

CARTER HOLT HARVEY INNOVATOR OF THE YEAR AWARD:

This award recognises a building surveying professional, or a team engaged in building surveying activities, who has demonstrated commitment to innovation in building surveying.

Award Presented by Craig White, Carter Holt Harvey

In 2016 a cluster was established in collaboration with MBIE as they sought to drive a dramatic change to customer service.

The emphasis was on improvements to collective business processes, common documentation, increased interoperability and Building Consent Authority (BCA) information sharing.

Their regular meetings targeted benchmarking current service levels, identifying areas where they could connect or disconnect with each council's BCA function and gaining a deeper understanding of any touch points with industry.

The group collaborated on how each BCA contributed to sustainable growth with an outcome to ensure the built environment better supports a well-function economy through effectivity and efficiency.

The project investigated four common service areas across each BCA and how each BCA dealt with them. These included:

- (1) Building consenting
- (2) Building inspections
- (3) Build completion
- (4) Building control staff resources and consenting fees

The project's collective learnings provided customer service benchmarks with respect to building control functions, allowing for unique comparison and a thoughtful discussion amongst both participating and observing BCAs along the way.

The end result gave an opportunity to share comparative data, aide in joint understanding of the systems and enable opportunities for improvement, that would not have happened in isolation.

The cluster in question is an example of likeminded BCA professionals combining to support region wide initiatives for innovation in approaches to regulatory service within a wider region to support the greater New Zealand Building environment.

Tonight please welcome to the stage to accept the

“CARTER HOLT HARVEY INNOVATOR OF THE YEAR AWARD”

“GREATER CANTERBURY CLUSTER”

(Ashburton, Christchurch, Kaikoura, Hurunui, Selwyn & Waimakariri Councils)

Please join me in welcoming the representative(s) **Ashburton, Christchurch, Kaikoura, Hurunui, Selwyn and Waimakariri Councils**, to the stage to accept the award.