

Spring 2007

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.

## Charter Mark



### **Awarded for excellence**

The Building Standards team picked up the Charter Mark award after a successful assessment in late December.

Charter Mark is the government award for public sector excellence. Receiving the award is a huge achievement, which recognises the delivery of excellent customer service.

This award could not have been attained without the valuable input from you our customers. Without your comments, suggestions and positive interaction with the team we would not have managed to achieve this standard.

## 2007 Technical Handbook Guidance

The Scottish Building Standards Agency (SBSA) has published new technical guidance for compliance with the Building (Scotland) Regulations 2004. This guidance, the Domestic and Non-Domestic Technical Handbook 2007, will be applicable to all valid applications received on or after the 1<sup>st</sup> May 2007.

The new guidance can be downloaded free of charge from the Scottish Building Standards Agency website at: [http://www.sbsa.gov.uk/tech\\_handbooks/tbooks2007.htm](http://www.sbsa.gov.uk/tech_handbooks/tbooks2007.htm).

It is expected that there will be a rush of applications from applicants and agents prior to the 1<sup>st</sup> May 2007 in an attempt to miss the new legislation. 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.

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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**