Historic Scotland can award grants for the repair of historic buildings that are of outstanding architectural or historic interest. The arrangements for awarding these grants were reviewed in 2004 as part of a wider review of the various grants which Historic Scotland can offer.

The pack contains:

- guidance notes;
- an application form;
- a feedback form.

Please read the guidance notes thoroughly before you start to fill in the application form.

We cannot consider any application for grant where work has already started.
Part 1  About this grant scheme
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  1.2  Our aim
  1.3  Our priorities
  1.4  Other priorities
  1.5  General principles
  1.6  Who can apply
  1.7  The kind of work we fund
  1.8  The kind of work we do not fund
  1.9  Award of Grant

Flow Chart; Applying for a grant

Part 2  Applying for a grant
  2.1  Making an application
  2.2  Our initial assessment of your application
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Part 3  Standard Grant Conditions
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Part 5  Getting in touch
1.1 Introduction

This scheme covers grants for the repair and conservation of historic buildings assessed as being of outstanding architectural or historic interest.

These grants are intended to achieve the appropriate repair of those elements of a building that provide structural stability and give protection from the weather. The aim is to ensure the continued survival of important historic fabric.

Our grants are primarily for urgent repairs that need to be done within 2 years to prevent loss or damage to important historic fabric.

If your project involves a building located in an outstanding conservation area or is in use as a place of worship, it may qualify for a grant through one of our other grant schemes. For further advice on this and our other grant schemes, please contact:

Investment and Projects Team
Historic Scotland
Longmore House
Salisbury Place
EDINBURGH
EH9 1SH
Telephone: 0131 668 8801
Fax: 0131 668 8788
E-mail: hs.grants@scotland.gsi.gov.uk

If you are not sure whether your project qualifies for a grant under this scheme and meets our priorities you should contact us at an early stage, before you submit your application.

1.2 Our aim

We aim to secure a sustainable future for the historic environment by ensuring that work carried out with our grant is:

- sympathetic to the character and significance of the building;
- completed to an appropriate standard that normally matches the original detailing, workmanship, material and building technique used at the time of original construction; and
- regularly maintained thereafter.

1.3 Our priorities

There is a high demand for historic building repair grants and we are not able to offer a grant to every project that qualifies for support. We have identified 2 main priorities for the type of projects that we can support where a need for grant can be demonstrated.
Our priorities for grants are:

**Buildings of outstanding architectural or historic interest**

These will be buildings which we assess as being in Bands 1 to 4 of our 4 categories of outstanding buildings (see enclosure in pack)

**Significant elements of the historic environment in need of conservation.**

You will need to be able to demonstrate that your property is at serious risk from neglect or disrepair. We will have regard to whether your property is on the Buildings at Risk Register for Scotland. The Buildings at Risk Register is available at www.buildingsatrisk.org.uk.

**1.4 Other priorities**

Our assessment of grant applications is a competitive process that also takes account of any wider benefits that your proposed project will provide. Such benefits can include:

**Projects which deliver benefits for communities.**

These will be projects which help regenerate and promote the active use and ongoing care and maintenance of the historic environment, broadening access to it, promoting sustainable economic and rural development, reinforcing local identity and sense of place.

**Projects which promote quality and develop knowledge and skills**

These will be projects which promote high standards of repair and maintenance, promote training in traditional craft skills, help ensure sustainable use of indigenous building materials and the educational value of the historic environment.

**Before doing any further work on your application you should consider whether your project meets our priorities and contact Historic Scotland at an early stage if you are uncertain.**

**1.5 General principles**

Our guiding principle is that the projects we support should help to slow down the process of decay without damaging the historical, architectural or cultural significance of the building or structure.

We normally expect any works that we fund to be carried out using traditional methods and materials appropriate to the history and condition of the building. When replacement is necessary, it should be done on a like-for-like basis.

Because of the value we place on retaining historic fabric, we believe that a number of small repairs are often more appropriate than complete renewal. An example of this would be piecing-in new elements in an historic sash and case window. In general, we offer grants towards ‘conservative’ repairs; that is, repairs that are as limited as possible in scope yet achieve their conservation objectives.

Some types of repair proposals may need to include some investigation and record-making, tailored to the needs of the particular project. This is because the above-ground fabric of a building, together with associated below-ground deposits, can contain important but subtle and fragile information about the building and its history.
Understanding and interpreting the structure is an essential first step in repair work. Assessing areas of uncertainty that may be revealed during the work is a second step. A conservation plan may be advisable.

Creating an appropriate record of the work carried out is an important final stage in most building programmes. Your professional adviser can refer for advice to Historic Scotland’s Practitioners’ Guide 4: Measured Survey and Building Recording.

1.6 Who can apply?
Applicants must be organisations or individuals who have a legal responsibility for the repair of a historic building. You will normally need to own the building, or hold a full repairing lease, which has at least 21 years to run, or be able to demonstrate that you have an agreement to acquire the property in question.

Where you are the owner you will need to confirm whether you are the sole legal owner, or the joint owner (for example with a spouse or via a company of which you are the sole director and shareholder) before a grant offer is made. If you are not the sole owner, you must confirm in your grant application who else owns or has an interest in your property.

If you intend to retain your property after the proposed project is complete, you will also need to demonstrate that you are able to meet our post-repair conditions of grant (see section 3).

1.7 The kind of work we fund
We give grants primarily for urgent repairs or other work that needs to be done within two years to prevent loss or damage to important architectural detail. Our assessment of a grant for urgent repairs can take account of other repairs that could form part of a cost-effective single project. You must be able to show, however, that the urgent work is the main component of your application.

The kind of work that we can fund is described in detail in Section 4.

1.8 The kind of work we do not fund
The types of work that we cannot fund are described in detail in section 4.4 and include:
- Alterations and improvements;
- Maintenance and minor repairs;
- Demolitions;
- Reinstatement and reconstruction where there is a lack of historic evidence of design and detail.

We do not usually offer grants under this scheme for projects costing less than £10,000 incl. VAT and fees.

1.9 Award of Grant
Any grant we award will be subject to conditions relating to maintenance, insurance and public access.
Applying for a grant

Application submitted on standard form and with reference to guidance notes. (by batch closing dates at end of January, May and September)

2 months

Application assessed and prioritised in terms of heritage merit, urgency, financial need and extent to which it promotes the strategic priorities of the system as a whole

2 months

Property visited by an HS architect and applicant issued with an Advisory Report.

3 months

Applicant’s accredited professional advisor submits an ‘outline scheme’ of repairs.

1 month

Applicant advised of level of grant Historic Scotland is likely to be able to provide

Final agreement to level of grant and issue of formal grant offer

Payment of grant on submission of valuations, or by instalments

Agreement of final account and grant

Monitoring of grant conditions relating to access, maintenance, insurance and clawback

Application rejected on merit grounds

Application rejected as not being a priority when considered against other applications. (Applications can be considered in up to 2 more batches)

Legal formalities

Work starts on site
2.1 Making an application

We accept applications for grant throughout the year but consider them in 3 batches with closing dates of 31 January, 31 May and 30 September. The maximum grant we will award is normally £500,000 including fees and VAT. However, we are only able to support a small number of projects requiring such large grants.

If you think that the work you want to carry out qualifies for a grant under this scheme, you should gather together the information that we need in order to assess your application. We do not expect you to run up substantial costs in putting your application together, but you must be able to answer all the questions on the application form and send us all the information we ask for.

You will need to provide details of the repair project as well as photographs that show the quality and location of the building and others that show the urgency of your repair proposals. If you have already obtained professional advice or other written advice about your proposals (for example, feasibility studies, conservation or management plans), you should send us copies of these with your application. We are not able to assess incomplete applications.

You should not prepare a detailed repair specification for your project until we have made a decision on your application. This is because we will want to agree details of the project with your professional adviser before your proposals are finalised.

2.2 Our initial assessment of your application

We will check whether your application meets the following initial assessment tests:

- your application form must be completed in full and accompanied by all the supporting information we ask for;
- you must normally own the building, or hold a full repairing lease, or be in the process of acquiring the property;
- your project must meet our 2 main grant priorities as described in section 1.3.

If our initial assessment of your application shows clearly that your project does not qualify for a grant under this scheme, we will let you know in writing within 2 months of the batch-closing date and we will explain why.

2.3 Our detailed assessment of your application

If your application passes our initial assessment tests, we will write to let you know within 2 months of the batch-closing date.

Access and interpretation

Visitor access and interpretation are important ways of helping to increase understanding and enjoyment of our heritage. If we give you a grant for repairs and you intend to retain your property, we will normally expect you to provide public access to the property that has received a grant after the repair work is complete.
Inclusion
We wish to support projects that involve people who have not been involved with the heritage before, or that are designed to widen knowledge, understanding and awareness of local and national heritage.

We welcome projects that can provide social and educational benefits for a broad cross-section of local communities.

Training and skills
We are looking to support projects that provide training and develop conservation skills at both a professional and craft level, in particular in those crafts or professions where skills are lacking or are in short supply.

Sustainability
Modest spending on regular maintenance can reduce the need for costly repairs, help protect your historic asset and save you money in the longer term. If we give you a grant for repairs, you will normally need to make a commitment to undertake regular annual maintenance on the property that receives the grant.

2.4 How we assess your financial need for a grant
We will expect you to contribute towards project costs from your own and possibly other resources. Historic Scotland building repair grants are discretionary and there is no standard rate. The amount we offer will depend not only on our assessment of your financial need but also on the resources available to us and to any other funds that you may have access to. We assess financial need in a number of ways depending on the type of project.

Where the applicant is an individual, partnership or company looking to repair a property that is currently in their ownership, we will determine need after a review of their current financial position. You will be asked to submit details of income, expenditure, property and savings. Where appropriate, accounts for the last two available years should also be submitted. We treat all financial information in the strictest confidence and use it only for assessing your need for a grant.

If you have recently bought the property, we will expect the purchase price to fully reflect the condition of the building and the need for repair.

We will also take into account any other grants from public funds for which you may be eligible. For example, from the Heritage Lottery Fund, local authorities and local enterprise companies. These need not be firm offers at this stage. Information on public sources of funding can be found at www.ffhb.org.uk

The rules covering State Aid may apply where an applicant or their project is involved in commercial activity. Further information about State Aid can be found at www.stateaidscotland.gov.uk

Redundant, derelict or under-used properties
If you want to repair and convert a redundant, derelict or under-used property to serve new uses, we will assess need on a market valuation basis. We will consider a grant if total project costs, including overheads and a reasonable developer’s profit, are greater than the anticipated market value of the property after the project has been completed.
We will expect to see a development appraisal for all projects involving redundant, derelict or under-used properties being brought back into use. Any valuation to substantiate the current and anticipated market value normally should be prepared by the District Valuer.

Where you retain the property after your project is complete, we may also need to see a business plan which shows that the long-term future of the building will be secured.

2.5 Our decision

Once need for grant has been confirmed, your project will be assessed along with the other grant applications that we have received in the batching period. Decisions on applications are considered in batches. We aim to tell you our decision on whether your application is to be considered further for grant and to give you an indication of the level of grant you may expect to receive within 2 months of the batch closing date. Complex and large-scale projects may take longer.

If we decide to reject your application at this stage, we will write to explain why.

2.6 Successful applications

We will arrange for one of our architects to visit and evaluate your repair proposals within 2 months of notifying you that your application is to be considered further for grant. We will prepare a report setting out the work we will consider funding and any further work that is needed to develop your project (see Section 4). The report will be in a standard format (Advisory Standards of Repair) which can be downloaded at www.historic-scotland.gov.uk. Your professional adviser will need to develop the report, following the guidance set out in our Notes for Guidance, which can also be downloaded, to provide, initially, an outline scheme and then a fully specified scheme, schedules of work etc. as part of the normal contract documentation of the project in order for the application to be given:-

a. Indicative approval (Stage 1).

This means that a grant may be offered at Stage 2 once Historic Scotland has received acceptable tender costs for an agreed scheme of work incorporating our report recommendations and any other information we may have requested. You must notify Historic Scotland within 3 months of receiving a Stage 1 approval if you intend to proceed with your application.

b. Firm Offer (Stage 2)

If we make you a Firm Offer of grant once the work has been tendered, you will have to sign a grant contract with us. You must not start work on your project until you have received a written offer of grant, have formally accepted the offer and its conditions and received authorisation from Historic Scotland to start work. We will not pay a grant towards work that has been carried out before you have signed and returned a grant contract and you may jeopardise the contract in that circumstance.
If we make a grant you should note the following:

**Tender documents**
We will need to see the tender documents (for example specification, bills of quantities, drawings etc) for the works to check the details against our architect’s report. You must not start any work before you have received our formal consent to start work. We will not pay grants for any work carried out before we have agreed a scheme of work.

**Competitive tenders**
You will need to get at least three competitive tenders from independent contractors for all the work covered by our grant. You will also need to get three competitive tenders for professional fees. If you, your family or your business(es) are connected in any way to one of the tenderers, you must inform Historic Scotland when you send us your tender documents for approval.

**2.7 How we pay grants**
If your grant is £100,000 or less, we will propose an appropriate Payment Plan for the grant. If your grant is more than £100,000, we will make interim payments in arrears after work has been carried out. Interim payments will be made upon receipt of (usually) monthly valuations of work done prepared by your adviser.

**2.8 Monitoring your project**
We will send you information on how we monitor your project, so that you can keep us informed of its progress and how well it is meeting its aims. Before we can release any interim payments of grant, you will need to send us regular reports on what you have achieved. We may make site visits while the project is in progress to confirm the quality and scope of the work that has been carried out.
3.1 General

All Historic Scotland building repair grant conditions apply for fifteen years from the date of the offer of grant, except for notification of a disposal where the period is ten years. For grants you may have received from Historic Scotland in the past under previous arrangements different conditions will continue to apply.

Some of the more important conditions of grant are set out below. Please read them carefully before you make an application.

If Historic Scotland indicates that your application is successful, you may wish to discuss these conditions with your solicitor. These will be contained within a formal offer of grant and you will be required to enter into a legally binding contract with Historic Scotland. You will be required to create a Standard Security and a Constitutive Deed over the property and an early discussion with your solicitor may assist in avoiding delays in payment of grant.

A copy of the full terms and conditions can be found at www.historic-scotland.gov.uk/grantstermsandconditions.pdf

Standard Security

The Standard Security secures the public money paid to you by Historic Scotland to improve the property. The Standard Security has important legal consequences and we advise you to use a solicitor in the process of creating it. A copy of it will be attached to the offer of grant for your information.

No grant will be paid until the Standard Security is in place.

The Standard Security will oblige you to repay the grant money given to you if you do not adhere to the grant conditions and if necessary enable us to sell the property in satisfaction of your debt. If you have a mortgage over the property you will need to seek the lender’s consent for the creation of a further Standard Security and you should seek this consent as soon as you have accepted the offer of grant. The Standard Security will appear against your property on its Land Certificate or in the Sasine Register and this shows that Historic Scotland have an interest in the property.

In order to create the Standard Security our solicitors will need to examine the title deeds and you will be required to produce these as part of the grant procedure. The deeds will probably be with your solicitor or lender, if you have a mortgage and you should request them as soon as you have had an offer of grant from us as this may take some time and hold up the release of the grant money.

Conservation Burden

The conservation burden is created in a Constitutive Deed which binds you to the conditions you agree to accept when the offer of grant money is made. You and any future owners will be obliged to keep the property in good repair and condition to our reasonable satisfaction and you will not be able to alter, extend or demolish the property without our prior written approval.
You will also be obliged to allow us or our representatives, on giving reasonable notice in writing, access to the property to inspect its state of repair and condition. This burden will appear on your Land Certificate or in the Sasine Register and will burden the property for 15 years. A copy of it will be attached to the offer of grant for your information.

3.2 Copyright and intellectual property rights

You will need to obtain a licence for any intellectual property produced and paid for as part of the grant. The licence should apply to materials to which our grant contributes including:

- the design and drawings for the repairs;
- the specification and any other tender documents;
- any research or investigation and the reports of the findings;
- any conservation plan;
- any models or photographs.

This will ensure that if you change your professional adviser, any work already carried out can be passed on to a new adviser, avoiding duplication.

3.3 Other consents

If we offer you a grant, you will still need to get and comply with any consent, approval, permission or clearance that is required under planning, ancient monuments, listed building and conservation area, building standards or other relevant legislation. You must obtain all necessary permissions and consents before work starts or we may withdraw our offer of grant.

3.4 European Community procurement regulations

If more than 50% of your project costs are publicly funded, European Community procurement regulations will apply. For larger projects, this might mean that you have to tender your professional advice in the way laid down in the regulations. On very large projects, it may also apply to the repair contract. If you think these regulations might apply in your case, you should seek advice from your professional adviser.

3.5 Environmental Legislation

If we offer a grant you will need to comply with all environmental legislation relevant for your project. We have included in this application pack a checklist to help you to consider the matter further. This checklist can also be found at www.historic-scotland.gov.uk/eachecklist
3.6 Conditions of Grant

The following conditions which apply after work has been carried out include:

Public access
All grants we award will normally be conditional on your agreeing to provide public access to your property. The level of access that we will require will depend on the circumstances of the case and the size of the grant. You will need to inform Historic Scotland once a year of the opening arrangements for your property. These will be published on our website and you may be required to publish the details in local media.

We would expect you to open your property on any local “Doors Open Day” that is organised in your area.

Maintenance
You will normally be required to prepare a costed maintenance plan for your property as a condition of grant. You will then need to carry out regular routine maintenance in accordance with this plan and send us a brief annual report while the grant conditions are in force.

Disposal of property
Any proposal to dispose of the building by way of sale, exchange or lease within ten years of accepting the grant, or to extend, or alter it, at anytime must be notified immediately to Historic Scotland. A Standard Security will be taken over the property to secure this condition and to allow a recovery of grant to be considered. Grant may be recovered at any time if any condition of grant is not complied with.
4.1 Guidance on grant-eligible items

The following guidance on grant-eligible items and costs applies in most cases. Every historic building is different, however, and if special circumstances apply, Historic Scotland will consider an application on its merits. But you will need to make the case for your project varying from these guidelines.

If your work is likely to affect the historic fabric significantly, whether above or below ground, you should consult an archaeologist or a building analyst (a specialist in analysing the archaeology, history and architecture of built structures) early in your planning.

Conservation-based research and analysis

Before you carry out repairs or alterations, it is important to have a record of the structure or the area which will be worked on. This research should attempt a statement of significance based upon known information about the history and development of the building. It will involve looking at the physical structure and at documentary sources. In some cases, existing records may be enough. In other cases, further research and analysis will be required.

You may need to prepare a conservation plan or drawn survey before developing detailed proposals for listed building consent. The Historic Scotland Area Inspector of Historic Buildings will be able to advise on the Statement of Significance or Conservation Plan.

Recording

You may need to carry out appropriate recording during the work and when it is finished. The final record should show clearly the nature and extent of what has been done. It should provide a detailed record of any part of the fabric of the building newly revealed, concealed or removed during the course of the work.

Structural investigation, access and opening-up work

Survey work to look at the structural condition to allow the scope of urgent repairs to be fully identified before the development of the full repair programme should have both the scope of the investigation work and cost agreed in advance with us. This work can include putting up access scaffolding or other temporary access systems and opening up and reinstating finishes to allow the scope of urgent repairs to be fully identified.

Monitoring

We will consider carefully planned structural or environmental monitoring programmes over a suitable timescale with the aim of determining the scope of urgent repairs.

Temporary works

We will consider work to protect a building from collapse, damage or deterioration, such as propping and shoring, temporary
weather-proofing, putting up protective structures, or controlling damaging plant growth, if there is to be an unavoidable delay before full repairs are carried out. Delay can occur while the structure is being surveyed or a repair specification is being drawn up.

You should get our prior agreement if you want to apply for a grant and wish temporary works to be considered for grant.

4.2 Advisory Standards of Repair

Detailed advice on the following types of work and other items intended to assist your professional adviser in preparing an appropriate scheme of repair can be downloaded at www.historic-scotland.gov.uk/repairstandards.pdf

- Roofs, structures and coverings including lead work
- Safe access to carry out maintenance
- Removing rainwater
- Walls
- Windows and doors
- Historic window glass
- Internal structure and features
- Damp

4.3 Other project costs

We normally offer grants as a fixed financial contribution towards the overall costs of your project, including related costs such as professional fees and VAT, if it is not recoverable. There is no standard percentage. Where eligible and ineligible works are combined within a single project, a grant will be offered towards the cost of eligible work only. In such cases our contribution towards the other related costs listed below will normally be calculated in proportion to the grant-eligible works.

**Professional fees**

We will give a grant only if you employ a competent professional adviser with relevant specialist conservation knowledge, ability or experience. **For most projects this professional must be a suitably accredited professional in building conservation.** You may wish to consult the appropriate professional body for information on accredited professionals before choosing an adviser.

Details of suitably qualified architects experienced in the repair of historic buildings can be obtained from the Royal Incorporation of Architects in Scotland (RIAS) Tel: 0131 229 7545. www.rias.org.uk

Details of suitably qualified chartered building surveyors experienced in the repair of historic buildings can be obtained from the Royal Institution of Chartered Surveyors in Scotland (RICS) Tel: 0131 225 7078. www.rics.org

He or she will analyse your property, plan and specify the work, and inspect and certify the work while it is in progress and after it is completed.

We expect your professional adviser to provide a service appropriate to the nature and scale of your project. The service should include, where applicable:

- preparing a thorough survey of the structure and its condition, including survey drawings and plans;
research, analysis and archaeological investigation of the fabric;

- preparing a detailed specification and drawings for the urgent and necessary repairs, or recording of the fabric;

- giving you a list of competent contractors able to carry out the work to a high standard;

- getting competitive tenders and providing a tender report;

- arranging a contract for the works;

- regular inspections and valuations of the work on site until it is completed; and

- full contact with us on the technical details of both the application and the work for which a grant has been awarded.

You should make sure that when you appoint your professional adviser you include all the requirements set out above. It will be a condition of the grant that you employ the team of professionals identified in the report we send with our grant offer.

In cases where we have agreed that more than one professional adviser is needed, we will calculate our grant on the basis of total fees of no more than 20% of the cost of any work that qualifies for a grant. The maximum percentage fee we will use in working out grants will include all expenses such as travel and photocopying.

We have separate advice for professional advisers which can be found at www.historic-scotland.gov.uk/guidance/professionaladvisers.pdf

Value Added Tax (VAT)
VAT on work associated with historic buildings and other conservation repairs is not straightforward. Generally speaking, repairs to existing fabric are subject to VAT, while alterations to listed buildings which have received listed building consent are zero-rated. The Customs and Excise VAT Notice 708: Buildings and Construction (July 2002) is a useful guide.

In general, we will offer a grant on VAT where there is documentary evidence that all work is liable to VAT (unless you tell us in your application form that you are able to reclaim some or all of the VAT which you will be charged, or that the work will be zero-rated). Grant is only paid towards the VAT you are unable to recover. If you are subsequently able to recover the VAT towards which grant has been paid, you will be required to repay the relevant amount of grant.

Preliminary costs
The formal contract between you and the contractor will set out preliminary costs, such as scaffolding, hoardings, contractor’s facilities and access for vehicles. Our grant may cover some of these costs, in proportion to the other grant-aided work that forms part of the contract.
4.4 Details of work we do not fund

There are certain types of work that we do not give grants for. These include:

**Alterations and improvements**

This includes all new work and additions to your building. For example insulation, renewing or installing electrical wiring, a new garden feature or loft conversion work.

**Maintenance and minor repairs**

This is work that we would expect you to carry out on a regular basis to keep your building from deteriorating.

**Demolitions**

The removal of any part or element of a building as well as the removal of complete structures does not normally qualify for a grant. However, in very exceptional circumstances, we may give a grant for:

- careful dismantling prior to reinstatement; and
- making good historic fabric after the removal of later work which alters or obscures the original design of the building and where careful dismantling is carried out as part of an agreed scheme of reinstatement.

**Reinstatement and reconstruction**

In general we do not give grants for the complete reinstatement of lost or destroyed elements of historic buildings. However, where a building has largely kept the integrity of its design, the reinstatement of lost elements of the design may qualify for a grant if they are based on sound evidence of historic design and detail. We do not give grants for speculative reconstruction.
We are committed to monitoring the service we provide at all stages of the application process and after a grant has been made. If you would like to make comments and suggestions for improving our processes and publications, please fill in the feedback form in the folder at the back of this application pack.

If, after going through the application process, you have a complaint about the way we have handled your application, please write to the Director of Policy, Historic Scotland, Longmore House, Salisbury Place, Edinburgh, EH9 1SH.

The Scottish Public Services Ombudsman also provides a simple and effective means for members of the public to make complaints about maladministration and service delivery arising from the activities of public authorities in Scotland. A complaint may be made by an aggrieved person (or their representative, including an MSP or local councillor) within 12 months of the day after the aggrieved person had notice of the matter complained of. The Ombudsman can be contacted at the following address:

The Scottish Public Services Ombudsman
23 Walker Street
Edinburgh
EH3 7HX
Tel: 0870 011 5378
fax: 0870 011 5379
www.ombudsmanscotland.org