

Performance Indicators Building Warrants and Completion Certificates

The Building Standards performance indicators show the Comhairle's average times for responding to applications for building warrants and completion certificates.

For a building warrant - the response time is the period from validation of an application until a response is provided to the applicant from the Comhairle. This will either be a building warrant, together with stamped copies of the approved plans; or, if your proposals do not comply with the building regulations, a letter identifying the areas of non-compliance which will require your attention.

We aim to respond to a building warrant application within 15 working days.

For a completion certificate – the response time is from receipt of the completion certificate submission until a visit is undertaken.

We aim to respond to a completion certificate submission within 9 working days.

In our reception areas and on our building standards website we show our average performance for the last quarter and the performance we achieve currently.

How you can contact Building Standards?

If you want advice or action on any matter referred to in this charter please write or telephone us – the addresses and telephone numbers are given below. We shall be pleased to help you in any way possible.

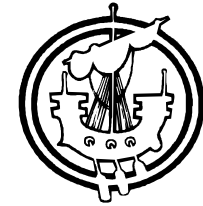
For work in Lewis or Harris

Comhairle nan Eilean Siar
Development Department
Council Offices
Sandwick Road
Stornoway
Isle of Lewis HS1 2BW
Telephone 01851 822692

For work in Uist or Barra

Comhairle nan Eilean Siar
Development Department
Council Offices
Balivanich
Benbecula HS7 5LA
Telephone 01870 604990

Both offices are open from 09.00 to 17.00hrs Monday to Friday. If you specifically wish to speak with a Building Standards Officer you should make an appointment in advance, given that our staff are often out on site visits.



COMHAIRLE NAN EILEAN SIAR



Building Standards Customer Charter

Our Aims

- to provide good value, efficient and effective services to all our customers
- to ensure our premises and information are as accessible as possible
- to treat everyone fairly and with respect
- to be open, honest and accountable for our actions
- to consult and listen to customers
- to strive for continuous improvement in our services and processes

Our staff will

- be helpful, polite and professional when dealing with customers
- wear identity badges when dealing with customers
- make sure you see someone who can deal with your enquiry or arrange an appointment for you if necessary

When you phone

- we aim to answer the phone quickly
- the person answering will give their name
- you will be directed to someone who will deal with your enquiry
- if the person you need to speak to is unavailable we will take a message or arrange for someone to ring you back

When you write

- we will answer your letter, fax or email within 3 working days
- if the response is likely to take longer than 3 days an acknowledgement will be sent confirming when you can expect a reply
- a full and detailed reply will be sent to you within a period of not less than 15 working days

When we visit you our staff will

- visit at a mutually convenient date and time
- wear identification badges
- aim to keep our appointments, but if this is not possible or if there is a delay we will let you know as soon as possible
- clearly explain the reason for our visit

Complaints

- we publish the Comhairle's complaints procedure on the website and in leaflets available from our reception areas
- we investigate complaints thoroughly and let you know the outcome
- we respond to complaints referred to a head of service within 21 working days