

December 2023

Building / Regulatory: Our performance measures from the Annual Plan

Key: Green – Achieved
 Orange – Not yet due and or not advised of outcomes
 Red – Not achieved

What you can expect from us	What we will measure	Targets: 2022/23	Target achieved	Notes
To provide a customer focused building control service that achieves our obligations under the Building Act 2004.	The percentage of building consents granted within the 20-working day statutory timeframe from the date of acceptance.	100% compliance	100%	
	The percentage of applicants for building consents who are satisfied with the quality of the service they receive	≥70%	42%	The BCA are committed to ensuring the delivery of services is of a high standard and will continue to monitor this through feedback from customers
	Building Consent Authority status is maintained.	Building Consent Authority status is maintained	Accreditation maintained	
	The percentage of Code of Compliance Certificates issued within the 20-working day statutory timeframe from the date of acceptance	100% compliance	100%	
To issue annual Building Warrant of Fitness Certificates that ensure public safety and confidence.	The percentage of Building Warrant of Fitness Certificates audited on an annual basis.	20%	30%	
To maintain an up-to-date register of earthquake prone buildings in Mackenzie District.	The % of earthquake prone building assessments received prior to 28 March 2023	92.5%	12.5%	3 assessment reports were received by 28 March 2023. As advised at previous Council meeting, we cannot make people deliver to this target.
	The % of outstanding assessments issued with a follow up notice by 31 May 2023	100%	100%	Note: Reports that have been received are in the process of being assessed to determine the next step. Where no extension or report received, these are also in the process of being assessed to determine the next step.