



**Waitaki**  
DISTRICT COUNCIL  
*TE KAUNIHERA Ā ROHE O WAITAKI*

# Building Consent Process

## Accepting and Processing Building Consent

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## The Building Consent Process

This booklet covers the first two steps of a four-step process. Our booklet ‘Inspection and Certifying Consented Building Work’ will guide you through the final steps. The booklet includes information on arranging for inspections at set stages during construction and how to apply for your Code Compliance Certificate when the building work is complete.

## Applying for a Building Consent

### What is a Building Consent?

A Building Consent is a document from the Building Consent Authority (BCA) in your region, confirming that your proposed building work is permitted to proceed within the restrictions of any conditions that may be contained in the Consent. A building consent is the formal approval that the proposed work meets the requirements of the New Zealand Building Act, Building Regulations and the Building Code. A Building Consent is required for any structures that are not specifically exempted from consent requirements by Schedule 1 of the Building Act 2004.

For most building, plumbing and drainage work, a building consent is required. Works exempt from building consent requirements tend to be of a small scale, being within certain dimensional or volume limitations.

You can obtain a list of what is exempt from the Ministry of Business Innovation and Employment website or by phoning the Building Department at the Council. If there is any doubt as to whether your project is exempt or not, please check with the Council.

It is an offence to carry out building work that is not exempt except in accordance with a Building Consent.

### Project Information Memorandum/Consent Conditions and Advice Notes

A Project Information Memorandum (PIM) is a document that informs the applicant important issues that may affect their building project; this application is voluntary. The issues that must be addressed are stipulated in the Act and include, but are not limited to, Resource Management Act requirements and stability and flooding details.

However, the Council must still consider these issues when processing your Building Consent and the requirement of the various plans, that control building in our region, will be identified in your consent as either conditions or advice notes.

When a building consent is issued there may be conditions or advice notes attached to the building consent document. Only conditions permitted by the Building Act may be placed on building consents. These may be in relation to;

- The entitlement to inspect (this is a statutory condition that applies to every building consent s90)
- S113(2) Specified intended life
- S67(2) Waivers and modifications

- S73 Building on land subject to natural hazards
- S75(2) Building over two or more allotments

It is critical that these conditions are followed and advice notes should be carefully observed.

## Completing Your Application

Every application must be made on the prescribed form; apply through the Build portal or find a copy of Form 2 on our website [www.waitaki.govt.nz](http://www.waitaki.govt.nz). Please note that all consents, regardless of submission method will be managed through Build.

The Council has firm requirements on the standard that the application form, plans and supporting documentation must meet. Do not hesitate to ask for help with any part of the application when applying for your building consent.

Together with your application form, you are required to provide a copy of the plans. It is important that your plans are clear, concise and drawn to scale on white paper in black ink. Pencil drawings will not be accepted. Plans should NOT be drawn on graph paper under any circumstance.

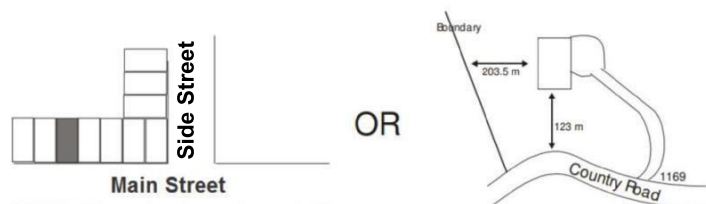
The plans should be A3 in size and include:

- Location plan
- Site plan
- Floor plan of each floor (if there is more than one), an elevation of each exterior wall
- Drainage plan
- Foundation layout
- Sufficient cross-sections to show the full nature and extent of the work
- Full set of construction details of specifications to be A4 in size.

Note: Specs A4 format, Plans: A3 Format

### Location Plan

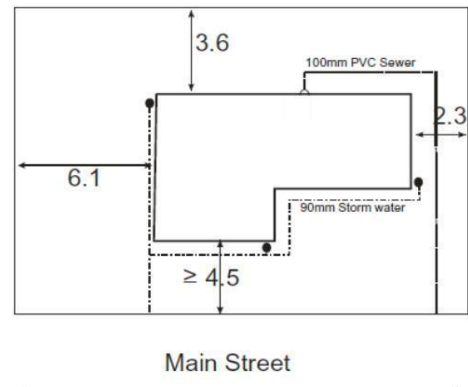
The location plan should show the location of the site in relation to known points. It need not be to scale.



### Site Plan

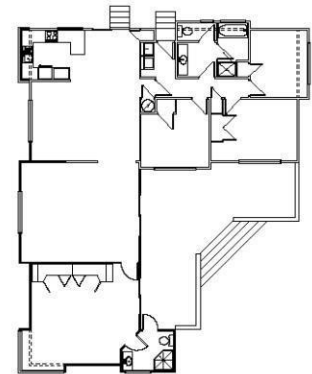
The site plan must be drawn to scale and should show all buildings on the site and their relationship to the boundaries. Normal scale is 1:200. We recognise that this is not always possible for buildings

on country properties. Please ask the Duty Building Officer what details are required if this is the case with your application.



## Floor Plan – Scale 1:50 or 1:100

The floor plan should clearly show doors, windows, the rooms on that floor, the position of smoke alarms and the intended use of that room. Show the fittings within the room such as benches in the kitchen, bath and basin in the bathroom and the position of the pan in the toilet compartment.

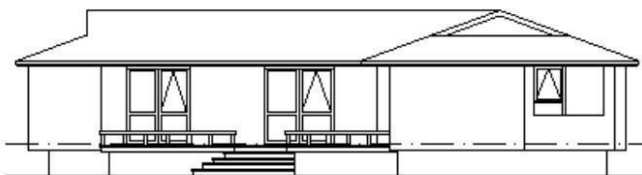


## Elevations – Scale 1:50 or 1:100

Provide an elevation of each exterior wall showing all openings, doors etc. For new dwellings and substantial additions, a weather-tightness matrix must be supplied for each elevation. The matrix is a scoring system that determines if your choice of exterior cladding must have a drained and ventilated cavity behind it or not.

A fact sheet on the weather -tight matrix is available on request or on the MBIE website:

[www.building.govt.nz](http://www.building.govt.nz)



## Cross-sections – Scale 1:50

Supply cross-sections of the building that clearly show the method of construction, details of the materials intended to be used and accurately show floor levels and adjacent ground levels.

## New Buildings or Major Extensions

When erecting a new building or a major extension, the following additional information is normally required:

- Full bracing calculations
- Detail of all insulation (H1 calculations) Drainage plans:
- If the property is rural, a septic tank must comply with the Waitaki District Plan requirements.

Ground bearing capacity tests:

- Engineer designed foundations may be required if the ground bearing capacity is found to be unsuitable. Generic type sheds do not generally require this type of foundation design.

Specifications must be specific to the project:

- If using a Master Spec type form, the details not relevant to the Building Consent must be deleted. This also applies to any manufacturer's specifications, E2 pages etc. All non-relevant material must be removed.

## Restricted Building Work (RBW) and Licensed Building Practitioners (LBP)

If your project includes structural or weather-tightness work on a residential dwelling, the work may be classed as 'Restricted Building Work'. This type of work must be designed and built (or supervised) by a Licensed Building Practitioner (LBP).

Your application will need to include a design certificate from the LBP that carried out the design work.

You will also need to provide Council with a list of LBP's who will carry out the building work. It is best if the names and registration numbers of these licensed tradespeople are provided on the consent application form. But, the LBP names and registration numbers of the licensed tradespeople must be provided before the first inspection.

You can provide the list after your consent has been issued but you should be aware that the work must not start until you have provided Council with names of the LBP's. This can be done by completing the form supplied with your approved consent.

It is possible in some circumstances to get an **Owner Builder Exemption** for DIY work that is Restricted Building Work. Owner-builders can carry out restricted building work (RBW) on their own home. You are an owner-builder if you:

- Live in or are going to live in the home (includes a bach or holiday home)
- Carry out the RBW on your own home yourself, or with the help of your unpaid friends and family members, and

- Have not, under the owner-builder exemption, carried out RBW to any other home within the previous 3 years.

Before you can use the owner-builder exemption you need a written declaration showing that you meet the owner-builder criteria. The statutory declaration form must be witnessed and signed by a Justice of the Peace or someone else authorised by law to do so.

More information is available on the Ministry of Business Innovation and Employment website [www.building.govt.nz](http://www.building.govt.nz). Applications that include Owner Building Exemption must be lodged with completed forms 2b and 2c attached. These forms are also available on our website.

## Producer Statements

Any part of the structure that is outside the scope of New Zealand Standard 3604 (the standard for light timber framed buildings) or any other documents cited within the compliance documents, may require a Producer Statement. Besides the supply of Producer Statements for commercial buildings, Producer Statements may be supplied for a number of specific design elements in residential dwellings.

These may range from membrane roofs to steel beams over a garage entrance. The supply of a Producer Statement in no way compels the Council to accept an alternative solution. The Act stipulates that Council must be 'satisfied on reasonable grounds' that any building element or design meets the provisions of the various codes. As such, Council has sole discretion on acceptance of Producer Statements and technical reports.

Council generally accepts Producer Statements from engineers that hold a current Chartered Professional Engineers (CPEng) practicing certificate and from persons who are qualified and experienced in the specific field for which the Producer Statement is being issued.

Producer Statements include the following formats:

- PS1: Design
- PS2: Design Review
- PS4: Construction Review

## Apply for an Amendment

If you wish to change some aspect of your building project after your consent has been approved, you will need to apply for an amendment to the Building Consent before the work is carried out.

The process for obtaining an amendment is same as obtaining the original consent.

It is very important that at the time of inspection the Building Consent documents accurately reflect what has been built.

Minor variations that don't differ significantly from the plans and specifications can be approved on site at the time of inspection.

## Alterations to Existing Buildings (section 112)



Council must not grant a building consent for the alteration of an existing building or part of an existing building unless it is satisfied that after the alteration the building will:

- a) Comply as near as reasonably practicable with the Building Code provisions for means of escape from fire and access and facilities for people with disabilities.
- b) Continue to comply with the other provisions of the Building Code to at least the same extent as before the alteration.

Council may, by written notice, grant an application to allow alterations to take place without the building complying with the relevant provisions of the Building Code if it is satisfied that:

- If the building were to comply with the relevant provisions of the Building code, the alteration would not take place
- The alterations will result in improvements to the means of escape from fire or access and facilities for people with disabilities or
- The improvements outweigh any detriment likely to arise as a result of the other noncompliance with the Building Code.

## **Change of Use, Extension of Life and Subdivision of Buildings (sections 114 116A)**

An owner of a building must give written notice to the Council if they propose to change the use of a building, or extend the life of a building with a specified intended life. Notice must also be given if the owner of a building proposes to sub-divide land in a manner that affects a building.

### **Change of Use (section 115)**

The change of use of a building, whether that change required building work or not, will trigger the 'Change of Use' provisions of the Act. Section 114 and 115 of the Building Act 2004 stipulate the matter that must be considered for any change of use of a building (this includes things such as converting a residential dwelling into a commercial premise or a sleep-out into a hairdressing salon).

The applicant will need to consider all the requirements of Section 115(b). The specific degree of structural strengthening required (if any) cannot be assessed until a comprehensive evaluation of existing building strength is made.

An owner of a building must not change the use of a building unless the Council gives the owner written notice stating that the Council is satisfied that the building in its new use will comply with the provisions of the Building Code that relate to:

- a) Means of escape from fire, protection of other property, sanitary facilities, structural performance, and fire-rating performance
- b) Access and facilities for people with disabilities.

It must also comply with the other provisions of the Building Code to at least the same extent as before the change of use.

If the building is being changed to include a household unit/s where these did not previously exist, the building must then comply as nearly as reasonably practicable with the Building Code in all respects. This will require a significant assessment of the existing building across all relevant aspects of the Building Code, and decisions will need to be made about what constitutes “as near as reasonably practicable” about a range of Building Code clauses.

## **Specified Intended Life**

Only a Territorial Authority can grant a building consent for a building with a specified intended life. This is on the condition that the building must be altered, removed or demolished before the end of the specified life, and any other conditions the Council considers necessary.

## **Extension of Life**

Where a building consent has been issued subject to the condition that the building must be altered on or before its specified intended life (imposed under section 113 Building Act 2004) the life of such a building may not be extended unless written consent is obtained from the Council. The Council can only give its consent if it is satisfied that the building has been altered in accordance with the condition and it will comply with section 112 of the Act.

## **Sub-Division of Buildings**

Council must not issue a certificate under section 224(f) of the Resource Management Act 1991 for the purposes of giving effect to a sub-division affecting a building or part of a building unless it is satisfied, on reasonable grounds, that the building will comply as is reasonably practicable, with every provision of the Building Code that relates to one or more of the following:

- Means of escape from fire
- Access and facilities for people with disabilities
- Protection of other property

The building must also continue to comply with the other provisions of the building code at least to the same extent as before the subdivision application was made. This will often require a building consent application to undertake any necessary work to upgrade a building.

## **Building on Land Subject to Natural Hazards**

Unless specific mitigating measures are taken to protect the land, building work, or other property from the natural hazard or hazards, or to prevent acceleration or worsening of a natural hazard or hazards, Council must refuse to grant a building consent for the construction of a building or major alteration to a building.

In terms of section 71(3) a natural hazard means any of the following:

- Erosion (including coastal erosion, bank erosion and sheet erosion).
- Falling debris (including soil, rock, snow and ice).
- Subsidence
- Inundation (including flooding, overland flow, storm surge, tidal effects and ponding).
- Slippage

In some instances, it may not be reasonable to mitigate a natural hazard but it may be reasonable and appropriate for Council to consider a waiver or modification of the Building Code.

This will be considered on a case by case basis upon application from the building owner supported with the appropriate documentation.

When a building consent is granted for building work on land subject to natural hazards, Council must include as a condition of the consent, that Council will on issuing the consent, notify the consent to the Registrar-General of Land. Where the building work occurs on Maori land the Registrar of the Maori Land Court will be notified. In the case of Crown land, the appropriate Minister and the Surveyor-General will be notified. Such notifications are required to be recorded on the relevant Certificate/s of Title.

In the event that the hazard no longer exists, Council must notify the appropriate agency to have the notification removed from the Certificate/s of Title.

## **Compliance Schedule**

Under the Building Act 2004, buildings require a Compliance Schedule if they contain certain systems or features e.g. fire safety systems, lifts etc. These are known as 'specified systems'. This applies mainly to commercial buildings but if a residential dwelling contains a cable car, it will require a Compliance Schedule.

A list of specified systems is available under the Compliance Schedule section on the Building Consent Application Form. The items discussed above will require regular maintenance to ensure that they retain their efficiency and effectiveness. If your building contains specified systems, you must complete the section in the application form called Compliance Schedule and supply with your application, the maintenance, inspection and reporting conditions for each system.

Once in place, the system will require a yearly Building Warrant of Fitness.

## **Additional Requirements for Commercial and Industrial Buildings**

Commercial buildings require additional considerations by the Council, as they frequently, by their very nature, are accessible to the public and/or have large numbers of occupants. The Council is required by the Building Act 2004 to consider access for people with disabilities, fire egress,

structural behaviour and other matter over and above the usual issues checked in a single residential building.

## **Commercial Buildings – Earthquake Prone Buildings (incl. Heritage)**

From 1 July 2017 the Building (Earthquake-prone Buildings) Amendment Act 2016 took effect. It ensures the way our buildings are managed for future earthquakes is consistent across the country and provide more information for people using buildings, such as notices on Earthquake prone buildings and a public register.

The revised legislation recognises the complexities associated with the remediation of earthquake prone heritage buildings. Owners of earthquake-prone category 1 listed buildings and those on the National Historic Landmarks List will be able to apply for extensions of up to 10 years to the national timeframes for strengthening.

If you are applying for a consent for work on a Heritage listed building the Council must notify Heritage New Zealand within 5 days of receiving the application.

## **Commercial Buildings – Use by the Public**

If the building is classified as a Building for Public Use under the Building Act 2004, it is illegal for members of the public to use the building until the Code Compliance Certificate has been issued or a Certificate of Public Use has been applied for and granted by the Council. Please check with the Council when submitting the consent whether this restriction will apply.

## **Commercial Buildings – Access and Facilities for People with Disabilities**

Section 118 and Schedule 2 of the Building Act 2004 outline a large range of commercial buildings, to which access and facilities for people with disabilities are to be provided for. This schedule describes most commercial buildings and/or building use.

The objective of New Zealand Building Code Section D1.1(c) is to:

*“Ensure people with disabilities are able to enter and carry out normal activities and functions within buildings”.*

They are not to be discriminated against due to their disability, which may be due to a short-term accident or be a long-term disability. Council cannot waive this requirement and any disagreements must be decided by the Ministry of Business Innovation and Employment, by way of a Determination (a quasi-legal opinion on a Building Act related matter).

Facilities may include, but not limited to, accessible shower and/or toilet compartments, ramps, handrails, reception counters, corridor widths etc. It is advisable to check what will be required at design stage, as many of these features take up considerable space and expensive redesign may be required if they are not detailed on the submitted plans.

## **Commercial Buildings – Structural Design and Producer Statements**

Any building work outside, BI Acceptable Solution, will require specific design by a suitably qualified engineer. A Producer Statement for Design (PS1) may be required at application. The Building Consent will not be issued until they are received (by a suitably qualified and experienced person in their field of expertise) and approved for the project.

Engineering plans and details for the structural design are required to be submitted and signed by the engineer providing the Producer Statement. The engineer will state on the Producer Statement that the structural design will achieve the requirements of the NZBC and/or relevant New Zealand Structural Design Standards and any assumptions e.g. ground bearing capacity. Council may require that the design is peer reviewed to confirm the structural design meets the requirements of the relevant structural standards. This peer review will be regardless of the supply of a PS1. All peer review costs are borne by the applicant.

If site investigation has included a geotechnical investigation and subsequent specific foundation design, that geotechnical report may be subject to a separate peer review.

The Act stipulates that Council must be 'satisfied on reasonable grounds' that any building element or design meets the provisions of the various codes. As such, Council has sole discretion on acceptance of Producers Statements and technical reports.

## **Commercial Buildings – Fire Rating Behaviour and Egress**

Fire safety in a commercial building is assessed under the NZBC, C Clauses. Any work in a commercial building will require a fire report (sometimes termed a fire philosophy) detailing compliance with these clauses. This will be required at application stage. Section 112 of the Building Act 2004 must also be addressed for any alterations to an existing building.

Any fire rated construction e.g. walls, floors or ceilings, are to be shown on the plans, sections and construction details provided. The proposed work may be 'just an office fit-out', but this can affect means of escape and the positioning of sprinkler and smoke alarm heads.

Any design outside the **C** documents will be regarded as an 'alternative solution' and the Building Act 2004 requires that they are sent to Fire and Emergency New Zealand (FENZ) for review.

## **Commercial Buildings – Lift Requirements**

A lift may be required depending on the area of the upper floors or the occupant loads of the upper floors. If the use or occupant load changes, the building will be assessed to determine whether it complies for lift requirements.

## **Commercial Buildings – Trade Waste**

Trade waste issues are more likely to arise in industrial and commercial activities where products are being manufactured, processed or refined e.g. meat and dairy processing plants, timber

treatment plants, furniture manufacturers etc. However, these issues can also apply to smaller uses such as restaurants, paint shops and truck yards.

The potential discharge will be assessed at consent processing time. However, if you consider that discharges from the proposed premises may require a trade waste permit, please contact the Council early in the process as this may save expensive design review and changes e.g. a truck wash bay and slab may require an oil interceptor sump/trap to contain oil washed from the vehicles. The oil is required to be contained, then collected and disposed of without contaminating the storm water or sewer system.

Waitaki District Council has a Trade Waste Bylaw that governs discharges to the sewer system from Industrial and Commercial premises.

## **Commercial Buildings – Health**

A Building Consent containing food premises e.g. cafés, restaurants, bars etc., will require approval under the Food Regulations 2015 and the Sale and Supply of Alcohol Act 2012. This will be reviewed at the Building Consent stage.

The use and occupant load of the building will be required to assess the safety and facilities in the building. Most of the previous sections discussed will apply for the consent review and the Environmental Health Officer will require specifications, plans and elevations detailing the following:

- Surface finishes
- Ventilation
- Hand wash facilities
- Cooking and cleaning facilities e.g. sinks, dishwasher
- Grease trap and backflow devices
- Menu specifying type of food being prepared and served

An additional application form is required for a Health Licence before the public is permitted to use the premises.

Hairdressers, Funeral Directors and Camping Grounds also require an application to the Environmental Health and Licensing team for approval.

## **Dams**

Regional Councils are required by the Building Act 2004 to accept, process and issue Building Consent applications for large dams within their area.

Large dams are defined as “any dam that impounds more than 20,000m<sup>3</sup> of water and has a wall higher than 3 metres”. Dams smaller than this are not large dams and are exempt under Schedule 1 of the Building Act 2004.

## Lodging Your Application

Once you have completed your online application form your Building Consent application will be automatically sent to one of our Vetting Officers.

One of the Vetting Officers will check the application to ensure it meets the required standard. Applications that do not meet the required standard will be rejected. Your application and plans will be returned to you and our Vetting Officer will clearly explain what is required before the application can be accepted.

Once the documentation is in order the application can be lodged. The statutory clock starts the next working day after a complete application is received. Build will notify the successful applicant.

## Consent Fees

This depends on the type of application, the cost of work involved and the level of detail provided.

Our charges are based on the length of time it takes to process an application and include costs such as:

- Levies payable to MBIE (payable on all applications \$20,444 and over)
- Levies payable to BRANZ (payable on all applications \$20,000 and over)
- Time spent processing the application
- Number of inspections required (type and number vary depending on the project)
- Issue of Code Compliance Certificate
- Issue of Compliance Schedule (if applicable)
- Development contribution (if applicable)
- Vehicle crossing (if applicable)
- Street damage deposits (refundable on completion)
- Water and sewer connection (if applicable)

### [Building Consent and Services Fees](#)

An estimate of the fees involved may be provided, however the final cost will not be known until the application is processed. If, after you have applied for consent, you decide not to go ahead the Council will require a request in writing from the owner or agent. This must be done before the consent is granted and you will be liable for all fees incurred up to that point.

## Timeframes for processing

Once accepted, the Council has 20 working days from the day after receipt of the materially complete application to process your Building Consent and determine whether to grant or refuse the application. A working day is defined in the Building Act 2004 and is Monday to Friday excluding statutory holidays and the days between the 20 December and 10 January inclusive.

The statutory 'clock' may be put on hold if further information is required for the Building Officer to ensure your project meets the requirements of the NZBC. The number and length of these deferments is mainly in your control. A fully completed application form with good quality supporting information will help in minimising any deferment delays.

## Multi-Proof Building Consents – Timeframes for Processing

A Multi-Proof consent is a Building Consent for a standardised design that is intended to be replicated many times. Multi-Proof approvals are issued by the Ministry of Business Innovation and Employment.

Multi-Proof is a statement by the Ministry that a specific set of building plans and specifications complies with the NZBC. Under the Building Act 2004 (as amended in 2009), Building Consent Authorities must accept a Multi-Proof as evidence of Building Code compliance.

A Building Consent is still needed for a building with Multi-Proof approval. The role of Building Consent Authorities is to:

- Approve site specific details, including foundations and utilities;
- Ensure that any Multi-Proof conditions have been met; and
- Undertake normal inspections during construction.

The Council has 10 working days to issue a Multi-Proof Building Consent, based on information from Ministry of Business Innovation and Employment website.

## Processing Your Building Consent

### Requirements of the New Zealand Building Code (NZBC)

Once the documentation has been accepted, it will be scrutinised by the Building Department to ensure that when the project is complete it will meet the requirements of the NZBC.

Section 49 of the Building Act 2004 stipulates that the BCA must be satisfied on reasonable grounds that the provisions of the [Building Code](#) would be met if the building work were properly completed in accordance with the plans and specifications that accompanied the application.

However, a building consent authority is not required to grant a building consent until it receives:

- any charge or fee fixed by it in relation to the consent; and
- any levy payable under [section 53](#).

The Building Code requirements can be met in several ways:



- By way of an acceptable solution:

An acceptable solution is a method contained in the compliance documents issued by the Ministry of Business Innovation and Employment. The documents can be found on the Ministry's website:

[www.building.govt.nz/compliance-documents](http://www.building.govt.nz/compliance-documents)

A building element constructed in the way specified in the compliance documents is deemed to comply with the requirements of the NZBC.

- By way of an alternative solution:

This method of meeting the NZBC requirements is by way of an alternative solution. An alternative solution requires proof of compliance. It is your responsibility to provide the proof, not the Building Consent Authorities task to find it.

## Who Processes Your Consent?

Your application may need to be seen by several Council officers. For example, Planning, Environmental Health Officer or perhaps a Structural Engineer. Applications with inadequate details will be deferred for further information. No work will be done on your consent until this information is received. The time required for these officers to check your proposal varies and has a bearing on how long it takes before your consent is issued.

The Council utilises the National BCA Competency Assessment System when allocating applications for processing. If the Council does not have the required competencies available we will approach another Building Consent Authority or a Contractor to carry out the assessment. There are no extra charges for this.

## Resource Management Act Requirements

An important part of the checking of your Building Consent is the identification of any Resource Management Act requirements under the various Plans that contain rules to minimise effects on the environment.

The Plans that will have most influence are the Waitaki District Plan, Otago Regional Plan and Environmental Canterbury Regional Plan. The Planners check that the building and activity are permitted and comply with the relevant standards such as earthworks, on-site parking, noise, maximum height, shading, outdoor living and service courts, lighting and setbacks.

A building activity that is not a permitted activity, or is a permitted activity but does not comply with the relevant standards, may be required to obtain a Resource Consent as well as a Building Consent to authorise the building consent process and activity. If the Building Consent is ready before the Resource Consent the Building Consent will be issued with a Certificate (Section 37) that prevents the commencement of the building work before the Resource Consent is issued.

## Requests for Further Information

If there is information missing from your application, you will receive a request for further information/clarification. When a request for further information is sent the "20-day clock" is

stopped and the consent is suspended until this information is provided in full. The “clock” is restarted the next working day following receipt of the materially complete information.

## **Referrals to Fire and Emergency New Zealand (FENZ)**

The council has to notify Fire and Emergency New Zealand - FENZ, about some building projects, particularly if there is to be an alteration, change of use or subdivision that affects a building's fire safety systems. This can include building work on a specified system related to fire safety, such as a sprinkler system or fire walls.

FENZ have 10 working days to advise of any specific fire-related requirements, such as ensuring means of escape. Your application will not be suspended during this time and the council can grant your application if it doesn't receive any information from FENZ within the time period.

Further information regarding the types of applications that must be sent to FENZ can be found on the New Zealand Gazette website.

## **Council May Refuse to Issue a Building Consent**

Occasionally, in cases where Council is not satisfied after requesting further information that either the information has not been supplied within a reasonable timeframe, or the details supplied are not sufficient proof that the work will comply with the Building Code, Council may refuse the Building Consent. A letter explaining the reason the Consent has been refused will be sent to the applicant with an invoice for processing costs.

## **Identifying the Required Inspections**

After checking the documentation for conformance with the NZBC, the Building Officer will identify what inspections are required to ensure that the building is erected to comply with the stamped approved plans.

These inspections are at key stages and usually checks are done at a point in the building process that cannot be checked at a later stage. For example, the mesh and reinforcing bars in a concrete floor slab must be checked before the concrete is poured. If such an inspection is missed, it is often impossible to go back and the Building Consent Authority will not be able to issue a Code Compliance Certificate.

As well as the checks by the Council Building Officers, there may be third party inspections required. These will typically be by a geotechnical professional, to confirm ground conditions; an engineer, to confirm the engineering design is being constructed to plan; or an inspection body, such as Fire Protection Inspection Services, to check fire alarm installation. Once again, these inspections must occur at the scheduled stage of the project.

## **Granting the consent**

This is when all requested information (if any) has been received and the technical check has been completed and the building officer checking the application is “*satisfied on reasonable grounds*” that sufficient information has been provided to adequately demonstrate compliance with the relevant performance provisions of the Building Code. Reasonable grounds mean the building officer has been reasonable in any requests for information and that the information is readily available and able to verify compliance. Granting a consent is conditional on enabling the building work to be inspected.

The building consent is granted to the applicant upon the payment of all fees, levies and charges and that all the required conditions have been actioned and/or placed on the consent.

## Issuing the consent

A building consent will be issued in the prescribed form and will include:

- The Project Information Memorandum (if any),
- A Development Contribution Notice under Section 36 (if any),
- A certificate issued under Section 37 (if any),
- Confirmation that Heritage New Zealand Pouhere Taonga has been notified under Section 39 (if applicable),
- A compliance schedule or amendment to an existing compliance schedule stating the specified systems and performance standards required by the building code (if any).

All building consents are issued on the condition that the BCA, or agents authorised by the BCA, are entitled at any time during normal working hours or while building work is being done to inspect the land or building work.

## Invoices and Payments

Once your consent has been approved, an email confirming the outcome will be sent to you. An invoice for payment due will be attached.

## Council Will Not Grant Your Consent until Fees and Levies Have Been Paid

You can choose to make payment at our Customer Services Centre, via Internet banking or online in the portal. You will need to ensure you print out all approved documentation and have this onsite for all inspections.

You will be advised if there are any Resource Consent issues that mean the work cannot start (Section 37 Building Act 2004), otherwise once you receive the Building Consent document, work may begin. You should keep the stamped approved document on-site at all times.

## How long is the Consent Valid?

Work must start within 12 months after the date the consent issued. If work has not started within the 12 months, the consent will automatically lapse and you will need to apply for a new consent.

You may apply for an extension of time to start the work but your application must be submitted to Council before the lapse date.

Please note that if the project has not been completed and signed off with a Code Compliance Certificate within 24 months of the consent being granted, the Council must at that point make a decision to either issue or decline the Code Compliance Certificate. Please refer to the 'Inspecting and Certifying Building Consent Work' booklet for more information.

## Content of Your Building Consent Document

The issued Building Consent will be in a number of sections:

The Building Consent Authority Building Consent:

This is the document at the front of all documentation. It will have the project address, the type of building project, the legal description of the lot and the date of issue. The attached typed pages will list the Building Consent Conditions and Advice Notes, the schedule of required inspections and a Form 6 – Application for Code Compliance Certificate. The application for a Code Compliance Certificate is to be filled out and returned to Council when the work is completed.

### 1. The Specifications:

The designer's requirements on what must be used during the build process. For example, '30mpa concrete is to be used when constructing the floor slab'.

### 2. The Plans:

These will have the Council's approved stamp on them. These are the plans that have been checked against the NZBC requirements and approved as meeting the code. They are the plans that must be used as construction drawings and should be kept on-site at all times. The stamped plans may also contain notes of clarification from the processing officer. An item that is unclear of the plans but explained in the text may be overwritten to ensure it is constructed as the designer intended.

## Compliments, Complaints and Enquiries

What if you want to raise a concern about our service?

Feedback, both positive and negative, provides the Council with a first-hand account of your views and experiences and can highlight areas we might otherwise miss. Feedback encourages our team to review our processes and service, to make appropriate improvements for our customers.

Council has a procedure to help you when you decide to make a complaint about our actions and behaviours. This makes sure that your concerns are dealt with fairly and consistently, and that all parties to the complaint feel heard, understood and respected.

Procedure

Compliments or complaints can be made by filling our Online Feedback Form, by contacting us via telephone, email, letter, or over the counter:

- Fill Online Feedback Form
- Telephone: (03) 4330300
- Email: [service@waitaki.govt.nz](mailto:service@waitaki.govt.nz)
- Letter: PO Box 50058 Oamaru 9400
- In Person: 20 Thames Street (it is good to phone first so that we can make sure that you speak with the right person).

Please ensure that you include adequate details of your feedback, including your contact details. Acknowledgement of your complaint will be sent within 3 working days and we expect to consider and respond to your complaint within ten working days.

Related document: [Compliments and complaints policy](#) (PDF, 564KB)

When should you complain?

- You believe we have failed to provide you with satisfactory service
- You are dissatisfied with a policy or a decision that we have enforced
- You are unhappy with the behaviour or attitude of an employee.

When is a complaint not appropriate?

- The issue is before a Court or Tribunal, or the Court or Tribunal has already made a decision
- You ask us to reconsider a complaint when we have already given you our final decision
- When you refuse to give your name. Council does not receive anonymous complaints. We have strict guidelines around confidentiality, and we do not give out your details without your permission.

Do I have a right of appeal?

Yes, if you do not agree with the outcome, you may request a review of the decision. All appeals must be made in writing setting out the reasons why you disagree with the decision. All appeals will be responded to within 10 working days. If you are still unhappy or choose to use an alternative route to settle a matter of doubt or dispute, you may apply to the Ministry of Business, Innovation & Employment for a Determination. Visit [www.building.govt.nz](http://www.building.govt.nz) for further information on this service

## Determinations

A determination is a binding decision made by the Ministry of Business, Innovation and Employment. It provides a way of solving disputes or questions about the rules that apply to buildings, how buildings are used, building accessibility and health and safety.

Most determinations are needed because the person applying for the determination disagrees with the Council about the decisions that the Council has made about a building or associated provision.

In these cases, the parties to the determination are the building/land owner (even an affected neighbour) and the Council.

All parties to a determination are treated equally.

You can ask for, or be involved as a party to a determination, if you are;

- The building owner or the owner's agent,
- The Council that issued the building consent
- The owner of other property when the determination is about the protection of that property (e.g. the potential spread of fire from one property to another, surface water run-off or land stability),
- A government Ministry or Crown agency that has a statutory duty under the Building Act, such as Fire and Emergency New Zealand (FENZ),
- Anyone with a direct interest in the problem or question if it has to do with access and facilities for people with disabilities.

The Ministry can initiate a determination where it believes it is necessary to achieve the aims of the Building Act. The Ministry may ask other people or organisations to become involved if necessary.

However, a Determination can be applied for by the Council itself or a neighbour who is affected by building work. A determination can be about building work that is planned, partly done or completed.

The Ministry of Business, Innovation and Employment charges a fixed fee for determinations. These are in two categories;

- Single houses, attached houses, flats and apartments up to four units, and garages and sheds,
- All other buildings.

More information and how to apply for a determination can be found on MBIE's [website](#).