



SERVICE STANDARD WEST LOTHIAN COUNCIL, BEECRAIGS SAWMILL

Description of our Service:-

To provide sawmill services for cut fencing products and supplies to both internal and external customers from sustainable timber stands.

Our Customers are:-

West Lothian Council departments, other local authorities, private fencing contractors and general public sales.

Our Business Address is:

Beebraigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL

Tel: 01506 844516 Fax: 01506 846256 E-mail: mail@beecraigs.com www.beecraigs.com

Availability of Sawmill:-

Monday to Thursday 08:00-16:30

Friday 08.00-12:00noon

Saturday (April to September) 07:00-11.00

We will:-

- Adhere to the standards set-out in Countryside Section's Customer Service Commitments document.
- Provide guidance and advice on materials and construction, providing quotes on cost and availability within 48 hours of enquiry, Monday to Friday.
- Supply first class timber products cut to specific dimensions to customer requirements to tolerance of two millimeters.
- Provide timbers untreated or pressure treated by approved UK HSE. HSE 7407 green/HSE 7714 brown.
- Supply from stocks within 7 working days from ordering, 15 working days for non-stock items. Inform customers immediately if any delays are anticipated from agreed delivery timescales. Issue invoicing process within 7 working days from order completion.
- Offer delivery service (charge applicable) to customer's premises / garden confines.
- Deal with any complaints/damages within 48 hours of reporting.
- Provide information and updates for customers through www.beecraigs.com, checking and responding to all e-mails within 2-3 working days.
- Provide customers with the opportunity to comment on our service and facilities.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Regularly evaluate and review performance and make the results available.
- Aim to achieve an overall customer satisfaction target of 85%.