



## BUILDING CONSENT AUTHORITY

### T-03 CUSTOMER ENQUIRY (building consent authority function)

#### Roles and Responsibilities

- **TEAM LEADER BUILDING**  
To determine policy and procedures around providing advice on customer enquiries.
- **BUILDING OFFICER**  
To provide technical advice and interpretation to a customer enquiry and record the advice if policy requires.
- **ADMINISTRATION OFFICER**  
To provide information packs/user guides for a customer enquiry, and any non-technical advice.

#### Background

- Section 12(2)(k): a territorial authority and building consent authority are required to perform any functions that are incidental and related to any of the functions listed in section 12.
- Customer enquiries may be received by various media, such as phone, face to face, written, internal, electronic messaging.
- Processes should be established for a customer enquiry received through any medium. No matter which medium the enquiry comes through the response will be via the same medium in the first instance, if appropriate.

#### Procedure

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**1 ESTABLISHING THE SCOPE OF WORK**

1.1 Clearly establish:

- is this commercial/industrial/residential/educational or large scale project?
- will this result in a change of use?
- does this involve other departments eg planning, water and waste, roading, EH licence – if so, for large scale projects recommend appointment with representative from relevant teams at same time to discuss requirements.

1.2 Is it for a technical interpretation?

1.3 Is it in response to another action?

**2 EXPLAIN PROCESS**

2.1 Explain timelines for the process.

2.2 Explain the legal requirements.

2.3 Explain the information required, and provide support information if it is available (provide a checklist or user guide to assist the customer through the processes).

2.4 Provide application pack.

2.5 Provide access to specialist advisers for information on other items that might affect the project (planning, roading, drainage, water, engineering, environmental health, liquor licensing and the like). – make appointment with representative from relevant teams. Meeting notes to be documented into “pre-application”

**3 RECORD DETAILS**

**3.1 “Pre-application”**

When large scale projects, or if customer has met with various teams e.g. planning, water and waste, roading, EH licence, notes to be documented into “Pre-application” form and attached to the assessment (property id) in document management. Customer given hard copy and informed to make reference to the document management number in their B/C application (and all other applications). Hard copy to also go onto property file.

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As per policy requirements, record all details of advice given (especially if advice and interpretation is technical and specific to a property or a specific building consent application).

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