

## **IANZ visit lifts Palmerston North BCA staff morale**

Palmerston North City Council recently had its pre-assessment for accreditation as a building consent authority – the first council to do so - and is positive about the process.

“There was some trepidation before the visit by IANZ,” Peter Eathorne, General Manager for the Council’s City Contact division, said. “However, the visit was enjoyable for staff, lifted their morale and gave us a sense of confidence in the assessment process.”

Peter said IANZ were greeted by key personnel, and spent the day getting to know the council’s building control operations and speaking to individual staff members.

IANZ provided positive feedback on the council’s building control documents and considered the council ready for full assessment for accreditation.

Peter said “the main things the council learned from the visit were that preparation is vital and it is critical to have the right people on site and available. It is also important to show your work in the best possible light but, in doing so, to be honest and upfront.”

He suggests councils ensure they create enough space for IANZ to work in and be positive about their visit.