

# The Building Standards **CHARTER**



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## Introduction

This Charter aims to provide a commitment to a level of service applicants and stakeholders may expect when information is required to ensure buildings and building works comply with the Building Standards (Scotland) Regulations.

The Charter will inform you.

- What we do.
- The level of service we hope to provide.
- The standards we aim to achieve.
- How to register a complaint if we fail to meet our aims.

## What are Building Standards?

The building standards system in Scotland is established by the Building (Scotland) Act 2003. The Act gives powers to Scottish Ministers to make building regulations and procedure regulations, fee regulations and other supporting legislation as necessary, to fulfil the purposes of the Act. The purposes include setting building standards and dealing with dangerous and defective buildings. The various regulations are made by the Scottish Ministers.

The system is intended to ensure that building work on both new and existing buildings results in buildings that meet reasonable standards. The standards are set out in the building regulations, which are, in the terms of the Act, intended to;

- Secure the health, safety, welfare and convenience of persons in or about buildings and of others who may be affected by buildings or matters concerned with buildings,
- Further the conservation of fuel and power, and
- Further the achievement of sustainable development.

The purpose of the building standards system is to protect the public interest. It is not intended to provide protection to a client in a contract with a builder. The system, therefore, does not so much control building as set out the essential standards to be met when building takes place and only to the extent necessary to meet the building regulations.

It is a pre-emptive system designed to check that the proposed building work meets the standards. It is intended to ensure, as far as practically possible, that the proposed buildings will not contravene the regulations on completion and that on completion the buildings do in fact comply.



## Customer Contact Centre

The Building Standards Service is based in Tayside House Crichton Street Dundee. The council provides a Customer Contact Centre on Floor 2 that allows convenient access for elderly and disabled people. The centre's purpose is to provide a means of access to information and advice to the public across a range of council services.



At the customer contact centre Building Standards Surveyors and Administration Staff are available to advise and guide customers and stakeholders through the process of submitting a Building Warrant , the procedures in place and the factors which decide the determination of a Building Warrant and the acceptance of a Completion Certificate

## Pre-Application Discussion Information/Advice

- Pre-application and advice is encouraged to enable good quality submissions. However any advice given is provided without prejudice to the final assessment of your application. A duty surveyor is available during office hours at our customer service centre. It is recommended that an appointment is made with the Building Standards Surveyor responsible for the area to which your building is located.
- Telephone calls will be returned as soon as possible. If the Building Standards Surveyor dealing with your query is not available the duty surveyor will deal with your request or ensure that a message is relayed to the relevant surveyor.
- Written requests for guidance on the need to obtain a warrant or general enquiry will generally receive a reply within 10 working days of receipt and may be subject to a charge if required in writing.



## Submitting a Building Warrant Application

The content of your application will be checked. However, it is the responsibility of you or an agent appointed by you to ensure that the warrant application is correctly submitted. Plans should be drawn to a recognised scale, eg 1:50, 1:100 etc and must include sufficient detail and information to allow a full technical check against the Building Regulations. A statutory fee must be submitted with your application for warrant.



Application forms and information is available on our web site and can also be obtained from the customer service centre on level 2 Tayside House Crichton Street Dundee.

We will endeavour to dispatch application forms on the day of a request.

- We will endeavour to register an application within 24 hours of receipt, measured in working days.
- Receipt of your application should be acknowledged within 5 working days
- If your application is deemed invalid you should be advised of the reasons for non-validity within 5 working days.
- An application which remains invalid beyond 42 days may be considered withdrawn.
- We will endeavour to allocate valid applications to a Building Standards Surveyor for plan assessment within 2 working days of receipt.

## Assessment of Applications for a Building Warrant

We endeavour to assess 80% of valid applications for compliance with the Building Regulations within 15 working days. We can agree to fast track applications in order to avoid unnecessary delay for;

- Proposals that will have an important economic development potential.
- Proposals that are related to key sectors of the Councils economic strategy
- Development that will improve personal health in the community, including facilities designed for the immediate needs of disabled people or people with other medical requirements. Written support from an Occupational Therapist or Doctor will normally be required in such cases.
- Major projects that will benefit the local community.



## Following Approval of Building Warrant

A building warrant is valid for a period of three years from the date of approval. It is the responsibility of the applicant/agent to ensure that the works are completed within this period. If the work is not completed within the 3 year period an application for an extension of time must be made by the applicant/agent prior to the warrant expiring.

You must inform Building Standards the date when work will commence by completing the commencement of work document, which you received with your building warrant.

Building Standards Surveyors may inspect works under construction. However the Building Standards system in Scotland is a pre-emptive system and the majority of control is achieved at the plan assessment stage. It is the responsibility of the applicant or an agent appointed by the applicant to ensure the works are supervised and completed in accordance with the approved plans and the Building Regulations. Inspections by Building Standards Surveyors can be very limited and will not monitor all stages of building work. It should also be noted that Building Standards Surveyors cannot act as supervisors or clerks of works for an applicant.

Records of site inspections will be kept and shall include.

- The dates of inspections
- The name of the surveyor who carried out the inspection.
- The type of inspection
- Whether or not the works were found to be in order.
- Any departures from the approved plans shall be notified to the applicant/agent.



## Completion of Works

On completion of works covered by a Building Warrant, the Completion Certificate Submission must be submitted on the prescribed form. This is a signed declaration by an applicant/agent that the works have been completed in accordance with the Building Regulations and approved plans. Where the proposals include electrical works an appropriate Electrical Compliance Certificate must be signed by a competent electrician.

On receipt of a Completion Certificate Submission, we will endeavour to inspect the completed works within 14 days. (NB. Certain repetitive works may be inspected by sample.)

If a Building Standards Surveyor, after making reasonable enquiry, accepts a Completion Certificate submitted by an applicant/agent, we will endeavour to confirm acceptance within 5 working days.

Where a Completion Certificate Submission has been rejected an applicant/agent shall be informed of the reasons why.

It is the responsibility of the applicant/agent to inform Building Standards when the works are ready for re-inspection.

A submission for a Certificate of Completion shall only be considered where a Building Warrant is still valid.

It is an offence to occupy or use a new building, which does not have the benefit of an Accepted Completion Certificate Submission





## Extending a Building Warrant

The 3 year life period of a Building Warrant may be extended subject to;

- A written request being made within the 3 year life period of the Building Warrant or in special circumstances at the discretion of the council.
- The payment of the statutory fee.
- Work on site having commenced.

## Unauthorised Work (Letter of Comfort)

It should be noted that this service is at the discretion of the council

We shall endeavour to respond to a written request for a non-statutory inspection (accompanied by the appropriate fee) with a “letter of comfort” within 10 working days of the written request.

A qualified statement where appropriate should be provided within 10 working days following the inspection.

All requested inspections incur a fee.

On request you shall be advised of the fees charged for the “letter of comfort” process.

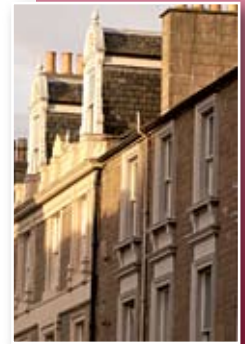
## Dangerous Buildings

Local authorities have powers under the Building (Scotland) Act to ensure that buildings are maintained in a safe condition for the benefit of the public in and around buildings. Where the local authority has been advised that a building is considered to be dangerous we will endeavor to visit the property within 24 hours including weekends and public holidays.

Buildings, which pose an immediate danger, will be made safe or fenced off as soon as possible. Enforcement action shall be used where appropriate.

If a building on inspection is not considered to be an immediate danger the owner of the building will be contacted and advised what steps to take to remove the danger.

Failure to take the appropriate steps to make the building safe within a prescribed timetable may result in enforcement action being taken against the owner.



## Complaints Procedure

Should the service we provide fall short of the standards set out in this charter and you wish to complain you can make your complaint by telephone, by letter, or in person. You may also register your complaint online using the Council's web site.

Visit: [www.dundee.gov.uk/cservices/compform.htm](http://www.dundee.gov.uk/cservices/compform.htm)

If you have a complaint about how we are delivering the Building Standards Service we will

- Explain the complaint procedures to be followed
- Acknowledge in writing written complaints within 5 working days advising how the complaint will be dealt with.
- Fully investigate all complaints and give written response advising what action the Council proposes to take.



## Customer Conduct

The Building Standard Service supports high standards of customer care. However the Council will not tolerate instances of physical or verbal abuse of its Building Standards Surveyors. The council will record such incidents and may report the most serious incidents to the police.

It should be expected that those involved in delivering the Building Standards Service will do so with clarity and in a fair consistent manner.

## How to contact Us

If you wish to discuss any issues regarding the Building Warrant process you can visit our Customer Contact Centre on Floor 2 Tayside House.

### Office Hours

Monday to Friday 8.30 to 1700hrs

If you wish to write to us we can be contacted at the following address

The Building Standards Team  
Planning and Transportation Department  
Dundee City Council  
Floor 15 - Tayside House  
Crichton Street Dundee  
DD1 3RB

Alternatively E-Mail, telephone or FAX us using the following contact details:

E-Mail: [bs@dundee.gov.uk](mailto:bs@dundee.gov.uk)  
Tel: 01382 433102  
Fax: 01382 433 013

Further information on Planning and Transportation services can be found online at the following web page: [www.dundee.gov.uk/ptrans/main.htm](http://www.dundee.gov.uk/ptrans/main.htm)



## Our Commitment

Dundee City Councils Building Standards Team is committed to the delivery of a high quality customer based service. Any comments on the service you have received during or after the Building Warrant process would be most appreciated.

Please forward any comments to.

The Team Leader  
Dundee City Council.  
Building Standards.  
Planning and Transportation Department  
Floor 15 Tayside House  
Crichton Street  
Dundee



## Bengali

এই চুক্তিতে উচ্চ মানের সেবা বিকাশের (ডেভেলপমেন্ট কোয়ালিটি সার্ভিস) মাগদন্ড কি হবে সে সম্পর্কে ব্যাখ্যা করা হয়েছে এবং এর উদ্দেশ্য হল বিল্ডিং স্ট্যান্ডার্ড বুঝতে আপনাকে সাহায্য করা।

আমাদের লক্ষ এবং মাণ ঘোষণা করে ও সমস্যা সমাধানের জন্য স্পষ্ট পরামর্শ প্রদান করে, আমাদের উদ্দেশ্য হল আমাদের সেবা আরো ভাল করা ও আমাদের কাস্টমারদের জন্য আরো বেশী ফলপ্রদ করা।

যদি আপনি আরো তথ্য চান তাহলে অনুগ্রহ করে ডেভেলপমেন্ট কোয়ালিটি সার্ভিসকে যোগাযোগ করুন, (পৃষ্ঠা 13 দেখুন)।



## Chinese

這約章闡述建築服務處所制定的標準，並旨在協助你瞭解發展品質的過程。

我們希望藉著說明服務的目標和標準，以及提供清晰處理問題的建議來改善我們的服務，並且使服務對顧客更有效益。

欲查詢進一步資料，請聯絡建築標準服務處(見第 13 頁)。

## Punjabi



ਇਹ ਚਾਰਟਰ (ਵਿਸ਼ੇਸ਼ ਅਧਿਕਾਰ-ਪੱਤ੍ਰ) ਬਿਲਡਿੰਗ ਸਟੈਂਡਰਡਜ਼ ਸਰਵਿਸ ਦੇ ਮਿਆਰ ਤੈਅ ਕਰਦਾ ਹੈ ਅਤੇ ਇਸ ਦਾ ਉਦੇਸ਼ ਡਿਵੈਲਪਮੈਂਟ ਕੁਆਲਿਟੀ ਪ੍ਰਸੈੱਸ (ਪ੍ਰਣਾਲੀ) ਵਿਚ ਸਹਾਇਤਾ ਕਰਨਾ ਹੈ।

ਆਪਣੇ ਟੀਚੇ ਅਤੇ ਮਿਆਰ ਦੱਸ ਕੇ ਅਤੇ ਸਮਸਿਆਵਾਂ ਨਾਲ ਨਜਿੱਠਣ ਲਈ ਸਾਫ ਤੌਰ ਤੇ ਸਲਾਹ ਪ੍ਰਦਾਨ ਕਰਕੇ ਸਾਡਾ ਉਦੇਸ਼ ਆਪਣੀ ਸੇਵਾ ਵਿਚ ਸੁਧਾਰ ਕਰਨਾ ਹੈ ਅਤੇ ਇਸ ਨੂੰ ਆਪਣੇ ਗਾਹਕਾਂ ਲਈ ਹੋਰ ਹੋਰ ਜ਼ਿਆਦਾ ਪ੍ਰਭਾਵਸ਼ਾਲੀ ਬਣਾਉਣਾ ਹੈ।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਡਿਵੈਲਪਮੈਂਟ ਕੁਆਲਿਟੀ ਸਰਵਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। (ਪੰਨਾ 13 ਵੇਖੋ)

## Urdu

یہ چارٹر بلڈنگ اسٹینڈرڈز سروس کی وضاحت کرتا ہے اور اس کا مقصد آپ کو بلڈنگ اسٹینڈرڈز کے عمل کو سمجھنے میں مدد فراہم کرنا ہے۔ اپنے ہدف اور معیار کو پیش کر کے اور مسائل سے نمٹنے کے لیے واضح مشورہ دے کر ہمارا مقصد اپنی سروس کو بہتر اور اپنے کاموں کے لیے زیادہ موثر بنانا ہے۔

اگر آپ کو مزید معلومات درکار ہیں تو برائے مہربانی بلڈنگ اسٹینڈرڈز سروس سے رابطہ کریں۔ (صفحہ 13 ملاحظہ کریں)

## Dundee Translation and Interpretation Service

If you have difficulty understanding English,  
please contact the address below:-

Dundee Translation and Interpretation Service  
Dundee City Council  
Central Library  
Wellgate Centre  
Dundee  
DD1 1DB

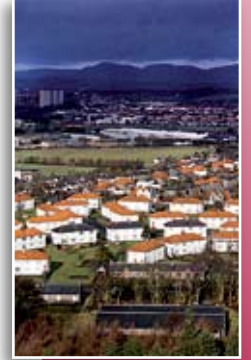
Tel: 01382 434910

ইংরেজী বুঝতে অসুবিধা হলে অনুগ্রহ  
করে নীচের ঠিকানায় যোগাযোগ  
করুন।

如果閣下對英語不十分明  
白，請與以下地址聯絡：

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇੰਗਲਿਸ਼ ਸ਼ਬਾਦਾਂ ਵਿਚ ਸਮਝਣ  
ਵਿਚ ਕਠਿਨਾਈ ਹੁੰਦੀ ਹੈ ਤਾਂ ਕ੍ਰਿ ਪਾ ਕਰਕੇ  
ਹੇਠਾਂ ਦਿ ਤੇ ਹੋਏ ਐ ਤੇ ਸੰਪਰਕ ਕਰੋ:

اگر آپ کو انگریزی سمجھنے میں مشکل پیش آتی ہے تو برائے کرم نیچے  
دیئے گئے پتے پر رابطہ کریں۔





Designed by DCC Public Relations - PB/04/06