

Improved Access for Building Standards Customers

Analysis of the 2009/10 Building Standards Customer Satisfaction Questionnaire identified a demand for continued service provision during the usual Council lunch hour i.e. between 1.00pm-2.00pm Monday to Friday.

In an attempt to satisfy this demand Building Standards propose to offer continued service delivery during the hours described, commencing Monday 16th August 2010, when a Building Standards Officer will be available to deal with telephone enquiries and those presenting at the Council's One Stop Shop.

Building Standards are continually looking at ways to improve our service delivery and it's hoped that by introducing this measure Building Standards will become more accessible to a wider range of our customers.