

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.

General Workload Levels

Since 2004 the number of applications for building warrant have continued to remain at approx 2400 - 2500 per year, an increase of 20% per annum from previous years, we have appointed an additional Building Standards Officer to help carry out the verification duties within West Lothian within acceptable time limits for you our customers.

2007 Technical Handbook Guidance

As expected there was a rush of applications from applicants and agents prior to the new legislation being implemented on 1st May 2007. During the first 4 months of the year we received just less than 1000 applications for building warrant, an increase of approx 33¹/₃% from the previous year.

To assist you, our customers, we have appointed an additional Building Site inspector on a temporary contract to try and minimise any delays due to this influx of work. This appointment will allow our existing staff more time to assess the new applications and the subsequent amended information received. It is hoped that this minimise any dip in performance and allow us to maintain our usual levels of performance.

Unfortunately this may not have the immediate impact we had hoped for as we have recently lost one of our building inspectors to a neighbouring authority and this vacant position will now have to be filled.

Approaches to employment agencies have unfortunately not identified any suitably qualified staff to undertake this position on a short-term basis until the post is filled.

While we will do everything in our power to maintain our usual levels of performance it may be that this is not practicable due to the level of applications received. If this is the case we will notify you as soon as it becomes apparent that our service performance may dip, explaining the reasons for this dip and when we expect our service to return to it's normal levels

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