

## Building Standards:

Building Standards is a statutory function administered by each Local Authority in Scotland. The purpose of Building Standards is to ensure the health, safety, welfare and convenience of people in and around buildings; to further the conservation of fuel and power; and to further the achievement of sustainable development.

## Commitment

Building Standards is committed to providing Best Value in the services provided.

Comments on the service you have received will be most welcome and may be forwarded to: - The Head of Planning and Building Standards, Council Headquarters, Glenurquhart Road, Inverness. IV3 5NX

General advice on all matters relating to Building Standards may be obtained at:

- a) **Badenoch & Strathspey**, 100 High Street, Kingussie. PH21 1HY  
Tel: - 01540 661 700 fax: - 01540 661 001
- b) **Caithness**, Council Offices, Market Place, Wick. KW1 4AB  
Tel: - 01955 607750 Fax: - 01955 606924
- c) **Inverness, 1/3 Church Street, Inverness. IV1 1DY**  
Tel: - 01463 720600 Fax: - 01463 711332
- d) **Lochaber**, Fulton House, Gordon Square, Fort William. PH33 6XY  
Tel: - 01397 707015 Fax: - 01397 707022
- e) **Nairn**, Barron House, 88 High Street, Nairn. IV12 4AU  
Tel: - 01463 703607 Fax 01667 452936
- f) **Ross**, 2 Achany Road, Dingwall. IV15 9JB  
Tel: - 01349 864991 Fax: - 01349 864675
- g) **Skye**, Kings House, The Green, Portree, Isle of Skye. IV51 9BS  
Tel: - 01478 612412 Fax 01478 613518
- h) **Sutherland**, The Meadows, Dornoch. IV25 3SG  
Tel: - 01862 812040 Fax: - 01862 810979

Advice and guidance is provided free of charge - you are advised to contact one of the above area offices between 9.00am and 11.00 am and 3.00pm and 5.00pm each weekday.



The Highland Council

Building Standards

Customer Charter

The purpose of this Building Standards Charter is to inform you, our customer, of the purpose of Building Standards and the level of service you should expect to receive from our staff when applying for Building Warrant; when we inspect your site following the submission of a Completion Certificate or indeed in carrying out site inspections during the construction of your building.

### Pre-Application Advice/Discussion

In our experience good quality applications submitted for building warrant approval tend to flow through the system much smoother and quicker than ill-prepared ones. For this reason we encourage customers to seek pre-application advice.

- When written requests for information are received we will endeavour to provide you with a written response within 15 working days.
- If a telephone enquiry is made but the officer is out of the office at the time we will endeavour to call you back within one working day.
- To contact a Building Standards Officer by e-mail simply type the persons name in lower case followed by the Council address e.g. [john.smith@highland.gov.uk](mailto:john.smith@highland.gov.uk)

### Submitting an Application for Building Warrant

For an application to be valid it must consist of: -

- a completed Application for Building Warrant form – signed and dated by the applicant or agent.
- Three copies of all proposed drawings and specifications from the Architect; consultant engineer; electrical, heating and ventilation drawings and drainage layouts. Note: - for commercial, industrial or residential buildings it may be necessary to submit four copies of the information.
- A site and location plan. (Copies of Ordnance Survey sheets can be obtained from the area Planning and Building Standards office but an extra fee is charged due to copyright licensing).
- The correct payment of the warrant fee – cheques must be made payable to Highland Council.

After we receive your valid application we will: -

- Register and acknowledge receipt of your application within 5 working days.

- Advise you if your application is invalid within 5 working days.
- Return any application that remains invalid after 42 days.
- Assess your application for compliance with the Building Regulations and notify you within an average of 25 working days of technical comments that require to be answered before the Building Warrant can be issued.
- Re-check amended proposals for compliance within 10 working days
- Where applications have been assessed and there are no technical objections we will issue your Building Warrant within 3 working days.
- If technical queries remain unanswered after 7 months has lapsed we will issue a reminder letter of the outstanding items.
- Issue a Refusal of the Building Warrant Application if technical queries remain unanswered after 9 months has lapsed.

Certain applications will be prioritised. These generally will include: - minor applications where the value of work is less than £5000; works to domestic buildings for the benefit of disabled people; applications for amendment to warrant; demolition warrants and applications supported by an approved certifier of design. These applications will normally be dealt within 15 working days.

Building Standards will endeavour to achieve the above commitment however large and complex proposals may take longer.

### Site Inspection

After the Building Warrant has been granted work on site can commence. The Building Standards Officer when assessing the application for compliance will risk assess the work proposed to determine the level of site inspection that will be necessary to ensure compliance with the regulations. Factors considered are;

- The complexity of the work proposed;

- The location of the site and site ground conditions;
- The level of expertise of those carrying out the work; and
- If alterations to or new drains are to be laid.

We aim to: -

- Carry out routine site inspections, when requested, within 3 working days. This will differ in the more remote locations where it is more common to visit areas once a week or fortnightly.
- Carry out drainage inspections within 3 working days of receiving notification.
- If site inspections reveal a change to the approved plan or work that does not meet the regulations the applicant/agent will be notified in writing within 5 working days and advised to apply for an amendment to warrant or remove the unauthorised work.

When notified of work being finished by the applicant or agent and the submission of the Completion Certificate and an Electrical Test Compliance Certificate being received we will: -

- Inspect work on the site within 10 working days.
- Report to the applicant or agent within 5 working days the rejection of the Completion Certificate and list the items requiring attention before the Completion Certificate can be re-submitted for Acceptance or another site visit carried out.
- If all outstanding works are complete grant the Acceptance of Completion Certificate within 3 working days.

### NOTE

It must be emphasised however – **The Building Standards Service is NOT a Clerk of Works Service and has no responsibility for ensuring the quality of work.** It is the applicant or owners responsibility to ensure the quality of workmanship and compliance with the Building Regulations.