

## Activity 9.1: Building Consenting and Inspections

Accountable Manager: Peter Sparrow

What services are provided?

- Building Consents
- Building Inspections and Code Compliance Certificates
- Annual Building Warrants of Fitness
- Building consenting public advice

Why do we provide these services?

The Council must process applications for:

Building consents, Project Information Memoranda (PIMs), Code Compliance Certificates and Building Warrants of Fitness, Certificate of Acceptance and Certificate for Public Use, in accordance with relevant statutes.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<p>Injuries and risks to public health are minimised</p> <p>➤ Christchurch has good quality housing</p> <p>➤ The Council is responsive to the demands of the rebuild</p> <p>Statutory obligations are met by the Council</p>	<p><i>Council provides public advice and processes applications for building consents, and Code Compliance Certificates, and carries out building inspections and Building Warrants of Fitness, to ensure that buildings are compliant, fit for purpose and safe to occupy.</i></p> <p><i>The Council behaves in a manner that support and enables the rebuild without compromising its statutory obligations.</i></p> <p><i>The Council develops and implements processes that allow it to fulfil its statutory obligations in an efficient and cost effective manner without causing undue delays for applicants.</i></p>

Which group or section of the community will benefit from this activity?:

Builders, developers, planning consultants, architects, surveyors, building and property owners, housing companies, plumbers and drainlayers, signwriters, hire companies, real estate, engineers, lawyers, property purchasers and walk in customers.  
The community as a whole benefits from highest level of assurance.

Key legislation:

To meet the requirements of:

- Building Act 2004; Local Government Act 2002

## Customer

*What business results must we deliver to our customers, to deliver on the outcomes?*

### Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Building Consents					
9.1.1 Develop and implement consenting processes to improve the quality of building consent applications to enable faster issue of consents.	Initiated	Wellington City Council 10/11 94% of all building consents processed in 20 days  Dunedin City Council 10/11 86.3% building consents processed in statutory timeframes	The minimum level of service is the statutory requirement to issue 100% of building consents within 20 working days from the date of lodgment.  <i>Once the new processes are in place, new quantitative levels of service will be set.</i>	<i>Key business driver:</i> The Building Act requires 100% of building consents to be issued within 20 working days. All Councils struggle to meet these timeframes while balancing the delivery of assurance (quality) and meeting time and cost targets.  The current process for the evaluation of applications and the issue of building consents is not coping with demand and the wider requirement to support the rebuild. Tinkering with the current systems is not enough, transformational change is required.  New processes are being developed to improve the quality of consent applications prior to lodgement. The objective is to reduce the time required to confirm that consent applications are compliant and allow faster issue of building consents.  Consents will be split into a number of work streams reflecting the type of consent and level of risk associated with the proposed building work.	

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### Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Building Inspections and Code Compliance Certificates					
9.1.12 Carry out building inspections in a timely manner	100%		Carry out 99% of inspections within three working days.	Approved as part of the Council Report, 2 February 2012. Quicker turn-around on inspections speeds the build process.	
9.1.7 Develop and implement processes to enable Code Compliance Certificate (CCC) applications to be processed in a timely manner to enable faster issue of CCCs.	Initiated	Wellington City Council: 99% issued within the statutory timeframe of 20 working days	The minimum level of service is the statutory requirement to issue 100% of CCCs within 20 working days from the date of request.  <i>Once the new processes are in place, new quantitative levels of service will be set.</i>	The Building Act requires 100% of CCCs to be issued within 20 working days.  Council needs to demonstrate bold action and commitment to achieving tough targets to support rebuild efforts.  Each day a CCC is being processed or suspended is another day that a building cannot be used. These delays have a cost for homeowners, businesses and the community.  New processes are being developed to improve the issue of CCCs. The objective is to reduce the time required to confirm that all conditions have been satisfied to permit the issue of a CCC.	

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### Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Building consenting public advice					
9.1.8 Provide public advice service to support building consenting customers	Between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)		Counter Service at Civic Offices between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)	Provide counter services option to our customers during typical business trading hours.	
9.1.3 % satisfaction with building consenting public advice provided	90%		Provide 90% satisfaction to building project customers with concept and consent preparation advice services.	Provides a measure of customer satisfaction based on random sample surveys throughout the year. Better advice early leads to better consent applications and faster processing. Includes advice provided through One Stop Shop.	
Annual Building Warrants of Fitness					
9.1.9 Ensure that Building Warrants of Fitness are accurate through the use of desktop and physical audits.	New processes initiated	Wellington City Council audits 25% of commercial buildings each year to ensure that every building receives a physical audit of its BWOFF every four years.	Audit of 200 commercial sites per annum  <i>Once the new processes are in place, new quantitative levels of service will be set.</i>	BWOFF service has three main functions: -creation and documentation of compliance schedules for critical systems (fire systems, lifts, automatic doors, etc.) for new buildings. - annual BWOFF renewal for existing buildings. - a random audit programme that provides assurance to the public that building standards are monitored and remedial action initiated as and when required.	

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### Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Building Consents (cont'd)					
9.1.6 Efficiency: Cost per consent/ transaction	To be advised but is higher than the figure targeted in the Annual Plan		The 2013-14 Annual Plan uses an average cost of \$1,641 per consent based on 2011-12 actual costs.  <i>Once the new operational processes are in place, new quantitative costs can be set for each consent type.</i>	New processes are expected to have a positive impact on costs. It will take several months to bed in the new processes and generation of meaningful cost information.  It is noted that many applicants will pay more for a building consent and Code Compliance Certificate if they can be produced quickly and efficiently.	