

The building standards team is committed to the continuous improvement of the services we provide to you, our customers.

The delivery of an efficient service is essential to ensure that the service is acceptable and accessible to all.

New 2008 Technical Guidance

Due to legal problems the Scottish Building Standards Agency have delayed the introduction of the new guidance for this year from 1st may 2008 until the 1st June 2008.

Customer Satisfaction Surveys Results

We have recently concluded our annual customer satisfaction survey and a brief summary of the results are provided below. A fuller breakdown can be found on the next page.

Year	Number Surveys Sent Out	Number Surveys Returned	Percentage Response	Percentage Satisfied with Service
2007	500 (over 6 months)	87	17.5%	83.7%
2008	200 (over 3 months)	37	18.5%	75.7%

The minor 8% drop in the satisfaction levels is assumed to be as a direct result of one factor with two related impacts on the service.

1. The introduction of new Scottish legislation from the 1st May 2007, which resulted in a dip in performance as the number of applications for building warrant, rocketed to miss having to comply with the new standards. This occurred over the whole of Scotland to such an extent that the Sullivan report published by the Scottish Government is looking at ways to ensure this does not happen in the future.
2. The new legislation had to be implemented and this took time as officers adjusted to the new requirements which meant that applications were not responded to as quickly as the old legislation.

Future Performance Levels

“The Elements”, the major extension to the Almondvale shopping centre is due to open late summer. This may result in a dip in performance as staff are committed to ensure the opening of this prestigious centre.

Our office is open from Monday to Thursday 8.30am to 5.00pm and Friday 8.30am to 4.00pm.

The office does not close for lunch and an officer is available at all time to deal with general enquiries. Should you wish to discuss a specific application or proposal it is recommended that you speak to the relevant case officer, in which case it would be helpful to arrange an appointment in advance of your visit.

Contact telephone number 01506 775222

Comparison Of Customer Survey Results

PERCENTAGES BASED ON 87 RETURNS FROM 500 (over 6 months) IN 2007 AND 37 RETURNS FROM 200 (over 3 months) IN 2008

