

Midlothian Building Standards

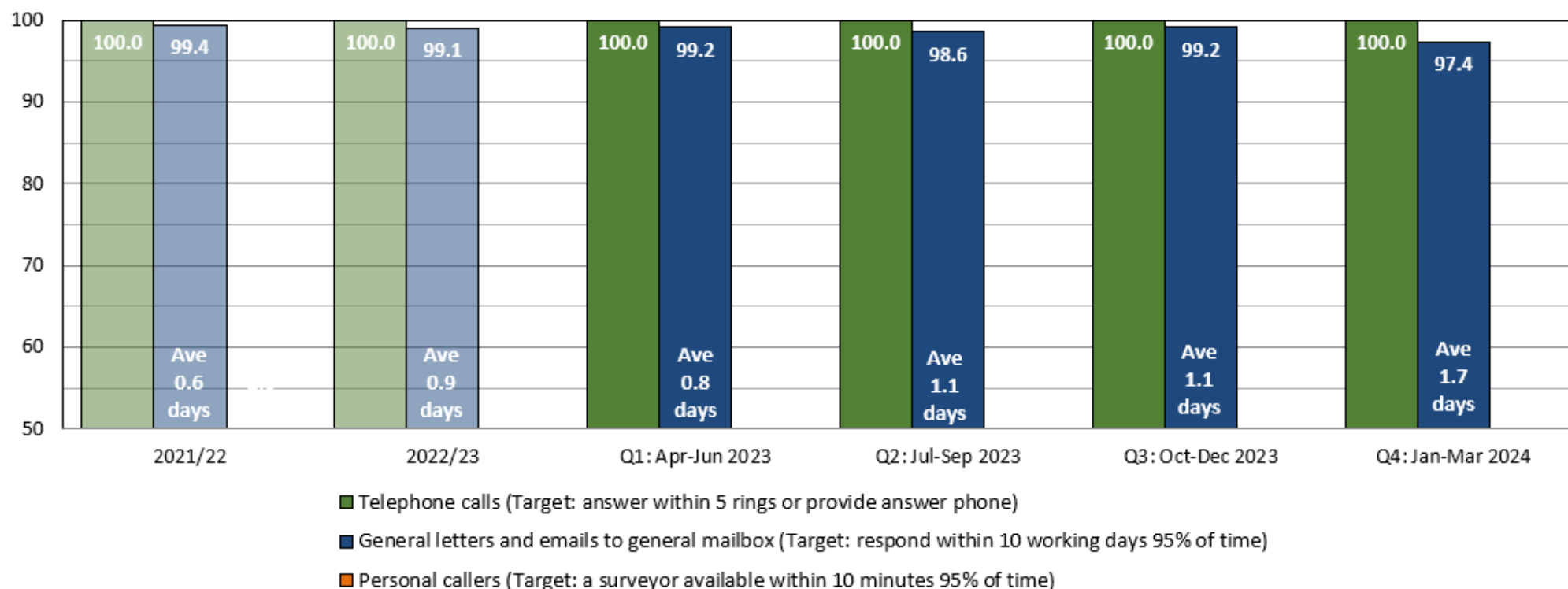
May 2024



Local service delivery

Item (percentage meeting target)	2021/22	2022/23	Q1: April to June 2023	Q2: July to September 2023	Q3: October to December 2023	Q4: January to March 2024
Telephone calls (target: answer within 5 rings or provide an answer phone)	100.0	100.0	100.0	100.0	100.0	100.0
General letters and emails to general inbox (target: respond within 10 working days 95% of time)	99.4	99.1	99.2	98.6	99.2	97.4
Personal callers (target: surveyor available within 10 minutes 95% of time)	Na	Na	Na	Na	Na	Na

Notes - No personal caller data for (Q1: April to June 2020) to (Q4: Jan to Mar 2024), as office closed to the public.



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