

Technical Review of the Building Control Operations of Auckland City Council





Overview

Purpose of this document

The purpose of this document is to provide a summary of the results of a technical review of the building control operations of the Auckland City Council (the Council).

During the review period (June 2003 – March 2004), Council staff members have been open and co-operative. Our findings and recommendations focus on assisting the Council to streamline and improve its approach where needed.

The BIA notes the Council has a challenging task. While some of the review recommendations require short-term solutions, the BIA recognises that other actions will require more time to implement.

During the eight months between the first and second review, many of the recommendations of the first review have been addressed.

This document outlines:

- what the Council has done to address the recommendations
- areas for further improvement.

Contents

This document contains the following topics:

P02	About the BIA
P03	Purpose of the review
P04	About the Council's building control operations
P05	Council building control organisational chart
P06	The review process
P07	Terms of reference
P08	Review recommendations
P10	Processing building consents
P12	Producer Statements
P14	Policy
P16	Staff training and education
P18	Human resources
P20	Summary
P21	Next step

About the BIA

Introduction

The Building Industry Authority (BIA) is an independent Crown entity. It was established in 1992.

The main function of the BIA is to manage New Zealand's building legislation. This includes territorial authority and building certifier review activity.

BIA membership

The Authority is made up of five members, appointed by the Minister of Commerce. These five people are supported in their work by a team of approximately 60 technical and professional staff.

BIA role

The BIA's role is to carry out a number of functions. Included in these are the following.

- Advising the Minister of Commerce on matters relating to building control.
- Administering and reviewing the New Zealand Building Code (the Building Code).
- Producing Approved Documents that specify detailed prescriptive methods of complying with the Building Code.
- Providing information and advice on building controls to all sectors of the building industry and the public.
- Monitoring the performance of territorial authorities and building certifiers in relation to their functions under the Building Act 1991 (the Building Act).

In addition, the BIA offers specific user-pays services, including:

- Determinations
- Accreditations
- building certifier approvals and renewals.

Further information about the BIA can be found on its website: www.bia.govt.nz

The Building Industry Performance Group

A Building Industry Performance Group (BIP Group) was established at the BIA in June 2003. The group's functions include:

- monitoring, reviewing and improving performance outcomes of the regulatory building control system
- managing and strengthening relationships with territorial authorities, building certifiers and other key industry stakeholders
- administering the approvals and renewals of building certifiers
- producing guidance documents and providing advice and assistance to the regulatory building control industry.

Among the BIP Group's first tasks was a review of the Auckland City Council building control operations.

Further information about the BIP Group can be found at: www.bia.govt.nz/e/publish/certifiers/ta_bipg.shtml

Purpose of the review

The technical review

BIA technical reviews are undertaken to:

- examine territorial authorities' and building certifiers' ability to effectively fulfil their requirements under the Building Act and the Building Code
- give territorial authorities and building certifiers assistance and advice where appropriate
- determine whether territorial authorities and building certifiers have appropriate systems and resources available to enable them to properly do their work.

Objectives of the technical review

The specific objectives of the technical review of the Council that took place in June 2003 were five-fold. They were to:

- investigate whether the buildings constructed under building consents issued by the Council complied with the Building Code insofar as they were required to do so under the Building Act
- assess whether the processes and procedures employed by the Council enabled them to satisfy the requirements of the Building Act and the Building Code
- assess the Council's performance with specific respect to weathertightness compliance
- make recommendations to assist the Council in improving their performance
- seek comment from the Council about its situation, its ability to assess compliance and the BIA's role in this process.

Legislative basis

There are two sections in the Building Act which are pertinent to this review. They are:

- section 12(1)(d), which outlines the 'Functions of the Authority' as 'Undertaking reviews of the operations of territorial authorities... in relation to their functions under this Act'
- section 15(1) which states that 'The Authority may, of its own motion... undertake a review of the operation of a territorial authority's functions under this Act.'



About the Council's building control operations

The Auckland City Council

The Auckland City Council services New Zealand's largest city which has a population of 377,382 (the greater Auckland region's population being 1.25 million). The city and its suburbs cover an area of 60 square kilometres.

The Council employs approximately 1800 people to carry out various roles to service the city.

Auckland City Environments group

The sector of the Council involved in this review was the Auckland City Environments group.

The regulatory building control department within the Auckland City Environments group employs a staff of approximately 65 people. Amongst other things, this department administers:

- processing and approving building consent applications
- performing inspections to monitor building compliance during and after construction
- recording Building Warrants of Fitness (BWF)
- granting or refusing waivers or modifications of the Building Code
- enforcing the provisions of the Building Act, the Building Regulations and the Building Code
- maintaining records of building information and making them available to the public
- issuing project information memoranda (PIMs)
- issuing code compliance certificates
- issuing compliance schedules and statements of fitness.

Statistics

The statistics opposite give an indication of the building control tasks faced by the Council. These statistics cover the 12-month period from 1 May 2002 to 30 April 2003.

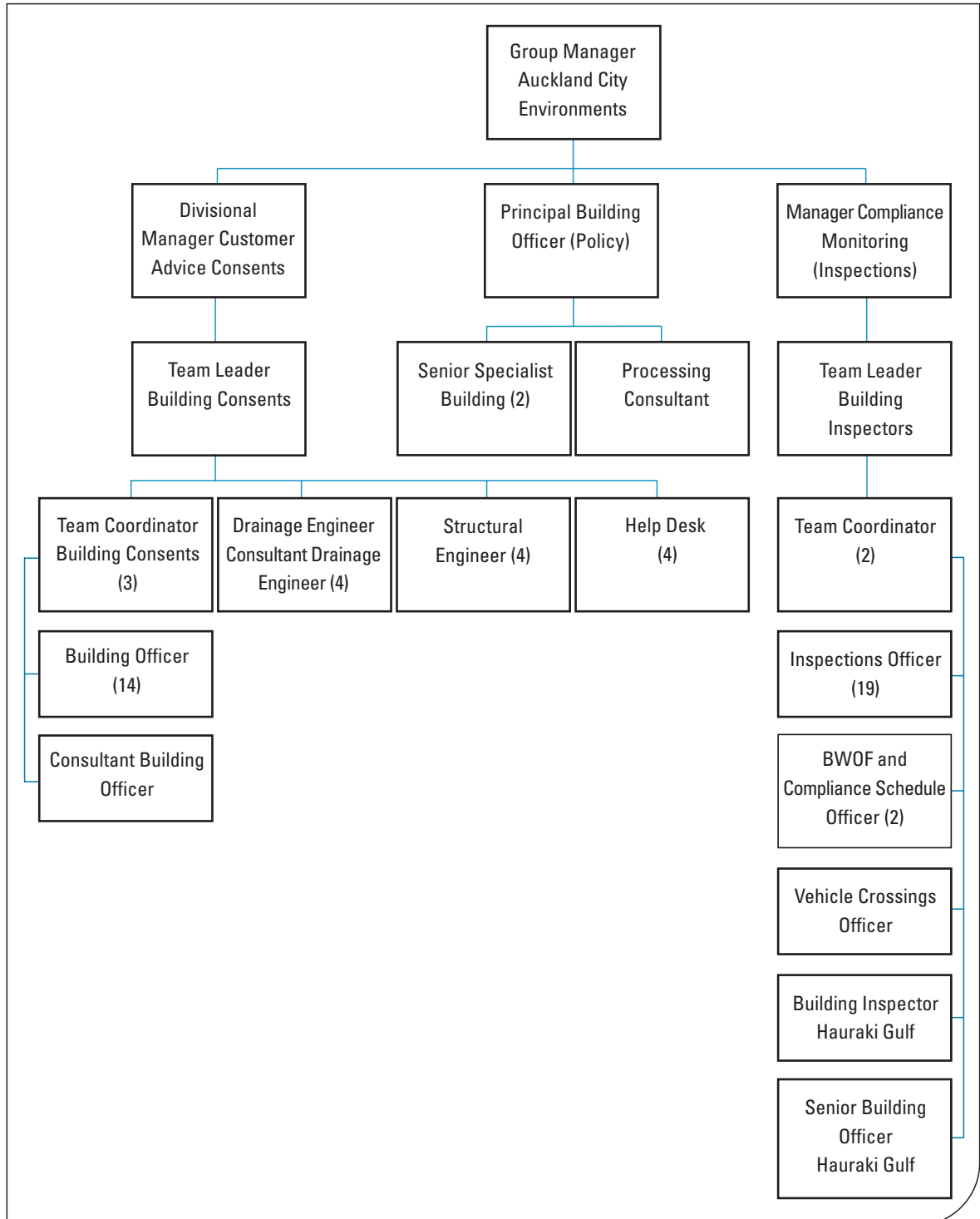
Action	Total number
Building consents issued	8,212
Building consents issued – valued over \$500,000	409
Building consents issued – valued under \$500,000	7,803
Building certificates lodged	1,517
Code compliance certificates issued	7,652
Outstanding code compliance certificates	Approximately 45,000
Compliance schedules issued	4,807
Swimming pools listed on pool register	8,738
Valuation of construction work (value of 8,212 consents issued above)	\$1.303 billion

These statistics cover the 12-month period from 1 May 2003 to 30 April 2004.

Action	Total number
Building consents issued	9,317
Building consents issued – valued over \$500,000	444
Building consents issued – valued under \$500,000	8,873
Code compliance certificates issued (including building certificates)	5,140
Outstanding code compliance certificates	Approximately 45,000
Compliance schedules issued	210
Swimming pools listed on pool register	10,546
Valuation of construction work (value of 9,317 consents issued above)	\$1.549 billion

Council building control organisational chart

The chart below shows how the building control operations of the Council were organised at the time of the review.



The review process

Introduction

The BIA carries out technical reviews to measure building control processes and performance against the requirements of the:

- Building Act
- Building Regulations
- Building Code.

Review time-frame

A technical review will usually take six to nine months to complete.

Investigative method

Routinely, reviewers investigate specific issues relating to:

- processes and procedures relating to Building Code compliance
- weathertightness and accessibility compliance
- assessing and approving Alternative Solutions
- Producer Statement acceptance regimes
- human resource competencies, resource allocation, and staff acquisition and retention
- educational and training initiatives
- relationships between territorial authorities and building certifiers.

Process for the Council

The table below shows the stages of the review process of the building control operations of the Council.

Stage	Description
1	First on-site technical review – June 2003 (3 reviewers for 5 days each).
2	Review team feedback about preliminary findings. This feedback included recommendations for Council implementation.
3	BIA co-operation with the Council over a six-month period to develop and implement changes.
4	Second review – March 2004. This review targeted specific issues identified in the June 2003 review and measured how recommended changes had been implemented (5 reviewers for 5 days each).
5	Formal feedback from the Council.
6	Final review summary document produced.
7	Future ongoing reviews continue.



Terms of reference

The review of the Council took into account the following criteria.	
1	Organisational/management structure.
2	Consent statistics: <ul style="list-style-type: none"> • issued building consents • issued code compliance certificates • current and expired Building Warrants of Fitness • registered swimming pools, etc.
3	Use of processing clock: <ul style="list-style-type: none"> • Recording and performance of statutory time-frames.
4	Procedures for determining compliance with the Building Code. <ul style="list-style-type: none"> • Consent application vetting and lodgement processes. • PIM processing. • Building consent processing. • Use of notations and endorsements on consent documents. • Use of external and specialised assessment. • On-site compliance processes. • Certifier applications, and processing and inspecting certifier exclusions. • Compliance schedules. • Peer reviews.
5	Assessing Alternative Solutions.
6	Procedures for acceptance of producer statements.
7	Weathertightness compliance.
8	Compliance with other Building Act requirements.
9	Building Warrants of Fitness (BWOFF) regime.
10	Accessibility compliance.
11	Human resources.
12	Technical knowledge and ability of staff.
13	Adequacy of resources.
14	Adequacy, security and availability of public records.
15	Relationships with building certifiers or territorial authorities.
16	Case studies of completed buildings.
17	Accompanying personnel during inspection work on at least 20 inspections of varying types.
18	Feedback to BIA.

Review recommendations

Areas under recommendation

The recommendations in this report cover the following five areas.

- Processing building consents.
- Producer Statements.
- Policy.
- Staff training and education.
- Human resources.

Recommendations and actions taken

Several recommendations were generated from the initial June 2003 review and the March 2004 follow-up review.

The following pages document:

- the June 2003 recommendations
- actions taken by the Council
- actions yet to be taken by the Council
- final recommendations from the March 2004 review
- responses to the final review from the Council.

Processing building consents

Purpose

The purpose of this criterion was to describe and outline the process by which the Council vets, processes and approves building consent applications to establish compliance with the Building Code. Attention was given to:

- processing methodology and systems
- processing records

- technical competencies
- audit trails to demonstrate how building compliance was achieved.

Areas of process and technical strengths and weaknesses were identified and, where appropriate, recommendations for improvement provided.

June 2003 recommendations

These are the June 2003 recommendations for processing building consents.

Number	Recommendations
1	<ul style="list-style-type: none"> • Sub-standard building consent documentation to be rejected. • Applicants to be charged for actual and reasonable cost of the additional administration required to satisfy compliance.
2	Council to review the use of consent conditions to ensure they are relevant to the project and not used as a substitute for missing design information.
3	<ul style="list-style-type: none"> • A processing checklist system to be developed. • A comprehensive checklist to be used (signed and dated) by the consent processing officer.
4	On-site inspections required to be identified in hard copy with building consent documentation at processing stage.
5	The management and human resources applied to mailed consent applications to be reviewed.

Actions taken

These are the actions taken for the processing building consent recommendations.

Number	Actions taken
1	<p>A number of changes have been made in response to the review, including:</p> <ul style="list-style-type: none"> • reviewing the technical competency of existing vetting and processing staff • employing more lodgement and consent processing staff • streamlining building consent applications to match staff competencies • declining more sub-standard building consent documentation • implementing new processing checklists • raising awareness of Producer Statement acceptance criteria amongst staff.
2	Only conditions relevant to each consent are now attached to building consents when issued. Reviews by team co-ordinators ensure this requirement is met.
3	Two building consent processing checklists have been created and implemented. Adherence to the checklists is monitored by team leaders.
4	A 'Notifiable Inspections' sheet is circulated for processing officers to complete during consent processing.
5	Several new processing and lodgement staff have been appointed. Currently, only two positions remain vacant in the processing team.



Actions to be taken

These are the areas which still need to be addressed.

Number	Action still to be taken
1	<ul style="list-style-type: none">• Adequate staff levels need to be achieved.• Some sub-standard documents are still being accepted. To counter this, a robust quality assurance (QA)/peer review process should be developed.• Specific and ongoing staff training is needed.
2	A QA/peer review processing officer should be appointed.
3	Priority should be given to the appointment of a QA/peer review processing officer.
4	No further action needed.
5	Significant resource still needs to be applied to this area.

Final recommendations

These are the final March 2004 recommendations from the review team.

Number	Final recommendation
1	A robust quality assurance system to be implemented.
2	<ul style="list-style-type: none">• A QA/peer review processing officer to be engaged.• Only relevant building consent conditions to be applied.
3	The QA/peer review officer position is high priority.
4	Review of management and human resources to be applied to mailed consent applications.
5	Additional building consent processing staff to be appointed.

Council responses

These are the Council responses to the review team recommendations.

Number	Council response
1	Building team co-ordinators have been instructed that staff are not to process and approve consents if applicants have not demonstrated Building Code compliance. Team co-ordinators now have delegated responsibility to monitor this specific issue.
2-4	<ul style="list-style-type: none">• Management has agreed (in principle) to the requirement for a QA/peer review processing officer position. A business case is currently being developed.• Two processing checklists have been produced and are now in use. The checklists continue to be refined and improved.
5	<ul style="list-style-type: none">• A number of new staff have been appointed since the second review.• Staff promoted to building consent processing are now required to demonstrate processing competency under test conditions.• New processing staff are being trained in proper consents processes.• Building officer salaries are currently under review. Retention payments are also proposed as part of the review.• New lodgement staff have been appointed.

Producer Statements

Purpose

The purpose of this criterion is to establish whether Producer Statements accepted by the Council are adequate to achieve compliance, and that the Producer Statement acceptance regime is credible, non-contestible and clearly understood and practised by staff.

June 2003 recommendations

These are the June 2003 recommendations for Producer Statements.

Number	Recommendation
1	Specific training to be given to building officers to ensure all aspects of the Producer Statement are clearly understood.
2	Practice guidelines to be developed for the acceptance and approval of Producer Statements during consent processing.
3	Producer Statement authors should state that due consideration has been given to Building Code Clause B2 Durability issues or alternative assessment undertaken.
4	<ul style="list-style-type: none">• 'Policy – audit procedure' for Producer Statements is not acceptable in its present form.• A minimum percentage of statements that will be audited to be defined.• Time-frames for achieving this objective to be clearly identified.• Formal audit records to be kept.

Actions taken

These are the actions taken for the Producer Statement recommendations.

Number	Actions taken
1	All processing staff have undergone training in this area. Field inspection staff still need to be upskilled in this area.
2	The Producer Statement register has been updated.
3	Some staff are checking that issues related to Clause B2 Durability are being addressed.
4	A revised audit procedure for Producer Statements has not yet been implemented.



Actions to be taken

These are the areas which still need to be addressed.

Number	Actions still to be taken
1-4	The adoption of recommendations should be ongoing.

Final recommendations

These are the final March 2004 recommendations from the review team.

Number	Final recommendations
1-3	Regular and ongoing training to take place for the inspection team for Producer Statement document acceptance and review.
4	<ul style="list-style-type: none">• A QA/peer review processing officer to be appointed.• Regular review of audit objective for policy for Producer Statements to take place.• An accurate record of audit results to be maintained.

Council responses

These are the Council responses to the review team recommendations.

Number	Council response
1-3	<ul style="list-style-type: none">• Periodic review will take place to ensure this practice continues.• Ongoing attention is being given to acceptance of Producer Statements.
4	<ul style="list-style-type: none">• Since the 2003 review, a 3 percent audit requirement has been introduced, and a service level agreement was entered into with City Design Ltd.• A register for this process has been established. This clearly identifies reviewed Producer Statements and the building consents these relate to.• This process is administered by the Team Leader – Building Consents.• The register of Authors of Producer Statements is administered and updated by the professional services team. One person in that team is dedicated to reviewing all new applications, and assesses the competencies of individual applicants.• Renewals and reminders occur biennially.• Special audits are conducted on individuals where concerns have been raised about their performance and professionalism in the industry.

Policy

Purpose

The purpose of this criterion is to look at areas of policy relating to building control processes.

June 2003 recommendations

These are the June 2003 recommendations for policy.

Number	Recommendation
1	<p>Policies to be developed, monitored and adopted at all levels to address matters such as:</p> <ul style="list-style-type: none">• audit and review of staff competency• implementation and audit of consistency of practice (eg, weathertightness compliance)• management of fluctuating workloads, statutory time-frames etc• strategic acquisition and retention of staff resources• professional development of technical staff.

Actions taken

These are the actions taken for the policy recommendations.

Number	Actions taken
1	<ul style="list-style-type: none">• A range of practice notes for staff has been developed.• Some formal QA policies and procedures are now in place.• The management of building control operations has been separated out. Building consents are now managed by the Manager, Customer Advice and Consents. Building inspections are now managed by the Manager, Compliance Monitoring.• A building consultant (NZBIT) has been engaged to assist in assessing the inspection team's technical competencies.• Staff have done a self-assessment of their technical knowledge and identified associated training needs.• Staff training has occurred.• Some staff vacancies have been filled (including overseas recruitment).

Actions to be taken

These are the areas which still need to be addressed.

Number	Actions still to be taken
1	<ul style="list-style-type: none">• Linkage/communication/co-operation between the Customer Advice and Consents and Compliance Monitoring sections to be improved.• Quality assurance systems for the development of practice notes to be implemented.• The policy team's expertise to be better utilised.• Building control operations technical strategic policies and processes to be developed and reviewed.



Final recommendations

These are the final March 2004 recommendations from the review team.

Number	Final recommendations
1	Additional staff resource to be provided for the policy team.

Council responses

These are the Council responses to the review team recommendations.

Number	Council response
1	The Council continues to seek additional staff for all its teams, including the policy team.

Staff training and education

Purpose

This criterion was included in the review to establish whether staff training is provided and whether that training is appropriate and adequate to meet staff needs and improve the Council's compliance performance.

June 2003 recommendations

These are the June 2003 recommendations for staff training and education.

Number	Recommendations
1	A skills matrix identifying staff competencies and training to be developed.
2	On-site technical training to be implemented to ensure that: <ul style="list-style-type: none"> • compliance monitoring staff are competent in building inspection practice • the Council is consistent in its delivery practice • the Council and the public are protected from unnecessary risk.
3	<ul style="list-style-type: none"> • Accessibility compliance training for staff to be improved. • A robust peer review process to be developed. • For on-site inspections, a Barrier Free (accessibility) checklist to always be carried by compliance monitoring staff.
4	A strategic plan for cadet training to be introduced.

Actions taken

These are the actions taken for the staff training and education recommendations.

Number	Actions taken
1	<ul style="list-style-type: none"> • A staff skills matrix, as a basis for additional training, has been produced. • Staff members in the building consent processing team are now allocated work appropriate to their skill base. • To assist this process, consent applications are now categorised into three streams: 1. residential 2. commercial 3. complex. • Staff self-assessments to identify their technical competencies have been undertaken. • Skill competency for front-counter vetting has been improved.
2	<ul style="list-style-type: none"> • Building inspection staff all now complete self-assessment questionnaires. • A building inspection training consultant has also been engaged to appraise each inspector's level of competence. • A skills matrix has been developed from that appraisal.
3	<ul style="list-style-type: none"> • Accessibility, weathertightness and general inspection training has been carried out with a number of staff members. • As part of staff training, a specialist building consultant has accompanied field inspectors on some final building inspections. • Some staff have attended Barrier Free (accessibility) training.
4	<ul style="list-style-type: none"> • Several overseas applicants have been employed to fill inspection vacancies. • As yet, no strategic plan has been developed for cadet training.



Actions to be taken

These are the areas which still need to be addressed.

Number	Actions still to be taken
1-4	<ul style="list-style-type: none"> The skills matrix needs to be continually updated. Alternatives and initiatives for staff training should be investigated. A long-term strategy needs to be implemented to accommodate continued professional staff development. Shared training with neighbouring territorial authorities should be investigated as a staff training option.

Final recommendations

These are the final March 2004 recommendations from the review team.

Number	Final recommendations
1	<ul style="list-style-type: none"> A long-term technical staff professional development strategy to be developed. A system to be developed to ensure staff work within their technical competency levels. Emphasis to be placed on training staff in accessibility and weathertightness compliance.
2-3	A training and education officer to be employed.
4	To ensure a future workforce, a cadet training scheme to be considered.

Council responses

These are the Council responses to the review team recommendations.

Number	Council response
1	<ul style="list-style-type: none"> Strategic policies are in place for officers from other areas to be diverted to assist with work which does not fall within staff technical competency. Investigations into securing an educational provider in areas such as weathertightness are currently under way. All inspections officers have accompanied a specialist building consultant on inspections of monolithic claddings. This will be repeated on a regular basis.
2	<ul style="list-style-type: none"> Staff promoted into building consent processing are now required to demonstrate their processing competency by processing one or more building consent applications under test conditions. This process is reviewed by the team co-ordinator, and staff are advised on further training. An additional team has been established to deal with monolithic claddings.
3	A training programme has been put in place and sees a rotation of officers spending six to eight weeks with a specialist building consultant to gain in-depth knowledge in areas such as weathertightness.
4	<ul style="list-style-type: none"> Considerable time and effort has gone into investigations of a cadet system. Investigations revealed that no local tertiary institutions are supportive of such a scheme and could not provide a suitable training qualification. Negotiations have taken place with a recruitment consultant since early this year to seek possible alternative avenues to address this matter. Negotiations have been under way with the Wellington Institute of Technology regarding completion of their Diploma in Building Surveying. Three registrations have been received. Registration forms have been circulated to 10 officers who have also registered their interest.

BIA BIP Group response

The BIA BIP Group appreciates the Council has investigated tertiary providers to establish a cadet training programme.

However, the BIA recommends the Council should further investigate the possibility of establishing its own in-house cadet scheme. This would alleviate the reliance on external providers for cadet training and help ensure a future workforce adequate to meet the Council's needs.

Human resources

Purpose

The purpose of this criterion was to assess the level of technical and administrative staff resources of the Council's building control department. Attention was also given to examining the effectiveness of the Council's staff acquisition and retention strategies.

June 2003 recommendations

These are the June 2003 recommendations for human resources.

Number	Recommendations
1	<ul style="list-style-type: none">• Additional staff resourcing to occur to address workload fluctuations, and to ensure processing occurs within statutory time-frames.• Vacant compliance monitoring positions to be filled immediately.• Non-technical staff to be employed to assist Compliance Monitoring Officers with administrative duties.• Staff remuneration levels to be reconsidered.

Actions taken

These are the actions taken for the human resources recommendations.

Number	Actions taken
1	<ul style="list-style-type: none">• The processing team structure has been changed, incorporating three new vetting staff.• Employment positions have been advertised both nationally and internationally.• Three building surveyors have been employed from overseas.• Salary levels have been raised.• Technical staff have been encouraged to continue to carry out administrative processes as Compliance Monitoring Management believe this to be good training to upskill keyboard/computer use.



Actions to be taken

These are the areas which still need to be addressed.

Number	Actions still to be taken
1	Building surveyors appointed from overseas should be trained in the requirements of the Building Act, the Building Regulations and the Building Code.

Final recommendations

These are the final March 2004 recommendations from the review team.

Number	Final recommendations
1	<ul style="list-style-type: none">• Additional building consent processing staff resource to be acquired.• The vacant compliance monitoring (building inspection) positions to be filled as soon as possible.• Administrative duties to go to non-technical staff.• Staff remuneration needs to be reviewed on an ongoing basis.• A proactive staff acquisition and retention strategy to be implemented.

Council responses

These are the Council responses to the review team recommendations.

Number	Council response
1	<ul style="list-style-type: none">• Nationally, territorial authorities have had, and continue to have, difficulty recruiting experienced building control staff; there is a recognised critical shortage in the industry.• An unprecedented level of building development activity is occurring across the city. This is placing all resources within the building industry under strain.• All successful applicants, both from New Zealand and overseas, require the same level of training.• A recruitment campaign for Inspections Officers occurred in April. Fifteen applications were received. Of those, 13 were unsuitable for interview. One interviewee was interested only in a six-month contract.• Several new staff members have been employed from outside local government, but with construction experience. These staff have been/are being provided with Building Act and Building Code training.• Senior Building Officer and Building Services Engineer (mechanical engineering) positions have been introduced.• A new structural engineer, who is also a qualified fire engineer, has been employed.• Overseas recruitment has seen a small net improvement in staff numbers.• Retention payments have been introduced (May 2004) for all building control staff.• The Building Control Human Resources Group has now been requested to undertake a review of all building control staff remuneration.

Summary

The BIA's aim in these reviews is to see us work collaboratively with territorial authorities and building certifiers to ensure the regulatory building control industry effectively and consistently achieves building compliance.

The Council has demonstrated its dedication to striving to achieve a high standard within its regulatory building control functions in Auckland.

In our first review, we highlighted several areas for improvement. In response, the Council has, within the six- to eight-month period allocated, worked to improve and implement processes and procedures in line with our recommendations. In several of these areas we have seen encouraging improvement.

At the final March 2004 review, we were pleased to note that considerable effort had been applied to addressing many of the areas we highlighted.

However, continued dedicated effort needs to be applied to ensure the improvements made thus far are not lost.

There are several areas which require long-term, not short-term, solutions. For example, long-term solutions need to be found for staff resourcing and staff training and education.

Addressing staff upskilling and education issues, as well as staff levels and remuneration rates, should help ease some of the pressure the Council is currently facing in these areas.

There has also been increasing pressure put on the building industry with regard to compliance around weathertightness. This is another issue the Council needs to continue to focus on.

Policy-making and inspection practices, with regard to weathertightness compliance, need to be consistent. Education around weathertightness issues that has taken place for some staff members needs to occur for all staff who are involved in weathertightness consent processing and inspection.

Presently, volumes of construction in the Auckland region are very high. Further, in the past there has been a trend for design professionals to provide sub-standard and incomplete building consent documentation, which councils nationally have tended to accept.

The Council will need to address all these matters with a measured approach. Momentum should not be lost in finding practicable remedies.

In other areas, where short-term solutions have been applied, those solutions need to be assessed regularly.



Next step

In upcoming months, the BIA will continue to carry out technical reviews. This will involve a number of territorial authorities and building certifiers throughout the country, including a further review of Auckland City Council.

Our aim is to achieve efficient and effective building control compliance in the industry through collective input from ourselves, territorial authorities, building certifiers and other relevant industry stakeholders.



First edition published in September 2004
by Building Industry Authority (BIA)
PO Box 11846, Wellington, New Zealand

This document is also available on the
BIA website: www.bia.govt.nz

ISBN: 0-478-18416-6 (booklet)
ISBN: 0-478-18417-4 (website)