

# Go ahead

Go ahead newsletter

September/October

## Consents and licensing teams come together



Peter Sparrow

Bringing resource and building consents and licensing together will enable the Council to better serve its customers, explains Building Control and City Rebuild Director Peter Sparrow (to the left)

For some time now, processing of resource consents, building consents and various licenses have operated independently in separate divisions of the Council. Under a restructuring announced by chief executive Karleen Edwards, these functions will come together under a new group, called Consenting and Compliance.

What this means is we will be able to better manage the process for our customers from the outset of their project planning, through the build and finally, getting the necessary licences and approvals to operate.

It will make it easier for customers as they will have one group or unit within the Council to deal with, instead of several. Internally, we will be better able to track progress and identify any issues or holdups by reporting through the same channels.

With the restructure having only just been announced, there is still some work to do before everything is up and running. We need to fill new roles and work out some new ways of working across these different areas as one team. It is hoped the new structure will be up and running by January 2016.

Regular updates will be provided as plans are developed.



### *In this issue:*

- New structure
- Partnership Approvals
- IANZ report outcome
- Figures/graphs
- Tip of the month

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## Gearing up for the festive season

The festive season is almost upon us and there is no better time for a break to refresh and recharge after a very busy year.

As with many in the industry, our staff are looking forward to a well-earned break over the Christmas – New Year period.

Many of our customers have told us they will be closed during the holiday period, which is likely to affect the amount of work coming in. However, we will still have staff working at this time and any processing done is to the benefit of customers and none will be disadvantaged by our processing capacity through this period.

We will cover any urgent inspection requirements through the use of a small skeleton staff.

Aside from the statutory holidays, the Council will still be open and while some areas will not have staff working, in others this is the busiest time of the year.

***The statutory clock for consents processing stops on 18 December 2015 and restarts on 11 January 2016.***



## Consents team impresses IANZ assessors

Assessors have come away from Christchurch City Council impressed by changes to its consents department.

In its first regular assessment since awarding accreditation as a Building Consent Authority last year, International Accreditation New Zealand (IANZ) sent a team of technical experts and assessors to the Council in August.

Among areas where praise was offered was the front counter staff. The high level of knowledge and customer service focus when dealing with building inquiries had helped with improving the quality of applications coming in, IANZ said.

### Other key findings:

- Work was being allocated to people with the appropriate skills and qualifications.
- Residential processing records were of a high standard, which appeared to be the result of effective training.
- Communication between building inspectors and personnel onsite was seen to be clear and appropriate
- There was evidence of good practical inspection skills.
- IANZ issued one corrective action request, relating to the way supervision is recorded and reported on, particularly for inspectors. This issue has been cleared.

- IANZ made nine recommendations. Addressing these is not a condition of accreditation, however, it is expected the Council's current projects will see the issues resolved.
- IANZ plans to return for a routine reassessment in August 2017.

As an accredited Building Consent Authority, the Council must undergo regular assessments.

IANZ granted accreditation to the Council in December 2014 after an assessment process to make sure the Council's systems and processes comply with the Building (Accreditation of Building Consent Authorities) Regulations 2006.

## Inspections failure rates:

Boost your chances of inspections success by [checking the guidance on the Council's website](#). This lists all the requirements of the various inspection types. Here you will also find our handy [Residential Inspection Guidelines](#).

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Case managers Nihal Rao and David Scott on the site of the new PricewaterhouseCoopers building on Cashel Street.

## Working together pays dividends



Above Aaron Haymes

It's no secret that the regulatory pathway for complex commercial projects is challenging to navigate, even for seasoned professionals. Commercial Building Officials Team Manager Aaron Haymes explains how a Council service is providing a new level of support.

"We're working closely with the development community to make sure we understand each other and are delivering the service they need across multiple areas of the Council.

"The Council's Partnership Approvals service was launched in July this year to provide a high degree of support to commercial developments. It is set to deliver greater efficiency to those investing in our city's future as they work through regulatory approvals with us."

Partnership Approvals provides continuous support from concept to occupation. With the attention of a dedicated

Case Manager, customers benefit from a single point of contact inside the Council with complete knowledge of their development and necessary approvals across a wide range of services. Examples include building and resource consents, environmental and three waters approvals as well as traffic management. Many more can apply to complex commercial projects.

"The phase we call project discovery is turning out to be one of the most valuable features of the Partnership Approvals service.

"During project discovery we liaise closely with the customers' development team to establish which areas of the Council they'll need to work with. This helps identify things that we know have caused delays on other projects if not considered early. That way the developers can make sure they're on the right track early and have less chance of unexpected surprises."

The Council's website has more information and a fact sheet about Partnership Approvals — <http://www.ccc.govt.nz/consents-and-licences/building-consents/before-you-build/>

### Tip of the Month — Ventilation

Mechanical ventilation is required in occupied spaces within commercial and industrial buildings to clear odours such as cooking fumes or odours from sanitary and waste storage spaces. It is not sufficient to rely wholly on natural ventilation.

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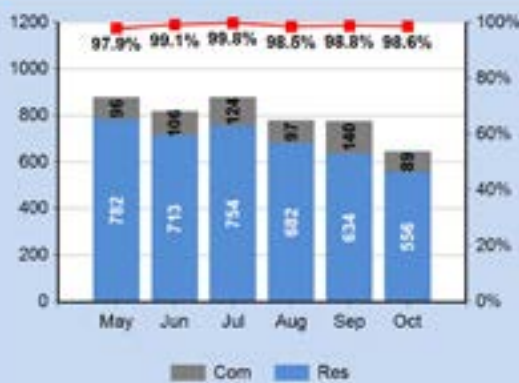
# Monthly Performance Report

1.2 # All CCCs and % within statutory timeframe

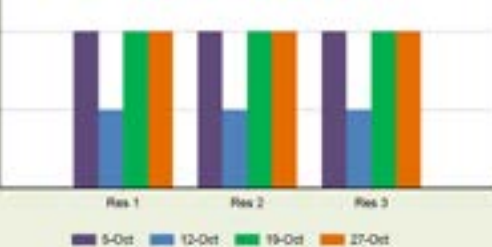


## BC Processing decision

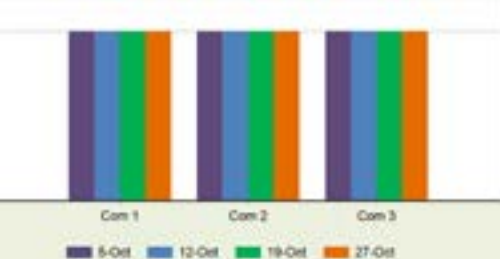
2.5 # All processed and % within statutory timeframe



7.1 Inspection waiting times (days) residential (3 day KPI)



7.2 Inspection waiting times (days) commercial (3 day KPI)



7.3 Inspection waiting times (days) plumbing and drainage (3 day KPI)



## Processing statistics

A snapshot of latest processing data across consents, inspections and code compliance certificates.

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