

# **ORKNEY ISLANDS COUNCIL**

## **BUILDING STANDARDS**

**RMP 14**

### **RISK MANAGEMENT PROTOCOL CUSTOMER COMMUNICATION**

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## **Introduction**

Responding to the feedback received from our customers following the local Building Standards Customer Satisfaction Survey undertaken in February 2014<sup>1</sup>, this Risk Management Protocol sets out how we will introduce a new customer communication approach for applicants who provide us with a valid email address. Presently all Building Standards formal communication with our customers relating to Building Warrant and Completion Certificate applications is undertaken by letter, we will now move towards communicating by email for all documents other than those relating to approval, cancellation, refusal and formal notices.

## **Documents by email**

On receipt of the Building Warrant application, where an email address is provided for either the applicant / agent / owner, this will be taken as confirmation that the applicant accepts communication shall be completed by email for all stages<sup>2</sup> of the application process. The following list provides examples of the type of documents selected for delivery in this way:

- Acknowledgement of application
- Administrator / Inspector / Officer general communication
- Request for additional information (Officer reports)
- Customer agreement
- Commencement prior to BW approval
- Deemed refusal warning
- Inspection reports
- Receipt of additional information
- Extension of validity offer
- Extension of validity acceptance

All documents delivered by email will be marked 'by email' following the authors name and title.

## **Documents by Royal Mail**

Due to their important nature and in certain circumstances accompanying approved plans and specifications, the following list identifies documents which will continue to be delivered by Royal Mail:

- Warrant approval / cancelled
- Warrant deemed refusal
- Temporary occupation acceptance
- Completion Certificate acceptance
- Completion Certificate refused
- Enforcement Notices

All correspondence issued in relation to enforcement notices will generally be sent by recorded delivery, or where more appropriate hand delivered by two members of the Building Standards team.

## **Document security**

In an attempt to maintain security, members of the Building Standards team sending documents by email must ensure that the document is attached to the email in pdf format.

## **Document validity**

To satisfy the recipient that the Building Standards document is valid and from a genuine source all correspondence attached to email must include the authors' signature.

## **Reply email**

On receipt of responses, either with text contained within the main body of the email or by attachment, the recipient must save<sup>3</sup> a copy to the unique folder in the Idox Document Management System, and until further notice the Building Standards Verification G: Drive.

For KPO reporting the date of receipt of email, not the date of any attachments, shall be recorded as the Plan Returned Date.

At present Building Standards do not have the facility to print documents at a size greater than A4. Where an email response is received with plans to follow by post, the date of receipt of plans shall be recorded as the Plan Return Date.

## **Email address**

General email should be addressed to [building.standards@orkney.gov.uk](mailto:building.standards@orkney.gov.uk) where, upon receipt, the Administrator shall forward to the relevant member of the Building Standards team.

## **Email problems**

If for any reason Building Standards experience difficulty in the delivery or receipt of emails for a customer, the aforementioned procedure will be withdrawn for that particular customer and all communication shall revert to post by Royal Mail.

Jack Leslie

Principal Building Standards Officer  
1<sup>st</sup> July 2014

<sup>1</sup>You can access the results of the 2014 Customer Satisfaction Survey by selecting the following link:  
[http://www.orkney.gov.uk/Files/Planning/Building-standards/2014/Building\\_Stan\\_Cust\\_Sat\\_Surv.pdf](http://www.orkney.gov.uk/Files/Planning/Building-standards/2014/Building_Stan_Cust_Sat_Surv.pdf)

<sup>2</sup>Building Warrant, Amendment to Warrant, and Completion Certificate

<sup>3</sup>On the email select forward, copy the content, paste to a word document, save as type PDF