

HILTI ORGANISATIONL COMMITMENT TO CUSTOMER SERVICE AND EXCELLENCE AWARD:

This Award goes to an organisation who demonstrates dedication to exceptional customer service and excellence.

Award Presenter, Ahmed Kamuna Hilti New Zealand

This Council has expanded their entire philosophy and processes on discretionary exemptions in response to recent Canterbury earthquake sequences. While the mechanism for issuing exemptions from building consent has been in existence for more than 20 years, this Council has recognised and encouraged the idea that exemptions could aid a more efficient rebuild for the local community.

A few key stand out practices which have improved this Council's day to day operations, and therefore their customer service include:

- Development of a new processing check sheet and an application process that efficiently document details of the quality assurance measures
- Uniquely offering their customers a wider range of products in terms of building approval, where they consider an extensive range of residential and commercial work
- Collaborated with their customers to develop quality assurance processes and procedures which resulted in speedier approvals
- Developed user friendly documentation, ensuring they provide guidance to customers so they can produce quality applications
- Development of a specific online application to make is easier for customers to directly input into their system, reducing administrative work and resulting in a cost-effective approach for their customers

Customer Service is at the heart of this Council and what it has achieved. Recognising key customers with excellent track records, experience, specialist registrations and appropriate qualifications, the Council has provided a different pathway for them to achieve compliant building solutions. This is done with all customers in mind – whether it is the applicant, designer, owner, tenant, shopper or office worker.

Taking advantage of building professional's competencies, and working with them to get the job done without having to go through a more formal consenting process, this Council has provided a forum for "professionals" to showcase their skills by placing reliance on their expertise. This is a model that also inspires others to lift their game, given the obvious benefits.

The whole community benefits in terms of time, spend and project ease, allowing for a much more efficient rebuild process. This Council's foresight, expansion and encouragement of this system is a great step in the right direction to achieving compliant building results faster and more efficiently.

Ladies and Gentleman, please join me in congratulating the winner of the

“HILTI ORGANISATIONAL COMMITMENT TO CUSTOMER SERVICE AND EXCELLENCE AWARD” -

“CERTIFICATION AND EXEMPTION TEAM AT CHRISTCHURCH CITY COUNCIL”

Can I please the representative(s) of **Christchurch City Council’s** certification and exemption team, to accept the award on behalf of Christchurch City Council.

MITEK NZ TRAINING COMMITMENT AWARD:

This Award goes to the individual or organisation that has committed to significantly improving the position of training in their field.

Award Presenter, Anthony Cook Mitek NZ

This award is always hotly contested. As most in the audience will be aware the Institute's focus is on professionalism and consistency and as such is committed to formal education (the development of the Building Surveying Diplomas) and ongoing high quality training.

The recipient of this award has made a significant commitment to training its building surveyors and other building related staff throughout the year. No small task given the ever-increasing time pressures, caused by increasing consent volumes around the country.

This particular council has only 25 employees, but collectively they have recorded 24 attendances at BOINZ Training Academy Courses in 2016, such a commitment that is made all that sweeter with 100% of both the Building Inspection and Processing team's holding membership with BOINZ.

These are exceptional figures in terms of numbers and percentages, which the selection committee has found hard to ignore.

Ladies and Gentleman, please join me in congratulating the winner of the

"MITEK NZ TRAINING COMMITMENT AWARD" -

"HASTINGS DISTRICT COUNCIL"

Would **Gerard Van Veen from Hastings District Council** please come up to the stage to receive this award on behalf of his team.