

# **Building Consenting, Inspections and Monitoring Activity Management Plan**

**Long Term Plan 2015–2025**

***As amended through the Annual Plan 2017/18***

1 July 2017

## Quality Assurance Statement

Christchurch City Council Civic Offices 53 Hereford Street PO Box 73015 Christchurch 8154 Tel: 03 941 8999	<b>Version</b>	<b>V5 1<sup>st</sup> July 2017</b>
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	<b>Portfolio Councillor:</b>	
	<b>Activity Manager: Leonie Rae</b>	
	<b>Chief / Director: Leonie Rae</b>	
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	<b>Finance Manager:</b>	

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# 1 Key Issues for the Building Consenting, Inspections and Monitoring Activity

The processing and issuing of Building Consents and subsequent inspections, and the issuing of Code Compliance Certificates and Compliance Schedules is fundamental to ensuring the ongoing development and rebuilding of the city. 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. The environment in post earthquake Christchurch is made more complex by the many hazards that must be taken account of, i.e. flooding, rockfall, and other land instabilities, and the land damage meaning that buildings must have a specific design. Provision of public advice is undertaken through web pages, duty phones and pre application meetings to assist property owners, builders, developers and others to find it easy for commercial and more complex builds. There is increased focus on the work of Rebuild Central. 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.

## 1.1 Community Outcomes

Everything that the Council does in its day-to-day work is focused on achieving community outcomes. All activities outlined in this plan aim to deliver the results required to achieve these outcomes, contribute to Council strategies and meet legislative requirements. Likewise, all Council capital and operating expenditure is directed towards a level of service that moves the community closer to these outcomes now or at some future point.

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

- Injuries and risks to public health are minimised
- Christchurch has good quality housing
- The Council is responsive to the demands of the rebuild
- Statutory obligations are met by the Council

Section 4 shows how these outcomes flow down into and influence the Council's activities and levels of service in relation to Building Consenting, Inspections and Monitoring.

## 1.2 Effects of growth, demand and sustainability

### Population Growth and Demand:

Following the Canterbury earthquake sequence the Building Control Group has faced unprecedented demand for services. The devastating nature of the seismic events meant a rebuild was inevitable. As a result a large number of properties both residential and commercial require regulatory approval either by a building consent, Building Act exemption or certificate of acceptance.

Building Control Group's forecasting has provided comfort, in so much the centric spikes in demand are being managed now and into the future. The modelling has a number of assumptions contained within it and the Council is still susceptible to spikes that are out of the control of the Building Control Group.

### Sustainability:

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. The levels of service and the performance measures that flow from these inherently incorporate the achievement of sustainable outcomes.

## 1.3 Key Challenges and Opportunities for Building Consenting, Inspections and Monitoring and Monitoring

In working towards the community outcomes and influenced by population growth and demand, Council faces the challenge of making decisions that prioritise resources to deliver the best mix of services at the

right level and in a sustainable way. The key challenges and opportunities that have been priorities by Council are below in Table 1-1.

**Table 1-1**

Key Issue	Discussion
Lack of Technically Qualified Resource	<p>Building Control has exhausted the national and international market for suitably qualified Building Consent Officers and Building Inspectors.</p> <p>To counter the lack of resource, Building Control will continue to outsource Building Consents to external Building Consent Authorities and contract external specialists for engineering reviews.</p>
Poor Quality Building Consent Applications	<p>Building Control receive a number of building consents that have missing or poor quality information. This has an impact on the amount of time and resource required to process the building consent.</p> <p>Building Control is proactively working with the industry to raise the quality of applications. Forums have been established with industry stakeholders to educate and assist when preparing applications; piloting streamlining of building consents for those businesses that consistently provide good quality applications; encouraging pre-application meetings for commercial consents.</p>
Inspection Failure Rates	<p>Many home build companies having an inspection failure rate upwards of 50%. The resulting impact is another inspection must be booked pulling on an already stretched resource. Building Control now have good reporting systems so we can provide this evidence to the home build companies and in turn work with them to improve their quality assurance processes.</p>

## 2 Proposed changes to activity

1. Are the things we currently do need to change to reflect the new environment? Earthquake recovery, elected member expectations?
2. How do we propose to address these changes through new ways of working?
3. How are the impacts of these choices going to be reflected in supporting programmes, such as delivery of levels of service, capital projects, budgets, and how will these changes be cascaded to contractors and providers?

Table 2-1 summarises the proposed changes for the management of the Building Consenting, Inspections and Monitoring activity since the Three Year Plan 2013-16 Activity Management Plan.

*In recording these changes also identify what investigations will be needed, highlight the level of significance for the change and identify appropriate options for consultation and engagement.*

**Table 2-1 Proposed changes to activity**

Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
<p>9.1.1 Building Control is legislated to grant Building Consents within <b>20 working days</b>.</p> <p>The current required level of service is <b>100%</b>.</p> <p>The proposal is to reduce the level of service to <b>90%</b> but within <b>19 days</b>.</p>	<p>There are times when a building consent will inherently run over 20 days. Current example is waiting on an MBIE decision for a commercial consent. We can not legitimately put the consent on hold.</p> <p>Building Control must ensure buildings are healthy and safe to occupy. Processing times must not be the only driver. We must ensure we are making good quality and technically sound decisions.</p> <p>By reducing the level of service but reducing the timeframe, the morale of staff will improve and the expectations of our customers can be more easily managed.</p>	<p>Building Control will continue to endeavour to grant consents within the statutory timeframes.</p> <p>2013/14 – Granted 9442 consents, 57% within 20 days.</p> <p>2014/15 – Granted YTD 2332 consents – 75% within 20 days</p>	<p>Building Control – Customer Advisory Group – Owners Professional Bodies – eg IPENZ, NZIA</p> <p>Group Home Builders</p> <p>Registered Master Builders</p>

Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
<p>9.1.7 Building Control is legislated to grant Code Compliance Certificates within <b>20 working days</b>.</p> <p>The current required level of service is <b>100%</b>. The proposal is to reduce the level of service to <b>90%</b> but within <b>19 days</b>.</p>	<p>There are times when a Code Compliance Certificate will inherently run over 20 days.</p> <p>Building Control must ensure buildings are healthy and safe to occupy. Processing times must not be the only driver. We must ensure we are making good quality and technically sound decisions.</p> <p>By reducing the level of service but reducing the timeframe the morale of staff will improve and the expectations of our customers can be more easily managed</p>	<p>Building Control will still endeavour to grant Code Compliance Certificates within the statutory timeframes.</p> <p>2013/14 – Granted 5819 Code Compliance Certificates – 75% within 20 days</p> <p>2014/15 – Granted YTD 1768 Consents – 60% within 20 days</p>	<p>Building Control – Customer Advisory Group – Owners</p> <p>Professional Bodies – eg IPENZ, NZIA</p> <p>Group Home Builders</p> <p>Registered Master Builders</p>
<p>9.1.12 Building Inspections – Reduce percentage for an inspection to be booked within 3 days.</p> <p>Current <b>99%</b> within 3 days</p> <p>Future <b>85%</b> for Year one and two – increasing to <b>90%</b> Year three, <b>95%</b> year four</p>	<p>Two reasons:</p> <ol style="list-style-type: none"> <li>1. We do not have the systems to differentiate between those bookings that cannot occur within 3 days from request or those that we could do within 3 days but the customer does not want the inspection until say day 5. We record the number of days from the date the booking is requested to the day of booking. We are hoping to enhance the scheduling software to capture this information.</li> <li>2. Due to the vulnerability in spikes in the building inspection workloads some weeks/months have a higher demand than others.</li> </ol> <p>We could recruit more staff so we have enough resource to cover the spikes – two issues with this option.</p> <ol style="list-style-type: none"> <li>1. We have had a continual recruitment drive over the past year. We have exhausted the NZ and overseas market.</li> </ol>	<p>We will continue to endeavour to book inspections within the 3 days from the booking date. The performance has increased in this area by some significant process and IT system changes.</p> <p>We are now looking at smaller incremental changes to improve the performance further, namely focusing on improving the competency of our current inspectors so they are more versatile across the different levels of complexity.</p> <p>Since reporting (with confidence) was established late April the following statistics have been recorded, May to Sept 2014:</p> <p>Across week average 6.25 days – 4% within 3 days</p> <p>Peak days out average 9.5 in 7 July - 0% within 3 days</p> <p>Current average days out 5.8 as of 22 Sept – 9% within 3 days</p>	<p>Building Control - Customer Advisory Group - Owners</p> <p>Professional Bodies – e.g. IPENZ, NZIA</p> <p>Group Home Builders</p> <p>Registered Master Builders</p>



Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
	<p>2. If we were able to recruit the extra staff, to manage the peaks, there will be times when we have more staff than required – this leads to more FTE costs to CCC and/or costly redundancies.</p>	<p>The biggest indicator of issues with this LOS is complaints from the industry. The complaints come through multiple channels and we continue to work with our customers to reduce the impacts to their business.</p>	
<p><b>New Service</b> - Meet with industry stakeholders to address issues and measure performance</p> <p><b>Measure</b> – Hold forums every 3 months with each of the 4 major stakeholder groups –</p> <ol style="list-style-type: none"> <li>1. <i>Owners and Larger Property Developers,</i></li> <li>2. <i>Group Home Builders, Registered Master Builders, LBPs</i></li> <li>3. <i>Industry Organisations – NZIA, IPENZ, EAG, MBIE</i></li> <li>4. <i>Construction, Engineering and Design Community</i></li> </ol> <p><b>Raised issues have been addressed</b></p> <p>Note: We currently have every two months a customer advisory group forum.</p> <p>We have recently run a Fire Engineering Forum to address issues with quality of fire reports and have a similar structural and geotechnical forum booked for November.</p>	<p>This is a proactive objective to front foot industry issues.</p> <p>Quarterly meet with key industry to discuss issues from industry and CCC.</p> <ul style="list-style-type: none"> <li>• Maintain an issues register – report on how and when issues are addressed – by who and when by.</li> <li>• Establish a lesson learnt process – review services with building consenting and inspections where there have been issues. Feed lessons learnt back to our continuous improvement process</li> </ul>	<p>This service will give confidence to our customers that we are a learning organisation. Are prepared to hear the issues and make changes to address them.</p>	<p>Building Control - Customer Advisory Group - Owners Professional Bodies – e.g. IPENZ, NZIA</p> <p>Group Home Builders</p> <p>Registered Master Builders</p>
<p>Provide Case Manage Services for Commercial Building Consents</p> <p><i>It is expected that case management services will be paid for by the applicant.</i></p>	<p>Some building consents require more than building control approvals. Those approvals outside of a Building Control can hold up the granting of a building consent or occupancy of a commercial</p>	<p>Case management time booked to specific projects</p> <p>Faster turnaround of building consents and code compliance certificates that have</p>	<p>Building Control - Customer Advisory Group - Owners Professional Bodies – e.g. IPENZ, NZIA</p>

Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
<p><i>The applicant sees the value added service as assisting with timeliness of the building consent and code compliance. Faster turnaround times and issues addressed early provides certainty with reduced costs of delays for our customers :Note services under rebuild central will be charged to that service.</i></p>	<p>building.</p>	<p>engaged case management services</p>	<p>Group Home Builders Registered Master Builders</p>

### 3 Activity description

#### 3.1 Focusing on what we want to achieve

Council undertakes activities in order to deliver on the community outcomes for Christchurch. The outcomes that relate most directly to the management of the city's Building Consenting, Inspections and Monitoring are:

- Injuries and risks to public health are minimised
- Christchurch has good quality housing
- The Council is responsive to the demands of the rebuild
- Statutory obligations are met by the Council

#### 3.2 How we will know we are achieving the outcomes

We will know we are achieving the above outcomes when we see the following results:

- Appropriate and satisfactory **public advice is provided for building consenting** customers
- **Applications** for building consents, code compliance certificates **are processed in an accurate, efficient and satisfactory manner.**
- Building **inspections and building warrants of fitness are carried out** to enable the rebuild process and **ensure buildings are safe, fit for purpose and of good quality.**
- **All processes comply with all statutory regulations and codes** and within required timeframes that support building developers' needs.

The activities that follow in section 4 and the levels of service within them are all linked to the above results to ensure Councils stays focused on moving towards the community outcomes. This link aims to confirm why we are doing the activities – that they will realistically move us closer to our goals – and that service delivery remains relevant to strategic direction.

#### 3.3 What services we provide

This activity includes the following services:

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

There are no assets associated with this activity.

#### 3.4 Our key customers

Customers include 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.

#### 3.5 Benefits and Funding Sources

##### 3.4.1 Who Benefits?

Who benefits?			Key:
Individual	Full	Home Owner, Business Owner	Full
Identifiable part of the community	Some	Central and Local Government Agency	Majority
Whole community	Full	Buildings that are safe and healthy to live and work	Some

**Explanatory Comments:**

New Buildings and alterations to existing buildings must be built in accordance with the Building Act 2004. The service is provided to parts of the community, namely any home, business owner and Central or Local Government Agency building or modifying an existing building. ...obtain the necessary consents to benefit the whole community ensuring buildings are safe and healthy to live and work.

**3.4.2 Who pays?**

Funding - Fees / User Charges	Other revenue Grants & Subsidies	General rate	Targeted rate
92%	0%	8%	0%
Majority		Some	

Note, Funding Split % is derived from the 'Summary of Cost for Activity' ( section 13).

Key:		Typically
Full	All or almost all the cost is funded from fees/ user charges. If the comment is made in the general or targeted rate columns it does not preclude making minor charges for the service but indicates that the charges are a negligible part of the fund.	92%+
Majority	The majority of the activity is funded from this source.	50%+
Some	Some revenue is derived from this source.	<50%

Does this Activity generate surplus funds that can be applied to other areas? **No**

**Explanatory Comments:**

Note, Funding Split % is derived from the 'Summary of Cost for Activity' ( section 13).

Key:		Typically
Full	All or almost all the cost is funded from that source. If the comment is made in the general or targeted rate columns it does not preclude making minor charges for the service but indicates that the charges are a negligible part of the fund.	92%+
Majority	The majority of the activity is funded from this source.	50%+
Some	Some revenue is derived from this source.	<50%

Does this Activity generate surplus funds that can be applied to other areas? **No**

**Explanatory Comments:**

Building Consents and inspections are user funded through fees set during the annual plan process.

**3.6 Key legislation and Council strategies**

To meet the requirements of:

- Building Act 2004; Local Government Act 2002

## 4 Levels of service and performance measures

Table 4-1 summarises the levels of service and performance measures for the Building Consenting, Inspections and Monitoring activity. Development of the levels of service is discussed in detail in Appendix R. 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, agreed with and reported to Council but not included as part of the community consulted document.

**Table 4-1**

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 2024/25
						Year 1	Year 2	Year 3	
						2015/16	2016/17	2017/18	
<b>Building Consents</b>									
9.1.1	Grant Building Consents within 20 days working days	<i>The quality of the application received should become less and less a factor as we increase the number of consent preparation process meetings and improve our ability to vet consent applications before formally receiving them and starting the clock.</i>	.	2014/15: 75% YTD 2013/14: 57% 2012/13: 89%	Wellington City Council 13/14 92% of all building consents processed in 20 days  Auckland City 13/14 99% building consents processed in statutory timeframes	The minimum is to issue 90% of building consents within 19 working days from the date of lodgement	The minimum is to issue 90% of building consents within 19 working days from the date of lodgement	The minimum is to issue 95% of building consents within 19 working days from the date of lodgement	The minimum is to issue 90% of building consents within 19 working days from the date of lodgement
9.1.14	Meet with industry stakeholders to address issues and measure performance	Common areas of dissatisfaction are added to the issues register for resolution.	<i>Raised issues have been addressed by due by dates  New issues become less over time</i>	<b>New Service</b>		Meet 3 times per year	Meet 3 times per year	Meet with at least 3 relevant sector bodies 2 times per year	Meet 3 times per year

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 2024/25
						Year 1	Year 2	Year 3	
						2015/16	2016/17	2017/18	
9.1.4	Ensure % satisfaction with building consents process	Provides measure of customer satisfaction based on survey of each part of service.	This is a Point of Contact survey. Survey each applicant at issue of consent; issue of code compliance	2013/14: 47% 2012/13: 71% 2011/12: 57%	Auckland City 2013/14 - 44%	70% Quarterly review survey results and feed common issues to issues register for resolution	80% Quarterly review survey results and feed common issues to issues register for resolution	80% Quarterly review survey results and feed common issues to issues register for resolution	80% Quarterly review survey results and feed common issues to issues register for resolution
9.1.15	Provide Case Manage Services for Commercial Building Consents	<i>Some building consents require more than building control approvals. Those approvals outside of a building consent can hold up a building consent or occupancy of a commercial building</i>	<i>Case management time booked to specific projects Faster turnaround of building consents and code compliance certificates</i>	<b>New Service</b>		9.1.15.1 Minimum 80 hours per week 9.1.15.2 Satisfaction with Case Managed Services 80%	9.1.15.1 Minimum 80 hours per week 9.1.15.2 Satisfaction with Case Managed Services 90%	9.1.15.1 Minimum 80 hours per week 9.1.15.2 Satisfaction with Case Managed Services 90%	9.1.15.1 Minimum 80 hours per week 9.1.15.2 Satisfaction with Case Managed Services 90%
<b>Building Inspections and Code Compliance Certificates</b>									
9.1.12	Carry out building inspections in a timely manner		<i>Quicker turn-around on inspections speeds the build process.</i>	<i>Formal monitoring of turnaround time for inspections began only in March 2014, consequently a full year result is not available</i>		Carry out 85% of inspections within three working days.	Carry out 85% of inspections within three working days.	Carry out 95% of inspections within three working days.	Carry out 95% of inspections within three working days.

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 2024/25
						Year 1	Year 2	Year 3	
						2015/16	2016/17	2017/18	
9.1.7	Grant Code Compliance Certificates within 20 working days	<i>One the new processes are in place, new quantitative levels of service will be set with Council.</i>		2013/14: 75% 2014/15: 60% YTD	Wellington City 2013/14 99%	The minimum is to issue 90% of Code Compliance Certificates within 19 working days from the date of lodgement.	The minimum is to issue 90% of Code Compliance Certificates within 19 working days from the date of lodgement.	The minimum is to issue 95% of Code Compliance Certificates within 19 working days from the date of lodgement.	The minimum is to issue 90% of Code Compliance Certificates within 19 working days from the date of lodgement.
9.1.6	Efficiency: Total Invoiced Cost of consent/total value of consents		<i>Efficiencies in operational processes should see a reduction in the costs per consent over time.</i>  <i>Target to be confirmed after the first quarter (to be confirmed with Council once annual plan budget is set and forecasting of consent volumes completed)</i>  <i>* There is an ability to split between residential and commercial if required.</i>	2013/14: \$2194 2012/13: \$1643 2011/12: \$1262 2010/11: \$714 2009/10: \$701		Average cost \$1,970 of processing a building consent (actual result for 2014/15)	Tba  Average cost (\$) of processing a building consent	Tba  Total Invoiced cost of consent/ total value of consents, expressed as a percentage	Tba  Average cost (\$) of processing a building consent

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 2024/25	
					Year 1	Year 2	Year 3		
					2015/16	2016/17	2017/18		
<b>Building consenting public advice</b>									
9.1.8	Provide public advice service to support building consenting customers	BCO Phone Services  Building Control Web Site and Online Services		<i>Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)</i>		<i>Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)</i>	<i>Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)</i>	<i>Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)</i>	<i>Between the hours of 9.00am – 5.00pm, Monday to Friday (excluding public holidays)</i>
<b>Manage the consent preparation process meetings</b>									
9.1.18	Ensure % satisfaction with building consenting pre-application meetings		Provides measure of customer satisfaction based on random sampling survey throughout the year.  Better advice early leads to better consent application preparation and faster processing.	2013/14: 96% 2012/13: 94%		9.1.18.1  90% satisfaction to build project customers with concept stage and consent preparation advice services provided	9.1.18.1  90% satisfaction to build project customers with concept stage and consent preparation advice services provided	9.1.18.1  90% satisfaction to build project customers with concept stage and consent preparation advice services provided	9.1.18.1  95% satisfaction to build project customers with concept stage and consent preparation advice services provided
9.1.16	Effectiveness of pre-application services	Higher quality building consent applications	Reduced number of significant RFI items for building consents that have had a pre-application meeting			9.1.16.1  90% of applications that have a pre-application are	9.1.16.1  90% of applications that have a pre-application are	9.1.16.1  90% of applications that have a pre-application	9.1.16.1  90% of applications that have a pre-application are accepted for



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 2024/25
						Year 1	Year 2	Year 3	
						2015/16	2016/17	2017/18	
						accepted for processing	accepted for processing	are accepted for processing	processing
9.1.17	Provide meeting records to all parties in attendance		Provide meeting records within five working days of the pre-application meeting date for 90% of consent preparation meetings			Provide meeting records within two working days of the meeting date for 90% of consent preparation meetings	Provide meeting records within five working days of the meeting date for 90% of consent preparation meetings	Provide meeting records within five working days of the meeting date for 90% of consent preparation meetings	Provide meeting records within five working days of the meeting date for 90% of consent preparation meetings
<b>Annual Building Warrants of Fitness</b>									
9.1.9	Ensure that Building Warrants of Fitness are accurate through the use of desktop and physical audits	Off base of approx >3,700 commercial buildings  Christchurch sites that require BWOF are increasing and are forecasted to rise to 4500 in 10 years	One the new processes are in place, new quantitative levels of service will be set with Council.	2013/14: 221 2012/13: 195 audits	<i>Wellington City Council audits 25% of over 2,500 sites = 600 sites</i>	240 commercial audits per annum	360 commercial audits per annum	360 commercial audits per annum	360 commercial audits per annum

## 5 Significant Effects

Our activities have the potential to have both positive and negative effects on community wellbeing. The significant positive effects and significant negative effects of Building Control are identified below, along with how we plan to manage them.

**Table 5-1 Significant Negative Effects**

Effect	Council's Mitigation Measure
Poor quality and timeliness of consent and inspection procedures can delay and add additional costs to development	Accreditation as a 'Building Control Authority' ensures our processes are robust, leading to improved services
Poor quality of consent and inspection procedures can put building users at risk	Peer reviewing of some building consent applications will also ensure that our processes are robust

**Table 5-2 Significant Positive Effects**

Effect	Description
Peace of mind that buildings are accessible, safe and healthy places to live, work and play	Accreditation as a 'Building Control Authority' ensures our processes are robust, leading to improved services Greater emphasis on auditing building warrants of fitness

## 5.1 Assumptions

Council has made a number of assumptions in preparing the Activity Management Plan. These are discussed in detail in Appendix Q. Table 8-3 lists the most significant assumptions and uncertainties that underline the approach taken for this activity.

**Table 5-3 Major Assumptions**

Assumption Type	Assumption	Discussion
<b>Building Activity Forecast</b>	<p>That the number of residential building consents will peak late in 2014 with a decline over the following two years until September 2016. It is expected residential consents demand will be higher than pre 2010 Canterbury earthquake.</p> <p>Commercial building consents will continue to increase to a forecast of 1200 per year by end of 2015 continuing at this level out to 2019. Commercial activity is forecast to continue at higher than pre-quake levels for the length of the LTP.</p>	<p>The LTP will incorporate FTE and financial forecasts based upon what is known about the demand of the rebuild. There could be a significant impact on the number of FTE and out sourced consents if the demand is higher than predicted. There are still 12,000 residential cash settlements that Council has no visibility of and are not able to be included in this forecast.</p>

## 6 Risk Management

Council's risk management approach is described in detail in Appendix Q.

This approach includes risk management at an organisational level (Level 1). The treatment measures and outcomes of the organisational level risk management are included within the LTP.

**Table 6-1 Significant Risks and Control Measures**

Risk Description	Current Control	Proposed Control	Target Risk Level
<b>BCA Accreditation is not achieved</b>	Clearance of Corrective Actions ready for audit November 2014.	Audits and continuous improvement programme maintained.	HIGH
<b>BCA Accreditation is not maintained</b>	Internal Audits	Audits and continuous improvement programme maintained	HIGH
<b>Demand is greater than forecast</b>	Outsource building consents to other BCAs.	Continue with outsourcing arrangements to manage the overflow of consents. Implement streamlining building consents. Implement Quality Assured Commercial Consent processing and rationalise inspections	HIGH
<b>Compliance to Statutory Timeframes</b>	Streamline processes Outsource building consents to other BCAs	Continue with outsourcing arrangements to manage the overflow of consents. Implement streamlining building consents. Implement Quality Assured Commercial Consent processing and rationalise inspections	HIGH

## 7 Operations Strategy

### 7.1 Operations

## 8 Summary of Cost for Activity

Figure 8-1

REGULATION AND ENFORCEMENT - BUILDING CONSENTING AND INSPECTIONS					Funding splits exclude EQ Costs from all calculations					
	Funding Caps in 2015/16 Dollars				Funding - User Charges	Other revenue	General rate	Targeted rate	Period of Benefit (years)	Comments
	2014/15 Annual Plan	2015/16	2016/17	2017/18						
	000's									
<b>Operational Budget</b>										
Building Consenting	23,629	23,431	16,403	13,069						
Building Inspections & Code Compliance	7,806	7,784	7,609	7,383						
Annual Building Warrants of Fitness	462	465	463	457						
Building Consent Public Advice	1,825	1,834	1,823	1,795						
EQ Special Projects	-	-	-	-						
<b>Activity Costs before Overheads</b>	<b>33,723</b>	<b>33,514</b>	<b>26,299</b>	<b>22,704</b>						
Earthquake Response Costs	-	-	-	-						
Corporate Overhead	1,797	1,723	1,347	1,105						
Depreciation	-	-	-	-						
Interest	-	-	-	-						
<b>Total Activity Cost</b>	<b>35,520</b>	<b>35,237</b>	<b>27,646</b>	<b>23,809</b>	92% Majority	0%	8% Residual	0%		LTP budgets are still being worked on (1/10/14) so these figures for costs and revenue are indicative
<b>Funded By:</b>										
Fees and Charges	32,979	32,546	24,946	21,153						
Grants and Subsidies	-	-	-	-						
Earthquake Recoveries	-	-	-	-						
<b>Total Operational Revenue</b>	<b>32,979</b>	<b>32,546</b>	<b>24,946</b>	<b>21,153</b>						
<b>Net Cost of Service</b>	<b>2,540</b>	<b>2,691</b>	<b>2,700</b>	<b>2,656</b>						
<b>Funded by:</b>										
Rates	2,540	2,691	2,700	2,656						
Earthquake Borrowing	-	-	-	-						
	<b>2,540</b>	<b>2,691</b>	<b>2,700</b>	<b>2,656</b>						
<b>Capital Expenditure</b>										
Earthquake Rebuild										
Renewals and Replacements										
Improved Levels of Service										
Additional Demand										

