</b>	<b>Version</b>	<b>Document Amended</b>	<b>Review</b>
<b>July 2024</b>	<b>V01.00</b>	<b>Annual Review</b>	<b>HR/JM/LA/RM</b>

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# 1. Introduction

The purpose of Building Standards is to ensure a healthy and safe built environment throughout Aberdeenshire. This is primarily achieved by ensuring that building works comply with Building Regulations through the issue of Building Warrants and the inspection of completed works on site. The Regulations legislate for the Health, Safety and Welfare of people in and about buildings, the conservation of fuel and power, the provision of access and facilities for disabled people and for furthering the achievement of sustainable development.

The range of work covered by the Building Standards Service includes:

- Pre-application discussion, information/advice.
- Processing of Building Warrant applications.
- Inspection of works in progress and at completion stage.
- Search out information relative to Building Warrant and Completion Certificates.
- Consultation and advice to the Licensing Service for public entertainment, homes in multiple occupation, temporary structures, premises which require a premises licence and short term lets
- Inspection of dangerous and defective buildings.

All in line with The Scottish Governments [Building Standards Customer Journey](#).

## 2. The 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:

- Part 1: The National Charter; and
- Part 2: The Local Charter.

## 3. Part 1: The National Charter

### 3.1 Our National 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.
- Furthering the achievement of sustainable development.

## 3.2 Our National Vision / Values

To provide a professional and informative service to all our customers.

## 3.3 Our National Commitments

Nationally all verifiers will:

- Seek to minimise the time it takes for customers to obtain a Building Warrant or Amendment to a Building Warrant.
- Ensure continuous improvement around the robustness of verification assessments to ensure compliance.
- Meet and seek to exceed customer expectations.
- Carry out local customer satisfaction research, such as surveys, focus groups etc.
- Address feedback obtained through local and national customer satisfaction research (including a National Customer Satisfaction Survey) to improve the customer experience.
- Provide information on local formal complaints procedures The Scottish Building Standards Hub (SBSH) Dispute Resolution Process, and the Building Standards Division (BSD) Customer Performance Reporting Service and refer customers as appropriate.
- Provide accurate financial data that is evidence-based.
- Engage and participate in partnership working at local and national level to identify and embed service improvements at a national level.
- Work collaboratively with the Scottish Building Standards Hub (SBSH).
- Adhere to a national annual performance report outlining our objectives, targets and performance.
- 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).
- Use a consistent format for continuous improvement plans.

## 3.4 Our Targets

- 95% of first reports (for Building Warrants and Amendments) issued within 20 days.
- 90% of Building Warrants and Amendments issued within 10 days from receipt of all satisfactory information.

## 3.5 Information

National information on the verification performance framework can be found at the [Scottish Government website](#).

The charter sets out the customer service standards that you can expect when you interact with Aberdeenshire Council's Building Standards Service. It also explains how to give customer feedback which helps to shape and improve our services as well as what to do if things go wrong and you wish to make a complaint.

### 3.6 National Customer feedback and complaints

Our aim is to provide all customers with a good quality customer service that gets things right first time. We value your feedback and the [National customer satisfaction survey for Building Standards](#) provides access to our national customer satisfaction survey. This gives you the opportunity to tell us how we dealt with your Building Warrant and / or Completion Certificate.

## 4. Part 2: The Local Charter

The charter sets out the customer service standards that you can expect when you interact with Aberdeenshire Council's Building Standards Service. It also explains how to give customer feedback which helps to shape and improve our services as well as what to do if things go wrong and you wish to make a complaint.

### 4.1 Our Local Vision

**From mountain to sea**

## **Serving Aberdeenshire from mountain to sea – the very best of Scotland**

### **The best area**

Helping to create and sustain the best quality of life for all through:

- happy, healthy, confident people
- safe, friendly and lively communities
- an enterprising and adaptable economy
- our special environment and diverse culture

### **The best council**

Aiming to provide excellent services for all by:

- involving, responding and enabling
- finding new and more efficient ways of doing things
- providing elected leadership for our area
- working with our partners in the North East and beyond
- always looking to the future

## 4.2 Who we are and what we do

Building Standards operate within Housing and Building Standards section of Environmental and Infrastructure Services. The main role of the Building Standards team lies in the application and, where required, enforcement of the Building (Scotland) Act 2003 and the associated Building (Scotland) Regulations 2004.

The essential aim is to safeguard people in and around buildings, ensure buildings are energy efficient; buildings are accessible for people with disabilities and furthering the achievement of sustainable development.

## 4.3 Customer Service Excellence

Aberdeenshire Council Building Standards Service attained the Customer Service Excellence Award in December 2016 and has maintained recertification every year since then, increasing the number of compliance pluses to 18 in the recent audit in December 2023.

## 4.4 The services we provide

As Verifiers, appointed by the Scottish Government for the Aberdeenshire area, our main role is the processing of applications for Building Warrant to ensure compliance with building regulations. This can include the following:

- Providing a free pre-application consultation service
- Provide a free [check if you need a building warrant enquiry](#) service.
- Processing of Building Warrant applications
- Provide a [Fast Assessment Service](#) for low value of works.
- Inspection of works in accordance with your [Construction Compliance Notification Plan \(CCNP\)](#).
- Determination of [Completion Certificate](#) requests.
- Maintaining the public [Building Standards Register](#) allowing users to access details of building warrant applications registered since 1st May 2005.
- Provision of information to the public and professionals on Building Standards related matters through the website and agent forums.
- We can provide [copies of plans and documentation](#) relating to building warrant application, decision or completion certificate for applications within the last 25 years.



## 4.5 Our performance targets

<b>Standard</b>	<b>Target</b>
<b>Visitors with an appointment will be seen by staff member within 5 minutes of their appointment time</b>	90%
<b>Telephone calls will be answered within 8 rings</b>	90%
<b>Telephone messages and voicemail will be returned by the end of the next working day</b>	90%
<b>Acknowledge receipt of an enquiry within 3 days</b>	90%
<b>Respond to written correspondence within 10 working days</b>	90%
<b>Maintain an overall customer satisfaction rate of 90%</b>	90%
<b>Provide a technical response or issue your Building Warrant within 20 working days</b>	95%
<b>Issue Building Warrant or amendment within 10 days from receipt of receiving all satisfactory information</b>	90%
<b>Time taken from notification of a dangerous building report to assessment by a member of staff - 4 hours</b>	100%
<b>Maintain an overall national customer satisfaction rate above 7.5, on a scale from 1 (Not at all satisfied) to 10 (Completely satisfied)</b>	> 7.5

## 4.6 What you can expect of Building Standards staff

We will:

- Be polite, respectful and helpful.
- Assist in a fair and equitable manner.
- Provide an efficient and effective service from the first point of contact through to conclusion.
- Observe privacy and confidentiality in all matters.
- Monitor and evaluate our [performance](#).
- Avoid cold calling at your home as far as is reasonably practical.
- Wear photographic identification badges so you can recognise us.

## 4.7 What we expect from our customers

That you:

- Submit [a quality Building Warrant application](#) to demonstrate compliance with regulations and accompany this with the [correct fee](#). If not provided this can delay the warrant process.
- Respond in full and as soon as possible where you have received a Technical Report on your application. This will ensure there is no undue delay in the overall time taken to deliver warrant approval.
- Do not start or instruct that work be undertaken until you have Building Warrant approval.
- Discuss any [changes to the approved application](#) in advance.
- Meet the terms of your Construction Compliance Notification Plan (CCNP) and provide at least 3 days' notice when requesting a site inspection.
- Ensure the work is fully complete in accordance with the approved plans and any Amendment to Building Warrant has been approved, before submitting your Completion Certificate.
- Ensure the Completion Certificate is submitted by the appropriate (relevant) person and is accompanied with all other relevant certification as required.
- Treat our staff respectfully and in a fair and non-aggressive manner as per Aberdeenshire Council [Zero Tolerance Policy](#).

## 4.8 Local customer feedback and complaints

Issues or concerns can normally be resolved informally by simply contacting us. However, Building Standards regulations and procedures can be complex and individuals may consider that their application has not been dealt with effectively or efficiently.

Aberdeenshire Council is committed to continually improving the services which it provides to the people of Aberdeenshire and has adopted a nationally agreed 2 stage [complaints procedure](#) for all Council Services.

If you have any comments, complaints or suggestions for the Building Standards service to help improve our services please provide feedback on our [Have your say](#) feedback form.

## 4.9 Contacting Building Standards

If you need information from this document in an alternative language or in a Large Print, Easy Read, Braille or BSL, please telephone.

Contact us

