

Shetland Islands Council Building Standards Section Customer Charter



Introduction

This customer charter is intended to be a statement, which informs you of who we are, what we do, and outlines the service standards we aim to achieve. It explains how you can help us achieve our aims, and how you can help us to improve our service in the future.

Who are we?

We are the Building Standards Section (also known as a “Verifier”) of Shetland Islands Council and have been appointed by the Scottish Government to provide the Verification service throughout Shetland. We are located at the Council Offices in Grantfield, Lerwick, and are part of the Development Services Department coming under the remit of the Director, and the Executive Manager of Planning.

What do we do?

Our main role as a Verifier is to protect the public interest by ensuring that building work meets reasonable building standards as required by the Scottish Government. We do this by carrying out an independent check of proposed building work, by issuing building warrants, and by carrying out inspections during construction work and on completion to discourage the avoidance of the Building Regulations.

Our Service Standards

Our aim is to provide a positive and responsive customer orientated service, which is efficient, cost effective and achieves the highest possible level of service. The Building Standards team aims to be approachable, impartial, not to discriminate, and to deal with you in a courteous, helpful and friendly manner.

We have set ourselves important key performance targets. These targets are monitored and published on a regular basis to ensure a high level of performance is being achieved. Our key performance targets are: -

- ✓ A member of the Building Standards team will provide advice and guidance at our offices at Grantfield, Lerwick, from 9am and 10:30am on weekdays.
- ✓ A member of staff available will accept telephone calls during normal office hours.
- ✓ We will provide a response to any letters or e-mail enquiries within 3 working days.
- ✓ We will confirm acceptance or conditional acceptance of a building warrant application by post within a period of 10 working days from receipt.
- ✓ We will carry out a technical check for compliance with the building regulations, and approve, or issue a "first report letter" (whichever is deemed appropriate), for 80% of all accepted building warrant applications, within a period of 20 working days from submission.
- ✓ We will accept, reject, or agree to a time frame for the consideration of, a Completion Certificate submission within a period of 10 working days from receipt.

What we need you to do

In order to deliver a high standard and level of service we need you to:-

- ✓ treat us in a courteous and respectful manner.
- ✓ respond promptly to any request we make for further information.
- ✓ ensure all information submitted to us is clear, intelligible, complete and contains sufficient detail and information to allow us to carry out our detailed technical checks
- ✓ ensure we are notified when your project has started and has reached the various stages specified on your building warrant approval documentation

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Help us improve our service

You can help us to improve the way we deliver our service by telling us what you think of your experience in dealing with us. You may be delighted and wish to compliment us, have comments/suggestions on how we can improve, or you may be dissatisfied to the extent that you feel the need to complain. Whatever your experience, please let us know – unless you tell us we will not know how well or how poorly we are performing. Our contact details are given below.

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Development Services Department
Shetland Islands Council
Grantfield
LERWICK
ZE1 0NT

Telephone: 01595 744 800

Fax: 01595 744 804

e-mail: building.standards@sic.shetland.gov.uk

If you need this information in large print, on tape, in Braille or in a different language please contact the number or e-mail address given above