



# **Mackenzie**

## **DISTRICT COUNCIL**

**Date:** Tuesday, 10 May 2022

**Time:** Following the Commercial and Economic Development Committee

**Location:** Council Chambers

Fairlie

## **Late Report**

# **Planning and Regulations Committee Meeting**

## **10 May 2022**

**Order Of Business**

**5     Reports.....3**

      5.4     Report on Councils Building Consent Authority .....3




## 5 REPORTS

### 5.4 REPORT ON COUNCILS BUILDING CONSENT AUTHORITY

**Author:** Amy Westland, Administration Support - Operations

**Authoriser:** David Adamson, General Manager Operations - Acting

**Attachments:**

1. BCA Report January 2022 [↓](#) 
2. BCA Report February 2022 [↓](#) 
3. BCA Report March 2022 [↓](#) 
4. BCA Report April 2022 [↓](#) 

#### STAFF RECOMMENDATIONS

That the reports on Councils Building Control Authority for January, February, March and April 2022 be noted.

#### BACKGROUND

Attached to this report are the Building Control Management reports for January, February, March and April 2022 for information.

The information is based on reporting compliance against Councils Quality Policy and Manual with regards to its activities as a Building Control Authority (BCA).

Apologises for the lateness of this report which occurred due to an administration oversight by the General Manager of Operations, Planning and Regulatory Services

#### CONCLUSION

Council BCA activities need to comply with its approved Quality Manual. Monthly reports are generated to ensure and report on compliance.

## BCA Management Report

**Date: Period: 01.01.2022 to 31.01.2022**

**Agenda item:** Review of the BCAs overall management and operation performance, reporting against the expected standards and high-level performance indicators from its quality policy where appropriate.

- 1. Building control quality systems** – *are there any being developed (policies, procedures, systems), and has implementation of these been effective and or are they being maintained effectively?*

**BCA Managers response:**

- Although the training has taken place for the GoGet upgrade 5.15 and Simpli from Objective, a few issues have been identified therefore until such time as they are ironed out, the implementation required to be sent to IANZ will be delayed until these issues are fixed. An audit cannot occur until full implementation has occurred, and the BCA given 1 month to enable them to gather enough evidence to demonstrate whether effective implementation has occurred.

As a result of the changes within your organisation IANZ would like to request further information to be provided for our review in order to establish that accreditation of your BCA will not be affected by the changes. Please provide the following:

- A copy of the new Quality Manual (or a copy of the affected part) once the changes have taken place.
- A copy of the continuous improvement entry that describes the change(s) and its management.
- A copy of audits that demonstrate that the BCA is complying with its new policies, procedures and systems.

**Action:**

- Continue to monitor the quality Policy objectives
- 

- 2. Continuous improvements** – *are they being managed appropriately and or are there any issues or opportunities that require escalating or advised to management?*

**BCA Managers response:**

- Continuous improvements continue to be maintained and managed appropriately, and within recorded timeframes.
- No escalation to management required.

**Action:**

- Continue to monitor, maintain, and manage continue improvement register.
- 

- 3. Audits** – *are they demonstrating the quality assurance system is effective?*

**BCA Managers response:**

- Audits have been scheduled on the internal audit schedule for all technical, procedural, process and system audits required throughout the year for Regulation 17(2)(h).
- Where any issues are identified from audit outcomes, these are being managed via the continuous improvement process.

**Action:**

- Ensure all audits are undertaken as scheduled
  - Ensure any non-compliances from audit findings are entered onto CI process. Where there is non-compliance or recommendations, they are communicated to employees and contractors.
  - Reporting on whether effective implementation of the quality assurance system has occurred and will be reported on the BCA Management report each month where applicable.
-



## BCA Management Report

**4. Building consent application volumes and Statutory time frames – are these being met? if not, record reasons why any went over.**

- Record the actual number of building consent applications received and lodged for the month:

Month	BC applications received and lodged
January 2021	13
February 2021	14
March 2021	50
April 2021	32
May 2021	29
June 2021	27
July 2021	18
August 2021	26
September 2021	26
October 2021	25
November 2021	29
December 2021	20
January 2022	22

- Building consents processed: Average processing days was 8

Month	BCs processed and granted	BCs processed where RFI's were sent	BCs processed where RFI's were requested more than once
January 2021	21	19	13
February 2021	19	11	5
March 2021	36	26	15
April 2021	25	25	17
May 2021	44	40	34
June 2021	31	31	25
July 2021	23	21	17
August 2021	21	21	13
September 2021	26	36	30
October 2021	23	23	19
November 2021	25	25	21
December 2021	22	22	16
January 2022	13	13	13

- Statutory Clock Performance - Record the % of building consents granted within 20 working days:

Month	% BC processed and granted within 20 working days
January 2021	100%
February 2021	100%
March 2021	100%
April 2021	100%
May 2021	100%
June 2021	100%
July 2021	100%
August 2021	100%
September 2021	100%
October 2021	100%
November 2021	100%
December 2021	100%
January 2022	100%

- Record reason(s) why timeframe went over 20 working days - record reasons for any failure to meet statutory timeframes and record what the BCA is doing to address the failure(s) to ensure that it will not continue.

Month	Reason why went over 20 working days
January 2021	No statutory timeframes were exceeded.
February 2021	No statutory timeframes were exceeded.
March 2021	No statutory timeframes were exceeded.
April 2021	No statutory timeframes were exceeded.
May 2021	No statutory timeframes were exceeded.
June 2021	No statutory timeframes were exceeded.
July 2021	No statutory timeframes were exceeded.

## BCA Management Report

August 2021	No statutory timeframes were exceeded.
September 2021	No statutory timeframes were exceeded
October 2021	No statutory timeframes were exceeded
November 2021	No statutory timeframes were exceeded
December 2021	No statutory timeframes were exceeded
January 2022	No statutory timeframes were exceeded

### Action:

- Statutory timeframes are being met.
- Continue to monitor timeframes on a regular basis to ensure statutory timeframes are being met.

### 5. Code Compliance Certificates

- **Record the actual number of code compliance certificate applications received and lodged for the month:**

Month	CCC applications received and lodged
January 2021	9
February 2021	19
March 2021	19
April 2021	29
May 2021	31
June 2021	22
July 2021	26
August 2021	7
September 2021	13
October 2021	21
November 2021	23
December 2021	15
January 2022	15

- **Code compliance certificate applications processed and issued: Average processing days was 2**

Month	CCC applications processed
January 2021	9
February 2021	24
March 2021	27
April 2021	34
May 2021	31
June 2021	16
July 2021	23
August 2021	20
September 2021	13
October 2021	19
November 2021	24
December 2021	16
January 2022	17

- **Statutory Clock Performance - Record the % of code compliance certificates issued within 20 working days:**

Month	% CCC issued within 20 working days
January 2021	100%
February 2021	100%
March 2021	100%
April 2021	100%
May 2021	100%
June 2021	100%
July 2021	100%
August 2021	100%
September 2021	100%

## BCA Management Report

October 2021	100%
November 2021	100%
December 2021	100%
January 2022	100%

- **Record reason(s) why timeframe went over 20 working days** - record reasons for any failure to meet statutory timeframes and record what the BCA is doing to address the failure(s) to ensure that it will not continue.

Month	Reason why went over 20 working days
January 2021	No statutory timeframes were exceeded.
February 2021	No statutory timeframes were exceeded.
March 2021	No statutory timeframes were exceeded.
April 2021	No statutory timeframes were exceeded.
May 2021	No statutory timeframes were exceeded.
June 2021	No statutory timeframes were exceeded.
July 2021	No statutory timeframes were exceeded.
August 2021	No statutory timeframes were exceeded.
September 2021	No statutory timeframes were exceeded.
October 2021	No statutory timeframes were exceeded.
November 2021	No statutory timeframes were exceeded.
December 2021	No statutory timeframes were exceeded.
January 2022	No statutory timeframes were exceeded.

### Action:

- Statutory timeframes are being met.
- Continue to monitor timeframes on a regular basis to ensure statutory timeframes are being met.

## 5. Inspection volumes and waiting times

- **Record the number of actual inspection numbers received for the month for each complexity for the month:**

### Actual:

Month	R1	R2	R3	C1	C2	C3	Total
January 2021	85	58	23	46	-	4	219
February 2021	107	76	41	58	-	-	282
March 2021	149	143	73	80	-	-	445
April 2021	106	75	37	53	-	-	271
May 2021	134	85	34	60	-	-	313
June 2021	98	78	48	37	-	2	263
July 2021	109	89	28	44	-	-	271
August 2021	64	46	11	17	-	-	138
September 2021	94	81	24	44	4	-	247
October 2021	103	107	44	20	6	-	280
November 2021	113	149	21	27	4	-	314
December 2021	66	107	41	32	14	3	263
January 2022	70	70	30	30	21	4	225

- **January 2022**
  - Total inspections for the month were 227
  - There were 2 inspection that had **no category** recorded against them, they were for COA excavation and a 2008 consent
  - Of the 227 inspections undertaken there were 104 inspections that failed.
  - All inspections were reported by Solutions as being delivered within a 1 – 2-day delivery timeframe. **Note:** there were 6 on 3 days or more and reason was bookings were rescheduled.

## BCA Management Report

**Action:**

- Ensure the category is recorded in the MDC computer system against the inspections 2 that had no category.
- Continue to monitor timeframes on a regular basis to ensure timeframes are being met.

**6. Consents lapsing**

Month	Number of consents that were due to lapse?	Actual number of consents that were lapsed?	Was the computer system appropriately updated to reflect the lapsed status?
January 2021	As this is the first time the report has been provided in this format, the figures had not been obtained to report against. Going forward for the February 2021 report, 2-year decision volumes and refusal to issue will be reported on.		
February 2021	6	6	1 x WSE declined - status was yet to be updated in the system – this has now been updated
March 2021	7	7	1 x WSE declined - status was yet to be updated in the system – this has now been updated
April 2021	3	3	1 withdrawn – client notified the work was not going to go ahead, system was updated to reflect this
May 2021	0	0	Not required as there were none to lapse.
June 2021	3	3	Yes - new status added to MagiQ to show "work has commenced" for two and one BC showing work start extension approved
July 2021	5	0	2 x work started 2 x WSE approved 1 x BC withdrawn The computer system was not updated for 1 of the above
August 2021	5	2	1 x WSE approved 2 x BC were due to lapse however the calendar had not been updated with 10-month letter reminder, the computer system and calendar was not updated appropriately for these 2 in August 2021
September 2021	3	3	3 x BC lapsed 1 x WSE approved 1 x historic one was found; this has now been sorted in the system
October 2021	4	3	3 x BC lapsed 1 work stated (re-instated, evidence provided)
November 2021	7	4	4 x BC lapsed 3 x WSE approved
December 2021	4	0	1 x WSE evidence provided 3 WSE approved
January 2022	2	2	NA

**Action:**

BCA Management Report – January 2022

## BCA Management Report

- Continue to monitor to ensure lapsing of consents is being managed appropriately, and to ensure the system is being updated as required.

7. **2-year decision volumes and refusal to issue** – *the BCA have to make a decision at 24 months (2 years) after the date on which the building consent for the building work was granted to issue the CCC and must give the applicant written notice of the refusal and the reasons for refusal.*

Month	Number of consents due for a decision	Actual number of CCC's refused	Record the reason(s) why the CCC's were refused – an overview of the reason: <ul style="list-style-type: none"> <li>○ the BCA was not satisfied on reasonable ground that the building work complied with the building consent,</li> <li>○ no energy work certificates,</li> <li>○ fees not paid,</li> <li>○ warning or bans relating to any building method or product that may have been used.</li> <li>○ specified systems in the building not capable of performing to the performance standards set out in the building consent.</li> <li>○ no applications had been made two years after the date on which the building consent was granted.</li> </ul>	Record if all required written notice of refusal and the reasons of refusal were sent, and if not record why not
January 2021	As this is the first time the report has been provided in this format, the figures had not been obtained to report against. Going forward for the February 2021 report, 2-year decision volumes and refusal to issue will be reported on.			
February 2021	10	10		Yes, they were sent
March 2021	3	3		Yes, they were sent
April 2021	3	3		Yes, they were sent
May 2021	9	4		Yes, they were sent
June 2021	9	9		Yes, they were sent
July 2021	4	3		Yes, they were sent
August 2021	3	3		Yes, they were sent
September 2021	6	6		Yes, they were sent
October 2021	8	7		Yes they were sent and 1 was issued
November 2021	11	8		Yes, they were sent
December 2021	7	4		Yes, they were sent
January 2022	6	5		5 x CCC refused 1 x deferred for 20 days to allow for a CCC application to be submitted

- **January 2022: overview of reason for why CCC was refused, or decision made**
  1. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
  2. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
  3. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
  4. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
  5. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided



## BCA Management Report

**Action:**

- Continue to monitor the 24-month process to ensure it is being managed appropriately, and to ensure the system is being updated as required.
- 

**8. Resources** – *are they sufficient (staff and contractors) to meet the statutory requirements e.g., processing, inspection, code compliance, audits, supervision, 24-month process, competency assessments?*

- The quality assurance function continues to be undertaken by Tina Donald and Sam Peterson.
- Processing, Compliance Schedules, Exemption, Notice to Fix, Technical audits and Technical Leadership continues to be delivered by Focus Consultancy Ltd who are providing an outstanding service and continue to be meeting the 20-day statutory timeframes.
- Inspections, CCC, Inspection Scheduling and COA's continue to be delivered by Solutions Team. The 20-day timeframe for CCC's continues to be met.
- MDC BCA continues to have sufficient resource.
- Building Administration continues to be done by Leonie Young and Sam Peterson QA Advisor from QA NZ Consulting Ltd. Krista from the Customer Services (Twizel) continues to do some training in the building area with Leonie for her personal development. This will also help resourcing in the Building Administration area if the need arises.
- David Adamson continues to fill the role of Acting Operations Manager –until a permanent engagement is found. Tina Donald who is the Acting Building Manager continues to manage the BCA and TA functions.

**Action:**

- Continue to send all Building Consent applications and Compliance Schedules to Focus Consultancy Limited.
  - Inspections, inspection bookings and CCC's to continue to be delivered by Solutions Team.
  - Continue to monitor and address the delivery of COA's and NTF's.
  - Continue to monitor resource to ensure it is adequate and sufficient
- 

**9. Technical resources** – *information, facilities, and equipment; are these all appropriate?*

**BCA Managers response:**

- All inspection equipment continues to be provided and maintained by the external contractor Solutions Team.
- MDC equipment list updated; all technical equipment now stored in Twizel office. No employees engaged by MDC therefore this equipment is not required at present.
- All technical resources considered to be appropriate.

**Action:**

- Continue to monitor technical resources to ensure they are appropriate.
- 

**10. Training** – *are the identified training needs being met and if not, what is being done to ensure they will be?*

**BCA Managers response:**

- No new training has occurred for the BCA staff.
- As the BCA do not have any inhouse technical staff, there are no training needs required

**Action:**

- Continue to monitor training needs and where any are identified record within the relevant training plans.
- 

**11. Complaints** – *are there any to report and are they being managed appropriately?*

**BCA Managers response:**

- No written complaints were received for January 2022.
- Complaint from Laura Darling remains open. David Adamson is continuing to investigate and action this.

## BCA Management Report

**Action:**

- Continue to monitor complaints register to ensure any written complaints received are being addressed in a timely manner and in accordance with the written procedure to meet the building accreditation requirements.
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**12. Contractors – *communicate how contractor's performance is going, any issues to report?*****BCA Managers response:**

- 20-day statutory timeframes continue to be met by the Contractors.
- Tina continues to liaise with Focus and Solutions on a daily basis and advises them of any issues that may be identified.
- Tina continues to have discussions with Solutions Team in relation to some discrepancies in some recent invoices. This is being closely monitored by Tina.
- Scheduled weekly meetings with Solutions to continue.
- Focus Consultancy Limited continue to deliver an outstanding service to MDC.

**Action:**

- Continue to monitor contractors' performance and report on any issues.
- 

**13. Team meetings – *any issues or opportunities to bring forward or relay back to the team?*****BCA Managers response:**

- Any issues or opportunities that may be identified during the monthly team meetings are being addressed by the BCA Manager and if required will be escalated to upper management. Where any issues are identified or raised outside of the team meetings, the Building Manager has liaised directly with Management (David Adamson) to advise them and seek advice where required.
- Where any issues or opportunities are identified by upper management, these are either feed down to the BCA Manager and staff or to the BCA Manager directly who will relay these messages during either a monthly meeting or via email to staff.
- Monthly BCA team meetings are occurring each month.

**Action:**

- Continue to relay / escalate issues or opportunities to upper management and or staff if and where identified and required.
- 

**14. 6A Notifications – *have there been any notifications made.*****BCA Managers response:**

- Angela Oosthuizen has now been appointed as CEO on a fixed term contract until 30 April 2023.

**Action:**

- Tina Donald to advise IANZ and MBIE of Angela's appointment as CEO.
-

## BCA Management Report

### 15. Accreditation

**BCA Managers response:**

- Accreditation has been retained and continues to be maintained.

**Action:**

- Continue to maintain accreditation.
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### 16. Other

- Conflicts of interest register continues to be monitored and maintained by the Building Manager. There are currently 9 open conflicts of interests on the register.
- The Twizel Event Centre – weekly meetings are being held to monitor the progress with Tina Donald, Sam Peterson, David Adamson, Brendan (Focus), John (Becca) and Mike Nesbit.  
An amended CPU was issued on 13.01.2022 for the Twizel Event Centre with the amended completion date being 14.06.2022. Note: All 5 initial conditions remain with an additional item being: No public access to the auditorium.  
Good progress is being made on the required building work for the Events Centre.

**Action:**

- Continue to monitor and maintain conflicts of interest.
- Report any health and safety issues if any are identified.
- Continue to monitor the progress and management of the Twizel Event Centre to ensure.



## Placeholder for Attachment

## BCA Management Report

**Date: Period: 01.03.2022 to 31.03.2022**

**Agenda item:** Review of the BCAs overall management and operation performance, reporting against the expected standards and high-level performance indicators from its quality policy where appropriate.

- 1. Building control quality systems** – *are there any being developed (policies, procedures, systems), and has implementation of these been effective and or are they being maintained effectively?*

**BCA Managers response:**

- Still the same - Although the training has taken place for the GoGet upgrade 5.15 and Simpli from Objective, a few issues have been identified therefore until such time as they are ironed out, the implementation required to be sent to IANZ will be delayed until these issues are fixed. An audit cannot occur until full implementation has occurred, and the BCA given 1 month to enable them to gather enough evidence to demonstrate whether effective implementation has occurred.

As a result of the changes within your organisation IANZ would like to request further information to be provided for our review in order to establish that accreditation of your BCA will not be affected by the changes. Please provide the following:

- A copy of the new Quality Manual (or a copy of the affected part) once the changes have taken place.
- A copy of the continuous improvement entry that describes the change(s) and its management.
- A copy of audits that demonstrate that the BCA is complying with its new policies, procedures and systems.

**Action:**

- Continue to monitor the quality Policy objectives
- 

- 2. Continuous improvements** – *are they being managed appropriately and or are there any issues or opportunities that require escalating or advised to management?*

**BCA Managers response:**

- Continuous improvements continue to be maintained and managed appropriately, and within recorded timeframes.
- No escalation to management required.

**Action:**

- Continue to monitor, maintain, and manage continue improvement register.
- 

- 3. Audits** – *are they demonstrating the quality assurance system is effective?*

**BCA Managers response:**

- Audits have been scheduled on the internal audit schedule for all technical, procedural, process and system audits required throughout the year for Regulation 17(2)(h).
- Where any issues are identified from audit outcomes, these are being managed via the continuous improvement process.

**Action:**

- Ensure all audits are undertaken as scheduled
  - Ensure any non-compliances from audit findings are entered onto CI process. Where there is non-compliance or recommendations, they are communicated to employees and contractors.
  - Reporting on whether effective implementation of the quality assurance system has occurred and will be reported on the BCA Management report each month where applicable.
-

## BCA Management Report

**4. Building consent application volumes and Statutory time frames – are these being met? if not, record reasons why any went over.**

- Record the actual number of building consent applications received and lodged for the month:

Month	BC applications received and lodged
January 2021	13
February 2021	14
March 2021	50
April 2021	32
May 2021	29
June 2021	27
July 2021	18
August 2021	26
September 2021	26
October 2021	25
November 2021	29
December 2021	20
January 2022	22
February 2022	33
March 2022	29

- Building consents processed: Average processing days was 5

Month	BCs processed and granted	BCs processed where RFI's were sent	BCs processed where RFI's were requested more than once
January 2021	21	19	13
February 2021	19	11	5
March 2021	36	26	15
April 2021	25	25	17
May 2021	44	40	34
June 2021	31	31	25
July 2021	23	21	17
August 2021	21	21	13
September 2021	26	36	30
October 2021	23	23	19
November 2021	25	25	21
December 2021	22	22	16
January 2022	13	13	13
February 2022	22	22	18
March 2022	29	29	25

- Statutory Clock Performance - Record the % of building consents granted within 20 working days:

Month	% BC processed and granted within 20 working days
January 2021	100%
February 2021	100%
March 2021	100%
April 2021	100%
May 2021	100%
June 2021	100%
July 2021	100%
August 2021	100%
September 2021	100%
October 2021	100%
November 2021	100%
December 2021	100%
January 2022	100%
February 2022	100%
March 2022	100%

- Record reason(s) why timeframe went over 20 working days - record reasons for any failure to meet statutory timeframes and record what the BCA is doing to address the failure(s) to ensure that it will not continue.

Month	Reason why went over 20 working days
January 2021	No statutory timeframes were exceeded.

## BCA Management Report

February 2021	No statutory timeframes were exceeded.
March 2021	No statutory timeframes were exceeded.
April 2021	No statutory timeframes were exceeded.
May 2021	No statutory timeframes were exceeded.
June 2021	No statutory timeframes were exceeded.
July 2021	No statutory timeframes were exceeded.
August 2021	No statutory timeframes were exceeded.
September 2021	No statutory timeframes were exceeded.
October 2021	No statutory timeframes were exceeded.
November 2021	No statutory timeframes were exceeded.
December 2021	No statutory timeframes were exceeded.
January 2022	No statutory timeframes were exceeded.
February 2022	No statutory timeframes were exceeded.
March 2022	No statutory timeframes were exceeded.

### Action:

- Statutory timeframes are being met.
- Continue to monitor timeframes on a regular basis to ensure statutory timeframes are being met.

## 5. Code Compliance Certificates

- *Record the actual number of code compliance certificate applications received and lodged for the month:*

Month	CCC applications received and lodged
January 2021	9
February 2021	19
March 2021	19
April 2021	29
May 2021	31
June 2021	22
July 2021	26
August 2021	7
September 2021	13
October 2021	21
November 2021	23
December 2021	15
January 2022	15
February 2022	15
March 2022	35

- *Code compliance certificate applications processed and issued: Average processing days was 2*

Month	CCC applications processed
January 2021	9
February 2021	24
March 2021	27
April 2021	34
May 2021	31
June 2021	16
July 2021	23
August 2021	20
September 2021	13
October 2021	19
November 2021	24
December 2021	16
January 2022	17
February 2022	30
March 2022	33

## BCA Management Report

- **Statutory Clock Performance - Record the % of code compliance certificates issued within 20 working days:**

Month	% CCC issued within 20 working days
January 2021	100%
February 2021	100%
March 2021	100%
April 2021	100%
May 2021	100%
June 2021	100%
July 2021	100%
August 2021	100%
September 2021	100%
October 2021	100%
November 2021	100%
December 2021	100%
January 2022	100%
February 2022	100%
March 2022	100%

- **Record reason(s) why timeframe went over 20 working days - record reasons for any failure to meet statutory timeframes and record what the BCA is doing to address the failure(s) to ensure that it will not continue.**

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January 2021	No statutory timeframes were exceeded.
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September 2021	No statutory timeframes were exceeded.
October 2021	No statutory timeframes were exceeded.
November 2021	No statutory timeframes were exceeded.
December 2021	No statutory timeframes were exceeded.
January 2022	No statutory timeframes were exceeded.
February 2022	No statutory timeframes were exceeded.
March 2022	No statutory timeframes were exceeded.

### Action:

- Statutory timeframes are being met.
- Continue to monitor timeframes on a regular basis to ensure statutory timeframes are being met.

## 6. Inspection volumes and waiting times

- **Record the number of actual inspection numbers received for the month for each complexity for the month:**

### Actual:

Month	R1	R2	R3	C1	C2	C3	Total
January 2021	85	58	23	46	-	4	219
February 2021	107	76	41	58	-	-	282
March 2021	149	143	73	80	-	-	445
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## BCA Management Report

November 2021	113	149	21	27	4	-	314
December 2021	66	107	41	32	14	3	263
January 2022	70	70	30	30	21	4	225
February 2022	90	154	28	13	1	2	288
March 2022	122	153	57	12	6	2	352

- **February 2022**
  - Total inspections for the month were 352
  - There were 0 inspection that had **no category** recorded against them.
  - Of the 352 inspections undertaken there were 161 inspections that failed.
  - All inspections were reported by Solutions as being delivered within a 1 – 3-day delivery timeframe. **Note:** there were 3 on 3 days or more and reason was bookings were rescheduled.

### Action:

- Continue to monitor timeframes on a regular basis to ensure timeframes are being met.

## 7. Consents lapsing

Month	Number of consents that were due to lapse?	Actual number of consents that were lapsed?	Was the computer system appropriately updated to reflect the lapsed status?
January 2021	As this is the first time the report has been provided in this format, the figures had not been obtained to report against. Going forward for the February 2021 report, 2-year decision volumes and refusal to issue will be reported on.		
February 2021	6	6	1 x WSE declined - status was yet to be updated in the system – this has now been updated
March 2021	7	7	1 x WSE declined - status was yet to be updated in the system – this has now been updated
April 2021	3	3	1 withdrawn – client notified the work was not going to go ahead, system was updated to reflect this
May 2021	0	0	Not required as there were none to lapse.
June 2021	3	3	Yes - new status added to MagiQ to show "work has commenced" for two and one BC showing work start extension approved
July 2021	5	0	2 x work started 2 x WSE approved 1 x BC withdrawn The computer system was not updated for 1 of the above
August 2021	5	2	1 x WSE approved 2 x BC were due to lapse however the calendar had not been updated with 10-month letter reminder, the computer system and calendar was not updated appropriately for these 2 in August 2021
September 2021	3	3	3 x BC lapsed 1vx WSE approved



## BCA Management Report

			1 x historic one was found; this has now been sorted in the system
October 2021	4	3	3 x BC lapsed 1 work stated (re-instated, evidence provided)
November 2021	7	4	4 x BC lapsed 3 x WSE approved
December 2021	4	0	1 x WSE evidence provided 3 WSE approved
January 2022	2	2	NA
February 2022	5	3	3 x BC lapsed 1 x WSE evidence provided 1 x work start extension approved
March 2022	2	1	1 x BC lapsed 1 x WSE approved

### Action:

- Continue to monitor to ensure lapsing of consents is being managed appropriately, and to ensure the system is being updated as required.

- 
8. **2-year decision volumes and refusal to issue** – the BCA have to make a decision at 24 months (2 years) after the date on which the building consent for the building work was granted to issue the CCC and must give the applicant written notice of the refusal and the reasons for refusal.

Month	Number of consents due for a decision	Actual number of CCC's refused	Record the reason(s) why the CCC's were refused – an overview of the reason: <ul style="list-style-type: none"> <li>the BCA was not satisfied on reasonable ground that the building work complied with the building consent,</li> <li>no energy work certificates, fees not paid,</li> <li>warning or bans relating to any building method or product that may have been used.</li> <li>specified systems in the building not capable of performing to the performance standards set out in the building consent.</li> <li>no applications had been made two years after the date on which the building consent was granted.</li> </ul>	Record if all required written notice of refusal and the reasons of refusal were sent, and if not record why not
January 2021	As this is the first time the report has been provided in this format, the figures had not been obtained to report against. Going forward for the February 2021 report, 2-year decision volumes and refusal to issue will be reported on.			
February 2021	10	10		Yes, they were sent
March 2021	3	3		Yes, they were sent
April 2021	3	3		Yes, they were sent
May 2021	9	4		Yes, they were sent
June 2021	9	9		Yes, they were sent
July 2021	4	3		Yes, they were sent
August 2021	3	3		Yes, they were sent
September 2021	6	6		Yes, they were sent
October 2021	8	7		Yes they were sent and 1 was issued
November 2021	11	8		Yes, they were sent
December 2021	7	4		Yes, they were sent
January 2022	6	5		5 x CCC refused

## BCA Management Report

				1 x deferred for 20 days to allow for a CCC application to be submitted
February 2022	20	13		13 x CCC refused 1 x given a WSE should of lapsed however was missed 2 x given WSE and were lapsed appropriately
March 2022	11	9		Yes they were sent

• **March 2022: overview of reason for why CCC was refused, or decision made**

1. **refused** – The decision was made as some inspections had not been undertaken
2. **refused** – The decision was made as some inspections had not been undertaken
3. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
4. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
5. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
6. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
7. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
8. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
9. **refused** – The decision was made as some inspections had not been undertaken
10. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
11. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
12. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
13. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided

**Action:**

- Continue to monitor the 24-month process to ensure it is being managed appropriately, and to ensure the system is being updated as required.

9. **Resources** – *are they sufficient (staff and contractors) to meet the statutory requirements e.g., processing, inspection, code compliance, audits, supervision, 24-month process, competency assessments?*

- The quality assurance function continues to be undertaken by Tina Donald and Sam Peterson.
- Processing, Compliance Schedules, Exemption, Notice to Fix, Technical audits and Technical Leadership continues to be delivered by Focus Consultancy Ltd who are providing an outstanding service and continue to be meeting the 20-day statutory timeframes.
- Inspections, CCC, Inspection Scheduling and COA's continue to be delivered by Solutions Team. The 20-day timeframe for CCC's continues to be meet.
- MDC BCA continues to have sufficient resource.
- Building Administration continues to be done by Leonie Young and Sam Peterson QA Advisor from QA NZ Consulting Ltd. Krista from the Customer Services (Twizel) continues to do some training in the building area with Leonie for her personal development. This will also help resourcing in the Building Administration area if the need arises.
- David Adamson continues to fill the role of Acting Operations Manager –until a permanent engagement is found. Tina Donald who is the Acting Building Manager continues to manage the BCA and TA functions.



## BCA Management Report

**Action:**

- Continue to send all Building Consent applications and Compliance Schedules to Focus Consultancy Limited.
  - Inspections, inspection bookings and CCC's to continue to be delivered by Solutions Team.
  - Continue to monitor and address the delivery of COA's and NTF's.
  - Continue to monitor resource to ensure it is adequate and sufficient
- 

**10. Technical resources – information, facilities, and equipment; are these all appropriate?****BCA Managers response:**

- All inspection equipment continues to be provided and maintained by the external contractor Solutions Team.
- MDC equipment list updated; all technical equipment now stored in Twizel office. No employees engaged by MDC therefore this equipment is not required at present.
- All technical resources considered to be appropriate.

**Action:**

- Continue to monitor technical resources to ensure they are appropriate.
- 

**11. Training – are the identified training needs being met and if not, what is being done to ensure they will be?****BCA Managers response:**

- No new training has occurred for the BCA staff.
- As the BCA do not have any inhouse technical staff, there are no training needs required

**Action:**

- Continue to monitor training needs and where any are identified record within the relevant training plans.
- 

**12. Complaints – are there any to report and are they being managed appropriately?****BCA Managers response:**

- No written complaints were received for March 2022.
- Complaint from Laura Darling remains open. David Adamson is continuing to investigate and action this.

**Action:**

- Continue to monitor complaints register to ensure any written complaints received are being addressed in a timely manner and in accordance with the written procedure to meet the building accreditation requirements.
- 

**13. Contractors – communicate how contractor's performance is going, any issues to report?****BCA Managers response:**

- 20-day statutory timeframes continue to be met by the Contractors.
- Tina continues to liaise with Focus and Solutions on a daily basis and advises them of any issues that may be identified.
- Tina continues to have discussions with Solutions Team in relation to some discrepancies in some recent invoices. This is being closely monitored by Tina.
- Scheduled weekly meetings with Solutions to continue.
- Focus Consultancy Limited continue to deliver an outstanding service to MDC.

## BCA Management Report

**Action:**

- Continue to monitor contractors' performance and report on any issues.
- 

**14. Team meetings – any issues or opportunities to bring forward or relay back to the team?****BCA Managers response:**

- Any issues or opportunities that may be identified during the monthly team meetings are being addressed by the BCA Manager and if required will be escalated to upper management. Where any issues are identified or raised outside of the team meetings, the Building Manager has liaised directly with Management (David Adamson) to advise them and seek advice where required.
- Where any issues or opportunities are identified by upper management, these are either feed down to the BCA Manager and staff or to the BCA Manager directly who will relay these messages during either a monthly meeting or via email to staff.
- Monthly BCA team meetings are occurring each month.

**Action:**

- Continue to relay / escalate issues or opportunities to upper management and or staff if and where identified and required.
- 

**15. 6A Notifications – have there been any notifications made.****BCA Managers response:**

- Tina Donald advised IANZ and MBIE of Angela Oosthuizen's appointment of CEO - fixed term contract until 30 April 2023.

**Action:**

- Continue to advise IANZ and MBIE of any 6A notifications where required.
- 

**16. Accreditation****BCA Managers response:**

- Accreditation has been retained and continues to be maintained.

**Action:**

- Continue to maintain accreditation.
- 

**17. Other**

- Conflicts of interest register continues to be monitored and maintained by the Building Manager. There are currently 10 open conflicts of interests on the register.

## BCA Management Report

- The Twizel Event Centre – weekly meetings are being held to monitor the progress with Tina Donald, Sam Peterson, David Adamson, Brendan (Focus), John (Becca) and Mike Nesbit.  
An amended CPU was issued on 13.01.2022 for the Twizel Event Centre with the amended completion date being 14.06.2022. Note: All 5 initial conditions remain with an additional item being: No public access to the auditorium.  
Good progress is being made on the required building work for the Events Centre.

**Action:**

- Continue to monitor and maintain conflicts of interest.
- Report any health and safety issues if any are identified.
- Continue to monitor the progress and management of the Twizel Event Centre to ensure.

## BCA Management Report

**Date: Period: 01.04.2022 to 30.04.2022**

**Agenda item:** Review of the BCAs overall management and operation performance, reporting against the expected standards and high-level performance indicators from its quality policy where appropriate.

- 1. Building control quality systems** – *are there any being developed (policies, procedures, systems), and has implementation of these been effective and or are they being maintained effectively?*

**BCA Managers response:**

- Still the same - Although the training has taken place for the GoGet upgrade 5.15 and Simpli from Objective, a few issues have been identified therefore until such time as they are ironed out, the implementation required to be sent to IANZ will be delayed until these issues are fixed. An audit cannot occur until full implementation has occurred, and the BCA given 1 month to enable them to gather enough evidence to demonstrate whether effective implementation has occurred.

As a result of the changes within your organisation IANZ would like to request further information to be provided for our review in order to establish that accreditation of your BCA will not be affected by the changes. Please provide the following:

- A copy of the new Quality Manual (or a copy of the affected part) once the changes have taken place.
- A copy of the continuous improvement entry that describes the change(s) and its management.
- A copy of audits that demonstrate that the BCA is complying with its new policies, procedures and systems.

**Action:**

- Continue to monitor the quality Policy objectives
- 

- 2. Continuous improvements** – *are they being managed appropriately and or are there any issues or opportunities that require escalating or advised to management?*

**BCA Managers response:**

- Continuous improvements continue to be maintained and managed appropriately, and within recorded timeframes.
- No escalation to management required.

**Action:**

- Continue to monitor, maintain, and manage continue improvement register.
- 

- 3. Audits** – *are they demonstrating the quality assurance system is effective?*

**BCA Managers response:**

- Audits have been scheduled on the internal audit schedule for all technical, procedural, process and system audits required throughout the year for Regulation 17(2)(h).
- Where any issues are identified from audit outcomes, these are being managed via the continuous improvement process.

**Action:**

- Ensure all audits are undertaken as scheduled
  - Ensure any non-compliances from audit findings are entered onto CI process. Where there is non-compliance or recommendations, they are communicated to employees and contractors.
  - Reporting on whether effective implementation of the quality assurance system has occurred and will be reported on the BCA Management report each month where applicable.
-

## BCA Management Report

**4. Building consent application volumes and Statutory time frames – are these being met? if not, record reasons why any went over.**

- **Record the actual number of building consent applications received and lodged for the month:**

Month	BC applications received and lodged
January 2021	13
February 2021	14
March 2021	50
April 2021	32
May 2021	29
June 2021	27
July 2021	18
August 2021	26
September 2021	26
October 2021	25
November 2021	29
December 2021	20
January 2022	22
February 2022	33
March 2022	29
April 2022	33

- **Building consents processed: Average processing days was 4**

Month	BCs processed and granted	BCs processed where RFI's were sent	BCs processed where RFI's were requested more than once
January 2021	21	19	13
February 2021	19	11	5
March 2021	36	26	15
April 2021	25	25	17
May 2021	44	40	34
June 2021	31	31	25
July 2021	23	21	17
August 2021	21	21	13
September 2021	26	36	30
October 2021	23	23	19
November 2021	25	25	21
December 2021	22	22	16
January 2022	13	13	13
February 2022	22	22	18
March 2022	29	29	25
April 2022	31	31	21

- **Statutory Clock Performance - Record the % of building consents granted within 20 working days:**

Month	% BC processed and granted within 20 working days
January 2021	100%
February 2021	100%
March 2021	100%
April 2021	100%
May 2021	100%
June 2021	100%
July 2021	100%
August 2021	100%
September 2021	100%
October 2021	100%
November 2021	100%
December 2021	100%
January 2022	100%
February 2022	100%
March 2022	100%
April 2022	100%

## BCA Management Report

- **Record reason(s) why timeframe went over 20 working days** - record reasons for any failure to meet statutory timeframes and record what the BCA is doing to address the failure(s) to ensure that it will not continue.

Month	Reason why went over 20 working days
January 2021	No statutory timeframes were exceeded.
February 2021	No statutory timeframes were exceeded.
March 2021	No statutory timeframes were exceeded.
April 2021	No statutory timeframes were exceeded.
May 2021	No statutory timeframes were exceeded.
June 2021	No statutory timeframes were exceeded.
July 2021	No statutory timeframes were exceeded.
August 2021	No statutory timeframes were exceeded.
September 2021	No statutory timeframes were exceeded.
October 2021	No statutory timeframes were exceeded.
November 2021	No statutory timeframes were exceeded.
December 2021	No statutory timeframes were exceeded.
January 2022	No statutory timeframes were exceeded.
February 2022	No statutory timeframes were exceeded.
March 2022	No statutory timeframes were exceeded.
April 2022	No statutory timeframes were exceeded.

### Action:

- Statutory timeframes are being met.
- Continue to monitor timeframes on a regular basis to ensure statutory timeframes are being met.

## 5. Code Compliance Certificates

- **Record the actual number of code compliance certificate applications received and lodged for the month:**

Month	CCC applications received and lodged
January 2021	9
February 2021	19
March 2021	19
April 2021	29
May 2021	31
June 2021	22
July 2021	26
August 2021	7
September 2021	13
October 2021	21
November 2021	23
December 2021	15
January 2022	15
February 2022	15
March 2022	35
April 2022	14

- **Code compliance certificate applications processed and issued: Average processing days was 4**

Month	CCC applications processed
January 2021	9
February 2021	24
March 2021	27
April 2021	34
May 2021	31
June 2021	16
July 2021	23
August 2021	20
September 2021	13
October 2021	19
November 2021	24
December 2021	16



## BCA Management Report

January 2022	17
February 2022	30
March 2022	33
April 2022	17

- **Statutory Clock Performance - Record the % of code compliance certificates issued within 20 working days:**

Month	% CCC issued within 20 working days
January 2021	100%
February 2021	100%
March 2021	100%
April 2021	100%
May 2021	100%
June 2021	100%
July 2021	100%
August 2021	100%
September 2021	100%
October 2021	100%
November 2021	100%
December 2021	100%
January 2022	100%
February 2022	100%
March 2022	100%
April 2022	100%

- **Record reason(s) why timeframe went over 20 working days - record reasons for any failure to meet statutory timeframes and record what the BCA is doing to address the failure(s) to ensure that it will not continue.**

Month	Reason why went over 20 working days
January 2021	No statutory timeframes were exceeded.
February 2021	No statutory timeframes were exceeded.
March 2021	No statutory timeframes were exceeded.
April 2021	No statutory timeframes were exceeded.
May 2021	No statutory timeframes were exceeded.
June 2021	No statutory timeframes were exceeded.
July 2021	No statutory timeframes were exceeded.
August 2021	No statutory timeframes were exceeded.
September 2021	No statutory timeframes were exceeded.
October 2021	No statutory timeframes were exceeded.
November 2021	No statutory timeframes were exceeded.
December 2021	No statutory timeframes were exceeded.
January 2022	No statutory timeframes were exceeded.
February 2022	No statutory timeframes were exceeded.
March 2022	No statutory timeframes were exceeded.
April 2022	No statutory timeframes were exceeded.

### Action:

- Statutory timeframes are being met.
  - Continue to monitor timeframes on a regular basis to ensure statutory timeframes are being met.
-

## BCA Management Report

### 6. Inspection volumes and waiting times

- Record the number of actual inspection numbers received for the month for each complexity for the month:

#### Actual:

Month	R1	R2	R3	C1	C2	C3	Total
January 2021	85	58	23	46	-	4	219
February 2021	107	76	41	58	-	-	282
March 2021	149	143	73	80	-	-	445
April 2021	106	75	37	53	-	-	271
May 2021	134	85	34	60	-	-	313
June 2021	98	78	48	37	-	2	263
July 2021	109	89	28	44	-	-	271
August 2021	64	46	11	17	-	-	138
September 2021	94	81	24	44	4	-	247
October 2021	103	107	44	20	6	-	280
November 2021	113	149	21	27	4	-	314
December 2021	66	107	41	32	14	3	263
January 2022	70	70	30	30	21	4	225
February 2022	90	154	28	13	1	2	288
March 2022	122	153	57	12	6	2	352
April 2022	87	98	34	20	9	1	249

- March 2022**
  - Total inspections for the month were 249
  - There were 1 inspection that had **no category** recorded against it which was for services only.
  - Of the 249 inspections undertaken there were 146 inspections that failed.
  - All inspections were reported by Solutions as being delivered within a 2 – 3-day delivery timeframe. **Note:** there were 3 on 3 days or more and reason was bookings were rescheduled.

#### Action:

- Continue to monitor timeframes on a regular basis to ensure timeframes are being met.

### 7. Consents lapsing

Month	Number of consents that were due to lapse?	Actual number of consents that were lapsed?	Was the computer system appropriately updated to reflect the lapsed status?
January 2021	As this is the first time the report has been provided in this format, the figures had not been obtained to report against. Going forward for the February 2021 report, 2-year decision volumes and refusal to issue will be reported on.		
February 2021	6	6	1 x WSE declined - status was yet to be updated in the system – this has now been updated
March 2021	7	7	1 x WSE declined - status was yet to be updated in the system – this has now been updated
April 2021	3	3	1 withdrawn – client notified the work was not going to go ahead, system was updated to reflect this
May 2021	0	0	Not required as there were none to lapse.
June 2021	3	3	Yes - new status added to MagiQ to show "work has commenced" for two and



## BCA Management Report

			one BC showing work start extension approved
July 2021	5	0	2 x work started 2 x WSE approved 1 x BC withdrawn The computer system was not updated for 1 of the above
August 2021	5	2	1 x WSE approved 2 x BC were due to lapse however the calendar had not been updated with 10-month letter reminder, the computer system and calendar was not updated appropriately for these 2 in August 2021
September 2021	3	3	3 x BC lapsed 1 x WSE approved 1 x historic one was found; this has now been sorted in the system
October 2021	4	3	3 x BC lapsed 1 work stated (re-instated, evidence provided)
November 2021	7	4	4 x BC lapsed 3 x WSE approved
December 2021	4	0	1 x WSE evidence provided 3 WSE approved
January 2022	2	2	NA
February 2022	5	3	3 x BC lapsed 1 x WSE evidence provided 1 x work start extension approved
March 2022	2	1	1 x BC lapsed 1 x WSE approved
April 2022	1	0	1 x withdrawn/cancelled

### Action:

- Continue to monitor to ensure lapsing of consents is being managed appropriately, and to ensure the system is being updated as required.

- 
8. **2-year decision volumes and refusal to issue** – the BCA have to make a decision at 24 months (2 years) after the date on which the building consent for the building work was granted to issue the CCC and must give the applicant written notice of the refusal and the reasons for refusal.

Month	Number of consents due for a decision	Actual number of CCC's refused	Record the reason(s) why the CCC's were refused – an overview of the reason: <ul style="list-style-type: none"> <li>the BCA was not satisfied on reasonable ground that the building work complied with the building consent,</li> <li>no energy work certificates,</li> <li>fees not paid,</li> <li>warning or bans relating to any building method or product that may have been used.</li> <li>specified systems in the building not capable of performing to the performance standards set out in the building consent.</li> </ul>	Record if all required written notice of refusal and the reasons of refusal were sent, and if not record why not

## BCA Management Report

			o no applications had been made two years after the date on which the building consent was granted.	
January 2021	As this is the first time the report has been provided in this format, the figures had not been obtained to report against. Going forward for the February 2021 report, 2-year decision volumes and refusal to issue will be reported on.			
February 2021	10	10		Yes, they were sent
March 2021	3	3		Yes, they were sent
April 2021	3	3		Yes, they were sent
May 2021	9	4		Yes, they were sent
June 2021	9	9		Yes, they were sent
July 2021	4	3		Yes, they were sent
August 2021	3	3		Yes, they were sent
September 2021	6	6		Yes, they were sent
October 2021	8	7		Yes they were sent and 1 was issued
November 2021	11	8		Yes, they were sent
December 2021	7	4		Yes, they were sent
January 2022	6	5		5 x CCC refused 1 x deferred for 20 days to allow for a CCC application to be submitted
February 2022	20	13		13 x CCC refused 1 x given a WSE should of lapsed however was missed 2 x given WSE and were lapsed appropriately
March 2022	11	9		Yes they were sent
April 2022	5	4		1 ready to be issued, sent for SOC

• **April 2022: overview of reason for why CCC was refused, or decision made**

1. **refused** – The decision was made as an inspection had not passed
2. **refused** – The decision was made as some inspections had not passed and required documentation / information had not been provided
3. **refused** – The decision was made as some inspections had not been undertaken and required documentation / information had not been provided
4. **refused** – The decision was made as some required documentation / information had not been provided

**Action:**

- Continue to monitor the 24-month process to ensure it is being managed appropriately, and to ensure the system is being updated as required.

9. **Resources** – are they sufficient (staff and contractors) to meet the statutory requirements e.g., processing, inspection, code compliance, audits, supervision, 24-month process, competency assessments?

- The quality assurance function continues to be undertaken by Tina Donald and Sam Peterson.
- Processing, Compliance Schedules, Exemption, Notice to Fix, Technical audits and Technical Leadership continues to be delivered by Focus Consultancy Ltd who are providing an outstanding service and continue to be meeting the 20-day statutory timeframes.
- Inspections, CCC, Inspection Scheduling and COA's continue to be delivered by Solutions Team. The 20-day timeframe for CCC's continues to be met.
- MDC BCA continues to have sufficient resource.
- Building Administration continues to be done by Leonie Young and Sam Peterson QA Advisor from QA NZ Consulting Ltd. Krista from the Customer Services (Twizel) continues to do some training in the building area with Leonie for her personal development. This will also help resourcing in the Building Administration area if the need arises.

## BCA Management Report

- David Adamson continues to fill the role of Acting Operations Manager –until a permanent engagement is found. Tina Donald who is the Acting Building Manager continues to manage the BCA and TA functions.

**Action:**

- Continue to send all Building Consent applications and Compliance Schedules to Focus Consultancy Limited.
  - Inspections, inspection bookings and CCC's to continue to be delivered by Solutions Team.
  - Continue to monitor and address the delivery of COA's and NTF's.
  - Continue to monitor resource to ensure it is adequate and sufficient
- 

### 10. **Technical resources** – *information, facilities, and equipment; are these all appropriate?*

**BCA Managers response:**

- All inspection equipment continues to be provided and maintained by the external contractor Solutions Team.
- MDC equipment list updated; all technical equipment now stored in Twizel office. No employees engaged by MDC therefore this equipment is not required at present.
- All technical resources considered to be appropriate.

**Action:**

- Continue to monitor technical resources to ensure they are appropriate.
- 

### 11. **Training** – *are the identified training needs being met and if not, what is being done to ensure they will be?*

**BCA Managers response:**

- No new training has occurred for the BCA staff.
- As the BCA do not have any inhouse technical staff, there are no training needs required

**Action:**

- Continue to monitor training needs and where any are identified record within the relevant training plans.
- 

### 12. **Complaints** – *are there any to report and are they being managed appropriately?*

**BCA Managers response:**

- No written complaints were received for April 2022.
- Complaint from Laura Darling – David Adamson has responded in a letter to Laura, this is now seen as completed

**Action:**

- Continue to monitor complaints register to ensure any written complaints received are being addressed in a timely manner and in accordance with the written procedure to meet the building accreditation requirements.
- 

### 13. **Contractors** – *communicate how contractor's performance is going, any issues to report?*

**BCA Managers response:**

- 20-day statutory timeframes continue to be met by the Contractors.
- Tina continues to liaise with Focus and Solutions on a daily basis and advises them of any issues that may be identified.

## BCA Management Report

- Tina continues to have discussions with Solutions Team in relation to some discrepancies in some recent invoices. This is being closely monitored by Tina.
- Scheduled weekly meetings with Solutions to continue.
- Focus Consultancy Limited continue to deliver an outstanding service to MDC.

**Action:**

- Continue to monitor contractors' performance and report on any issues.
- 

### 14. Team meetings – *any issues or opportunities to bring forward or relay back to the team?*

**BCA Managers response:**

- Any issues or opportunities that may be identified during the monthly team meetings are being addressed by the BCA Manager and if required will be escalated to upper management. Where any issues are identified or raised outside of the team meetings, the Building Manager has liaised directly with Management (David Adamson) to advise them and seek advice where required.
- Where any issues or opportunities are identified by upper management, these are either feed down to the BCA Manager and staff or to the BCA Manager directly who will relay these messages during either a monthly meeting or via email to staff.
- Monthly BCA team meetings are occurring each month.

**Action:**

- Continue to relay / escalate issues or opportunities to upper management and or staff if and where identified and required.
- 

### 15. 6A Notifications – *have there been any notifications made.*

**BCA Managers response:**

- No new notifications have been required to be sent

**Action:**

- Continue to advise IANZ and MBIE of any 6A notifications where required.
- 

### 16. Accreditation

**BCA Managers response:**

- Accreditation has been retained and continues to be maintained.

**Action:**

- Continue to maintain accreditation.
-

## BCA Management Report

### 17. Other

- Conflicts of interest register continues to be monitored and maintained by the Building Manager. There are currently 10 open conflicts of interests on the register.
- The Twizel Event Centre – weekly meetings are being held to monitor the progress with Tina Donald, Sam Peterson, David Adamson, Brendan (Focus), John (Becca) and Mike Nesbit.  
An amended CPU was issued on 13.01.2022 for the Twizel Event Centre with the amended completion date being 14.06.2022. Note: All 5 initial conditions remain with an additional item being: No public access to the auditorium.  
Good progress is being made on the required building work for the Events Centre.

**Action:**

- Continue to monitor and maintain conflicts of interest.
- Report any health and safety issues if any are identified.
- Continue to monitor the progress and management of the Twizel Event Centre to ensure.