

Go ahead

Your heads up to Building and Planning

May 2015

Personal touch eases way for developers

Case managers are helping developers interact with the different parts of Council involved in getting a project off the ground.

This means that when it comes to consenting, all the right questions have been asked before the application is submitted.

Aaron Haymes, Manager of the Commercial Building Officials Team says the earlier the Council knows about a project the better it is for everyone.

“By working with people early, we give them the best chance of meeting expectations regarding start times for construction.”

Among the issues that can hold up projects are people not considering matters such as land contamination, traffic management or handling waste and storm water.

“Our case managers can really add value making sure all these steps are covered so there are no unexpected glitches.”

The approach is best suited to certain types of projects, ones that:

- Are sensitive, either in terms of the site or the development proposed on it
- Have a high dollar value
- Contribute significantly to the local economy
- Are highly technical
- Are by customers with a portfolio of work
- The customer has had problems in the past

The small cost associated with the service is much less than would be incurred by delays in gaining approvals. If you think case management would help your project, call one of the team on 03 941 8999.



The role of Christchurch City Council commercial consent case managers Nihal Rao, Rebecka Rush and Andrea Mulder is to help customers with the various processes to get approval for building projects.



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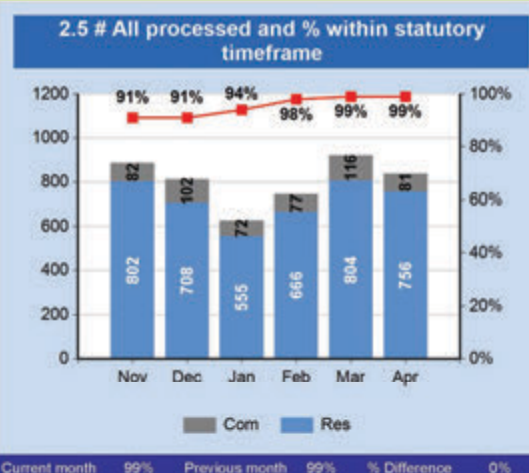
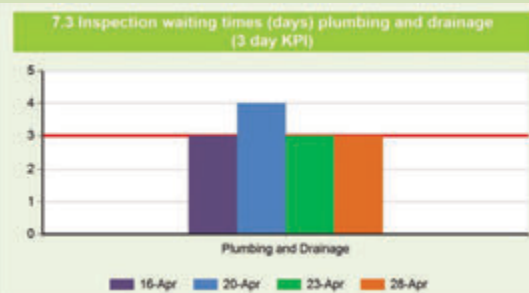
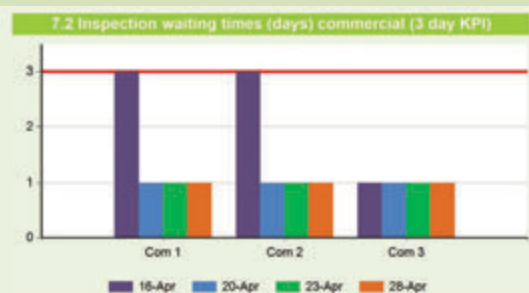
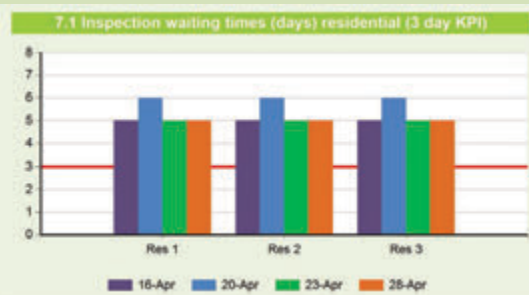
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Guides will help you pass inspections

New guidelines are available for the industry to help reduce residential inspection failure rates.

The Council has worked with a small group of people in the industry on the guides and feedback is they are helpful.

It is hoped that by using the guides, the failure rate for inspections will reduce, leading to fewer repeated inspections, lower costs to the industry and reduced wait times.

The guides are available to [read and download](#) on the Council's website. Printed copies can be made available on request.

Processing volumes remain high

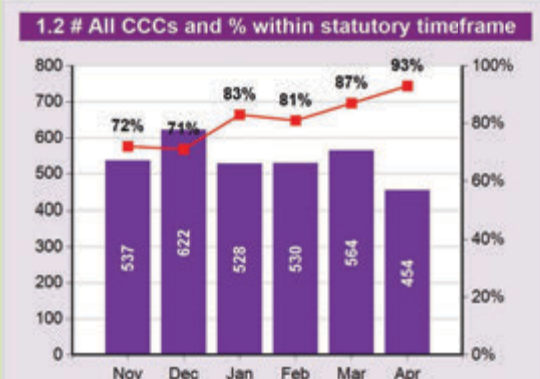
Staff processed 837 consents in April, despite there being fewer working days than in March due to Easter and Anzac Day holidays.

Processing timeframes remain high with 99 per cent of consents completed within the 20-day statutory timeframe.

Processing of code compliance certificates also shows signs of improvement with 93 per cent of the 454 processed completed on time.

There is some good news on the inspections front, with customers having to wait only one day for most types of commercial inspection. In residential, it is about five days while plumbing and drainage is on target at three days.

As indicated earlier, the guidelines we have developed for residential inspections will help reduce the waiting time for customers.



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