



Shetland Islands Council

Building Standards Service
Customer Charter
2025 / 2026

Planning Service – Building Standards
Development Services
Shetland Islands Council
8 North Ness Business Park
Lerwick
Shetland
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Version	Date.	Details of Change/s
5.1	April 2026	2025/26 Customer Charter

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: 1) National Charter; and 2) Local Charter.

PART 1: National Charter

Our 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, and
- Furthering the achievement of sustainable development.

Our vision/values:

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

Our Commitments:

We will:

1. Seek to minimise the time it takes for customers to obtain a building warrant or amendment to a building warrant.
2. Ensure continuous improvement around the robustness of verification assessments to ensure compliance.
3. Meet and seek to exceed customer expectations.
4. Carry out local customer satisfaction research, such as surveys, focus groups etc.
5. Address feedback obtained through local and national customer satisfaction research (including a National Customer Satisfaction Survey) to improve the customer experience.
6. Provide information on local formal complaints procedures, the LABSS Dispute Resolution Process, and the BSD Customer Performance Reporting Service, and refer customers as appropriate.
7. Provide accurate financial data that is evidence-based.

8. Engage and participate in partnership working at local and national level to identify and embed service improvements at a national level.
9. Adhere to a national annual performance report outlining our objectives, targets and performance.
10. 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).
11. Use a consistent format for continuous improvement plans.

Our targets:

- Issue 95% of first reports (for building warrants and amendments) issued within 20 days – all first reports (including BWs and amendments issued without a first report).
- Issue 90% of building warrants and amendments issued within 10 days from receipt of all satisfactory information – all building warrants and amendments (not including BWs and amendments issued without a first report).
- Minimum overall average satisfaction rating of 7.5 out of 10 in National Customer Survey.
- Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).
- 75% of each key building warrant related process being done electronically.

Information:

National information on the verification performance framework can be found at the Scottish Government website: www.gov.scot/bsd

PART 2: Local Charter

Shetlands Islands Council promotes the National Customer Charter for Building Standards Verification. This sets out the minimum standards of service that all local authorities should meet. This gives our customers the reassurance that a consistent high quality service will be delivered no matter which local authority provides the service.

Our 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 and
- ✓ Furthering the achievement of sustainable development.

Our vision/values:

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

Our commitments:

Nationally all local authority verifiers will:

1. Seek to reduce the average time it takes for customers to obtain a building warrant
2. Ensure continuous improvement around the robustness of our verification assessments to ensure compliance
3. Meet and seek to exceed customer expectations
4. Carry out local customer satisfaction surveys
5. Address feedback obtained through a National Customer Satisfaction Survey to improve the customer experience
6. Provide accurate financial data that is evidence based
7. Engage with our peers and stakeholders through a National Forum that will identify and embed service improvements at a national level
8. Fully adhere to the commitments outlined in this Charter (including information regarding the escape route process for dissatisfied customers in relation to building warrant processing timescales)

Who are we?

The Council's building standards team are based at 8 North Ness Business Park, Lerwick and are part of the Development Services Directorate coming under the remit of the Executive Director, The Executive Manager- Planning and the Building Standards Team Leader.

Aaron Kerr - Building Standards Team Leader

Alan Goudie - Building Standards Surveyor

Greg Burgess – Building Standards Surveyor

Ryan Smith – Building Standards Surveyor

Scott Waldie – Building Standards Surveyor

Fiona Sutherland - Business Support Officer

Hannah Gillie – Business Support Officer

What do we do?

Our main role as 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 the construction work and on completion to discourage the avoidance of the Building Regulations.

Our Service Standards

Our overall 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 important key performance targets:

- ✓ A member of the Building Standards team will provide advice and guidance at our offices at 8 North Ness Business Park from 9.00am to 10.30am Monday to Thursday.
- ✓ A member of staff will be available to accept telephone calls during normal office hours.
- ✓ We will respond to any letters or emails within 3 working days of receipt.
- ✓ We will confirm acceptance or conditional acceptance of a building warrant application by post within a period of 10 working days of receipt.
- ✓ We will carry out a technical check for compliance with the building regulations, and approve, or issue a first report letter (as appropriate) for 95% of all accepted 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.

eBuilding Standards

The eBuilding Standards service was launched on 24 August 2016, which enabled the electronic submission of applications for building warrants and other related forms, such as completion certificates.

To access the eBuilding Standards service visit eDevelopment.scot. Just one registration is needed, so if you are already registered on ePlanning.scot you will be able to use the same login details for eBuildingstandards.scot

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 details 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 in your building warrant approval documentation.

Help us to 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:

Planning Service – Building Standards
Development Services
Shetland Islands Council
8 North Ness Business Park
Lerwick
Shetland
ZE1 0LZ

Telephone: 01595 744293

Email: building.standards@shetland.gov.uk

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