

Long Term Plan 2018-28

Service Plan for Building Services

Adopted by Council with the final Long Term Plan 2018-28 on 26 June 2018
Updated with Annual Plan 2019/20 adopted by Council 25 June 2019

Approvals		
Role	Name	Signature and date of sign-off
Activity Manager	Robert Wright	 28/02/2018
Finance Manager	Gill Robertson	
General Manager(s)	Leonie Rae / acting John Higgins	

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What does the overall Group of Activities do and why do we do it?

The processing and issuing of Building Consents and subsequent inspections, Code Compliance Certificates and Compliance Schedules are fundamental to ensuring the buildings in Christchurch are healthy and safe to occupy. Collectively these functions are designed to ensure that new buildings fully meet the requirements of the Building Act 2004, Building Code and various building standards and guidelines. Building Consenting includes services to maintain and administer Council's Earthquake Prone, Dangerous and Insanitary Buildings Policy.

Maintain Building Consent Authority (BCA) registration and accreditation, and responding to Building Act related claims. This latter service includes Weathertight Homes Resolution Services (WHRS) claims, incorporating the Government's Financial Assistance Package (FAP) Scheme, where Council along with the Crown contribute towards remediation.

Provision of public advice is undertaken through web pages, duty phones and pre application meetings to assist property owners, builders, developers and others to navigate through the regulatory requirements (planning and building) of commercial and more complex builds. There is increased focus on assisting the commercial and community facilities sector to provide support through case management services. Regular forums are in place with industry professionals and various representative groups in the sector to ensure a heightened level of engagement leading to increased quality and consistency of applications.

1. What does this activity deliver?

- Issue of Building Consenting, Building Inspections and issue of Code Compliance Certificates
- Public Advice including Eco Design Advice services
- Building Policy and BCA accreditation
- Building related Claims
- Case Management Services

2. Why do we deliver this activity?

The effective management of Building Consenting, Inspections and Monitoring for Christchurch means achieving the following community outcomes:

- Strong Communities
- Christchurch has good quality housing
- The Council is responsive to the demands of the rebuild
- Statutory obligations are met by the Council

- Sustainable housing: The Local Government Act 2002 requires local authorities to take a sustainable development approach while conducting its business. Sustainable development is the fundamental philosophy that is embraced in Council's Vision, Mission and Objectives, and that shapes the community outcomes.

3. Specify Levels of Service

The Levels of Service, Performance Measures and Performance Targets for Building Services activity are provided below. Shaded rows are the levels of service and performance measures to be included in the Long Term Plan. Non-shaded rows are non-LTP management level measures.

Performance Standards Levels of Service (we provide)	Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10/2022/2028	
					Year 1	Year 2	Year 3		
					2018/2019	2019/2020	2020/2021		
Consenting and Compliance General Advice and Investigations									
9.1.19	Consenting and Compliance general advice and response to public and elected member enquiries	<i>Media/ LGOIMA Requests, Elected member enquiries, Public enquiries related to resource management decisions and enquiries related to building products e.g. Steel Mesh</i>	<i>Staff are responsive to public and elected member requests for information</i>	Quantify the number of hours staff spend responding to these types of enquiries and investigations <i>New Service</i>		9.1.19 Response meets legislative and/or agreed timeframes	9.1.19 Response meets legislative and/or agreed timeframes	9.1.19 Response meets legislative and/or agreed timeframes	9.1.19 Response meets legislative and/or agreed timeframes
Consenting and Compliance Group Change Programme									
9.1.20	Deliver Consenting and Compliance Group (CCG) agreed programme of change	<i>A programme of change is developed that incorporates people, process and technology to ensure efficient and effective change</i>	Planning completed, costs forecasted Plan Delivered	<i>New service</i>		9.1.20 Programme of work is agreed with CCG within Annual Planning Cycle	9.1.20 Programme of work is agreed with CCG within Annual Planning Cycle	9.1.20 Programme of work is agreed with CCG within Annual Planning Cycle	9.1.20 Programme of work is agreed with CCG within Annual Planning Cycle

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Building Consenting									
9.1.1 9.1.1	Grant Building Consents within 20 days working days	<i>Legislative Requirement</i>		2014/15 77% in 20 days 2015/2016 98.4% in 20 days 97.2% in 19 days 2016/2017 97.9% in 20 days 96.4% in 19 days	Auckland 2014 99% 2015 98% in 20 days Wellington 2014 92% 2015 98% in 20 days	9.1.1 The minimum is to issue 95% of building consents within 19 working days from the date of acceptance	9.1.1 The minimum is to issue 95% of building consents within 19 working days from the date of acceptance	9.1.1 The minimum is to issue 95% of building consents within 19 working days from the date of acceptance	9.1.1 The minimum is to issue 99% of building consents within 20 working days from the date of acceptance
9.1.4 9.1.4	Ensure % satisfaction with building consents process	Provides measure of customer satisfaction on the delivery of the service.	<i>This is a new Point of Contact survey. Survey each applicant at issue of building consent then at issue of code compliance.</i> <i>This survey will change to focus on the service and not the decision i.e. was the BCO responsive, did you understand what was required ?</i>	New survey	Auckland City 2013/14 - 44%	9.1.4 Benchmark first year Quarterly review of survey results and feed common issues to issues register for resolution	9.1.4 Set from Benchmark in Year 1 Quarterly review survey of results and feed common issues to issues register for resolution	9.1.4 Set from Benchmark in Year 1 Quarterly review survey of results and feed common issues to issues register for resolution	9.1.4 Set from Benchmark in Year 1 Quarterly review survey of results and feed common issues to issues register for resolution
9.1.15.2 9.1.15	Provide Case Management Services	<i>Some building or resource consents require more than CCG approvals. Those approvals outside of CCG can hold up a consent or occupancy of a commercial building</i>	<i>Surveyed customers attribute time and cost savings for their project to the support from case management services</i>	New survey		9.1.15.2 Benchmark first year Quarterly Customer Survey	9.1.15.2 Set from Benchmark in Year 1 Quarterly Customer Survey	9.1.15.2 Set from Benchmark in Year 1 Quarterly Customer Survey	9.1.15.2 Set from Benchmark in Year 1 Quarterly Customer Survey

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						2018/2019	2019/2020	2020/2021	
9.1.21 ??	Issue Building Act Exemptions within 19 working days	<i>Legislation requires BCA to consider exempting work under Building Act 2004 Schedule One</i>	<i>Reporting</i>	<i>New service</i>		9.1.21 The minimum is to issue 95% of building act exemptions within 19 working days from the date of lodgement	9.1.21 The minimum is to issue 95% of building act exemptions within 19 working days from the date of lodgement	9.1.21 The minimum is to issue 95% of building act exemptions within 19 working days from the date of lodgement	9.1.21 The minimum is to issue 99% of building act exemptions within 20 working days from the date of lodgement
Building Inspections and Code Compliance Certificates									
9.1.12 9.1.12	Carry out building inspections in a timely manner	<i>Quicker turn-around on inspections speeds the build process up.</i>	<i>Reporting</i>			9.1.12 Carry out 98% of inspections within three working days of customer request	9.1.12 Carry out 98% of inspections within three working days of customer request	9.1.12 Carry out 98% of inspections within three working days of customer request	9.1.12 Carry out 98% of inspections within three working days of customer request
9.1.7 9.1.7	Grant Code Compliance Certificates within 20 working days	<i>Legislative Requirement</i>	<i>Reporting</i>	2014/15 77.5% in 20 days 2015/2016 98.1% in 20 days 97.9% in 19 days 2016/2017 99.1% in 20 days 99.5% in 19 days	<u>Auckland</u> 2014 % 2015 % <u>Wellington</u> 2014 99% 2015 96% on 20 working days	9.1.7 Issue minimum 95% of Code Compliance Certificates within 19 working days from the date of acceptance.	9.1.7 Issue minimum 95% of Code Compliance Certificates within 19 working days from the date of acceptance.	9.1.7 Issue minimum 95% of Code Compliance Certificates within 19 working days from the date of acceptance.	9.1.7 Issue minimum 99% of Code Compliance Certificates within 19 working days from the date of acceptance.

Performance Standards Levels of Service (we provide)	Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10/2022/2028	
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Building Consenting public advice									
9.1.8 9.1.8	Provide a public advice service to support building consenting customers	Building Control Phone Services Civic walk-in services Pamphlets, booklets, newsletters, Web Site and Online Services maintenance <i>Legislative Requirement – Building Act 2004 – Regulation 7(2)(a)</i>				9.1.8 Between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)	9.1.8 Between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)	9.1.8 Between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)	9.1.8 Between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)
17.0.37 9.1.9	Eco Design Advice	Provide free Eco Design advice services to the public	<i>Eco design service is available via appointment, phone or walk-in. Attendance at Home shows, sustainability seminars etc.</i>	<i>Transfer of Service from Strategy & Transformation</i>		17.0.37 Provide a quality eco design service	17.0.37 Provide a quality eco design service	17.0.37 Provide a quality eco design service	17.0.37 Provide a quality eco design service
Manage the consent preparation process meetings									
9.1.18 9.1.20	Ensure % satisfaction with building consenting pre-application service	Promote early advice that leads to higher quality building and resource consent applications that lead to faster processing time.	<i>Provide measure of customer satisfaction based on point of service survey</i>			9.1.18 Benchmark first year. Review quarterly survey results and feed common issues to issues register for resolution	9.1.18 Set from Benchmark in Year 1 Review quarterly survey results and feed common issues to issues register for resolution	9.1.18 Set from Benchmark in Year 1 Review quarterly survey results and feed common issues to issues register for resolution	9.1.18 Set from Benchmark in Year 1 Review quarterly survey results and feed common issues to issues register for resolution
Annual Building Warrants of Fitness									

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9.1.9						9.1.9	9.1.9	9.1.9	9.1.9
9.1.9	Audit Building Warrant of Fitness to ensure public safety and confidence	The Building Stock covered by a BWOFF and compliance currently stands at 4,566 (June 2017) and is increasing by 200 per annum. The Building Act 2004 Section 12 requires Territorial Authorities to administer and enforce the provisions relating to annual building warrants of fitness to ensure people can use buildings safely and can escape from the building if it is on fire. t	Prepare audit schedule from 1 July to 30 June performance targets based on % of each type of use activity. Use related to: <ul style="list-style-type: none"> • Sleeping activities • Crowd activities • Working, business or storage activities • Intermittent activities 		<i>Wellington City Council audits 25% of over 2,500 sites = 600 sites</i>	Complete annual audit schedule	Complete annual audit schedule	Complete annual audit schedule	This is an increase in service and reflects the need to ensure safety features of higher risk buildings are prioritised.
Building Accreditation Review									
9.3.1						9.3.1	9.3.1	9.3.1	9.3.1
9.3.1	Building Consent Authority status is maintained		Statutory requirement to comply with Council BCA Accreditation Regulations 2007.		<i>Ministry of Business, Innovation and Employment MBIE)/IANZ approval. Building Consent Authority' status is the benchmark</i>	'Building Consent Authority' status is maintained	'Building Consent Authority' status is maintained	'Building Consent Authority' status is maintained	'Building Consent Authority' status is maintained
Building policy									

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9.3.5	Maintain a public register of earthquake prone buildings in Christchurch		Earthquake prone buildings will be appropriately identified and registered in accordance with MBIE legislation.	Approximately 700 earthquake prone buildings in Christchurch have been identified and issued with an appropriate notice. As buildings are demolished or strengthened their status is updated. Next steps are to identify priority and non-priority	In accordance with legislation, identify and issue notices to all priority buildings within 2.5 years and non-priority buildings within 5 years.	9.3.5 Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status	9.3.5 Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status	9.3.5 Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status	9.3.5 Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status
Claim Management – building-related									
9.3.2						9.3.2	9.3.2	9.3.2	9.3.2
9.3.2	Notify relevant building related claims to insurer.	Insurance covers claims (excluding excess) wherever possible	<i>Report Annually</i>	<i>2015/16 100 of known claims notified</i>	<i>Broker / insurer policy requirement: notification must be within financial year</i>	<i>100% of known relevant building related claims notified to insurer within relevant Financial Year</i>	<i>100% of known relevant building related claims notified to insurer within relevant Financial Year</i>	<i>100% of known relevant building related claims notified to insurer within relevant Financial Year</i>	<i>100% of known relevant building related claims notified to insurer within relevant Financial Year</i>

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9.3.7	Respond to building related claims under the appropriate forum	Claimants are treated fairly and reasonably. Council reputation is maintained. Costs to Council are minimised.	Report Annually			9.3.7 <i>Report Annually that Council complies with WHRS, WHT, District Court, High Court and Dispute Tribunal rules, including meeting acceptable standards of evidence, timeframes, and representation.</i>	9.3.7 <i>Report Annually that Council complies with WHRS, WHT, District Court, High Court and Dispute Tribunal rules, including meeting acceptable standards of evidence, timeframes, and representation</i>	9.3.7 <i>Report Annually that Council complies with WHRS, WHT, District Court, High Court and Dispute Tribunal rules, including meeting acceptable standards of evidence, timeframes, and representation</i>	9.3.7 <i>Report Annually that Council complies with WHRS, WHT, District Court, High Court and Dispute Tribunal rules, including meeting acceptable standards of evidence, timeframes, and representation</i>
9.3.8	Review the causes of claims and report to operational units.	Council will have better information to guide the continuous improvement process.	9.3.8.1 Report annually on actions taken.		No benchmarks available	9.3.8.1 <i>Annual report to show actions taken to Identify (with appropriate recommendations) on the contributing factors in claims.</i>	9.3.8.1 <i>Annual report to show actions taken to Identify (with appropriate recommendations) on the contributing factors in claims.</i>	9.3.8.1 <i>Annual report to show actions taken to Identify (with appropriate recommendations) on the contributing factors in claims.</i>	9.3.8.1 <i>Annual report to show actions taken to Identify (with appropriate recommendations) on the contributing factors in claims.</i>
			9.3.8.2 Monthly monitoring			9.3.8.2 <i>Monthly monitoring to show actions taken to Identify (with appropriate recommendations) the contributing factors in claims.</i>	9.3.8.2 <i>Monthly monitoring to show actions taken to Identify (with appropriate recommendations) the contributing factors in claims.</i>	9.3.8.2 <i>Monthly monitoring to show actions taken to Identify (with appropriate recommendations) the contributing factors in claims.</i>	9.3.8.2 <i>Monthly monitoring to show actions taken to Identify (with appropriate recommendations) the contributing factors in claims.</i>

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					Year 1	Year 2	Year 3		
					2018/2019	2019/2020	2020/2021		
Training Delivery									
13.14.6	Co-ordinate the delivery of the Building Consenting Training Programme	<i>Assess the forecasted demand against the competency matrix to identify gaps to be addressed through training</i>	13.14.6.1		<i>To be advised</i>	13.14.6.1	13.14.6.1	13.14.6.1	13.14.6.1
			<i>Coordinate and collate Building Control annual training needs for management approval.</i>			13.14.6.1	13.14.6.1	13.14.6.1	13.14.6.1
			13.14.6.2			13.14.6.2	13.14.6.2	13.14.6.2	13.14.6.2
			<i>Monitor programme delivery and budget expenditure and refresh quarterly</i>			13.14.6.2	13.14.6.2	13.14.6.2	13.14.6.2
						13.14.6.2	13.14.6.2	13.14.6.2	13.14.6.2
						Deliver at least 90% of agreed programme by 30 June each year	Deliver at least 90% of agreed programme by 30 June each year	Deliver at least 90% of agreed programme by 30 June each year	Deliver at least 90% of agreed programme by 30 June each year

4. What levels of service do we propose to change from the current LTP and why?

To review changes to levels of service between those adopted for the Amended Long Term Plan 2016-25 (Annual Plan 2017/18) and the draft Long Term Plan 2018-28, refer to [section 4 of the draft Service Plan](#).

5. How will the assets be managed to deliver the services?

No Assets for Building Services

6. What financial resources are needed?

Refer to the **Activities and Services** section in the most recently adopted [Long Term Plan / Annual Plan](#).

7. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?

Not Applicable

8. Are there any significant negative effects that this activity will create?

Effect	Mitigation