

BUILDING STANDARDS NEWSLETTER



Welcome to another edition of our newsletter

July 2024



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Customer Service Excellence Re-Audit

Good News! We have retained our Customer Service Excellence accreditation. Following the re-audit day that took place in Oban this year, when we were awarded 2 additional Compliance Plus for going above the expected standards. This takes us to 26 Compliance Pluses. Special thank you to all Stakeholders and Service Users who took the time out of their busy schedules to support us in retaining this accreditation, greatly appreciated.

The assessor noted the following “You clearly remain at the forefront of excellence and the recommendation for retention of the CSE Standard is well deserved...”

Staffing Updates

Good luck to Emily Buchanan and Moira Condron who have left the Council. Congratulations to Lindsay Manning on taking over as Administration Co-ordinator from Emily. The vacant Senior Clerical Assistants roles in Mid-Argyll, Kintyre & Islay area, and Helensburgh & Lomond area are in the process of being filled with new members of staff hopefully being in post soon.

eBuilding Standards

We strive to provide a high level of customer service here at Argyll and Bute Council and continue to promote the use of the Scottish Government eBuilding Standards Portal to submit Building Warrant Applications etc.; and will continue to accept paper or email submissions, however with continual further enhancement in IT Software etc.; linking more and more platforms together we would ask that the first choice of submission be the portal. In this regard if you would like some assistance to submit your application electronically then please email bsonlinesubmission@argyll-bute.gov.uk.

In a previous newsletter we reiterated the importance of choosing the document type very carefully when attaching documents to your submission e.g. Drawing, SER etc, and we thank you for your assistance in this matter. We would now like to request that when you are saving the document prior to submission that you do not use special characters in the naming convention i.e.,; & * etc, as this can cause the document to fail to come through and we then have to download the full proposal again to retrieve the failed documents. We thank you for your co-operation.

National Customer Survey

The National Customer Satisfaction Survey has now been carried out by the Building Standards Division of the Scottish Government. Our rating out of 10 was 8.3 for quarter 2 of financial year 2024/2025. Thank you to all of our customers who took part in the survey.

As our service users, we would be grateful to receive any suggestions on how we can further improve on our customer focused service delivery and encourage you to complete our annual customer satisfaction survey.

[Building Standards Customer Satisfaction Survey | Argyll and Bute Council \(argyll-bute.gov.uk\)](#)



Useful Links

[eBuilding Standards Portal](#)

[Sustainability label generator](#) (Domestic Technical Handbook section 7)

[Overheating in new homes](#) (Domestic Technical Handbook standard 3.28)

[Avoiding Summer Overheating](#) (Domestic Technical Handbook standard 3.28)

[Domestic Technical Handbook 2024](#)

[Non-Domestic Technical Handbook 2024](#)

[New Build Heat Standard 2024](#)

[Fire Safety Design Summary \(Non-domestic\)](#)

Contact Us

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Helensburgh and Lomond Area Office – buildingstandards.handl@argyll-bute.gov.uk

Mid Argyll, Kintyre and the Islands Area Office – buildingstandards.maki@argyll-bute.gov.uk

Oban, Lorn and the Isles Area Office – buildingstandards.olandi@argyll-bute.gov.uk

To contact us by telephone, please call 01546-605518