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Building Standards Verification  
Customer Charter  
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## Version Record:

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# Building Standards Customer Charter

## Purpose of a National 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:

Nationally, all verifiers 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, Local Authority Building Standards Scotland (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 verification 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:

- KPO1 – Performance target 1.1: 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).
- KPO1 – Performance target 1.2: 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).
- KPO2: Targets to be developed as part of future review of KPO2.
- KPO3 – Performance target 3.1: National customer charter is published prominently on the website and incorporates version control detailing reviews (frequency of reviews to be at least quarterly).
- KPO3 – Performance target 3.2: 95% of BSD requests for information on a BSD 'Verifier Performance Reporting Service for Customers' case responded to by verifier within 5 days.
- KPO4 – Performance target 4.1: Minimum overall average customer satisfaction rating of 7.5 out of 10.

- KPO5 – Performance target 5.1: Building standards verification fee income to cover indicative verification service costs (staff costs plus 30%).
- KPO6 – Performance target 6.1: Details of e-Building Standards are published prominently on the verifier's website.
- KPO6 – Performance target 6.2: 75% of each key building warrant related process being done electronically
  - Plan checking
  - Building warrant or amendments (and plans) being issued
  - Verification during construction
  - Completion certificates being accepted
- KPO7 – Performance target 7.1: Annual performance report published prominently on website with version control (reviewed at least quarterly).
- KPO7 – Performance target 7.2: Annual performance report to include performance data in line with KPOs and associated targets (annually covering previous year e.g. April 2018 – March 2019). The report is to include:
  - Adherence to the national customer charter (KPO3)
  - Appropriate actions to respond to customer feedback (KPO4)
  - Financial performance (KPO5)
  - Commitment to digital services (KPO6)

## Information:

National information on the verification performance framework can be found at the Scottish Government website: [www.scotland.gov.uk/bsd](http://www.scotland.gov.uk/bsd)

## Part 2: Local Charter

### What We Do:

Most types of building work, demolitions, conversions, provision of services, equipment and fittings require building warrant approval. Building Standards within the Scottish Borders will:

- Provide an independent check of building warrant applications to protect the public interest. This includes checks of the building work, as highlighted in the construction compliance and notification plan (CCNP), in order to accept or reject completion certification submissions.
- Through our enforcement team, and where in the public interest, enforce building standards legislation in relation to work carried out without approval (Section 27 of the Building (Scotland) Act 2003).

- Ensure public safety in respect of reports of dangerous buildings (Sections 29 and 30 of the Building (Scotland) Act 2003).

## Service Targets:

In addition to the national targets' listed above, we aim to:

- Register all valid applications within three working days of receipt and send an acknowledgement letter.
- If an application is not valid, notify you or your agent in writing within three working days stating what extra information or fee is required.
- If you ask us, or your agent asks us, provide details on how your application is progressing.
- Where an application has not been validated within 42 days of receipt, consider the application withdrawn and we will return the fee.
- Where a building warrant has not been approved, send you or your agent a reminder letter within around 2 months of the deem refusal date.
- Deem your application as being refused, if it has not been approved within nine months of the first report issued.
- If someone notifies us about a dangerous building, respond immediately if we can, or as soon as possible, and take action to ensure the public's safety.
- When you submit a completion certificate or apply for temporary occupation, we aim to respond within six working days from receipt.
- Where all relevant work appears complete and all documentation has been received in relation to a completion certificate submission or temporary occupation application, we aim to issue the acceptance or temporary occupation certificate within 6 working days.
- Where a site visit is required for an identified construction compliance and notification plan (CCNP) inspection, we aim to provide you with an appointment within 5 working days from notification

## Service Standards:

We recognise the level of service customers should expect and we will:

- Deliver a courteous and helpful service at all times.

- Aim to answer all telephone calls as soon as possible, where not answered we will respond to voice mail messages left.
- Aim to answer all letters within 10 working days. If we don't, we will acknowledge receipt and advise when a response may be given.
- Help customers to fill in building warrant and associated applications.
- Provide access to our services for all users.
- Offer a pre-application advice service, providing commentary in relation to compliance with the guidance standards or compliance with the functional standards where an alternative approach is proposed. (This service is subject to a fee.)
- Verbally confirm if a proposal requires a building warrant or not. (Written confirmation, whether generic or specific is subject to a fee.)
- Have someone available to answer general queries from 9am-5pm, Monday - Thursday and 9am-3:45pm Friday. If your query is about a specific warrant, please arrange an appointment with the surveyor dealing with your application.

## e-Building Standards:

Building warrant applications and other related building standards forms can be submitted electronically to a local authority verifier through the [Scottish Government Portal](#).

## Customer Agreements:

As noted above we aim to provide a first report within 20 working days from receipt of a valid building warrant application.

There are however some applications which may be more complex and time consuming to assess. In such circumstances the 20 working day target may not be appropriate and as such we may propose to deal with the application under a 'customer agreement'.

A 'customer agreement', amongst other things, would detail performance targets and response times tailored to that application.

## Complaints:

If something goes wrong or you are unhappy with our services, please tell us.

Information regarding making a complaint to Scottish Borders Council is available on our [website](#).

Complaints in relation to our performance can be directed to the Scottish Government's verifier performance reporting service for customers. This can be accessed through the Building Standards Division's (BSD) [website](#).

Complaints in relation to how we have interpreted a regulation, procedural matter or technical requirement can be resolved through Local Authority Building Standards Scotland (LABSS) dispute resolution process. This can be accessed through LABSS [website](#).