

Building Consent Approvals Limited

Consumer Information

Regulation 7(2)(a)

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Our Services

BCAL only performs building control functions for Group Housing companies by contract and does not provide any building control function services to the general public. Therefore, our clients are our customers and 'consumers.' You have received this information because you are a client of BCAL.

Building Accreditation of Building Consent Authorities) Regulations 2006 7(2)(a) requires BCAL to provide consumers with information about:

- What building work requires a consent
- How to apply for a building consent and the definition
- How an application for a building consent is processed
- How building work is inspected
- How building work is certified
- Receiving applications for building consents
- Checking applications for compliance with the requirements that the Building Act 2004 and any applicable regulations under the Act specify (as applicable to the services BCAL provide)

This information also covers the following matters:

- The services BCAL provides and limited accreditation scope information
- The services BCAL does not provide
- General Inquiries
- Complaints policy
- Fees and Charges

This document provides to you as BCAL's client (consumers) guidance through the building consent process that is relevant to the type of building consent applications for which BCAL is accredited, will accept, and the specific services for which clients have agreed by contract.

BCAL do not provide information about how to apply for building consents that are of a type which BCAL do not accept. The client is advised to contact the applicable Council for such information and may apply to Council directly for any building consents that are outside the scope of BCA's accreditation or services excluded by contractual agreement.

In accordance with this guidance, BCAL shall not elaborate on any services that it does not provide when such a service has already been excluded whether directly or by association.

For example, BCAL do not process any commercial building consents. The associated services and applicable legislation that are related to these types of consent are numerous and of no value to the client in terms of the service BCAL provide, therefore are not detailed in the exclusions. Compliance schedules (including cable cars) are therefore excluded from this information because BCAL do not accept commercial building consent applications or compliance schedules.

Services we provide

Building Consent Approvals Ltd (BCAL) is a private building consent authority accredited to perform building control functions at a limited scope for residential buildings categorised in accordance with the National BCA Competency Assessment System commonly referred to as the NCAS.

The building consent applications that BCAL can accept for processing and other associated building control functions are:

New residential buildings, classified in accordance with the National (BCA) Competency Assessment System as:

- Residential 1,2 and 3; and
- Commercial 1 (used only for residential purposes, with horizontal fire separation, limited to two storeys); and
- Alterations to existing residential buildings and/ or associated outbuildings or ancillary

Categorised also as:

- SH and SR under the Building (Specified Systems, Change of Use, and Earthquake -prone Buildings) Regulations 2005; and
- Classified Use A1: 2.0 Housing; 2.02. Detached Dwelling and, 2.03. Multi-unit dwelling

For these buildings described above, the building control functions BCAL provide are:

- Processing of building consent applications for proposed new buildings to verify compliance with the NZ Building Code including:
- Section 77 BA04 - Building work on two or more allotments if a section 75(2) certificate has been issued by the TA or conditions of section 76 have been met.
- Issue of building consents in accordance with section 49 of the Building Act 2004
- Inspection of building work to verify construction in accordance with the consented plans.
- Issue of Code Compliance Certificates in accordance with Section 95 of the Building Act 2004
- Issue notices to fix (NTF) under s164 of the Act and provide copy of the notice to fix to the relevant TA within five working days of issuance - s164(2), s166.

You can find our details on the [Register of BCAs\(external link\)](#).

Note:

BCAL's workload obligations are regularly negotiated with its clients, restricted to its contractual obligations and unlike a Council, BCAL may decline accepting building consent applications if it considers this as an appropriate response to meet its statutory obligations, business decisions and/or KPI's.

It is always an option for BCAL to decide not to employ more staff or contractors after assessing business needs and the relevant matters that affect its KPI's to ensure it delivers a premium service to its clients.

Services we do not provide

You need to contact your local territorial authority for any building consent services, information or advice relating to the following buildings, building work or associated matters.

BCAL may only provide service, advice or information that is directly related or relevant to the fulfilment of its responsibilities for the performance of its limited building control functions and associated services.

BCAL **do not** provide building control functions or services related to any of the following:

Note: The sections cited below are from the Building Act 2004

- National Multiple -Use Approvals (s30A-H)
- Development Contribution Notices (s36)
- Resource Management Act matters (s37)
- Certificate of acceptance (s42)
- Exemptions from building consent (s42A)
- Waivers or modifications (s67)
- Building on land subject to natural hazards (s72)
- Owner Builder Exemptions (Subpart 4A)
- Commercial buildings and associated matters
- Compliance Schedules (s100-107)
- Buildings with specified intended life (s113)
- Change of use (S115)
- Specified Intended Life (s116)
- The proposed subdivision of a building (s116A)
- Engineering Plan approvals
- Vehicle Crossing (s335 Local Government Act 1974)

Before you apply

Ensure you read through the information below before you apply for a building consent. Building Consent Approvals Limited is not a Territorial Authority, therefore there are certain approvals that need to be sought from the relevant Local Authority before BCAL can issue a building consent.

Approvals required from other authorities

Where applicable, approvals from other authorities should be submitted to Building Consent Approvals Limited with the application. While this information does not necessarily affect a decision to grant a building consent, it may identify or include matters relevant to the building code requiring appropriate consideration e.g. water and power supply etc.

These may include:

- Network utilities
- Build over approvals e.g. public assets (usually drains)
- Consent Notices - please include with the record of title (ROT) if applicable
- Earthworks

Building work may be delayed if a resource consent is required and has not been obtained. It is important to discuss the proposal and any requirements that may be necessary with the relevant Territorial Authority before planning/commencing work to understand [what approvals are](#)

[required\(external link\)](#). Please ensure you have considered all relevant legislation, including the Resource Management Act (RMA). Granting a building consent does not mean the proposed building work complies with the RMA. Ensure you carefully consider any information the T/A has made you aware of that may affect the design requirements e.g. underground tanks are sometimes a Planning requirement. How do you know what other approvals are required? The PIM.

Project Information Memorandum - [MBIE Guidance](#)

A (PIM) is a document issued by a territorial authority (council) under section 34 of the Building Act. The PIM must include all information known to the council that may be relevant to the project or site. Please ensure you check the PIM for any matters which would exclude BCAL from accepting your application by referencing the exclusions above under **'Services not Provided.'**

When applicable, some important documents will be **attached to the PIM.**

For example:

- Under section 36 of the Building Act 2004, a territorial authority may issue a development contribution notice attached to the PIM. Development contributions must be paid by the owner before a CCC is issued. BCAL will require you to provide evidence from Council. that DCs have either been paid or that the T/A agrees that CCC can be issued even though DCs are not paid.
- A section 37 notice will be issued if resource consent is required, has not yet been obtained, and the resource consent will or may materially affect building work proposed. A building consent can be issued where there is a section 37 notice, however no building work may proceed or can only proceed to the extent stated in the certificate. BCAL is not responsible for any matters identified in s37 other than what is defined in the Building Act.
- Under section 39 of the Building Act 2004, a territorial authority must advise Heritage NZ Pouhere Taonga where the proposed building affects a historic place, historic area, wāhi tapu, or wāhi tapu area that has been entered on the New Zealand Heritage List/Rārangi Kōrero; and the territorial authority has not previously advised Heritage New Zealand Pouhere Taonga about the building work to which that application relates.
- The building consent (Form 5) must contain confirmation that Heritage New Zealand Pouhere Taonga has been notified under section 39 of the Building Act 2004.
- Zone maps may also be attached to the PIM.

Refer to section 35 of the Building Act 2004 for the content of a PIM: [BA04 section 35 - PIM content](#)

[BCAL requires a PIM - Section 31 BA04](#)

The Building Act 2004 requires a BCA to apply for a PIM 'on receiving a building consent application' **unless** a PIM has already been issued. The PIM will identify matters such as whether the proposed work complies with the district plan, if there is any resource consent requirements, any authorisations and also development contribution assessment. Importantly, it can also impact how the design must comply with the building code. The intent of the Act is to provide the opportunity for any changes in the design to be made before a decision is made to grant the consent. This also avoids having to go through the building consent amendment process.

There are only *two options* which satisfy the PIM requirements for BCAL under the Building Act 2004:

[Option 1 - Providing a PIM with your building consent application](#)

This option is the best. Clients obtain a PIM from the Council as early as possible in the design phase. Only basic information is needed to apply for the PIM and Council must issue it in 20 working days. Council should have a PIM application checklist and an easy process to apply. If you use this option, you must wait till the PIM is issued and include the PIM in your building consent application to BCAL. BCAL cannot accept the consent application unless you include the PIM under this option.

[Option 2 – Requesting that BCAL apply for the PIM](#)

This option is not the best because of the time lost. Option 1 above identifies early and resolves issues– or at least they can be decided i.e. a resource consent applied. So if you choose this option, while BCAL can continue to process the consent application after it applies for the PIM, it cannot legally make a decision to grant the consent until BCAL receive the PIM.

The PIM can identify design changes needed to comply with Council requirements and require further processing. If you choose option 2, you will need to cover any further costs associated with more processing and design changes if this applies.

Once BCAL receive the PIM and there are no further matters to resolve, the building consent will be granted with the PIM and any relevant certificates attached. This is in accordance with the relevant sections in the Building Act 2004 51(1) - [Link](#)

[Statement verifying no Planning impacts](#)

When applying for a building consent, prior to lodgement, if a PIM is being provided with the application as per Option 1 above, you will be prompted by the digital system to confirm that the plans and specifications provided for the application are the same for which the T/A had relied on when issuing the PIM, or that any changes made after the T/A issued the PIM have not affected the district plan requirements in relation to the building consent application.

Applicants must assume full responsibility for all matters under the RMA and applicable District Plan requirements. The same prompt will apply to amendment applications to a consent. A new PIM is not required for amendment applications.

If you are not providing a PIM i.e. 'Option 2' – tick the 'A PIM is not required' box and ensure you contact Building Support to discuss BCAL applying for the PIM. Please note that fees apply for this service. Refer to our Fees and Charges schedule.

RMA or any other legislation matters are the sole responsibility of the applicant. BCAL only deal with matters related to its building control functions and applicable responsibilities specified by the Building Act 2004. Any information provided in or with the PIM unless specified by the Building Act 2004, shall not be construed as being the responsibility or liability of the stand-alone BCA (BCAL).

Construction over two or more allotments

If your project requires construction over two or more allotments, you will need to seek approval from the relevant Territorial Authority before the building consent can be issued (under s75(2) of the Building Act). This requirement should also be identified on the PIM.

Please get in touch with the relevant Territorial Authority to provide you a s77 form. Most Territorial Authorities will have a form available on their website. General information on building over two or more allotments is also available on MBIE's website including Forms approved by the Registrar-General of Land: [Certificate imposing condition\(external link\)](#)

If your proposed building is subject to section 75 as above, BCAL recommend you obtain the certificate referenced above prior to applying for the building consent. Because if there are any unforeseen complications which impact the proposed building work, you will still be required to pay BCAL any outstanding fees incurred i.e. if the project does not proceed.

However, if you want BCAL to continue while you are waiting for the certificate from the T/A, we will do so subject to written acknowledgment and agreement to pay any accumulated fees if the project does not proceed.

Restricted Building Work (RBW) and Licensed Building Practitioner (LBP) scheme

Building or design work that relates to either the primary structure (load-bearing walls, foundations etc) or moisture penetration (roof, cladding etc) or certain fire safety aspects of residential buildings, including small-to-medium sized apartments is classified as restricted building work (RBW).

This design work can only be carried out by competent, appropriately licensed building practitioners and appropriate Certificate of Works (or RBW Design Memorandum) needs to be provided with the building consent application. The full definition of RBW is found in the link below.

Definition of RBW - [Restricted Building Work](#)

Licensed Building Practitioners (LBP)

LBPs are building practitioners who have been assessed as competent to carry out building work essential to the structure or weathertightness of residential buildings. Building Consent Approvals Limited ensures all RBW – Restricted Building Work is carried out by a registered LBP.

Before any RBW commences under a building consent, you are required under section 87 of the BA04 to Notify BCAL in writing of the name of every LBP who is engaged to carry out or supervise the RBW - [Notification of LBP's](#)

BCAL will not carry out any inspection for RBW until the LBP who is responsible for the work has not been notified in accordance with section 87 as advised above.

Records of Work (memorandums) shall be requested prior to issuing of CCC. This is explained in the section on this document further down about how to apply for CCC.

MBIE also holds a register of LBP's which BCAL admin will check - [LINK](#).

A detailed account of the LBP scheme is found in the link below.

Licensed Building Practitioners - [LINK](#)

Fastrac Consents

If you are building the same design in reasonable volume e.g. 10 plus pa – it may be worth your while to enquire to the Building Control Manager and discuss whether you may benefit from BCAL's Fastrac consenting process.

If after review of your repeated design, discussion of the process it is agreed that this would be beneficial, BCAL shall provide you with a detailed step by step guidance throughout the process.

The Fastrac guidance applicable for Clients is linked - [Here](#)

Please contact BCAL for further advice.

The building consent process

The legal definition of a building consent is, *'a consent to carry out building work granted by a building consent authority under section 49'* (of the Building Act 2004).

Section 49 of the BA04 states that *'A building consent authority must grant a building consent if it is 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.'*

BCAL will not provide any design advice in accordance with its legal responsibilities as an accredited BCA as defined in the Building Act 2004. However, BCAL is committed to a collaborative relationship with its clients toward building, refining and maintaining a high performing building consent system. This guidance is issued to assist toward this end.

What building work requires a building consent?

Besides new residential building consent applications including alterations/ additions, some ancillary and/or outbuildings also require a building consent unless exempted under the specific conditions outlined in Schedule 1 exemptions such as:

Retaining walls higher than 1.5 meters

Retaining walls with surcharge of any height

Fences over 2.5 meters high

Garages (detached and attached)

Swimming Pools (other than exempt under clause 23 of schedule 1)

Swimming Pool barriers

If you want to do any building work that is exempt from a building consent, check first that it is exempt and please do not include the work on the plans you submit for building consent.

Refer to the MBIE guidance [Building work that does not require a building consent](#)

Alterations to existing Buildings

BCAL may accept building consent applications for alterations to existing residential buildings that are within BCALs scope (refer to 'Services we Provide section page 4).

Alterations to existing buildings must comply with section 112 of the Building Act and the following provisions apply to building consent applications that BCAL may accept:

A building consent authority must not grant a building consent for the alteration of an existing building, or part of an existing building, unless the building consent authority is satisfied that, after the alteration:

(a) the building will comply, as nearly as is reasonably practicable, with the provisions of the building code that relate to

(i) means of escape from fire

(b) the building will,

(i) if it complied with the other provisions of the building code immediately before the building work began, continue to comply with those provisions; or

(ii) if it did not comply with the other provisions of the building code immediately before the building work began, continue to comply at least to the same extent as it did then comply.

The new work must comply to current building code requirements while the existing work is not required to comply any more than to the degree it complied prior to the alterations.

However, any new work that is dependent on the existing building work may require upgrading to ensure the new work is not affected so as to comply any less than current requirements.

Examples of this may include where a structural support for the new work is connected to existing work, or where a flashing system is reliant on support from the existing building work.

Therefore, it is important that building consent applications for alterations to existing buildings should include plans which clearly distinguish between what is existing and the proposed new work so the processor can correctly apply the building code in accordance with section 112.

Building Consents for Staged Projects

BCAL may accept applications under section 44(2) for projects that you want to construct in stages. There are some important requirements for this to be managed properly, and we recommend a pre-application meeting to ensure everyone understands the expectations and requirements. This will help avoid RFIs and delays and facilitate a smooth process. Here are 3 key matters:

1. The project as well as the stages must be clearly described for each stage i.e.
 - 'Stage 1 of 3 stages - Foundations only, for a new 2 storey multi-unit and swimming pool.'*
 - 'Stage 2 of 3 stages – structure and roof only, for a new 2 storey multi-unit and swimming pool.'*
 - 'Stage 3 of 3 stages – New in-ground swimming Pool'.*
1. The Plans must clearly delineate each specific stage so each consent will also clearly identify without confusing other stages. Information may be needed to inform another stage i.e. point loads etc. however, each stage consent must identify whether it is included.
2. Where building work is completed in stages, the total building levy payment must be calculated on the full cost of the building work, using the building levy rate applicable at the date the original building consent was granted. Please contact us to discuss your project.

How to apply for a building consent

The consenting system

As a client of BCAL you will already be aware that we only accept applications using the highly advanced digital consenting system Objective Build. You will also have likely been introduced to the system and given a login.

Many of you will already be very familiar with this system when applying for building consents to the many Councils who have used the 'Alpha-One' system. The Objective Build is essentially the same system that has been advanced to a new platform with further enhancements.

Whether you are familiar or not, Obj.B has an excellent introductory website including detailed guidance and step by step procedures. However, BCAL staff are fully trained and equipped to guide you through the process if at any time you need further assistance so please call us.

Wherever you are located in the country, you can apply to BCAL who will provide you with a login. Please see the link below if you need further information.

[End-to-end building consent system | Objective Corporation](#)

Steps 1-7 outline the building consent application process

Steps 8-11 cover the process for inspections and Code Compliance Certification (CCC)

Step 1: Prepare plans and progress any approvals required

Your plans and specifications need to show how you propose to construct the new building. Before lodging a building consent application with Building Consent Approvals, we recommend you apply for the PIM at the earliest stage possible. Refer to the section in this document about PIMs - [Link](#)

Your PIM may also identify certain conditions which are excluded from the services BCAL provide. Please check the PIM and/or any other items listed under the sections 'Services we provide and services we don't provide' on page 4 of this document.

If you see items that are excluded, you will need to apply to the relevant Council for the consent. If in doubt or any questions, please call us on 0800 119 282.

If there are no exclusions and the proposed building fits within the services we provide, please ensure you obtain any approvals required before you apply for the consent. We recommend also that where possible you apply for any Resource consent as soon as possible to avoid potential delays that may be imposed by the Council e.g. section 37 restrictions. While a section 37 does not prevent the building consent being issued, it can place restrictions on starting work. BCAL are not legally responsible for compliance monitoring in relation to section 37.

Step 2: Pre application meeting

BCAL intend to build up and maintain a strong relationship with its clients based on a thorough understanding of how the consent process works between the client and the BCA.

Ensuring you understand how the consenting system works and what information is required to support your building consent applications is a key to efficiency and minimum RFI's. Early preparation will enable a faster consenting service to be provided.

For further information request a pre-application meeting and BCAL can help you identify the approvals required.

BCALs Client Liaison Managers along with the building support team shall provide guidance for clients to ensure the consent onboarding is completed and you are ready to lodge your first consent application.

Pre-application meetings are recommended for the following type of applications:

- new subdivisions where the consent is for multi-units – it is important to decide how best to manage the consent and inspection process before lodgement.
- buildings that do not meet acceptable solution design for the majority of the design – early discussions about alternative compliance methods can help avoid delays. Note: BCAL will not provide design advice but can explain the assessment criteria.
- buildings with complex engineering – 3rd party verification and how this is assessed is explained further in this document, however, prior to lodgement a pre-application meeting is also an advantage.
- buildings over 2 stories – advice around the type of building, method of compliance you nominate, and complexity can be identified at a pre-application meeting.
- Yard Builds – These are consent applications for buildings constructed in a yard which exclude foundations and services. It is important to understand how BCAL will manage these and what we require to enable this.

Pre-application meetings are also available on request whenever there is a need to discuss any potential issues or complexities. Remember BCAL do not offer any design advice.

A pre-application meeting will help ensure your building consent process runs smoothly. The specific details of your project will be discussed, including the best consent strategy for more complex projects.

Access to our digital consent system is provided to all customers by BCAL administration.

Pre-application meetings are recommended once the design work is at the 60% stage or when commencing the detailed design. Ideally, we recommend you have the following information available at the pre-application meeting:

- Project Information Memorandum (PIM)
- Vehicle crossing application

- Any applicable T/A Engineering Plan Approval (for example, three waters or build overs) - if applicable
- Any project specifics such as modular design or innovative building solutions
- Any resource consent applications and current status, including subdivision
- Any expert/ 3rd party reports addressing site specific conditions e.g. Geotech, Stormwater, wastewater ground conditions, where applicable
- Any other utility requirements identified e.g. transport
- If the project requires building over two allotments – the approval certificate (preferable) from the T/A or any other relevant information – see section above about this -[LINK](#)

Providing good quality information at the pre-application meeting can expedite the lodgement of your application and ensure an efficient consent application process.

Step 3: Prepare your building consent documentation

Ensuring that your building consent documentation and forms are complete, clear and easy to navigate, with pre-approvals provided, will enable a faster consenting service to be provided. It also avoids potential confusion and delays during construction.

Building consent documentation should include:

A clear summary and description of the project in the application when submitted using the online Objective Build application process – you will already have access to this.

Plans – Architectural including mechanical, electrical and plumbing (MEP) services; Any relevant Engineering e.g. Civil, Geotechnical and/or Structural drawings and onsite wastewater if applicable.

Specifications – Architectural; Structural; and MEP services specifications or any specifications required in support of the plans.

Supporting documentation (PIM, engineering plan/other council approvals, reports, current product and technical information, Appraisals, installation instructions etc).

Plans and specifications

Compliance with the NZ building code can be demonstrated using Acceptable Solutions, Verification Methods, or Alternative Solutions. When you lodge your consent application online, you will be prompted to nominate the means of compliance you propose for each relevant building code clause. The plans, specifications and supporting documents should adequately support the means you choose to comply with the NZBC.

Applicants shall find well defined explanations of the methods that may be nominated to comply with the NZ building code by reference to the detailed guidance the MBIE has provided for the industry in the link below:

[Different ways to comply with the Building Code](#)

The larger and more complex the project, the more detailed plans need to be. However, even small projects require a good level of detail. It is important that:

- the information provided is project-specific
- the specification structure is logical and easily navigated
- specification content is kept separate. For example:
 - Specifications e.g. technical details; Product Appraisals etc.
 - Supporting documents e.g. Producer Statements; Geotech reports etc..

For additional guidance please refer to:

- [How to prepare a high-quality building consent application \(external link\)](#)
- [Requirement for quality drawings \(external link\)](#)

Supporting documentation

Your building consent submission must provide sufficiently detailed evidence that the proposed work can meet the performance-based requirement of the Building Code. Experts can help ensure of a high-quality application by providing evidence that demonstrates compliance with the NZ Building Code. Experts can also be used (and are usually required) to assess and help support alternative solution proposals.

Supporting evidence provided from specialists/ experts may include:

- Tests, verification methods or other standards
- Appraisals of products or systems
- Reports, including calculations and modelling
- Peer reviews
- Comparison with similar products and systems
- Comparison with generic products and systems that are compliant with acceptable solutions
- Producer statements and other forms of certificates (IQP/LBP certificates for example)
- Case studies, of products and systems in use

For more information refer to:

- [Engineering New Zealand Practice Notes \(external link\)](#).
- [Information needed to support your building consent application \(external link\)](#)

FENZ Referrals

The BA04 section 46 requires consent applications of a certain kind to be referred to Fire & Emergency NZ so they can provide advice with respect to the fire safety design.

FENZ are required to provide advice to the BCA on matters relating to provisions for means of escape from fire and, the needs of persons who are authorised by law to enter the building to undertake firefighting.

The formal advice under this process may not exceed the requirements of the building code. However, Fire and Emergency may provide additional recommendations on a case-by-case basis to improve the overall safety of the building design. This is in line with the principal objective under Section 10 (a) of the Fire and Emergency New Zealand Act 2017.

The restricted accreditation scope of BCAL and type of applications we accept means these will be rare. However, we must still account for the possibility and advise you that if any application meets the following conditions, a copy will be sent to FENZ at the Vetting stage. Refer to fees and charges for costs.

The conditions that must all be met for such a building consent application will be sent are:

- 1- It is classified as C1 due to any horizontal fire separation between household units.
- 2- It is 'one building' separated between other household units by vertical fire separation
- 3- The household units in the one building are 4 or more

For further information on this process and details please refer to the MBIE Guidance link below:

[Copying applications to FENZ](#)

How to avoid requests for further information (RFIs)

If the building consent officer is not satisfied that the consent documentation provided complies with the Building Code or other requirements of the Act, a Request for further information' (RFI) is sent to the applicant (refer to Step 5).

To minimise RFIs and ensure a faster consent service:

- Ensure your application clearly describes how the performance-based requirements of the Building Code will be met as described above. This includes the nominated means of compliance and plans and specifications that are consistent and support it.
- Ensure your building consent application includes all relevant information and that forms have been completed correctly. Your documentation should be easy to read and navigate and demonstrating consistency and clear alignment between any specialists involved.
- Undertake a quality assurance check before lodging your application.

Step 4: Apply for a building consent

All building consent applications should be submitted to Building Consent Approvals via Objective Build using the login that you have been provided with. All customers need to be invited to use Objective Build before making their first application. Please contact a BCAL admin through info@bcapprovals.nz if you require access or support with using Objective build.

If an application does not meet the requirements of Section 45 of the Building Act 2004, it is regarded as 'incomplete' and will not be accepted for processing.

The building consent officer will advise you what is missing or deficient in these cases, the applicant has 48 hours to respond. If there has been no response within 5 working days, the application may be rejected, and a completely new application will be required. The building support officer will contact you prior to this decision.

Remember to attach the PIM which is no more than 3 months old along with your building consent application. BAL will consider a PIM older than this on a case by case basis.

BCAL do not require a deposit – Refer to Step 7 for the Fees and Charges process

Step 5: Plan and specifications checked for compliance

Once your application has been accepted, a detailed assessment for building code compliance is undertaken by the consent processor to ensure the application complies with relevant sections of the Building Act 2004, NZ building code and any relevant legislation (within BCAL scope). The application, specifications and supporting documents are measured against these standards.

Statutory Timeframe

Under the Building Act, a Building Consent Authority has 20 working days from the received date of a complete application to decide whether to grant, or refuse to grant, the building consent. The processing clock starts when the application is deemed complete and accepted.

Requests for further information

As a rule, the processor will assess the entire application against all relevant building code clauses and applicable legislation before any RFI. It is inefficient and confusing to send RFI's throughout the assessment before the end. When this has been completed it is the bulk of the processing work done.

If an RFI is raised, it should refer you to each specific Building Code performance requirement that has not been met. If you are unclear about the information required, please contact the processing officer directly to seek clarification. Preferably an email is needed to record the advice given on the file for transparency records. However, simple clarification can be made by a phone call, and the processor will make any file notes if necessary.

When responding to the RFI, please ensure you precisely identify where the information has been revised and how compliance with the Building Code is achieved (i.e. acceptable solution or alternative solution). If an Alternative solution is used it is important to provide clear justification and remember it is the applicant's responsibility to nominate the means of compliance and provide the evidence in support of the compliance pathway chosen.

If there are any questions regarding compliance with the Building Act or Building Code, the building consent officer will send a request for further information via Objective Build, and the processing clock will be stopped. RFI's suspend the 20-day clock and is restarted once all requested information has been received.

Refer to the MBIE Guidance about the RFI process - [LINK](#)

Important: *BCAL processors are not permitted to provide any design advice because this is not their role. Please note that the building consent authority's role is to verify compliance not to provide design advice.*

Building Consent Approvals Limited will send a reminder after 15 working days if there has not been a response to the RFI. If there are still outstanding RFIs after 20 working days, the consent may be refused. The processing officer will discuss this with you prior to any decision.

Please ensure you contact the processing officer to discuss the RFI if you require clarification or there are any issues impacting your ability to respond. Timeframes may be extended where the applicant notifies Building Consent Approvals Limited of any circumstances that may prevent the information being provided in a timely manner.

Changes to plans before consent

If you decide to make changes to the plans that were previously accepted by BCAL for processing, you must carefully consider whether the changes may affect the District Plan.

Remember that BCAL is neither responsible nor liable for any matters under the RMA, so you must resolve these yourself directly with the T/A.

Step 6: Building Consent decision – Granting, issuing and refusing to issue & grant

Under section 49 of the Building Act, a Building Consent Authority must grant a building consent if it is 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 specification that accompanied the application. The building consent shall be granted conditional to the building work being inspected under section 90 of the BA04.

If BCAL is not satisfied during the processing of the building consent application the consent may be refused under section 50 of the BA04. The reasons for refusal may include, but are not limited to:

- the details and documentation supplied are not sufficient evidence that the proposed building work will comply with the Building Code
- non supply of information in a fair and reasonable timeframe
- building work has begun
- at the request of the agent/owner

If the consent is refused, a letter explaining the reason the consent was refused will be sent to the applicant.

BCAL follow the MBIE guidance for Granting, refusing to grant, and issuing building consents. If further guidance is required, please contact BCAL administration who will be happy to assist, or refer to the MBIE detailed guidance link below:

[LINK](#)

What if there is a disagreement with BCAL decisions?

If you disagree with any decision that a processor makes and have been unable to resolve, you may request that the matter be escalated to the Processing Manager for review. If there is still disagreement, you are entitled, and we will recommend that you apply for a Determination with the Ministry of Building, Innovation and Employment.

We will help you complete the application or in some cases BCAL may apply for the Determination and you will be added as a party.

Please refer to the MBIE Guidance about the Determination process. [LINK](#)

Consent conditions

There are only 5 conditions under the BA04 that may be included on a building consent.

Sections 67, 73, 75, 90, and 113.

As a Building Consent Authority that is not a territorial authority, the only condition relevant to BCAL is section 90 of the BA04. All four other conditions require consultation and approvals by the T/A. Of these four conditions that require T/A consultation, BCAL will only accept an application subject to section 75. The applicant is required to provide BCAL with a certificate under section 75 from the T/A before BCAL can issue a consent. Further info below.

- Section 67: Waiver and modification condition, the building work to which this application relates has been approved subject to a waiver or modification of the NZ Building Code. BCAL do not accept applications where a Waiver or Modification of the building code is requested or required.
- Section 71: BCAL do not accept applications where the land on which building work is to be carried out is subject or is likely to be subject to any natural hazard as defined in section 71(3) of the BA04. unless BCAL is satisfied that adequate provision has been or will be made as defined in section 71(2) to:
 - protect the land, building work, or other property referred to in that subsection from the natural hazard or hazards; or
 - restore any damage to that land or other property as a result of the building work.
- Section 72: BCAL is not a T/A and does not accept or consider applications under this section.
- Section 75: Construction of building on two or more lots, as a condition of granting this consent, the specified allotments must not be transferred or leased except in conjunction with any specified other or others of those allotments. See internal link: [Section 75](#)
- Section 90: Inspections by building consent authorities, agents (staff and contractors) authorised by the Building Consent Authority are entitled at all times during normal working hours or while building work is being done, to inspect the building work and ensure the provisions endorsed on the building consent are being carried out. This condition is a standard condition for every issued consent and does not require T/A consultation.
- Section 113: BCAL does not accept any applications where a specified intended life is requested. Please defer these applications to the T/A. Refer internal link - [Exclusions](#)

Once a building consent is granted, if changes are required you will need to apply for a minor variation or an amendment depending on the nature of the change (see Step 9 for more information).

Step 7: Applicable fees and levies for building consent applications

All Fees and charges including levies (details below) and estimated inspections are calculated, invoiced and require payment in full prior to granting/ issuing the building consent

The invoiced total will be based on the current fees and charges schedule that clients have been provided and that are available on BCALs website - [Link](#)

Note: BCAL will invoice at two stages for the most efficient process:

1. Prior to BC issue which will include a schedule of inspections; and
2. Prior to CCC issue which will include any credits or further charges to balance the account.

Payment advice is included on every invoice issued as following:

Payment by direct credit to bank account – BNZ 02-1268-0119939-000 quoting the invoice number in the field provided. Any payments made with no particulars information may result in delays allocating your payment and granting/ issuing the consent or Code Compliance Certificate.

Please email accounts@bcapprovals.nz for any account inquires.

Note: At the Final inspection booking, building support will invoice or credit to balance the account to avoid delays for the CCC. However, any further work may require additional invoicing after the final inspection i.e. minor variations, re-inspections etc.

Building Consent Approvals Limited collects, the following levies on behalf of MBIE and BRANZ:

- Building Research Association of New Zealand (BRANZ) levy assessed at \$1.00 per \$1,000. This levy is applicable where the value of the building project exceeds \$20,000 in total inclusive of GST.
- Ministry of Business, Innovation and Employment (MBIE) levy assessed at \$1.75 per \$1,000. This levy is applicable where the value of the building project exceeds \$65,000 in total inclusive of GST.

After collecting the levies, Building Consent Approvals Limited will pay the BRANZ levy directly to MBIE on behalf of the applicant. The TA then passes the levy payment on to MBIE. BCAL shall follow the MBIE guidance where any amendments or changes to the consent trigger either refunds or credits - [Link](#)

Step 8: Building work begins (How consents are inspected)

Building work may begin only after the building consent is granted.

Once a building consent has been issued, and work does not begin within 12 months, or you are not able to commence work within 12 months, you will need to contact Building Consent Approvals Limited at info@bcapprovals.nz to apply for an extension of time or the building consent will lapse. If your consent lapses, you will need to apply for a new building consent if you intend to continue with

the project. If you need an extension of time to commence work, download the Form and lodge the application. We cannot reverse a lapsed consent if you leave it too late. See 'Forms' section.

Refer to Link - [Lapse of Consent](#)

The granting of a building consent is subject to the condition under section 90 of the BA04 that the BCA is able to inspect the building work. Refer to consent conditions above.

Inspections are required throughout the construction process in order to ensure the building work adheres to the approved building consent. All approved consent plans, specifications and documentation must remain on site at all times to enable inspectors to confirm compliance with the approved consent. Please refer to your inspection schedule included with the consent.

All inspections are required to pass in order to secure the final CCC. You should plan to complete your project within 24 months. However, you are entitled to request BCAL to allow further time if this is required. Please refer to the MBIE guidance link for further details - [building to the consent\(external link\)](#).

LBP Notification

Under section 87 of the BA04 the owner (or agent) is required to provide written notice to the BCA of the name of every licensed building practitioner before work is carried out. Often these LBP's have not been confirmed during the processing stage. Please don't forget to notify us when confirmed and before work has started. Building Support will check this at the inspection booking and if the RBW does not have the LBP notified, you can provide it when booking the inspection.

BA04 section 87 - [Notification requirements](#)

Step 9: Inspection requirements during the construction process

During construction, you will need to arrange for Building Consent Approvals Limited building inspectors to inspect the work that has been done to make sure it complies with the approved building consent. Inspection observations will be recorded on the on-site inspection report.

It is your responsibility to ensure that all approved documents are available and that the appropriate person/persons are on site that are responsible for the work. If LBP's are involved, remember that the inspector must check the licenses. It is also your responsibility to ensure the site is safe, appropriate Health and Safety provisions are in place for the inspector to be inducted and to undertake the inspection safely.

Confirming Location and FFL

Before you book the first inspection, you will be asked how you intend to establish the location and FFL of the building. If you are intending to demonstrate this using survey pegs remember to have the string lines set up for the inspector to check. If the location cannot be demonstrated, the inspector cannot proceed i.e. if there are any issues the inspector may require a location certificate from a registered surveyor. A global fail may apply and blocking of further inspections until location certificate is provided. Any re-inspection incurs additional fees.

How do I book an Inspection?

Contact the building support team on 0800 119 282 to book inspections. The team will schedule the inspection into the consenting system.

When your Building Consent is issued, a schedule of inspections will be included in your documentation. You (or your builder) will need to book these inspections as each stage of work is completed. If there are any 3rd party inspections required e.g. structural engineers to check foundations etc. ensure these are scheduled and carried out prior to the inspector and that the construction monitoring notes are available for the inspector to check.

This is an essential part of the compliance decisions, or the inspection will otherwise fail, and a block may be added until the engineers site notes are uploaded to the Obj.B system.

What are Inspection timeframes?

In accordance with the Regulation requirements, 80% of inspections must be carried out within 3 working days after the date for the inspection is requested.

'Day 1' of the three working day period will be the next working day after the inspection date that was requested. Each day after that adds one day to the count.

However, BCAL will always aim to meet or exceed this requirement.

BCAL has flexibility to determine how they will meet the minimum requirements, including through greater use of remote inspections (RI). MBIE developed RI guidance for BCAs, which provides practical direction on implementing RI as part of their inspections function. RI can complement physical onsite inspections, especially for re-inspections and simple or low-risk work.

Please refer to the Remote Inspections Guidance document on the Website which outlines when RI is suitable and when it is not.

Please contact BCAL Administration to book an inspection or to discuss any related matters.

Inspections Cancellation Policy

Inspection bookings may be cancelled at any time prior to 3pm that day before inspection without any cancellation fee. However, a full inspection charge is applicable if the cancellation is not made until after 3pm the day prior to inspection. This is due to the inspections having been allocated to the inspector and the loss of the timeslot made available. This also covers administration and re-allocated workload requirements for the inspector.

If there were unavoidable and unforeseen circumstances which led to the required cancellation, please discuss this with the inspector who will in turn discuss with the Inspections Manager before a final decision is made.

Restricted Building Work

If the building work to be inspected is RBW – Restricted Building Work, you should have already notified BCAL in writing (email to Admin is fine) prior to the work starting. We will not accept an inspection booking unless we have been notified of the name of the LBP responsible for the work.

Prior to accepting an inspection booking, BCAL administration will require identification of the licenced Building Practitioner and shall check the LPB register to confirm. This can be added at the

time of booking so advise Admin of the LBP details. The inspector will need to confirm the LBP licence on site prior to undertaking the inspection.

Building work may be inspected for each standard inspection type (see table below), where a technical decision will be made on whether the work complies with the requirements of the Building Code and the approved building consent.

Non-standard inspections will be identified during the processing stage of the consent application and advised with the issued consent. However, they may also be identified through the pre-construction meeting for some projects or during the construction phase. These may include (but are not limited to), site specific considerations, minor variations or amendments, unforeseen ground conditions etc. Alternative solutions may also include non-typical construction methods that require non – standard inspection types. Please contact BCAL for any further advice if required.

Delivery of a non-standard inspection will be dealt with on a case-by-case basis during the inspection process and may be carried out by BCAL or by relevant specialists who are then required to provide appropriate documentation. These non-standard inspections are recorded as part of a site meeting record.

If the work has been completed in accordance with the consented documents the inspector will sign it off and work can continue.

Inspection types are identified during the processing stage and are listed as part of the building consent documentation. The building consent will include a description of the inspection types required for your project including any specialist input e.g. engineer's inspections to substantiate compliance.

Required Documents

Check any 'Required Documents' on the consent and ensure these are provided on site at the time of inspection if they are located alongside the inspection. This is essential to avoid a failed inspection and potential blocking of further inspections until provided.

The inspector will photograph these and as long as all else good, will pass.

Standard Inspection Types described

The inspections below are typical of many new dwellings. Your inspection schedule will be specific to the work because the processor added these when identifying the type of work that needed to be inspected. If you have any questions, please do not hesitate to contact BCAL admin.

Inspection Types	Building work assessed & how inspected <i>All work will be assessed against approved consent</i>
Preconstruction meeting	To ensure input from BCAL prior to the final set of construction drawings, to save any amendments which can be costly and help facilitate an efficient process. This is a recommendation not mandatory.
Prepour	Prior to pouring foundations – check site / footings / foundation / reinforcing steel etc. Siting e.g. surveyor confirmation of boundaries must be established.
Pool Prepour	For a pool only application and prior to pouring concrete. Ensure ground bearing has been certified if required. Check consent requirements.
Wastepipes	Inspection of wastepipes prior to pouring a floor slab or inspections of services below a timber floor prior to installing the floor. Checking falls, materials, pipe size, pressure test etc.
Floor Slab	Prior to pouring the slab. Ground bearing, reinforcing, sizes, grade, DPC etc. Siting e.g. Survey pegs or surveyor confirmation of boundaries.
Blockwork	This is often covered by your engineer. Inspection of blockwork construction, reinforcing - blockwork foundations for single storey construction can usually be undertaken under Prepour. Refer to your inspection schedule.
External tanking	Inspection of an external water proofing system either below or above ground and includes associated drainage systems, falls etc.
Sub-Floor Framing	The purpose of this inspection is to check the subfloor framing layout (size and location), bracing and connections (nails and nail plates). This inspection is required when the subfloor will either be covered and/or difficult to access for inspection at a later time.
Framing / Prewrap	Inspection of framing prior to installing wrap or roof. This is a major inspection covering many structural items, timber treatment, fixings, tie down, bracing schedules, engineering elements, spans, structural steel if applicable etc Note: If you have a roof membrane, this inspection should also include checking the falls, substrate fixings and surface water outlets etc.

Concrete / Tilt Panel / Steel Frame	Inspection of aspects of Special Engineering Design (SED) elements. Construction monitoring notes are required either prior to or at time of inspection.
Post Wrap	Checking that the wrap is not damaged and that tapes are applied appropriately. They will also ensure that any penetrations for pipes and wires are sealed properly. Windows are usually in at this inspection and will also be checked to make sure all flashings are installed correctly.
Deck / Roof membrane	<p>Inspection of membrane systems, usually a butynol or TPO (Thermoplastic polyolefin) membrane – correct membrane used, laps and seams – ensure the manufacturers specifications and installation instructions approved with the consent are available.</p> <p>Correct falls, surface water controls etc. these should have been previously checked prior to membrane installation.</p>
Pre-plaster	To ensure that the material and fixings that are being used are the same as the approved plans. This inspection occurs before the plaster is applied. The cladding system should be completed and if possible, the person who installed the cladding on site.
Half-High Brick	Includes inspection of shelf angles, clean cavity, weep-holes, brick ties for type of exposure zone and spacings, penetrations through wrap are still sound, sill kickouts and DPC installed at openings and where required etc.
Preline Building/ Plumbing	<p>This may be combined or separate:</p> <p>Plumbing: To check and test the installation of the water supply pipes and the waste pipes. The water supply pipes must be under 1.5kPa pressure test to check for any leaks in the system.</p> <p>Upper-level shower bases should be on flood test; wastepipe falls and venting; evidence of primer used etc.</p> <p>Building: Moisture check on framing (Gib recommend 18%); correct Insulation installed and R values; any internal metal angles for tiled areas; Structural supports where pipework has gone through timber e.g. top plates in particular etc.</p>
Postline	The purpose of this inspection is to check that the correct linings have been installed, and bracing elements have been correctly fixed. If applicable, fire collars, fire sealants and other fire protection measures may also be checked at this inspection.
Internal Membrane	The inspector will check the wet area membrane (e.g. tile shower), is installed as per manufacturer's specifications and approved consent.
Drainage	<p>There are several types of drainage:</p> <ul style="list-style-type: none"> • Storm water (roof and rainwater)

	<ul style="list-style-type: none"> • Foul water (grey or dirty water includes waste from toilet, sinks, swimming pools etc) • Effluent fields • Wastewater fields <p>The purpose of this inspection is to check that there is enough fall on the pipe and that they are the right size. The pipework must be under test to confirm there are no leaks in the system; bedding; inspection points and gully traps or ORG; As-built drainage plan must be available at this inspection.</p>
Solid Fuel Heating Appliance	<p>Checking the approved model is installed in the approved location with clearances as per the manufacturers requirements. Enclosed Flues require certification from installer (clearances)along with installation Producer statement.</p> <p>Any wet-back installation also requires to be open-vented and certified by a licenced Plumber.</p>
Solar Water Heater	<p>This is normally covered by a suitably qualified installers PS3. As with a wet-back it is typically required to be open-vented as it is an uncontrolled heat source.</p>
Retaining Wall	<p>The purpose of this inspection is to check the type of construction and the materials used are in accordance with the approved plans. This work may also be inspected by and engineer and may be done at the same time as a siting inspection. Drainage and silt traps are an essential part of this inspection along with approved backfill. Blockwork retaining walls are normally SED and require engineers construction monitoring.</p>
Final	<p>Final inspections are extremely important; this is the last time that we will attend site therefore all building work must be completed. All building consents require a final inspection. A final inspection does not mean that a CCC will be issued; the applicant must apply for a CCC. This includes: - Smoke alarms, Painting, Floor coverings in wet areas, Fixtures & fittings (plumbing), Electrical work, Gas installations, Driveways and paving, Landscaping, ground levels etc. Power must be connected and hot water on.</p>

ALTERATIONS/ADDITIONS

These consents may require many of the inspections listed above or may need only one or two. This depends on the Alteration or addition. Please refer to the inspection schedule listed on the consent Form 5. If you have any questions or concerns related to inspections for alterations/ additions, call building support on 0800 119 282.

Remote Inspections

BCAL's consenting system 'Objective Build' incorporate a remote inspections function. This feature is fully integrated into the current inspection checklists system and carried out as a 'live stream', so there is no need to download or upload photos or documents related to the inspection.

When Remote Inspections Are Suitable

- **Low Risk Inspections:** Remote inspections are generally suitable for lower risk building work, re-inspections, or for builders who regularly demonstrate compliance. More complex work can be done; however, this would be on a case by case basis.
- **Site Accessibility Issues:** Sites that are hard to access due to weather, travel distance, or safety concerns may be prioritised for remote inspection.
- **Adequate Technology:** The site must have reliable internet connectivity and appropriate digital devices (e.g., smartphone, tablet) for live streaming or evidence upload.
- **Builder Track Record:** Builders with proven compliance history are more likely to be approved for remote inspections.

When Remote Inspections Are Not Suitable

- **Unreliable 4G connectivity:** This is the very first minimum requirement which is obvious.
- **High Risk or too complex Inspections:** Passive fire separations; complex SED etc. are not generally suitable where many and various items require checking.
- **Repeated previous failed inspections:** Unresolved previous inspections **may** be a reason to decline remote inspections and repeated fails.
- **Preline or final inspections:** If no previous arrangements or agreement is made to use a calibrated meter i.e. moisture or temperature; also damaged or faulty levelling instruments.
- **Unsuitable onsite agent:** The person onsite must be cooperative and able to follow the instructions of the inspector and also be familiar with the job. This should be the person responsible for the work or at least has a good knowledge of construction.

When BCAL May Decide to Use Remote Inspections

- **Risk-Based Decision:** BCAL may use remote inspections for site visits that pose low compliance risk.
- **Hybrid Approach:** Some inspections may be remote, while others will be retained as in-person, especially for complex or high-risk elements.
- **Re-inspections:** Evidence-based remote inspections are often suitable for quick follow-up checks, reducing travel and delays.
- **Reducing timeframes:** Can be useful to help any urgent needs or when BCAL need to improve inspection wait times to meet its KPIs of within 48 hours of booking.

Builder Requirements to Facilitate Remote Inspections

When requesting a remote inspection, or when BCAL offers one, the caller will be asked to confirm the following to ensure suitability:

- Ensure the site is prepared, safe, and accessible for the inspection, and free from hazards for the portion being inspected.
- Be available at the scheduled time to guide the inspector virtually through the site, following instructions exactly.
- Use a reliable mobile device (minimum 4G) with a working camera and microphone to facilitate the real-time video call as directed by the inspector.

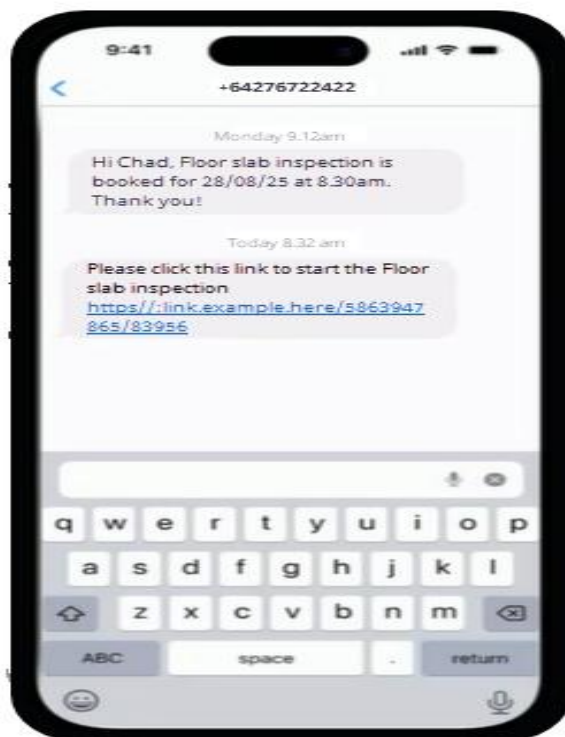
- Provide live commentary and respond promptly to inspector inquiries or requests for particular views or details during the inspection.
- Confirm the video stream quality is adequate and the internet connection is stable throughout the inspection.

General Duties

- We need to confirm that site personnel are competent to use live streaming technology for inspection purposes and understand BCA protocols. These questions will be asked at the time of booking.
- Cooperation with the inspectors' requests is critical, including providing repeat or supplementary live streams if requested due to technical issues or insufficient detail.
- Keep the site and any necessary documentation ready for live stream inspection, in accordance with BCAL requirements.
- Live stream remote inspections can speed up compliance checks, but BCAL may still require physical attendance if remote conditions do not allow a thorough or reliable inspection.

How it will work

- Understand all the considerations in this document.
- Ensure you have at least 4G connectivity on the site
- Book the inspection and respond to the questions of building support who will need to confirm general rules to ensure the remote inspection is suitable.
- Nominate the responsible person who will be onsite. You can give a preferred time; however, the inspector will call the site contact to confirm the time prior to the inspection.
- Ensure you have all relevant documentation ready before the inspection including construction monitoring; certification documents etc.
- The inspector will call the site contact at the agreed time, and this generates a notification to the mobile phone as per below:



- Once both parties are on the call, a video walkthrough of the site can begin.
- Follow the instructions of the inspector
- The inspection checklist and report are the same as onsite inspections. If you have any questions, ask the inspector who will explain.

What if it goes wrong

There are a variety of reasons a Remote Inspection may not work out and, a follow up onsite inspection may be the only alternative. The inspector will explain if this happens, the reasons why and next steps.

Inspection findings

The inspector will use the Objective Build inspection checklist to record the inspection results (remote or onsite), working through the question prompts while checking that the work is in accordance with the consent. The outcome of the inspection i.e. 'Pass or Fail' will be summarised and issued in an 'Inspection report.' The inspector is required to discuss the findings with the site contact and will issue the inspection report to the client and any nominated recipient loaded into the system.

Please ensure that all recipients who you want to receive the inspection report are added. Contact BCAL admin who will do this for you. However, if the site contact has not been added, advise the inspector who can still forward a copy.

What happens if the work is non-compliant?

Areas of non-compliance will be detailed on the on-site inspection report. Re-inspection may be required if the building officer is not satisfied that the work meets the requirements of the building consent and/or the Building Code.

Where issues are of a more serious nature it is possible a Notice to Fix may be issued, requiring any building work not done in accordance with the building consent and/or the Building Code to be corrected. Officers may also instruct that building work cease in the area affected by the non-compliance until the building officer is satisfied work is able to proceed in compliance with Building Act requirements. Failure to act promptly can result in the Notice to Fix which will be forwarded to the applicable T/A for enforcement proceedings.

Work unaffected by the non-compliant work may continue, but this needs to be established with the building officer on site.

Amendments to building consent

Changes to a consent that do not fit within a minor variation will require an amendment application to be submitted via Objective Build – Refer to Step 4 above and [read the amendments guidance\(external link\)](#)

An amendment application follows the same process as applying for a building consent and must be submitted on a Form 2. The considerations that BCAL are required to make are the same as a new application. Applicants shall assume full responsibility for all matters under the RMA and applicable District Plan requirements for amendments as with new building consent applications- [LINK](#)

You should carefully consider whether the changes may affect the District Plan.

Minor variations

A minor variation is a minor modification, addition, or variation to a building consent that does not deviate significantly from the approved plans and specifications. To find out more on the definition, assessment and granting of minor variations to building consents, see [Minor Variation Guidance\(external link\)](#).

If the consent has been issued and no inspections have yet taken place, an application for minor variation with supporting documents can be submitted to info@bcapprovals.nz or via Objective Build. A processing officer will contact the applicant when the minor variation is approved or if further clarification is needed.

Once inspections have commenced for the project, the minor variation application, and supporting information, must be presented to the inspector on site during an inspection. If it is a simple change, the inspector may simply note the change on the approved plans, date and sign it and photograph for records.

In the case of a minor variation that may require greater consideration, a site meeting with the inspector should be booked to allow sufficient time to review.

More complex minor variations that are approved and require further supporting documentation should remain on site until completed. Ensure the inspector has signed these off after which you must upload into the on-line portal documentation. These more complex minor variations require the use of the Form. You can find this in the Forms section of this document. Download, complete application and present to the inspector for consideration. [FORMS](#)

Step 10: Applying for a Code Compliance Certificate (CCC)

A BCA must decide whether to issue or refuse to issue a code compliance certificate for building work to which a building consent relates within 20 working days after:

- The date on which a CCC application is made; or
- The expiry of 2 years after the date the consent was granted; or
- Any further period that may be agreed between the BCA and owner

When to apply for CCC

You need to apply to Building Consent Approvals Limited for CCC as soon as practical after:

- completing the building work, as described in the building consent and any amendments

If you have not applied for a CCC prior to two years of being granted building consent, Building Consent Approvals Limited will contact you to find out how the building work is progressing and may discuss an extension of time to the 2-year decision date.

How to Apply for CCC

You will need to submit a CCC application online through Objective Build. The Form is automatically generated within the system when you apply for CCC. Access to Objective Build is given to the relevant contracted parties.

To ensure an efficient process, all relevant information on the prescribed Form 6 (application for CCC) should be provided, as well as providing:

- any certificates that relate to the energy work.
- any records of work from *licensed building practitioners who carried out any restricted building work.

**BCAL highly recommends all records of work are provided, however, these are not mandatory to make a decision whether to issue CCC.*

Receipt of CCC Application

Upon receipt of your CCC application, the statutory clock is started the day after receipt and the BCA must decide within 20 working days whether to issue CCC. However, this timeframe is suspended if any information required by section 92 of the Building Act is missing – refer to timeframes below.

BCAL will then proceed to assess whether the information provided, and consent file records satisfactorily demonstrate on reasonable grounds that the building work has been completed in accordance with the consent and whether a decision can be made to issue CCC. Considerations may also include the following information as applicable in order to make a decision:

- any project-specific information, for example, producer statements, surveyor certificates, etc as listed on your building consent or requested by Building Consent Approvals Limited during the construction process.
- Evidence that any Development Contributions have been paid to the T/A
- Whether scheduled inspections are passed and fees paid *

*The fees for the building consent including CCC and any levies will have been paid in advance. BCAL administration will do a tally and ensure the account is balanced and if there have been any additional charges during consent and inspections process, or any credits due.

Timeframes

BCAL has 20 working days from the date a complete application is received to decide whether to issue or refuse to issue a CCC (under section 93 of the Building Act 2004). Objective Build will generate an acknowledgement of receipt once the application has been accepted. The processing clock will start on the date the completed information is received.

All information supplied with a CCC application will be reviewed by a BCO. If additional information is required, a request for information (RFI) will be sent via Objective Build and the application will be placed on hold until the requested information is received. The processing clock will be stopped.

Building Consent Approvals Limited will send a reminder after 20 working days if the requested information has not been provided. If information has not been received that resolves the request for information after 20 working days, the CCC application may be refused.

When the requested information has been supplied in full and accepted, the application will be taken off hold and the processing clock restarted from the date the complete information was supplied.

If no application is received at 24 months and the building work is finished, and a final inspection pass is recorded, then a BCO must decide whether to issue or refuse CCC. The issued CCC will only be made available once payment is made for any outstanding fees.

Notes

- Timeframes may be extended where the applicant notifies Building Consent Approvals Limited in writing of any circumstances that may prevent the information being provided in a timely manner.
- Documents relating to a CCC application can be uploaded to Objective Build throughout construction. A walk-through of CCC documentation can be undertaken by the building inspector at the final inspection.

Issue of CCC

When BCAL is satisfied that all matters related to the consent have been met, the inspector will make a decision to Grant the CCC and BCAL administration will issue it after ensuring the account is balanced. The issuing of the CCC means that BCAL is satisfied that the building work complies with the building consent and the process is complete.

[Read the Code compliance certificate application process \(external link\)](#)

What if there is a disagreement with any of BCAL decisions?

MBIE Determinations

If you disagree with any decision that an inspector makes and have been unable to resolve, you may request that the matter be escalated to the Building Inspections Manager for review. If there is still disagreement, you are entitled, and we will recommend that you apply for a Determination with the Ministry of Building, Innovation and Employment. We will help you complete the application or in some cases may apply for the Determination and you will be added as a party.

Please refer to the MBIE Guidance about the Determination process. [LINK](#)

Further information can be obtained from the following websites:

- Ministry of Business, Innovation and Employment:
 - www.building.govt.nz(external link)
 - [Building.govt.nz process map \(external link\)](#)
 - [Learn how to apply for a building consent \(external link\)](#)
 - [Understanding the building consent process \(external link\)](#)
- Department of Internal Affairs – www.legislation.govt.nz (external link)
- Licensed Building Practitioners – www.lbp.govt.nz (external link)

Making General Inquiries

As a client of BCAL you may contact us by phone on **0800 119 282** during business hours or email at any time at info@bcapprovals.nz to inquire or ask questions about building control function services we provide. You may also use regular mail if you prefer addressed to:

Building Consent Approvals Ltd,
131 Victoria street Christchurch, 8013

BCAL expect regular contact and inquiries from our clients, and you can call Admin in the first instance who will provide you information or advice verbally and if possible, at the time you call. If Admin are unable to respond directly, you will be forwarded to an appropriate staff member.

If your inquiry is of a technical nature and in relation to a building control function, it will be forwarded to a technical employee or contractor who will provide technical advice and interpretation.

If the inquiry is related to a consent or application in the system and the technical officer considers that inquiry and advice given is material (important) it will be recorded within the Objective Build application or consent number memo. This would typically occur where the inquiry results in an employee or contractor making a decision, giving advice or guidance relating to that project and when that decision, advice or guidance is considered material.

Timeframe to respond to Inquiries

The timeframes we are committed to respond to your inquiries are:

- Phone – at the time of the phone call if available however if a voicemail is left, within 24 hours of receiving call.
- Email – within 48 hours of receiving the inquiry.
- Onsite – at the time and if unable to respond, forward the inquiry to an appropriate technical employee or contractor who will respond within 48 hours of receiving the inquiry.
- Mail – within 5 days of receiving the inquiry.

Complaints Policy

At Building Consent Approvals Limited, we are committed to providing our customers with the best possible experience of the building consent process. Our complaint process takes into consideration:

- The service standards for acknowledging, considering and responding to complaints
- Ensures appropriate levels of objectivity and fairness to all parties
- Enables complaints to be prioritised
- Provides for any required remedies proportionate to the issues raised
- Enables complaints to be systematically and accurately logged and tracked

You have a right to appeal any decision we have made about your building consent, or to file a complaint about our work in building control.

Complaints relating to building control could include:

- Meeting statutory timeframes
- Lodging or vetting building consent applications
- Processing building consent applications
- Inspecting work under construction
- Issuing a notice to fix
- Failure to meet legislative or Building Code requirement

Definition of a Complaint

A concern may not rise to the level of a complaint. If your concern has been resolved at first point of contact, we would not normally treat this as a complaint unless you think it should be, and we agree.

Complaints can be related to any of the building control function services we provide or related decisions. This includes services or decisions made by any of our staff or contractors related to such matters as (not limited to):

- Lodging or vetting building consent applications
- Processing consent applications
- Inspections of building work for which BCAL have issued consent
- The way you feel have been treated
- The standard of service you have received
- A failure in our processes or procedures
- Meeting statutory timeframes or KPI's
- Issuing a notice to fix or code compliance certificate
- Failure to meet applicable legislative or Building Code requirements

How do I make a complaint?

If you are not satisfied about any aspect of our building control functions, you can make a complaint by contacting us directly over the phone or in writing. Please refer to your contacts list which have been provided to you.

We highly recommend that complaints are made through the Complaint Contact form on the [BCAL website](#) for a more efficient and effective process.

You will need to provide us the following information in writing so we can record the details at the outset. Please follow the prompts provided on the Complaint Form online.

- The date the incident occurred and who was/is involved
- The nature of your complaint e.g. the processing of a building consent or the outcome of a building inspection.
- Copies of any supporting information (if applicable)
- The name of the company you represent
- Any further information you consider relevant

If we receive a complaint in writing via email, we will still process your complaint in accordance with this policy. However, it is recommended to use the online Complaint Form.

If we receive a complaint over the phone, you will be requested to follow-up in writing for the complaint to be accepted and in accordance with our Complaints Policy.

Responsibility and Review

The Building Control Manager is responsible for the effective and consistent functioning of the complaints process and will be subject to annual audit and review.

Service Standards

BCAL will ensure that:

- Initial response/acknowledgement receipt of the complaint within 2 working days
- If possible, we will resolve or make a decision the complaint within 28 working days of acknowledgment by the building manager unless a request for further information is made or the complaint is complex or has escalated to a dispute resolution process (see below).
- You will be advised of the outcome and given the opportunity to respond
- We will accurately record complaints, response and outcomes that can be tracked

How BCAL resolve complaints

Once we receive a complaint, we will prioritise it based on the nature of the complaint. We may also adjust the timeframe for resolution depending on the nature of the complaint (risk and/or urgency). If a more formal investigation is required, this may take longer to address, and we will notify you of the change in timeframe. We may also need to do a site inspection to provide the most appropriate response to your complaint and gather any further relevant information.

Investigations will be undertaken in a way that will ensure your complaint is considered with appropriate levels objectively and fairness to all parties and we shall endeavour to apply an appropriate remedy proportionate to the matter and outcome.

We will accurately record all complaints, response and outcomes in a way that can be systematically and accurately logged and tracked for progress.

Outcome

Complaint records will be kept and cover:

- details of the investigation,
- the outcome (e.g. whether the complaint is upheld, action taken, apology, or reason why the BCAL is unable to assist),
- information on the right of further redress and escalation if you remain dissatisfied.

Complaints will be regularly reviewed to identify any systemic or emerging issues, or other opportunities to improve outcomes for all parties.

Complaints may also provide broader opportunities for us to improve our service delivery and client experience. We report on complaints at BCAL management team meetings.

Escalation

Complaints received will be carefully allocated to ensure objectivity e.g. they won't be forwarded to the same person you are dissatisfied with.

If you are unhappy with the initial decision made, you can request the complaint be escalated to the Building Control Manager. If the complaint is about any officer, that officer will not investigate the complaint, it will be escalated to a position above.

Determination

If your complaint is about a decision that BCAL has made in the capacity of its role as a building consent authority, and after investigation, we agree with that decision, we will recommend that you use the MBIE Determination process. We will help you complete the application or in some cases may apply for the Determination and you will be added as a party.

Refer to Link for details - [Understanding determinations | Building Performance](#)

Dispute Resolution

The contract between BCAL and you as client include a dispute resolution process in clause 13 of the contract.

If any complaint rises to the level of a dispute, BCAL shall follow the dispute resolution in good faith with you. The key term in this clause is 'in good faith' and 'the parties will use best endeavours to settle their dispute by mediation before resorting to litigation.'

The client as do BCAL will recognise and value the benefit to both parties wherever possible by avoiding exorbitant expense in both reputation and legal proceedings and shall try to resolve any dispute by negotiation. Please refer to clause 13 of your contract.

Forms

Due to the limitations of what BCAL accept for building consent applications, only the following forms are (or may be) applicable. If in doubt, please check consent information or call us.

Click on link as applicable and download – Note that Form 2 and 6 are not links.

Form 2 – Application for PIM and/or Building Consent - part of the Objective Build system

Form 6 – Application for Code Compliance Certificate - part of the Objective Build system

Form 2A – [Memorandum from licensed building practitioner \(certificate of design work\) \(form 2a\)](#)

Form 6A - [Memorandum from licensed building practitioner \(record of building work\) \(form 6a\)](#)

[PS3 - Plumbing](#)

[PS3 - Drainage](#)

[PS3 - General Construction](#)

[PS3 - Waterproofing](#)

[PS3 - Solid Fuel Heater](#)

[As-Built Drainage Template](#)

Producer Statements EngNZ (PS1, PS2, PS4) - [LINK](#)

[Minor Variation application](#)

[Extension of Time application](#)

Fees and Charges

Please refer to the separate schedule provided for Fees and Charges.