

BUILDING STANDARDS CHARTER

CONTENTS

1. Purpose of Building Standards Charter
2. Purpose of Building Standards you can expect from us;
3. Pre-Application Discussions and Asking for Information or Advice
4. Submitting a Building Warrant Application
5. Once an Application Has Been Approved
6. To Keep Everyone Informed We Will
7. Compliments, Comments and Complaints
8. How to Contact Us

1. PURPOSE OF BUILDING STANDARDS CHARTER

The Charter aims to:-

- tell you what we do;
- tell you the standard;
- tell you what to do in the event we do not meet these standards;
- tell you how to make suggestions for improving service delivery;
- tell you how to contact us.

2. PURPOSE OF BUILDING STANDARDS

The Building Standards Section of the Council is responsible for ensuring that all building work, the subject of Building Warrant Applications, complies with the Building (Scotland) Regulations 2004. The primary aim of these Regulations is to safeguard people in and around buildings, ensure buildings are energy efficient and are accessible for people with disabilities.

When a Building Warrant Application is made it is the intention of this Council that the application is assessed correctly as timeous as possible.

3. PRE-APPLICATION DISCUSSIONS AND ASKING FOR INFORMATION OR ADVICE

- Pre-application discussions are welcomed so as to encourage high quality Building Warrant applications. This will allow Building Warrants, when submitted, to be dealt with as efficiently as possible.
- By having pre-application discussions it will ultimately save you and the Council time in assessing/approving your Warrant. It will pinpoint areas where compliance is not being achieved at an early stage, thus reducing costly mistakes in the design process.
- Building Standards, if you require, can arrange joint meetings with other interested bodies such as Tayside Fire & Rescue (Fire Safety Section), Scottish Environment Protection Agency, Development Control Section, Environmental & Consumer Protection Section etc. to discuss your proposals in order that they can ultimately be given approval from all the relevant statutory bodies.

Any advice given will be without prejudice to the formal consideration of your proposals.

Officers are available at County Buildings, Market Street, Forfar, during office hours. It is recommended that an appointment be made with the Building Standards Officer dealing with your application or if an application has not been made, the Building Standards Officer for the area. If an appointment is not made and the Building Standards Officer dealing with your application is not available, you will be able to see the duty Building Standards Officer.

- If you are unable to call in to the office through disability or you may prefer to discuss your proposals on site, a site visit can be arranged.
- We will provide a 15 working day response to letters, faxes and E-mails, irrespective of whether a site visit is or is not necessary.
- No acknowledgements will be given in respect of normal correspondence, the emphasis being placed on early replies within the above framework.
- Telephone calls will be answered quickly, normally within eight rings. Whilst every effort will be made to respond to your query, if the Building Standards Officer dealing with your application or area is not available it may be necessary to take your details and have the Officer ring you back, whenever possible within one working day. Sometimes it will be necessary, indeed in your own interest, to put the substance of your query in writing and to then receive a written response.

4. SUBMITTING A BUILDING WARRANT APPLICATION

- It is the applicant's or agent's responsibility to make sure that the application is submitted correctly. The application form must be completed correctly, signed and the appropriate fee must have been paid before an application can be registered. A free guidance note on "How to Apply for a Building Warrant" is available to assist you in applying for a Building Warrant. Building Standards Officers are also available to give assistance on how to submit an application. For a fee an Ordnance Survey site plan can be provided.

The following are the standards of service you can expect from us in dealing with Building Warrant Applications. We may not be able to meet these targets in all cases but we expect to most of the time.

When you submit a Building Warrant application we will endeavour to:-

- ◆ register all "valid" applications within 5 working days of receipt;
- ◆ notify you within 5 working days of receiving your application if it is "invalid" and explain what is required before it can be registered as "valid";
- ◆ assess 80% of Building Warrant Applications for compliance with the Building Regulations within 20 working days;
- We will:-
 - ◆ assess applications when it can be proved beyond all reasonable doubt that they have a positive impact on the economic development of Angus within 15 working days;
 - ◆ assess applications for adaptations to dwellinghouses to suit the needs of a person with a disability within 10 working days;
 - ◆ issue 80% of Building Warrant Approvals within 5 working days of the Building Warrant having been approved by the Building Standards Officer.
- The Council operates an Instant Plan Assessment Service whereby if the building works are of a minor nature you can have your proposals assessed at the time of application. See our guidance note "Instant Plan Assessment Service".
- Respond to requests for non-statutory "Letters of Comfort" in respect of earlier Building Warrant applications where no Certificate of Completion exists, minor unauthorised works undertaken without the benefit of a Building Warrant, replacement window inspections etc. - within 20 working days. See separate Application Form and Guidance Notes for details of services available and fees payable.

5. ONCE AN APPLICATION HAS BEEN APPROVED

The following are the standards of service you can expect from us when work has commenced on site. We will:-

- Carry out site visits to ensure that the building work complies with the Building Standards (Scotland) Regulations 2004. The number and frequency of the site visits will be determined by:-
 - ◆ whether we are notified that work has commenced in the appropriate manner. For details of how to notify us see the Guidance Note attached to your Building Warrant Approval;
 - ◆ the cost of the operations;
 - ◆ the complexity of the project / nature of ground conditions;
 - ◆ the quality and type of site supervision by the client's representatives;
 - ◆ complexity of structure;
 - ◆ where there are a number of houses of the same design, in which case a degree of inspection by sampling will be carried out;
 - ◆ the quality of the contractor;
 - ◆ whether a warranty scheme is in place;
 - ◆ in any case site visits will be carried out to witness the first drain test and verify a Certificate of Completion which has been submitted and carry out a final drain test.
- Carry out routine site visits, where requested, within three working days.
- Carry out drain inspections/tests within three working days of their notification.
- If site visits reveal departures from approved plans or there are areas of work which do not comply with the Building Standards (Scotland) Regulations 2004 the applicant/agent, if not notified on site, shall be notified of them in writing within five working days of the site visit. It is the responsibility of the applicant or his agent to notify us when the works are ready for re-inspection.
- Full and accurate records of site visits and all drainage inspections/tests will be kept. The records shall indicate:-
 - ◆ the date the inspection/test was carried out;
 - ◆ who carried out the inspection/test;
 - ◆ what works were inspected and whether they were found to be in order;

- ◆ any departures from the approved plans;
- ◆ the areas of work which do not comply with the Building Standards (Scotland) Regulations 2004.
- Carry out inspections where a Certificate of Completion has been submitted within 10 working days.
- An acceptance of Certificate of Completion will be issued within five working days of the last inspection where:-
 - ◆ all work was found to have been completed in accordance with the approved plans and the Building Standards (Scotland) Regulations 2004;
 - ◆ all appropriate Certification has been received;
 - ◆ the application has been made in the appropriate manner;
 - ◆ if minor faults are noted, the applicant/agent shall be notified of these in writing within five working days of the site visit. It is the responsibility of the applicant/agent to notify us when the works are ready for re-inspection.

6. TO KEEP EVERYONE INFORMED WE WILL

- It is a requirement of the Building (Scotland) Act 2003 and the Building (Scotland) Regulations 2004 that we keep a register of all Building Warrants, Amendment to Building Warrants and Completion Certificates. The register is in two parts.

Part 1 which is in electronic form and is available on-line at www.angus.gov.uk (click on planning applications and then building standards). Part 1 contains a list of all applications including details of certificates from approved certifiers submitted in support of Building Warrants or Completion Certificates and decision and copies of notices served under Sections 25 to 30 of the Building (Scotland) Act when issued, altered or withdrawn.

Part 2 consists of copies of Building Warrants, Completion Certificates, certificates from approved certifiers, principal drawings and specifications and all other relevant documents.

- We shall maintain Part 1 of the register in accordance with statutory requirements.
- We shall maintain Part 2 of the register for 25 years and thereafter for such period in accordance with guidance issued by Scottish Ministers.
- The disclosure or copying of documents from the Building Standards register shall not be permitted, where security concerns are raised, unless the owner of the building has consented, in writing, to the disclosure or copying. In addition where the relevant building is a residential building disclosure or copying of Part 2 of the register shall not be permitted unless the person requesting disclosure or copies of documents is the owner/occupier, tenant or prospective owner, occupier, tenant of the relevant building or adjoining building.
- We shall make available the services of a professional officer (unless by prior appointment, it may be the duty Building Standards Officer) to provide information on current and previous Building Warrant applications.

7. COMPLIMENTS, COMMENTS AND COMPLAINTS

Our aim is to provide all our customers with a good quality service that gets things right first time.

We send out a Customer Survey Response with every Building Warrant approval and Completion Certificate Acceptance. This gives you the opportunity to tell us how we dealt with your Building Warrant and/or Completion Certificate.

Problems can normally be resolved informally by simply contacting us. If however you do wish to make a formal complaint, the Council operates a formal complaints procedure, details of which you can obtain from any of our offices or from the Council website (www.angus.gov.uk/customercare).

You can record details of any compliment or comment on service delivery by referring to the Council's Customer Care leaflet which is available from any Council Officer or from the Council website (www.angus.gov.uk/customercare).

8. HOW TO CONTACT US

Building Standards are based at County Buildings, Market Street, Forfar, DD8 3LG telephone 01307 461460. By reference to the Council's website you can obtain details of all Building Standards Officers, their telephone numbers and e-mail addresses.