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Photo Caption: New Scottish Building Standards Hub logo

April 2024 Technical Handbooks

As of the 1st April 2024, the installation of a Direct Emission Heating System (DEH) will be prohibited for all new buildings under Technical Standard (6.11) – This type of heating cooling relates to boilers, room heaters etc. that use gas, oil, LPG or biomass fuel.

Building Warrant Fees increase

The building warrant fees will increase from the 1st April 2024. This relates to an approximately increase of 10% on the current fee scales.

UKCA & EN 1090

Please note that all steel work and steel work connections must be sourced in accordance with United Kingdom Conformity Assessed (UKCA) and installed by suitably competent persons as dictated by EN 1090. Building Standards include this requirement on all our Construction Compliance and Notification Plans (CCNP) relating to this type of building warrant application.

Scottish Building Standards Hub (SBSH)

The Scottish Building Standards Hub (SBSH) is a section hosted within Fife Council for the benefit of all 32 local authority verifiers. The primary objectives of SBSH are:

- Drive efficiencies
- Ensure investment in skills and new technology
- Strengthen compliance
- Increase capacity within the building standards service to deliver across all types of construction work
- Increase consistency
- Provide stronger resilience
- Increase more effective ways for collaborative working between verifiers throughout Scotland

Building Standards Team Day

The Building Standards team had our annual in person team meeting at the Helensburgh and Civic Centre on the 26th March. This was also attended by Alan MacAulay and James Whiteford (Scottish Building Standards Hub (SBSH) Directors), who did a presentation on the role of the Hub and what this will mean for Local Authority verification going forward and what assistance can be offered to all verifiers in Scotland. Brian Moss from Kingspan also did a presentation on their products and in particular the fire resistance of Quadcore and K-Roc. Principal Team Leader Tony Casci presented an over view of the regulatory changes, EN 1090 certification and a 3 year overview of warrant numbers and fees. Head of Service, Fergus Murray connected via MS teams and gave a Council position update and Regulatory and Building Standards Manager, Alan Morrison provided corporate, budget and service updates.

Staffing Updates

Jordan Stocks, newly appointed Assistant Building Standards Surveyor based in the Helensburgh and Lomond Civic Centre and covering the MAKI area met up with his colleagues from the other areas. Peter Odoom and Michael Morrison have now both been promoted to Building Standards Surveyors since our last edition. Samantha Robertson has been appointed to Building Standards Data Systems Technician on a job share with Beth Connelly.

Did you Know?

We have issued 1020 Building Warrants and accepted 542 Completion Certificates so far this financial year!

Did you Know?

We have received 33 dangerous and defective building reports so far this calendar year.

Did you Know?

We have responded to over 258 general enquiries so far this financial year

Customer Service Excellence

Building Standards continue to remain fully committed to providing excellent customer service; retaining the Customer Service Excellence Award (CSE) on 1st June 2023 thus ensuring delivery of a high performance customer focused service as required by the Scottish Government and maximising value for money. This challenging standard assesses 57 different elements of customer service and is the only Government endorsed standard in the UK. To gain the standard the applicant team has to fully comply with at least 46 out of the 57 elements - Building Standards retained full compliance in the 57 elements across the 5 criterion and in addition achieved a further Compliance plus bringing our total to 24. Our next audit date will be on the 9th April and this year it will take place in Oban.

CUSTOMER
SERVICE
EXCELLENCE



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.

Did you Know?
You can find information on “do you need a building warrant” on our [website](#)

Did you Know?
We cover 23 inhabited islands within Argyll and Bute.

Did you Know?
We have responded to 133 Public Entertainment Licence consultations so far this financial year.

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 9.1 one of the highest in the country; with the average Scottish rating being 8.2. 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 \(argyll-bute.gov.uk\)](#)



Photo Caption: Happy customers

Contact Us

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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)

Hybrid Working

The Building Standards team continue to work on a hybrid basis. As officers are not always available in the offices, we continue to ask anyone wishing to submit applications/documents to do so using the Scottish Government Portal ([Getting Started on eBuilding Standards Scotland](#)) where not possible, by email to: bsonlinesubmission@argyll-bute.gov.uk