

## Building Standards - Keeping you up to date

### 1. Quarterly Newsletter

After a gap of a few years we have re-introduced a quarterly newsletter designed to offer a brief update or news on all things Building Standards.

### 2. The Building Standards National Customer Survey.

The survey will open on the first week in October and will run through until the 31<sup>st</sup>. All applicants/agents who have submitted a building warrant application or completion certificate to D & G Council will be invited to take part. A questionnaire will be sent directly to you from Pye Tait who are a firm of consultants employed by the Building Standards Division to conduct the survey, who will also gather and collate the results. This is an important endeavour which not only measures our performance in terms of customer care but provides valuable feedback which is used to improve and shape our service in future.

### 3. New Standards

New [Domestic and Non-Domestic Technical Handbooks](#) are now published, and come into effect on the 1<sup>st</sup> October 2019. There have been major changes in relation to the use of cladding, in particular where used on high rise properties. Another significant change is the introduction of “Changing Places Toilets” which have been included into the standards for the first time. There are a number of other minor changes and some corrections for further details refer to the [summary](#)

### 4. Performance

For a number of reasons, the performance of the service in particular, Building Warrant response/approval times have fallen below the standard expected. A number of measures have been introduced which have demonstrated some improvements in this regard. Among these is the introduction of “fast tracking” of small value projects and amendment to warrants. Further measures are currently being explored and details of these will be made available in due course.

### 5. Duty officer

In order to make better use of staff resource, some time ago we introduced a process to screen general enquiries and now provide a dedicated duty officer designed to handle all of these enquiries. The officer is available Tuesday, Wednesday and Thursday between 10am and 1pm. There does appear to be some confusion over the availability of building standards staff, so I thought it prudent to offer some clarification. It is important to stress, that the duty officer is available to handle drop in and telephone enquiries of a general nature. Case specific enquiries can be dealt with outwith these times by contacting the assigned case officer directly using their direct dial phone number, mobile phone number and email address (as indicated on all their correspondence). It would assist greatly if agents could possibly refrain from using the corporate planning and building standards phone number (01387 260199) as a method of contacting an assigned case officer, or member of the inspection team.

## Building Standards - Keeping you up to date

### 6. eBuildingStandards submissions.

Just a quick reminder to all agents lodging supporting information through the eBuildingStandards submission portal. It is important that the Dumfries and Galloway building warrant reference number is used eg 19/1234. By using this, the documents will automatically arrive in the appropriate case file. Please do not use the long 500123456-001 number.

### 7. Retirement

Many of you will already be aware, however just in case, Chris Jackson retired from the building standards team earlier this year after 10 years working with us. He now has much more time to devote to his fishing and of course his lifelong support of Q of S. The process of finding a replacement for Chris is currently in progress.