



## General Advice

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

Council Office  
High Street ELGIN  
IV30 1BX  
**Telephone: 01343 563243**

Keith Area Office  
The Institute  
Mid Street KEITH  
AB56 5BJ  
**Telephone 01542 885500**

Forres Area Office  
Auchernach  
High Street FORRES  
IV36 1DX  
**Telephone 01309 694000**

or by email at:  
[building\\_standards@moray.gov.uk](mailto:building_standards@moray.gov.uk)

Advice and guidance is provided free of charge by the Duty Officer at the Elgin Office between 2pm and 4pm each weekday. Advice is also available at the Council Area Offices at Keith and Forres but as the availability of a Building Standards Officer here is restricted you should first telephone for an appointment.

You may check on the progress of your application by accessing the Moray Council web site [www.moray.gov.uk](http://www.moray.gov.uk) and following the links to Building Standards.

## Building Standards

Building Standards is a statutory function administered by each Local Authority in Scotland. The purpose of Building Standards is to ensure many aspects of the health, safety and welfare of people in and around buildings and to limit the use of energy by ensuring that buildings are properly designed and constructed to minimum standards as set out within the Building Regulations.

## 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 Building Standards Manager, The Moray Council, Council Office, High Street, Elgin IV30 1BX.



## Building Standards



## Customer Charter

This charter provides a commitment as to the service that you may expect to receive when making an application for Building Warrant or requesting information or assistance from the Building Standards Section.



# Building Standards Customer Charter

## Requesting Information

### When making a request for information we will endeavour to:

- Ensure that advice given will be as accurate as possible.
- Return telephone requests for information within 24 hours during weekdays.
- Answer written requests for guidance within 10 working days of receipt.

## Making an Application for a Building Warrant

### When lodging an application for Building Warrant we will endeavour to:

- Formally register the application within 2 working days.
- Advise you if your application is invalid within 5 working days.
- Return any application that remains invalid after 30 working days.

### We will endeavour to:

- Advise you of any points of non-compliance with Building Regulations within an average of 25 working days of receipt of your valid application (in the case of 'fast track' applications, 10 working days\*).
- Re-check amended plans for compliance with Building Regulations within 15 working days of receipt.
- Issue all Building Warrants within 3 working days of approval by the Building Standards Officer.
- Provide a reminder to applicants/ agents who fail to answer outstanding points after 6 months.

Refuse Building Warrant where technical comments remain unanswered after a period of 9 months.

- \* Due to the nature of the proposals involved, certain applications will be 'fast tracked'. These include all minor proposals of value up to £5,000, alteration of domestic properties for health reasons, conservatories, applications for amendment of warrant and demolitions.

Applications involving proposals that will have a major economic benefit for the area will be prioritised.

Building Standards will endeavour to achieve the above commitment however large and complex proposals may take longer. A more accurate estimate of the expected response time can be discussed by telephoning Building Standards on 01343 563243.

## Submitting Your Completion Certificate

### Following receipt of your Completion Certificate we will endeavour to:

- Inspect the site within 10 working days or make an appointment for the inspection.
- Following inspection of the building if the Building Standards Officer is satisfied, after taking all reasonable steps, that the building complies with Building Regulations, the Completion Certificate will be accepted within 3 working days of the inspection.

Where proposals include electrical works, appropriate certification of these must be provided by the person installing the electrical system.

## Site Inspection

Where Building Standards have been notified that work has commenced, inspection of works under construction may be undertaken. The number and frequency of inspections will be determined by the following criteria:

- The complexity of proposals.
- Where a drainage test is required
- Following a complaint
- Experience of contractor

## Making a Complaint

If you feel the service you received fell short of what you expected you should in the first instance discuss this with the Building Standards Officer concerned.

Should you remain dissatisfied you may discuss your concerns with the Building Standards Manager. Every effort will be made to resolve your complaint however, in cases where this is not possible you may register your complaint formally.

The booklet "How to Lodge a Complaint" is available at all Council Offices. The booklet provides details of the Councils complaints procedure.

