

Doc Ref TS-03 Customer Enquiry-NV

Date 19/05/2008

TS-03 Customer Enquiry

BCA AIM

To provide appropriate information to customers on BCA functions and processes, requirements of the Building Act 2004, and related Regulations and Codes, in a friendly, timely, accurate and easily accessible manner.

ROLES AND RESPONSIBILITIES

BCA

The BCA will respond to customer enquiries through the appropriate staff members. They will provide the public with general advice and interpretation on the administration of the Building Act, Building Code, approved documents and the Building Regulations on request. This advice is offered on the understanding that the Building Code is performance based, and that there are many ways to comply with the mandatory performance requirements.

The advice requested and given can be used for assistance with the design, but is not considered or used as acceptance of a design for compliance with the Building Code. The design is the responsibility of the applicant, not the BCA or its staff.

On request, the BCA will make available information that is included in the records the BCA holds in regard to building matters pertaining to individual properties. There may be a charge for providing the requested information, in accordance with the Building Act.

Building Officer

To provide technical advice and interpretation to a customer enquiry.

Customer Service / Administration Officer

To provide forms and/user guides for a customer enquiry, and any non-technical advice.

BACKGROUND

1. Section 12(2)(k): the TA and BCA are required to perform any functions that are incidental and related to any of the functions listed in section 12.
2. Customer enquiries may be received by various media, such as phone, face to face, written, internal, electronic messaging.
3. This process is used for a customer enquiry received through any medium.


PROCEDURE

1 ESTABLISHING THE SCOPE OF WORK

- 1.1 Clearly establish what the customer is enquiring about.
- 1.2 Is it for a technical interpretation?
- 1.3 Is it in response to another action?
- 1.4 Determine whether the requested information is within the scope of expertise for the staff member.

2 EXPLAIN PROCESS

- 2.1 Explain timelines for the process.

	<p style="text-align: center;">Clutha District Council</p> <p style="text-align: center;">Building Consent Authority Manual</p>	Doc Ref	TS-03 Customer Enquiry-NV
		Date	19/05/2008

- 2.2 Explain the legal requirements.
- 2.3 Explain the information required, and provide support information if it is available (e.g: provide a checklist or user guide to assist the customer through the processes).
- 2.4 Provide any other information necessary for the project.
- 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).

3 RECORD DETAILS

- 3.1 If appropriate, record all details of advice given (especially if advice and interpretation is technical and specific to a property or a specific building consent application).

NOTES

- User guides
- Checksheets
- Forms