

If we get it wrong

Whilst we will always aim to deliver the best possible service at the first point of contact, we understand that we may sometimes fall short of your expectations.

Where this is the case we promise to:

- Listen to your views
- Explain what happened and how we are going to put it right
- Put things right as quickly as possibly
- Learn from our experience
- Do all we can to prevent a similar occurrence

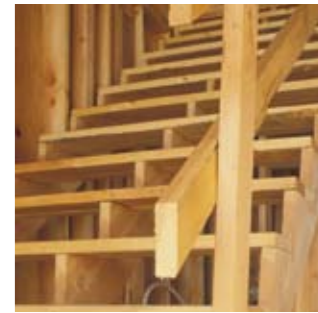
What if I am not satisfied?

If you are unhappy with any aspect of our service, please contact us and we will try to resolve any problems quickly, and explain what we have done and why.

If we do not respond satisfactorily, you can take your complaint further by using the Dumfries and Galloway Council's complaints procedure titled "How to make a complaint", this can be downloaded at <http://www.dumgal.gov.uk/> and is also available at all council offices and one stop shops.

Accountability

The Operations Manager Building Standards is accountable for the administration of the Building Standards Service on behalf of Dumfries and Galloway Council.



BUILDING STANDARDS

Customer Charter

3rd Issue February 2010

How to Contact Us

Building Standards Service, Planning & Environment, Dumfries & Galloway Council. For further information please log onto our web pages at www.dumgal.gov.uk/building

Other good sites are www.scotland.gov.uk and www.sabsm.co.uk

Stranraer Office

Ashwood House, Sun Street, Stranraer, DG9 7JJ

Tel 01776 888417

Fax 01776 705697

Email pe.wigtown.stranraer.building@dumgal.gov.uk

Castle Douglas Office

4 Market Street, Castle Douglas, DG7 1BE.

Tel 01556 505200

Fax 01556 505220

Email pe.stewartry.building@dumgal.gov.uk

Dumfries Office

Kirkbank House, English Street, Dumfries, DG1 2HS

Tel 01387 260199

Fax 01387 260188

Email pe.nithsdale.building@dumgal.gov.uk

Lockerbie Office

Dryfe Road, Lockerbie, DG11 2AS

Tel 01576 205046

Fax 01576 204455

Email pe.annandale.eskdale.building@dumgal.gov.uk

Introduction

The purpose of the Building Standards Charter

The Council is committed to improving public services and to make them more responsive to you the users. Building Standards Services fully support the idea of setting out the standard of service you can expect from us in this Charter.

Our Vision is to make Dumfries and Galloway wealthier and fairer, healthier, safer and stronger, smarter and greener

Our Values are Customer First, Continuous Improvement, Trust and Honesty, Openness and Communication, Equality and Diversity, Team work and Partnership and Local Decision Making and Service Delivery.

What we do

Building Standards is a statutory service, which regulates the built environment. This includes health, safety, welfare, convenience of people in and around buildings, promotes inclusion, conservation of fuel and power, and sustainable development and contributes to economic regeneration of the area.

Each week lists of the current Building Warrant applications that have been registered are published. These lists, which describe the nature and location of the development are available on the web at [http:// www.dumgal.gov.uk/building](http://www.dumgal.gov.uk/building). The Building Standards Register is also available to view and interrogate on line using the same address.

Our aims

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 want you to experience an excellent standard of service every time you contact us, through knowledgeable and helpful staff utilising efficient, cost-effective systems and processes.

We will always consider any new ways to improve our service and welcome any comments you want to make to help us achieve this aim.

We will strive to ensure all our customers are satisfied, and will measure satisfaction levels on an annual basis.

We believe that our most important responsibility is to you our customers, primarily those of you who design, build, live, work and socialise in buildings within Dumfries and Galloway.

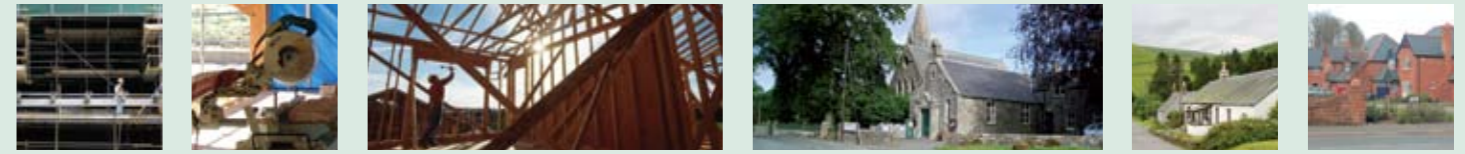
Services provided

- Provide pre-application advice
- Accept preliminary drawings electronically
- Process Building Warrant Applications
- Inspect Construction Work relating to Building Warrants
- Carry Out Enforcement of Building Standards
- Inspect and Assess Dangerous Buildings
- Provide Licensing Consultations
- Lead Service on Safety at Sports Grounds
- Provide inspection service to the property conveyancing market
- Provide Building Standards Property Enquiry Information
- Provide Building Standards Enquiry system including copy document service
- Provide Liaison to the Access Panel.

Commitments

We will endeavour to meet the following goals:

- To provide a response to 90% of Building Warrant Applications within 30 working days
- To issue 80% of Building Warrants within 6 working days of receipt of a competent application
- To provide a response to 98% of Completion Certificate Submissions within 10 working days
- To either accept or reject 80% of Completion Certificate Submissions within 3 working days for all works carried out in accordance with the Building Regulations after a satisfactory final inspection has been carried out
- When an agreed response target is not met we will contact you to explain the reason for the delay and agree a revised response date
- Acknowledge letters (where applicable) within 5 working days from receipt
- Answer all letters and emails fully (where applicable) within 20 working days from receipt
- Endeavour to answer all phone calls within 15 seconds
- Endeavour to see customers at reception within 5 minutes of request
- To respond within 2 hours to reports of Dangerous Buildings
- Have staff available who can deal with your enquiry
- Explain how and why a decision was reached.



Staff

We have a team of polite, friendly courteous and experienced staff who will help with your building related enquiries and applications. We have private meeting rooms available where we can discuss sensitive issues confidentially.

Staff Availability

We will endeavour to have a member of Building Standards staff available during office hours (9.00am - 5.00pm Monday to Friday) to provide general information and advice. The advice given will be objective and as helpful as possible without prejudice to the formal consideration of an application to the service.

Identification of Staff

All Building Standards staff are issued with identification cards, which they are expected to display prominently. The cards give the name and position of the cardholder and they also include a photograph.

If Building Standards staff are calling at your home or place of business, you are entitled to ask to see their identity card so you can satisfy yourself that they represent Building Standards. The details on the identification card can be verified by contacting the telephone number printed on the identification card.

Treating Everyone Fairly

Dumfries and Galloway Council is committed to promoting equal opportunities for the community it serves. If you would like information in an alternative format, please speak to a member of staff. You may also telephone your local Building Standards office as detailed below or ask someone to call on your behalf.

Please also speak to a member of staff if you would like help understanding our information or completing a form.

What you can do to help

- Attend any appointment on time, or let us know if you cannot do so;
 - Promptly provide us with all requested information;
 - Read information sent to you carefully and follow any instructions given;
 - Ensure that you read all information that we provide for you;
 - Please be patient as there will be times when we are exceptionally busy;
- We will however, make every effort to keep waiting times to a minimum;
- Engage professional assistance when submitting your application.

